

# Alchemy-CARE™

## Option 1 - Preventative Maintenance

This warranty is primarily for the preventative projector maintenance. Incorporating planned visits for filter cleansing will prolong the life of the lamp, the projector and the installation.

This warranty covers:

-  Clean and/ or replace projector filter
-  Clean projector lens and projector
-  Clean projector surface
-  Check all associated Data/ Video Cabling for wear or damage
-  Clean and check surface of Interactive whiteboard (if applicable)
-  Re Calibrate projector onto Whiteboard/ interactive whiteboard
-  Test and sign off
-  All Labour Charges associated with above

This warranty does not cover:

Purchase and/ or manufacturers repair costs for damaged/ broken projectors/ interactive whiteboards. Computer related failures. Replacement of third party projector bracketry. Replacement/ repair of any item due to attempted theft, unless fitted with Alchemy AV secure bracketry.

Replacement of faulty or damaged cables. Input plate failures. Projector lamp removals or replacements. Manufacturer projector swap outs, removals or refits. Terminal projector failures. Terminal board failures.

## Option 2 - Extended Installation Maintenance

This warranty gives comprehensive cover and peace of mind over the complete installation regardless of supplier, installer or age of installation.

This warranty covers:

-  All preventative maintenance (as above) 2 x planned visits per year etc
-  All call outs for faults relating to projector and/ or whiteboard communications
-  Replacement of any cable and/ or connector deemed faulty/ damaged in relation to the correct operation of projector and/ or Interactive Whiteboard.
-  Replacement of any data input/ termination plate deemed faulty/ damaged
-  Replacement of any Trunking/ ducting deemed faulty/ damaged
-  Lamp replacement/ reconfiguration of projector (Consumables purchased by customer)
-  Projector removal/ re-installation and reconfiguration following manufacturers swap out warranty
-  Interactive Whiteboard removal/ reinstallation and reconfiguration following manufacturers swap out warranty.
-  Unlimited telephone customer support between Mon-Fri 09.00 – 17.00

This warranty does not cover:

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