



Limited Warranty

ViewSonic® Limited Warranty

(Current Production Models. U.S.A. and Canada Only)

What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. ViewSonic provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized hardware parts or components (e.g. Projector Lamps). (Please refer to: ["What the warranty does not cover"](#) section)

ViewSonic "A" Stock Product is defined as:

- Brand new, never been used products freshly received from factory in original packaging
- Packaging must be unopened (other than any cursory un-boxing/re-boxing for quality assurance inspection)

How long the warranty is effective:

1. ViewSonic Monitor carry a three (3) year limited warranty for parts, labor and LCD backlight from the purchase date. In order to receive warranty service, proof of purchase of the ViewSonic product is required. To obtain warranty service, please contact ViewSonic Customer Support.
2. ViewSonic Monitors are warranted with our LCD Pixel Performance Guarantee. Through this limited warranty, you are guaranteed high-quality screen performance with no more than the following improperly operating pixels, depending on the native panel resolutions.
 1. Panels with resolution smaller than 3840x2160: Three (3) improperly operating pixels with no more than two (2) bright or two (2) dark pixels.
 2. Panels with resolution 3840x2160 or higher: Eight (8) improperly operating pixels with no more than five (5) bright or five (5) dark pixels.

3. ViewSonic Projectors (unless otherwise specified) are warranted for three (3) years from the date of first consumer purchase for parts and labor and one (1) year limited lamp warranty. Lamp warranty is subject to terms and conditions, verification and approval. Applies to manufacturer's installed lamp only. All accessory lamps purchased separately are warranted for 90 days.
4. ViewSonic Desktop Virtualization products (unless otherwise specified) are warranted for three (3) year for parts and labor.
5. ViewSonic Large Format Display (LFD) products are warranted for three (3) years from the date of first consumer purchase for parts and labor.*
6. ViewSonic ViewBoard Interactive Flat Panel display (IFP) products are warranted for three (3) years from the date of first consumer purchase for parts and labor.*
7. ViewSonic Digital Kiosks and Billboards (ePoster) Products are warranted for one (1) year from the date of first consumer purchase for parts and labor.*

*All 42" and larger ViewSonic Display Products will receive onsite services in the U.S. and Canada with the following exceptions:

- If the service location of the defective unit is over 40 miles outside a major metropolitan area. The customer will be responsible to ship/transport the covered Product to the designated repair center;
 - If a defective unit is determined by the ViewSonic Technical Support staff to be a panel defect, or ViewSonic's Technician is unable to resolve the problem on-site, a replacement unit will be dispatched from ViewSonic's warehouse to customer's ship-to location (front door deliveries only). It is customer's responsibility to pack and ship/transport the covered Product to the designated repair center.
8. ViewSonic Media Player products (unless otherwise specified) are warranted for one (1) year for parts and labor.
 9. ViewSonic Slot-In PC products are warranted for one (1) year for parts and labor.
 10. ViewSonic accessory products carry limited warranties. See the product page for additional detail by model.
 11. All brand new ViewSonic products carry a thirty (30) day "Dead on Arrival" ("DOA") warranty policy for the first consumer purchaser. A new replacement unit will be provided if the Product is found to be non-operational within thirty (30) days of purchase and freight shall be covered both ways by ViewSonic.

Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

What the warranty does not cover:

- Any product on which the serial number has been defaced, modified or removed.
- Damage, deterioration or malfunction resulting from:
 - a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - b) Repair or attempted repair by anyone not authorized by ViewSonic.
 - c) Damage to or loss of any programs, data or removable storage media.
 - d) Software or data loss occurring during repair or replacement.
 - e) Any damage of the product due to shipment.
 - f) Removal or installation of the product.

- g) Causes external to the product, such as electric power fluctuations or failure.
 - h) Use of supplies or parts not meeting ViewSonic's specifications.
 - i) Normal wear and tear.
 - j) Failure of owner to perform periodic product maintenance as stated in User Guide, such as cleaning of user-cleanable projector filters.
 - k) Any other cause which does not relate to a product defect.
 - l) Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
 - m) Software - Any third-party software included with the product or installed by the customer.
 - n) Hardware/Accessories/Parts/Components - Installation of any unauthorized hardware, accessories, consumable parts or components (e.g. Projector Lamps).
 - o) Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.
 - p) The Product sold and labeled as "AS IS", "WITH ALL FAULTS" or similar disclaimer, including replacement of missing parts or accessories from those sales, or purchased through an unauthorized online seller.
- Removal, installation, and set-up service charges, including wall-mounting of product.

How to obtain warranty service:

From the US or Canada:

1. Call or submit your request to us online: <https://www.viewsonic.com/us/csform> or 800-688-6688
2. Please be prepared to have the following information to complete request:
 - The serial number of the product, usually found on the product compliance label on the back or bottom of the product.
 - A description of the problem you are experiencing
 - Customer's name, phone number, and email address
 - Validated correct customer's shipping address
3. Once customer's request is processed and approved, a Return Material Authorization Number (RMA#) will be issued for the claim.
4. All future communications will be referenced by the assigned RMA #
5. Customer will receive specific instruction on how to proceed with service upon process approval
6. ViewSonic will cover freight for the one way shipping and customer covers one way shipping in the claim process.
7. Be sure to read our RMA instruction closely to ensure a smooth and timely process of the claim.

Important Note:

- Products arrived at ViewSonic Center without an assigned RMA # will be returned to sender.
- Products arrived to ViewSonic Center damaged will be held and customer will be notified. It is the responsibility of sender to file claims directly with their freight carrier company.
- Customers should contact us with the assigned RMA# should there is any question regarding the claim; our agents are standing by ready to assist!

Limitation of implied warranties:

TO THE EXTENT ALLOWED BY LOCAL LAW, THIS PRODUCT IS PROVIDED TO YOU "AS IS" WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. VIEWSONIC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.

Exclusion of damages:

VIEWSONIC'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT.

VIEWSONIC SHALL NOT BE LIABLE FOR:

- 1) DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT,
- 2) DAMAGES BASED UPON INCONVENIENCE, LOST PROFIT, LOST DATA OR DOWNTIME COSTS, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 3) ANY OTHER DAMAGES, WHETHER DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.

4) ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales outside the U.S.A. and Canada:

For ViewSonic products sold outside the U.S. and Canada, contact your ViewSonic dealer or your region for more warranty information and service for your country. Look up [our locations](#) here