

# Optoma Education First Program Details

The Optoma Education First program serves all K-12 and Higher Education institutions and educators. By eliminating purchasing requirements or minimums, we've made it simple. Work with our authorized Optoma Education First resellers to order Optoma products included in the program.

## Education First customers receive:

### Special Pricing Discounts

Take advantage of special education pricing from your Authorized Education First Dealer and equip your school with the latest in display technology.

### Optoma Education First Four-Year Limited Warranty For Lamp Based Projectors

Optoma's Education First Four-Year Limited Warranty is designed to provide customers with the best possible warranty service for their digital multimedia projectors. Through this program, you can rest assured that in the unlikely event of necessary repair, your projector's down-time will be kept to a minimum. Simply place a phone call to Optoma's customer service team at 888-289-6786 or send an email to [education@optoma.com](mailto:education@optoma.com), complete the appropriate forms and Optoma will handle the rest of the process. The customer service team will determine if your projector is under warranty, and whether a repair or replacement is necessary.

### Program Specifics

Optoma's Education First Four-Year Limited Warranty ("Program") covers four-year warranty for the Projector; Two years lamp warranty with a limit of two lamps; and details of the Program are described as below:

#### Projector Warranty-1: Years One, Two and Three of Warranty:

During the first three years of the warranty, if a projector requires repair, Optoma will provide an advance replacement unit. The replacement unit will be a refurbished unit of the same or equivalent model. The replacement unit will carry a warranty equal to the remainder of the existing warranty or 90 days, whichever is greater.

#### Projector Warranty-2: Year Four:

During year four of the warranty, the unit will be repaired, not replaced.

#### Lamp Warranty:

Lamps are excluded from projector warranty and carry a two-year warranty. Only two lamps will be provided under this warranty (the original lamp that came with the projector, plus one extra lamp). The extra lamp will only be provided by Optoma at the time that the original lamp fails within the lamp warranty period. The extra lamp is not covered under this Program's lamp warranty and subsequent replacement lamps purchased by customer are under the standard lamp warranty described in user manual and/or warranty card. The warranty on lamp is covered from the date of purchase and coverage is based upon subjection to normal use (suggested in user manual and warranty card), rather than the number of hours of lamp use. Actual lamp life may vary depending upon mode selected, environmental conditions, altitude, use of projector, and maintenance. Lamp brightness may decrease over time and this does not qualify for a replacement lamp under the limited warranty. Simply place a phone call to Optoma's customer service team at 888-289-6786 or send an email to [education@optoma.com](mailto:education@optoma.com) and provide the eligible projector serial number. Optoma's customer service team will do the troubleshooting to determine if the lamp needs to be replaced.

#### Additional Information:

The following voids this warranty: Excessive usage, damage caused by a dirty or dusty environment, misuse, abuse, damaged caused by chemicals, vapors or other substances in the environment, neglect or other causes not originating from defects in materials or workmanship or not covered by warranty described in user manual and warranty card. The Optoma Education First Four-Year Limited Warranty is only available to registered members of the Education First program. You must enroll in the Education First program and register the warranty of your product within 60 days of the invoice date in order to activate your four-year warranty. After registering, you will receive an extended warranty certificate in the mail within four weeks. If you do not register for this program, your projector will not have this four-year warranty, and it will only have the standard Optoma warranty. This program is limited to certain models, and the terms and conditions are subject to change without notice. The Optoma Education First Four-Year Limited warranty is only valid on purchases made after April 1<sup>st</sup>, 2017.

### Optoma Education First Five-Year Limited Warranty For Laser Projectors

Optoma's Education First Five-Year Limited Warranty is designed to provide customers with the best possible warranty service for their digital multimedia projectors. Through this program, you can rest assured that in the unlikely event of necessary repair, your projector's down-time will be kept to a minimum. Simply place a phone call to Optoma's customer service team at 888-289-6786 or send an email to [education@optoma.com](mailto:education@optoma.com), complete the appropriate forms and Optoma will handle the rest of the process. The customer service team will determine if your projector is under warranty, and whether a repair or replacement is necessary.

### Program Specifics

Optoma's Education First Five-Year Limited Warranty ("Program") covers five-years or 20,000 hours; whichever comes first. The details of the Program are described as below:

#### Projector Warranty-1: Years One, Two and Three of Warranty:

During the first three years of the warranty, if a projector requires repair, Optoma will provide an advance replacement unit. The replacement unit will be a refurbished unit of the same or equivalent model. The replacement unit will carry a warranty equal to the remainder of the existing warranty or 90 days, whichever is greater.

#### Projector Warranty-2: Years Four and Five:

During years four and five of the warranty, the unit will be repaired, not replaced.

#### Additional Information:

The following voids this warranty: Excessive usage, damage caused by a dirty or dusty environment, misuse, abuse, damaged caused by chemicals, vapors or other substances in the environment, neglect or other causes not originating from defects in materials or workmanship or not covered by warranty described in user manual and warranty card. The warranty period is five years or 20,000 hours, whichever comes first. The Optoma Education First Five-Year Limited Warranty is only available to registered members of the Education First program. You must enroll in the Education First program and register the warranty of your product within 60 days of the invoice date in order to activate your four-year warranty. After registering, you will receive an extended warranty certificate in the mail within four weeks. If you do not register for this program, your projector will not have this five-year warranty, and it will only have the standard Optoma warranty. This program is limited to certain models, and the terms and conditions are subject to change without notice. The Optoma Education First Five-Year Limited warranty is only valid on purchases made after April 1<sup>st</sup>, 2017.

### Enhanced Technical Support

Education First consumers are eligible for 24/7 Technical Support. During normal business hours (Monday-Friday from 7am to 5pm PST), Optoma's Technical Support team is available by calling 888-290-8889. Support is also available outside normal business hours by calling 408-839-5577. An exclusive Technical Support email contact is also available by sending your requests to [education@optoma.com](mailto:education@optoma.com).

### Loaner Demonstration Equipment

Loaner Demonstration equipment is available on select Optoma projectors. Loaner equipment is available for a limited time. Contact your Optoma Sales Representative for information on available Loaner equipment and to receive an Optoma Loaner Demonstration Form.