

NEC's Lamp Protect Program



TERMS OF COVERAGE: The Lamp Protect Service Plan coverage starts from the date of projector purchase and continues for three (3) years or until the consumer receives two (2) replacement lamps, whichever comes first. This plan must be purchased within 90 days from the date of projector purchase. This Service Plan may be enforced only by the first purchaser, is not transferable, and is exclusive to Star Student resellers and schools who purchase this coverage. This Plan applies only to the projector for which it was originally purchased. This Plan may not be used to cover more than one projector. The Lamp Protect Service Plan is available for the NP216, NP310, NP410, NP510, NP510W, NP510WS, NP610, NP610S, NP905, M260X, M260W, M300X, M300W, M300XS, M300WS, V300X, P350X, P350W, P420X, U300X AND U310W projectors only.

WHAT IS COVERED: This Service Plan covers the lamp used with your NEC projector. NEC will pay for up to two (2) replacement lamps and for the shipping expense for replacement lamps. The customer is responsible for the cost in shipping the non-working lamp back to NEC. The lamp replacement coupons may be redeemed, one at a time, only to replace a lamp that has failed in the projector for which this Service Plan was purchased. The coupons may not be redeemed prior to lamp failure.

TYPES OF LAMP DEFECTS COVERED: The following lamp conditions are covered by the Lamp Protect Service Plan:

1. Bulb rupture not caused by abuse or neglect
2. Lamp failing to light
3. Sudden drop in lamp light output resulting in unusable light projection quality.
4. Lamp replacement required due to ending of normal lamp life.

In order to receive coverage under this plan, the lamp filter must be changed every 6 months, and must be cleaned as necessary based on the operating environment; the lamp must be replaced as recommended by NEC; and the end user must follow all other maintenance and operating procedures. Any lamp failure caused by accident, abuse, or failure to follow all maintenance and operating conditions is not covered under this plan.

EXCLUSIONS: The projector lamps gradually lose light output over time which is normal and is not covered under this plan. Any lamp failure caused by accident, abuse or failure to follow all maintenance and operating conditions is not covered under the plan.

IF LAMP REPLACEMENT IS REQUIRED:

1. To obtain a replacement lamp, contact NEC at 800-632-4636.
2. Technical Support agent will assist you in confirming the lamp failure.
3. Whenever a lamp replacement is required, you must fax the FREE lamp coupon to 800.356.2415, then send the original coupon provided with the purchase of Lamp Protect Service Plan as well as the defective lamp to (U.S. customers) NEC Solutions Lamp Protect Program, 1000 Stevenson Court, #109, Roselle, IL 60172 or (Canadian customers) NEC Solutions Lamp Protect Program, 851 Middlefield Road, Scarborough, ON M1V 2R2. No photo copies will be permitted. Lost coupons will not be replaced by NEC. NEC must receive your coupon via fax prior to sending any lamp replacement.
4. The replacement lamp will be sent the next business day once the faxed coupon is received and a secured MRA is generated. For non-secured MRAs, proof of return tracking can be used to release the replacement lamp.
5. It is your obligation and expense to ship the defective lamp or to deliver it in either the original package or a similar package affording an equal degree of protection to the above address. In the event the lamp is not returned to NEC for replacement service or it is determined that there is no defect on the returned lamp or that the product condition is not covered by this plan, a lamp fee at list price may be invoiced to the customer.
6. The returned lamp will be recycled.

FOR MORE INFORMATION, CONTACT:

NEC DISPLAY SOLUTIONS, 500 Park Boulevard,
Suite 1100, Itasca, Illinois 60143-1248
866-NEC-MORE, www.necdisplay.com

