

DS Care Service

NEC is pleased to be able to provide its customers who purchase NEC display products on or after 1 April 2020, with a new service called 'DS Care'. The DS Care service is only available for NEC products that are covered by an NEC Warranty.

The way that the DS Care service works is as follows:

If a Customer's NEC product ceases to operate during the warranty period, NEC will provide a replacement unit (either a new or refurbished unit) to the Customer for use, while the original product is being assessed /repaired. This will ensure that the Customer can continue to use the NEC product with little or no interruption. This will be of particular benefit to users of higher-end installation projectors and Video-wall displays. In the event that NEC is unable to supply the same model product, the customer will be offered alternate models with the same or substantially similar technical specifications. Should the customer not wish to accept an 'offered' model, NEC's standard 'Return to Base' warranty repair will apply.

There are two (2) levels of DS Care available:

Advanced Replacement: NEC will not charge the customer for this level of DS Care.

Gold: NEC will charge the customer for this level of service, because in addition to providing the replacement unit, NEC will de-install the faulty product, install the replacement product, and if required, undertake re-calibration of the video wall and/or reconfigure to the customer's network where required.

The commencement date of the 'DS Care' Service will be the original date of product purchase. Should a customer choose to purchase this service after the initial product purchase date, the commencement date of the warranty period service will be backdated to the original product purchase date.

Notification should be provided at the time of DS Care purchase of the End User Company Name and location of installation.

DS Care Service will include:

- NEC will pass on to the Service provider a full list of items covered under this scope of offering, and will pass on the Serial Numbers as provided by the customer.
- Logging of all calls on a dedicated NEC Service Call line (verification of warranty/service provision based on the unit Serial Number) – 1300 NEC AUS (1300 632 287)
- A replacement unit will be issued to the customer site.
- The NEC Service provider will contact the customer/site manager to schedule the site visit (Gold Service).
- NEC Service provider will present on-site to collect the faulty unit and deliver a replacement unit (Gold Service).
- Call support service will be available between 8am to 5.00pm EST Monday to Friday (excluding public holidays).
- On-site Response Service will be available between 8am to 5.00pm Monday to Friday (excluding public holidays) (Gold Service).

DS Care Service Offerings

NEC offers two (2) DS Care offerings- Gold and Advanced Replacement. Details of each service offering are set out below.

Gold DS Care inclusions

- Provision of a replacement unit of same model or substantially similar model from NEC's Victorian warehouse
- De-installation of the faulty unit
- Packaging of the faulty unit for collection at ground level by the Service provider
- Re-installation of the replacement unit
- Re-calibration of video-walls (if required)
- Reconfiguration with network requirements to full operation
- Work will be performed between the hours of 8am and 5pm, Monday to Friday, excluding Bank or public holidays.

Advanced Replacement DS Care inclusions

- Replacement of faulty product with a product of the same or substantially similar model from NEC's Victorian warehouse;
- The replacement product takes up the balance of the original unit warranty period or ninety days (90) whichever is the greater;

Exclusions from DS Care Service

- NEC and/or its Service Provider accept no responsibility where physical conditions at the customer site prevent NEC or its Service Provider from installing the replacement product;
- The de-installation of faulty product and installation of replacement product, where the product is situated more than 2.7 metres above ground level;
- Where equipment is installed above 2.7 meters from ground level, it is the responsibility of the customer to provide and pay for access equipment which meets Australian WHS standards. Where a customer fails to provide adequate access equipment, and/or causes delay to the time taken to undertake the replacement, NEC will charge the customer an hourly rate of \$190.00 per hour plus the cost of obtaining appropriate lifting /height equipment plus a 10% administration fee;
- Additional costs of compliance with site /premise specific conditions, such as the need to utilise height access or lifting equipment to access the product;
- Replacement of product which has been damaged by faulty cabling or network issues at the customer's site;
- Any product purchased prior to 1st April 2020 which is not associated with any purchased support offerings (e.g. DS Gold) will have access to the standard NEC warranty RTB Repair service.

Terms and conditions for DS Care offering

Duration of DS Care

The initial term for DS Care will be the duration of the product warranty ("Initial Term"). The commencement date for the Initial Term will be the date that NEC ships the product to the customer. For example, if the product was purchased on 1 April 2020 and the product warranty is three (3) years, then the Initial Term will commence on the date of shipment (say 2nd April 2020) and end on 31 March 2023.

The Customer may purchase additional years of Gold DS Care, which includes extended warranty at the time it purchases the product.

Purchases of Gold DS Care after the original sale date may incur a 'buy-in fee', depending on the age of the product to be covered. NEC reserves the right to decline purchases after the sale date.

NEC cannot guarantee the exact model will be provided as a replacement.