

General Warranty Conditions

HTV communicates the extent of its guarantees in black and white. Here are details of all the extra legal guarantees you can benefit from. These additional guarantees are proof of the superior quality of our products.

- The guarantee only applies if the client/owner has paid all the invoices in full, in accordance with the payment agreements. The date on which the guarantee starts to apply is the installation date indicated on the acceptance certificate.
- We guarantee that the wiring and power supplies for our products comply with European CE standards.
- The warranty only covers defective products for which HTV is liable and which affect the quality of the LED. It does not apply to minor defects (hidden or apparent). To be taken into account, purely aesthetic defects must be visible from a minimum distance of 3 meters.
- Our guarantees cover parts & labour.

Guarantees

LED screens

- HTV offer a 2-year warranty on all modules and cabinets, 2-year warranty on control parts, fans and power supplies. In the case of leasing, the same warranty period applies unless expressly waived in the general leasing conditions.
- An option is available for 5 years with a 14% surcharge on the purchase of hardware.

PC Player

- The players (PC & miniPC) are guaranteed for 2 years.

Setting

- In the event of a screen parameter setting error attributable to HTV, the 2-year warranty will apply. In the event of a faulty setting resulting from incorrect handling by the customer (e.g. intentional or unintentional modification of the screen/processor/sending card/PC settings/removal of power/modification of your WIFI or cable Internet network/etc.), the warranty does not apply.

Structures & cabinet

- Our structures & cabinets are guaranteed for 2 years parts & labour.

During the warranty period, HTV guarantees free replacement of the items described above. Delivery/movement costs remain the responsibility of the customer. The warranty covers repairs to parts and/or replacement of parts if necessary.

After the warranty period, HTV guarantees the repair of defective parts at the cost of the part only, with labour at the customer's expense (see price list below). All repaired or replaced parts will have a minimum warranty period of 3 months or until the expiry of the warranty on the replaced part (e.g. on an 18-month screen, a power supply is replaced, which is guaranteed for a further 6 months).

Even if your screen/hardware is under warranty, it will not automatically be repaired under warranty. After receiving the product, HTV has the right to check its condition and whether or not the warranty applies. A quotation will be sent to you if the product does not meet the warranty conditions. See below for details of warranty exceptions

Warranty exclusions

- The guarantee will be rendered null and void if the defects or malfunctions are due to misuse, abuse, deliberate breakage, faults in the electrical installation, etc.
- Force majeure, flood, thunder, fire, riot, vandalism, etc.
- Repair by an external technician or unauthorised person will not be covered by HTV and any warranty will be void.
- Defective pixels are guaranteed if they exceed 2% of the pixel density per square meter of display.

Out-of-warranty services

If your screen/hardware is out of warranty, or if the cause of the breakdown is due to one of the causes of exclusion from the warranty, parts and labour will be invoiced according to the following rates:

Hardware	Prices
Power supply	65 €/Pc excl. taxes
Receiving Card	76 €/Pc excl. taxes
Sending Card MCTRL 300	485 €/Pc excl. taxes
Modules P4 to P8	from €125/Pc excl. taxes *.
Modules P8 to P16	from €65/Pc excl. taxes *
Platform (scissor or articulated)	450€/day excl. taxes
1 x Technician	75 €/h excl. taxes

*The price of the module may vary depending on the type of LED.

If the cause of the fault is not directly diagnosed, a flat-rate charge of 500€ (excl. taxes) will be made so that the technicians can draw up an appropriate estimate. If the customer agrees with the estimate submitted, the sum will be refunded or deducted from the estimate.

Travel costs are set at 0.85 €/Km (excl. taxes)

In the case of screens placed at height, a cherry picker is required for intervention. The cost of hiring the platform will be invoiced directly to the customer at the above rate.

- Hourly rate of €75/hour (excl. taxes - excluding travel, with a minimum of one hour's service billed)
- In the case of remote intervention via our control applications, the hourly rate of €75/h applies (excl. taxes - with a minimum of half an hour's service billed)
- An after-sales service form will be filled in by the technician detailing the intervention and will be signed by the customer once the intervention has been completed.
- Once the screen has been installed, repaired or updated, it will be tested to ensure that it is working properly. The technician and the customer will be asked to sign a document confirming correct operation.

Warranty procedure

Stage 1

- Check that your screen has sufficient power (electricity and Internet)
- Contact HTV:
 - E-Mail: support@htvled.com
 - Web : www.htvled.com
- Prepare the following information:
 - Order number, Customer name, Site address
 - Type of problem
 - Photo of the fault

Stage 2

- An intervention is planned by mutual agreement to establish a diagnosis, which will be invoiced in the event of exclusion.