



Projectors

Please refer to the warranty statement for details of your warranty coverage. InstaCare provides the original owner with next business day exchange of the projector or 3 business day repair plus shipping time. It offers enhanced fast and flexible service throughout the United States and Canada and is free for the length of the projector warranty*. All terms and conditions of the standard limited warranty apply. InstaCare coverage provides you one of two options. You may choose the service that best fits your needs.

1. Next Business Day Replacement – When time is critical and asset tracking is not a factor, a replacement projector is shipped to you for next business day delivery.

OR

2. Repair and Return– When both asset tracking is a priority and time is of the essence, your projector is repaired by qualified technicians within three (3) business days and shipped back to you.

*Select NEC projectors only.



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OPTION 1 : NEXT BUSINESS DAY REPLACEMENT

This is the fastest way to get a functioning projector. We'll ship you a replacement projector (accessories not included) anywhere in the continental United States or Canada for arrival the next business day at no charge.

1. Call NEC at (800) 632-4662 to speak with a technical support representative. Our helpful agents will attempt to correct any minor issues that might be causing the product failure.
2. If the technical support representative is unable to resolve the issue, product replacement options are provided.
3. If Next Business Day Replacement is determined the best service option, NEC will arrange for a refurbished replacement projector to be sent to you in the United States or Canada. The replacement will be scheduled for delivery the next business day if your initial call for service is placed before 2:00 p.m. CST. Shipping is free of charge.
5. Technical Support will provide you with a Material Return Authorization (MRA) number. Please save this number.
6. Included with the replacement projector is a return shipping label to return the defective projector.
7. Remove any accessory lenses, PC card viewers, cables, mounts and any additional accessories. NEC will not be responsible for hardware sent in with an exchanged unit.
8. Once you've received the replacement projector: Simply pack your original projector in the same packaging material in which the replacement projector arrived. To avoid processing delays, please write your MRA number on your air way bill.
9. The defective projector needs to be returned to the assigned NEC Display location within 21 days to avoid any charges.

OPTION 2: REPAIR AND RETURN

This option provides three (3) business day repair from the time of receipt of your projector.

1. Call NEC at (800) 632-4662 to speak with a technical support representative. Our helpful agents will attempt to correct any minor issues that might be causing the product failure.
2. If the technical support representative is unable to resolve the issue, product repair options are provided.
3. If the projector needs service, you'll receive a Service Request (SR) number. Please save this number. You also will receive shipping directions for return delivery.
4. NEC will send out packing material, if necessary.
5. Pack up your projector and ship the unit to the assigned NEC Display location. (Please write your SR number on the air bill.)
6. Upon completed repair, NEC will ship the projector back to you the next business day.

OUT-OF-WARRANTY REPAIR AND SERVICE

In the event that a product fails outside of the warranty period, call NEC at (800) 632-4662 to speak to a technical support representative. They will attempt to correct any minor issues that might be causing the product failure. If technical support is unable to resolve the issue, they will provide you with billable repair options available.