



***Congratulations on the purchase of your new ViewSonic product!*** In addition to ViewSonic's outstanding Standard Limited Warranty, under our ViewCare<sup>SM</sup> Program, we offer several additional Warranty and Service options to protect your investment:

**Once you have made your purchase of a ViewSonic<sup>®</sup> *Extended Warranty* or *Express Exchange<sup>®</sup> Service* (valid only in the U.S. and Canada), your request will be processed as follows:**

1. ViewSonic will fax, mail or email you the *ViewCare Registration Form* (according to your request).
2. You'll need to fill out the *ViewCare Registration Form* to include your product's Model Number and Serial Number, and send it back to us by:

Facsimile : [909-444-5619](tel:909-444-5619)  
Email : [csvip@viewsonic.com](mailto:csvip@viewsonic.com)  
US Mail : ViewSonic Corporation  
ViewCare Extended Warranty  
381 Brea Canyon Rd.  
Walnut, CA 91789 USA

Please retain a copy of your completed *ViewCare Registration Form* for future use.

3. ViewSonic will send you an *Enrollment Confirmation Letter* detailing your ViewCare Program description within five (5) to ten (10) business days. (It is important to note that each registered product will be tracked by Serial Number, so it is important that you have this number handy when you call for service).

If you have any questions or need additional assistance with your order, please contact ViewSonic Customer Support by telephone at:

(888) 668-8899 during the hours of 9:00 AM EST to 8:00 PM EST, or  
(800)-688-6688 after 8:00 PM EST, or  
via email at [csvip@viewsonic.com](mailto:csvip@viewsonic.com).



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## ViewSonic ViewCare<sup>SM</sup> Service Options and Availability

	Standard Warranty (Included)	Extended Warranty (Availability)	Express Exchange <sup>®</sup> Coverage (Availability)	Extended Warranty with Express Exchange (Availability)
<b>CRT</b>				
"A" Series	1 Year	Not Available	Not Available	Not Available
All Other Series	3 Years	Not Available	Not Available	Not Available
<b>LCD</b>				
VA Models 702b, 712b, 902b, 912b, 1912wb, & 2012wb	3 Years	Years 4 and 5 Available	Years 1, 2, and 3 Available	Years 4 and 5 Available
All other VA Models, VX710 & VX910	1 Year	Not Available	Not Available	Not Available
All Other LCD Models	3 Years	Years 4 and 5 Available	Years 1, 2, and 3 Available	Years 4 and 5 Available
<b>Projectors</b>	3 Years Parts & Labor, 1 Year Lamp, 1 <sup>st</sup> Year Express Exchange	Not Available	Years 2 and 3 Available	Not available
<b>Plasma</b>	1 Year on-site	Not Available	Not Available	Not Available
<b>LCD TV</b>	1 year	Years 2 and 3 available	Year 1 Available for products <38" in size	Years 2 and 3 Available
<b>Tablet PC</b>	1 year	Not Available	Not Available	Not Available
<b>airpanel<sup>®</sup></b>	1 year	Not Available	Not Available	Not Available
<b>Pocket PC</b>	1 year	Not Available	Not Available	Not Available
<b>TV tuner / NextVision<sup>®</sup> products</b>	1 year	Not Available	Not Available	Not Available
<b>Keyboard / mouse</b>	3 years for keyboard / 2 years for mice	Not Available	Not Available	Not Available
<b>Speakers</b>	3 years	Not Available	Not Available	Not Available



## ViewSonic ViewCare<sup>SM</sup> Service Options Program Coverage for the U.S.A. and Canada

### ViewCare Program Agreement

ViewCare service options are offered for purchase on eligible products to all ViewSonic Corporation customers within the United States and Canada, pursuant to the terms of this agreement. Throughout this agreement, "ViewSonic" refers to ViewSonic Corporation, with corporate offices at 381 Brea Canyon Road, Walnut, California 91789. You may contact us via telephone at (800) 688-6688. The term "you," "your and/or Customer" refers to the individual registered for ViewCare service, *Extended Warranty Service or Express Exchange<sup>®</sup> Service or any combination thereof* (All of the foregoing programs are henceforth individually or collectively referred to as "ViewCare Program").

The ViewCare Program is comprised of three service options, the terms of which are set forth and explained in greater detail below. The first option is ViewSonic's Extended Warranty Service which extends the lifetime of the Standard Limited Warranty. The second option is ViewSonic's Express Exchange Service which, in the event ViewSonic determines your product is defective under the applicable warranty, allows you to receive a refurbished replacement within two (2) business days instead of having to wait for repairs or replacement. (Certain restrictions apply. Please see Express Exchange Service for more details.) The third option is a combination of both EE & EW. ViewCare Program options are subject to the terms and conditions which are set forth below under their respective headings. Subject to product eligibility, ViewCare Programs may be combined, and more than one ViewCare Program option may be purchased for each product. The ViewCare Program is only available for the original purchaser of a new ViewSonic product in the United States or Canada, and is not available for used, second-hand or refurbished products.

**1. Extended Warranty Service** is an additional period of time and/or extension to ViewSonic's Standard Limited Warranty that may be provided with each ViewSonic product. Not all ViewSonic products are eligible for Extended Warranty Service. Please see the Service Options and Availability chart to determine whether your product is eligible for this service. If you have purchased the Extended Warranty Service, and it is determined by ViewSonic Customer Support that your original product requires replacement, the remaining balance of time under the Extended Warranty Service will also cover the replacement product(s), provided that the replacement is furnished by ViewSonic. The warranty period, including any extended warranty period thereof, is calculated from the date of your original product purchase. Please note that neither ViewSonic's Standard Limited Warranty, nor any Extended Warranty Service is automatically extended from the date of replacement. The date of expiration shown on your *Enrollment Confirmation Letter* will remain the same.

**2. Express Exchange<sup>®</sup> Service** is offered to all ViewSonic customers within the United States and Canada for purchase on eligible products pursuant to the terms set forth herein, and in conjunction with a valid warranty. In the event your product manifests a covered defect during the term of the Standard Limited Warranty, ViewSonic will replace the defective product instead of you having to wait for diagnostics and repairs. Please see the Service Options and Availability chart to determine whether your product is eligible for this service. Express Exchange Service provides you with a comparable refurbished unit, usually shipped within two (2) business days of the your phone call, provided that the call is received by 12:00 p.m., Pacific Time (Saturdays, Sundays and major U.S. and Canadian Holidays are excluded from the 48 hour Service guarantee). Delivery in certain areas may be delayed due to the shipper's practices and/or customs clearance. Delays beyond ViewSonic's control, including but not limited to shipper's practices, natural disasters, and customs clearance delays, are excluded from the Express Exchange Service guarantee. The refurbished replacement unit will be covered for the balance of time remaining on your Standard Limited Warranty (calculated from the date of original product purchase unless otherwise specified by ViewSonic).



**NOTE THAT BY ENROLLING IN THE EXPRESS EXCHANGE SERVICE PROGRAM, CUSTOMER AGREES TO ACCEPT A REFURBISHED REPLACEMENT PRODUCT INSTEAD OF THE RETURN OF THE ORIGINAL PRODUCT OR A REPLACEMENT PRODUCT IN NEW CONDITION. THE CUSTOMER'S ORIGINAL, DEFECTIVE PRODUCT WILL NOT BE RETURNED AND SHALL BECOME THE PROPERTY OF VIEWSONIC.**

HOW THE EXPRESS EXCHANGE SERVICE WORKS:

When you call ViewSonic Customer Support, you will be issued an RMA number, which will be your "Case Number," and is the best number to present when contacting ViewSonic. Once it has been determined that Customer has a defective product covered under the applicable warranty, ViewSonic will arrange for delivery of a refurbished replacement unit to Customer's location, and for the return of the defective product. Under this service, the cost of shipping the refurbished replacement product to the customer's location, as well as the return shipping cost of the defective product (only applicable when shipping to and from the same location), are covered by ViewSonic. However, ViewSonic will not be responsible for shipping costs UNLESS shipping has been arranged and managed by ViewSonic's Customer Support. When you receive your replacement product, ViewSonic will include a Return Shipping Label, to be used for the return of your defective product.

To ensure return of the defective product registered under the Program, a credit card "hold" will be placed against Customer's credit card for the value of the refurbished replacement unit, and is required before the refurbished replacement product can be shipped. Your credit card will not be charged, unless (a) you fail to return the defective product to ViewSonic within fifteen (15) calendar days from receipt of the replacement product and in the manner specified by ViewSonic, (b) the serial number of the returned product does not match that of the registered product; and/or (c) the defective product is returned with missing components. If Customer returns the defective product with missing components, a credit card charge will be made as described under the "Product Return Provisions" below.

**3. Extended Warranty with Express Exchange<sup>®</sup> Service** is offered for purchase to all ViewSonic customers within the United States and Canada ONLY pursuant to the terms of this agreement. For those customers who wish to extend the lifetime of their Standard Limited Warranty, but with the added convenience of Express Exchange Service, this ViewCare Service provides a simple solution to purchase both the Extended Warranty and the Express Exchange Service in one package. The Extended Warranty with Express Exchange Service gives the extra time provided by the Extended Warranty, and also includes the convenience of expedited exchanges as described under the Express Exchange Service description, and according to the length of time purchased as indicated in your *Enrollment Confirmation Letter*.

HOW THE EXTENDED WARRANTY WITH EXPRESS EXCHANGE SERVICE WORKS:

Customers in the United States and Canada have the option of purchasing the Express Exchange Service for up to three years, depending on the combined length of the ViewSonic Standard Limited warranty and any Extended Warranty you opt to purchase. For example, if Your Standard Limited Warranty is for one year and you purchase an Extended Warranty of an additional one year, you may only purchase the Express Exchange Service for two years. Service Program details are described above for each the Extended Warranty and Express Exchange Service. Please see the corresponding descriptions for more details.



## **The “Fine Print” for all ViewCare Service Programs** **(The following terms and conditions apply to all ViewCare Programs)**

### **LIMITATION OF LIABILITY:**

ViewSonic expressly disclaims any and all liability for delays in shipping and/or any resulting damage(s) due to loss of use for any and all reasons. In no event will the Administrator, Obligor, Insurer, and any and all of their present, former and future representatives be liable for special, indirect, incidental or consequential damages relating directly or indirectly to this agreement. To the extent permitted by applicable law, ViewSonic and any and/or all of its representatives, former and future employees, shall be held free of any and all liability, if any, of allegedly defective products or parts not herewith described, and such liability shall be limited to repair or replacement of the product or part at ViewSonic's sole discretion, and the liability of ViewSonic, Administrator, Obligor, or Insurer, if any, for damages relating to any defective product or part shall not exceed the original purchase price of the alleged defective product and/or part(s). In any event, ViewSonic's maximum liability to you under any warranty and/or guarantees will not exceed the original purchase price of your ViewSonic product. **THIS AGREEMENT IS THE SOLE EXPRESSION OF WARRANTY WITH RESPECT TO THE COVERED PRODUCT(S), AND ANY AND ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED.** ViewSonic makes no warranties and/or guarantees, expressed or implied, which extend beyond the descriptions contained herein. The ViewCare Service Programs in no way expand or enhance the applicable Standard Limited Warranty except as specifically set forth in this agreement. Additional information may be requested at the time of enrollment or service request.

All ViewCare Service Programs, product eligibility, Program specifications, availability and pricing are subject to change without notice. Selection, offers and Programs may vary by country; please see your ViewSonic representative for complete ViewCare Program details.

### **ENROLLMENT AND COVERAGE:**

All ViewCare Service Programs may only be purchased by the original Product purchaser and must be purchased **within ninety (90) days of the product's original purchase date.** ViewCare Service Programs are available for purchase on new ViewSonic products only. Once enrolled, the standard Express Exchange<sup>®</sup> Service Program is valid during the original product's Standard Limited Warranty term. The Extended Warranty Service extends the lifetime of the ViewSonic Standard Limited Warranty for the additional amount of time purchased. The Extended Warranty with Express Exchange Service will extend the lifetime of the ViewSonic Standard Limited Warranty for the additional amount of time purchase, and provide Express Exchange Service purchased for the same period of time.

Extended Warranty Service, Express Exchange<sup>®</sup> or Extended Warranty with Express Exchange<sup>®</sup>, Service Programs are available to the original owner of the product and for new product purchases only and is not transferable. All ViewCare Service Program purchases must be registered with ViewSonic Customer Support along with each product's serial number for which such Service has been purchased. Upon proper completion of the required documentation and verified receipt of payment, ViewSonic Customer Support will issue you an *Enrollment Confirmation Letter* for your purchased Program as confirmation of your purchase. The *Enrollment Confirmation Letter* will be mailed to you or to the appropriate reseller, according to the originator of the request. Direct or non-direct resellers opting to purchase a Program(s) directly from ViewSonic versus purchasing the Program offer via our distribution partners must pre-pay or purchase all Programs by an approved credit card, unless otherwise agreed to by ViewSonic. Any serial number not registered for ViewCare Service Programs will be limited to the Standard Limited Warranty terms. **Purchase date and Coverage Periods will be outlined/highlighted in your Enrollment Confirmation Letter which will be mailed out to Customer within five (5) to ten (10) business days from the date the order was placed.**

The Standard Limited Warranty, as well as all ViewCare Programs, are only valid for the product serial number registered at the time of enrollment OR the product serial number of any subsequent replacement unit provided by



ViewSonic. Each ViewCare Service Program purchased is only valid for one product at a time, and Service Programs must be purchased separately for each ViewSonic product.

#### WHAT IS NOT COVERED

EXCEPT FOR THE TYPES OF PHYSICAL DAMAGE SPECIFICALLY COVERED UNDER THE EXTENSION OF THE WARRANTY PERIOD PURCHASED UNDER A VIEWSONIC VIEWCARE SERVICE PROGRAM, NO VIEWCARE SERVICE PROGRAM IS INTENDED TO EXPAND OR ENLARGE THE TERMS AND CONDITIONS OF VIEWSONIC'S STANDARD LIMITED WARRANTY APPLICABLE TO YOUR PARTICULAR PRODUCT. ANY AND ALL EXCLUSIONS LISTED IN THE STANDARD LIMITED WARRANTY APPLY. PLEASE CONSULT YOUR USERS GUIDE FOR FURTHER DETAILS REGARDING YOUR PRODUCT'S STANDARD LIMITED WARRANTY. IN ADDITION TO THE FOREGOING, THE FOLLOWING LOSS OR DAMAGE IS NOT COVERED:

- Physical damage and/or user abuse are not covered under any ViewCare Service Program, and/or are not considered a manufacturer's defect. Additionally, no ViewCare Service Program covers normal wear and tear due to usage, and/or cosmetic damage, and/or any other damage that does not affect functionality, as well as damage resulting from the use of Your ViewSonic product in a manner for which it was not intended.
- Loss of, or damage to, the covered product due to mishandling, improper packaging by you, alteration, accident, electrical current fluctuations or failure to follow operating, maintenance or environmental instructions prescribed in the covered product's User Manual. In the event that ViewSonic determines, in its sole discretion, that the return product is damaged due to one or more of these excluded causes, your credit card will be charged for the cost of the refurbished replacement product, if one has been shipped and/or provided to you via the Express Exchange Service option.
- ViewSonic will not be responsible for any damage to, loss of, or consequential loss from the inability to use, any programs, data or other information stored on any media or any part of any Product serviced hereunder. ViewSonic makes no representations or warranties whatsoever to keep confidential or secure any data stored on any media or any part of any Product serviced hereunder. ViewSonic will not be responsible for and hereby disclaims any and all liability for damage or loss to software, data, Programs, removable media, consumables, portable docking stations (other than integrated docking bases which are covered under the Plan), carrying cases, or non-ViewSonic-branded products such as joysticks, printers, and/or scanners, that may occur as a result of repairs to, and/or by the replacement of any defective product. In order to avoid any and such losses or damages, please make a back-up of any and/or all data(s) and Programs before returning your product to ViewSonic for replacement and/or repair(s).
- Image burn-in and/or defective pixels/sub-pixels are not considered a manufacturer's defect. For a complete review of the details regarding the industry standard methodology ViewSonic uses to determine defective pixels/sub-pixels please visit our on-line Customer Support database at <http://www.viewsonic.com/support>.



**TECHNICAL SUPPORT PROVISIONS:**

Only authorized ViewSonic technicians may perform service and support to ViewSonic products. Any service performed by someone other than ViewSonic will immediately void any and all Warranties, including but not limited to the ViewCare Service Programs purchased by the customer. For more details, please see "Cancellation Terms."

**Additional Provisions Applicable for ViewSonic Plasma and LCD TV Products:**

The customer is responsible for ensuring that the plasma is accessible at floor level prior to arrival of the technician. The technician will not be responsible for removing or replacing the unit into any mounting system. Charges may apply if the on-site technician finds no defect.

**Additional Provisions Applicable for ViewSonic Projectors:**

Lamps are not covered under any of the service Programs listed. A ViewSonic projector returned under any of these service Programs found to be nonfunctional due to a bad lamp will be subject to a \$499.00 fee to cover expenses. Projectors returned and defective due to a dirty filter are subject to a fee to cover expenses. ViewSonic recommends that filters are cleaned as part of the regular maintenance and care of your projector.

**PRODUCT RETURN PROVISIONS:**

If for any reason, ViewSonic is unable to repair or replace your product and/or any parts for your ViewSonic purchase, ViewSonic may, at its sole discretion and option, replace your ViewSonic product with a new or serviceably used, and/or refurbished ViewSonic product, comparable in function and performance to your originally purchased ViewSonic product, subject to availability in stock.

The customer is responsible for shipping costs for the return of the defective product to ViewSonic under the Standard Limited Warranty and Extended Warranty Service options, unless your product is covered by a valid Express Exchange<sup>®</sup> Service.

For ViewCare Service Programs that include Express Exchange, and/or an advance replacement arranged by ViewSonic, a hold will be placed on the credit card provided by Customer for the value of the product shipped, until the defective unit is returned to ViewSonic. When returning any and/or all defective product(s) back to ViewSonic, you must include all parts and components, and in its original packaging. Charges for missing components will be billed to your credit card based on the following rates:

Remote control (LCDTV)	\$30.00/each
(Projector)	\$150.00/each
Soft Carrying Case (Projector)	\$50.00/each
(Tablet PC or Wireless Display)	\$10.00/each
AC Adapter (where applicable)	\$50.00/each
Audio Cable	\$15.00/each
RCA Cable	\$25.00/each
DVI Cable	\$40.00/each
S-Video Cable	\$20.00/each
AV Component Cable	\$25.00/each
Power Cable	\$10.00/each
VGA Cable (display/projector)	\$10.00/each
Projector Lamp	\$499.00/each
User Guide/Manual (all products)	\$20.00/each
Lens Cap (Projector only)	\$10.00/each



**CANCELLATION TERMS:**

All ViewCare Service Program options may be cancelled at any time for any reason. Cancellation requests must be submitted in writing, addressed to:

**ViewSonic Corporation,**  
Customer/Technical Support  
Warranty Cancellation  
381 Brea Canyon Road  
Walnut, California 91789.

Please attach a copy of your *Enrollment Confirmation Letter*, which includes the product's serial number and Program details. Unless otherwise specified by applicable law, if the Program is cancelled within thirty (30) days after receipt of your Enrollment Confirmation Letter, a full refund will be issued less the cost of any parts/services that would not normally be covered under ViewSonic's Standard Limited Warranty and were provided during the first thirty (30) days.

If Customer cancels any ViewCare Service Program(s) after the initial thirty (30) days from the date of receipt of the Enrollment Confirmation Letter, ViewSonic will refund a pro-rata portion of the Program purchase price based on the time expired, minus a cancellation charge of twenty five dollars (\$25) or ten percent (10%) of the original purchase price (whichever is less), and minus the cost of any parts/services actually provided prior to cancellation that would not normally be covered under ViewSonic's Standard Limited Warranty, if one is still in effect.

In the event that your ViewSonic product was serviced by a technician not authorized by ViewSonic, you must notify ViewSonic in writing and request a cancellation of your ViewCare Service Program. Should you fail to notify ViewSonic in a timely manner, ViewSonic shall not be obligated to return any monies in full, or in part, for the period lapsed in which ViewSonic was not notified, in writing, and/or had no knowledge of your voided warranty.

ViewSonic may cancel this Program for fraud, material misrepresentation or non-payment by Customer, or if required to do so by a regulatory authority. Should ViewSonic cancel this Program, the Customer will receive a written thirty (30) day's advance notice of cancellation and, indicating any applicable refunds as mentioned above. Additionally, ViewSonic has no obligation to extend coverage of any Service Program, beyond those dates indicated in your *Enrollment Confirmation Letter*.

**CALIFORNIA RESIDENTS:** ViewSonic Corporation is the Obligor under this Program. ViewSonic will be the Administrator and can be contacted at 381 Brea Canyon Road, Walnut, California 91789, telephone (800) 688-6688. California residents may also contact the California Bureau of Electronic and Appliance Repair (BEAR) to learn more about dispute resolutions. BEAR can be contacted at 1-800-952-5210, or by mail to: Department of Consumer Affairs, 3485 Orange Grove Avenue, North Highlands, California 95660; or visit their website at [www.bear.ca.gov](http://www.bear.ca.gov).