

# Total Protection

For your Peace of Mind



## Up to 5 Years of Quality Service

With the extended service plan, you will have peace of mind knowing that in the unlikely event of a failure, your product will be repaired or replaced quickly, minimizing downtime.

## What you would enjoy...

Mitsubishi Electric's extended service plans offer additional years of extensive parts and labor coverage to your projectors and monitors after the manufacturer's warranty expires. What does this mean?

- ▶ **Save Money** - All plans provide 100% Parts & Labor coverage and have NO Deductible.
- ▶ **Save Time** - Convenient service options and hassle-free claims process.
- ▶ **Security** - Know that if the unexpected happens, you are covered.
- ▶ **Quality, Reliability and Performance** - No Lemon Guarantee. If your product turns out to be defective, we'll replace it.

## The Extended Service Plan covers the following...

Description	Coverage
Mechanical Failure	✓
Electrical Failure	✓
Manufacturer's Defect	✓
Power Surge	✓
100% Parts & Labor Coverage	✓
No deductibles, extra fees or charges for normal repair	✓
If it can't be repaired, it will be replaced	✓
Professional repair at no additional charge	✓
No out of pocket expenses	✓
Every contract is individually insured by AM Best Rated insurer	✓

**Call today to Purchase a Plan: (888) 307-0309 (Option #2)<sup>†</sup>**

or contact your local Dealer/Distributor to find out more...

### Projector and Monitor Extended Service Plans

		+1 Year	+2 Years	+3 Years
<b>1 Year Ext. Warranty</b>	3-Years Manufacturer's Parts & Labor Warranty	Year 1 as low as <b>\$69</b>		
<b>2 Year Ext. Warranty</b>	3-Years Manufacturer's Parts & Labor Warranty	Year 1 & 2 as low as <b>\$129</b>		
<b>3 Year Ext. Warranty*</b>	2-Years Manufacturer's Parts & Labor Warranty*	Year 1, 2, & 3 as low as <b>\$199*</b>		

\*Applicable for Home Theater Projectors Only

†Pricing varies based on product and model

# Summary Terms & Conditions

for more information, contact us at: (888) 307-0309 (Option #2)

## SUMMARY TERMS AND CONDITIONS Product Protection Service Plan ("Plan") This summary is not a Contract of Insurance Warranty, Service & Coverage provided by: Plan Administrator ("Administrator"): Safeware 6500 Busch Blvd., Suite 233 Columbus, OH 43229

**PRODUCT ELIGIBILITY:** This Plan covers the Product(s) purchased as new and manufactured for use in the United States, which at the time of purchase included, at a minimum, a manufacturer's original three year warranty valid in the United States. A Product with a different serial number than the Product serial number identified on the Declaration Page is not provided coverage hereunder. Accessories and/or add-on options purchased separately and not essential to the basic function of the Product are not eligible for coverage, unless specifically included in this Agreement.

**WHAT IS COVERED:** Through the Administrator, We will repair the Product, at Our discretion, when required due to a mechanical or electrical breakdown, including those experienced during normal wear and tear. A mechanical or electrical breakdown caused by a direct result of a power surge is also covered. The Product must fail during normal usage. Parts will be replaced with those of like kind and quality, and may be new or remanufactured. If the Product cannot be repaired, if the cost of the repair exceeds the original purchase price or if parts are no longer available due to the age of the Product or are discontinued by the manufacturer, the Product will be replaced with a product of equal or similar features and functionality. This Plan does not cover repair or replacement of the Product for any of the causes, or provide coverage for any losses set forth in the section entitled "WHAT IS NOT COVERED" below.

**REPAIR PLAN:** By purchasing this Repair Plan, in the event of a covered claim, We will furnish labor and/or parts required to repair the Failure of your Product. Non-original manufacturer's parts of like kind and quality may be used if the original manufacturer's parts are unavailable. In lieu of repairing the Product, We reserve the right, at Our sole discretion, to replace your Product with a product of equal or similar features and functionality. If your Product is replaced, We will have no further obligation to repair or replace Your Product and You will not be entitled to make any further claims under this Plan. Technological advances may result in a replacement product with a lower selling price than Your original Product. No refunds will be made based on the replacement product cost difference. If Your Product is not repairable and a replacement Product is not available, or under the Replacement Plan, a replacement product is not available, We will reimburse You up to the original purchase price of Your Product, excluding taxes and less claims paid, if any, and this Plan will be fulfilled and all obligations satisfied. In no event shall Administrator or We be liable for any damages as a result of the unavailability of repair parts. You may be required to ship or deliver the defective Product prior to receiving reimbursement or a replacement product. Any and all parts or units replaced under this Plan become Our property in their entirety.

### ADDITIONAL BENEFITS TO YOUR PLAN:

**1. POWER SURGE PROTECTION:** This Plan also covers the Failure of Your Product resulting from a power surge caused by power outage. **POWER SURGE DOES NOT COVER DAMAGES CAUSED BY IMPROPER INSTALLATION OR CONNECTION TO AN INCORRECT POWER SOURCE.**

**2. FOR LAMP COVERAGE ONLY:** If Your Product is a product that requires a lamp to generate a picture (e.g. DLP/LCD Projection) and is covered as part of the original manufacturer's warranty, Your contract may cover one (1) lamp replacement during the term of this Plan. The Administrator will determine through troubleshooting if lamp failure is due to normal usage and determine if a replacement lamp is required. If required, the Administrator will send a replacement lamp to You. You are required to install the lamp according to the product manufacturer's specifications. Under no circumstance will the Administrator be responsible for more than one (1) lamp replacement during the term of the Plan. The Plan provides coverage only for the Product(s) listed on our schedule page and/or sales receipt. This coverage does not apply to Products purchased without extended lamp coverage.

**NO LEMON GUARANTEE:** If We have completed three service repairs for the same problem on an individual component of Your Product, which first began after the manufacturer's warranty period had expired ("Qualifying Service Repairs"), and if that Product component requires a fourth repair for the identical problem as determined by Us, We reserve the right to replace Your Product with one of equal or similar features and functionality, not to exceed the original purchase price of Your Product, excluding shipping, handling, and taxes. Once a Product is replaced, then this Plan is considered fulfilled and We shall have no further obligation to provide service under this Plan. Preventative maintenance checks, cleaning, product diagnosis, customer education, accessory repairs/replacements, computer software related problems, and any unauthorized repairs done outside of the USA are not considered repairs for the purposes of this NO LEMON GUARANTEE. Repair services performed while Your Product is under the manufacturer's warranty period are not considered Qualifying Service Repairs.

**DEDUCTIBLE:** There is no Deductible required to obtain service on Your Product.

**PLACE OF SERVICE:** If Your Plan includes Depot Service, You will be responsible for shipping of the Product to the authorized service center. We will pay the cost for shipping of the Product to and from your location.

If Your Plan includes Place of Business/On-Site/In-Home Service, We will arrange for Your Product to be serviced at Your place of business or residence, provided You have prepared the following provisions: (1) accessibility to the Product; (2) a non-threatening and safe environment; and (3) an adult over the age of 18 to be present for the period of time Our authorized technician is scheduled for service and while Our authorized technician is on Your property servicing Your Product. In the event it's necessary to continue certain repair services at the repair center, You may be required to ship/transport the Product to the designated repair center; in such circumstances, the shipping/transportation charges will be covered by this Plan. Place of Business/On-Site/In-Home Service will be provided by the authorized service provider during regular business hours, local time, Monday through Friday, except holidays.

**LIMIT OF LIABILITY:** The limit of liability under the Repair Plan is the lesser of the cost of (1) the purchase price of the Product excluding tax and delivery costs, or (2) authorized repairs not to exceed the purchase price of the Product, or (3) replacement of the Product with a product of equal or similar features and functionality, or (4) reimbursement for authorized repairs or replacement. Upon replacement, there is no longer any obligation for the replaced product under this Agreement. **IN NO EVENT SHALL THE TOTAL OF ALL CLAIMS OR REPLACEMENTS EXCEED THE ORIGINAL PRICE PAID BY YOU FOR THE COVERED PRODUCT, LESS TAXES. WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO, LOST PROFITS OR LOSS OF BUSINESS, PROPERTY DAMAGE, LOST TIME OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE. WE SHALL NOT BE LIABLE FOR ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS PLAN, INCLUDING INHERENT PRODUCT FLAWS.**

**PLAN TERMS:** For the Repair Plan, term and coverage under this Plan begin upon the expiration of the shortest portion of the manufacturer's warranty and continue for the period indicated on the face page of this Plan. In the event Your Product is being serviced by an authorized service center when this Plan expires, the term of this Plan will be extended until the covered repair has been completed.

**IF YOUR PRODUCT NEEDS REPAIR:** If You need to file a claim under this Plan, You must contact the Administrator at 1-800-800-6132 Monday through Friday, 8:00 AM to 6:00 PM Eastern Time to obtain a repair authorization number prior to having any repairs made to Your Product. For on-line service, log onto [www.safeware.com](http://www.safeware.com). For faster service, please have Your proof of Product purchase (sales receipt) available when You contact the Administrator. **THIS PLAN MAY BECOME VOID IF YOU MAKE UNAUTHORIZED REPAIRS.** When You receive authorization for repairs, the service representative will direct You to a designated service center. A copy of the proof of Product purchase (sales receipt), and a brief written description of the problem must accompany Your Product. We will not be liable for freight charges or damage due to improper packaging. Do not return Your Product to Your retailer unless so instructed by the Administrator. If Your Plan expires during the time of an approved repair or replacement, this Plan is extended until the repair or replacement has been completed.

**WHAT IS NOT COVERED:** THIS PLAN DOES NOT COVER ANY LOSS, REPAIRS OR DAMAGE TO, CAUSED BY OR RESULTING FROM:

- A. PRODUCTS NOT ORIGINALLY COVERED BY A MANUFACTURER'S WARRANTY;
- B. PRODUCT REPAIRS THAT SHOULD BE COVERED BY THE MANUFACTURER'S WARRANTY OR ARE A RESULT OF A RECALL, REGARDLESS OF THE MANUFACTURER'S ABILITY TO PAY FOR SUCH REPAIRS;
- C. PERIODIC CHECKUPS AND/OR PREVENTATIVE MAINTENANCE AS DIRECTED BY THE MANUFACTURER;
- D. INHERENT PRODUCT DEFECTS OR PARTS FAILURE DUE TO A RECALL;
- E. ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS AGREEMENT AND/OR ANY PRODUCT SOLD "AS-IS" INCLUDING BUT NOT LIMITED TO FLOOR MODELS, DEMONSTRATION MODELS, ETC.;
- F. PARTS OR REPAIRS DUE TO NORMAL WEAR AND TEAR UNLESS TIED TO A BREAKDOWN AND ITEMS NORMALLY DESIGNED TO BE PERIODICALLY REPLACED BY YOU DURING THE LIFE OF THE COVERED PRODUCT, INCLUDING BUT NOT LIMITED TO LAMPS AFTER THE FIRST REPLACEMENT, BATTERIES, LIGHT BULBS, ETC.;
- G. DAMAGE FROM ACCIDENT, ABUSE, MISUSE, MISHANDLING, INTRODUCTION OF FOREIGN OBJECTS INTO THE COVERED PRODUCT, UNAUTHORIZED MODIFICATIONS OR ALTERATIONS TO A COVERED PRODUCT, ANY COVERED PRODUCT WITH REMOVED OR ALTERED SERIAL NUMBERS, FAILURE TO FOLLOW THE MANUFACTURER'S INSTRUCTIONS, AND EXTERNAL CAUSES INCLUDING THIRD PARTY ACTIONS, FIRE, THEFT, INSECTS, ANIMALS, EXPOSURE TO WEATHER CONDITIONS, EXTREME TEMPERATURE, WINDSTORM, SAND, DIRT, HAIL, EARTHQUAKE, FLOOD, WATER, ACTS OF GOD OR CONSEQUENTIAL LOSS OF ANY NATURE;

H. LOSS OR DAMAGE CAUSED BY WAR, INVASION OR ACT OF FOREIGN ENEMY, HOSTILITIES, CIVIL WAR, REBELLION, RIOT, STRIKE, LABOR DISTURBANCE, LOCKOUT, OR CIVIL COMMOTION;  
I. INCIDENTAL, CONSEQUENTIAL OR SECONDARY DAMAGES OR DELAY IN RENDERING SERVICE UNDER THIS AGREEMENT, OR LOSS OF USE DURING THE PERIOD THAT THE COVERED PRODUCT IS AT AN AUTHORIZED SERVICE CENTER OR OTHERWISE AWAITING PARTS;

J. ANY PRODUCT USED IN AN INDUSTRIAL SETTING, INCLUDING BUT NOT LIMITED TO, USE ON A RENTAL BASIS, AS A PRIMARY SOURCE OF INCOME, OR WHEN EQUIPMENT FUNCTIONALITY IS ESSENTIAL TO BUSINESS OPERATION;

K. FAILURES THAT OCCUR OUTSIDE OF THE 50 STATES OF THE UNITED STATES OF AMERICA, INCLUDING THE DISTRICT OF COLUMBIA;

L. NONFUNCTIONAL OR AESTHETIC PARTS INCLUDING BUT NOT LIMITED TO PLASTIC PARTS, SHELVES, DRAWERS, RACKS, KNOBS, ROLLERS, BASKETS, SCRATCHES, HANDLES, COSMETIC PARTS OR PEELING AND DENTS, NONFUNCTIONAL PARTS ARE THOSE PARTS THAT ARE NOT CRITICAL TO THE PERFORMANCE OF THE PRODUCT'S ESSENTIAL FUNCTION, A PART THAT IF MISSING OR BROKEN, DOES NOT RESULT IN THE PRODUCT BEING NON-OPERATIONAL;

M. UNAUTHORIZED REPAIRS AND/OR PARTS;  
N. COST OF INSTALLATION, SET-UP, DIAGNOSTIC CHARGES, REMOVAL OR REINSTALLATION OF THE COVERED PRODUCT, EXCEPT AS PROVIDED HEREIN;

O. ACCESSORIES USED IN CONJUNCTION WITH A COVERED PRODUCT;

P. ANY LOSS OTHER THAN A COVERED BREAKDOWN OF THE COVERED PRODUCT;  
Q. ANY MECHANICAL BREAKDOWN OR DAMAGE CAUSED BY A COMPUTER VIRUS;

R. SERVICE WHERE NO PROBLEM CAN BE FOUND;

S. BREAKDOWNS WHICH ARE NOT REPORTED WITHIN THE TERM OF THIS AGREEMENT;

T. FAILURE AS A RESULT FROM RUST OR CORROSION ON ANY COVERED PRODUCT OR PART;

U. INCORRECT CONNECTION OF SIGNAL LEADS OR INCORRECT ELECTRICAL SUPPLY AND FAILURE OR IMPROPER USE OF ANY ELECTRICAL SOURCE;

V. ABNORMAL VARIATION OF ELECTRICAL SUPPLY;

W. DAMAGE INCURRED WHILE MOVING THE COVERED PRODUCT TO ANOTHER LOCATION;

X. MODIFICATIONS TO MEET CHANGES IN FEDERAL, STATE OR LOCAL CODES AND REGULATIONS;

Y. DAMAGE TO CLOTHING;

Z. IMPROPER INSTALLATION OF COMPONENTS OR PERIPHERALS;

AA. CORRUPTION OF ANY RECORDING MEDIA, INCLUDING ANY PROGRAM, DATA OR SETUP INFORMATION RESIDENT ON ANY HARD DRIVES AND INTERNAL OR EXTERNAL REMOVABLE STORAGE DEVICES, AS A RESULT OF THE MALFUNCTIONING OR DAMAGE OF AN OPERATING PART, OR AS A RESULT OF ANY REPAIRS OR REPLACEMENT UNDER THIS AGREEMENT;

AB. COLOR FADING OF PICTURE FOR ANY TELEVISION/MONITOR/PROJECTOR;

AC. BURNED-IN PHOSPHOR (INCLUDING IMAGE GHOSTING), PIXEL BURNOUT NOT IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS;

AD. ANY PRODUCT OVER 5 YEARS FROM DATE OF PRODUCT PURCHASE IN NEW CONDITION;

AE. COVERAGE FOR SCREEN PROTECTION. YOU SHOULD ALSO NOTE THE FOLLOWING EXCLUSIONS FROM COVERAGE UNDER THIS PLAN:

(1) IN CERTAIN PROJECTORS, TINY DARK PIXELS OR BRIGHT PIXELS MAY CONTINUOUSLY APPEAR ON THE IMAGE. THIS PIXEL PHENOMENON IS NORMAL, DOES NOT INDICATE A MALFUNCTION AND IS NOT A COVERED DEFECT.

(2) IN CERTAIN PROJECTORS, BLACK OR VERY DARK SIGNALS MAY BE REPRODUCED WITH SOME NON-BLACK HUES. THIS COLOR REPRODUCTION PHENOMENON IS NORMAL, DOES NOT INDICATE A MALFUNCTION AND IS NOT A COVERED DEFECT.

(3) IN CERTAIN PROJECTORS, THE INFRARED REMOTE MAY NOT WORK PROPERLY OR MAY WORK ONLY INTERMITTENTLY AS A RESULT OF INTERFERENCE FROM FLUORESCENT LIGHT BALLASTS OR FIXTURES OR USAGE IN HIGH BRIGHTNESS ENVIRONMENTS. THIS IS NOT A COVERED DEFECT.

(4) DUE TO THE CHARACTERISTICS OF SHORT THROW DISTANCE PROJECTORS, THE TOLERANCE OF FOCUS PERFORMANCE, IMAGE DISTORTION AND DRIFT MAY VARY MORE WIDELY THAN WITH NON-SHORT THROW DISTANCE PROJECTORS, AND THEIR USE WITH UNEVEN SCREEN SURFACES MAY LEAD TO INCREASED IMAGE DISTORTION AND UNBALANCED FOCUS ISSUES. THIS IS NOT A COVERED DEFECT. YOU ARE RESPONSIBLE FOR BACKING UP ALL SOFTWARE AND DATA ON A REGULAR BASIS AND PRIOR TO COMMENCEMENT OF ANY REPAIR, THIS PLAN DOES NOT COVER RESTORATION OF SOFTWARE OR DATA, OR DATA RETRIEVAL TO YOUR COVERED PRODUCT. IF YOUR COVERED PRODUCT EXPERIENCES A FAILURE OR DAMAGE THAT IS EXCLUDED FROM COVERAGE UNDER THIS SECTION OR IN THE EVENT OF A REPAIR INCIDENT WHEREIN THERE IS A "NO PROBLEM FOUND" DIAGNOSIS FROM THE MANUFACTURER OR A MANUFACTURER-AUTHORIZED REPAIR SOURCE, THEN YOU ARE RESPONSIBLE FOR ALL REPAIR COSTS INCLUDING SHIPPING COSTS AND/OR THE COST OF ON-SITE SERVICE. SHOULD THE MANUFACTURER OF YOUR PRODUCT BECOME INSOLVENT OR SUBJECT TO BANKRUPTCY PROCEEDINGS OR THE MANUFACTURER NO LONGER PROVIDE PRODUCT SUPPORT AND ALL PARTS SOURCES HAVE BEEN EXHAUSTED DURING THE COVERAGE PERIOD OF THIS PLAN, ADMINISTRATOR AND WE SHALL BE EXCLUDED FROM PERFORMANCE HEREUNDER AND YOU SHALL BE RECEIVE A FULL REFUND OF THE PURCHASE PRICE PAID BY YOU FOR THE PLAN LESS CLAIMS PAID.

**OUR RIGHT TO RECOVER PAYMENT:** If You have a right to recover against another party for anything We have paid under this Plan, Your rights shall become Our rights. You shall do whatever is necessary to enable Us to enforce these rights. We shall recover only the excess after You are fully compensated for Your loss.

**CANCELLATION:** You may cancel this Plan by informing the selling dealer/retailer of your cancellation request within 30 days of the purchase of the Plan and you will receive a 100% refund of the full purchase price of Your Plan. If your cancellation request is made more than 30 days from the date of purchase, You will receive a pro-rata refund of the Plan purchase price, less the cost of repairs made (if any), and less an administrative fee not to exceed 10% of the Plan purchase price or \$25.00, whichever is less, unless otherwise provided by state law. The cancellation provisions in this agreement only apply to the original purchaser of this Plan.

If we cancel this Plan, we must provide you with a written notice at least 15 days prior to cancellation at your last known address, with the effective date for the cancellation and the reason for cancellation. If we cancel this Plan, You will receive a refund based upon one hundred percent (100%) of the unearned pro rata purchase price of this Plan.

**RENEWAL:** This Plan is not renewable.

**TRANSFERABILITY:** This Plan is for the original purchaser only and is not transferable to a new owner.

**TERRITORIES:** The Plan's territory is limited to the United States of America, including the District of Columbia, only. It does not include any Canadian or U.S. Territories including Guam, Puerto Rico, or the U.S. Virgin Islands.

**SUBROGATION:** If we pay for a loss, We may require You to assign Us Your rights of recovery against others. We will not pay for a loss if You impair these rights to recover. Your rights to recover from others may not be waived.

**ARBITRATION:** In the event of a disagreement between You and Us concerning costs, either party may make a written demand for arbitration. This must be done within sixty (60) days after the day You filed Your claim. Each party will select an arbitrator. The two (2) arbitrators will select an umpire. Each party will pay the expenses of the respective arbitrator selected. The expenses of the umpire will be shared equally. Unless both parties agree otherwise, arbitration will take place in the county and state in which You live. Local rules will apply. A majority decision will be binding. State Variations Apply

**GUARANTEE:** This is not an insurance policy. We have obtained an insurance policy to insure Our performance under this Plan. Should We fail to pay any claim or fail to replace the Product covered under this Plan within sixty (60) days after the Product has been returned or, in the event You cancel this Plan, and We fail to refund the unearned portion of the Plan price, You are entitled to make a direct claim against the insurer, LYNDON SOUTHERN INSURANCE COMPANY, 10151 Deerwood Park Boulevard, Building 100, Suite 330, Jacksonville, Florida 32256.

**IMPORTANT CONSUMER INFORMATION:** If Your Product is exchanged by the manufacturer or retailer, You must advise the Administrator in writing at 6500 Busch Blvd., Suite 233, Columbus, OH 43229 Attn: ESP Operations or call 1-800-800-1492 with the date of exchange, make, model, and serial number of the replacement product within 10 days of the exchange. In the event of such exchange, the coverage period shall not exceed the expiration date of the original Plan.

**ENTIRE AGREEMENT:** This Plan, including the terms, conditions, limitations, exceptions and exclusions, and the sales receipt for Your Product, constitutes the entire agreement and no representation, promise or condition not contained herein shall modify these items, except as required by law.

**STATE VARIATIONS APPLY**  
These terms & conditions are available on Our website at [www.safeware.com](http://www.safeware.com) or call 1-800-800-6132 to have a copy mailed to You.