



PRESENTATION PRODUCTS

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## EXPRESS REPLACEMENT ASSISTANCE PROGRAM

For more  
information  
call:  
888-307-0309

or visit our  
web site:

[mitsubishi-presentations.com](http://mitsubishi-presentations.com)

Industry's  
Best Warranty  
Program

Mitsubishi's Express Replacement (ERA) is a next business day replacement unit program designed to provide users of Mitsubishi projectors the peace of mind that comes with our commitment to offering high quality projector products.

In the unlikely event that your projector should not operate properly, it is very reassuring to know that a team of knowledgeable technical support professionals is always a phone call away. Should a replacement projector become necessary, Mitsubishi's ERA program ensures that a working replacement unit is shipped to you within 24 hours after warranty verification for overnight, next business day delivery (when and where available), thus allowing you to continue with your business with minimal interruption.

### Duration and Eligibility

Mitsubishi's ERA program is offered on all projectors with the exception of our Home Theater products. The program is free of charge to end-user customers within the 50 United States.

Mitsubishi's ERA Program runs concurrently for selected projectors through the duration of their standard warranty. For a list of Mitsubishi projectors that include the ERA program, please visit our web-site [www.mitsubishi-presentations.com](http://www.mitsubishi-presentations.com) or call our toll-free number 888-307-0309.

### Program Procedures and Guidelines:

1. When technical support is needed, immediately call our toll-free technical support hotline at 888-307-0309.

2. Mitsubishi's technical support will work to resolve your problem over the phone.

3. Should a replacement unit become necessary, you will be required to provide the serial number of your projector and its proof-of-purchase to show the effective date of your warranty. A copy of an invoice for the specific projector you are calling about would be sufficient.

4. During the processing of the replacement paperwork, please be reminded that Mitsubishi is arranging to ship you a unit that is second to your purchased unit. Therefore, in order to minimize our exposure to losses, Mitsubishi will be requiring a credit card (VISA, MasterCard or American Express) or a company purchase order as security collateral to ensure the prompt return of the defective unit in good condition.

5. Below are conditions and corresponding charges that will cause Mitsubishi to bill your credit card or issue an invoice against your purchase order.

An amount equivalent to your purchase price of the projector shown in your proof-of-purchase will be charged if the defective unit was not returned and received by Mitsubishi within 15 days from the day Mitsubishi sends out its replacement.

An amount equal to the cost of repairs will be charged for any required repairs not covered by warranty. Please refer to the Mitsubishi Limited Warranty for Business-Use Data Projectors.

An amount no more than Mitsubishi's shipping and handling cost of issuing your replacement will be charged if the unit you returned is found to be in good working condition.

In the absence of a purchase price on your proof-of-purchase, the full manufacturer suggested retail price (MSRP) will be charged where applicable.

6. When using a Purchase Order (PO) as security collateral, the PO must be issued to Mitsubishi Digital Electronics, the procured product is the replaced product, and the price on the PO is the same as the purchase price of the projector on the proof-of purchase.

7. When warranty dates are verified and your request for a replacement unit is processed, Mitsubishi will send out the replacement unit within 24 hours for overnight, next business day delivery when and where available. The replacement unit will become your unit, and the defective unit must be returned to Mitsubishi within 15 days to avoid any charges.

8. Your dealer may call and request the ERA program on your behalf. The same procedures and guidelines will apply.

9. Mitsubishi reserves the right to send fully refurbished units as replacements in the Express Replacement Program.

10. Projector lamps are considered consumables and are covered by our standard lamp warranty. They are not covered by ERA.

11. A Mitsubishi projector that fails within the first thirty (30) days of purchase is considered a DOA unit. Customers with DOA units are entitled to a brand new replacement. New replacements are processed through your direct supplier or dealer.

1) Mitsubishi reserves the right to send fully refurbished units as replacements in the Express Replacement Assistance Program.  
2) Projector lamps are considered consumables and are covered by our standard lamp warranty. They are not covered by ERA. In case of a lamp failure, customers may be required to purchase a new replacement lamp if the lamp warranty has expired.  
3) A Mitsubishi projector that fails within the first thirty (30) days of purchase is considered a DOA unit. Customers with DOA units are entitled to a brand new replacement. New replacements are processed through your direct supplier or dealer.