

## ONE YEAR LIMITED WARRANTY EXCLUSIVE TO AVERA CUSTOMERS ONLY

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A 1 year warranty is offered to Avera customers from the date of purchase for parts and labor.

Avera or its Authorized Service Centers will repair or replace at Avera's sole discretion the TV free of charge if defective in material or workmanship as pertains to the warranty outlined below.

This warranty applies only to the original purchaser, to products purchased from Avera or Authorized Dealers and used in the country of purchase.

Any other service or parts is at the customer's expense.

A copy of a valid dated bill or sales receipt with the purchase date, location, and retailer is required for any type of warranty service and will need to be provided to Avera before any warranty service begins.

### Labor

Avera will provide service labor to repair manufacturing defects during the one year limited warranty period. For displays thirty-seven (37) inches and larger on-site repair may be offered based on the distance and availability of an authorized Avera service center. The determination for performing on-site repair is also dependent on the defect and is at Avera's option and sole discretion. For displays less than thirty-seven (37) inches, service will be performed at Avera's authorized service center.

### Parts

Parts used for repair may be new or re-certified. Avera also has the option and sole discretion of replacing a defective unit with a new or re-certified unit of similar size and specification. Avera will provide a warranty on replacement parts or replacement units for the remainder of the original warranty period, or for ninety (90) days from the date of repair or replacement, whichever is later.



## How to Obtain Warranty Service

Avera reserves the right to charge the customer for any service call for anything not covered by this limited warranty. Before contacting Avera please review the user manual that came with your TV to avoid any delays, and/or service charges.

To obtain warranty service, please contact Avera Technical Support by email [service@CatronicsUSA.com](mailto:service@CatronicsUSA.com) or by phone at 1-866-528-1109. You must provide the model, serial number, and date of purchase.

Avera Technical Support is available from 8:00AM to 5:00PM Pacific Standard Time, Monday through Friday. Please note that holiday hours may vary. For up to date contact information, please visit us at [CatronicsUSA.com](http://CatronicsUSA.com).

Avera reserves the right to assess all warranty claims and to determine if defects or damages are covered by this limited warranty. In case of a claim that is not covered by this warranty, you will be contacted to determine whether Avera should repair the damage for a fee or whether the product should be returned to you as received by the service technician or service center.

PLEASE DO NOT RETURN YOUR UNIT WITHOUT PRIOR AUTHORIZATION.

## Pixel Defect Guarantee

Avera allows for three (3) dark or six (6) bright pixel defects for the duration of the limited one year warranty on Avera displays. A dark pixel is defined as a pixel or sub-pixel (R,G,B) stuck in the off position and appears black on a white background. A bright pixel is defined as a pixel or sub-pixel (R,G,B) stuck on and appears bright on a black background.

## What's Not Covered

This warranty does NOT cover: cosmetic defects; maintenance; theft; exposure to weather, moisture and other environmental conditions; negligence, accidental or intentional physical damage, misuse, abuse, unauthorized repairs, improper installation; transportation damage; modifications; vandalism or tampering; unsatisfactory audio or video performance not caused by a manufacturing defect, burned phosphor or pixel burnout (according to the Pixel Defect Guarantee stated); lost parts or consumable goods.

Products with altered or missing serial numbers are not covered by this limited warranty. Products used for commercial purposes, leased or rented, used by the public or in common areas are not covered by this warranty. Indirect, incidental or consequential damages including but not limited to loss of profits, down time, charges for time, fees for third parties are also not covered by this limited warranty.

