



## Lumens Product Warranty Details

Updated on November 18th, 2021

| Product Line       | Product Type                                | Warranty (Years) | Remark  |
|--------------------|---|------------------|---|
| <b>BC</b>          | Box Camera                                  | 5                | All Models  |
| <b>OIP</b>         | AV over IP                                  | 5                | All Models  |
| <b>CL</b>          | Document Camera                             | 5                | All Models  |
| <b>PC</b>          | Document Camera                             | 5                | All Models  |
| <b>PS</b>          | Document Camera                             | 5                | All Models  |
| <b>DC</b>          | Document Camera                             | 5                | All Models  |
| <b>VC</b>          | PTZ and USB Cameras                         | 5*               | Was 3 years, 5 years Start from Jun 30 <sup>th</sup> , 2019 |
| <b>VS</b>          | Camera Controller                           | 5**              | See Notes   |
| <b>LC</b>          | Media Processor                             | 5**              | See Notes   |
| <b>TS</b>          | Wireless Presentation System                | 5**              | See Notes   |
| <b>Accessories</b> | All accessories except cables and batteries | 5***             | See Notes   |

### Notes

\* Units purchased after July 1<sup>st</sup>, 2019 are covered by a 5-year warranty.

Units purchased before June 30<sup>th</sup>, 2019 are covered by a 3-year warranty.

\*\* Units purchased after June 1<sup>st</sup>, 2021 are covered by a 5-year warranty.

Units purchased between April 1<sup>st</sup>, 2019 and May 31<sup>st</sup>, 2021 are covered by a 3-year warranty.

Units purchased before March 31<sup>st</sup>, 2019 are covered by a 1-year warranty.

\*\*\*All accessories are guaranteed for 5 years except for cables and batteries. The cables and batteries are guaranteed for 1 year.

### Contact

1. For customers in the USA and Canada, please contact [Lumens USA Support Center](#).
2. For all other customers, please call your local Lumens distributor.