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Web Site : [www.parrot.co.za](http://www.parrot.co.za)  
Reg No: 1985/01772/07 VAT No: 4010111682

## Parrot Products Warranty Terms and Conditions

**Applicable to Model:** OPS336 – PROJECTOR DLP SVGA 4000 ANSI LUMENS LONG THROW

### What Is Covered and for How Long?

Parrot Products (Pty) Ltd offers the following limited warranty for the OPS336 projector:

Product Type	Coverage Duration
Projector (excluding lamp)	2 Years Factory Warranty
Projector Lamp	1 Year or 1000 Hours (whichever comes first)

*Accessories (remote controls, power cables, brackets, etc.) are covered for 1 year.*

### On-Site Warranty Support

- **On-site support** is available for installations within **100 km** of a Parrot branch.
  - **And call-out fee only applicable if units were not installed by Parrot Products' Installers**
- **Outside this radius**, technician call-out or travel charges may apply.
- On-site service is subject to availability and may be provided at the discretion of Parrot Products.

### What Is Not Covered?

This Limited Warranty is conditioned upon **proper use and installation** of the projector. It does **not cover** the following:

#### Environmental & Physical Damage

- Exposure to extreme environmental conditions (e.g. direct water contact, flooding, outdoor unprotected use).
- Damage caused by shock, collision, impact, or mishandling.
- Damage from transport or installation not conducted by qualified personnel.

#### Electrical Damage

- Damage from lightning, electrical surges, incorrect voltage, or unstable power supply.
- Use of unregulated or unsafe power sources.
- *Use of certified surge protection is strongly recommended to retain electrical warranty coverage.*

#### Wear & Cosmetic Damage

- Normal wear and tear over time (e.g. scuffs, minor scratches).



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- Cosmetic imperfections that do not affect performance.

#### Lamp-Specific Exclusions

- Lamp failure due to exceeding rated hours or improper handling.
- Lamp damage caused by power surges, improper installation, or use of incompatible lamps.

#### Software & Accessory Use

- Malfunctions resulting from the use of unauthorized firmware or accessories.
- Damage caused directly by faulty third-party accessories (e.g. unsafe adapters).
- *Use of standard HDMI, USB, and audio devices is supported unless proven to cause damage.*

#### Other Exclusions

- Defects caused by natural disasters (earthquake, fire, storm).
- Malfunctions caused by intentional misuse or unauthorized service.

#### Repair and Replacement Policy

If a defect arises during the warranty period:

- Parrot Products will **repair or replace** the projector or lamp using new, reconditioned, or equivalent components.
- Replacement parts are covered for the remainder of the original warranty, or 90 days, whichever is longer.
- All replaced components become the property of Parrot Products.

#### Service Procedure

To request service:

- Return the product to a **Parrot Products branch or authorized facility** (RSA, NAM, BOTS, ZAM).
- Include proof of purchase, serial number, and contact details.
- You are responsible for **freight costs** when shipping the product to a service centre.
- *Call +27 (0)10 140 4900 or your local service contact for assistance.*

#### Data Responsibility Disclaimer

Parrot Products is **not responsible for any data, content, files, or recordings** stored on the projector. Please ensure you **back up all data** prior to submitting for service.



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## Liability Limitation

This Limited Warranty:

- Does not cover loss of revenue, downtime, goodwill, or any consequential damages.
- Limits maximum liability to the **original purchase price** of the product.
- Does not imply responsibility for third-party software or integrations, which remain the responsibility of the purchaser.

## Consumer Protection Act (CPA) Compliance

- This warranty is provided in accordance with the **Consumer Protection Act No. 68 of 2008** (South Africa).
- Nothing in this warranty shall be interpreted to override or limit your rights under the CPA.
- You are entitled to **repair or replacement** in the case of material defect, subject to CPA guidelines.

## Good Faith Support Commitment

- Parrot Products is committed to **reasonable, fair interpretation** of warranty claims.
- We will not deny valid claims based solely on technical exclusions where the product has been used responsibly and in line with intended purpose.

## Severability

- If any clause is deemed unenforceable, it shall not affect the validity of the remainder of this policy.