

EELY-ECW Touch Screen and Controller Warranty Manual

1 . Warranty

EELY-ECW is committed to provide quality products ,in case you experience problems with our products , these guidelines provide you with information for contacting our Technical Support team or Customer Service and , if needed , getting a Return Material Authorization number for the product. These guidelines cover warranty returns for all touch screens and controllers sold by EELY-ECW .

2 . Warranty Coverage

2.1. Products must be determined to be out of specification by our Technical Support or Customer Service teams;

2.2. The Warranty period must not be expired. For information on Warranty Periods, please refer to the following table;

Part No. Description	Warranty	Part No. Description	Warranty
5-Wire Capacitive Type		8-Wire Resistive Type	
EE1908-IN-W5C	1 yr	EE2106-IN-W8R	1 yr
EE1818-IN-W5C	1 yr	EE1908-IN-W8R	1 yr
EE1701-IN-W5C	1 yr	EE1818-IN-W8R	1 yr
EE1503-IN-W5C	1 yr	EE1701-IN-W8R	1 yr
EE1044-IN-W5C	1 yr	EE1503-IN-W8R	1 yr
EE0657-IN-W5C	1 yr	EE1215-IN-W8R	1 yr
5-Wire Resistive Type		EE1044-IN-W8R	1 yr
EE2106-IN-W5R	1 yr	EE0846-IN-W8R	1 yr
EE1908-IN-W5R	1 yr	4-Wire Resistive Type	
EE1818-IN-W5R	1 yr	EE2106-IN-W4R	1 yr
EE1701-IN-W5R	1 yr	EE1908-IN-W4R	1 yr
EE1503-IN-W5R	1 yr	EE1818-IN-W4R	1 yr
EE1413-IN-W5R	1 yr	EE1701-IN-W4R	1 yr
EE1215-IN-W5R	1 yr	EE1503-IN-W4R	1 yr
EE1044-IN-W5R	1 yr	EE1215-IN-W4R	1 yr
EE0846-IN-W5R	1 yr	EE1044-IN-W4R	1 yr
EE0747-IN-W5R	1 yr	EE0945-IN-W4R	1 yr
EE0657-IN-W5R	1 yr	EE0846-IN-W4R	1 yr
EE0585-IN-W5R	1 yr	EE0747-IN-W4R	1 yr
CONTROLLER		EE0657-IN-W4R	1 yr
ET-5R-RS232	3 yrs	EE0585-IN-W4R	1 yr
ET-5R-USB	3 yrs	EE0477-IN-W4R	1 yr
ET-4R-RS232	3 yrs	EE0423-IN-W4R	1 yr
ET-4R-USB	3 yrs	EE0387-IN-W4R	1 yr
ET-5R-RS232	3 yrs	EE0288-IN-W4R	1 yr
ET-5R-USB	3 yrs	CD	45 days

Remark: The listing above does not include all of the Standard products; however, warranties for Standard products are grouped as the criteria above.

2.3. The warranty does not apply to damage caused by the following acts.

2.3.1 Failure to properly install or testing.

2.3.2 Failure to maintain a suitable operating environment;

2.3.3 Failure to operate the product for the purpose other than it was designed ;

2.3.4. Failure to monitor or operate the product in accordance with the specifications provided and good industry practice;

2.3.5. Unauthorized attachment , removal , or alteration of any part of the product;

2.3.6. Unusual mechanical , physical , or electrical stress , scratches , or dents ;

2.3.7. Unauthorized repair,modification or damage caused by misuse;or subsequent manufacturing or integration process not approved by EELY-ECW ;

2.3.8. External product damage,including field damage ;

2.3.9 Accident,abuse,neglect,fire,lighting,water or other acts of nature;

2.3.10 Mishandling during return process ;

3 . Obtaining a Return Material Authorization (RMA) Number

3.1. Prior to returning product to EELY-ECW, please call our Technical Support or Customer Service to obtain a RMA. Please have the part number (s),serial numbers and the defect description ready When you call.

3.2. We will fax or email you the RMA and detailed shipping instructions;

3.3. A RMA Number is valid for 45 days from the date of issuance.

4 . Shipping Instructions

4.1. EELY-ECW is under no obligation to accept RMAs for wrongly ordered goods;

4.2. The RMA Number must appear on the outside of the carton , with part number and defect description ; Any product returned without a valid RMA Number will be returned to the sender;

4.3. If returning additional products to EELY-ECW,a new RMA Number will be required;

4.4. If we receive a shipment containing unauthorized RMA Number,we will Return them as it is ;

4.5. EELY-ECW will pay for the return shipment of defective products , and any replacement products will be shipped at customer's expense. All returns should be properly packaged to minimize shipping damage and allow for effective analysis. Products should be returned in EELY-ECW's packing or equivalent , this includes anti-static bag for controller, void fillers and /or separators for touch screens. Products not properly packaged may not be accepted for return .

5. Repair,Replacement or Credit

EELY-ECW warranty provides for repair , replacement or credit for defective product. Please discuss the available options with the Technical Support or Customer Service Representative When you call for your Return Material Authorization Number.

6. Storage Conditions

Storage Temperature for Capacitive Touch Panel: $-50^{\circ}\text{C} \sim +85^{\circ}\text{C}$

Storage Temperature for other touch panels: -20°C ~ +70°C

7. EELY-ECW Product Selection and Warranty Provisions

EELY-ECW warrants that all products will conform to the specifications to Which the parties have agreed in writing ,and if none ,then to EELY-ECW's current published specifications for the applicable warranty period . The Warranty Period will be starting from EELY-ECW's shipping date and is: (a) stated in Attachment;(b) if not specified there , it will be one year . Specifications may include specific testing methods to determine if a Product meets that specification . Within the warranty period , buyer must give EELY-ECW written notice of any warranty claims or all such warranty claims are waived.If a product is proven not to have met EELY-ECW's warranty,then EELY-ECW's sole obligation and buyer's exclusive remedy will be,at EELY-ECW's option,to repair or replace that product quantity or to refund its purchase price . EELY-ECW has no obligation under EELY-ECW's warranty for any product that has been modified or damaged through misuse ,accident ,neglect, or subsequent manufacturing operations or assembly by anyone other than EELY.