

## Warranty Terms & Conditions - Touchscreens

This document describes the warranty terms and conditions for Prowise touchscreens sold by EdTeach USA LLC.

### 3-year bring in warranty\*

This 3-year (3) warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty.

Should the touchscreen be malfunctioning, EdTeach USA LLC will resolve the issue or have the issue resolved, replace the touchscreen with a similar product, apply a reasonable price reduction or offer a different solution, without assuming liability.

If the touchscreen falls outside of the warranty period, EdTeach USA LLC charges for repairs, including labor costs, a call-out fee and the material expenses. EdTeach USA LLC will quote these costs beforehand. Visit [www.edteachusa.com](http://www.edteachusa.com) to find our contact details.

Prowise Touchscreen Ten	PW.1.17075.*001 (*=0-9) PW.1.17086.*001 (*=0-9)	3 years
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### Dead On Arrival

EdTeach USA LLC applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should the touchscreen be malfunctioning within this period, it is considered a DOA and will be replaced by a new device free of charge. EdTeach USA LLC must be notified of the defect within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim on this warranty.

### OTA updates Prowise Central

For Prowise Touchscreens with the operating system Prowise Central, a policy applies for supporting OTA (over-the-air) updates during 5 years starting from the launching date of the relevant screen. These OTA updates can contain the following:

- Updates of applications or the operating system
- Security updates
- Firmware updates for the device

Prowise touchscreens that have Prowise Central:

Prowise Touchscreen Ten	PW.1.17075.*001 (*=0-9) PW.1.17086.*001 (*=0-9)	Automatic update support until March 2026
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The "Prowise OTA Update Policy" applies to the OTA updates and can be found on the website [www.prowise.com](http://www.prowise.com).

### Accessories Warranty

EdTeach USA LLC offers a one-year (1) warranty on accessories, commencing on the date of delivery. EdTeach USA LLC considers the following products to be accessories:

- Cables
- Active pens and pen tips
- Passive pens

- Remote control
- WiFi antennas
- Remaining products by Prowise B.V. including keyboards, mouse, camera

More information on the warranty on Prowise accessories can be found in the document "Warranty Terms and Conditions - Touchscreen accessories".

### **Touchscreen Use**

The touchscreens are covered by the EdTeach USA LLC warranty for 3 years starting from the moment of delivery after purchase.

The Prowise touchscreens are specially developed for digital communication and for the use, management, and editing of electronic documents and multimedia content.. Do not use the touchscreens for other purposes. If the accessories are used improperly, that is in any way other than described in the user manual and safety guide, the warranty lapses and EdTeach USA LLC will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty.

### **Warranty Limitations**

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Prowise touchscreen or any of its parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorized by EdTeach USA LLC. to carry out these tasks. Always contact EdTeach USA LLC when the product is malfunctioning.
- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- an environment where the touchscreen is regularly exposed to dust, heat, cold, moist, vapor or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.
- regular wear and tear that do not influence the functionality of the appliance.
- using external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- damages incurred when returning a product to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying EdTeach USA LLC in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been shared.
- No Proof of Installation has been shared (if applicable).
- The model, serial or product number of the lift system has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up copy of your documents regularly to avoid data loss. Data conversion is not included in the warranty.

Warranted on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by EdTeach USA LLC.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales that can be found on [www.edteachusa.com](http://www.edteachusa.com).

## Warranty Terms & Conditions - Touchscreen Accessories

This document describes the warranty terms and conditions for Prowise touchscreen accessories sold by EdTeach USA LLC.

### 1-year bring in warranty\*

This 1-year (1) warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty.

Should one of the accessories be malfunctioning, EdTeach USA LLC will resolve the issue or have the issue resolved, replace the accessory with a similar product, apply a reasonable price reduction or offer a different solution, without assuming liability.

Should the accessory be malfunctioning outside of the warranty period, it is possible to purchase a new unit of the defect accessory. Visit [www.edteachusa.com](http://www.edteachusa.com) to find our contact details.

### Dead On Arrival

EdTeach USA LLC applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should one of the accessories be malfunctioning within this period, it is considered a DOA and will be replaced free of charge. EdTeach USA LLC must be notified of the defect within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim on this warranty.

Prowise B.V. considers the following products to be accessories:

- cables, supplied in the packaging of the touchscreen
- active pens and pen tips
- passive pens
- remote control
- WiFi antennas
- NFC Cards
- Prowise B.V.'s keyboard and mouse
- Prowise MOVE camera
- remaining products by Prowise B.V., such as a camera, dongles etc.

### Using the accessories

The accessories are covered by the EdTeach USA LLC warranty for 1 year starting from the moment of delivery after purchase.

The accessories are specially developed for Prowise touchscreens. Applying them to other devices can shorten the lifespan and is considered improper use. If the accessories are used improperly, that is in any way other than described in the user manual and safety guide, the warranty lapses and EdTeach USA LLC will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty.

### Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Prowise lift system or any of its parts is partly or in whole

caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorized by EdTeach USA LLC. to carry out these tasks. Always contact EdTeach USA LLC when the product is malfunctioning.
- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- an environment where the touchscreen and/or accessories are regularly exposed to dust, heat, cold, moist, vapor or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.
- usual wear and natural aging, such as wear to the pen tips, (mis)alignment of the MOVE camera (requires recalibration), occurring within the design or that do not affect the functionality of the appliance.
- using external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- damages incurred when returning a product to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying EdTeach USA LLC in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been shared.
- No Proof of Installation has been shared (if applicable).
- The model, serial or product number of the lift system has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up copy of your documents regularly to avoid data loss. Data conversion is not included in the warranty.

Warranted on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by EdTeach USA LLC.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales that can be found on [www.edteachusa.com](http://www.edteachusa.com).

## Warranty Terms & Conditions - Lift Systems

This document describes the warranty terms and conditions for Prowise lift systems sold by EdTeach USA LLC.

### 1-year bring in warranty\*

This 1-year (1) warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty.

Should the lift system be malfunctioning, EdTeach USA LLC will resolve the issue or have the issue resolved, replace the lift system with a similar product, apply a reasonable price reduction or offer a different solution, without assuming liability.

If the lift system falls outside of the warranty period, EdTeach USA LLC charges for repairs, including labor costs, a call-out fee and the material expenses. EdTeach USA LLC will quote these costs beforehand. Visit [www.edteachusa.com](http://www.edteachusa.com) to find our contact details.

iPro Wall Lift G2	PW.1.21002.0002	1 year
iPro Mobile Lift G2	PW.1.21003.0002	1 year
iPro Keyboard Tray	PW.2.21002.0002	1 year
iPro Wall Lift Extension Kit	PW.2.21002.0003	1 year

### Dead On Arrival

EdTeach USA LLC applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should the lift system be malfunctioning within this period, it is considered a DOA and will be replaced by a new device free of charge. EdTeach USA LLC must be notified of the defect within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim on this warranty.

### Using the lift system

The lift systems are covered by the EdTeach USA LLC warranty for 1 year starting from the moment of delivery after purchase. The Prowise lift systems are specially developed for mounting touchscreens. Do not use the lift system for other purposes. If the accessories are used improperly, that is in any way other than described in the user manual and safety guide, the warranty lapses and EdTeach USA LLC will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty.

### Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Prowise lift system or any of its parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties

that are not trained or authorized by EdTeach USA LLC. to carry out these tasks. Always contact EdTeach USA LLC when the product is malfunctioning.

- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- an environment where the lift system is regularly exposed to dust, heat, cold, moist, vapor or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.
- regular wear and tear that do not influence the functionality of the appliance.
- using external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- damages incurred when returning a product to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying EdTeach USA LLC in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been shared.
- No Proof of Installation has been shared (if applicable).
- The model, serial or product number of the lift system has been altered, erased, removed or otherwise been made unreadable.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by EdTeach USA LLC.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales that can be found on [www.edteachusa.com](http://www.edteachusa.com).

## Warranty Terms & Conditions - PC Modules

This document describes the warranty terms and conditions for Prowise PC Modules sold by EdTeach USA LLC.

### 1-year bring in warranty\*

This 1-year (1) warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty.

Should the PC module be malfunctioning, EdTeach USA LLC will resolve the issue or have the issue resolved, replace the PC Module with a similar product, apply a reasonable price reduction or offer a different solution, without assuming liability.

If the PC module falls outside of the warranty period, EdTeach USA LLC charges for repairs, including labor costs, a call-out fee and the material expenses. EdTeach USA LLC will quote these costs beforehand. Visit [www.edteachusa.com](http://www.edteachusa.com) to find our contact details.

### Dead On Arrival

EdTeach USA LLC applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should the PC Module malfunction within this period, it is considered a DOA and will be replaced by a new device free of charge. EdTeach USA LLC must be notified of the defect within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim on this warranty.

### Using the PC Modules

The Prowise PC Modules are covered by the EdTeach USA LLC warranty for 1 year starting from the moment of delivery after purchase. Our warranty does not cover damage caused by accidents or unauthorized modifications. If the PC Module is used improperly, that is in any way other than described in the user manual and safety guide, the warranty lapses and EdTeach USA LLC will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty. Consult the warranty limitations at the bottom of this page for full details.

### Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Prowise PC Module or any of its parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorized by EdTeach USA LLC. to carry out these tasks. Always contact EdTeach USA LLC when the product is malfunctioning.
- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- exposure of the product to water, vapor, or extreme ambient temperatures or a rapid change in ambient temperature, corrosion, oxidation, food or liquid spillage or caused by exposure to chemical agents.
- using and/or connecting external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.



- regular wear and tear that do not influence the functionality of the appliance.
- damages incurred when returning a product to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying EdTeach USA LLC in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been shared.
- No Proof of Installation has been shared (if applicable).
- The model, serial or product number of the lift system has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up copy of your documents regularly to avoid data loss. Data conversion is not included in the warranty.

Warranted on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by EdTeach USA LLC.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales that can be found on [www.edteachusa.com](http://www.edteachusa.com).