



Mauell Corporation

31 Old Cabin Hollow Road
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MAUELL CORPORATION PROJECTION DISPLAY LIMITED LAMP WARRANTY POLICY

Projection engines, whether DLP or LCD based technology, incorporate a consumable illumination lamp(s). Lamps are purpose-built for use in projection engines and are comprised of a high intensity output bulb packaged in a housing that is specific to a particular model projection engine. Variances within the complex chemical and physical processes as well as the quality in the design and manufacturing, can and will cause some lamps to fail prior to reaching their nominal operating life expectancy. Due to the unpredictable nature of these expendable components, the projection engine manufacturers supply a limited lamp warranty to Mauell Corporation, which is in turn provided to our customers. The industry does not support a uniform warranty policy and each warranty varies by manufacturer and by lamp model. In the interest of providing the best possible processing of lamp failures Mauell Corporation has in place our Limited Lamp Warranty Policy as described herein.

LAMP WARRANTY POLICY

1. Upon failure of a lamp, the Customer must follow Mauell Corporation's RMA (Return Material Authorization) procedures to qualify for any available credit. Returning a failed or suspect lamp (during and/or after the warranty period) is achieved via the following procedure.
 - A. Contact Mauell Corporation's Customer Service Representative (717-432-8686). At this time, the Customer Service Representative will request all pertinent information including:
 - i. Contact Name
 - ii. Company Name
 - iii. Company Address
 - iv. Reason for Return
 - v. Item Description
 - vi. Item Serial Number
 - B. Upon determination that the item has failed within a warranty period and that the lamp needs to be returned, an RMA number will be provided. The customer is required to incur the shipping and handling costs to transport the failed lamp to a Mauell Corporation designated shipping destination in a package sufficient to withstand standard shipping methods. The RMA number MUST be clearly marked on the outside of the box in order to facilitate the expeditious and proper handling of the returned item.
 - C. Typically, items ship to the Mauell Corporation facility. The shipping address is as follows:

Mauell Corporation
Attn: RMA No. _____
31 Old Cabin Hollow Road
Dillsburg, PA 17019

MAUELL CORPORATION PROJECTION DISPLAY LIMITED LAMP WARRANTY POLICY –cont’d

2. In conjunction with the RMA lamp return, the Customer is required to provide a Purchase Order to Mauell Corporation for the replacement lamp. The Customer will be invoiced for the full amount of the replacement lamp. Customer payment terms are NET 90 days for the purchase of a replacement lamp. Upon inspection of the returned lamp, the customer will then be informed of any credit due from warranty on the RMA lamp. Mauell Corporation Customer Service will issue a credit memo to the customer based on the warranty status of the lamp.
3. Mauell Corporation offers all credits in the form of Customer Account Credit good towards the purchase of new lamps only, not transferable for any other offering or cash rebate. All manufacture rebates received by Mauell Corporation will be transferred to the customer.
4. Customers purchasing a single or multi-year Mauell Corporation Lamp Program service contract are subject to the following.
 - A. Once allotment of lamps provided under the service contract is expended, Customer must purchase replacement lamps at full price. Customer account credits accrued for all RMA(s) during the service contract period will be applied to the Customer’s account. This will continue until the Customer account credit is depleted, at which time the process described in Item 2 takes effect.
5. The Limited Lamp Warranty excludes remedy for damages or defect caused by abuse, external causes outside the control of Mauell Corporation including but not limited to man-made, natural or force majeure, modifications not executed by Mauell Corporation, improper or insufficient maintenance or improper operation. This warranty shall be in addition to and not in limitation of any other warranty or remedy required by law.