

Newline Direct View (DV) Hardware Warranty Policy

Purpose

To define warranty coverage standards for non-module hardware components within Newline Direct View DV systems.

This policy applies to DV hardware components excluding LED modules, which are covered under the DV LED Module Pixel Warranty Policy.

Newline warrants these components against defects in materials and workmanship under normal use for the duration of the standard product warranty period.

Covered Components

- Receiving cards
- Hub boards
- Power supplies
- Data cables and internal signal cables
- Power distribution components
- Control system components supplied by Newline
- Other internal electronic components supplied as part of the DV system

Warranty Coverage

DV hardware components are covered under Newline standard warranty terms for the applicable product warranty period.

Warranty coverage applies to defects in materials or workmanship under normal operating conditions and proper installation.

Approved defective components will be repaired or replaced at Newline discretion.

Electrical Requirements

Proper installation of dedicated electrical circuits is required for all DV systems. Failure to install required dedicated circuits may result in system malfunction and void warranty coverage for related electrical or hardware failures.

Dedicated 15 Amp Circuits Required

The following models require dedicated 15 amp circuits:

DV One

- 120 inch requires 1 dedicated 15 amp circuits
- 150 inch requires 2 dedicated 15 amp circuits
- 180 inch requires 2 dedicated 15 amp circuits

DV One Plus

- 135 inch requires 2 dedicated 15 amp circuits
- 163 inch requires 2 dedicated 15 amp circuits
- 189 inch requires 3 dedicated 15 amp circuits
- 216 inch requires 4 dedicated 15 amp circuits

Custom Builds

- Required dedicated circuits will be defined in the approved build quote and installation documentation.

Dedicated 20 Amp Circuit Required with NEMA 5 20P Plug

The following models require one dedicated 20 amp circuit with a NEMA 5 20P plug:

DV Go

- 108 inch requires 1 dedicated 20 amp circuit
- 135 inch requires 1 dedicated 20 amp circuit

Evaluation and Verification

All warranty claims must be:

- Reported to Newline Technical Support
- Verified through remote troubleshooting and diagnostic procedures
- Documented as requested by Newline Technical Support

Newline reserves the right to determine whether a component is defective prior to authorizing replacement.

Warranty Support Includes

- Replacement hardware components when approved under warranty
- Remote technical troubleshooting and diagnostic support

Warranty Service Scope

Newline limited warranty covers replacement parts and remote technical support as defined in this policy.

The warranty does not include on-site labor, travel expenses, installation services, or field service visits unless otherwise authorized and approved by Newline.

On site service, if requested and approved, may be subject to additional charges.

Warranty Remedy

At Newline discretion, defective hardware components approved under warranty may be repaired or replaced. Replacement components may be new or factory refurbished units that meet original performance specifications.

Approved warranty components must be returned to Newline for evaluation unless otherwise authorized.

Repaired or replacement components will be covered for the remainder of the original warranty period.

Warranty Does Not Cover

- Physical damage
- Improper installation
- Power or environmental damage outside specification
- Damage caused by failure to install required dedicated circuits
- Damage caused by misuse or unauthorized modification
- Components not supplied by Newline