

Hatch® Limited Warranty

INTERACTIVE WHITEBOARD AND DISPLAY



The Early Learning Experts®

Interactive Whiteboard Part	Warranty coverage after invoice date	Interactive Display Part	Warranty coverage after invoice date
Hatch Computer	3 years	Hatch Computer	2 years
Projector	3 years	Interactive Display	2 years
Lamp (Projector Bulb)	250 hours or 90 days, (soonest reached)	Stand	2 years
Projector Mount (Boom)	3 years		
Whiteboard	3 years		

Thank you for purchasing Hatch Interactive Hardware

Your Hatch purchase includes a limited warranty, initial on-site installation and training session, toll-free technical support, free online learning and live webinar trainings.

Warranty Coverage and Limits

The limited warranty begins on the date of product shipment. If an item proves defective within the first 90 days, Hatch replaces the defective item with a new one. Products proven defective after 90 days and within the period may be replaced with a unit of similar condition.

Shipping charges for repair and replacement products covered under warranty are paid by Hatch within the continental United States. The customer is responsible for shipping charges to and from Alaska, Hawaii, and Puerto Rico.

User-induced issues are NOT covered under the limited warranty. User-induced issues not covered by the limited warranty include, but are not limited to exposure to viruses/malware, electrical surges, improper use, abuse, and neglect. The warranty does not cover theft, vandalism, or acts of God (electrical storms, floods, earthquakes, etc.). Assistance with out-of-warranty issues is available through Hatch's Repair Center with charges applied.

Extended Warranty

Extended Warranties are available for purchase for up to one year of additional protection for your Hatch hardware. Please contact Hatch Customer Care for details at CustomerCare@HatchEarlyLearning.com.

Recommended Troubleshooting Steps

Should an issue occur, troubleshooting via Hatch's website is recommended. The **Technical Support page** (found under our **Customer Care menu**) addresses a number of **Frequently Asked Questions** and support issues.

Should additional support be needed, please call our Technical Support team at **800-624-7968 x4** OR request help using our web form found on the Technical Support page of Hatch's website. Please select the **Contact Support** button. Technical Support is available via phone and email at no charge for the operational lifetime of the product.

In-Warranty Service

Return-for-Repair Service

For Repair Service, customers obtain a **Repair Authorization (RP)** through our **Technical Support** line. An **RP** is required to begin the Repair Service process. Customers who choose a Repair Authorization indicate agreement to pay any user-induced damage including shipping and handling charges. Emailed instructions explain how to package items in their original boxes or in boxes of similar size. Hatch schedules a pick-up arrangement. Please package return items with care, as return damage is not covered by Hatch's warranty and may result in additional charges. After repairs are complete, the item returns to the customer for use.

Note: Hatch is not responsible for any customer-installed software applications or saved files. Please back up all necessary information prior to shipping the product to Hatch.

Out-of-Warranty Service

At the end of the limited warranty period, Hatch's toll-free Technical Support remains available at no charge. For any out-of-warranty support, please contact **Technical Support** by calling **800-624-7968 x4** or by using our online **Technical Support request form**.

Should out-of-warranty issues develop that cannot be resolved over the phone, an RP is required to begin the repair service process. Customers can obtain a Repair Authorization (RP) through our Technical Support line. Each out-of-warranty product returned to Hatch's Repair Center incurs a non-refundable charge of \$100 that covers repair evaluation and shipping/handling fees. This fee is applied to the customer's total repair invoice. Upon completion of evaluation, Hatch sends a repair cost estimate to the customer for approval. If the customer approves the repair estimate, Hatch ships the repaired item and an invoice for the complete balance to customers within two business days of approval. If the customer does not approve the estimate, Hatch ships the item back to the customer without repairs completed.

Professional Development and Customer Care

Hatch provides initial on-site installation and training to ensure the Hatch Solution is effectively implemented. To support our customers after the initial on-site implementation and instruction, Hatch provides free online product training. To access our online professional development options, please visit our **Customer Care** page at **HatchEarlyLearning.com**.

Care of Hatch Interactive Boards

Hatch includes a cleaning kit with each interactive whiteboard and interactive display. To clean your Hatch device, use the included lint free microfiber cloth and non-abrasive mild cleaner.

When cleaning the device it is very important to spray the cleaner on the cloth and NOT on the whiteboard or display. Spraying liquid on the device can damage the touch sensors. It is also important that the cloth is just barely damp so no cleaner can drip from the cloth into the sensors. With your lightly damp cloth simply wipe the whiteboard or display clean.