Jupiter Care™ for Pana Displays

Products Covered

This limited warranty covers:

Pana 105T / Pana 105 / Pana 105XT / Pana 105X
Pana 81T / Pana 81 / Pana 81X
Pana 34

Should your Jupiter commercial LCD monitor ("Product") fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, Jupiter Systems ("Jupiter") will, at its discretion, repair or replace the Product. This limited warranty is valid only to the original retail purchaser of the Product.

Technical Support

If you require assistance with any suspected hardware fault, please contact the whom you purchased the display through. If you require further assistance, Jupiter Systems has a technical support team. The technical support email is support@jupiter.com or the support line is +1-510-675-1000. Please provide as much information to the support team about the fault and any steps you have taken in trying to resolve the issue.

Warranty Period

3 years — Parts (internal functional parts only)
3 years — Back Light

- Replacement products and parts are warranted for the remaining portion of the original warranty period or ninety (90) days, whichever is greater
- Replacement products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured
- Replaced product or part(s) will be the property of Jupiter

EXCEPT TO THE EXTENT PROHIBTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHALL JUPITER OR ITS DISTRIBUTORS / DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. JUPITER'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE PRODUCT.

Some regions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty last, so the above exclusions or limitations may not apply to you. This limited warranty gives you specific legal rights and you may also have other rights that vary from region to region.

Display Service Request Process

The original sales receipt specifying the Product and date of purchase is required to obtain warranty service. Under some circumstances, you may be asked to provide credit card information for a non-warranty service fee, as a deposit for advanced shipment, or cost of unreturned loaner product. To ensure proper credit and avoid unnecessary charges, you must obtain a return authorization before returning any product to Jupiter. In the event a replacement product is received, please use the original carton / packaging from that replacement product in returning the defective unit to Jupiter. Jupiter shall bear the cost of out-bound shipping under this limited warranty.

Pixel Functionality

Your Product's display contains many individual pixels, and typically a small number of pixels do not function normally. Your display has been inspected and is in compliance with Jupiter's specifications, and any pixel non-functionality does not affect the operation or use of your Product's display.

Display Limited Warranty Exclusions

- Service trips to deliver, pick up, install, educate how to operate, replace fuses, correct wiring, or correct unauthorized repairs and the removal and reinstallation of the Product for repair.
- Damage or defects of the Product caused by transportation and/or handling, including scratches, dents, chips, and/or other damage to the finish of your Product, unless such damage results from defects in materials or workmanship and is reported within one (1) week of delivery.
- Image burn-in
- Minor imperfections within design specifications that do not materially alter or affect functionality.
- Damage or defects of the Product caused by:
    - installation or repair of antenna systems, cable converters, other equipment supplied by cable company, or other components in a video system.
    - unauthorized alternation, modification or incorporation into any other product or system components, or if it is used for other than the intended purpose.
    - improper set-up or adjustment on consumer controls.
    - incorrect electrical current or voltage, power failures, interruptions or inadequate electrical service, including incorrect or insufficient AC supply.
    - resulting from operation of the Product contrary to the Product owner's manual and/or installation manual.
    - resulting from misuse, abuse, improper installation, repair or maintenance.
    - accidents, pests and vermin, lightning, wind, fire, flood, or other acts of God.
    - use of accessories, parts, consumable cleaning products, or service not provided or approved by Jupiter.
    - missing items to any Product sold "As Is", "With all Faults" or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.
- Increases in utility cost and additional utility expenses.
- Replacement of any consumable parts, including batteries on the remote control.

Contact Us

For more information on Jupiter Care or to get a quote, please contact your local Jupiter Regional Sales Manager or visit us online at jupiter.com/about/support. We're here to help you.

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