
COSMIQ Interactive Flat Panel Display

Installation/Onsite Warranty Guidelines

COSMIQ Edusnap Pvt. Ltd. takes pride in delivering high-performance Interactive Flat Panel Display designed to enhance your productivity and learning experience. COSMIQ IFPD are crafted with quality and reliability in mind, and we are committed to ensuring that your purchase is backed by convenience and support as per the guidelines enclosed during warranty period.

Product warranty registration is mandatory and COSMIQ IFPD must be registered on <https://cosmiq.co.in/installation-warranty/> to get free installation and warranty support.

Whether you are using our devices for education, business, or personal use, our warranty for IFPD is to provide you with 36 Months ongoing onsite support.

1. Warranty Coverage

This Limited Warranty applies to COSMIQ IFPD sold by COSMIQ's Authorized Dealer/ Distributor/ Reseller time to time, to our customers and provides comprehensive coverage against any defects in materials or workmanship under normal use during the warranty period (36 months from date of purchase). It is important to note that this warranty does not cover software applications, third-party products, or non-COSMIQ branded peripherals.

COSMIQ warrants its devices against manufacturing defects in materials and workmanship under normal use for a period of **36 months** (“**Warranty Period**”) from the date of purchase (“**Proof of Purchase**”). This warranty is provided exclusively to the first purchaser upon presentation of proof of purchase and is non-transferable. COSMIQ's onsite warranty support is available within municipal limits of the jurisdiction of COSMIQ's service centre (List of COSMIQ authorized service centres available at www.cosmiq.co.in).

2. Proof of Purchase

Proof of Purchase, also known as sales/purchase invoice on the name of first purchaser from COSMIQ authorized Dealer/ Distributor/ Reseller issued upon purchase of COSMIQ IFPD is a mandatory document for warranty entitlement and support. Proof of Purchase should not be modified, defaced or have missing portion.

- A. Proof of Purchase in its original entirety, printed in clear and easily identifiable information containing the following:
 - Name of the authorized Dealer/ Distributor/ Reseller of COSMIQ Edusnap Pvt. Ltd., and;
 - Date of purchase, also known as invoice date; and
 - Item description containing COSMIQ's brand name, corresponding description, model and serial number of the IFPD.

- B. COSMIQ IFPD purchased from the following may not be accepted for Warranty service:
- Unauthorised dealers/ distributor/ resellers sales through e-Commerce or online marketplaces.
 - Second-hand items, including purchase from online or offline trading platforms such as eBay, OLX, Craigslist classified advertising, public/ private forums or purchase other than purchase of IFPD by the first purchaser.
- C. COSMIQ may require you to share the Proof of Purchase and other necessary documents or images (including images of COSMIQ IFPD or image proof of COSMIQ IFPD’s serial number) prior to undertaking the onsite warranty. In the event the details set out in the Proof of Purchase does not match with the data available with COSMIQ or its distributors / resellers, then COSMIQ shall not be liable to provide its onsite warranty and support. For instance, the name in the Proof of Purchase or the serial number of the COSMIQ IFPD is different.

3. Conditions of Warranty Service

While COSMIQ’s authorize service centre engineers aim to repair devices promptly, humanly it is not possible to guarantee any fixed time frame for repairs or replacements. This warranty is non-transferable and applies only to the first purchaser as documented by a valid proof of purchase.

In no event shall COSMIQ be liable for any indirect, incidental, or consequential damages, including but not limited to loss of data, loss of business, or personal inconvenience arising out of the use of the IFPD. COSMIQ’s total liability in any case is limited to the purchase price of the IFPD.

4. How To Get Warranty Support

For COSMIQ IFPD warranty process to be followed is listed below:

- **Step 1 – (Customer Support) Reach** out to COSMIQ support team via Call/Whatsapp @ **9711797117** or via email services@cosmiq.co.in in between 09:30 AM and 6:30 PM (Mon – Sat, except public holidays). Warranty validation is subject to presentation of original invoice or digital invoice or COSMIQ IFPD Installation report (Issued by COSMIQ authorized service centre only) for the IFPD to register the service issue.
- **Step 2 – (Remote Diagnostics)** Our support agents will guide you through the necessary trouble shooting steps to resolve issues remotely. Calls / Request received by COSMIQ before 1:00 PM will be planned for response within the same day (Humanly exception is pardoned). The customer can expect response within 1-2 business days for technical request / concern raise to Team COSMIQ for service support.
- **Step 3 – (On-site Repair)** If the problem persists and not resolved through Remote diagnostic, COSMIQ’s authorize service centre will arrange engineer visit to the customer address to check and resolve the issue.

Engineer visits will be arranged within 4 business days after getting the complaint registered @COSMIQ through Call/ Email/ Web/ WhatsApp. There may be delays in engineering visits considering the external factors beyond the control of COSMIQ’s authorized service centre.

- **Step 4 – (Repair or Replacement)** Based on the nature of the issue, COSMIQ authorized service centre will either repair your IFPD or provide a replacement.
 - i If your device experiences technical issues or manufacturing defects, COSMIQ authorized service centre will repair it at no additional cost during the warranty period. Repairs will be carried out by COSMIQ authorized service centre personnel only. A stretched window of 12-15 business days.
 - ii If a replacement is required, COSMIQ authorized service centre at its discretion (aligned to this COSMIQ IFPD warranty guidelines) will provide an equivalent device in refurbished or similar condition, which may or may not include packaging and accessories.

5. Installation Support for End User

1. The customer must submit the installation request via call, WhatsApp to 9711797117, email at services@cosmiq.co.in, or visit www.cosmiq.co.in/installation-request.
2. The Customer Should Provide Details Such as **Customer Information** (Organization Name, Contact Person, Address, Contact Number), **Product Information** (Product Type, Model Number, Serial Number), **Purchase Details** (Dealer/Supplier Name, Invoice Number, Date Of Invoice), And The Proof Of Purchase (Invoice Copy).
3. Once the COSMIQ Team receives the request, they will verify and process the installation.
4. COSMIQ will complete the installation within 5 working days.

6. Dead on Arrival (DoA)

If COSMIQ's IFPD fails to operate to the specifications and standards of the IFPD model itself, has a latent defect or is otherwise not compliant with the conditions or scope as per the Warranty Terms and Conditions within the first Eleven (11) calendar days from the date of first purchase (Proof of Purchase), it can be eligible as DoA.

1. The following are the considerations to approve in case of a DoA Product:
 - a. Valid Proof of Purchase of COSMIQ IFPD by the first customer; and
 - b. IFPD deemed eligible for DoA by COSMIQ authorized service centre within DoA period; and
 - c. Serial number on proof of purchase matches the Serial number on the physical IFPD; and
 - d. IFPD must include all original packaging, accessories and all bundled third-party goods (if any); and
 - e. Not in Out of Warranty condition.
2. Failure to meet Any One of the conditions above, COSMIQ authorized service centre reserves the right to refuse DoA and apply standard Warranty or Out of Warranty service to the IFPD as applicable.

7. Panel Pixel Policy

The sharp detail and vivid colours from each and every IFPD panel is made up of tiny pixels, and each tiny pixel has three smaller individual red, green and blue sub pixel. Thus, a single IFPD panel consists of millions of tiny pixels.

During IFPD manufacturing it is not uncommon for pixels to remain "stuck". A phenomenon which has either a coloured pixel which is always ON (bright), or always OFF (dark). This is considered normal and does not affect the overall performance of IFPD.

For more information, please follow the “Annexure” for COSMIQ’s Panel Pixel Policy. If the IFPD is diagnosed to contain or exceed the number of non-conforming pixel (dot) within the duration of Warranty period as per “Annexure”, the reference IFPD is considered and is entitled for support as a part of Warranty service.

Warranty Terms and Conditions

1. Product warranty registration is mandatory and COSMIQ IFPD must be registered on <https://cosmiq.co.in/installation-warranty/> to get free installation and warranty support.
2. Warranty is confined to the first purchaser of COSMIQ IFPD only & is non-transferable
3. For the purpose of this Warranty General Terms and Conditions, an IFPD is:
 - Manufactured by or on behalf of COSMIQ Edusnap Pvt. Ltd., and.
 - Bears the registered trademark name or logo of COSMIQ; and.
 - Distributed or sold by an Authorized Dealer/ Distributor/ Reseller of COSMIQ Edusnap Pvt. Ltd.
4. Proof of purchase (i.e. Purchase invoice) along with IFPD model and serial number must be presented when requesting service under warranty on COSMIQ website, Toll free number, WhatsApp, Email.
5. COSMIQ IFPD installation should be done by COSMIQ authorized service centre only.
6. COSMIQ IFPD installed by third party engineer or by customer themself **will not be considered** for warranty support.
7. For COSMIQ IFPD installation service customers has to raise request to COSMIQ via Call/ Email/ WhatsApp/ Web enclosing/ sharing proof of purchase document. COSMIQ Installation support number/ WhatsApp – **9711797117**, Email ID – services@cosmiq.co.in, Webpage – <https://cosmiq.co.in/installation-warranty/>
8. Customer needs to generate the Installation request within 5 days post product Invoicing/delivery as applicable.
9. Repairs or replacement will be carried out through COSMIQ’s Authorized Service Centre only.
10. COSMIQ’s obligation under this warranty shall be limited to repairing of part/s which are found to be defective or providing replacement (new or refurbished or reconditioned) with same/ equivalent model.
11. While carrying out warranty services COSMIQ may use IFPD, serviceable parts, accessories that are new or refurbished or reconditioned.

12. In the event of repairs/ replacement of any part/s of the IFPD, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty (Warranty period starts from date of invoice provided as purchase proof). Moreover, the time taken for repair/ replacement and in transit for IFPD under the warranty shall not be excluded from the warranty period.
13. COSMIQ's authorized service centre reserves the right to retain parts or component replaced in the event of a defect being noticed in the equipment during warranty period (Faulty IFPD part replaced becomes the property of COSMIQ).
14. In case IFPD has been moved to other location by customer at his own cost & risk, the warranty for the unexpired period shall continue after IFPD is inspected by COSMIQ's authorized service Centre and the IFPD is found free from transit damage. Customer shall have to pay visiting charge towards inspection, as applicable to COSMIQ authorized service centre.
15. If the customer relocates the IFPD from its original installation site to another location, Customer should contact COSMIQ Authorized Service Centre for dismantling and packing of IFPD (Service available on chargeable basis). It is also recommended for the Customer to obtain appropriate transit insurance for moving the IFPD from one place to other as precautionary and safety measures to reduce risk. After delivery of IFPD at other location, Customer to contact COSMIQ Authorized Service Centre for reinspection of IFPD delivered in accordance with the transit insurance guidelines sought by the customer. COSMIQ will not be held responsible for any damage incurred during transportation. Any transit-related damages must be claimed directly with the insurance provider and serviced for technical assistance as needed on chargeable basis through COSMIQ Authorized Service Centre. As such transit damages are not covered under the product warranty.
16. It is the sole responsibility of the customer to provide necessary support to the COSMIQ's authorized service centre if the unit to be installed at location which is inaccessible for installer or the service engineer to reach (i.e. height/ depth beyond engineer's reach etc.).
17. The COSMIQ's authorized service centre will advise the customer whether the repair of IFPD can be done at customer location or not. In case if IFPD (within warranty period) needs to be taken at COSMIQ's authorized service centre for repairing within municipal limits of the jurisdiction of COSMIQ's authorized service centre, that will be done by service centre at no extra cost to the customer.
18. For units installed beyond municipal limits of the jurisdiction of COSMIQ's Authorized service centre, on-site warranty is Not Applicable. It is the responsibility of the Customer to contact the nearest COSMIQ authorized service centre and bring the unit to the COSMIQ authorized service centre at their (Customer) own cost and risk. (Refer list of COSMIQ authorized service centres available @ www.cosmiq.co.in).
19. This warranty will automatically terminate on the expiry of the warranty period (reference Proof of Purchase), even if COSMIQ's IFPD or part may not be in use by customer for any time during the warranty period for any reason.
20. All COSMIQ accessories of IFPD come with default warranty of 6 months. In case of a defective accessory (Remote or Stylus Pen) only the accessory will be repaired or replaced under warranty duration.
21. Third-party bundled accessory/ product that does not meet the definition as a COSMIQ brand product is ineligible for Warranty support under COSMIQ's authorized service centre.

22. Faults resulting from incorrect third-party tools like software/ application/ driver installation/ hardware accessories, or abnormal operation or phenomena as a result from the use of third-party tools is not considered as IFPD defect and cannot be covered under warranty. COSMIQ's IFPD warranty doesn't cover any third-party tools compatibility and connectivity issue.
23. No COSMIQ authorized Dealer/ Distributor/ Reseller has authority to vary the terms of warranty as defined by COSMIQ.
24. COSMIQ reserves the right to change terms and conditions at any time without prior notice.
25. All disputes arising out of this warranty are subject to Delhi jurisdiction only.

Out of Warranty

COSMIQ IFPD is considered as Out of Warranty based on the following:

1. Beyond the Warranty Period of respective IFPD:
 - a. If customer's proof of purchase or invoice indicating the date of purchase has crossed the warranty period of 36 Months from date of purchase.
2. IFPD in Warranty period, including but not limited to the following:
 - a. Counterfeit; or
 - b. Serial number on the specification or rating label is unclear, changed, damaged, removed; or
 - c. Serial number label is changed, damaged, removed; or
 - d. Operate beyond IFPD's intended design, specification, capability, purpose; or
 - e. Natural disaster or force of nature, e.g. fire, flood, lightning; or
 - f. Extremes of temperature, humidity or condition deemed inappropriate for IFPD operation or storage; or
 - g. Corrosion from exposure to chemical/electrochemical reactions with the environment, such as seawater (salt content of air), moisture, sweat, bacteria, household cleaning agents, extremes of atmospheres; or
 - h. Incorrect operation caused by third party product or accessories, connecting source such as personal computer, laptop, OPS, USB drive, LAN, Display/ Audio IN/ OUT devices etc.
3. Repair due to misuse/ third party repair attempts are not covered in warranty.
4. Customer induced liability, including but not limited to the following:
 - a. Defects or malfunctions caused by damage resulting from improper care, neglect, misuse, abuse, or operation of IFPD contrary to the instructions contained in the user manual.
 - b. Damage or defect caused by accident, sand, water or battery leakage (remote controller).
 - c. Damage caused during any modes of transportation, courier etc.
 - d. Damage caused by any modification or servicing performed by person(s) other than COSMIQ's authorized service centre.

- e. Accessories, including batteries, AC adapter, cables (all forms) and other consumables.
- f. Any electronic data loss due to malfunctioning or repair of IFPD.

Limitation of Liability

Except for the warranties set forth herein, COSMIQ disclaims all other warranties, expressed, implied, or statutory, including but not limited to the implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by applicable law are limited to the terms of this limited warranty. In no event shall COSMIQ be liable for any incidental, special or consequential damages, including but not limited to loss of business, profits, data or use, whether in an action in contract or tort or based on a warranty, arising out of or in connection with the use or performance of the IFPD, even if COSMIQ had been advised of the possibility of such damages. If, despite the foregoing limitation, for any reason COSMIQ becomes liable to the customer for damages incurred by the customer in connection with this Warranty Policy, then, the liability of COSMIQ will be limited to the amount equal to the amount paid by the customer according to the Proof of Purchase to COSMIQ authorised dealer or distributor or reseller for the IFPD.

ANNEXURE – COSMIQ Panel Pixel Policy

Panel manufacturers set limits as to how many defective dots (or sub-pixels) are deemed to be acceptable on any Display panel. COSMIQ's manufacturer warranty covers any defects that exceed the defect specifications described in this document.

Panel displays are made of tiny pixels. Each pixel is made up of a red, green and blue sub-pixel, and each sub pixel is driven by an individual transistor. If a transistor becomes defective the corresponding dot may be permanently light (bright) or may not light (dark). Independently of the brand and the manufacturer, it is common for one or more sub-pixels to become fixed in an unchanging state.

The defective sub-pixel phenomenon is as follows:

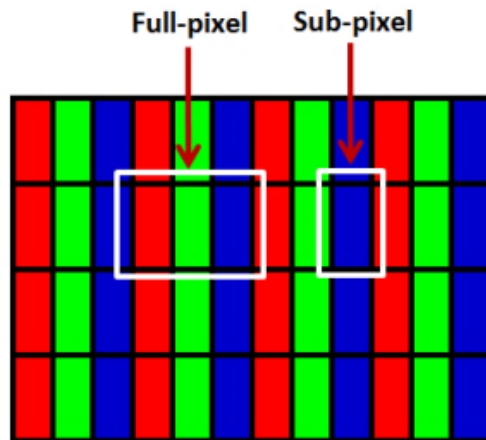
Color white – a bright/hot sub-pixel (always ON)

Color black – a dark/dead sub-pixel (always OFF)

Color red, green or blue – a stuck sub-pixel (always ON or always OFF).

Pixel Structure with Illustrations:

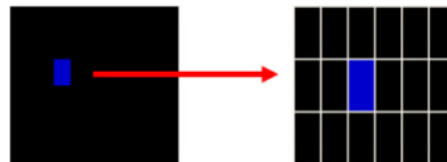
Full pixel vs. Sub-pixel – A full pixel consists of one red, green, and blue sub-pixel.



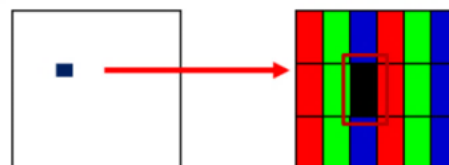
Bright and Dark Sub-pixel

A bright sub-pixel is one that is fully lit. In the following example the blue sub-pixel remains lit even when the surrounding sub-pixels are unlit.

Bright sub-pixel:



Dark sub-pixel – A sub-pixel that is always colored on a white background.



Classification of Defects:

- **Major defect:** The defect may cause the functional failure or reduce the usability of the product for its purpose.
- **Minor defect:** The defect doesn't reduce the usability of products for its purpose.

Inspection Item	Description	Defect Type
Vertical line	Abnormal line appears in vertical direction	Major

Horizontal line	Abnormal lines appear in horizontal direction	Major
Cross line	Abnormal cross line appears in display	Major
No display	No signal outputs in display	Major
Irregular display	Abnormal signal outputs in display	Major
Dots defect	Bright dot or dark dot or adjacent dots appear in display	Minor
Scratch & dent on polarizer	Polarizers damaged on the surface	Minor
Foreign material	Foreign material appears in display	Minor
Mura	Uniformity appeared in display	Minor
Polarizer bubble	Polarizer bubble appeared in display	Minor

Inspection Environment:

1. Ambient conditions

- Ambient Temperature: 25 ±5 °C
- Relative Humidity: 50 ± 20%RH
- Ambient Illumination: 500±200 Lux

2. Viewing Distance

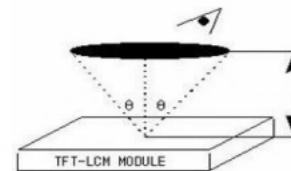
The distance between the O/C and the inspector’s eyes shall be at least 200CM.

3. Viewing Angle

Performing in front of the panel:

[Vertical]: ±15 degrees

[Horizontal]: ±40 degrees



4. Inspection Area

Display Area (Active Area)

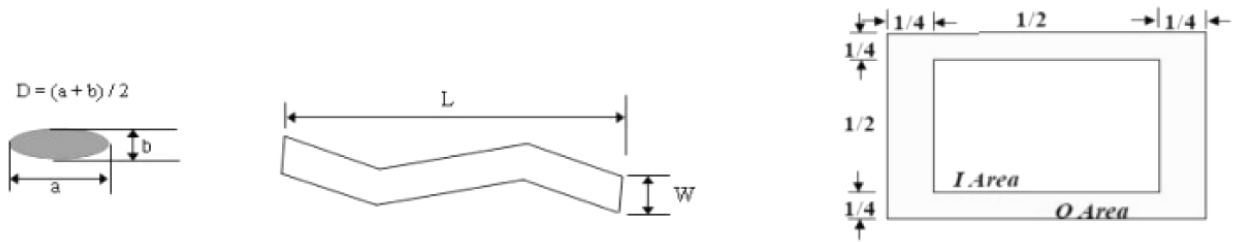
Inspection Criteria – Visual Inspection Criteria:

ITEMS	DETAILS	INSPECTION CRITERIA	
Sub Pixel Defects	Bright Sub Pixel Defect	N ≤ 3	
	Dark Sub Pixel Defect	N ≤ 12	
	Bright + Dark Sub Pixel Defect	N ≤ 15	
	Defect Distance	Bright & Bright	L ≥ 15mm
		Dark & Dark	L ≥ 15mm
	2 Adjacent Bright Sub Pixel Defect	N ≤ 1	
	2 Adjacent Dark Sub Pixel Defect	N ≤ 3	
	3 Adjacent Bright Sub Pixel Defect	N = 0	
	3 Adjacent Dark Sub Pixel Defect	N ≤ 1	
Partial Dot ≤ 1/2 Dot	N ≤ 15		

Line Defects	Bright Line, Dark Line		N = 0
Displayed Screen	Foreign Material	Circular Type	$D \leq 0.6$ Ignore; $0.6 < D \leq 1.8$, $N \leq 12$
		Linear Type	$W \leq 0.15$, $L \leq 2.0$ Ignore; $0.15 < W \leq 0.6$, $2.0 < L \leq 12.0$, $N \leq 12$
	Polarizer Dent/Bubble/Scratch	Circular Type	$D \leq 0.6$ Ignore; $0.6 < D \leq 1.8$, $N \leq 12$
		Linear Type	$W \leq 0.15$, $L \leq 2$ Ignore; $0.15 < W \leq 0.6$, $2.0 < L \leq 12.0$, $N \leq 12$
	Glass Broken, Stain	Could not be seen by human eye	
Circular White Mura, Lumination Mura, Black/White Mura, etc.	Judged by 2% ND Filter in 50% gray pattern If necessary, refer to limit sample;		
Crosstalk			Should not be perceived

Note 1. Bright & Dark dots are not smaller than a sub-pixel. (Dots smaller than a sub-pixel is not counted as defect dots)

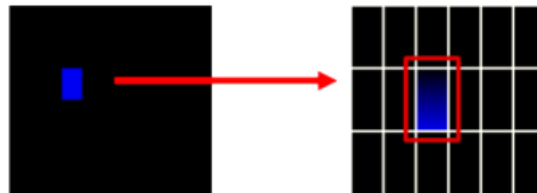
Note 2. D = Diameter, L = Length, W = Width, N = Number. Not included area: Glass edge to within 2mm area.



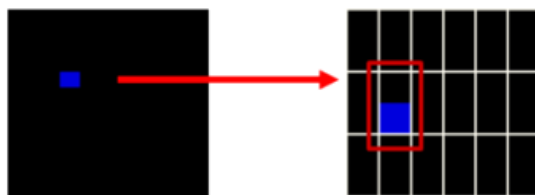
Note 3. Dot which is invisible through 5% ND filter or smaller than 1/2 of sub-pixel size will not be counted as “1 dot”.

Symptoms Not Considered as a Sub-Pixel Defect:

Bright sub-pixel that is partially lit – type A



Bright sub-pixel that is partially lit – type B



Foreign substance

