



Grand Field Technology Limited

ROOM 1001, Houston Centre, 63 Mody Road, Hong Kong
TEL: (852)-3628-3857 FAX: (852)-3188-1523



EMEA Service and Support

Resources and Escalation Pathway - 2023

Online Resources:

InFocus global support website

<https://www.infocus.com/support>

Technical support questions:

<https://infocus.com/support/technical-support/>

Online RMA request:

<https://infocus.com/support/contact/>

Warranty Statement

[InFocus-Worldwide-Limited-Warranty-as-of-2021.pdf](#)

European Support Direct Email:

eusupport@infocus.com

Support available: 07:00-16:00 GMT

Escalation Pathway:

Primary escalation email: support@infocus.com

Projector Service Levels

- DOA exchange
- Let Me Repair
 - Pick-up and Return service

Process for all projector claims

Customers should apply for all claims through the online RMA request. The service team will review the request using the description of the claim provided and proof of purchase to validate the type of repair or DOA action.

When the product is within the DOA period, the service team will action a collection request and send courier labels to the customer for the return of the product. A replacement will be shipped to the customer upon receipt of the returned projector.

When a standard repair is actioned, a collection request will be made for the projector and shipping labels sent to the customer. The projector will be sent to the repair facility, inspected and repaired before shipment is made back to the customer.

If the repair is not possible or will take longer than expected, the service team may offer the customer an exchange unit as a replacement. If the customer accepts the replacement will be shipped directly to the customer's location



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InFocus

Interactive Display Service Levels

- Equinox
 - On-site service for cases where repairs are possible (limited countries only)
 - Exchange process for more advanced cases after diagnosis from the service team

Process for all display claims

Customers should apply for all claims through the online RMA request. The service team will review the request using the description of the claim provided and proof of purchase to validate the type of repair or DOA action.

When the product is within the DOA period, the service team will action a collection request and send courier labels to the customer for the return of the product. A replacement will be shipped to the customer upon receipt of the returned product.

When a standard repair is actioned and the location is covered by an on-site service. The service team will arrange for a technician to visit the customer's location to repair the display. If at the time of the on-site visit, the repair is not possible a collection request will be made for the display. The display will be sent to the repair facility where it will be inspected, repaired and sent back to the customer.

If the repair is not possible or will take longer than expected, the service team may offer the customer an exchange unit as a replacement. If the customer accepts the replacement will be shipped directly to the customer's location.

Service Tracking

All cases are tracked using a service request id, this is provided to all customers who create a service request online. All customers should reply to the original service email received in order to track and manage the cases efficiently and quickly.

If customers feel their service case is not being handled effectively, we request they escalate this case using the service reference number in the email to support@infocus.com

Exceptions

The service team at any stage may offer exceptions to the standard process. If an exception is offered this is based on the discretion of the service team during the support period and also subject to the customers agreement.