

## Guidance Notes for Registering and Claiming Under the 3 Year Lamp Warranty

Following receipt of a projector that has a lamp warranty entitlement, the user will be required to register the Lamp Warranty. This should be completed within three months of purchasing the projector. To register the Lamp Warranty you will first need to register as a user of the SANYO website, this establishes the contact details required for SANYO to confirm that the Lamp Warranty has been activated; and provides a mechanism for the user to track claims should the need arise. Website Registration of the product and Activation of the Lamp Warranty claim can be completed by using the following steps

### Website Registration

**Step 1:** From <http://uk.sanyo.com> click on “**Support**” from the menu bar across the top of the page. Next, from the menu on the left of the “**Support**” web page click on “**SANYO Login Area**”. If you have previously registered as a Website User enter your User ID and Password, then proceed to Step 3, otherwise click on “**registration page**” contained within the sentence, “only registered users can log in, use the [registration page](#) to register”.

**Step 2:** Enter details into the User Registration Template displayed. Mandatory fields are identified with an asterisk. Once all relevant fields have been completed, submit your details by clicking on the “**Register**” button at the bottom of the page. Your details are now registered. To begin registration of your Lamp Warranty, click on “**SANYO Login Area**” from the menu on the left of the “**Support**” page.

### Lamp Warranty Registration

**Step 3:** From the Support page left side menu, click on “**Projector Lamp Warranty/Lamp Claims**” The resultant page shows the options available and you can select from that list. To register Lamp Warranty end users should select the first option “**Register your Warranty**”. The second option “**Review Your Lamp Warranty/Claims**” is for use when submitting and tracking lamp claims should the need arise.

**Step 4:** Complete the “Warranty Registration” Template. The projector model and the serial number are critical, so please select the projector model using the “**Search**” button and please take care to enter the correct projector serial number. For reference the serial number will be displayed on the serial plate on the side or the base of the projector. Do not rely necessarily on a serial number which may be printed on your invoice. Before you can submit your details you have to agree to the terms and conditions by ticking the box, if you agree; then click on the “**Send**” button. Where you have not completed all mandatory fields the web page will direct you to the outstanding issues. Multiple warranty registrations can be completed by clicking the “**Save warranty and register another**” tab at the bottom of the Warranty Registration template. This will pre-populate certain information lines for you to make the next registration a little quicker, however if you only want to register one product; then click the “**Just save warranty**” tab.

SANYO will provide e-mail confirmation of the successful submission of registration for each projector warranty. This e-mail will contain an **ID number** for each projector warranty sent. You will receive this initial email to advise you that your registration has been **SUBMITTED**, if you submitted it after the 90 day registration period has expired you will also be notified of this. Please note that your registration has not been accepted or rejected at this point. Some time after you receive the initial email you will receive a follow up email advising the registration has either been **ACCEPTED** or **REJECTED**. If **ACCEPTED** you will be able to proceed to the lamp claim when required. If **REJECTED** you will be advised as to why the registration has been rejected and will be offered two more attempts to submit the correct details if applicable.

**Step 5:** Having now submitted your Warranty Registrations, a summary page provides an overview of the warranties which have been submitted.

This will list the ID Number, User Name, Model, Serial Number, and Status of each entry.  
To view this data select "**Review Your Lamp Warranty/Claims**" as noted in Step 3

### **Making a Lamp Warranty Claim**

**Step 6:** In the event that a lamp claim needs to be made, the user should Login as noted in Step1  
From the Support page left side menu, click on "**Projector Lamp Warranty/Lamp Claims**"

The resultant page shows the options available and you can select from that list.

Selecting "**Review Your Lamp Warranty/Claims**" allows the user to manage any warranty which has previously been registered. The user will be able to select from this list of recorded warranties; the projector against which the claim is to be made.

In order for the lamp claim to be progressed the Warranty Status must be **APPROVED** and the Lamp Status must be **NOT MADE**

Choose the appropriate warranty by clicking on the chosen Lamp Claim from the [Select](#) column. Complete all required details and note that the user has a final opportunity here to review the despatch address for the lamp before submitting the claim. Where the claim is valid and within the terms and conditions of the warranty a replacement lamp will be despatched. When this has been done, an email will be sent to the user advising that the lamp claim has been processed.

**Please note that only the user of the projector or their nominated agents will be able to register claims and submit claims for lamp warranty. Claims from any other party are not valid will not be honoured and may invalidate the Lamp Warranty terms.**