

NEC Projector Support

Instacare Phone Number for the End User to call for issues 1-800-836-0655

During the first year of ownership of your projector, you may utilize our InstaCare warranty coverage program. This program offers your choice of 3 business day repair or next business day exchange of your projector. InstaCare offers enhanced fast and flexible service throughout the United States and Canada and is free for the first year of ownership of your NEC projector. All terms and conditions of the standard limited warranty apply.

Please use the following procedure:

- 1.** The technician will troubleshoot the projector with you to determine whether the problem is something you can fix yourself or if it needs professional service.
- 2.** If Next Business Day Replacement is determined the best service option, NEC will arrange for a refurbished replacement projector to be sent to you. The replacement will be scheduled for delivery the next business day if your initial call for service is placed before 2:00 p.m. CST. You will be asked for a major credit card number (VISA, MasterCard, Discover, or American Express). Your account must have the available credit for the replacement cost of the projector. Your card will only be charged if you do not return the original projector back to NEC within 21 calendar days of the service call.
- 3.** The technician will provide you with a Sales Order/Material Return Authorization (MRA) number. Please save this number to be written on the return documents of the defective projector. You will be given return address instructions during your initial call.
- 4.** Remove any accessory lenses, PC card viewers, cables, manuals, and options. NEC will not be responsible for hardware sent in with an exchanged unit.
- 5.** Once you've received the replacement projector: Simply pack your original projector in the same packaging material in which the replacement projector arrived. Customer is responsible for shipping costs. To avoid processing delays, please write your MRA number on your air way bill. Ship the projector to the specified location to arrive within 21 calendar days of your service call.

After the first year, three to five business days is the turn around time for repair/return.