

Overview of Philips' warranties

Warranty conditions

Thank you for purchasing a Philips Connected Planet product. The following materials are generally the warranty conditions applicable for this product. Please refer to the warranty statement included with the product you purchased, for the terms of your warranty.

Philips' warranty covers manufacturing defects only. Please note that this does not include consumable items such as batteries etc. Philips will only reimburse you for the cost of repair and/ or replacement of a product under warranty.

Philips' warranty is contingent upon the product being handled properly for its intended use, in accordance with its operating instructions and upon presentation of proof of the date of purchase. A sales receipt or other document showing the product and the date that you purchased the product as well as the authorized retailer, is considered such proof. Philips is not responsible for any special incidental or consequential damages.



The Philips warranty may not apply if:

- The model or serial number on the product has been altered, deleted, removed or made illegible.
- Unauthorised service organisations or persons have executed repairs or product modifications and alterations.
- Damage is caused by accidents including but not limited to lightning, water or fire, misuse or neglect.

General Warranty Information

Model number	Description	USA
23PF9976I	Streamium TV	90 days labor, 1 yr parts, 2 yr CRT
150DM	Detachable Monitor	1 year, free exchange (within 48 hours)
MCi200	Micro Audio System Internet	1 year, free repair (labor & parts)
MCi250	Micro Audio System Internet	1 year, free repair (labor & parts)
MCW770	Wireless MP3 Micro Hi-Fi System	1 year, free repair (labor & parts)
MX6000i	WiFi Home Entertainment System	1 year, free repair (labor & parts)
SL50i	Wireless Multimedia Link	1 year, free repair (labor & parts)
SL300i	Wireless Multimedia Link	1 year, free repair (labor & parts)
SL400i	Wireless Multimedia Link	1 year, free repair (labor & parts)
CPWUA054	Wireless USB Adapter	1 year, free repair (labor & parts)
TSi6400	I-Pronto Remote Control	1 year, free repair (labor & parts)
RC9800i	Touch Screen Remote Control	1 year, free repair (labor & parts)

Service and Support

Support on your product

Philips products have been designed and manufactured to the highest quality standards. If your Philips Connected Planet product is unfortunately not working properly, we recommend that you check your directions for use to verify that your product is properly connected and configured.

The web site for Connected Planet support (www.philips.com/support) offers you all information you need to optimally enjoy your product – this includes help to get started, [frequently asked questions](#) and [interactive troubleshooting](#). Most problems can be solved this way, especially when they are related to the use of your product.

Should you face a more persistent problem, you can contact our Consumer Care Center for assistance. We can help you optimally when you have available a clear description of the problem – including the circumstances under which it occurs. Additionally we will need

- the exact model number of your product;
- your date of purchasing.

Service within your warranty period

If your product is defective and needs repair under warranty, please contact our Consumer Care Center for a repair advice. In this case we need the following information:

- a clear description of the problem – including the circumstances under which it occurs
- the exact model number of your product
- your date of purchasing

Service outside your warranty period

If your product is defective and needs repair, but your warranty has expired, you may consult our Consumer Care Center for a repair advice. In this case we need the following information:

- a clear description of the problem – including the circumstances under which it occurs
- the exact type number of your product
- your date of purchasing

Important Notice

You may decide to have your product repaired in another country than where you purchased it. We would like to inform you that repair may be limited in certain cases, and may take more time and/or include additional costs e.g. due to the need to obtain different parts. The service center will inform you adequately.