

RMA Procedure

Ernitec Displays — 5-Year Swap Warranty

Ernitec displays are covered by a 5-year swap warranty. If a display develops a genuine hardware fault within the warranty period, Ernitec will replace it with a new display free of charge. The process is simple and designed to get a working display back to your site as quickly as possible.

How to submit an RMA claim

1. Contact your local EET office and request an RMA for the affected display.
2. Give a clear description of the error or defect — what is happening, when it started, and whether it affects the whole screen or part of it.
3. Include a photo (or short video) that clearly shows the fault. This is the single biggest factor in getting a claim assessed and approved quickly.
4. Your local EET office will review the case and confirm the RMA.
5. Once approved, a new replacement display is sent out free of charge, under the swap warranty.

Why the photo matters

A good photo lets us see exactly what you're seeing — dead pixels, lines, discolouration, backlight issues, panel damage, etc. Claims with clear photo documentation move through review noticeably faster than claims without.

What to have ready when you open the case

Having the following on hand when you contact your local EET office will speed up the process:

Item to provide	Why we need it
Model name & serial number	Identifies the exact display and confirms it is within the 5-year warranty period.
Description of the fault	Tells us what is wrong, when it started, and how it shows itself on screen.
Photo or video of the issue	Lets us visually confirm the defect and assess it without needing a site visit.
Order / invoice reference	Helps your local EET office locate the purchase and confirm warranty coverage.
Site & contact details	So the replacement display can be shipped to the right place, to the right person.

What happens next

Once your RMA is approved, your local EET office will confirm the next steps and arrange dispatch of the replacement display. Because this is a swap warranty, there is no repair turnaround to wait on: you receive a new display free of charge in exchange for the faulty one.

No need to send the old display back

We do not want the faulty display returned to us. Please dispose of it responsibly at your local electronics/WEEE recycling facility, in line with local regulations — this saves unnecessary shipping and is simply the better choice for the environment.