

Ideum Touch Tables, Kiosks, Touch Displays, and Touchless Devices Three-Year Product Warranty



About Ideum & Our Support

Ideum is a U.S. owned and operated company that designs and builds integrated touch tables, kiosks, displays, touchless devices, and other custom systems and exhibits for use in demanding spaces, including public venues. Our products are designed and built in the USA in small batches and we sell directly to companies, institutions, and individuals all over the world. The same people who build our products provide timely support. All of our operations are based in Corrales, New Mexico USA.



Before Contacting Support

When calling for service or posting a support ticket, please have the model and serial number of the system as well as a detailed description of the problem. You may want to refer to the quick start guide or other documentation prior to contacting Ideum support.

Customer Support

Mon. – Fri. 8:00am – 5:00pm Mountain Time
(U.S. bank holidays observed)

Post a support ticket: <https://support.ideum.com>

Contact us via email: support@ideum.com

Call us: 1-505-792-1110 ext. 2



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Limited Warranty

"Interactive Product" is a generic term that herein shall refer to all models, with exceptions noted, of touch tables, kiosks, touch displays, touchless devices, and some custom hardware that Ideum produces. (Please note some custom hardware may not be covered this warranty depending on the terms of other contracts and agreements.) Your Ideum Interactive Product will be repaired or replaced in accordance with the terms of this warranty, at Ideum's option, if it proves to be defective in material or workmanship under normal use during the warranty period ("Warranty Period") effective from the date of receipt at the original shipment destination of the Interactive Product. This warranty is extended only to the original end-use purchaser ("Customer"), in good standing with Ideum, and shall not be extended to any other person or transferee. Third-party warranties will apply where applicable and non-Ideum produced hardware may be covered by the manufacturer's warranty.

Warranty Period

Labor and Parts: three years from receipt ("Proof of Delivery") of Interactive Product(s) at the Customer's location. Pano and Colossus owners only may receive one free on-site support visit in the first year of the warranty, if required (in the U.S. and Canada only; this does not apply to international sales). Please note that Ideum requires up to two weeks, if it agrees to a visit to conduct onsite support. Additionally, Ideum may require the unit to be shipped back for repair if a site visit is deemed unlikely to solve the problem; this is at Ideum's discretion. The Customer's Interactive Product will be repaired or replaced, within a reasonable period of time, with a new, substitute model or factory reconditioned unit at Ideum's option. If repaired, parts used in the repair may be new or remanufactured. Replacement units and repair parts are warranted for the remaining portion of the original Warranty Period. Refurbished or used units have a one-year warranty unless otherwise specified. The duration and terms of the warranty for some custom hardware projects may be shorter in duration (one year) if not specified in other agreements.

Warranty Effective Date

The Customer's Warranty Period begins on the date of receipt of the Interactive Product at the Customer's location. PLEASE KEEP THE PROOF OF DELIVERY as evidence of the receipt date. The Customer may be required to submit a legible copy of Proof of Delivery when requesting warranty service.

Remote Assistance

Ideum will make every effort to service the Interactive Product remotely. This may include Ideum technicians using a remote service to log in to the unit. For this type of service, the Customer may be required to connect the Interactive Product to an Internet connection.

Repairs or Replacement

Ideum will pay for all parts and labor to repair or replace any component in the Interactive Product if it proves to be defective in material or workmanship under normal use. For custom units, some components may only be covered by the original manufacturer's warranty and cosmetic issues such as damage to finishes or laminate are not covered. The Customer is responsible for shipping the Interactive Product to Ideum for repair using the original crating or equivalent. Ideum will pay for shipping if a Interactive Product arrives at the Customer's location damaged or is defective and is reported to Ideum within the first 90 days. The Customer is responsible for all duties, customs fees, taxes, or related costs. Ideum will fix malfunctioning components, replace damaged or defective parts, and pay to return the repaired or replacement Interactive Product to the Customer. After 90 days, the Customer must pre-pay all shipping charges and insure the shipment or accept the risk of loss or damage during shipping.



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Warranty Does Not Apply To:

- Damage (including cosmetic damage), failure, loss or personal injury due to misuse, improper installation and mounting, abuse, negligence, improper maintenance and storage, and acts of nature and other causes beyond Ideum's control. Causes beyond Ideum's control include, but are not limited to: lightning strikes, power surges, power outages, dirty power, and water damage. Additionally, Improper integration of Ideum products including inadequate cooling, improper supervision and maintenance of the Interactive Product at installed location is not covered under this warranty.
- Custom Interactive Products, such as custom touch tables, kiosks, and exhibits have limited coverage. Cosmetic damage to custom materials and finishes (such as laminate, solid surface materials, stone, wood and others) that may occur are not covered under the warranty. Third-party components may be covered under the warranty under the original manufacturer.
- Disassembly, repair or replacement of Interactive Products or their warranted parts by someone other than an Ideum authorized service technician.
- Set-up or adjustment of consumer controls or damage caused by improper adjustments to the Interactive Product.
- Service issues or damage caused by other third party system components not included in the original purchase. This includes remote switching or control systems, audio or network additions, or any other systems that interact with our stand-alone systems.
- Improper or poor performance of custom or purchased software applications. Damage caused by installation of unsupported device drivers. Please contact Ideum to determine whether a device driver is supported.
- Significant changes to the operating system(s) including: installation of unsupported software, unsupported updates or patches (this includes TUIO and other unsupported touch drivers), introduction of viruses or malware, or other software related modifications that deviate from the factory settings and norms.
- Damage caused through rental, traveling exhibits, or lending of the Interactive Product to persons or commercial entities. Damage caused in shipping or transit, exclusive of originating shipment.
- Lost, damaged, or misplaced accessories or peripherals shipped with the Interactive Product.
- United States destined products which are shipped overseas. Ideum products originally shipped to a U.S. address will only be serviced in the United States.

The cost of repair of the Interactive Product under the excluded circumstances above shall be borne by the Customer. ADDITIONALLY, THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TO THE EXTENT ANY IMPLIED WARRANTY IS REQUIRED BY LAW, IT IS LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD ABOVE. THE WARRANTY IS SUBJECT TO CHANGE WITHOUT PRIOR NOTICE. THE Pano Dual 55" which uses IR touch technology DOES NOT WORK IN LIGHTING CONDITIONS SUCH AS OUTDOOR OR BRIGHT AMBIENT LIGHTING SETTINGS. THE USER IS RESPONSIBLE FOR DETERMINING WHETHER IDEUM HARDWARE PRODUCTS OR SOFTWARE ARE FIT FOR THE USER'S PARTICULAR PURPOSE AND SETTING. THE MANUFACTURER SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY NATURE, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOST OR CORRUPTED PROGRAMMING OR DATA, OR ANY OTHER DAMAGE WHETHER BASED IN CONTRACT, TORT OR OTHERWISE.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on warranty duration, so the above exclusion or limitation may not apply to you. This warranty gives the Customer specific legal rights and you may have additional rights that vary from state to state.



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Return Policy

If you are unhappy with your Interactive Product you can return it within the first 30 days. There is a 20% restocking fee for any standard Ideum Interactive Product. ATA flight cases have a 30% restocking fee. For units with custom color or other custom hardware features (excluding RAM, hard drives, cameras, micro-etched glass, and other standard add-ons), a 40% restocking fee applies. Custom touch tables, kiosks, exhibits and wholly unique items are non-returnable.

Refunds are provided within 30 days upon receiving the returned Interactive Product. The Customer is responsible for shipping the unit to Ideum and for any damage that may occur during shipping. If the Interactive Product is damaged, additional charges may be applied. The licenses of GestureWorks, Tangible Engine, and any other software (included with the sale of Ideum Interactive Products) will be voided upon the return of the Interactive Product.

Buyer / Responsible Clause: Reseller acknowledges and agrees that the goods, software, and technology subject to this Agreement are subject to the export control laws and regulations of the United States, including but not limited to the Export Administration Regulations ("EAR"), and sanctions regimes of the U.S. Department of Treasury, Office of Foreign Asset Controls. Reseller will comply with these laws and regulations. Reseller shall not, without prior U.S. government authorization, export, reexport, or transfer any goods, software, or technology subject to this Agreement, either directly or indirectly, to any country subject to a U.S. trade embargo or to any resident or national of any such country, or to any person or entity listed on the "Entity List" or "Denied Persons List" maintained by the U.S. Department of Commerce or the list of "Specifically Designated Nationals and Blocked Persons" maintained by the U.S. Department of Treasury. In addition, any goods, software or technology subject to this Agreement may not be exported, re-exported, or transferred to an end-user engaged in activities related to weapons of mass destruction. Such activities include but are not necessarily limited to activities related to: (1) the design, development, production, or use of nuclear materials, nuclear facilities, or nuclear weapons; (2) the design, development, production, or use of missiles or support of missiles projects; and (3) the design, development, production, or use of chemical or biological weapons.

Customer Support

The same people who build our Interactive Products provide rapid support when needed. We respond to most requests the same day they are received.

Ideum

2469 Corrales Rd, Building C
Corrales, NM 87048

Mon - Fri ■ 8:00 am - 5:00 pm MT
(505) 792-1110 x2

Post a support ticket

<https://support.ideum.com>
support@ideum.com



DESIGNED & BUILT
IN THE USA

Ideum is US-owned and operated. All of our Interactive Products are designed and built in the USA from materials sourced in the US and worldwide.



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Custom Software

Ideum provides a 1-year warranty for custom software, effective on the day of commissioning. Warranty does not include the commissioning of new content in a backend content management system, updating content assets directly in the App, or reprogramming software to have different functionality. It does not cover aesthetic or branding changes. It does not include the recommissioning or reprogramming of software due to improper maintenance of the operating system. The warranty does cover fixes for software bugs that emerge or were undiscovered during review and sign off on software products.

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Custom Exhibit Fabrication

Ideum provides a 3-year warranty for custom designed and fabricated exhibit furniture and scenic treatments. All warranties for signs and interpretive graphics or acrylic vitrines are held by Ideum subcontractors. Should an issue arise with any custom exhibit furniture or scenic treatment, within 3 years of installation acceptance date, then Ideum should be contacted with a full description of the issue. If Ideum is not contacted when a warranty covered instance occurs, and damage results, the further repairs required will not be covered under this warranty.

For custom fabricated units that house integrated, Ideum inline screens, some components may only be covered by the original manufacturer's warranty. Cosmetic issues, such as damage to finishes or laminate, are not covered.

Ideum provides a 6-month warranty for custom designed, hands-on interactive exhibits.

Ideum does not warranty consumable items or off-the-shelf items delivered as part of an exhibit experience including commercial exhibit furniture. The warranty for these items is with the manufacturer.

Warranty for custom exhibits does not apply to damage (including cosmetic damage), failure, loss or personal injury due to normal wear-and-tear, misuse, abuse, negligence, improper maintenance or storage of exhibits. Additionally, Improper supervision and maintenance at installed location during construction, or when open to the public, is not covered under this warranty.

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