

The Residential Collection

The Coastal Series 24 Month (2 Year) Standard Limited Warranty

What is Covered?

Sealoc assumes the warranty on your new Coastal Series Outdoor TV, not the original manufacturer. For the ORIGINAL PURCHASER, Sealoc warrants that the Product is free from defects in material and workmanship under normal use and service for the 24-month (2 year) warranty period. The warranty period begins upon the date of receipt of the product and ends 730 calendar days thereafter. PLEASE REGISTER YOUR NEW PRODUCT WITHIN 30-DAYS AT: <https://www.sealoc.com/register-your-tv>

What is not Covered?

This Standard Limited Warranty covers manufacturing defects in materials and workmanship encountered in normal use, and except to the extent otherwise expressly provided for in this statement, shall not apply to the following, including, but not limited to:

- Using a Residential Collection product in a professional or commercial setting or exceeding the maximum number of runtime hours which is 7 hours per day, 5 days per week.
- Scratches, dents, blemishes, and cosmetic damage, or other damage resulting from shipping not reported upon receipt, misuse, abnormal use, abnormal conditions, improper storage, exposure to foreign substances (liquids, sand, or dirt) infestation or damage caused by pests, insects or rodents, neglect of the product, or any unusual physical, electrical, or electro-mechanical stress.
- Defects or damage resulting from excessive force.
- Equipment that has the serial number, product labels, or the enhancement data code removed, defaced, damaged, altered or made illegible.
- Ordinary wear and tear.
- Tampering with, altering, or removing any components on the television, which includes the products, materials or components used by Sealoc to weatherize the television.
- Defects or damage resulting from the use of Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by Sealoc.
- Defects or damage resulting from improper installation, testing, operation, maintenance, service, or adjustment not provided or approved by Sealoc, including but not limited to installation of unauthorized software and unauthorized root access.
- Defects or damage resulting from external causes such as submersion in water, cleaning, pressure washing, collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, Acts of God, theft, blown fuse, use of incorrect product voltage, or failure to employ a functional Ground Fault Circuit Interrupt (GFCI) power source and an ADEQUATELY RATED SURGE PROTECTOR. SEALOC WILL NOT WARRANT PRODUCTS THAT ARE DAMAGED BY POWER SURGES, POWER SPIKES OR BROWN OUTS.
- Inoperability, defects or damage resulting from signal reception or transmission, viruses or other software updates/problems introduced into the Product.
- Mounting the Television in an orientation other than its intended use, which includes, but is not limited to; mounting a landscape-oriented television in a portrait orientation (or vice versa), mounting the television upside down, and any mounting from a vertical plane beyond 15 degrees of tilt.
- Mounting the television over a fireplace without a six inch horizontally protruding mantel to deflect heat. Mounting a television within 10 feet of any heat source and/or not to exceed a surface temperature on the television of 104 degrees F.
- Mounting in an enclosed case or cover without proper ventilation that is not approved by Sealoc. Should you have questions regarding TV covers or cases, please contact us at (844)4-SEALOC.
- Subjecting the television to temperatures outside of the normal operating temperatures. LG televisions are rated for 32°F to 104°F, Samsung televisions are rated for 50°F to 104°F.
- Subjecting the television to temperatures outside of the normal operating temperatures. LG televisions are rated for 104 degrees F to 32 degrees F, Samsung televisions are rated for 104 to 50 degrees F.
- Failure to follow instructions regarding the routing of cables and wires into the input/output jacks of the television. Instructions are located on the back of the television, behind the protective neoprene cover.
- Any water projected at an upward angle to the television, including but not limited to water or liquid ingress into the TV speakers or ventilation points.
- Installing or operating the television within ten (10) feet of any standing, spraying, misting or splashing water source, or mounting in a manner where the bottom of the TV is within one foot of the ground or less.

Sealoc does not claim or warrant uninterrupted or error-free operation of the product and shall not be liable for the loss of use or service of this product.

What are Sealoc's obligations?

During the warranty period, provided the Product is returned in accordance with the terms of the Standard Limited Warranty, Sealoc will repair or replace the Product, at Sealoc's sole option, free of charge. Sealoc may, at Sealoc's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product, or may replace the Product with a rebuilt, reconditioned, or new Product. In the instance that a specific model is no longer available, Sealoc reserves the right to replace it with a similar model television.

What must you do to obtain warranty service?

To obtain service under this Standard Limited Warranty, you must submit a return merchandise authorization form which can be found at <https://www.sealoc.com/return-merchandise-authorization>