

# PHANTOM Recessed In-Ceiling Motorized Tension UST ALR Projector Screen

USER MANUAL



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## To Users

Thank you for choosing the VIVIDSTORM projection screen.

Please read this manual carefully before using the product and keep it properly.

The manual of products, accessories, user interface, etc. in this description are schematic diagrams and are for reference only. Due to product updates, the actual product may be slightly different from the schematic diagram, please refer to the actual product.

## Safety Instructions

For your security and interest, to ensure safe and correct use of this product, always comply with the following precautions to avoid dangerous situations and damage to your unit:

### Safety Instructions



This symbol warns the user that uninsulated voltages within the body of this product may be sufficient to cause an electric shock, therefore, any form of contact with any part within the body is a risk of electric shock.



This symbol reminds the user to some important information related to operation and maintenance.  
Please read this information carefully to avoid incorrect operation.



**Earth Terminal Ground Symbol**  
This refers to using this product needs electrical grounding.



**Shipping Instructions**  
Please use this product's original packaging or same materials to transport this product.



This symbol reminds users do not touch the screen with hands directly.



This symbol reminds the user to stay away from the inside of the housing, especially during operation.



This symbol reminds users not to throw sundries into the housing inside to avoid mechanical damage to the screen.




Do not place the equipment near fireplaces or high temperature objects such as gas stoves, barbecue or heaters;



 Keep children and pet away from the product.



 This symbol reminds the user prevent hands or other body parts from entering the inside of the bracket, causing hand pinching;  
All items that are not product parts should be kept away from moving parts.



To prevent electric shock, fire hazard.

- Using incorrect cables may affect product performance, and may even lead to electric shock, fire and other accidents. In order to ensure product performance and safety, please use the same type of cable as the original cable.
- If a power extension cord is required, use a power cord with an amperage rating not lower than that of the product. Otherwise, it may cause the power cord to overheat, and even cause electric shock, fire and other accidents.
- In thunderstorm weather or when the product is not used for a long time, please unplug the power plug from the socket to avoid damage to the device caused by lightning or power line surges.
- Do not place flammable objects near this product to avoid fire.



Instructions for safe operation

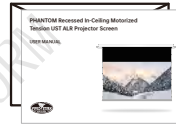
- Never place the screen in an unstable location, bracket, wall, or ceiling, to prevent the product from falling, causing serious equipment damage and personal injury.
- Do not attempt to disassemble this product, there are dangerous high voltages inside that could cause personal injury. When repair is required, it must be done by trained or authorized service personnel.
- Do not place this product upright as it may tip over and cause damage.
- Make sure the product protected from rain and moisture.
- Do not immerse or expose this product to water or other liquids. If any liquid or solid object enters the cabinet, please unplug the power cord of the device immediately and ask professional service technicians to check it before continuing to use it.
- Do not place this product in the following environments:
  - Poor ventilation or narrow spaces.
  - Near any device that generates a strong magnetic field.
  - Direct sunlight.
  - Extremely hot, cold or humid environment.

# Packing Contact

When opening the box, check the contents of the box the list below. If there is any omission, please contact the dealer in time.



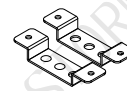
Projection screen



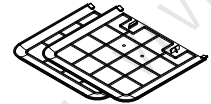
User manual+Envelopes



Nuts for M10  
Threaded Rod



Installation Bracket

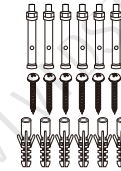


End Covers

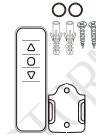
NO.	Accessories Name	Quantity (pcs)
1	Projection screen	1
2	User manual+Envelopes	1
3	Nuts for M10 Threaded Rod	10
4	Installation Bracket	2
5	End Covers	2
6	M10 Threaded Rod 50cm M10 Threaded Rod 100cm	2、2
7	Screws,Expansion Screws, And Plugs	6、6、 6
8	RF wireless remote (Contains 2 button cell battery) (includes wall mount accessory)	1
9	Special cleaning brush for UST ALR screen material(gift)	1
10	Cleaning stickers for UST ALR screen material(gift)	1



M10 Threaded Rod



Screws,  
Expansion Screws,  
And Plugs



RF wireless remote  
(includes wall  
mount accessory)



Special cleaning  
brush for UST ALR  
screen material(gift)



Cleaning stickers  
for UST ALR screen  
material(gift)

## ! Notice:

- Parking contact will be different for different countries (regions), Please refer to the actual item.
- Please keep the original packaging for future shipments.
- Gifts are not covered under warranty.
- In special cases, the battery will be taken out before transported. (Please contact the seller to inquire about the situation)

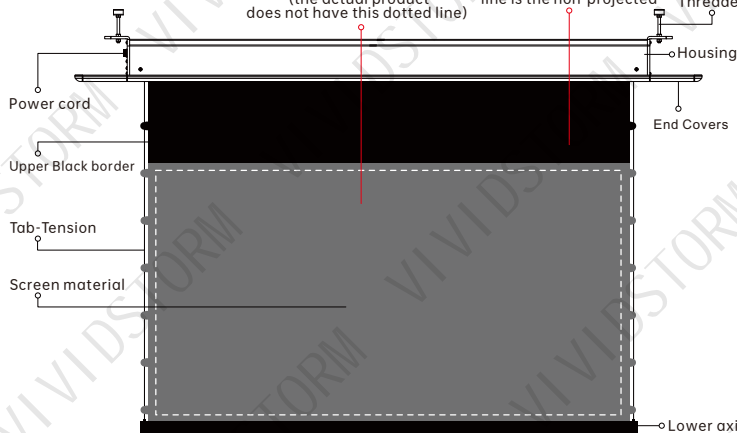
# The Introduction Of Product

## Appearance

Inside the dotted line is the standard projected area (the actual product does not have this dotted line)

Outside the dotted line is the non-projected

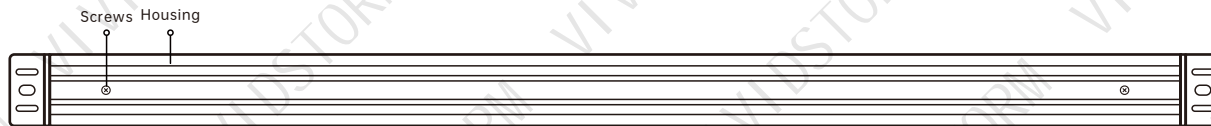
Threaded Rod



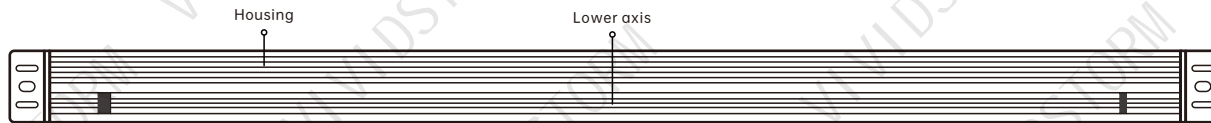
(Screen open - front view)



(Screen open - rear view)

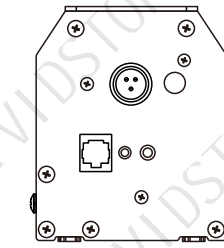
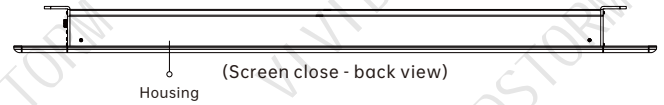
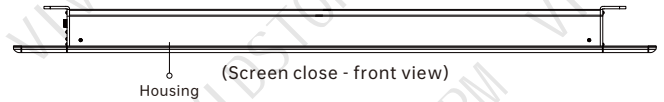
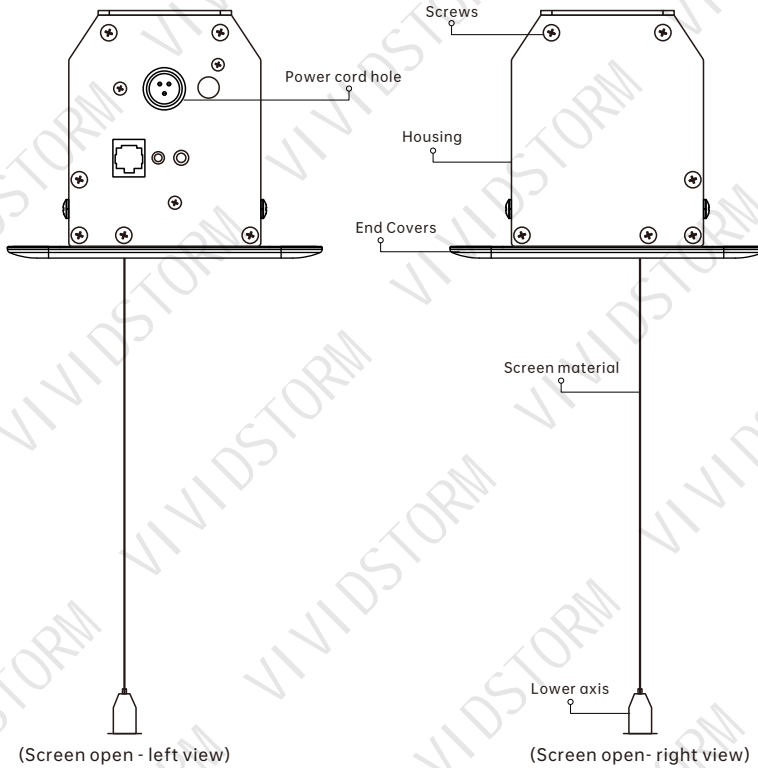


(Screen close - top view)

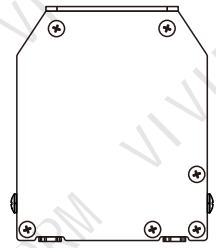


(Screen close - bottom image)

# Appearance

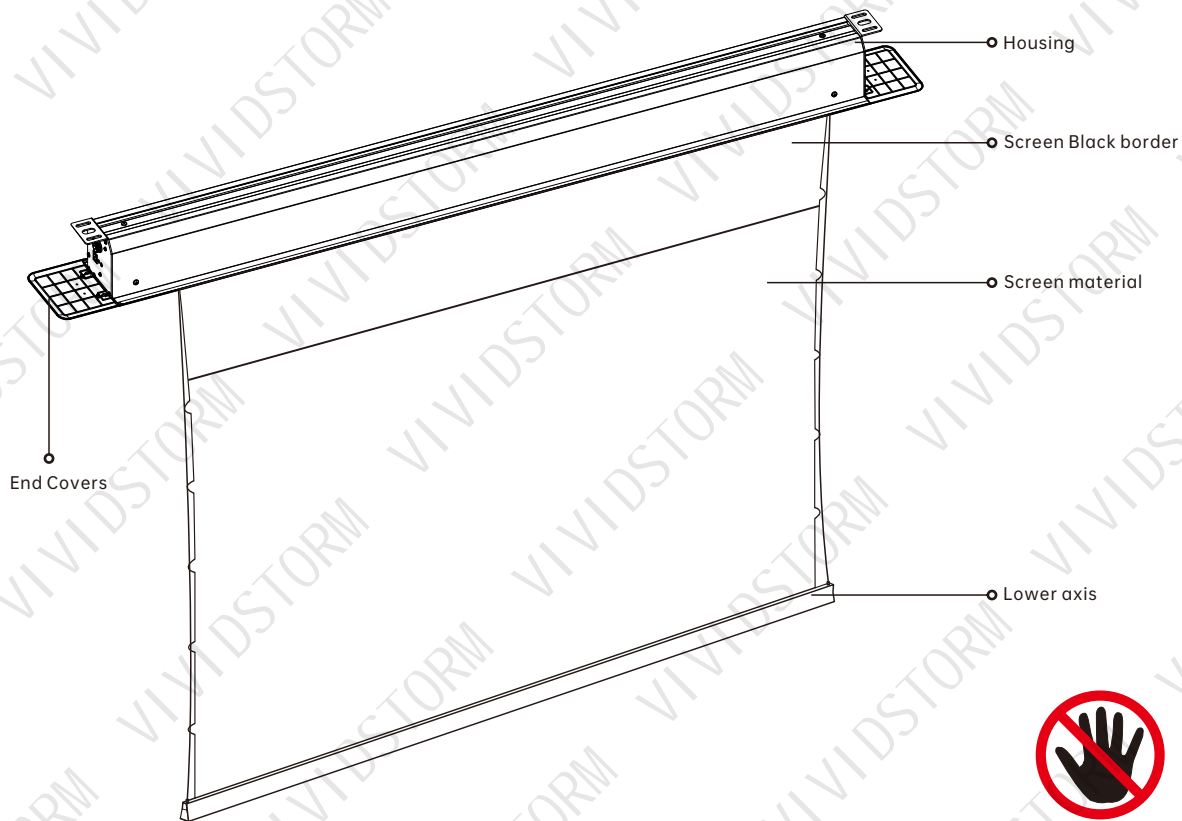


(After the screen is closed - internal anatomy left view)



(After the screen is closed - internal anatomical view from the right)

## Appearance

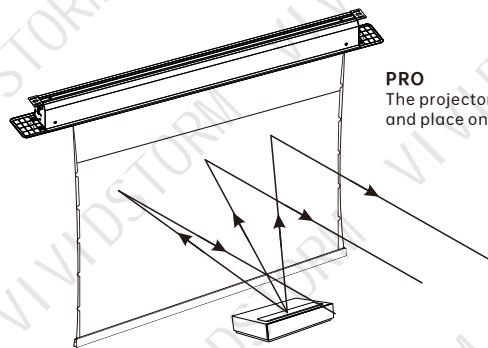


**Do not touch  
the screen material**

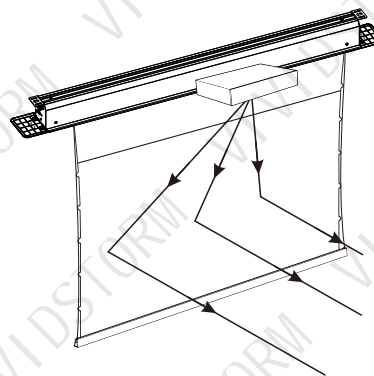


Because the installation method of ultra-short throw laser projector (laser TV) is divided into hoisting or placing on the desktop, the special anti-light direction structure of the screen material surface will be changed due to the installation method of the projector; so we subdivide this product into **PRO/PRO A**; (need to confirm the model before purchasing)

Before installation, please confirm whether the purchased product conforms to the corresponding model. If not, we recommend that you do not install the screen and contact your merchant for solutions;

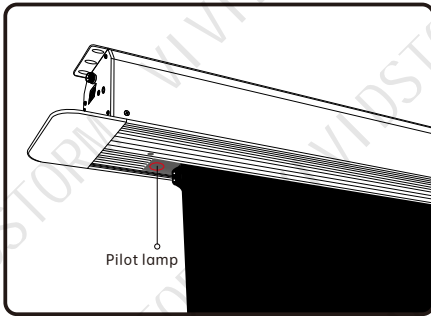


**PRO**  
The projector is below the screen  
and place on the table or floor;



**PRO A**  
The projector is installed ceiling  
mounted (suspended installed);  
Rotate the screen material, Because  
the screen material itself has a  
sawtooth structure, it is divided  
into two structures; the upper slope  
is to resist and absorb the light, and  
the lower slope fully reflects the  
projector light; so we need to rotate  
the screen material so that the wiper  
can perfectly match the light of the  
projector, (the screen surface is  
resistant to light in the area below  
the screen, not against the ceiling light);

## Pilot lamp



(Picture 1)

**Power lamp, make the following prompts for the working status:**

- Picture 1, when the red light of the power light is on and there is a beep~, it means it is working normally. If the red light flashes and doesn't light up, it is abnormal, please contact after-sales support.

## Certificate



## RoHS



\*The right to interpret the above certification belongs to our company




## Important Safety Precautions

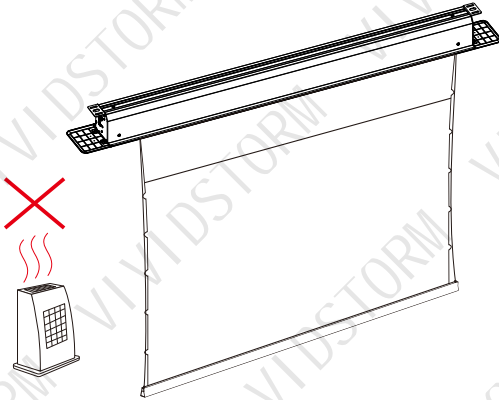
**Please read all the contents of the user guide carefully and follow the operation steps below.**

For reference when necessary, please keep this user guide.

1. In order to avoid damage to the equipment, please prohibit the use of any accessories not authorized by the manufacturer.
2. Be sure to handle the products carefully during transportation, so as to prevent product damage caused by collision.
3. In order to ensure the personal safety of the user and realize the reliable operation of the equipment, please make sure to use the power cord provided by the equipment to connect the power supply for charging.
4. Please place the device close to the power socket to connect the power supply for charging.
5. You need to place the product properly. Please do not place any heavy objects on the power cord and screen to avoid danger or operation obstacles.
6. In order to avoid electric shock, short circuit or fire caused by loose plug, please use the power cord correctly.
7. Please do not disassemble the screen by yourself. In case of machine failure caused by your improper operation, the seller and the manufacturer have the right not to be responsible for replace the product. In case of personal injury, no liability shall be assumed.
8. **The tubular motor on the electric screen of this product has a temperature control sensor with overheating protection mechanism. If the screen runs up and down continuously for One and a half minutes, the motor will rest for more than 30 minutes. In order to prevent the motor from overheating and damage, if the motor stops operation due to the start of overheat protection mechanism, please turn off the power and wait for 30 minutes to 2 hours until the motor cools down.**
9. The remote control supplied with this product contains coin / button cell battery. If the coin / button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

## Matters Needing Attention

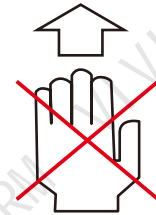
-  Warning! If you do not strictly follow the prescribed precautions during use, this may lead to equipment damage and other unnecessary damage.
-  Please observe the family fire safety regulations; do not place the equipment near the fireplace or high temperature objects such as gas stove, barbecue or heater to avoid equipment damage.
-  Please keep this product out of the reach of children.



Do not place the equipment near the fireplace or high temperature objects such as gas stove, barbecue or heater



Keep children away from the product



Do not put your hands into the cover of the product

## Matters Needing Attention

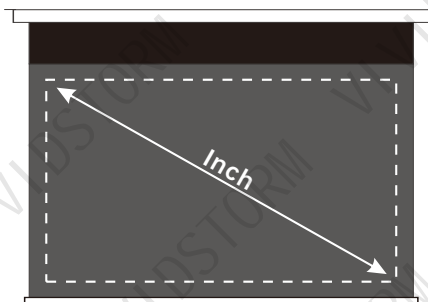
No one is allowed to open the inside of the equipment and repair the product without authorization, except for the authorized technicians.

1. Please make sure that the power supply connected to this product has stable current.
2. If you need to use the extension cord for this product, please make sure that the power cord rating of the extension cord is the same as that of this product, so as to avoid equipment damage due to overheating.
3. When your hands and feet are in contact with water, do not operate the power plug in this case.
4. When you encounter heavy rain, wind, thunder or lightning in the process of using this product, please be sure to disconnect the power line.
5. The curtain of this product should not be placed in direct sunlight, rain and humid environment.
6. In order to prevent the product from overheating, keep away from fire source and high temperature equipment when using this product. At the same time, the power supply of this product should be cut off before transportation or maintenance.
7. Like any other household appliances, when this product is not used for a long time, please completely disconnect the power supply to ensure safety.
8. If there is any obvious damage to any parts of the product, in order to avoid any injury and electric shock, please do not continue to use.
9. When installing in the residential and commercial buildings, users should provide reasonable protection for the products to prevent the radiated RF energy from interfering with the operation of the products. However, there is no guarantee that the product will not be disturbed in special installation.

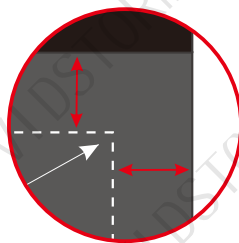
# Matters Concerning Projection

## Projected Area

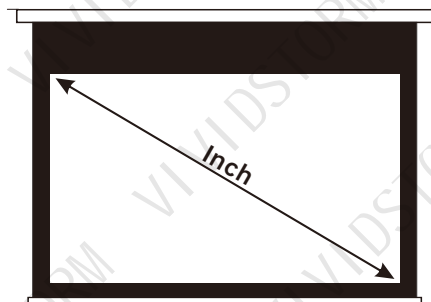
1. Please project according to the actual projection size of the screen purchased when using the projector.
2. Since the position of black border has been preset on the screen of this product, please do not exceed the specified projected area during projection. You should note that the default black border is not the projection area.



Brand-new product design:  
Screen without black border, black  
border size has been preset



Black border has been preset



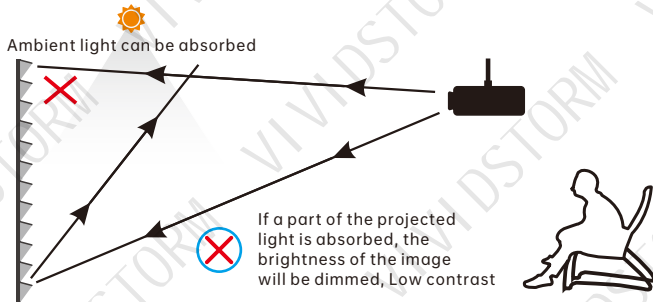
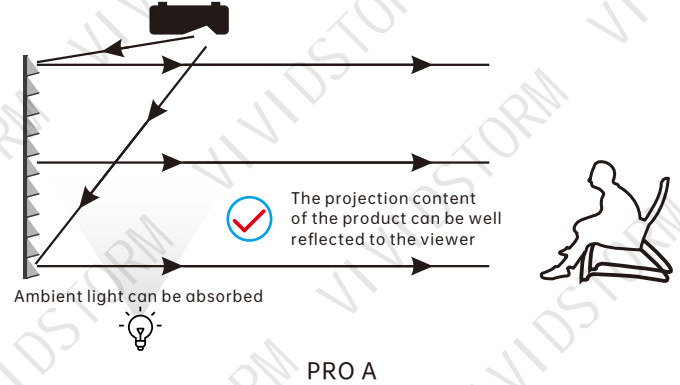
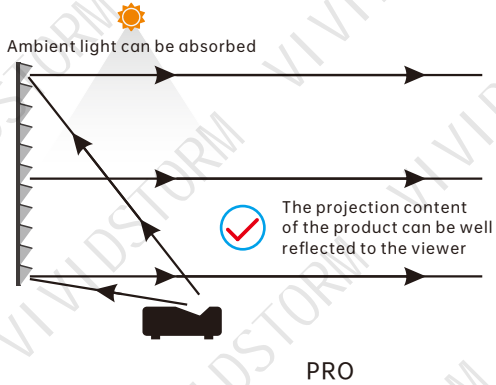
Classic product design:  
Screen with black border



# Screen and projector compatibility

Please note that the screen of this product is only suitable for use with Ultra short throw laser projector. If it is used with other projector , the effect of picture will be greatly reduced.

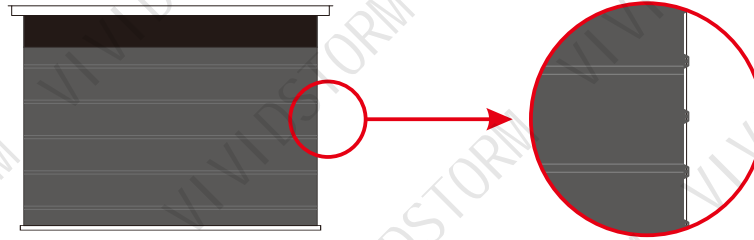
It is suggested that the ultra short focus laser projector throw ratio should be  $\leq 0.4$ . (please consult the projection manufacturer for specific parameters)



In view of the particularity of the screen structure of the product, projectors other than ultra short focus laser projectors are not compatible with this Screen fabric. If other projectors are used, the projection light may be absorbed or blocked by the Screen fabric.

## About Screen Performance

1. Please note that when placing this product, please make sure that the product is always in a horizontal state. Do not place the screen in an inclined or vertical position.
2. If there are regular creases on the screen surface after the screen is opened, don't worry. This is a normal phenomenon. It is caused by the screen being curled and tightened for a long time, which does not affect the user's viewing. After opening the screen for a period of time, you will notice that the stripes on the screen will gradually disappear.





3. When there are a few black spots, white spots, stains and other impurities on the screen surface, but if they are qualified according to the detection method, then such situation is not a product quality problem, and it is within the scope of product qualification.

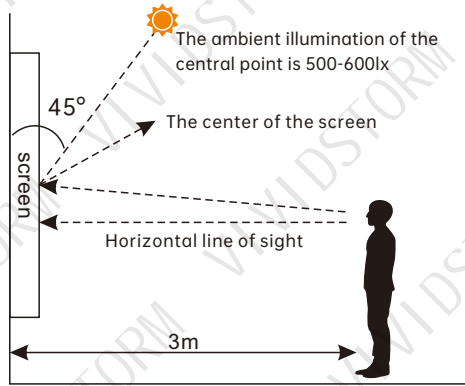


Figure 1 side view

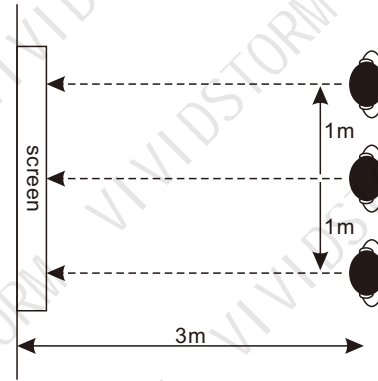


Figure 2 top view

The detection method is as follows:

- (1). Please open the screen of this product and close to the wall, and the observer can observe the film at a distance of 3 meters away from the screen;
- (2). The observer needs to observe the shadow in the normal light environment (illumination 500-600lx);
- (3). The distance between the observer and the front of the screen should be kept at a distance of 3 meters, and the center point of the screen should be close to or higher than the horizontal line of sight (as shown in Figure 1), and the observation should be made at the center point, 1 m to the left and 1 m to the right (as shown in Fig. 2).

Summary the test results of the product are within the allowable range, the product is qualified.



For the black spot defect which can be measured in appearance, if it can not be found by visual inspection, the product is normal.



For the appearance of specific measurable white spot defects, if visual inspection can not be found, then the product is normal.



If the visible dirt is within the allowable range of defects, the product is normal.



For the faint linear printing trace, if within the allowable range of defects, the product is normal.



For the inks caused by uneven printing traces, if within the allowable range of defects, the product is normal.

4. (1).The white screen is listed as the quality standard because it is not only the reflection surface of the projector image (the black surface is observed from the upper and lower direction, and the white surface is observed from the bottom direction), but also the main function surface of the viewing image, so the white screen is listed as the quality standard. It should be noted that if the white screen surface does not exceed the quality specification, it will be regarded as meeting the factory qualification standard.

(2).Different from the white screen, the black screen is used as a functional surface to absorb indoor ambient light. In view of the fact that there is no direct correlation between the black screen surface and the image viewing quality, its quality specifications are quite different from that of the white surface. It should be noted that the slight black marks on the black screen surface are inevitable appearance phenomena in the production process of industrial products, which meet the factory qualification standard.

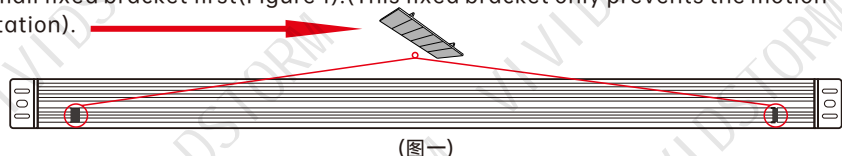
Conclusion: it should be noted that the slight black marks and white spots on the black screen surface of the anti light projection screen products are normal product appearance phenomena, which will never affect the image viewing quality. Please use it at ease.

## Installation Warning

Since the installation environment of each user is different, the instructions in this user guide are only for reference. If you need further installation and safety suggestions, please consult the professional installation company. It should be noted that no matter what kind of installation method you take, the product should not be loosened or dropped due to vibration or tension, so as to keep the product stable. The installation personnel of the product must ensure that the bracket accessories used have sufficient strength to support the product and select the appropriate installation position.

### Before pre installation

1. When you open the package, please carefully open the screen package to avoid the product from rubbing or falling.
2. Please always place the screen in a horizontal position. Do not install the product on an uneven or inclined surface.
3. Please keep the screen away from dust, sawdust and liquid to protect the screen from contamination.
4. Before running the screen, please take off the small fixed bracket first(Figure 1).(This fixed bracket only prevents the motion of the lower axis of the screen caused by transportation).

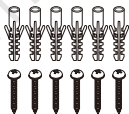


### Hardware Parts List

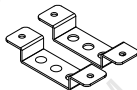
Before you install the product, make sure that all parts of the product are included. Please note that the screws supplied with this product may not be suitable for all mounting surfaces. Please consult the professional installation personnel or hardware store to get the correct installation screws and anchors.



Expansion Screws



Screws And Plugs



Installation Bracket



Nuts for M10  
Threaded Rod



M10 Threaded Rod

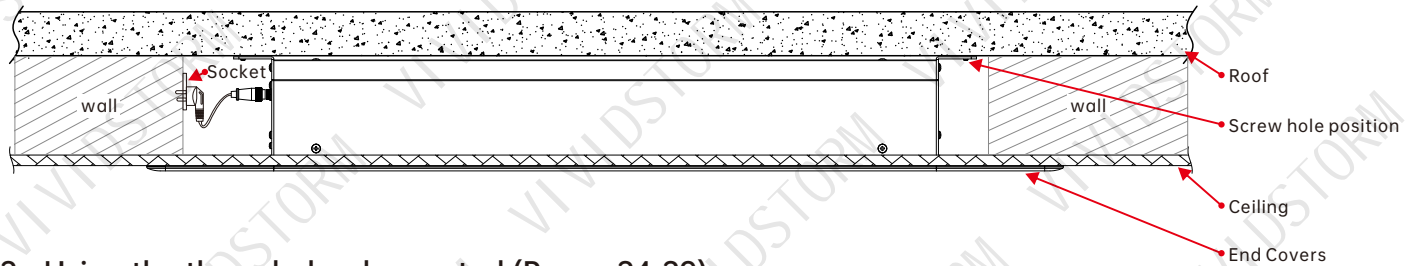
(Please choose the right screws to install according to the wall condition)

# Installation Steps

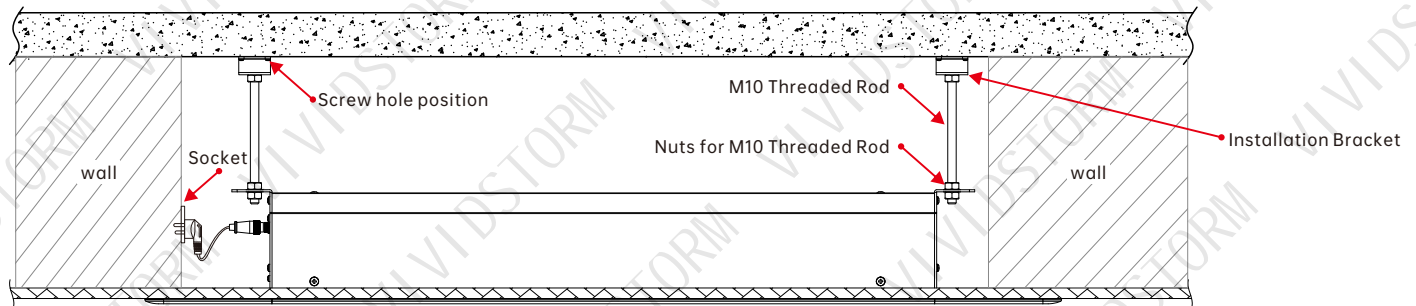
- ⚠ Please make sure the fixing surface can support the weight of the screen before installation.
- ⚠ Make sure that all screws are tightened after the installation is complete.

## Please choose a suitable screen installation method

### 1. Using a screen bracket mounted on the ceiling (Pages 20-23)

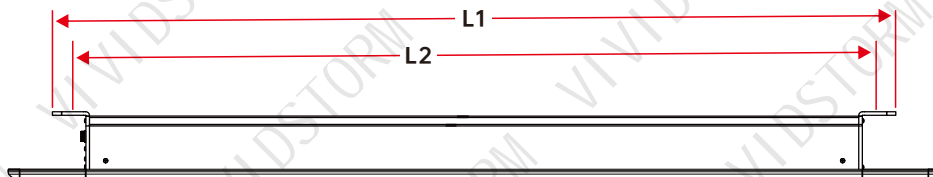


### 2. Using the threaded rod mounted (Pages 24-29)



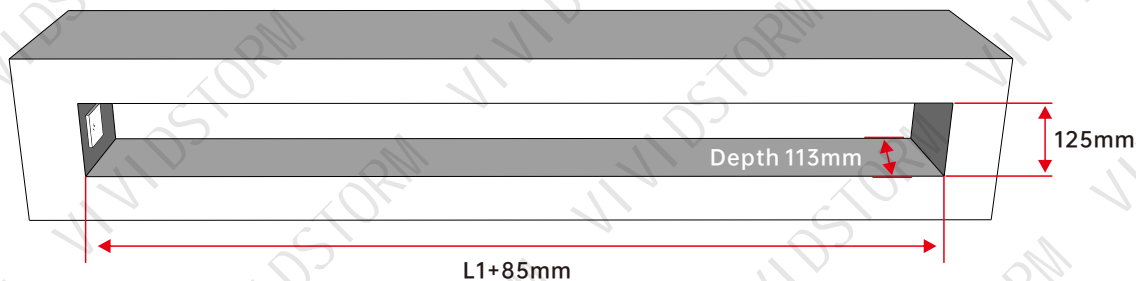
## Bracket mounted on the ceiling

1. First measure the length of the product shell "L1" (including the iron end covers on both sides, please refer to the product size mark in Figure 1 for details);

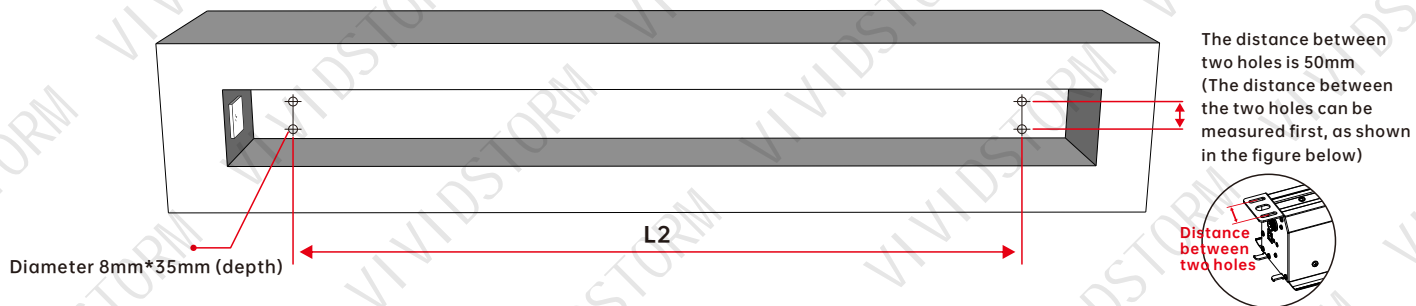


(Picture 1)

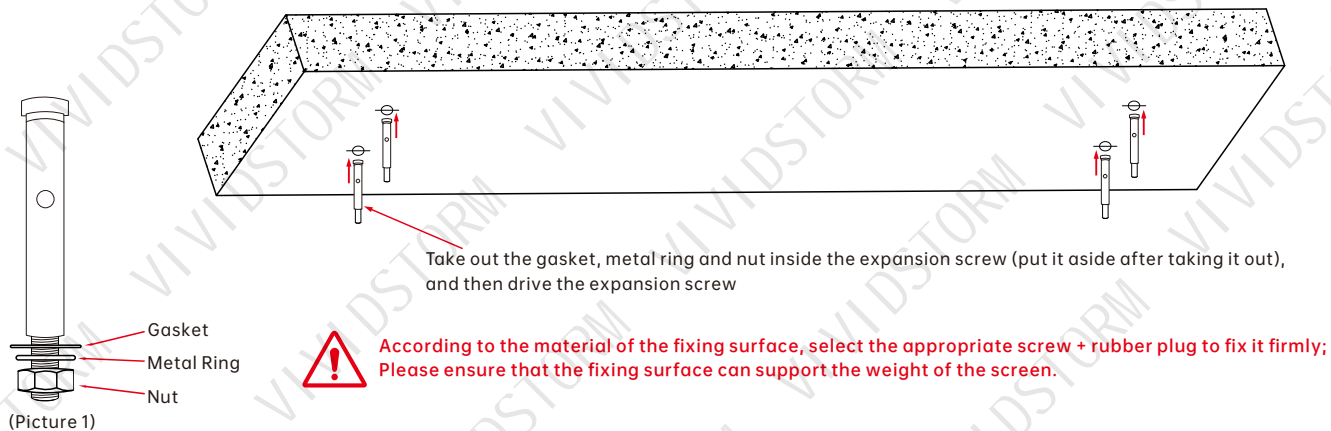
2. Make a slot on the ceiling at the designated installation location; slot size:  $(L1+85\text{mm}) \times 125\text{mm} \times \text{depth } 113\text{mm}$ ; and ensure that the socket in the slot is on the left.



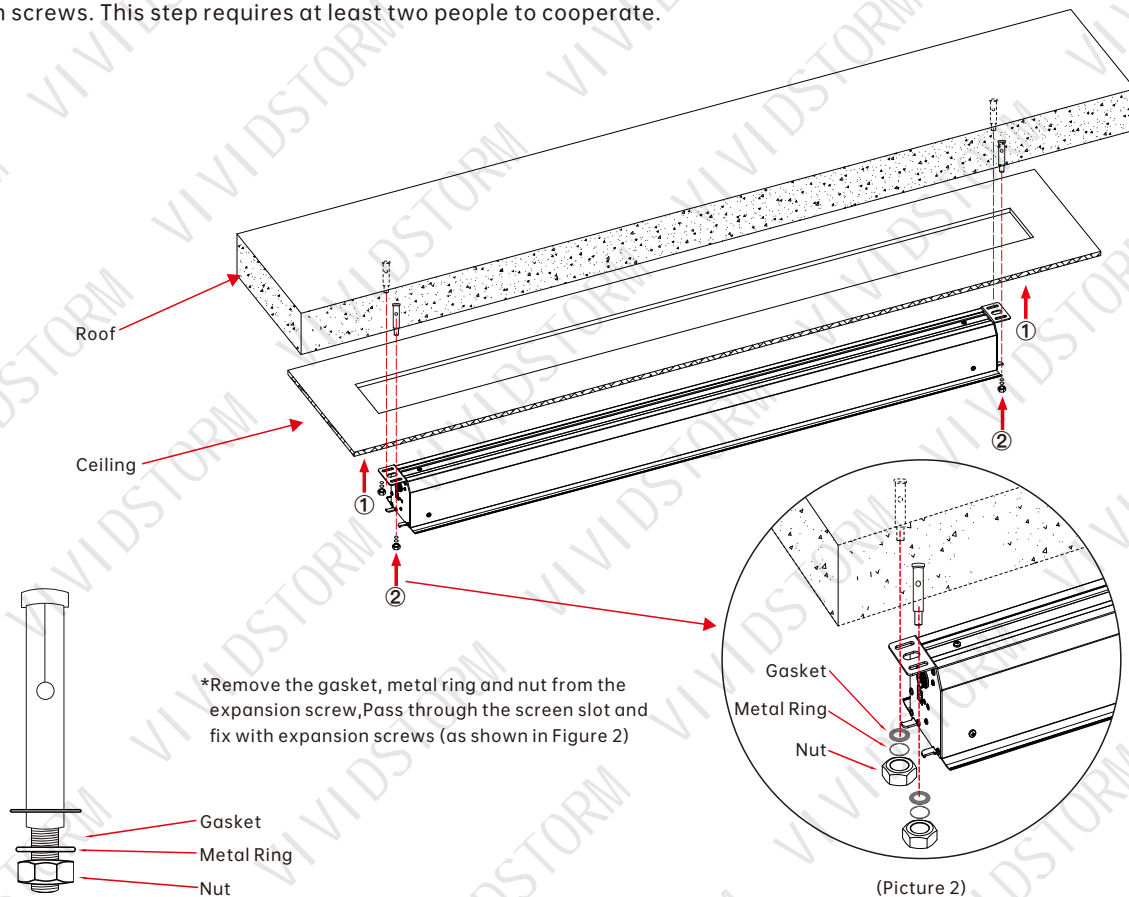
3. After slotting, measure or calculate the distance L2 (or L1-35mm) installed on the screen housing, and then mark the fixed position L2 of the screen housing on the roof.



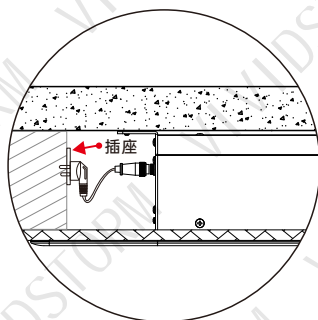
4. Drive screws or expansion screws into the holes according to the marked fixed hole positions.



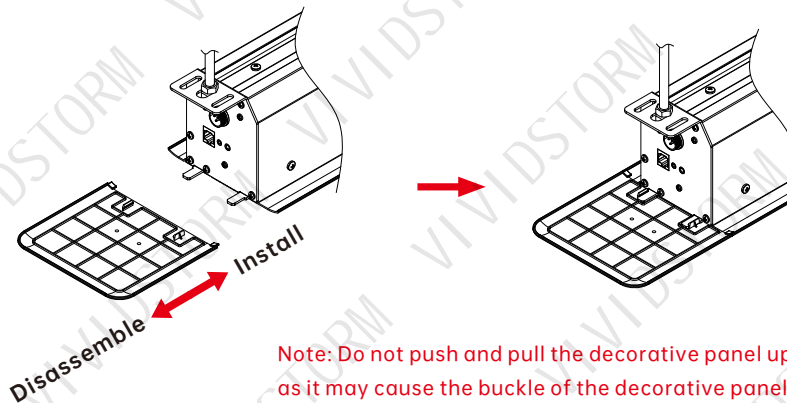
5. Pass the main body of the product through the lower side of the slotted hole in the ceiling, and use nuts to hoist it on the expansion screws. This step requires at least two people to cooperate.



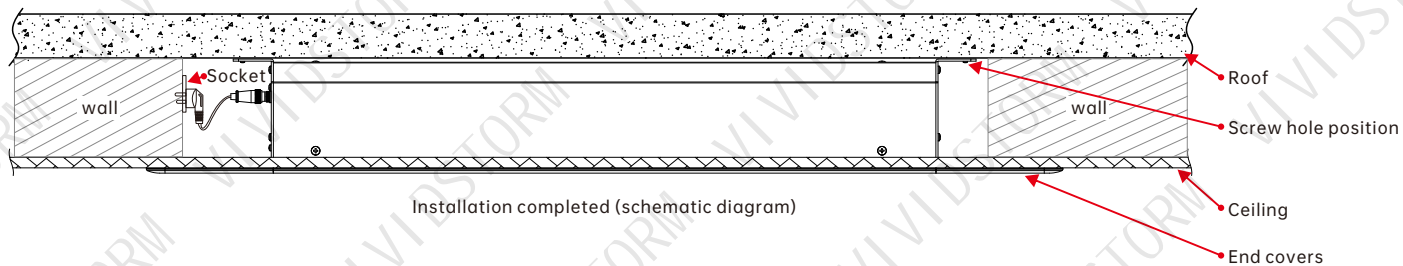
6. Insert the power plug into the socket, as shown in Figure 1. Install the decorative plate on the left and right end covers.



(Picture 1)



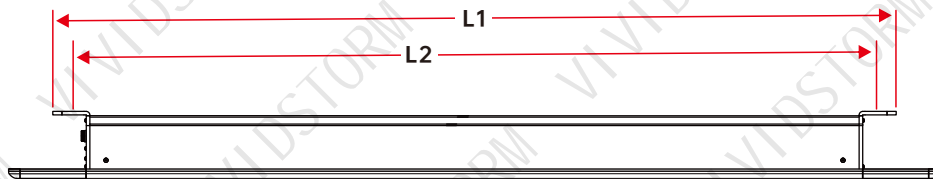
**Note:** Do not push and pull the decorative panel up and down, as it may cause the buckle of the decorative panel to break.





## Using the threaded rod mounted

1. First measure the length of the product shell "L1" (including the iron end covers on both sides, please refer to the product size mark in Figure 1 for details);

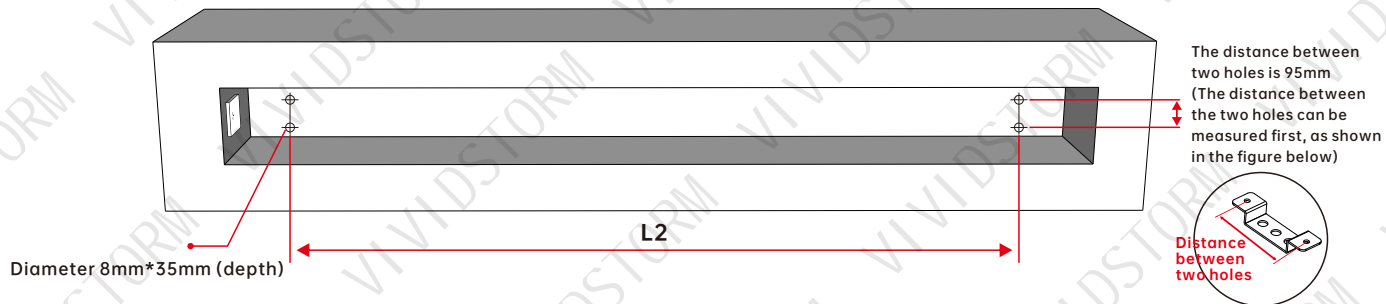


(Picture 1)

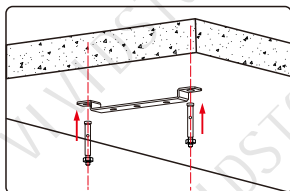
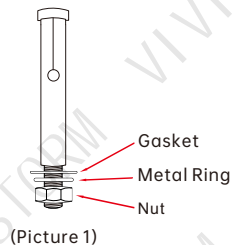
2. Make a slot on the ceiling at the designated installation location; slot size:  $(L1+85\text{mm}) \times 125\text{mm} \times$  reserved depth 500/1000+130mm, or ensure that the depth of the slot exceeds 130mm (the product has a configuration of 500/1000mm screw, can be cut to any length); and make sure the socket in the slot is on the left.



3. After slotting, measure or calculate the distance L2 (or L1-35mm) installed on the screen housing, and then mark the fixed position L2 of the screen housing on the roof.

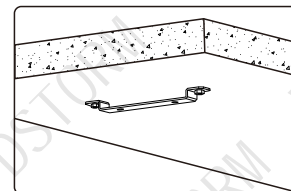


4. According to the marked fixed position, fix the screw mounting bracket and the screw on the solid ceiling with screws; the length of the screw can be appropriately cut according to the actual distance from the solid ceiling to the roof

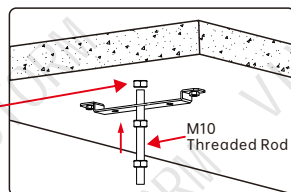


①

Take out the gasket, metal ring and nut inside the expansion screw, fix the threaded rod in the marked position, and then drive the expansion screw into the completion, install the removed gasket, metal ring and nut in the original sequence as shown in Figure 1, and finally ensure that the installation is firm.

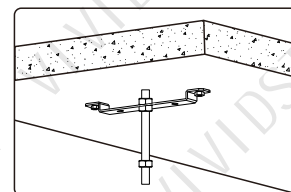


(Schematic diagram of the bracket of threaded rod, After installation)

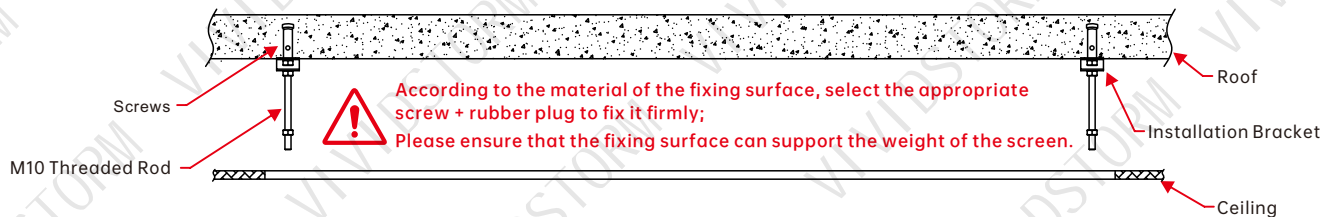


②

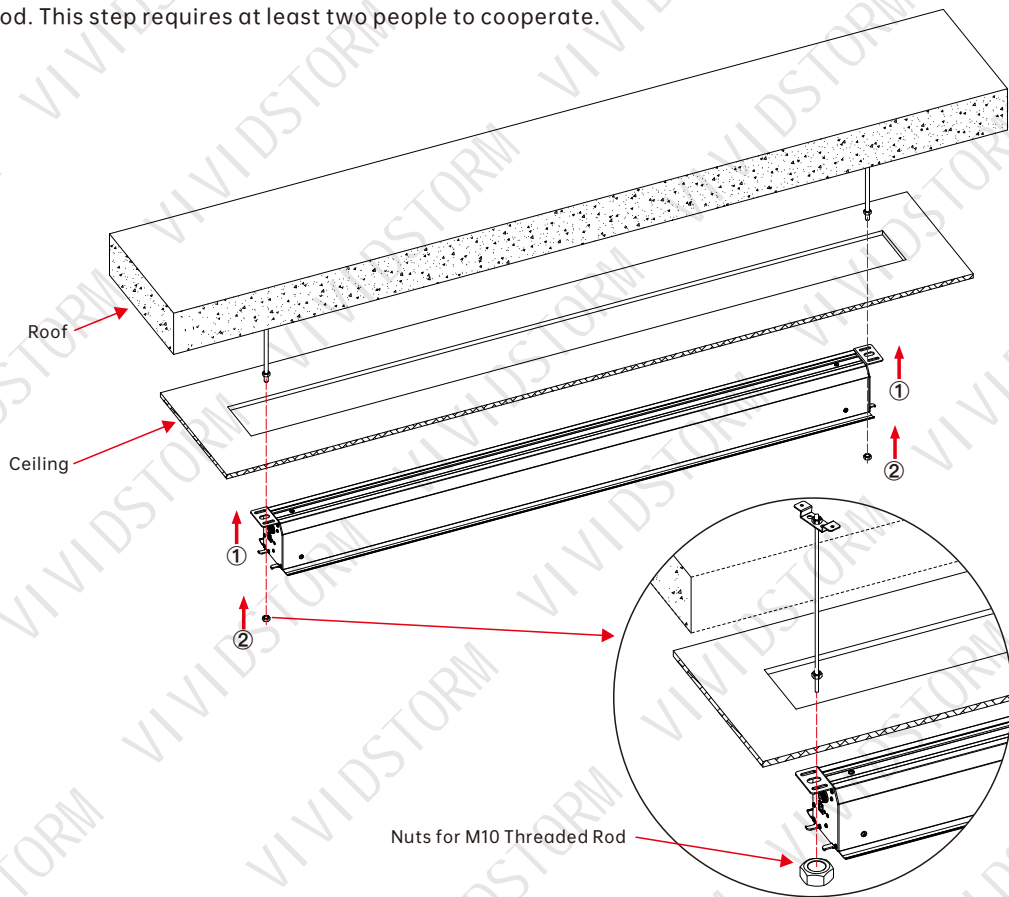
Pass the screw through the hole in the middle of the threaded rod, fix a nut above the threaded rod, fix a nut below the threaded rod, and finally fix a nut below the threaded rod (for fixing the screen).



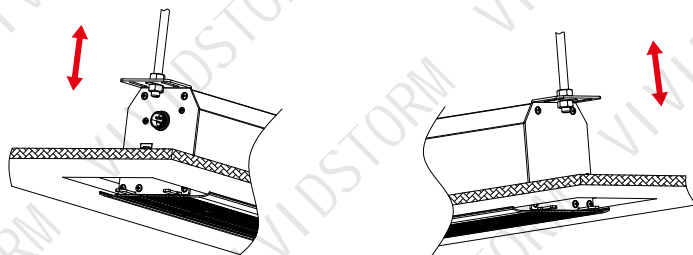
(Schematic diagram of threaded rod mounted, After installation)



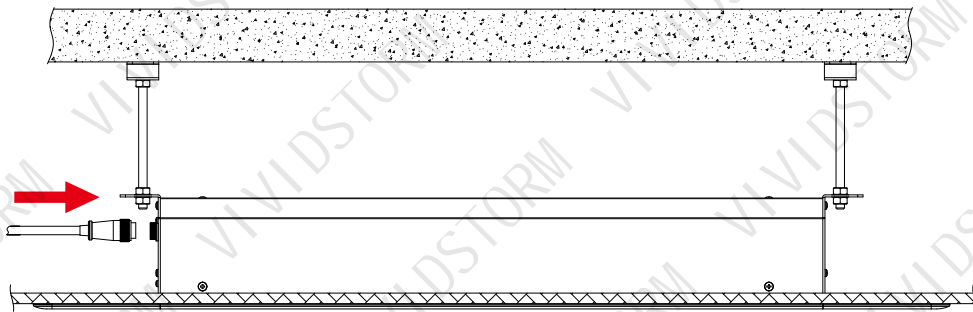
5. Pass the main body of the product through the lower side of the slotted hole in the ceiling, and use nuts to hoist it on the threaded rod. This step requires at least two people to cooperate.



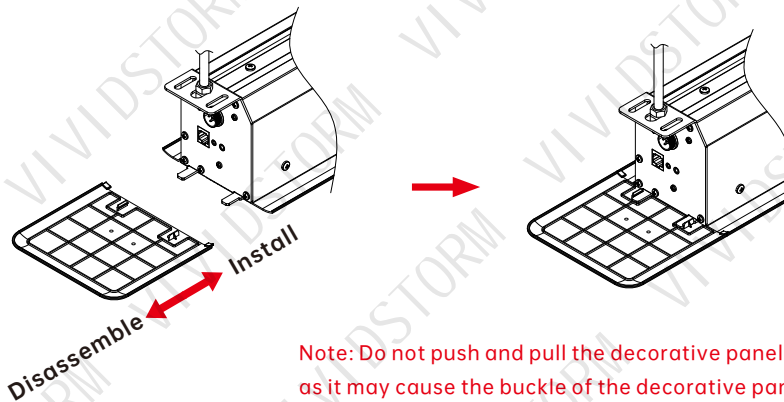
6. After fixing the product, observe the distance between the eaves of the housing and the ceiling, and adjust the lifting nuts appropriately to ensure that the eaves of the housing are completely attached to the ceiling.



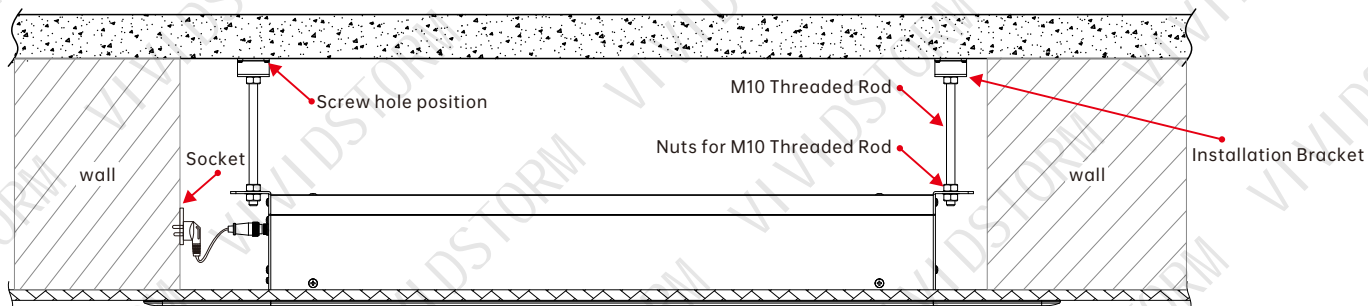
7. Insert the power cord;



8. Install the decorative board on the left and right end covers. The way to disassemble the decorative board is to insert and pull out in the horizontal direction to complete the installation.



Note: Do not push and pull the decorative panel up and down, as it may cause the buckle of the decorative panel to break.



Installation completed (schematic diagram)

## Screen Running

Voltage information: make sure your screen is working at the **correct voltage**, depending on the area.

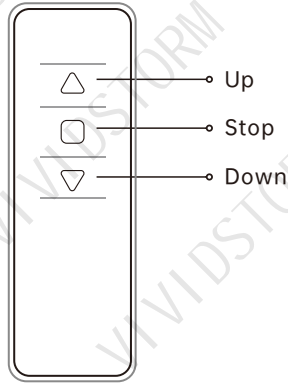
**(Using the wrong voltage may cause the screen to become inoperable)**

- (1) Plug the screen power cord into the correct power outlet.
- (2) When the product power is turned on, a "beep" sound will be emitted for 1.5 seconds, indicating that the product has been powered on.
- (3) When the screen is fully raised, you can choose to turn off the power switch and unplug the power cord due to long-term viewing. At this time, the screen will remain open and will not be closed due to power off. To turn off the screen, connect the power cord and turn on the switch to resume operation.
- (4) When the left power switch is powered on, you can use any of the methods described below to run the screen.

**Note: When the screen is turned on, ensure that there is no obstacle and enough space at the bottom of the screen to avoid equipment failure.**

## Remote Control — Wireless RF/Bluetooth remote control

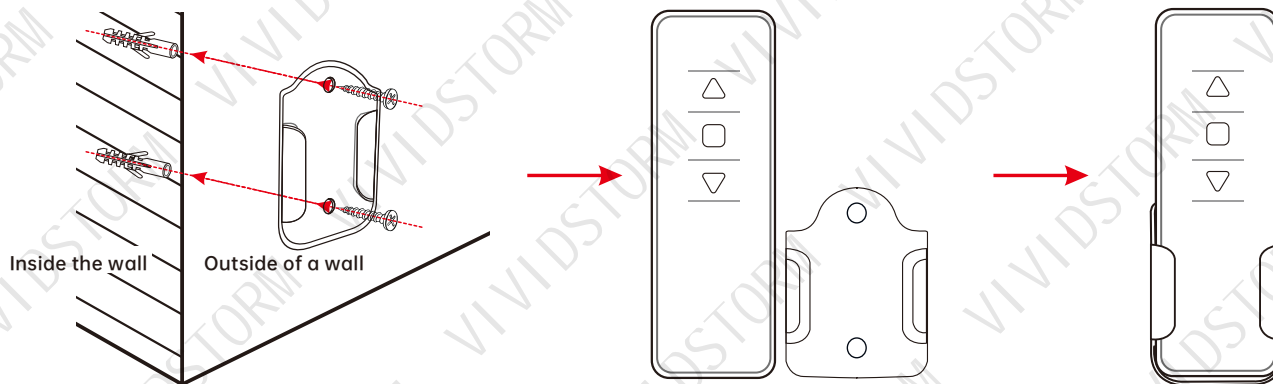
(1) Remote control: when the screen is hidden and installed in the slot or requires remote control, wireless remote control can be used. It can control the screen without aiming at the IR receiver.



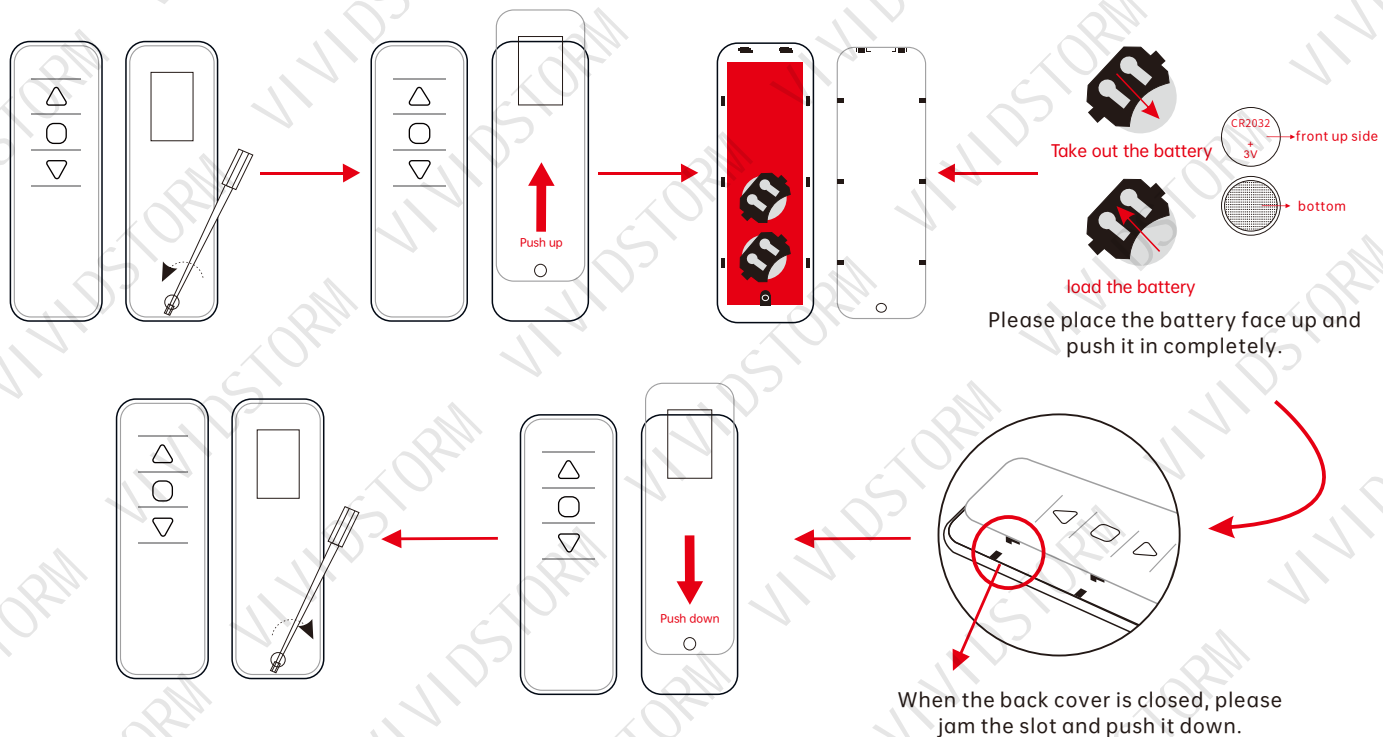
Front of remote control



For convenient access, the remote controller can be fixed on the wall surface and other planes through the bracket. (wall screw or double-sided adhesive tape can be used for fixation)



When the remote control needs charging, as shown in the figure below, unscrew the cover of the remote control with a small screw, then replace the new button battery, close the cover of the remote control, and tighten the screw to prevent the loose battery from falling off;



## Screen high limit setting

Black border up (adjust shorter the fixed height of the screen)

(The longest position of the screen has been set at the factory, no longer height can be adjusted)

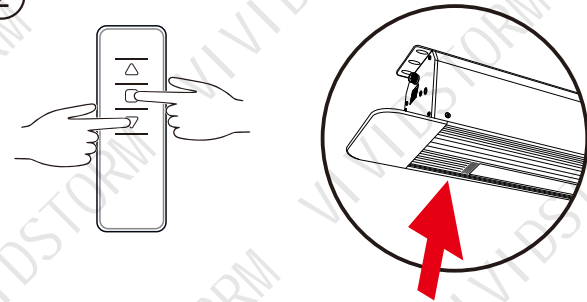
If the screen is too low, follow the steps below to fix the screen to the desired position.

①



Ensure that the device is powered on, turn off the screen completely, and prepare for adjustment the screen height

②



Press and hold the "Stop" button and the "Down" button on the remote control simultaneously for 5 seconds, then press the "Stop" button twice. When you hear a long beeping sound "beep-beep-beep" coming from the circuit board buzzer on the left side of the screen casing, it indicates that you have entered the screen height adjustment mode.

3



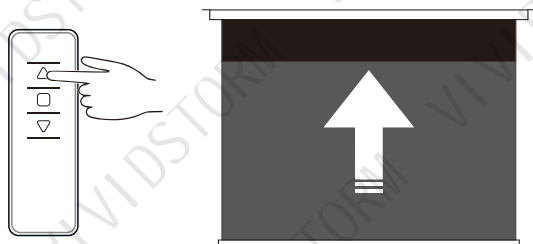
Press the "Down" button on the remote control

4



Open the screen until drops and closest to the ideal locking position and press the "Stop" key

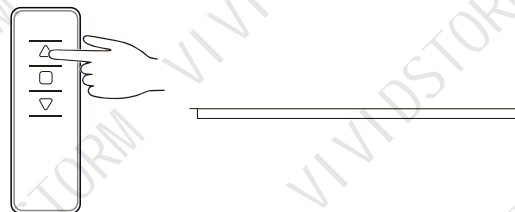
5



At this time, the buzzer still emits a quick sound of "Di-Di-Di", on behalf of entering the fine-tuning state, press the remote control once "Up" button can be fine-adjusted to shorten the screen length by 1-2 cm, if the length is not enough, you can press the remote control "up" button to the appropriate position, if the wrong adjustment is too short, you can press the "down" button to fine-tune the length;

After making sure that there are no problems with the length, press the "Stop" button on the remote control until the buzzer fast "Di-Di" sounds, indicating to leave the screen height adjustment state.

6



To ensure that the screen height is completed, press the "up" button on the remote control until the screen is closed, and then open the screen normally to ensure that the screen locked height is correct.

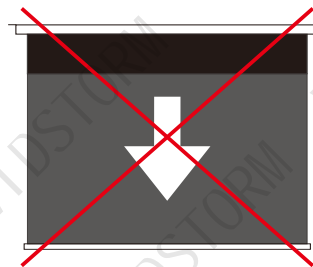
## Black border down (adjust longer the fixed height of the screen)

If adjustment the black border of the screen is too short, please follow the following steps:

### Notice:

-The screen has been set to the longest position when leaving the factory, no lower height can be adjusted.

-Do not adjust too long or too short at one time. We suggest that you adjust the screen a slowly.

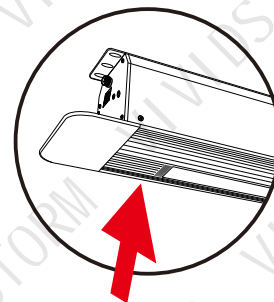
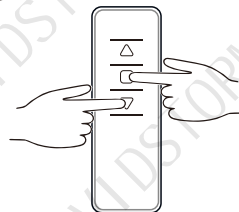


①



Ensure that the device is powered on, turn off the screen completely, and prepare for adjustment the screen height

②



Press and hold the "Stop" button and the "Down" button on the remote control simultaneously for 5 seconds, then press the "Stop" button twice. When you hear a long beeping sound "beep-beep-beep" coming from the circuit board buzzer on the left side of the screen casing, it indicates that you have entered the screen height adjustment mode.

3



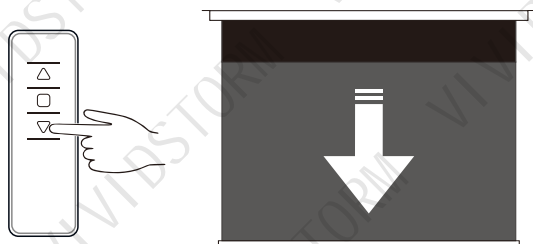
Press the "Down" button on the remote control

4



Open the screen until drops and closest to the ideal locking position and press the "Stop" key

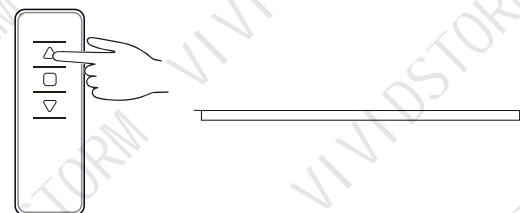
5



At this time, the buzzer still emits a quick sound of "Di-Di-Di", on behalf of entering the fine-tuning state, press the remote control once "Down" button can be fine-adjusted to the screen length more longer by 1-2 cm, if the length is not enough, you can press the remote control "Down" button to the appropriate position, if the wrong adjustment is too short, you can press the "Up" button to adjust the length;

After making sure that there are no problems with the length, press the "Stop" button on the remote control until the buzzer fast "Di-Di" sounds, Indicating to leave the screen height adjustment state.

6



To ensure that the screen height is completed, press the "up" button on the remote control until the screen is closed, and then open the screen normally to ensure that the screen locked height is correct.

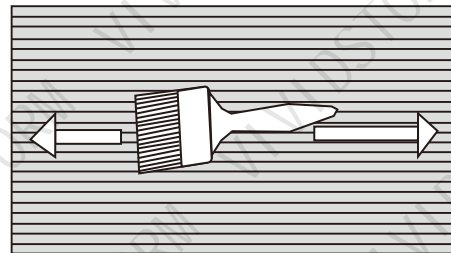
## Screen Maintenance

### Cleaning requirements:

1. In general, please use a soft brush to clean the screen surface. Remember to use a special soft brush and gently brush away the impurities along the screen grain direction.
2. Do not use any cloth (coarse cloth, soft cloth, gauze, wet cloth) to wipe the screen surface.
3. Rough towel or cloth may damage the screen surface and affect the viewing effect.
4. There is a horizontal structure on the screen surface, so please brush away the impurities along the left and right direction of the grain when cleaning the screen; do not wipe it up and down or round the screen.
5. The backside surface of the curtain can be wiped with cloth, but it should be ensured that the screen is dry before closing the screen, because the surface of the curtain is not waterproof.
6. Due to the weather, especially the humidity; The screen surface may be wrinkled, it is a normal situation; it can return to normal under normal temperature, and can be relieved by heating with a hair dryer.

### Warning!

- Do not scribble on the screen.
- Do not touch the screen directly by hand.
- Do not touch the screen with hard or sharp objects.
- Do not clean the screen persistently or vigorously, so as to avoid screen scratch.
- Be sure to turn off the screen when you are not using the product.
- This product is not waterproof, only suitable for indoor use, not recommended for outdoor use.
- Avoid sharp objects directly contacting the screen surface, so as to avoid puncturing or scratching the screen surface.
- Do not run the screen up and down for more than 3 minutes, otherwise the screen will stop running. This is the phenomenon of motor overheating protection shutdown. Please wait 20-30 minutes for the motor to cool down before continuing operation.
- To avoid possible injury, do not attempt to remove the screen. If there are obvious damaged parts, please contact your authorized dealer.



# Manufacturer's Warranty

Thank you for choosing VIVIDSTORM screens for your home or business. We are committed to providing high-quality products that meet your expectations. To ensure your satisfaction and peace of mind, we offer the following warranty policy for VIVIDSTORM screens:

1. **Warranty Coverage:** VIVIDSTORM screens are covered by a limited warranty against defects in materials and workmanship. This warranty applies to the original purchaser of the screen and is non-transferable.

2. **Warranty Period:** The warranty period for VIVIDSTORM screens is 2 Years from the date of purchase.

3. **Warranty Services:** If during the warranty period the VIVIDSTORM screen is found to have a defect covered by the warranty, VIVIDSTORM will, at its discretion, either repair or replace the defective screen or its components. VIVIDSTORM will cover the cost of parts and labor required to perform the repairs.

4. **Exclusions:**

The warranty does not cover damage or defects resulting from:

- Improper installation, misuse, or abuse of the screen
- Failure to follow the installation and operation instructions provided by VIVIDSTORM
- Accident, fire, flood, or other external causes
- Unauthorized modifications or repairs
- Normal wear and tear

5. **Warranty Claim Procedure:** To initiate a warranty claim, the purchaser must notify VIVIDSTORM by contacting our customer service department at [Insert Contact Information]. A VIVIDSTORM representative will guide you through the claim process, including providing any necessary documentation or evidence of the defect.

6. **Proof of Purchase:** To be eligible for warranty services, the purchaser must provide a valid proof of purchase, such as a sales receipt or order confirmation, demonstrating the date of purchase.

7. **Shipping Costs:** If a warranty claim is approved, VIVIDSTORM will cover the cost of shipping the repaired or replaced screen back to the customer. However, the customer is responsible for the cost of shipping the screen to VIVIDSTORM for warranty service.



8. Limitation of Liability: VIVIDSTORM'S liability under this warranty is limited to the repair or replacement of the defective screen or its components as stated above. VIVIDSTORM shall not be liable for any indirect, consequential, or incidental damages arising from the use or inability to use the screen.

Other branded products or merchandise sold on VIVIDSTORM websites are under warranty provided by the brand owner or distributor. VIVIDSTORM shall act on your behalf with the warranty claims.

9. Governing Law: This warranty policy shall be governed by and construed in accordance with the laws of country or region where the product is shipped to.

Please note that this warranty policy is subject to change without prior notice. The warranty provided herein is in addition to any rights you may have under applicable consumer protection laws.

If you have any questions or need further clarification regarding the warranty policy, please do not hesitate to contact our customer service department.

Thank you for choosing VIVIDSTORM screens. We appreciate your trust in our products.

## Certificate

Product Name: \_\_\_\_\_ Product Model No: \_\_\_\_\_  
Factory serial No: \_\_\_\_\_ Inspector: \_\_\_\_\_  
Date of production: \_\_\_\_\_

The product has been tested and inspected after operation, and all the tests and inspections have been in accordance with the technical requirements, and its quality meets the specified requirements. Only after passing the inspection can they be allowed to leave the factory.

## Product Warranty Card

User information

Customer retention sheet

Customer name: \_\_\_\_\_ Customer telephone: \_\_\_\_\_  
Postcode: \_\_\_\_\_ Customer's address: \_\_\_\_\_  
E-Mail: \_\_\_\_\_ Purchasing channels: \_\_\_\_\_

Purchase date: \_\_\_\_\_ Date of production: \_\_\_\_\_  
Invoice number: \_\_\_\_\_ Warranty content: \_\_\_\_\_  
Customer signature: \_\_\_\_\_ After sale: \_\_\_\_\_  
Date: \_\_\_\_\_

Satisfied  Dissatisfied

Manufacturer: HUI ZHOU VIVIDSTORM FILM AND TELEVISION EQUIPMENT CO., LTD.

Add: NO.66 Zhongxing North Rd , Aotou Town, Daya Bay, Huizhou City, Guangdong Province, China

Website: <http://www.vividstormscreen.com>

Email Us: [support@vividstormscreen.com](mailto:support@vividstormscreen.com)

Call Us: 0086-752-3096010