



**Outdoor TVs & Entertainment**

Elegantly thin weatherproof TVs with the finest video and audio performance

# **Sealoc Residential Coastal and/or Lanai TV Owner's Manual and Warranty Information**

**Please read this packet in full  
BEFORE operating your new SEALOC Outdoor TV**

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## 1.0 Warnings and Considerations

**Congratulations on your new Sealoc Outdoor TV and thank you for allowing us to be part of your outdoor entertainment experience.**

### LIMITED WARRANTY TO THE ORIGINAL PURCHASER

Each Sealoc outdoor TV is carefully hand-crafted to ensure you have the most reliable outdoor TV. Please read this packet in full to ensure everyone's safety before installing and/or operating your new Sealoc TV. **Sealoc carries the warranty for your outdoor TV, not the original manufacturer. Please refer to the Sealoc warranty information within this packet for warranty claims.**

Please keep this packet along with your warranty information for future reference, and please read all the following information:



## **WARNINGS:**

### 1.1 Warnings and Hazards

The following items may be hazardous, cause injury or death and **will immediately void** your **product** warranty.

#### **\*\*\*PLEASE READ CAREFULLY\*\*\***

- Any unauthorized changes or modifications to this equipment including modifications noted below.
- All TVs must be powered by a Ground Fault Circuit Interrupt (GFCI) outlet, with proper electrical grounding. GFCI outlets must be rated for outdoor use.
- All TVs must be plugged into a surge protector that is rated for your area and / or power consumption, in order to protect your TV from power surges. Please note a power strip is not necessarily a surge protector.
- Do NOT plug in or operate the TV within ten (10) feet of any standing, spraying, misting or splashing water source.
- Do not lay power cords on the ground where water may be present, or the cord could become a tripping hazard. Follow local codes and laws for proper outdoor installation of electrical devices.
- Sealoc TVs are not to be submerged in water or any other liquid.
- Sealoc TVs must not be cleaned with a power washer or any high-pressure systems.
- Sealoc TVs must be installed with adequate mounting brackets and must be installed in a manner so that the bottom of the TV is horizontally plumb. The TV must not be mounted in a way where the TV rotates upwards into a horizontal / lay-flat manner, or mounted upside down.
- Do not operate any Sealoc Outdoor products during the following weather conditions: heavy rain, lightning, dust storm, tornado, hurricane, typhoon, monsoon, blizzards, flooding, hail, ice/sleet or other inclement and/or extreme weather. During extreme weather conditions unplug the product and bring it inside if possible. During rain or electrical storms, unplug the TV from the outlet as this will prevent a power surge which will damage the product beyond repair.
- Sealoc TVs must be adequately ventilated. Do not cover or block any of the existing ventilation points (e.g. the bottom-firing speakers and / or ventilation ports). Sealoc TVs and displays placed in a protective enclosure, cabinet, or vault will void the warranty as this traps heat and moisture.
- Do not damage, pierce, cut or deform any exterior wrap material, gaskets or silicone caulking on the TV as this will void the warranty. Should damage happen to the exterior protective surfaces, please contact us immediately as Sealoc will attempt to repair this. In some instances, there may be no cost to repair, except for shipping.
- Do not remove standoffs ("Standoffs" are the black, anodized aluminum, hexagonal threaded inserts that are installed at the factory). The standoffs are sealed in place and should not be removed as this will immediately void your warranty. Mounting and installation instructions have been shipped with this TV and MUST be followed.
- Do not remove the power plug from the back of any Sealoc Coastal (full weatherproof) TV product. This has been secured in place and weatherproofed. Doing so will immediately void the warranty.

- When installing your Sealoc TV to a wall or pole mount, use the shortest set of screws possible (but ensure that at least 6 full threads are engaged) to ensure that mount is flush with the metal studs, and that longer screws do not penetrate into the interior of the TV.
- Never place your TV above a fireplace or heat source. Mounting your TV above an indoor/outdoor fireplace must include a 6” deep mantel AND the TV must be no less than three (3) feet from the fireplace with a mantel in between. Any installations that fall outside of these parameters will void the warranty.
- Sealoc Residential TVs are not meant for use in commercial or industrial settings.
- Your residential TV is not to be placed near Infrared Industrial heaters or any additional heat source. The TV cannot be in the pathway of said heaters and or heat source. Any non-infrared industrial heaters must be 8-10' from the heat source.
- Sealoc Lanai units are meant for under cover use only and are treated and protected for high-humidity and salt-air protection only. It is not built for direct exposure to environmental elements such as rain, water or snow. If you need a fully weatherproof TV, please call 972-525-9800.
- Mounting a TV in a manner where the bottom of the TV is within one foot of the ground or less (this allows water/debris to splash up into the venting areas and/or speakers) will cause damage to the unit and void the warranty.

## 2.0 Product Operation and Tips

### 2.1 Cleaning your Sealoc TV

**\*\*\*FAILURE TO FOLLOW THESE INSTRUCTIONS WILL VOID THE WARRANTY\*\*\***



Never use any type of window cleaner, soap, scouring powder, or any cleanser with solvents such as alcohol, benzene, ammonia, or paint thinner. Never use abrasive pads or paper towels. If you do, you can scratch the screen or strip the anti-glare coating off the screen and cause permanent damage.

For general cleaning of both the frame and screen of your LED TV, use a microfiber cleaning cloth and water. Do not spray water directly onto the TV. Instead, apply a small amount of water on the corner of the microfiber cloth. **Again, never use cleaning fluids, wax, or chemicals.**

If your TV SCREEN (screen ONLY) is particularly dirty, Sealoc recommends Sprayway® brand foaming glass cleaner. If you choose to clean your screen with Sprayway® cleaner, spray a small amount onto a clean, unused microfiber cloth and gently wipe the dirty areas. Dry the area with another, new and clean microfiber cloth. Do not spray any liquids or cleaners directly onto the screen of your TV. If your TV is covered in sand, or other coarse materials, please call Sealoc for additional cleaning instructions to alleviate the possibility of scratching or damaging your TV.

To clean your TV correctly, follow these steps:

1. Turn the TV off, let it cool for a few minutes, and then unplug the TV.
2. Clean the frame of your TV with a microfiber cleaning cloth.
3. To clean the screen, first try wiping gently with the microfiber cleaning cloth. If that does not work, spray water directly onto the microfiber cleaning cloth. Never spray anything directly onto your TV screen.
4. Wipe the screen with the microfiber cleaning cloth as gently as possible. TV screens are fragile and can be damaged if you press too hard.
5. Let the screen dry completely before you plug the TV back in.

### 2.2 Tabletop Setup



Table-top setup of your Sealoc TV is ONLY applicable and authorized for 43” TV’s and smaller. Improper location and placement of a table-top TV may cause a falling or tripping hazard which may lead to injury or death. If you have specially ordered a tabletop Sealoc TV, ensure that it is securely placed on a flat level surface. Do not stand, tilt or lean unit to prevent the TV from falling or tipping over. Ensure that all cords are positioned in such a manner that it does not present a tripping hazard or a hazard for children to pull on and cause the TV to fall. Sealoc will not cover any damage done to a TV falling or tipping over. Your TV must be mounted correctly and securely to prevent any damage. Any TV that is larger than a 43” is not approved by Sealoc for tabletop

mounting.

## 2.3 Operating your Sealoc TV

Please refer to the original manufacturer's guide that has been provided with your new TV for features, functions and general operation.

## 2.4 Outdoor Picture Settings

Your Sealoc TV has been specifically calibrated for outdoor use, taking advantage of the advanced features and settings. Should your TV need to be reset back to its outdoor calibration, please follow these steps:

LG TVs:

Select the gear icon on the remote for settings. Click down to picture mode, click left to change it to vivid. Click the gear button on the remote. Click home dashboard, click HDMI 1 then select the image box. Click Settings button click to picture mode and change left to vivid. Repeat this step for ALL inputs. (HDMI 1,2,3 component, AV1 and streaming live TV& Content.) Click settings button, Go down to all settings. Go to picture- picture mode, settings to vivid (this will check that it has been applied to all inputs.). Change the brightness to 75, click down to change the sharpness to 40.

Samsung TVs:

Select home, go left to settings. Click picture, then picture mode. Switch to dynamic. Go down to expert settings. Adjust brightness to 3, sharpness to 15, and color to 30. Select apply picture settings to all sources.

Go to sound, sound mode, and set to amplify.

## 3.0 Mounting & Installation

### 3.1 Mounting Hardware

**Sealoc Coastal TVs come with metal mounting standoffs. These are permanently attached to your TV. Do not remove them as this immediately will void your warranty.** Spacers are not required. Sealoc recommends the following screws to fit inside the metal standoffs for a Coastal as well as the mounting holes for your Lanai:

LG Brand TVS: M6x20MM

LG Brand TVS with a mounted soundbar: M6x20MM

Samsung TVS: 8mmx1.25x45mm.

Samsung TVs with a mounted sound bar: 8mmx1.25mmx50mm

### 3.2 Mounting and Installing your Sealoc TV



**Samsung Q Series TVs are bezel-less and come with an extremely delicate screen. Please follow all warnings and instructions provided to you for proper handling of your TV. Do NOT grab the screen of your TV for any reason. Gray protective pads are provided for handling your TV during unpackaging and mounting. You are required to use the grey pads until the TV is fully and properly mounted. Sealoc will not cover any damage to your TV during the mounting and installation process.**

### 3.3 Wall Mounting Your Outdoor Sealoc TV with a NON-Sealoc TV Mount



If you have chosen to use another manufacturers TV mount, please use the shortest mounting screws possible to mount the facing bracket to the TV. There should be at least six (6) threads engaged into the TV mounting holes (or metal standoffs) to ensure it is securely fastened. Do not use mounting screws that are too long. If the screws bottom out in the mounting holes and/or metal standoffs and there are still threads

showing, do NOT force them in. This will damage your TV and void your warranty. Please source new, matching screws that are of the appropriate size. **The Sealoc warranty will not cover damage cause by failure to use an outdoor rated TV mount.**

### 3.4 Mounting Sealoc TVs within above/below ground lifting mechanisms

Sealoc TVs installed in an above or below ground lifting mechanism or cabinet must have adequate protection from the following: Power surges, power spikes, or brown-outs (all Sealoc TVs require the implementation of Ground Fault Circuit Interrupter (GFCI) and electrical surge protection); physical contact with moving mechanisms that make damaging contact to the TV; impacts from moving, swiveling or rotating parts or mechanisms; and/or prolonged exposure to high humidity, salt- air, stagnant moist air, mold and mildew, high-heat, flooding, dripping water, running water, standing water, submersion of any type, extreme cold temperatures, extreme hot temperatures, or any other extreme environmental effects that could have a negative impact on the TV. All cables routed to and from the TV (e.g. power, source, signal, etc.) must be routed using a cable routing management system that prevents kinking, pinching, pulling or over extension. TVs installed or mounted within an above or below- ground lifting mechanism or cabinet are subject to all other warranty-voiding aspects listed within this warranty document. TVs mounted in an above or below-ground lifting mechanism or cabinet must be installed by a **professional**. It is required that any Sealoc TV installed within an above or below-ground lifting mechanism or cabinet, that the lifting mechanism has active and passive drainage mechanisms, bilge pumps, and air-circulating fans. Any damage done to a TV due to improper installation or use of an inadequate above/below ground lift will not be covered. Please call Sealoc for a list of trusted installers who offer insurance.

### 3.4 Mounting Sealoc TVs near a heat source or within the path of a heat source

Your Sealoc TV is to be operated in normal environmental temperatures. Placing your TV within 8-10 feet of a radiating heat source can void your warranty as it could cause permanent damage to the TV that is not covered.

- Never place your TV above a fireplace or heat source. Mounting your TV above an indoor/outdoor fireplace must include a 6” deep mantel AND the TV must be no less than three (3) feet from the fireplace with a mantel in between. Any installations that fall outside of these parameters will void the warranty.
- Sealoc Residential TVs are not meant for use in commercial or industrial settings. Your residential TV is not to be placed near Infrared Industrial heaters or any additional heat source. The TV cannot be in the pathway of said heaters and or heat source. Any non-infrared industrial heaters must be 8-10' from the heat source.

### 3.5 Suggested Mounting Locations for Best Performance

To get the best possible performance and viewing satisfaction of your new outdoor TV, you should mount your TV in a shaded area if possible and away from any objects that may cause damage to the TV. Avoid placing the TV in direct sunlight, unless you have purchased a TV suitable for direct sunlight use. Placing the TV in direct sunlight will obscure the clear picture. If there is no shade, face the screen away from the sun and have the back of the TV towards the sun. A full-motion mount will help with alignment of the TV, especially as the sun moves across the sky throughout the day. Additionally, please take extra caution when mounting your TV as it is not designed to handle high impact levels. An impact may shatter the front panel of your TV and void the warranty. (Examples: Near a golf course, water volleyball net or basketball goal)

## 4.0 Sealoc Two Year Limited Replacement / Repair Warranty

### 4.1 Initial Inspection and Product Acceptance

**\*\*\*PLEASE READ THE FOLLOWING BEFORE SIGNING FOR SHIPMENT. FOLLOW THE SHIPMENT RECEIVING CHECKLIST BELOW AND INSPECT YOUR UNIT UPON RECEIPT OF SHIPMENT. SHOULD YOU FIND DAMAGE TO YOUR SHIPPING CARTON, BOX, CRATE PALLET, OR PRODUCTS, YOU SHOULD TAKE PHOTOS CONTACT US IMMEDIATELY AT 1-972-525-9800.\*\*\***

- DO NOT SIGN FOR THE SHIPMENT BEFORE INSPECTING. Fully inspect before signing the proof of delivery (P.O.D.) either electronically or physically. Once signed you are certifying that the product was received in good condition and the goods are in your care. **This absolves the freight company and Sealoc from liability for all damages.**
- **IF YOU SEE DAMAGE, WRITE “DAMAGED” ON THE P.O.D. Add detailed information and have the driver initial next to it. Failure to notate damage at delivery can absolve the freight company and Sealoc from warranty claims.** You must take pictures of the shipment from all angles before unwrapping. This includes but is not limited to close ups of external damage, pallet or shipping box damage and photos of the damage to the unit itself. Without pictures of the item Sealoc will be unable to file a claim and therefore cannot be held responsible. Call 972-525-9800 once there is an indication of damage before you sign for your shipment. Send all photos to [warranty@sealocvs.com](mailto:warranty@sealocvs.com). After inspection, if it is found your TV appears damaged, refuse to accept the shipment. Take as many pictures as you can and email them to us. At this point the TV will return to Sealoc where an inspection and claim will be opened.
- **IF THE DRIVER WILL NOT ALLOW YOU THE TIME TO INSPECT THE PALLET(S) DO A QUICK VISUAL EXAMINATION OF THE PALLET(S) EXTERIOR CONDITION.** If there are any blemishes, or the plastic wrap has been visibly torn and/or removed, or the pallet slats are broken, or any other external indication that there may be damage to the items have the DRIVER write “DAMAGED” with their initials on the P.O.D. (INSIST THAT THE DRIVER INITIAL NEXT TO YOUR NOTATION) and receive the shipment as damaged. Take pictures before unwrapping. If there is no physical damage to the item(s) after inspecting, no claim will be filed. If there is damage found after you have accepted the item, please call 972-525-9800 and send your photos to [warranty@sealocvs.com](mailto:warranty@sealocvs.com) within 72 hours. Do not throw away any of the packaging, do not move the damaged items away from the location until the claim is settled, as a representative from the shipping company may come out to do an inspection.
- **CHECK THE CONDITION OF THE SHRINK WRAP.** If the shrink wrap has been removed or damaged, or the shrink wrap is a color other than white, check the contents of the pallet(s). Count the boxes against the bill of lading (B.O.L.) to ensure the pieces/numbers matches what you have received. There may be concealed damage(s) or the shipment(s) could have been broken down and re-palletized.
- **HAVE THE DRIVER INITIAL THE P.O.D. NEXT TO DAMAGE NOTES.** If the exterior of a package looks damaged, immediately open the package and check the contents for damage. Write detailed notes on the P.O.D. the damage. For example, “DAMAGED - HOLE IN BOX, PRODUCT VISABLE THROUGH HOLE HAS SCRATCHES”
- **KEEP ALL ORIGINAL PACKAGING.** An inspector will be sent to inspect damage if a claim is filed. If the inspector cannot inspect the packaging, the freight company will claim they are not liable. Failure to keep original packaging, thus preventing the freight company from inspecting the shipment(s) damage, will absolve Sealoc of liability
- **DO NOT MOVE THE DAMAGED PALLET(S) TO A NEW LOCATION UNTIL THE CLAIM IS SETTLED.** The freight company and Sealoc cannot be held liable if the shipment is moved to another location after the P.O.D. has been signed and noted to be in good condition. Additionally, moving shipments(s) during the claims process can prevent the inspector from inspecting the items, absolving their liability.
- **CREATE AN INVENTORY OF DAMAGED ITEMS, WITH PHOTOS, TO BE SUBMITTED TO SEALOC AND THE FREIGHT COMPANY.** This allows for an accurate inventory of replacement parts, so that you will receive replacement parts in a timely manner.
- **AFTER THE DRIVER HAS LEFT, YOU HAVE 72 HOURS TO FULLY INSPECT CONTENTS AND REPORT ANY DAMAGES.** After that timeframe, the freight company and Sealoc cannot be held liable – **THERE ARE NO EXCEPTIONS TO THIS POLICY.** Sealoc is unable to file a claim after this window and cannot be held responsible

for any shipping damage discovered after the 72-hour window has passed.

- Upon inspection and acceptance of your new Sealoc TV, you have 90 days to register your product. If the product is not registered within the 90-day deadline, the warranty is forfeited and cannot be warranted thereafter.

## 4.2 Warranty Terms and Conditions

**\*\*\*SEALOC CARRIES THE WARRANTY FOR YOUR TV, NOT THE ORIGINAL MANUFACTURER.\*\*\***

### **Warranty Terms and Conditions**

This limited warranty begins on the original date of purchase, and is valid only for the original purchaser, and only for TVs that were registered within ninety (90) days of the purchase date. To receive warranty service, the purchaser must contact Sealoc at 972-525-9800 for problem determination and service procedures. As with the terms and conditions of this warranty, the purchaser must provide a copy of the receipt.

Warranty service can only be performed by a Sealoc authorized service center, please call or email us at 972-525-9800 or [warranty@sealocTVs.com](mailto:warranty@sealocTVs.com) for assistance. Any alterations, modifications or changes made to the Sealoc TV by an unauthorized person or company will immediately void the warranty. The original dated bill of sale must be presented upon request as proof of purchase to Sealoc or Sealoc 's authorized service center. Sealoc will repair or replace this product, at our sole option, with new or reconditioned parts or products if found to be defective during the limited warranty period. All replaced parts and products become the property of Sealoc and must be returned to Sealoc.

Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, and except to the extent otherwise expressly provided for in this statement, noncommercial use of this product, and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product; cosmetic damage or exterior finishes; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by Sealoc which damage this product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance and environmental instructions that are covered and prescribed in the instruction book; reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems; brightness related to normal aging, or burned-in images. Sealoc does not warrant uninterrupted or error-free operation of the product.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON SEALOC. SEALOC SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF SEALOC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST SEALOC BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY SEALOC AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY SEALOC NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF SEALOC. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.



Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### 4.3 Warranty Repairs and/or Replacement Terms

- All **residential** Coastal TVs that are manufactured by Sealoc have a two (2) year limited warranty that it is free of defects and workmanship from the date of purchase.
- All residential Lanai TVs that are manufactured by Sealoc have an eighteen (18) month limited warranty that it is free of defects and workmanship from the date of purchase.

Should a Sealoc TV be found and proved defective under the terms and conditions of this warranty, while within the warranty period, it will be repaired or replaced as noted in the warranty, at no charge to the owner, **with the exception of the cost of shipping to the authorized manufacturer or authorized repair facility**. Sealoc maintains the exclusive right to determine whether a TV should be repaired or replaced. It further has the right to replace defective parts with new or reconditioned parts.

Please see section “Warranty Processing Procedures (Return Merchandise Authorization Request)” if you need to file a warranty repair.

#### 4.4 Extended Warranties for Sealoc TVs

If you have NOT purchased an extended warranty through Sealoc at the time of the purchase of your TV, Sealoc offers the following extended warranty plans on residential TVs only:

- Sealoc Coastal TVs: a third year, extended, limited warranty, for products found and ~~proven~~ solely by Sealoc, to be defective under the terms and conditions of this warranty, as defined below:
  - From twenty-four (24) month to thirty-six (36) months (the “extended” warranty): The product(s) will be repaired or replaced at no charge to the customer except for the cost of shipping the product to a Sealoc authorized repair or manufacturing facility. If the TV is found to be working within all normal parameters, and / or if the TV was found to fall within any of the exclusion categories defined within section 1.1 and / or 4.7 of this document, we will contact you to discuss next steps. **In either case, Sealoc reserves the sole and exclusive right to pay, or not to pay, for return shipping to the customer.**
- Sealoc Lanai TVs: a third year, extended, limited warranty, for products found and proven, solely by Sealoc, to be defective under the terms and conditions of this warranty, as defined below:
  - From eighteen (18) months to thirty-six (36) months (the “extended” warranty): The product(s) will be repaired or replaced at no charge to the customer except for the cost of shipping the product to a Sealoc authorized repair or manufacturing facility. If the TV is found to be working within all normal parameters, and / or if the TV was found to fall within any of the exclusion categories defined within section 1.1 and / or 4.7 of this document, we will contact you to discuss next steps. **In either case, Sealoc reserves the sole and exclusive right to pay, or not to pay, for return shipping to the customer.**

#### 4.5 Commercial Use

For residential-grade TVs that are used in commercial settings, the warranty period, unless otherwise stated in a separate warranty agreement, is for a period of one (1) year only. **However, if you have exceeded 3,120 running hours for a Coastal or 2,340 running hours for a lanai before 1 year, your warranty is null and void.** Commercial settings are defined as a place of business and/or where TV run times exceed 6 hours per day, 5 days per week. If you have ordered a residential TV on accident and need a commercial TV please do not install your residential TV and instead call 972-525-9800, We have a list of options specifically designed for these types of environments.

## 4.6 Warranty Exclusions

In addition to the items noted in section 1.1 of this document, Sealoc will not warranty any product(s) that fall within the following conditions;

- 5 or fewer dead pixels on the TV screen for TVs measuring 43" or less.
- 10 or fewer dead/non-functional pixels on the TV screen for TVs measuring 44" or larger.
- Any damage caused during shipping that is not reported within 72 hours.
- Improper installation and/or any damage caused by installer or customer during unpacking, removal, or installation. Take special note to remember that ANY TV with protective paddings on the screen are NOT to be removed until installation is complete. Rough handling or pressing the screen or bezel that causes damage to your TV is NOT covered.
- Powering the product with an electrical source that is not an outdoor rated Ground Fault Circuit Interrupt (GFCI)
- Powering the unit without an outdoor rated surge protector between the TV and the GFCI outlet.
- Damage caused by weather, to include; floods, lightning, tornado, hurricane, hail, high winds, sandstorms, acid rain, etc. (check with your insurance to see what they will cover).
- Any modifications made to the product(s) without contacting the company for written approval.
- Removing the protective outer wrap material, silicone, and/or neoprene back cover.
- Removing the products mounting standoffs or silicone.
- Any physical damage to the product(s) that were a result of improper installation, or improper use (e.g. dropping the TV, the TV being damaged by another object hitting it) whether the source of the damage is known or unknown Including but not limited to rough handling and touching the screen or bezel during installation.
- Installing the product(s) in a horizontal or inverted manner (Sideways, Upside down) without written approval.
- Product(s) purchased through a non-authorized agent (e.g. eBay).
- Scratches, blemishes or marring to the screen, bezel or TV body.
- Removal of the Sealoc label, stickers or identifying labels from the product(s).
- Continued or constant exposure to water or liquids (for example; lawn sprinklers, misting systems, etc.) within ten (10) feet of the product(s).
- Improper ventilation if unit is placed in an enclosed location (e.g. a vault and or lift without proper venting & fans)
- Commercial use and/or constant operation exceeding the product(s) capabilities as defined within section 4.6 of this document.
- Mounting over the fireplace, without a mantel within the instructions of section 1.1 and 3.4
- Installing the product(s) in such a fashion that submerges the product(s), or product(s) installed within spas, saunas, or steam rooms.
- Mounting near commercial grade heaters or other heat sources, or in the path or line of sight of IR heaters.
- Damage caused by abuse, vandalism and/or acts of God.
- Any Sealoc Lanai (Under-Cover) TV that has been exposed to direct rain or other liquids.
- Products being exposed to temperatures exceeding the stated temperature ratings.
  - Samsung:
    - Operating Temperature Ranges 50° to 104° Fahrenheit
    - Storage Temperature Ranges -4° to 113° Fahrenheit
  - LG:
    - Operating Temperature Ranges 32° to 104° Fahrenheit
    - Storage Temperature Ranges -4° to 140° Fahrenheit
- Mounting a TV in a manner where the bottom of the TV is within one foot of the ground or less (this allows water/debris to splash up into the venting areas and/or speakers)
- Mounting a TV (other than a 43" or smaller that is secured properly) with stands and or feet.

**NOTE: Sealoc reserves the sole and exclusive right to void any warranty for any Sealoc TV installed or utilized in any fashion that exceeds the limitations, boundaries or parameters of this entire document. If you are not sure please call us at 972-525-9800.**

**NOTE: Warranties are non-transferrable and cannot be transferred from one owner to another.**

**NOTE: Sealoc utilizes water-contact notification technology within the TVs to determine if the internal components have had direct contact with water. Should the water-contact notification technology record that water or other conductive liquid has been in contact with internal components of LANAI's, the TV warranty is immediately null and void. There are no exceptions to this policy.**

## 5.0 Warranty Processing Procedures (Return Merchandise Authorization Request)

NOTE: The customer is responsible for returning the product(s) with all pertinent, original accessories that were included with the initial purchase, which includes items such as, but not limited to, power cord, remote control, TV stand, etc. Sealoc will not repair or replace product(s) without the pertinent accessories as they are required for complete testing and certification of repair.

### 5.1 Buyer's Remorse Policy:

You have 5 days from proof of delivery to notify Sealoc via email and/or phone number at 972-525-9800 or [warranty@sealoc.com](mailto:warranty@sealoc.com) to send back your TV. You are responsible for paying for shipping the TV back to Sealoc in the exact packaging that it was delivered in. The TV must be un-damaged and in perfect condition to receive a refund. Sealoc has the right to charge a re-stocking and inspection fee before a refund will be given. A partial refund may be granted if there are blemishes or damage to the TV and or packaging. **Sealoc can refuse a buyer's remorse return if the TV is found damaged beyond repair.** You must contact Sealoc and speak with a representative for instructions before sending your TV. Sealoc will not accept any TVs that show up without written permission for the return and no refund will be granted.

### 5.2 How to Process Your Warranty

Should you have a need to process a warranty, please follow these steps. **Remember, Sealoc will not warranty a product(s) that had not been registered within 90 days of the date of purchase or without a receipt.**

1. You can point your favorite browser towards <https://www.sealoc.com/return-merchandise-authorization>, This form must be filled out before any steps can be taken to handle your Warranty. Contact us at: 1-972-525-9800, or email [warranty@sealoc.com](mailto:warranty@sealoc.com)
  2. Using the online form, you will be required to provide the following information:
    - a. A copy of your original receipt
    - b. A detailed description of issues with the product(s)
    - c. A minimum of 3 pictures showing the issue with the product(s). The pictures must include the following:
      - i. A picture of where and how the product is installed. The picture must be taken from at least ten steps away so that Sealoc can adequately see where and how the product(s) were originally installed.
      - ii. A picture of the product(s) "framed up" within the picture. Bring the product(s) into the complete view of the camera / phone.
      - iii. A close-up photo of the issue that you are experiencing.
    - d. And any remaining information on the online form.
  3. Sealoc will then review the submitted information and then guide you through the next steps.

Please call 972-525-9800 or after you submit your warranty form above, you will be called by a Sealoc team member to troubleshoot your warranty. You must troubleshoot to the best of your ability some simple steps with a team member before you can move forward in the warranty process.
- The product(s) must be returned in its original box with all its contents and accessories enclosed. If the original box and packing materials is not available, the customer is responsible for packaging the product(s) in such a way that they will not

be damaged during shipping. After completing your form above and receiving an RMA #, you will be given packaging instructions. This includes the possibility of needing a crate and or a pallet.

- The product(s) must be shipped via FedEx or LTL if the TV is larger than 65”.
- **We strongly recommend that you insure the shipment for the full replacement value of the product(s). Sealoc is NOT responsible for damage that may have happened during shipping.** As an end customer you can insure the product for the FULL amount. Therefore, if the TV is damaged you can file a claim and received 100% of the insured amount and then purchase a brand-new TV with a brand-new warranty if the claim is approved. If Sealoc were to pay for the shipping, we would not be able to declare the full amount for the TV and our claim wait time is 4-12 weeks before we can get paid. Therefore, you would have to wait until Sealoc is paid by the shipping company before we can make and send out a replacement TV. It is safer and more time efficient for the customer to pay for shipping and insure the package.
- Sealoc will not repair or replace a product(s) until it has arrived and been inspected as per the terms and conditions of the warranty.

**NOTE:** If the product(s) arrives damaged, Sealoc will provide photos to the customer to file a claim and we will safely and securely hold the product(s) for the shipping company to come and inspect if needed. The replacement TV cannot be sent out until the shipping carrier pays for the claim and then the customer can purchase a new TV.

## 6.0 Warranty Registration Process

Sealoc requires registration of your product so that we can adequately track the product(s) that have been sold and installed.

Sealoc offers two convenient ways to register your product(s);

- 1) You can point your favorite internet browser to: <https://www.sealoctvs.com/register-your-tv> and fill in the appropriate fields.
- 2) You can complete the following form and mail your form to;

Sealoc, Inc.  
C/O Warranty Department  
1720 Bray Central Dr.  
Suite 100-X  
McKinney, TX 75069

# 7.0 Sealoc Product Registration Form

All information listed below is required.

## Customer Contact Information

First and Last Name:

Email Address:

Phone Number:

Full address of purchaser:

Address location of installation:

## Dealer Information (If Applicable)

Company name of dealer purchased through:

Dealer Phone Number purchased through:

## Product Information

Product Series (Coastal, Lanai, ProLoc, etc.):

Product Brand (Samsung, LG, etc.):

Manufacturer Serial #

Sealoc Serial # (e.g. SEA-1234)

## Purchase Information

Purchase Date (MM/DD/YYYY):

Product install date:

**Installation Certification:** By signature below, I certify that my TV was installed using a GFCI outlet with ground, my TV is also plugged into an outdoor rated surge protector (not a power strip), and is not plugged into a power source within ten (10) feet of any water source or operating within the same distance.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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