

- ***Owner's Manual***
- ***Assembly Instructions***
- ***Warranty Information***

**Manufacturer: Protective Enclosures Company**

Centerpointe Circle, Suite 1319,  
Altamonte Springs, Florida. 32701

1-800-331-2628

info@protectiveenclosures.com

[www.thetvshield.com](http://www.thetvshield.com)

*Save this assembly manual for future reference in the event that you need to order replacement parts.*





## CAUTION:

PROTECTIVE ENCLOSURES COMPANY LLC (PEC) DOES NOT WARRANT AGAINST DAMAGE CAUSED BY THE USE OF ANY PEC PRODUCT FOR PURPOSES OTHER THAN THOSE FOR WHICH IT WAS DESIGNED OR DAMAGE CAUSED BY UNAUTHORIZED ATTACHMENTS OR MODIFICATIONS, AND IS NOT RESPONSIBLE FOR ANY DAMAGES, CLAIMS, DEMANDS, SUITS, ACTIONS OR CAUSES OF ACTION OF WHATEVER KIND RESULTING FROM, ARISING OUT OF OR IN ANY MANNER RELATING TO ANY SUCH USE, ATTACHMENTS OR MODIFICATIONS.

- Prior to installation of this product, the installation instructions should be read and completely understood. The installation instructions must be read to prevent personal injury and property damage. Keep these installation instructions in an easily accessible location for future reference.
- The wall structure must be capable of supporting at least four times the maximum load capacity. If not, the wall must be reinforced.
- Recommended mounting surfaces for your separately sold mount and The TV Shield PRO enclosure include wood studs and solid-flat concrete/brick. If the intended mount and The TV Shield PRO enclosure are to be installed on any surface other than wood studs, solid concrete or brick, use suitable hardware (which is not included but is commercially available).
- Do not install the enclosure near heaters, fireplaces, air conditioning or any other heat producing source. Failure to do so may result in damage to the display and could increase the risk of fire.
- Make sure no water or natural gas lines are present where the enclosure is to be installed. Cutting or drilling into water or natural gas lines could cause personal injury or property damage.
- When mounting the enclosure to wood studs, it is recommended that a maximum 5/8" particle board be used.
- Proper installation procedure by yourself or a qualified service technician, as outlined in the installation instructions, must be adhered to. Failure to do so could result in serious personal injury.
- It is recommended that two or more people perform the installation. Injury and/or damage can result from dropping or mishandling the enclosure.
- If you don't understand these installation instructions, please consult an installation specialist.

BE SURE TO COMPARE YOUR TV DIMENSIONS TO THE MAXIMUM INTERIOR DIMENSIONS OF THE TV SHIELD PRO. IF YOUR TV OR DISPLAY IS TOO LARGE IT WILL NOT ALLOW FOR PROPER INSTALLATION OR USE.

## DIMENSIONS:

### **THE TV SHIELD PRO® 42-50"**

MEDIUM: FITS MOST 40" TO 50" TVS

MAX INTERIOR DIMENSIONS: 45.95"W X 27.95"H X 3.94"D

EXTERIOR DIMENSIONS: 49.01"W X 31.01"H X 7.75"D

WEIGHT: 88 LBS

### **THE TV SHIELD PRO® 65-70"**

X-LARGE: FITS MOST 61" TO 70" TVS

MAX INTERIOR DIMENSIONS: 63.95"W X 38.95"H X 3.94"D

EXTERIOR DIMENSIONS: 67.01"W X 42.01"H X 7.75"D

WEIGHT: 128 LBS

### **THE TV SHIELD PRO® 55-60"**

LARGE: FITS MOST 51" TO 60" TVS

MAX INTERIOR DIMENSIONS: 55.95"W X 33.95"H X 3.94"D

EXTERIOR DIMENSIONS: 59.01"W X 37.01"H X 7.75"D

WEIGHT: 108 LBS

### **THE TV SHIELD PRO® 75-80"**

XX-LARGE: FITS MOST 71" TO 80" TVS

MAX INTERIOR DIMENSIONS: 74.95"W X 44.95"H X 3.94"D

EXTERIOR DIMENSIONS: 78.01"W X 48.01"H X 7.75"D

WEIGHT: 152 LBS

## IMPORTANT:

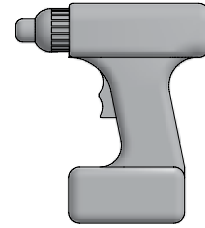
**IMPORTANT:** The TV Shield PRO is intended to be used in conjunction with a minimum 600x400 VESA Standard TV Mount (sold separately). The intended mount must be able to support the weight of your TV and also the weight of the enclosure being used (see enclosure weights above). The TV Shield PRO can be flush mounted directly to a wall but we recommend using a professional installer as we DO NOT provide the anchoring or sealing hardware for a direct wall installation. Every direct wall installation is unique depending on the application and requires drilling holes in the base plate.

## **TOOLS REQUIRED FOR INSTALLATION**

*These are the tools that are generally required for assembly of our products. These tools are not included with the product purchase, nor included in the box. You will need to use the hardware from a separately sold TV wall or ceiling mount.*



***Electronic Stud Finder for Drywall Applications  
(for installation of your separately sold wall mount or  
flush mounting)***



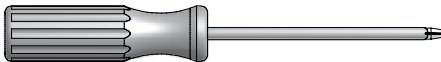
***Cordless Drill or Electric Drill***



***Bubble Level***



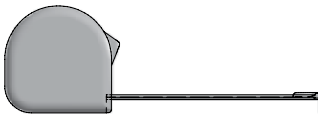
***5/16" Socket and Socket Wrench***



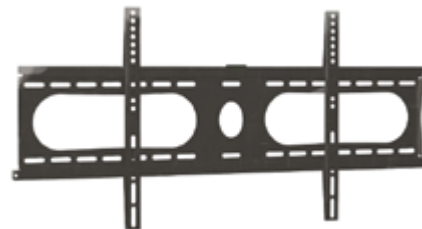
***Phillips Screw Driver***



***Needle Nose Pliers***



***Tape Measure***



***Separately Sold Wall/Ceiling Mount  
and Mount Hardware***



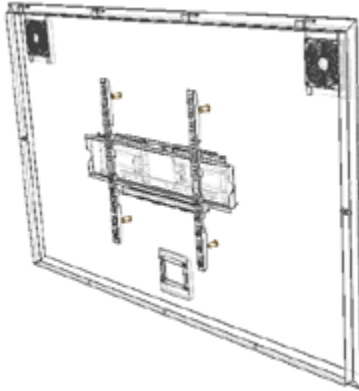
***An Adult w/ an Adult Helper***

## **PARTS IDENTIFICATION**

### ***Included in Box***



**A. (1) Front Frame**



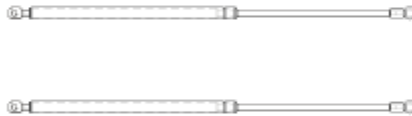
**B. (1) Base Plate**



**C. (2) Internal Mount Brackets**



**D. (2) Keys**



**E. (2) Gas Shocks**



**F. (2) 1/4" E-Clips**



**G. (3) 3/16" E-Clips (or (4) 3/16" E-Clips with all units above 42-50")**



**H. (4) 1" x 0.90" Nylon Spacers (used for flush mounting)**

*See Remaining Parts Identification Items on the Next Page*

## **PARTS IDENTIFICATION**

***Included in Box***



***I.*** (4)M4x12 Bolt-e



***J.*** (4)M5x12 Bolt-f



***K.*** (4)M6x12 Bolt-g



***L.*** (4)M8x16 Bolt-h



***M.*** (4)M4x30 Bolt-i



***N.*** (4)M5x30 Bolt-j



***O.*** (4)M6x35 Bolt-k



***P.*** (4)M8x40 Bolt-l



***Q.*** (4)M4 Lock Washer-m



***R.*** (4)M5 Lock Washer-n



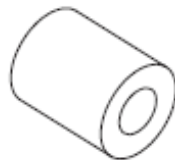
***S.*** (4)M6 Lock Washer-o



***T.*** (4)M8 Lock Washer-p



***U.*** (4)M4/M5 Space-q



***V.*** (4)M6/M8 Space-r



***W.*** (4)M4/M5 Washer-s



***X.*** (4)M6/M8 Washer-t

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## IMPORTANT:

- The maximum load capacity of the internal mount is 150lbs
- Do not remove the protective coverings from the front shield of the enclosure until you are instructed to do so in the correct step to avoid any scratches while installing

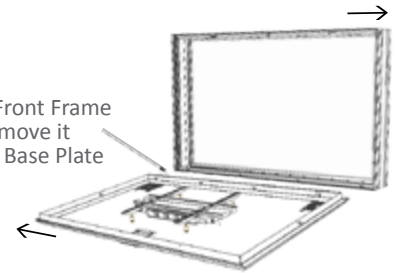
### STEP 1: Remove Front Frame from Base Plate

*\*Read all of the assembly notes, caution notices and important information prior to starting the installation.*

1. Use the supplied key to unlock the unit. Open the front frame (A) perpendicular to the base plate (B) and shift it right to remove the front frame from the base plate and set it aside (see Figure A).

Figure A

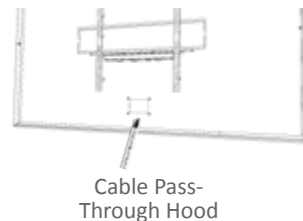
Shift the Front Frame to Remove it from the Base Plate



### STEP 2: Install Power and Component Cables

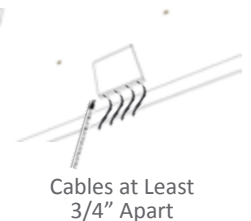
1. Remove the cable pass-through hood using a 5/16" wrench (see Figure A).
2. Pass all power, HDMI, coaxial cables and any other component cables through the cable pass-through. Ensure you have enough length on your cables inside of the enclosure to plug them into your TV inputs. Space all of the cables at least 3/4" apart from each other to ensure that the unit seals properly. Make sure not to bunch the cables (see Figure B).
3. Reinstall the cable pass-through hood (see Figure A).

Figure A



Cable Pass-Through Hood

Figure B



Cables at Least 3/4" Apart

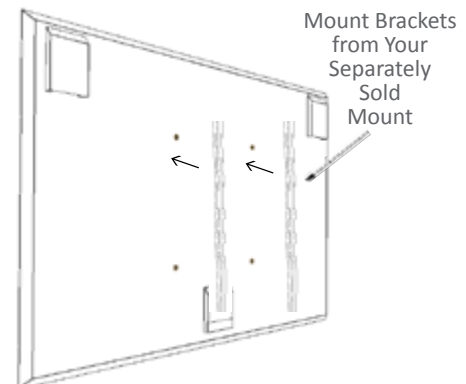
### STEP 3: Base Plate Installation

*\* Skip section A and continue to section B if you are performing a flush mount installation.*

#### A) Wall or Ceiling Mount Installation (Recommended)

1. Lay the base plate (B) face down on a soft flat surface. Place your wall mount brackets or wall mount rails (from the separately sold wall mount) on the back of the base plate and install them using the 8mm bolts provided with your separately sold wall/ceiling mount. Do not over tighten them (see Figure A).
2. Hang the base plate (B) with the mount brackets on the already installed separately sold mount per separate mount instructions just like you would a TV.

Figure A



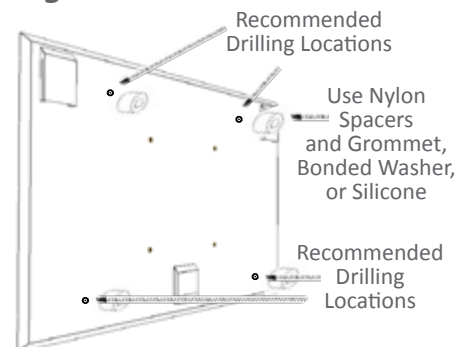
Mount Brackets from Your Separately Sold Mount

#### B) Flush Mount Installation

**Note:** The TV Shield PRO is intended to be mounted using a standard VESA wall, ceiling or floor mount. You can flush mount the enclosures directly to a wall but it does require professional installation and drilling (the hardware for this is not provided). You are provided (4) 1" x 0.90" Nylon Spacers for flush mount applications. Please note that a 1/2" diameter is the max Lag Bolt size able to be used with the provided spacers.

1. Drill holes in the base plate (B) at the desired mounting locations (based on your application). Drill the hole size according to your Lag Bolt diameter but no bigger than 1/2" (see Figure B).
2. Run the Lag Bolts through the inside of the base plate (B) and through the provided 1" x 0.90" Nylon Spacers (H) on the back of the base plate (B) between the wall and the base plate to ensure you are not resting on the vent and cable pass-through hoods (see Figure B).

Figure B



Recommended Drilling Locations

Use Nylon Spacers and Grommet, Bonded Washer, or Silicone

Recommended Drilling Locations

**Note:** Be sure to use a grommet, bonded washer or silicone sealant to ensure all drilled holes are water tight (see Figure B).

## STEP 4: Install Internal Mount Brackets on TV and Hang

1. Place your TV/display face down on a soft flat surface and identify the threaded mounting points that are located on the back of the TV (see Figure A).
2. Measure the total height of your TV and mark the vertical center line (see Figure A).
3. Remove the bottom locking mechanism from the internal mount brackets (C) by removing the two phillips head screws and place the mechanism to the side (see Figure B).
4. Place the internal mount brackets (C) on the back of your TV lining up the center line of the internal mount brackets (C), which is marked with a sticker, to the vertical center line of your TV that you marked in Step 4-2 above (see Figure C).
5. Use the provided washers and spacers (Q-X) if needed and install the correct screw sizes (M4, M6 or M8) provided in your hardware package (I-P) that fit your TV and tighten. If your TV has a curved back or recessed threaded mounting points you may need to use the provided spacers (U-V) between the mounting brackets and your TV (see Figure D).
6. Lift the TV with the mounting brackets attached and hook the TV on the internal mount plate (see Figure E). Hook it to internal mount plate on the center hook of the mount bracket (see Figure F). Ensure your TV is vertically and horizontally centered at this point. If your TV is not vertically centered please see the NOTE below.

**NOTE:** You will see that there are multiple hook locations on the mount brackets (see Figure F). This is for vertical adjustment of your TV to ensure that your TV is centered vertically within the enclosure. You may need to either adjust your TV up or down using the other hooks on the mount bracket or you may need to remove the brackets from your TV, adjust the mount bracket up or down and reinstall the unit to ensure the TV is centered vertically in the enclosure.

7. Once your TV is centered vertically and horizontally, secure the bottom of the mounting bracket to the mount plate by reinstalling the bottom locking mechanism in the correct location (see Figure G).

**NOTE:** If using a heavy TV, you may need to tighten each pivot point on the internal mount dual arms with an Alan/Hex Key to prevent the TV from shifting forward or swiveling.

Figure A

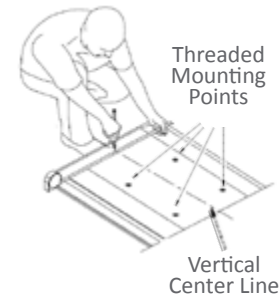


Figure B

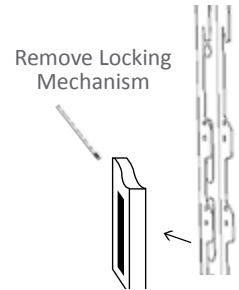


Figure C

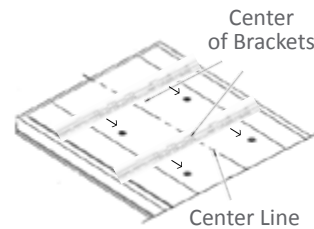


Figure D



Figure E

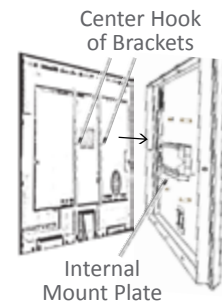


Figure F

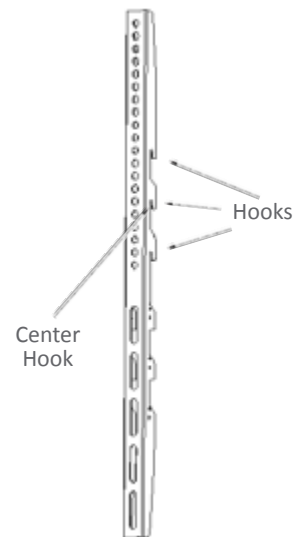
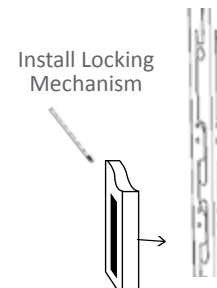


Figure G



## STEP 5: Install Power and Component Cables

1. Plug any power cords into the integrated commercial power strip.
2. Plug any component cables being used into the TV.

## STEP 6: Reinstall Front Frame to Base Plate

1. With a helper, lift the front frame (A) and place perpendicular to the base plate (B) hung on the wall (see Figure A).

**NOTE:** You can rest the front frame on the top flange of the base plate behind the hinges.

2. With a helper on either side of the front frame (A), line up the female hinges with the male hinges and shift the entire front frame (A) to the left (see Figure B).

3. Install 3/16" E-Clips (G) to each hinge using pliers. Place the E-Clip (G) at the very end of your pliers and push into groove on the most outer part of each hinge (see Figure B).

Figure A

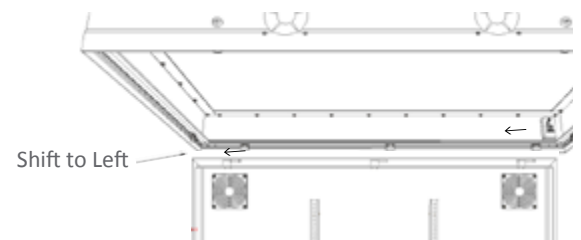
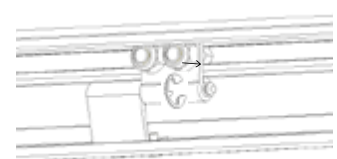


Figure B





## STEP 7: Install Gas Shocks

1. Install the ball stud receiver end of the gas shocks (E) first by lining up the ball receiver with the ball stud and firmly pressing until it clicks into place (see Figure A).

2. With a helper, lift the front frame to the height required to slip the other end (eyelet end) of the gas shocks (E) onto the shock brackets and install the 1/4" E-Clips (F) (see Figure B).

Figure A

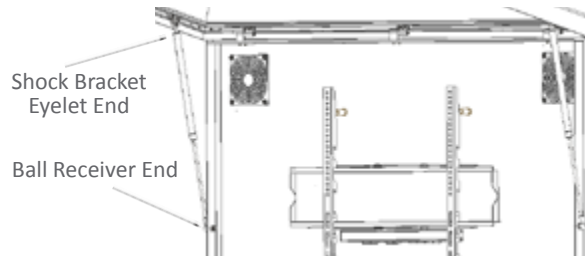
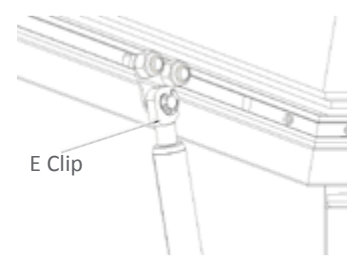


Figure B



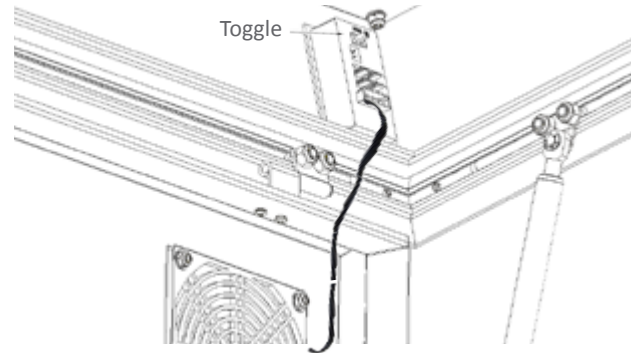
## STEP 8: Set Fan System

1. Plug the power supply from the base plate (B) into the fan system control module in the upper right hand corner of the front frame (A) (see Figure A).

2. Set the fan system to the desired setting. Move the toggle switch on the front of the fan system control module to the ON setting if you want the fans running constantly and switch it to the TC (recommended) setting if you would like them to be thermostatically controlled (see Figure A).

**NOTE: If the fans are set to thermostatically controlled, they will turn on at 88° and off at 81°.**

Figure A



## STEP 9: Final Prep

1. You are able to fully adjust your TV depth with our integrated full swivel mount. Pull your TV to within 1/2" from the anti-glare front panel for best picture.
2. Remove all protective coatings from the front and back of the anti-glare front shield.
3. For the best viewing experience with your anti-glare front shield in any outdoor environment, it is very important that you adjust your TV or display's contrast, brightness, sharpness and back light to higher levels.
4. If any cleaning is required after full installation, please be sure to follow all cleaning instructions on page 10.

## HELPFUL TIPS (PLEASE READ)

1. Adjust your TV setting including as contrast, brightness, sharpness and color to higher levels for the best picture in an outdoor environment.
2. Mount the unit in an area that does not get direct sun if possible. If mounting in direct sun or in an area that gets a lot sun, it is best if you have some type of backdrop in front of The TV Shield PRO. E.g. if you can mount the enclosure where there is a wall in front of it, trees, bushes or any other darker objects it will help with reflection.
3. If you are installing this enclosure in a high traffic area where you are concerned with tampering and potential objects being thrown at the front panel, we recommend placing the TV at least 1" to 1.5" back from the anti-glare front panel. The front clear panel is flexible and will bow in with a severe hit.
4. When locking the enclosure for the first 2-3 weeks you may need to apply pressure on the front frame in order to fully engage the locks. This will dissipate after the seals settle.
5. When locking the enclosure, if you are not able to remove the key please turn the key back 2 to 3 degrees and you will be able to remove.
6. Use only APPROVED cleaning products (sold on our website) as regular household products may cause streaking or damage to the front clear panel and the powder coated front frame and base plate.

## CLEANING INSTRUCTIONS (ACRYLIC)

### For Anti-Glare Acrylic Front Panel:

The best way to clean acrylic is with a specialty cleaning product such as Novus No.1 found on our website at [www.thetvshield.com](http://www.thetvshield.com). NEVER use window cleaning fluids with ammonia (such as Windex or Formula 409), gasoline, denatured alcohol, carbon tetrachloride, or acetone, which will cause the acrylic to craze with minute cracks. A mild solution of soap or detergent and water can also be used safely.

Begin by gently blowing away any loose dust or dirt from the acrylic's surface. Apply the specialty cleaning product (or soap and water solution) with a dampened non-abrasive/non-contaminating/lint-free soft cloth, microfiber cloth or cellulose sponge. Rinse well with clear, clean water. Blot dry with a chamois, damp cellulose sponge or microfiber cloth to prevent water spotting.

Note: Grease, oil and tar may be removed with a good grade of hexane, naphtha or kerosene. Be sure to wash these solvents off quickly to prevent damage to the acrylic.

## CLEANING INSTRUCTIONS (ENCLOSURE)

### Enclosure:

The TV Shield *PRO*® is manufactured using a heavy duty but lightweight aluminum frame and 16 gauge steel back plate for strength and rigidity. We use a triple powder coating process to ensure a thick and long lasting product. Although powder coating is an alternative to traditional paint and holds up much better it still does require some maintenance. Below are the instructions to keep your enclosure looking new for years to come.

- Wash your powder-coated item at least once every six months. Dust, dirt and grime can actually eat away at the powder coat and cause it to need refinishing.
- Wipe down the powder coat with a rag that has been dampened with the cleaning solution. Do not scrub (instead use gentle, repetitive pressure to remove any built-up grime and soot).
- Rinse the powder coat off using a rag dampened with clear, clean water. Do not spray it down, but rather wipe it off with the rag. You may need to do this several times to get all the soap off.
- Wipe the powder coat down with a clean rag. This will prevent streaking and spotting.
- The powder coat, when cleaned correctly, will not chip or peel like more conventional paints, as long as it is cleaned regularly.

# Accessories

## Accessories for PEC's Outdoor TV & Display Enclosures



For Hot or Cold Environments with Moisture, Dust & More...

\* CONTACT US TO LEARN ABOUT OUR NEW OUTDOOR TOUCH-SCREEN AVAILABILITY \*

### MOUNTS

#### Flat Mount (Heavy Duty) for 42" to 80"



**Models:** *Easy to Mount*  
**LPMPMDF101H**

**Holds Up to 440 lbs**

This heavy duty flat mount is designed for large flat panel displays (42" to 90") up to 440 lbs. This is the ideal mount for our The TV Shield PRO enclosures due to the weight capacity, powder coated galvanized steel and distance from the wall.

#### Tilt Mount (Heavy Duty) for 42" to 80"



**Models:** *Easy to Mount*  
**TMPMDT101H**

**Holds Up to 440 lbs**

This heavy duty adjustable universal tilt mount is designed for large flat panel displays (42" to 90") up to 440 lbs. The tilt range is -5 to +15 degrees. This is the ideal mount for The TV Shield PRO enclosures due to the weight capacity, galvanized and powder coated steel and anti-theft locking bar.

### Security Lock Kit



**Model:** *Keep Your TV Safe from Theft*  
**PECLOCK1000**

**Lifetime Warranty!**

The PECLOCK1000 adds additional security and protection for your investment. This lock is specially designed to be an anti-theft solution for PEC enclosures! It works with The TV Shield PRO, The TV Shield, The Display Shield and TVs on wall mounts or display furniture. The kit includes 2 steel chassis fittings, 1 four foot EX aircraft cable (superior cut resistant weight), 1 security mounting bracket plate, tamper-proof (one-way) screw and 1 heavy-duty padlock.

- \* Patent Pending
- \* 100% satisfaction guaranteed!
- \* Lifetime warranty!

### Heater

\* Upgraded Heater Options are Available for The TV Shield PRO



This fan forced heater keeps the interior temperature of a unit between 41° F and 47° F (above freezing). It has an in-line thermostat and requires at least 1 1/2" of space between the bottom of the TV and the enclosure in order to be installed.

### Moisture Control Gel Case



This Dehumidifying Silica Gel Case absorbs dampness inside the case and protects anything that can be damaged from rust, mildew, and fungus (the case size is 4" x 2" x 1/2").

## CLEANERS & PROTECTANTS

### Shield Cleaner / Polish / Cleaning Pad Combo Kit



#### Kit Includes:

1. One 8 oz. bottle of PEC Novus #1 cleaner
2. One 8 oz. bottle of PEC Novus #2 polish
3. One cleaning pad

This kit includes PEC's top recommended products for keeping enclosures clean and looking like new.

The Novus #1 cleaner gently cleans all plastics without scratching and leaves a lustrous shine that resists fogging, repels dust, and eliminates static. The cleaner also helps prevent finger marks, contains no abrasives or harsh chemicals and leaves a smooth, clean, greaseless shine.

The Novus #2 polish removes scratches, haziness, and abrasions from most plastics. Use the cleaner repeatedly to restore faded and discolored plastics. The product removes the damage instead of filling it in and buffs out quickly. After restoring, this solution seals with a coat of polish.

*\*Never clean acrylic with paper towels because they can scratch the shield!*

### Acrylic Shield Cleaner #1 (8oz Spray)



#### Features:

1. Improves finger smear resistance
2. Contains no abrasives or harsh chemicals
3. Leaves a smooth, clean, greaseless shine

This solution gently cleans all plastics without scratching and leaves a lustrous shine that resists fogging, repels dust, and eliminates static.

### Acrylic Shield Polish #2 (8oz Bottle)



#### Features:

1. Removes damage instead of filling it in
2. Buffs out quickly
3. After restoring, this treatment seals with a coat of polish

This polish removes scratches, haziness, and abrasions from most plastics. Use the solution repeatedly to restore faded and discolored plastics. A 2oz bottle is also available.

## OUTDOOR AUDIO

### Outdoor Audio Speaker Kit



#### Kit Includes:

1. Pair of 4" dual 3-way black 50Watt RMS/100watt max dynamic indoor & outdoor speakers
2. 20WX2 mini amplifier w/ A/C power adapter
3. RCA cable
4. 20ft high quality speaker cable
5. Self-adhesive Velcro®

This solution will provide better audio than a TV could provide and it far surpasses the sound you would have gotten, giving you the ability to have music or dynamic movie watching experiences outside. Some TVs need a converter for this kit.

### 4" Outdoor Dual 3-Way Speakers

*\* Upgraded Heater Options are Available for The TV Shield PRO*



#### Features:

1. Pair of dual black multipurpose indoor/outdoor speakers
2. 50 watts of RMS power, with 100 watts of peak power
3. 4" woofer, 25mm poly cone midrange, & 20mm piezo dome tweeter
4. Wall-mountable, UV-treated ABS enclosure; mounting brackets included
5. Each speaker measures: 8.25" x 5.25" x 5.25" (H x W x D)

These are great sounding 3-way speakers that work indoors or outdoors with 100 watt peak power handling (they can mount to the unit directly or they can mount to the wall).

### Premium Digital to Analog Audio Converter



#### Features:

1. Converts Coaxial or Toslink signals to analog L/R audio
2. Toggle switch is used to choose Coaxial or Toslink as the input
3. Supports DTS/Dolby Digital audio source
4. Built-in Dolby/DB HD, the DTS HD, LPCM/LPCM with decoding
5. 24-bit S/PDIF incoming bit stream on left & right channels
6. Supports a full range of 32k, 44k, 1k, 48k, 64k, 88.2k, 96k, 192k
7. Power Supply: 5V DC

Some TVs need this item for the audio kit system to work. TVs that don't have RCA or 3.5mm headphone outputs need this Dolby Digital approved, UL listed converter.

### Mini Stereo Amplifier (Analog Inputs)



#### Features:

1. 2 channel
2. 3.5 input for iPod or any other MP3/MP4 device
3. Separate bass & treble controls
4. Aluminum alloy case
5. Input power: DC 9- 14.4v 2A
6. Input impedance: 47k
7. Frequency response: 20Hz-20 kHz
8. Speaker impedance 2-8ohm
9. Harmonic distortion: <0.4%
10. SNR >80db
11. Size: 6.02" x 3.74" x 1.5"
12. Two 10ft high speaker cables

This Amp allows you to listen to music easily and includes power supply, volume control, a pair of RCA cables and an RCA Input to plug into your TV.

**Call 1-800-331-2628 or Visit [www.thetvshield.com](http://www.thetvshield.com) to Order**

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## **The TV Shield PRO<sup>®</sup> Limited Product Warranty**

This limited warranty is provided by Protective Enclosures Company, LLC for The TV Shield PRO<sup>®</sup> product(s) identified by the purchaser's registration as indicated below. This limited warranty is between Protective Enclosures Company, LLC and the registered purchaser of the product. There are no other warranties, express or implied, except as required by law, including warranties of merchantability and fitness for a particular purpose, that are provided for herein; however, all such implied warranties, if any, are limited to the duration of this specific limited product warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

### **The TV Shield PRO<sup>®</sup> Limited Product Warranty:**

- \* 5 Year Limited Warranty on the aluminum front frame and steel back plate.
- \* 2 Year Limited Warranty on the anti-glare acrylic or polycarbonate front shield (cover/panel/window) against cracking or breaking with normal consumer use. This warranty does not cover any scratches or damage caused by abuse or abnormal use; it only covers against discoloring, cracking, yellowing, or breaking of the acrylic or polycarbonate front shield.
- \* 2 Year Limited Warranty on product failure or quality of workmanship and on all other components against any manufactures defects.

This is a limited warranty, subject to the conditions, limitations and exclusions identified herein. Protective Enclosures Company, LLC warrants to the original purchaser of the registered or identified product for a period of time listed above, from the date of purchase, that the product shall be free of defects in materials, and workmanship, and subject to the limitations set forth below; Protective Enclosures Company, LLC will repair or replace, at its option, any defective unit. Protective Enclosures Company, LLC hereby warrants to the original retail purchaser of this product that should this product or any part thereof, under normal use and conditions, prove to be defective in material or workmanship within the time frame from the original purchase specified above, such defect(s) will be repaired or replaced with a new or reconditioned product (Protective Enclosures Company LLC's option) without charge for parts and repair labor. Purchaser must return the product to Protective Enclosures Company, LLC, (return receipt requested) or by other means that confirms delivery and Protective Enclosures Company, LLC shall make the said repairs or replacement within 60 days of receipt. In some instances the product may have been discontinued and cannot be replaced, or repaired. In that instance Protective Enclosures Company, LLC shall in its discretion attempt to replace the product with a substantially similar product in a current model or design or pay the purchaser a sum for the then fair market value of the product, considering the amount of depreciation since sale, and the use of the product. This Limited Warranty is the original retail purchaser's sole remedy for any and all such defect(s).

### **Conditions and Limitations:**

Proof of purchase is required (i.e. the sales receipt or other proof of payment). Damage caused by accidents, abuse, misuse or modification of the product will render this warranty null and void. This warranty is applicable only to the original purchaser and is not assignable or transferable. To obtain repairs or replacement under the terms of this warranty, please contact Protective Enclosures Company, LLC at 1-800-331-2628 or visit [www.protectiveenclosures.com](http://www.protectiveenclosures.com). You will need to provide proof of purchase (dated receipt showing where the item was purchased) and the product part number in order to receive warranty service. The purchaser is required to send the product back to Protective Enclosures Company or to a designated repair center and the purchaser is responsible for all charges for shipping and handling.



**This Limited Warranty does NOT cover:**

1. Products which have been subject to abuse, accident, alteration, modification, tampering, negligence, misuse, theft or attempted theft, vandalism, improper installation, lack of reasonable care, unauthorized repair or service, or if the model or serial number has been altered, tampered with, defaced or removed.
2. Loss or damage caused by the use of unauthorized cleaning products or methods that damage or destroy the product.
3. Initial installation or the removal and re-installation of the product.
4. Cosmetic damage, an act of God, or natural disaster.
5. Products modified or used for any purposes other than for those which the product is specifically designed.
6. Damage that occurs in shipment (the third party shipping service is responsible for any shipping damages).

**The company reserves the right to remedy any minor defects in defective units by replacing defective, inoperable or missing parts rather than offering a refund or exchange.**

Protective Enclosures Company, LLC, or any subsidiaries, shall not be liable, under any circumstances, for incidental, indirect, special, and consequential or multiple damages as a result of the sale or use of this The TV Shield *PRO*® product. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

THE EXTENT OF PROTECTIVE ENCLOSURES COMPANY, LLC'S LIABILITY UNDER THIS WARRANTY IS LIMITED AS PROVIDED ABOVE AND, IN NO EVENT, SHALL THE LIABILITY OF PROTECTIVE ENCLOSURES COMPANY, LLC EXCEED THE PURCHASE PRICE PAID BY THE ORIGINAL RETAIL PURCHASER FOR THE PRODUCT.

**Any questions regarding this warranty should be addressed to:**

Protective Enclosures Company, LLC  
The TV Shield | The Display Shield | The TV Shield *PRO* | The TV Shield *PRO* Lite  
ATTN: WARRANTY DEPARTMENT  
385 Centerpointe Circle  
Suite 1319  
Altamonte Springs, FL 32701  
USA  
800-331-2628 Toll Free

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No person or representative is authorized to assume for Protective Enclosures Company, LLC any liability other than expressed herein in connection with the sale of this product. Some jurisdictions 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 jurisdiction to jurisdiction.

## REFUND/RETURN POLICY

We offer a **30 Day Money Back Guarantee** on all unopened, unused and/or undamaged units. The unit must be unaltered and it must have the protective covering(s) on the front panel and be undamaged and in original new condition. A 10% restocking fee applies and all refunds will be minus the actual shipping charges to and from Protective Enclosures Company.

**Upon acceptance and processing of the return/refund, all funds will be returned to the original method of payment (minus all fees).**

After 30 days, and up to 90 days from the date of the purchase, if you are not happy with The TV Shield *PRO*® enclosure, and have opened it, you can return it for a refund, less actual shipping charges to and from Protective Enclosures Company. The unit(s) must have protective covering(s) on the front panel and be undamaged and in original new condition. Due to the nature, size and logistics in inventory management and distribution, our restocking fee after 30 days, and up to 90 days, is 25% and applies to all opened / new non defective The TV Shield *PRO*® enclosures.

**All refunds will be returned to the original method of payment minus all fees and will be processed on our end within 10 business days (excluding weekends and holidays).**

Protective Enclosures Company DOES NOT accept returns on units that have been drilled, scratched, damaged, abused or have had the protective coverings taken off of the front panel, as they cannot be resold as new products. If you have made a mistake when drilling or mounting The TV Shield *PRO*®, although we will not accept a return within terms, we do have several remedies available to you to help you repair the “damaged” area and still be able to use your unit. Please call our customer service department for help at 1-800-331-2628 which is toll free, anytime during normal business hours which are between 9:30am and 6:00pm Eastern Standard Time, Monday through Friday.

### LIMITED WARRANTY

**Protective Enclosures Company, LLC – The TV Shield *PRO*® Limited Warranty – Valid in the United States and Canada**

#### Protective Enclosures Company, LLC

The TV Shield | The Display Shield | The TV Shield *PRO* | The TV Shield *PRO* Lite  
385 Centerpointe Circle  
Suite 1319  
Altamonte Springs, FL 32701  
800-331-2628 Toll Free

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[www.protectiveenclosures.com](http://www.protectiveenclosures.com)



**Protective Enclosures Company**  
Centerpointe Circle, Suite 1319,  
Altamonte Springs, Florida. 32701  
1-800-331-2628

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