



## IDIS Ultimate Warranty – applicable from 1st of July 2017

These warranty terms apply to all products of the IDIS brand, supplied by IDIS Nederland BV and IDIS Belgium BVBA. The IDIS Ultimate Warranty offers a 2 year extension on the standard 5 year warranty for the DirectIP™ Base-Line and Premium-Line NVR's and Multi-Format DirectCX™ DVR's (with the exception of IDIS Compact Solution). This extension is available per July 1st 2017 and has to be requested for at IDIS. The IDIS Ultimate Warranty is not applicable for products that do not have the IDIS brand, the factory warranty of these products is applicable.

### 1 Limited hardware warranty

#### Standard warranty

The products are warranted when they are free from defects in materials, when they have been used according technical specs and have been maintained the right way. IDIS warrants its products according this schedule:

Product Category		Warranty
Recorder	<b>IDIS DirectIP™ Base-Line and Premium-Line, Multi-Format DirectCX DVR's</b> with the exception of IDIS Compact Solution: 3 years warranty with the exception of the HDD, FAN and adaptor: 3 years warranty	<b>5 years (*) +2 years extra</b>
	<b>Other models</b>	<b>5 years</b>
Camera	<b>All models</b> with the exception of IDIS DirectIP™ Compact-Line: 3 years warranty with the exception of the moving parts of the camera (pan/tilt motors, lens motors, irises): 3 years warranty	<b>5 years</b>
Other IDIS products	<b>All models</b>	<b>5 years</b>

The warranty period starts at the billing date.

#### (\*) FREE Extended Warranty up to two years

The FREE extended warranty up to 7 years – applicable to DirectIP™ Base-Line and Premium-Line NVR's and Multi-Format DirectCX™ DVR's (with the exception of IDIS Compact Solution)– is an extension of 2 years on the standard 5 years warranty. To use this FREE extension, it has to be requested and registered at IDIS within 1 month after delivery. Please contact your sales manager for this request.

The products covered by IDIS's Ultimate Warranty are processed on a list. This list can be provided by your sales manager.

#### **IDIS is not required to provide warranty when:**

1. the warranty period has expired.
2. the product is installed outside of stated operating parameters, altered, or improperly services or repaired by anyone other than IDIS/IDIS's Authorized Service Center.
3. damage is caused by outside natural occurrences, such as lightning, power surges, fire, floods, earthquakes, storms, etc.
4. defects resulting from unauthorized modification, misuse, vandalism, alterations of serial numbers, other causes unrelated to defective materials or workmanship, or failures related to batteries of any type used in connection with the products sold.
5. external product damage, including field damage and return processes.



## **2. Exclusion of warranties, limitation of liability**

There are no warranties or conditions, express or implied, of merchantability for a particular purpose or otherwise, which extend beyond the description on the face hereof. To the full extent of permitted by law in no case shall IDIS be liable to anyone for any consequential, incidental, indirect, special, or punitive damages arising out of or relating in any way to the product and/or for breach of this or any other warranty or condition, express or implied, or upon any other basis of liability whatsoever, even if the loss or damage caused by IDIS's own negligence or fault and even if IDIS has been advised of the possibility of such losses or damages.

Any product descriptions, specifications, samples, models, bulletins, drawings, diagrams, engineering sheets, or similar materials used in connection with the Buyer's order are for the sole purpose of identifying IDIS's products and shall not be construed as an express warranty or condition. Any suggestions by IDIS or IDIS's agents regarding use, applications, or suitability of the products shall not be construed as an express warranty or condition unless confirmed to be such in writing by IDIS. IDIS does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the products will in all cases provide adequate warning or protection. The Buyer understands and will cause its partners to understand that a properly installed and maintained security system may only reduce the risk of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss.

Consequently, IDIS shall have no liability for any personal injury, property damage or other loss based on any claim at all including a claim the product failed to give a warning. However, if IDIS is held liable whether directly for any loss or damage with respect to the products it sells, regardless of cause or origin, its maximum liability shall not in any case exceed the purchase price of the product, which shall be fixed as liquidated damages and not as a penalty, and shall be the complete and exclusive remedy against IDIS.

### 3. Returns and Repairs

#### Warranty Repairs

During the applicable warranty period, IDIS will repair or replace, at its sole option, free of charge any defective products. In the event of having a problem with any IDIS product, Partner will pay inbound freight of the returned product and IDIS will pay the outbound freight of repaired/replaced product to Partner. Be sure to obtain the RETURN MATERIAL AUTHORIZATION (RMA) NUMBER and complete the RMA form provided by IDIS prior to sending the defective item(s) back for all returns and/or exchanges.

Products returned will be tested to verify the defect. If the product is found to be in good working order or its inability to function properly is a result of user damage or abuse, the product will be returned in the same condition as received and, in this case, freight charges will be the responsibility of the Partner.

#### Non-Warranty Repair

Partner will be charged for repairs on out of warranty products. Applicable charges will be calculated and quoted after verification. If the estimated costs are refused, IDIS will return the defective product unrepaired and will invoice handling costs. However, if Partner wants to scrap it locally, then IDIS will scrap it free of charge. For all non-warranty repairs, Partner will be billed for all parts, labor, and transportation costs. Non-warranty repairs are warranted for 90 days from date of repair.

#### Dead On Arrival (DOA)

If a fault is determined during initial installation (within 30 days of delivery), IDIS will replace or refurbish the product, at its sole discretion. The defective item must be sent back to IDIS in its original packaging, including the box, packing material, and accessories. In the event of DOA, IDIS will cover costs for parts, labor, standard refurbishment and/or software hardware upgrade, and transportation.

#### Packaging and transportation

Protecting the value of returned products by packaging and shipping them correctly is the responsibility of the Partner. IDIS reserves the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- a) All electronic components must be packaged or contained in their original electrostatic protective packaging or an equivalent substitute.
- b) All equipment must be packed securely inside the external shipping carton to prevent mechanical damage.
- c) External packaging must be sufficient to protect the contents from the usual hazards of shipping.
- d) RMA Number must be clearly marked on the shipping boxes.

#### **Important Note:**

*IDIS reserves the right to cancel the RMA after sixty (60) days if the defective product is not received within that time frame.*