

PRODUCT WARRANTY AND RETURN INFORMATION

WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years:
 - Fiber optic products
 - Unshielded Twisted Pair (UTP) transmission products
 - CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models
- Three years:
 - FD Series and BU Series analog camera models
 - Fixed network cameras and network dome cameras with Sarix® technology
 - Sarix thermal imaging products (TI and ESTI Series)
 - Fixed analog camera models (C20 Series, CCC1390H Series, C10DN Series, and C10CH Series)
 - EH1500 Series enclosures
 - Spectra® IV products (including Spectra IV IP)
 - Spectra HD dome products
 - Camclosure® IS Series integrated camera systems
 - DX Series video recorders (except DX9000 Series which is covered for a period of one year), DVR5100 Series digital video recorders, Digital Sentry® Series hardware products, DVX Series digital video recorders, and NVR300 Series network video recorders
 - Endura® Series distributed network-based video products
 - Genex® Series products (multiplexers, server, and keyboard)
 - PMCL200/300/400 Series LCD monitors
 - PMCL5xxF Series and PMCL5xxNB Series LCD monitors
- Two years:
 - Standard varifocal, fixed focal, and motorized zoom lenses
 - DF5/DF8 Series fixed dome products
 - Legacy® Series integrated positioning systems
 - Spectra III™, Spectra Mini, Spectra Mini IP, Esprit®, ExSite®, ExSite IP, and PS20 scanners, including when used in continuous motion applications
 - Esprit Ti and TI2500 Series thermal imaging products
 - Esprit and WW5700 Series window wiper (excluding wiper blades)
 - CM6700/CM6800/CM9700 Series matrix
 - Digital Light Processing (DLP®) displays (except lamp and color wheel). The lamp and color wheel will be covered for a period of 90 days. The air filter is not covered under warranty.

- Six months:

- All pan and tilts, scanners, or preset lenses used in continuous motion applications (preset scan, tour, and auto scan modes)

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to a Pelco designated location. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental, or consequential damages (including loss of use, loss of profit, and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, sales order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product that does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS

To expedite parts returned for repair or credit, please call Pelco at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair) and designated return location.

All merchandise returned for credit may be subject to a 20 percent restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid.

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This equipment contains electrical or electronic components that must be recycled properly to comply with Directive 2002/96/EC of the European Union regarding the disposal of waste electrical and electronic equipment (WEEE). Contact your local dealer for procedures for recycling this equipment.



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