

## PELCO WARRANTY CERTIFICATION

Pelco will repair or replace any merchandise proved defective in material or quality with varying time durations depending on the individual product and type. The warranty period starts when the product is shipped (invoiced).

### A. PELCO LIMITED WARRANTY

<b>Table 1: Hardware Warranty (Three Month Period)</b>	<b>WARRANTY PERIOD</b>	<b>ADVANCED REPLACEMENT</b>	<b>EXTENDED WARRANTY</b>
Factory Refurbished Products	Three Months	No	No
Parts Sold Separately	Three Months	No	No
Special Modification Request (SMR) products*	Three Months	No	No

\*Products produced under Special Modification Request (SMR) carries the warranty of the standard product upon which the SMR product is based with the following exceptions: SMR dark paint colors on outdoor or Custom Match products have a 3-month warranty. Other SMR exemptions would be modifications that includes any electronics or change to the thermal performance of the item have a 3-month warranty.

<b>Table 2: Hardware Warranty (One-Year Period)</b>	<b>WARRANTY PERIOD</b>	<b>ADVANCED REPLACEMENT</b>	<b>EXTENDED WARRANTY</b>
Back Boxes	One Year	No	No*
Hard Drives (purchased separately)	One Year	No	No
Hard Drives (purchased with system)	System Warranty	No	System Warranty
Hard Drive Trays	One Year	No	No
Keyboards	One Year	No	No
Lenses	One Year	No	No
Lower Domes	One Year	No	No*
Mice	One Year	No	No
Monitors	One Year	No	No
Power Supplies	One Year	No	No

Accessories that ship with a camera follow the camera's hardware warranty terms. Replacement accessories purchased separately are subject to a one-year warranty. For example, lower domes and back boxes with cameras come with camera's 3-year warranty, however, sold separately, one-year warranty applies. Extended warranty doesn't apply for lower domes or back boxes, with the exception of the Spectra 7 Extended Warranty with up to 36 months.

<b>Table 3: Hardware Warranty (Three-Year Period)</b>	<b>WARRANTY PERIOD</b>	<b>ADVANCED REPLACEMENT</b>	<b>EXTENDED WARRANTY</b>
Esprit Enhanced PTZ Cameras	Three Years	No	Yes - to 5 years
ExSite Cameras	Three Years	No	Yes - to 5 years
Esprit Anti-Corrosion PTZ Camera	Three Years	No	Yes - to 5 years
Encoders, Housings/Enclosures, Mounts and Transmission products	Three Years	No	No
Optera Panoramic Camera	Three Years	No	Yes - to 5 years
Sarix Value	Three Years	Yes	Yes - to 5 years
Sarix Enhanced Cameras	Three Years	Yes	Yes - to 5 years
Sarix IBD 2 Series High-Security Corner	Three Years	No	No

Mount Cameras			
Sarix Professional (1,2,3) Cameras	Three Years	Yes	Yes - to 5 years
Spectra Pro	Three Years	No	Yes - to 5 years
Spectra Enhanced Domes	Three Years	No	Yes - to 5 years
Spectra Pro IR Lookup	Three Years	No	Yes - to 5 years
VideoXpert Decoders	Three Years	No	No
VideoXpert Enterprise Servers	Three Years	No	No
VideoXpert Professional (Pro) Servers and Storage	Three Years	No	Yes - to 5 years
VideoXpert Workstations	Three Years	No	Yes - to 5 years

<b>Table 4: Hardware Warranty (Five-Year Period)</b>	<b>WARRANTY PERIOD</b>	<b>ADVANCED REPLACEMENT</b>	<b>EXTENDED WARRANTY</b>
Esprit Compact	Five Years	Yes	No
Pelco Fisheye Cameras	Five Years	Yes	No
Sarix Corner 3 Series cameras	Five Years	Yes	No
Sarix Enhanced 4 Series cameras	Five Years	Yes	No
Sarix Enhanced 4P Series cameras	Five Years	Yes	No
Sarix Modular Cameras	Five Years	Yes	No
Sarix Multi Enhanced	Five Years	Yes	No
Sarix Multi Pro	Five Years	Yes	No
Sarix Pro 4 Series	Five Years	Yes	No
Sarix Thermal Enhanced 4 Series	Five Years	Yes	No
Spectra Enhanced 7 IR lookup Cameras	Five Years	No	No
Spectra Enhanced 8 camera	Five Years	No	No
VideoXpert Enterprise Storage 2 Systems	Five Years	No	No

## NOTES ON PRODUCT WARRANTY

These are the current Pelco Warranty terms for new product sales and do not affect the warranty duration for products previously sold. To view or confirm specific product warranties, please visit the Pelco Warranty Status and View Repair History site. To ensure the best experience when using Pelco products, please protect your system. It is highly recommended that users install compatible safety devices such as an uninterruptible power supply (UPS) or electrical surge protection device to protect against potential power surges.

Product damages that occur during transportation or due to storage are excluded from this warranty. Product storage and non-operating guidance are published in SpecSheets (specification sheets). Product damages due to exposure to fire, water, snow, moisture, liquid ingress or sand (except for any such exposure to environmental conditions that the product was specifically designed to withstand as indicated in the applicable specifications for the product) are excluded from this warranty.

Product damages due to installation in a corrosive environment including, for example, an environment in which the product is exposed to acid rain, hydrogen sulfide or excessive salt in the air (except for any such exposure to environmental conditions that the product was specifically designed to withstand as indicated in the applicable specifications for the product) are excluded from the warranty.

There are no explicit warranties for software including video management system (VMS), integrations, analytics, and camera firmware software which are covered under support, patch, and software upgrade plan policies.

Warranty for professional service work is stated in individual signed agreements and is limited to the terms and duration of the specific agreement.

## **EXTENDED WARRANTY**

The product warranty can extend up to five years total for cameras, mounts, accessories, and enclosures. Warranties can also be extended for VideoXpert servers and storage for up to five years. Direct customers may purchase extended warranties within 60 days of product shipment. Some exclusions apply to non-paint special modification requests (SMR) products.

## **B. WARRANTY LIMITATIONS AND DISCLAIMERS**

This Contractual Warranty Is The Sole And Exclusive Warranty Provided By Pelco In Connection With Your Pelco Product. It Is, Where Permitted By Law, In Lieu Of All Other Warranties, Conditions, Guarantees, Representations, Obligations And Liabilities, Express Or Implied, Statutory Or Otherwise In Connection With The Product, However Arising (Whether By Contract, Tort, Negligence, Principles Of Manufacturer's Liability, Operation Of Law, Conduct, Statement Or Otherwise), Including Without Restriction Any Implied Warranty Or Condition Of Quality, Merchantability, Merchantable Quality, Or Fitness For A Particular Purpose.

Any Implied Warranty Or Condition Of Merchantability, Merchantable Quality Or Fitness For A Particular Purpose To The Extent Required Under Applicable Law To Apply To The Product Shall Be Limited In Duration To The Period Stipulated Under This Contractual Warranty.

## **C. LIMITATION OF LIABILITY**

Where Applicable Law Allows And Does Not Prohibit Or Restrict Such Limitation, Pelco's Liability For Anything Relating To This Product Shall Be Limited To The Price Paid For The Product. To The Maximum Extent Allowed By Applicable Law, In No Event Will Pelco Be Liable For: (A) Any Special, Indirect, Incidental Or Consequential Damages, Including Lost Profits, Lost Revenues, Failure To Realize Expected Savings, Or Other Commercial Or Economic Losses Of Any Kind, Even If Pelco Has Been Advised, Or Had Reason To Know, Of The Possibility Of Such Damage; And/Or (B) Any Damage Or Injury Arising From Or As A Result Of Misuse Or Abuse, Or The Incorrect Installation, Integration Or Operation Of The Product By Persons Not Authorized By Pelco.

## **Exclusions And Clarifications**

The Contractual And/Or Statutory Warranty Obligation Of The Product Seller And Your Corresponding Statutory Warranty Rights, Which May Not Lawfully Be Excluded Or Limited, Are Not Affected By This Contractual Warranty. Furthermore, Should This Contractual Warranty Violate Any National, State, Provincial Or Other Governmental Statutory Rights Which May Not Lawfully Be Excluded Or Limited And Which Grant You Any Rights In Addition To The Contractual Warranty, Then Such Statutory Rights Shall Not Be Affected By The Provisions Of This Contractual Warranty.

If This Product Is A Consumer Product, The Applicable Law Might Not Allow An Exclusion Of Implied Warranties And/Or May Extend Additional Benefits Or Protection To You. To The Extent You Are Entitled To Implied Warranties Or Additional Benefits Or Protection Under Applicable Law, Such Are Limited (To The Maximum Extent Allowed By Applicable Law) To The Duration Of This Contractual Warranty. Some States, Provinces And Jurisdictions Do Not Allow Limitations Or Exclusions On Implied Warranties Or On The Duration Of An Implied Warranty Or On The Limitation Or Exclusion Of Incidental Or Consequential Damages, So The Above Limitation(S) Or Exclusion(S) May Not Apply To You. This Contractual Warranty Gives You Specific Legal Rights. You May Have Other Rights, Which May Vary From State To State, Province To Province Or Jurisdiction To Jurisdiction.

## **D. PELCO PRODUCT RETURN, REPAIR AND REPLACEMENT POLICY**

In the case of logistic, technical, or commercial claims, please contact Pelco at +1 (800) 289-9100 or +1 (559) 292-1981. All claims must be accompanied by the RMA number, which must be clearly displayed on the outside of the box. Non-compliance to this policy will result in shipment returned to sender.

Products must be returned within 30 days of RMA issuance. The goods must be free of apparent damage due to rough and/or improper handling. Failure to comply can result in the product being returned to the sender, or a restocking fee may be applied. A credit will only be issued after Pelco receives and evaluates the outcome.

Should a technical failure occur (Failed after Install or Dead on Arrival), Pelco will replace the product within three months of the invoice at no charge, once Dead on Arrival or Failed After A Pelco Authorized Service Center confirms install status. The customer is responsible for inbound freight to Pelco in such instances. Pelco reserves the right to ship service/refurbished stock as replacements for defective material.

All merchandise returned outside of the technical failure policy will be processed as a repair only. Goods returned for repair should be clearly identified with the assigned RMA number, and freight should be prepaid. The repaired product will be sent back to the customer with freight paid by Pelco.

### **ADVANCED REPLACEMENTS**

Pelco may, at its discretion, replace any product in advance that is possibly defective, as long as such product is within-warranty (i.e. replacement may be completed prior to the product being physically returned to or inspected by Pelco). Once Pelco receives the product, Pelco will conduct a physical assessment of the product and provide confirmation of the return status.

If an advance replacement product is shipped to the Returning Party prior to the Returning Party's shipment of the original product to Pelco, and Pelco does not receive the original product from the Returning Party within 30 days of shipping the advance replacement product, the Returning Party will be invoiced for the full price of the advance replacement product at the Returning Party's standard contracted price.

If the returned product is determined by Pelco, at its discretion, to:

- i. have no faults or defects, the Returning Party will be invoiced for 40% of the standard contracted price for the advance replacement product (if an advanced replacement product has already been shipped); or
- ii. be defective or damaged in a manner that is not covered by the Pelco Limited Warranty, the Returning Party will be invoiced for up to a maximum of 50% of the current MSRP price for the advance replacement product (if an advanced replacement product has already been shipped).

In either case above, the original product will not be returned by Pelco to the Returning Party.

For any advance replacement product, the balance of the warranty of the original product will continue to apply.

Notwithstanding the foregoing, and for greater certainty, Pelco Explosion Protected Cameras and related accessories do not qualify for advance replacement, and Pelco will not process replacements until Pelco has received such products and made the appropriate assessments.

### **E. PRODUCT LICENSING**

All software licenses for VideoXpert, Digital Sentry, and Endura systems may be transferred to a new physical (or virtual "VM") system a maximum of one (1) time to allow a customer to replace aging or failing hardware. Any exception to this rule is at the sole discretion of Pelco Technical Support for the purpose of a catastrophic system failure only. Any abuse is strictly prohibited and may result in the suspension of your account or support services.

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