

# ACTi Hardware Warranty Policy ACTi Connecting Vision

## Warranty Period

Product Type		Series	Warranty (Year)
IP Camera	<b>Cube</b> (Including Fisheye types)	E	3
		D	2
	<b>Box</b> (Including Zoom types)	TCM, ACM	1
		E, B, I, KCM, TCM, ACM	3
		D	2
	<b>Bullet</b> (Including Zoom, Mini and Mini Zoom types)	E, B, I, TCM, ACM	3
		D	2
	<b>Dome</b> (Including Mini, Zoom, Mini Fisheye, Fisheye, Mini Hemispheric, Hemispheric and Multi-Imager Panoramic types)	E, B, I, KCM, TCM, ACM (*1)	3
		D	2
	<b>PTZ (*2)</b> (Including Mini and Speed Dome types)	B, I, KCM	3
		TCM, ACM	1
	<b>Covert</b> (Including Pinhole, L-Shape Pinhole and Fisheye types)	Q	3
<b>Video Encoder</b>		TCD, ACD, V	3
<b>Video Decoder</b>		ACD	3
<b>Media Display Station</b>		ECD	3
<b>Standalone Network Video Recorder</b>		INR, BNR, GNR, MNR-1XX	3
		ENR, MNR-310	2
<b>Accessory</b>		All Types (*3)	1
<b>Camera Installation Kit</b>		PMON (*4)	1
<b>Camera Demo Kit</b>		PCDK (*5)	1

(\*1) **ACM series Mini Dome cameras** are warranted for **one (1) year**.

(\*2) **PTZ cameras** which are at any time in continuous motion due to use of pan/tilt/zoom operation (i.e. "auto-scan" or "tour") are warranted for **three (3) months** (except **I** and **KCM** series cameras which are warranted for **one (1) year** if in continuous motion); if said cameras in this section are **not** in continuous motion, the original warranty period will apply.

(\*3) Accessories include peripherals such as power adapters and the charger for **Camera Installation Kit**.

(\*4) The warranty period for the **Camera Installation Kit** itself is **one (1) year**, while the equipment's battery only has **six (6)-month** warranty.

(\*5) The warranty period for **Camera Demo Kit** itself is **one (1) year**, which does not cover the suitcase and its interior foam that comes with this product.

## Warranty Initialization Date

There are two ways to determine the warranty initialization date:

-For products not registered with ACTi, the warranty initialization date is the shipping date from ACTi (as verified by ACTi shipping invoice).

-For products registered with ACTi, the warranty initialization date is the date of purchase from ACTi Authorized Distributors (as verified by ACTi Authorized Distributor shipping invoice).

For Warranty Status Checking, please go to <http://www.acti.com/checkwarranty>

For Warranty Registration, please go to <http://www.acti.com/registerwarranty>

## Warranty Coverage

### Terms and Conditions

ACTi Corporation ('ACTi') products are warranted to be free from defects in material and workmanship under normal use within the warranty period.

Products not sold through ACTi Authorized Distributors are not covered in the warranty agreement.

Warranty obligations for customized products are governed by separate contracts and not covered in this document.

1. ACTi warrants the original purchaser that the full range of IP Surveillance products enclosed with this limited hardware warranty to be free from defects in workmanship and materials for a pre-defined period from the date of original purchase.
2. Whether a defect is considered to fall within the warranty period is determined by the date ACTi receives notice of possible defect from Customer via our online Customer Help Desk. Please go to <http://www.acti.com/chd> to report all issues.
3. ACTi's sole liability is limited to either repair of the defectives using new or refurbished parts, or replacement of the defective unit. ACTi is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition.
4. ACTi reserves the right to use replacement components for third party peripherals or components no longer available from original suppliers.
5. **The basic fee for examining the returned devices is USD 50 per piece.** However, if the device is within warranty and it was found to be defective after examination, the examination fee will be fully waived; furthermore, the device will be repaired and returned back to the customer for free. In order to help the customer to resume normal operation as soon as possible and avoid examination fees on devices that are not actually damaged, we are eager to assist you with remote troubleshooting and seek every possible way to fix the device without the unnecessary time and expense of returning the device for repair.
6. Any incorrect or incomplete information (serial numbers, the amount of items, etc) will cause additional work load for manufacturer; therefore there is a document processing fee for returned devices which will be **fully waived** if the provided information is correct.
7. **The repaired or replaced hardware will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.**

## Extended Warranty

ACTi offers extended warranty, which can be purchased separately from an ACTi sales representative.

For the extension period availabilities, costs, terms, and conditions, please refer to:

<http://www.acti.com/warranty>