



## WARRANTY CERTIFICATE

<https://www.pelco.com/about/legal/warranty-terms/>

Without charge, 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 90 days after shipment from Pelco.

Three years (36 months) warranty term for:

### **Cameras:**

- Optera® Panoramic Cameras
- Evolution 360° Panoramic Fisheye Cameras
- Sarix® Professional Cameras
- Sarix® Enhanced Cameras
- Sarix® IBD 2 Series High-Security Corner Mount Cameras
- Spectra® Pan/Tilt/Zoom (PTZ) Domes
- Spectra® Pro
- Spectra® Pro IR Lookup
- Esprit® Enhanced PTZ Cameras
- ExSite® Enhanced Cameras

### **Video Management Systems:**

- VideoXpert Enterprise Servers
- VideoXpert Professional (Pro) Servers and Storage
- Endura Servers and Storage
- Digital Sentry Servers, Storage, and Encoders

### **Encoders, Housings/Enclosures, Monitors, Mounts, and Transmission products**

Five years (60 months) warranty term for:

- VideoXpert Enterprise Storage 2 Systems
- Sarix® Multi Pro
- Pelco Fisheye Cameras
- Sarix® Corner 3 Series cameras
- Sarix® Modular cameras
- Spectra® Pan/Tilt/Zoom (PTZ) IR lookup Cameras

One-year (12 months) warranty term for:

- Lens
- Keyboards
- Mice
- Hard Drives

- Hard Drive Trays
- Power Supplies
- Lower domes
- Back boxes

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### **3-month warranty for:**

- Parts sold separately
- Factory Refurbished products
- Special Modification Request (SMR) products

These are the current Pelco Warranty terms for new product sales and do not affect the warranty duration for products previously sold. Please visit the [Pelco Warranty Status and View Repair History](#) site to view or confirm specific product warranties.

Please protect your system to ensure the best experience when using Pelco products. 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.

## **Overview**

Lower domes and back boxes with cameras come with the camera's three-year warranty.

Products produced under Special Modification Request (SMR) carry 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 include any electronics or changes to the thermal performance of the item have a 3-month warranty.

Product damages that occur during transportation or due to storage are excluded from this warranty. Product storage and non-operating guidance are published in Spec Sheets (specification sheets).

Product damages due to exposure to fire, water, snow, moisture, or 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.

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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 individually signed agreements and is limited to the terms and duration of the specific deal.

## **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.

## **Returns and Claims**

In the case of logistic, technical, or commercial claims, please contact Pelco at (800) 289-9100 or (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.

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## 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.

## Disclaimer of Implied and Other Warranties and Limitation of Liability

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.

### 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

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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.

Effective: April 16, 2020

