

1. DEFINITIONS

1.1 WARRANTY

A promise to:

- **Repair or Change** a product that develops a fault:
- Within a particular **period of time**;
- Due to defective parts or workmanship; and
- Under **normal use**.

Does not include any damage caused by:

- Misuse, including incorrect voltage, applied (burnt or lifted tracks);
- Careless handling;
- Acts of nature (including lightning, if tracks are lifted or burnt);
- Where repairs have been made by others; or
- Not installed according to manufacturer's instructions and specifications.

Out of box failures:

- If a unit fails straight out of the box or within seven working days after purchase the unit must be swapped out for a new unit; NB: Proof of purchase is however required.
- Anything after seven working days (Unless different specified) will be handled as normal exchanges or customer repairs.

NOTE: If power cables have been cut, the customer is to be charged for the replacement cables. We can evaluate and attempt to Repair such product but Supplier regard as Void of warranty.

1.2 "LIKE" PRODUCT

The faulty PCB will be exchanged with a new PCB if the item is returned within seven working days of the invoice date. Otherwise, it will be exchanged with a refurbished PCB that will keep the remaining warranty on the faulty board.

- 'Like' product also refers to a Like model or function e.g. helping the customer out by offering a PC1864 replacement for the faulty PC1832.

1.3 WARRANTY PERIOD

The warranty period of a product will vary based on the agreement with the suppliers.

1.4 TESTING

Elvey reserves the right to test **all** units before exchanging it.

2. WARRANTIES

2.1 CONTROL PANELS AND MODULES

2.1.1 DSC CONTROL PANELS AND MODULES

All DSC control panels and modules - 2-year **limited** warranty.

- If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- Exchanges exclude DSC Sureguard Range that can only be booked in for repairs.
- This only applies to product Purchased from Elvey.

2.1.2 RISCO CONTROL PANELS AND MODULES

All Risco control panels and modules have a 2-year limited warranty.

- If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- This only applies to product Purchased from Elvey.

2.1.3 NETWORK (UTC) CONTROL PANELS AND MODULES

All UTC (CADDX) control panels and Modules have a 2-year Limited warranty.

- If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.

2.2 DETECTORS:

2.2.1 OPTEX

All Optex products that are found to be faulty will be exchanged if it is under the following warranty categories.

- Indoor PIR's - 5 year warranty.
- Beams (AX Series and BX100PLUS) - 5 year warranty.
- Outdoor PIR (VX/BX Series) - 2 year warranty.
- Outdoor PIR (LX Series) - 1 year warranty.
- FIT (FTN Series) - 2 year warranty.
- Outdoor PIR (HX Series) - 2 year warranty.

All items that were manufactured after **LOT 1501** will have the following warranty.

- Indoor PIR's - 6 year warranty.
- Beams (AX Series and BX100PLUS) - 6 year warranty.
- Outdoor PIR (VX/BX Series) - 3 year warranty.

- Outdoor PIR (LX Series) - 2 year warranty.
- FIT (FTN Series) - 3 year warranty.
- Outdoor PIR (HX Series) - 3 year warranty

Only the PCB of the faulty unit will be replaced. All Optex housing is not covered under the warranty issued to the customer.

- This only applies to product Purchased from Elvey.

2.2.2 DSC

- 2-year warranty

All DSC Detectors, smoke detectors, and glass break detectors - 2-year **limited** warranty.

- If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- This only applies to product Purchased from Elvey.

2.2.3 OTHER DETECTORS

- 1-year warranty.

Including PIR's (standard and wireless), smoke detectors and glass break detector:

- NetworX's
- Sentrol
- Siemens PIR

Only the PCB will be replaced. The faulty PCB together with the new housing, other components, and all the original packing must be sent to Technical Stores who will return it to the supplier.

2.2.4 Risco

- 2-year warranty

All Risco Detectors, smoke detectors, and glass break detectors - 2-year **limited** warranty.

- If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- This only applies to product Purchased from Elvey.

2.2.6 Takex

- 12 Month Warranty

Takex products are covered by a Repair warranty and not an exchange warranty.

- Therefore all faulty products must be booked in for repairs and cannot be exchanged.

2.3 RADIOS – NB:

- All radio transmitters - 1-year warranty.

The complete unit will be returned to Elvey Security Technologies for **repair**. Radios will **not** be exchanged. As these are specific Radio frequency per Customer.

2.4 ACCESS CONTROL AND CCTV EQUIPMENT

- Ebelco - 2 Years
 - The unit will be **repaired**, no exchanges allowed. Unless authorized by BM
 - If no manufacture date on the product, proof of purchase will be required.
- Impro - 3-year warranty (**exclude third-party** items like Nitgen, Morpho (Sagem), Nedap etc. that must be booked in for repairs at all times.)
 - If a unit is brought in by a customer and it is within 3 Months of purchase Impro authorizes us to **swap** the unit for a **brand new** item. However, **Proof of Purchase (Serial numbered Invoice)** must be provided. (Section 1.1 applies)
- If the device is older than three months, but within the 36-month warranty period, we'll swap the unit for a new unit, at no cost. The remaining warranty period will be transferred to the replacement unit, so you're still completely covered.
- If your warranty period has expired, or you have an older product, don't panic. We've got a quick and easy solution for you. Simply bring the unit into any one of our distributors and you can immediately receive a reconditioned unit, for a flat fee. Your replaced unit carries an automatic six-month warranty.
 - If the customer chooses to book the faulty unit in for repairs, the normal Impro repair process will apply. Repair turnaround of 4-6 weeks.
- Suprema – 1 Year warranty.

- The unit has a Repair warranty and can thus only be booked in for repairs and not exchanged for a customer when faulty.

2.5 CCTV

- Vision Line Analogue DVR/Cameras - 2 Year
 - Repair Warranty.
- Vision Line IP Cameras Only – 3 Years
 - Repair Warranty.
- Vision Line NVR – 1 Year
 - Repair Warranty.
- Hi-Sharp - 2 Year.

- Repair Warranty.
- Dahua - 3 Years
All Dahua Recorder and Cameras - 3-year **limited** warranty.
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
 - This only applies to product Purchased from Elvey.
- Heitel – 3 Years
- The unit will be **repaired**, no exchanges allowed.
- All CCTV related product is Linked to a serial Number and therefore **NO** service exchange in the warranty period can be done
 - Note: If the branch has a 'like' unit to offer during the repair period, this can be arranged internally.
- Kedacom – 3 Years.
- The unit will be **repaired**, no exchanges allowed.

2.6 FIBRE OPTIC & UTP PRODUCTS

- BFR – 5-year warranty.
 - The unit can be exchanged but only with proof of purchase.
 - If no manufacture date on the product, proof of purchase will be required.

2.7 Fire Products

- **Fire Class** – 1-year warranty.
All Fire Class panels and modules - 1-year **limited** warranty.
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.

2.8 OTHER PRODUCTS

- Siemens – 1 Year Warranty
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- Transformers/PSU's (Filtek and Forbatt) – 1 Year warranty.

- If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- Batteries:
 - **CSB 1 Year warranty:**
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
 - **Alarm Supplies Batteries:**
 - Gel: 3 Years.
 - Lead Acid: 1 Year.
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
 - Alkaline and Lithium Batteries
 - Will not be covered under any warranty.
- Bliston – 2 Year warranty
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- Sherlotronics
 - All Sherlotronics products have a 2 Year warranty.
 - The Batteries in the Sherlotronics Remotes (TX) have a 6-month warranty.
 - If the unit is found to be faulty after it was tested by Elvey, the unit will be exchanged for a like product.
- Nemtek
 - 12 Month Warranty.
 - All Nemtek products are covered by a Repair warranty and can thus not be exchanged. All faulty products must be booked in for repairs.

2.9 THE FOLLOWING ITEMS CAN NEVER BE EXCHANGED FOR NEW:

- RDC Radios; All (including) GPRS
- Any item specifically ordered for a client i.e. items not held in stock.
- Base Stations and server equipment, including Surgard, PowerMaster, DSS, and Cathexis etc.

3. DISCLAIMER

This information is accurate at the time of publication, from our suppliers. We cannot be held liable for any variations, changes, errors or omissions. Please contact the **Reverse Logistics Manager** for the latest information on our warranties.

4. RELATED RECORD AND REFERENCE DOCUMENT

AP 05A - Manufacture Date Stamps

RW 05 - Faulty Goods Handling at Branches