

Genetec™ Hardware Warranty Overview

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Genetec™

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1. Document overview

This document describes the hardware warranties offered by Genetec Inc. (Genetec) for products manufactured or resold by Genetec or its subsidiaries.

All hardware products and accessories manufactured by or on behalf of Genetec are covered by a Genetec hardware warranty, as outlined in this document.

Hardware products and accessories manufactured by third parties and resold by Genetec (third-party hardware) have warranty coverage determined by the relevant original equipment manufacturer (OEM).

2. Genetec hardware warranty overview

2.1. Hardware warranty coverage

2.1.1. Coverage

Genetec hardware, when purchased directly from Genetec or through an Authorized Reseller, is warranted to be free from defects in design, materials, and workmanship when used in accordance with applicable Genetec documentation and user manuals during the applicable warranty coverage period as defined in section 2.2.

Certain Genetec hardware may be manufactured for Genetec by a third-party OEM. In these cases, the standard warranty or extended warranty for such Genetec hardware may be provided by the relevant third-party OEM. Genetec will work with the third-party OEM to support timely and appropriate warranty coverage by each third-party OEM in accordance with the warranty coverage.

The Genetec™ hardware warranty does not cover the labor costs for sending a Genetec™ engineer on-site to evaluate a system problem, determine if there is a warranty issue, or replace a defective product.

2.1.2. Products covered

All hardware products manufactured or resold by Genetec, including accessories, are either covered by the standard warranty or by the manufacturer warranty. For more information about the standard warranty duration for each product, see section 2.2.

2.1.3. Extended hardware warranty

Unless expressly stated otherwise, all Genetec hardware comes with a standard warranty coverage. However, Genetec may make an extended warranty coverage available for purchase. Extended warranties are only available for some products. For more information about the extended warranties durations and products, see section 2.2.

2.1.4. Advanced replacement

In certain cases, the Genetec hardware warranty may include advanced replacement or on-site repair services. An advanced replacement consists of a replacement unit being sent without needing to wait for the returned item to be received by Genetec or one of its suppliers. When the advanced replacement or on-site repair warranty has expired, the Customer may nonetheless apply the return and repair warranty wherever applicable.

2.1.5. Third-party hardware warranty coverage

All third-party hardware resold by Genetec, either directly or through an Authorized Reseller, comes with warranty coverage provided by the third-party OEM. Genetec is committed to the warranty coverage of third-party hardware, which includes (1) passing through to the Customer the applicable OEM warranty for such third-party hardware, and (2) using commercially reasonable efforts to assist the Customer with claiming the warranty services on the affected third-party hardware with the OEM in accordance with the OEM warranty terms during the relevant third-party hardware warranty coverage period.

2.2. Hardware warranty summary

2.2.1. AutoVu™

Product family	Warranty length		Advanced replacement or on-site repair ¹	In-warranty return and repair ²
	Standard	Extended ³		
Genetec hardware warranty				
AutoVu™ Sharp (cameras and processing unit)	1 year	4 years	90 days of product purchase	Included
AutoVu™ Navigator Box	1 year	4 years	90 days of product purchase	Included
Third-party OEM warranty				
Panasonic Toughbooks kits	5 years	Not applicable	90 days of product purchase Accessories: 5 years	Included
Tire cameras, Navigation kit, Ram mount base, USB GPS	1 year	4 years	1 year	Included

¹ An advanced replacement consists of a replacement unit being sent without needing to wait for the returned item to be received by Genetec or one of its suppliers.

² The return and repair warranty consists of the hardware being sent to Genetec or one of its vendors to be repaired.

³ Added warranty length.

2.2.2. Streamvault™

Product family	Warranty length		Advanced replacement	In-warranty return
	Standard	Extended		
SV-100E SV-300E SV-350E	3 years	2 years	1 year of advanced replacement	Included
SVW-300 SVW-500 SV-1000	3 years	Not applicable	HP on-site repair warranty	Included
SVR-301A SVR-301AR SVR-501A	3 years	Not applicable	Advanced part/system replacement	Return only
SV-1000E	3 years	2 years	Dell ProSupport next business day on-site repair warranty	Included
SV-2000E SV-4000E SV-7000E	5 years	2 years	Dell ProSupport next business day ⁴ on-site repair warranty with keep your hard drive	Included
SVW-300E SVW-500E	5 years	Not applicable	Dell ProSupport next business day on-site repair warranty with keep your hard drive	Included
SV-2000 SV-4000 SV-7000	5 years	2 years	HP on-site repair warranty	Included
SVS-7000E Storage (NAS/SAN)	5 years	Extension possible upon request on a case-by-case basis	Dell ProSupport next business day on-site repair warranty with keep your hard drive	Included

The Genetec Supplier for this family of hardware products are Dell, HP, and Axiomtek. The warranty coverage for such hardware products is made available through Genetec under the terms defined by the relevant Genetec Suppliers, available for the [Dell ProSupport Warranty](#) and for the [HP Warranty](#).

⁴ The next business day on-site repair warranty starts when the troubleshooting is completed, the hardware issue has been identified, the case has been raised with Dell, and Dell has deemed the issue to be a hardware failure. The next business day does not apply when the support case is opened with Genetec.

2.2.3. Synergis™

Product family	Warranty length		Advanced replacement	In-warranty return and repair
	Standard	Extended		
Synergis™ Cloud Link	2 years	Not applicable	2 years	Not applicable
Cloud Link Roadrunner™	2 years	Not applicable	2 years	Not applicable
Controllers and panels⁵	2 years	Not applicable	2 years	Not applicable
Axis controllers	5 years	Not applicable	5 years	Not applicable
Locks (except Medeco)⁶	As per Manufacturer	Not applicable	Not applicable	Included
Medeco Locks	2 years	Not applicable	2 years	Not applicable
Elmdene access control power supplies	3 years	Not applicable	3 years	Not applicable
Life Safety Power access control power supplies	As per Manufacturer	Not applicable	As per Manufacturer	Included
Assembled kits (access control)⁷	Warranty per individual component	Not applicable	Warranty per individual components	Warranty per individual components
Standard Readers⁸	As per Manufacturer	Not applicable	Not applicable	Included
Biometric readers⁹	1 year	Not applicable	Not applicable	1 year
HID readers and standard credentials	Lifetime	Not applicable	Not applicable	Not applicable
Nexus readers	2 years	Not applicable	Not applicable	Included

⁵ Vendors include, but are not limited to: Genetec (Synergis™ IX), HID (Mercury LP controllers and MR panels), and DDS.

⁶ Vendors include, but are not limited to: Allegion, Aperio, Assa Abloy, DormaKaba, Best, Wi-Q, and SimonsVoss.

⁷ The warranty applies to the individual components. There is no separate warranty for the complete kit.

⁸ Vendors include, but are not limited to: Invixium (except in Africa), Farpointe Data, Suprema, Idemia (Morpho), STID, Wavelynx, Salto, Assa Abloy, Aperio, Novadis, and Verint.

⁹ Vendors include Suprema, Idemia, StoneLock, and Invixium.

RFIdeas readers	2 years	Not applicable	Not applicable	Included
STID reader	1 year	Not applicable	Not applicable	Included
Wavelynx Readers (except Keypad)	1 year	Not applicable	Not applicable	Not applicable
Wavelynx Keypad	3 years	Not applicable	Not applicable	Not applicable
HID Fargo Printers	3 years	Not applicable	Not applicable	Included
HID consumables	1 year	Not applicable	Not applicable	Not applicable

2.2.4. Security Center SaaS™

Product family	Warranty length		Advanced replacement	In-warranty return
	Standard	Extended		
Genetec Cloudlink™ 310	3 years	2 years	1 year of advanced replacement only with extended warranty	Included
Synergis™ Cloud Link	2 years	Not applicable	2 years	Not applicable
Axis controllers	5 years	Not applicable	5 years	Not applicable

3. Genetec™ hardware warranty terms and conditions

3.1. Terms and conditions

The Genetec™ Standard and Extended hardware warranties are governed by the following terms and conditions relating to repairs, replacements, remedies, or exclusions to the warranty.

3.1.1. Warranty on repairs and replacement parts

All Genetec products serviced by Genetec for repair and replacement parts are warranted against defects in workmanship and materials for a period of 90 days or the remainder of the original warranty, whichever is longer. Additional charges may be applied if damage is a result of using the product in a way that it is not typically intended to be used.

All hardware replaced (or portions thereof) shall become the property of Genetec upon Customer receipt of the corresponding replacement, and the customer shall promptly return such replaced equipment (or portions thereof) upon request by Genetec. If such replaced equipment is not returned within 30 days after receiving of the new parts, the customer will be obliged to pay to Genetec the value of the replacement part. This does not apply to the 'Keep Your Hard Drive' service.

3.1.2. Exclusive warranty remedy

During the applicable warranty period, if a product is determined by Genetec to be defective in materials or assembly, Genetec will, at its sole discretion, do one of the following:

- Credit the customer the price paid for the defective product
- Repair the defective product
- Replace the defective product with a new or refurbished product
- Replace the defective product with a different product that has identical or better specifications

3.1.3. Warranty exclusions

The following items are not covered by the Genetec Standard hardware warranty:

- Equipment not purchased from Genetec
- Products used with unsupported ancillary equipment or software
- Defects or damages from misuse (including, but not limited to, use that is not in accordance with accompanying documentation and manuals), improper modifications, accident, or neglect
- Defects or damages from drilling holes, adding decals or adhesives, or painting the product
- Defects or damages due to water damage, lightning, explosions, or other electrical discharges
- Products that are disassembled or repaired in a manner that adversely affects performance or prevents adequate inspection and testing to verify any warranty claim
- Modification, abuse, or tampering with the product
- Acts of God (flash floods, earthquakes, lightning, fire, gas leaks, and so on)
- Normal wear and tear
- Hard-mounted AutoVu™ Mobile Systems relocated from one vehicle to another will void the warranty on the cables (this does not apply to portable systems with magnetic mounts)

3.1.4. Warranty beneficiary

Unless expressly stated otherwise, the beneficiary of the warranty coverage outlined in this document is the 'Customer'. The Customer has purchased the applicable hardware product directly from Genetec, or through an authorized third-party sales channel partner of Genetec referred to as an 'Authorized Reseller'.

3.1.5. Authorized Resellers

Where the hardware is purchased from Genetec by an Authorized Reseller, the Authorized Reseller is responsible for passing through the coverage outlined in this document to the Customer. Unless expressly agreed to otherwise in writing by Genetec, Genetec is not responsible for any warranty claims or commitments made by any Authorized Reseller that are inconsistent with the warranty terms outlined in this document.

3.1.6. Changes

This document has been last updated on the date stated on the first page. Genetec reserves the right to update and replace this document at any time. Please refer to your Authorized Reseller to confirm the warranty terms of any hardware product prior to purchase.

3.1.7. Return and repair policy

All returns require a prior written authorization from Genetec and a Genetec return merchandise authorization (RMA) number. Any warranty-related hardware returns without the appropriate RMA number will be rejected by Genetec and will be returned to the sender at the sender's cost. All warranty returns and repair are subject to the Genetec RMA policy.

4. Genetec™ return merchandise authorization terms and conditions

4.1. Overview

4.1.1. Return merchandise authorization

Before returning an item, the customer must obtain a return merchandise authorization (RMA) form from Genetec. The RMA number must be clearly marked on the outside of each returned package and on the RMA form included with the package. The customer must ensure the return of the exact material, in the correct quantity, and with the exact serial numbers (if applicable) approved by Genetec and registered in the RMA form provided. Any unapproved, mislabeled, or excess inventory that is shipped to Genetec will be refused and returned to the shipper.

4.1.2. Packaging

The customer is responsible for adequate packaging of the goods returned. Any damage incurred during transport due to bad packaging will not be covered under the Genetec hardware warranty policy. The customer is responsible for any damage during transit. Failure to comply will result in Genetec voiding the RMA and repair fees or the full replacement cost may be billed.

4.1.3. Freight

The customer is responsible for all costs incurred to return the unit. Unless the RMA is voided, Genetec is responsible for all costs incurred to return the repaired goods or replacement units back to the customer.

If Genetec mistakenly shipped non-purchased products or products in excess to the customer, Genetec will cover the costs to return the products by providing the customer with shipping labels and export documents, if required. Failing to do so will result in an invoice sent to the customer for the goods.

Under some conditions, Genetec will accept the return of non-damaged items and will issue a credit. To be eligible for a return for credit, the item must be unused and in the same condition as when it was received. It must also be in the original packaging. The item must be returned within 30 days of the date when the item was shipped to the customer or within the period allowed by the Genetec vendor: whichever is shortest.

For all returns for credit, Genetec will issue a credit when the products have been received, inspected, and found in their original condition. The credit will be issued for the original selling price minus the applicable restocking fee as per Schedule A. Genetec reserves the right to refuse any return for credit. Furthermore, Genetec reserves the right to modify the restocking fee under unusual circumstances, at the sole discretion of Genetec.

Customized items sold under non-cancellable, non-refundable (NCNR) policy are not eligible for a return for credit.

4.1.4. Damaged in shipment

The products must be inspected upon receipt. Any damage from shipping must be reported to Genetec within 14 days of receipt of the product. In case of failure to report damages within the 14 days after receipt, Genetec reserves the right to refuse a return for credit and a replacement of the damaged products.

For products damaged during shipment, email rma@genetec.com immediately. A description of the damages is required, with pictures if possible.

4.1.5. Responsibilities and expectations

- An RMA is valid for 30 days. The items must be returned within this period and be identified with the corresponding RMA number.
- For returns where the customer chooses to bypass Genetec™ Technical Support, the customer is obliged to pay an inspection charge if no defect is found with the returned units as per Schedule A.
- The units shipped to the customer as part of the advanced replacement warranty will be invoiced to the customer immediately and will be credited if the damaged unit is returned within 30 days of the RMA creation date.
- The customer is responsible for returning the units in proper condition and according to the instructions provided in this document. Failure by the customer to do so may result in additional fees charged to the customer or Genetec, voiding the RMA request.
- If an advanced replacement unit is deemed to have been mishandled, abused, or used for purposes other than intended, the customer may be charged the full price of the advanced replacement unit under the advanced replacement warranty.
- Out-of-warranty returns and repairs are charged as per Schedule A. The customer must submit a purchase order for the repair costs before the RMA can be processed.

4.2. Return instructions

1. Gather the following details before contacting Genetec Inc. (Genetec) for an RMA:
 - Name of the company (integrator) that placed the order
 - Customer's order number (purchase order number) for the unit that requires an RMA
 - Valid contact information (name, email address, phone number) for future correspondence
 - The part number of the unit requiring repair, replacement, or credit
 - The serial number of the unit requiring an RMA, if applicable
 - The system ID, if available
 - Reason for return
 - As many details on the hardware issue as possible, if applicable

2. Contact Genetec to request an RMA.

4.2.1. Return and repair RMAs

1. Contact Genetec™ Technical Support to advise us of the issue and request an RMA.

For customers with Genetec™ Advantage coverage, live support is available during business hours over the phone and through our online chat services on the [Genetec™ Technical Assistance Portal \(GTAP\)](#). For customers without Advantage coverage, a case needs to be opened via the Genetec™ GTAP portal. When creating the case, include 'RMA Request' in the title so our team can easily identify these requests.

To find the GTAC phone number and business hours in your region, contact the [Genetec Technical Assistance Center](#).

2. The Genetec™ RMA team provides the customer with an RMA form.

This form is required in order to send back the unit. The customer receives the form by email within 24 hours following the contact to Genetec™ Technical Support and processing by the RMA team. This

RMA form provides the customer with the complete return address for Genetec or the vendor, and the RMA number of Genetec or the vendor.

4.2.2. Return for credit RMAs

1. Contact the Genetec™ RMA team to advise us of the reason of the return.

The request can be submitted by sending an email to rma@genetec.com.

2. The Genetec™ RMA team provides the customer with an RMA form.

This form is required to send back the unit. The customer receives the form by email within 24 hours after the contact to the Genetec™ RMA team. This RMA form provides the customer with the complete return address and the RMA number of Genetec or the vendor.

3. Customer returns unit to Genetec or the vendor.

- a. The customer is responsible for all shipping charges involved in returning the product to Genetec or to the applicable vendor.
- b. The customer must print the RMA form and include it with the package, along with the unit, for Genetec or its vendors to identify the package.
- c. The RMA number must be visible on the exterior of the package. Genetec provides this number to the customer on the RMA form.
- d. The customer must ship only the products the RMA was requested for. Ship to the complete address that is provided on the RMA form.
- e. Genetec or the vendor must receive the returned unit within 30 days of issuing the RMA. After this 30-day period, any RMA for return for credit or return and repair services will be voided.
- f. For advanced replacement services, Genetec sends the replacement unit as soon as the RMA is created, or as soon as the part becomes available. Note: If the damaged unit is returned within 30 days of the RMA creation date, the units shipped to the customer as part of the advanced replacement warranty will be invoiced to the customer immediately and will be credited.
- g. The customer must email the tracking number to the Genetec™ [RMA Team](#).

4. Genetec receives and inspects returned items.

- a. The part number and serial number (if applicable) of the returned unit must correspond to the information that the customer provided to Genetec upon creation of the RMA. If there are discrepancies, the Genetec™ RMA team will contact the customer. The RMA will not be processed until the customer has been contacted, as the warranty may vary based on the serial number and part number.
- b. **Return for credit:** If undamaged, the unit will be processed as a return for credit. A credit will only be applied when the unit has been received and inspected. If the packaging is damaged or modified in any way, Genetec has the right to refuse the credit. A restocking fee will be charged for a return for credit as per Schedule A.
- c. **Return for repair:** If under warranty and the damage to the unit is not deemed to be the result of abuse or mishandling by the customer, Genetec or the vendor will proceed with the repair. The repaired unit will then be sent back to the customer. In cases where repair is not possible, the products may be replaced with a fully functional product, either refurbished or new depending on availability. Repair times vary by product line, product type, quantity, and manufacturer. If not under

warranty, or if the RMA is voided, Genetec will determine if the item is repairable. In such cases, the repair costs will be applied as per Schedule A. The customer must submit a purchase order for the repair costs before the RMA can be processed.

- d. **Advanced replacement:** If the unit returned is covered by an advanced replacement clause, and the damage to the unit is not deemed to be a result of abuse or mishandling by the customer, no fee will be charged to the customer for the replacement unit provided by Genetec.

- 5. Genetec processes the RMA and returns unit if applicable.

Genetec is responsible for all shipping charges and custom clearance (if applicable) to return the unit to the customer.

The tracking number is communicated to the customer via email when the item is shipped.

5. Schedule A

Product family	Restocking fees	Repair fees ¹⁰	Inspection fees
AutoVu™	20% of the value of the returned unit.	\$1,200 (USD) \$1,490 (CAD) 1,030€ (EUR) £880 (GBP) \$1,630 (AUD) ¥133,990 (JPY)	\$300 (USD) \$380 (CAD) 260€ (EUR) £219 (GBP) \$410 (AUD) ¥33,500 (JPY)
Streamvault™	Fees will be evaluated on a case-by-case basis and will be communicated to the customer. The minimum fee will be 20% of the value of the returned unit, plus return freight.	Fees will be evaluated on a case-by-case basis and will be communicated to the customer.	Not applicable
Synergis™	Fees will be evaluated on a case-by-case basis and will be communicated to the customer.	Fees will be evaluated on a case-by-case basis and will be communicated to the customer.	Not applicable

- Pricing is subject to change without notice.
- Restocking fees apply when new units are returned for credit and were not caused by a Genetec ordering error. Note: Streamvault™ packages must be unopened.
- Repair fees apply when repaired units are not under warranty, or when damages result from abuse or mishandling.
- Inspection fees apply when items are returned without a return merchandise authorization (RMA).
- All on-site service fees are billable. [Contact the Genetec™ RMA Team](#) for availability and pricing.
- If the unit is returned without an RMA, freight charges will apply to return the unit back to the customer.

¹⁰If the unit is not repairable, the customer will be advised to determine if they want a replacement of the unit instead.