

Reditron Product Warranty

All Reditron Pty Ltd (Reditron) products have a minimum of 1 year warranty from the date of sale or as stipulated in the individual brand product listing below. This excludes accessories and consumables (eg. drill bits, glue, concrete mix, cable ties, etc.)

While Reditron provides sales and technical product support for products sold, it remains the responsibility of the installer/customer to ensure that he/she is adequately trained in the security product use, application and installation.

Goods purchased from Reditron, that are manufactured and or distributed by local 3rd party suppliers, also carry a minimum of 1 year warranty in addition to the warranty policies of each specific manufacturer. All warranties are based on a carry-in Warranty basis. Requests for site visits will be charged as per Reditron call-out process.

The following conditions may render product warranties void on any product/equipment:

- Any unauthorised modifications to the product or components
- Product not installed in accordance with the installation instructions provided or as per the manufacturer's specification.
- Product has been misused or used for any purpose other than what it was designed for by the manufacturer.
- Damage caused by handling during transit, atmospheric conditions (including lightning), water, corrosion of metal parts, insect infestation, power surges or other forces outside of the control of Reditron.
- Products sold, that have been deemed to be damaged due to vandalism, incorrect installation and application, forces of nature etc. will be repaired or replaced at the cost of the customer.

General Terms & Conditions of Sale

- No exchange, credit or refund will be done without the original Reditron invoice being supplied.
- All manufacturers' standard warranty conditions apply.
- When faulty items are returned, Reditron reserves the right to exchange, credit, repair or replace it with an equivalent model.
- Reditron reserves the right to refuse to exchange or pass a credit on any goods being returned without fair or good reason.
- Goods returned for credit or refund must be in original condition and packaging. No exceptions will be considered.
- Goods returned after 7 (seven) days of purchase will be subject to a 10% handling charge.
- Goods returned after 30 (thirty) days of purchase will not be accepted back for credit, exchange or refund.
- Specially ordered items (Buy-outs) will not be exchanged, credited or refunded.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Reditron will not be held liable in any manner for any damages suffered by the customer or third party due to the malfunction of products purchased.
- Reditron will not be held liable for any loss, damage or any other claim due to the incorrect installation of any product.
- It is the responsibility of the person purchasing the products to ensure that the person doing the installation has adequate knowledge of the products being purchased.

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- Any damage caused by abuse, misuse, unauthorised modifications, incorrect installation, insect infestation, liquid, lightning, power surges, forces of nature or tampering will not be covered by the warranty.
- Transport & freight charges on returned goods will be for the customer's account and will not be covered by Reditron.

Faulty items returned within 7 days of purchase (Dead/Defective On Arrival - DOA)

- All goods that are deemed to be 'faulty new' or 'Defective/Dead On Arrival' must be returned to a Reditron Branch within 7 days from the date of purchase. They will undergo a technical evaluation before they will be serviced, repaired or exchanged.
- No exchange, credit or refund will be done without the original Reditron invoice being supplied.
- Faulty items must be returned to Reditron, complete and in their original packaging.
- Any modifications, cut wires, visual damage or damaged boxes will invalidate an exchange, credit or refund.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Reditron reserves the right to exchange, credit, refund or repair faulty items returned.

Faulty items returned after 7 days of purchase.

- Faulty items returned after 7 days of purchase will be attended to on a repair-return basis, which may include the use of original suppliers and their repair services.
- Original Reditron invoices must be supplied with any faulty items to validate the warranty.
- Reditron reserves the right to repair or replace, with a service exchange unit, any faulty items sent in for repair.
- Reditron reserves the right to refuse a warranty claim if the damage is caused by any factors beyond the specifications or performance levels of the product.

Repairs warranty policy

- A repair or exchange of a product within the warranty period will not extend the duration of the original warranty period.
- Reditron will offer a repair warranty equal to that of the supplier in the event of external repairs.
- Repairs done by the Reditron repairs department will carry a 3-month warranty on the specific repair on products that are out of warranty. On warranty repairs, the balance of warranty will apply.
- Any other faults occurring will be treated as a separate repair.
- Repaired items will not be returned to the client until any incurred payment has been received.
- Repaired items not collected within 3 months will be sold to defray costs.
- Reditron may charge a handling fee on a unit sent for repair that is found to be "not faulty" or where reports beyond that of the job card are requested, as per the specific supplier.

Battery Warranty

Securi-Prod Sealed Lead Acid, Gel and Lithium batteries carry 1-year limited warranty. Batteries will be tested by Reditron Technical/Repairs before any replacements are issued.

Batteries that are supplied with uninterruptible power supplies (UPS) do not carry any warranty. This is due to the number and duration of deep discharges which batteries are subject to during loadshedding. As the severity of load shedding escalates, batteries are constantly discharging and recharging which in

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turn affects the lifespan, loadshedding can also result in batteries not having enough time between power outages to full recharge. As a result, battery life and back-up times cannot be warranted.

The cost of running a battery-based power solution is not dissimilar to running a generator; when the fuel runs out, it requires re-filling. When batteries experience a number of cycles, they require replacement.

In the event that the Securi-Prod Battery becomes defective, malfunctions or fails during the warranty period, Reditron undertakes, at its sole discretion, to repair, recharge or replace the Securi-Prod Battery subject to the following terms and conditions:

- Proof of purchase is provided.
- The warranty is for material and workmanship defects on the Securi-Prod Battery only and any consequential or transport costs are excluded.
- Should a warranty claim be accepted and the battery is replaced, the new Securi-Prod Battery will only carry a warranty for the remaining period of the original proof of purchase
- Any warranty claim will be null and void if any of the following conditions are applicable:
 - The Battery was not used for its intended purpose and/or not of correct capacity or type for which it was installed.
 - The Battery failure or non-conformance was due to abuse or neglect, improper and/or incorrect charging and/or maintenance and/or failure to keep the Battery properly charged, charging system failure, sulphation due to over discharging, overheating, freezing, tipping over, abnormal wear and tear, tampering, damaged terminals, cracked or damaged Battery casing, damage due to the Battery not being properly secured or incorrectly mounted, and/or damage resulting from external events such as collisions, fire and forces of nature.
 - The battery is out of the warranty period and is thus not a valid claim.
 - If the battery has any other visible external abuse (damaged case, damaged poles, tampered date codes, forced removal of sealed cover)

Monitor Warranty

- All monitors carry a 1-year warranty. All monitors will be tested at point of sale and checked for cracked screens.
- This will also be done before any monitor is dispatched via courier.
- No monitor will be accepted for replacement with a cracked screen.

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Individual Product Warranty per brand:

Product	Warranty	Product	Warranty
Avigilon	See Below	Paxton	*60 Months
Bosch	See Below	Planet	12 Months
BPT	12 Months	Powa-Prod	12 Months
Centurion	24 Months	Seagate	36 Months
Comb	12 Months	Securi-Prod	12 Months
Commax	12 Months	Sentry	12 Months
Clearline	24 Months	Sherlo	24 Months
DMP	12 Months	Solar Panels	60 Months
Dahua	See Below	Solar Switches	12 Months
ELock	12 Months	Stable Power	12 Months
Genata	12 Months	Takex	24 Months
Genetec	See Below	Utepo	12 Months
IDEMIA	12 Months	Viridi	12 Months
ITooner	12 Months	Wisnetworks	12 Months
Kocom	12 Months	Zartek	12 Months
ZKT			
Green Label Product Range	24 Months	Security & Inspection Products	12 Months
Access Control Product Range	12 Months	Smart lock Product Range	12 Months
Time & Attendance Product Range	12 Months	Hotel Lock Product Range	12 Months
Entrance Control Product Range	12 Months		

Avigilon Warranty:

Product Line	Warranty Period	Extended Warranty
H6A, H6X, H6SL, H6 Mini Dome	Five Years	Not available
Halo Smart IoT Sensor	Five Years	Not available
H5A, H5SL, H5M, H5A-CR, H5 PRO, H5A-FE, H5A Modular imager modules and main units, H5A Dual Head, H5A Thermal, H5A Multisensor camera module	Five Years	Not available
H6A PTZ, H5A-PTZ, H5A Rugged PTZ, H5A IR PTZ	Limited Five Years	Not available
H5EX	Three Years	Limited one or two years
H4 Thermal ETD Camera	Three Years	One or two years
H4A, H4SL, H4M, HD-LP, H4F, H4VI, H4PRO, H4PTZ, H4IRPTZ, H4A-THC, APD, HD Analog Encoder, Avigilon Blue Connect Device, H4 Multisensor camera modules	Three Years	One or two years

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NVR4X (including NVR4X-PRM-FIPS)1, AINVR	Five Years	Upgrade to 4hr Mission Critical
Unity Video ES Rugged Appliance	Five Years	Not available
NVR4, NVR3, AVA	Three Years	Two Years
AIA	Three Years	Two Years
HD Video Appliance 3X	Three Years	Not available
ENVR1, ENVR2 PLUS Appliance	Three Years	Not available
Workstations	Three Years	Two Years
Monitors	Three Years	Not available
Unity Access Professional, Enterprise and Enterprise Plus Appliances	Three Years	One or two years
Motorola Solutions Concealed Weapons Detection	Four Years	Not available
Motorola Solutions L6Q	One Year	

Bosch Warranty:

Product line	Warranty period
Cameras and accessories (housings, brackets, lenses, and power supplies) delivered after Nov. 1st, 2021, except for thermal cameras and moving parts of AUTODOME and MIC cameras (for example belt, slip ring, motor) from the date of handover(invoice date).	5 Years
For thermal cameras incl. MIC 9000, moving parts of AUTODOME and MIC cameras.	3 Years
All other products including cameras delivered before Nov. 1st, 2021, except DSA E-Series, DIVAR IP and MHW-W Workstation.	3 Years
Bosch Building Technologies does not provide any product warranty for DSA E-Series, DIVAR IP and MHW-W Workstation. Instead of a product warranty, these products always include an entitlement for a Service Level Agreement (SLA) with a service partner. Details are in section C.	SLA Extension

Dahua Warranty:

Product line1	Product line2	Warranty period for overseas customers
General Storage	DVR/ NVS/ATM/Recording & Broadcasting	36 months
Mobile Portable Terminal	Mobile Portable Terminal	12 months, of which Data Collection Station have a warranty period of 36 months while USB cables which are accessories of Data Collection Station have warranty period of 12 months

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IP Storage	EVS/ESS/ IVSS/IVD	60 months
HDCVI Recorders	HCVR	60 months for WizSense Series (4/8 Sata only) 36 months, of which COOPER series have a warranty period of 24 months and all 4/8-sata models (Except HDD ,Fan, battery, power supply)
Network Recorders	NVR	60 months for WizMind Series, Ultra Series (Except HDD, Fan, battery, power supply).
		36 months for NVR1 Series, NVR2 Series, NVR4 Series, NVR5 Series (2/4-sata) (Except HDD, Fan, battery, power supply)
		12 months for EZ-IP series (Except HDD ,Fan, battery, power supply)
Storage Medium	HDD	36 months for Surveillance HDD, 60 months for Enterprise HDD Notwithstanding the foregoing, the warranty services of HDD shall be subject to the HDD manufacturers' RMA policy.
	SSD	60 months for 500G and above capacity of C800A series, 36 months for the rest
	PSSD	36 months
	Memory Card	24 months, of which C100 series have a warranty period of 84 months and N100 series have a warranty period of 36 months
	USB flash drives	60 months
	DRAM	Lifetime warranty
Network Cameras	Network Camera	60 months for IPC WizMind 5 Series, WizMind 7 Series, WizMind 8 Series, WizMind
		Panoramic Series, WizMind Special Series, Pro 5 Series, Panoramic Series, Special Series 36 months for IPC ECHO Series, 1 Series, 2 Series, 3

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		Series, 4 Series
	Wireless Series	24 months for Wi-Fi Camera, 4G Camera
Display & Control Products	Monitor/Television/LCD video wall/Digital Signage/LED Displays	Monitor: 36 months Television: 12 months LCD video wall: 24 months Digital Signage: 24 months Project type LED Displays: Fine Pixel Pitch LED($\leq P2.5$) has a warranty period of 12 months while general LED ($>P2.5$) has a warranty period of 24 months; Channel type LED Display: 12 months.
Transmission	Network Transmission/Cyber Security	36 months: of which Wireless series have a warranty period of 24 months. 60 months: Industrial PoE Switch; FS5428-24GTandPFS5936-24GF8GT4XF Model in the Aggregation Switch(Except Fan, power supply)
Thermal Cameras	Thermal Security Camera	TPC-DF1XXX/TPC-BF1XXX/TPCBF2XXX/ TPC-BF4XXX/TPC-BF5XXX/ TPC-AEBF5XXX eyeball or bullet cameras with 36 months, of which wearing parts separately have a warranty period of 36 months. List of wearing parts: fan, lens motor, lens potentiometer, thermal imaging core shutter, lens limit switch, thermal lens protecting window, lens coating(thermal lens and visible lens). TPC-SD2XXX/TPC-SD4XXX/TPCSD5XXX/ TPC 8 series with 36 months, of which wearing parts separately have a warranty period of 12 months. List of wearing parts: PTZ unit, conductive slip ring, motor, timing belt, oil seal, wiper, fan, lens motor, lens potentiometer, thermal imaging core shutter, lens limit switch, thermal lens protecting window, lens coating (thermal lens and visible lens), laser range finder, laser illuminator.
	Thermal Commercial Vision Camera	TPC-NYX thermal camera modules with 12 months. TPC-M/R/C/A/R series and other monocular or binocular cameras with 36 months, of which wearing parts separately have a warranty period of 24 months. List of wearing parts: thermal core shutter, laser range finder, laser pointer, thermal motorized lens. Especially, The rechargeable battery has a warranty period of 12 months.

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		<p>TPC-Hlxx series and other handheld thermography cameras with 36 months, of which wearing parts separately have a warranty period of 24 months. List of wearing parts: thermal core shutter, laser range finder, laser pointer, thermal motorized lens. Especially, The rechargeable battery has a warranty period of 12 months.</p>
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Genetec

Ask your Sales Representative or download it from the Warranty page on our website.

***Paxton Warranty:**

Paxton offers a five-year guarantee on all products. If a problem arises, follow these three simple steps and they will get your return sorted:

1. Call into Paxton Technical Support if a problem arises on site, Paxton support will then troubleshoot the issue.
2. If the issue cannot be solved, you will be supplied with a returns number (RMA Number).
3. Once you have the RMA number, you need to return the faulty unit to your distributor for an exchange.
4. If there is stock available the unit will be replaced immediately. If there is not stock available a replacement unit will be ordered from Paxton.

Reditron reserves the right to update and amend the above warranty periods in line with product modifications and development as approved by the manufacturer from time to time.

Gordon Moore
 Sales Director



Signature:

Date: V1 /2024

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