

Genetec™ Standard Software and Hardware Warranty Overview

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1. Overview

The following document describes the software and hardware warranty commitment as well as hardware extended warranties offered by Genetec Inc. for products developed, manufactured, and sold by Genetec Inc.

2. Genetec™ Software Warranty Overview

2.1. Software Warranty Coverage

Genetec Inc. warrants that its software products will perform in all material respects in accordance with the accompanying user manual, and the media on which the software product resides will be free from defects in materials and workmanship under normal use. Software defects are covered through service releases and cumulative updates, which are available for a period of 1 year from the date of the software purchase. For more information about product lifecycle stages, refer to the *Product Lifecycle* page in the Genetec™ portal at <https://portal.genetec.com/support/ProductLifecycle/>. A copy of the *Software License Agreement and Genetec™ Advantage Agreement* is also available for review on our website <https://www.genetec.com/legal>.

2.2. Products covered by Software Warranty

- All packaged software products developed and licensed by Genetec Inc., including all updates and upgrades to the license eligible.
- 90-day coverage for all custom software applications developed by Genetec Inc. using one of the Genetec™ Software Development Kits (SDK).

3. Genetec™ Hardware Warranty Overview

3.1. Hardware Warranty Coverage

3.1.1. Coverage

Genetec Inc. warrants each product it manufactures to be free from defects in materials and assembly in the course of normal use and service, and provides technical assistance related to these defects.

The Genetec™ hardware warranties cover both the product hardware and the Genetec™ software natively installed on the product, with the exception of appliances running one of the Genetec™ software products (including all Streamvault™ all-in-one appliances, rackmount appliances, and workstations), in which case the software warranty takes precedence over the hardware warranty for software-related issues.

The Genetec™ Standard 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.

3.1.2. Products Covered

All products manufactured or distributed under the Genetec™ brand, including but not limited to AutoVu™ Sharp, Synergis™ Access Control products, Streamvault™ appliances and workstations, and respective accessories are either covered by the Standard Warranty or fall under the manufacturer warranty.

For more information about the standard warranty length, please refer to section 3.2. The “Standard Warranty Length” column provides the duration of warranty by product family.

3.1.3. Extended Hardware Warranty

An Extended Warranty allows you to extend the Standard Warranty length for hardware products sold by Genetec Inc. that are eligible for a warranty extension.

For more information about the extended warranties available, please refer to section 3.2. The “Maximum Extended Warranty Length” column provides information on whether the extended warranty is available and its maximum duration by product family.

3.2. Hardware Warranty Summary

3.2.1. AutoVu™

Product Family	Standard Warranty Length		Advanced Replacement	In Warranty Return and Repair ¹	Maximum Extended Warranty Length (in addition to standard warranty)
	Hardware	Software			
AutoVu™ Sharp	1 year	SharpOS follows hardware warranty	Included within 90 days of product purchase	Included	4 years
AutoVu™ Processing Unit and SharpX	1 year	SharpOS follows hardware warranty	Included within 90 days of product purchase	Included	4 years
AutoVu™ Navigator Box	1 year	Not applicable	Included within 90 days of product purchase	Included	4 years
Panasonic Toughbooks Kits	5 years	Refer to Patroller ADV	Toughbook: Included within 90 days of product purchase Accessories: 5 years	Included	Not applicable
Hand Held Computers	1 year	Not applicable	Included within 90 days of product purchase (new unit)	Included	4 years
Tire Cameras	1 year	Not applicable	1 year	Not applicable	4 years
Ram Mount Base	1 year	Not applicable	1 year	Not applicable	4 years
USB GPS	1 year	Not applicable	1 year	Not applicable	4 years
Navigation Kit	1 year	Not applicable	1 year	Not applicable	4 years
AutoVu™ Sharp/SharpX Power Supplies	1 year	Not applicable	Not applicable	Not applicable	Not applicable

¹ 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. Product may be replaced by a fully-functional refurbished product. The customer is responsible for all shipping charges to return the product back to Genetec Inc., and Genetec Inc. will cover the shipping charges to send the product back to the customer.

3.2.2. Streamvault™

Product Family	Standard Warranty Length		Advanced Replacement	In Warranty Return and Repair	Maximum Extended Warranty Length (in addition to standard warranty)
	Hardware	Software			
SV-100 (All-in-one appliance)	3 years	3 years	SV-100 is under HP warranty. Advanced replacement is covered by Genetec Inc. for 1 year. Warranty and advanced replacement are accessible through Genetec Inc.	Included ²	2 years
SV-100E (All-in-one appliance)	3 years	3 years	SV-100E is under Dell ProSupport warranty (next business day, on-site parts and labor). Advanced replacement is covered by Genetec Inc. for 1 year. Warranties are accessible through Genetec Inc.	Included ²	2 years
SV-300 (All-in-one appliance)	3 years	3 years	SV-300 is under HP warranty. Advanced replacement is covered by Genetec Inc. for 1 year. Warranty and advanced replacement are accessible through Genetec Inc.	Included ²	2 years
SV-300E (All-in-one appliance)	3 years	3 years	SV-300E is under Dell ProSupport warranty (next business day, on-site parts and labor). Advanced replacement is covered by Genetec Inc. for 1 year. Warranties are accessible through Genetec Inc.	Included ²	2 years

² The customer can choose between returning the unit for repair or on-site service.

Product Family	Standard Warranty Length		Advanced Replacement	In Warranty Return and Repair	Maximum Extended Warranty Length (in addition to standard warranty)
	Hardware	Software			
SV-1000 (Rackmount appliance)	3 years	3 years	SV-1000 is under HP warranty (next business day, on-site for parts and labor). Warranties are accessible through Genetec Inc.	Included ³	2 years
SV-1000E (Rackmount appliance)	5 years	5 years	SV-1000E is under Dell ProSupport warranty (next business day, on-site parts and labor) with keep your own hard drive. Warranties are accessible through Genetec Inc.	Included ³	2 years
SV-2000 (Rackmount appliance)	5 years	5 years	SV-2000 is under HP warranty (next business day, on-site for parts and labor). Warranties are accessible through Genetec Inc.	Included ³	2 years
SV-2000E (Rackmount appliance)	5 years	5 years	SV-2000E is under Dell ProSupport warranty (next business day, on-site parts and labor) with keep your own hard drive. Warranties are accessible through Genetec Inc.	Included ³	2 years
SV-4000 (Rackmount appliance)	5 years	5 years	SV-4000 is under HP warranty (next business day, on-site for parts and labor). Warranties are accessible through Genetec Inc.	Included ³	2 years
SV-4000E (Rackmount appliance)	5 years	5 years	SV-4000E is under Dell ProSupport warranty (next business day, on-site parts and labor) with keep your own hard drive. Warranties are accessible through Genetec Inc.	Included ³	2 years

³ 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. Product may be replaced by a fully-functional refurbished product. The customer is responsible for all shipping charges to return the product back to Genetec Inc., and Genetec Inc. will cover the shipping charges to send the product back to the customer.

Product Family	Standard Warranty Length		Advanced Replacement	In Warranty Return and Repair	Maximum Extended Warranty Length (in addition to standard warranty)
	Hardware	Software			
SV-7000 (Rackmount appliance)	5 years	5 years	SV-7000 is under HP warranty (next business day, on-site for parts and labor). Warranties are accessible through Genetec Inc.	Included ³	2 years
SV-7000E (Rackmount appliance)	5 years	5 years	SV-7000E is under Dell ProSupport warranty (next business day, on-site parts and labor) with keep your own hard drive. Warranties are accessible through Genetec Inc.	Included ³	2 years
SVW-300 (Workstation)	3 years	3 years	SVW-300 is under HP standard warranty. Warranties are accessible through Genetec Inc.	Included ³	N/A
SVW-300E (Workstation)	5 years	5 years	SVW-300E is under Dell ProSupport warranty (next business day, on-site parts and labor) with keep your own hard drive. Warranties are accessible through Genetec Inc.	Included ³	N/A
SVW-500 (Workstation)	3 years	3 years	SVW-500 is under HP standard warranty. Warranties are accessible through Genetec Inc.	Included ³	N/A
SVW-500E (Workstation)	5 years	5 years	SVW-500E is under Dell ProSupport warranty (next business day, on-site parts and labor) with keep your own hard drive. Warranties are accessible through Genetec Inc.	Included ³	N/A

3.2.3. Synergis™

Product Family	Standard Warranty Length		Advanced Replacement	In Warranty Return and Repair ³	Maximum Extended Warranty Length (in addition to standard warranty)
	Hardware	Software			
Biometric Readers	1 year	Not applicable	Not applicable	1 year	Not applicable
HID Ribbons	1 year	Not applicable	1 year	Not applicable	Not applicable
Locks	1 year	Not applicable	Not applicable	Included	Not applicable
RFIdeas/Nexus Readers	2 years	Not applicable	1 year	Included	Not applicable
Synergis™ Cloud Link	2 years	Not applicable	2 years	Not applicable	Not applicable
Cloud Link Roadrunner™	2 years	Not applicable	2 years	Not applicable	Not applicable
Controllers	2 years	Not applicable	2 years	Not applicable	Not applicable
Access Control Power Supplies	Lifetime	Not applicable	1 year	Included	Not applicable
Standard Readers and Standard Credentials	Lifetime	Not applicable	Lifetime	Not applicable	Not applicable
Custom Credentials	1 year	Not applicable	1 year	Not applicable	Not applicable
Enclosures	2 years	Not applicable	2 years	Not applicable	Not applicable
Printers	3 years	Not applicable	Not applicable	Included	Not applicable
Assembled kits (Access Control)	Warranty on individual components, NOT the topline kit	Not applicable	Warranty on individual components	Not applicable	Not applicable

4. Genetec™ Hardware Warranty Terms and Conditions

4.1. Terms and Conditions

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

4.1.1. Warranty on repairs and replacement parts

All Genetec™ products serviced by Genetec Inc. for repair and replacement parts are warranted against defects in workmanship and materials for either a period of 90 days, or the remainder of the original warranty: whichever is the longest.

4.1.2. Exclusive Warranty Remedy

During the applicable warranty period and in the event that a product is determined by Genetec Inc. to be defective in materials or assembly, Genetec Inc. will at its sole discretion either credit the customer the price paid for the defective product, repair the defective product without charge, replace the defective product with a new or refurbished product, or replace the defective product with a different product with identical or better specifications.

4.1.3. Warranty Exclusions

The following items are not covered by the Genetec™ Standard Hardware Warranty:

- Equipment not purchased from Genetec Inc.
- A product which is used with unsupported ancillary equipment or software.
- Defects or damages resulting from customer's improper testing, operation, installation, maintenance, modification, alteration, or adjustment.
- Defects or damages from misuse, accident, or neglect.
- Defects or damages resulting from use of the product in ways other than its normal and customary manner.
- Defects or damages resulting from drilling holes, adding decals or other adhesives, or by painting the product.
- Defects or damages due to lightning or other electrical discharges.
- Product that is disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim.
- Modification, abuse, or tampering with the product.
- Act of God (flash floods, earthquakes, lightning, fire, and so on).
- Normal wear and tear.
- Relocating a hard-mounted AutoVu™ Mobile System from one vehicle to another will void the warranty on the cables. This does not apply to portable systems with magnetic mounts.

5. Genetec™ Return Merchandise Authorization Terms and Conditions

5.1. Overview

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

5.1.1. Return Merchandise Authorization

A Return Merchandise Authorization (RMA) number must be obtained from Genetec Inc. The RMA number must be clearly marked on the outside of each returned package. The customer must ensure the return of the exact material, in the correct quantity and exact serial numbers (if applicable) approved by Genetec Inc., in respect to the RMA form provided. Any unapproved, mislabeled, or excess inventory shipped to Genetec Inc. will be refused and returned to the shipper.

5.1.2. 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 to the returned product during transit. Failure to comply will result in Genetec Inc. voiding the RMA and refusing to service the unit.

5.1.3. Freight

The customer is responsible for the shipping costs for the return of the defective unit to Genetec Inc. Genetec Inc. (with the exception of StreamVault™) will assume freight costs when shipping the repaired goods or replacements back to the customer.

If Genetec Inc. mistakenly shipped non-purchased products or products in excess to the customer, Genetec Inc. will cover the costs to return the products by providing the customer with shipping labels and export documents, if required.

If products were ordered in error, the customer is responsible for shipping the products back to Genetec Inc. and ensuring delivery. Failing to do so will result in an invoice sent to the customer for the goods.

5.1.4. Refunds & Restocking Fee

To be eligible for a return for credit, the item must be unused and in the same condition it was received. It must also be in the original packaging.

For all return for credit, Genetec Inc. will issue a credit once the products have been received and inspected, minus a 20% restocking fee. Genetec Inc. reserves the right to refuse any return for credit. Furthermore, Genetec Inc. reserves the right to modify the restocking fee under unusual circumstances, at the sole discretion of Genetec Inc.

Material sold under non-cancellable, non-refundable (NCNR) policy (customized items) are not eligible for a return for credit. Failure to return the merchandise in resalable conditions will result in an invoice sent to the customer for the full value of the items.

5.1.5. Damaged in Shipment

Product(s) will be inspected upon receipt. Any damage from shipping must be reported to Genetec Inc. within 14 days of receipt of the product. In case of failure to report damages within the 14 days after receipt, Genetec Inc. reserves the right to refuse a return for credit and/or replacement of the damaged product(s).

For products damaged during shipment, an email must be sent to CustomerService@genetec.com immediately. A description of the damages and pictures, if possible, are extremely helpful to ensure that our products are packaged and shipped properly.

5.1.6. Responsibilities and Expectations

- An RMA is valid for 30 days. Within this period, Genetec Inc. must receive the defective unit(s), identified with the corresponding RMA number.
- For returns where the customer chooses to bypass Genetec™ Technical Support, a service charge will be applied if no defect is found with the returned units. The charges are based on the RMA type and the scale of the work done.
- The units shipped to the customer as part of the “advanced replacement” warranty will be invoiced to the customer account if the damaged units are not sent back and received by Genetec Inc. within 30 days of the RMA creation date.
- The customer is responsible for returning the unit(s) in proper condition and according to the instructions provided in this document. Failure by the customer to do so may result in Genetec Inc. voiding the RMA request or additional fees charged to the customer.
- 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 under the “advanced replacement” warranty.
- Out of Warranty Returns and Repairs for AutoVu™ are charged at a flat rate of \$700. Pricing is subject to change without notice.

5.2. Return Instructions

1. Gather details before contacting Genetec Inc. for an RMA

- a. Name of the company (integrator) that placed the order.
- b. Customer’s order number (purchase order number) for the unit requiring an RMA.
- c. Valid contact information (name, email address, phone number) for future correspondence.
- d. The part number of the unit requiring repair, replacement, or credit.
- e. The serial number of the unit requiring an RMA, if applicable.
- f. The system ID, if available.
- g. Reason for return.
- h. As many details on the hardware issue as possible and reason for return.

2. Contact Genetec Inc. to request an RMA

- a. 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™ portal.

To find the GTAC phone number and business hours in your region, go to the Technical Assistance Center on the Genetec™ website at <https://www.genetec.com/support/technical-assistance>.

- b. Genetec™ Customer Service provides customers 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 notification to Genetec™ Technical Support. This RMA form provides the customer with the complete return address for Genetec Inc. or the vendor, and the RMA number of Genetec Inc. or the vendor.

3. Customer returns unit to Genetec Inc. or vendor

- a. The customer is responsible for all shipping charges involved in returning the product to Genetec Inc. or the applicable vendor.
- b. The customer must print the RMA form (emailed by Genetec Inc. to the customer) and include it in the package, along with the defective unit, in order for Genetec Inc. or its vendors to identify the package.
- c. The RMA number must be visible on the exterior of the package. Genetec Inc. provides this number to the customer on the RMA form.
- d. The customer must ship only the product(s) the RMA was requested for. Ship to the complete address that is provided on the RMA form.
- e. Genetec Inc. (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 Inc. sends the replacement unit as soon as the RMA is created. Note that the full price of the new product(s) will be invoiced to the customer if the defective unit is not received in the 30 days following the RMA creation date.
- g. Genetec Inc. might require a tracking number from the customer. Collaboration is always appreciated and allows Genetec Inc. to provide the customer with a positive customer experience.

4. Genetec Inc. receives and inspects returned items

- a. The part number and serial number of the returned unit must correspond to the numbers the customer provided to Genetec Inc. upon generation of the RMA. If there are discrepancies, our Customer Service department will contact the customer. The RMA will not be processed until the customer has been contacted, as the warranty may vary with serial number and part number.
- b. Return for credit: If undamaged, unit will be processed as a “return for credit.” A credit will only be applied once the unit has been received and inspected. If the packaging is damaged or modified in any way, Genetec Inc. has the right to refuse the credit. A 20% restocking fee is charged for a “return for credit,” unless otherwise stated.
- c. If unit returned as “return and repair” is under warranty, and the damage to the unit is not deemed to be the result of abuse or mishandling by the customer, Genetec Inc. 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 product(s) may be replaced with either a fully-functional product (refurbished or new, depending on availability). Repair times vary by product line, product type, quantity, or manufacturer.
- d. If unit returned as “advanced replacement” is under warranty, 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 Inc.

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

- a. Genetec Inc. is responsible for all shipping charges and custom clearance (if applicable) to return the product to the customer.

- b. The tracking number is communicated to the customer through email as soon as it ships.