

# IQinVision 2 YEAR LIMITED HARDWARE WARRANTY

## Warranty Coverage

IQinVision, Inc. ("IQinVision") warranty obligations are limited to the terms set forth below:

IQinVision warrants the original purchaser that the **IQINVISION Network Video product** enclosed with this limited hardware warranty will in respect of the hardware be free from defects in design, workmanship and materials under normal use for a period of two (2) years from the date of the original end-user purchase ("Warranty Period").

The original purchaser shall without undue delay notify IQinVision of any defect which appears according to IQinVision's RMA Handling procedure, failure to which shall mean that the purchaser loses its right to have the defect remedied. A valid form of a bill of sale or receipt from an authorized retailer/distributor with the date of the original purchase must be presented to obtain warranty service. If a valid claim is received within the Warranty Period, the sole remedy of the original purchaser and IQinVision's sole and exclusive liability shall be limited to, at IQinVision's sole discretion, IQinVision will repair or replace defective parts of the IQeye camera with new parts, or with serviceable used parts that are superior or equivalent in performance to new parts, without charge. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer. When a product or part is exchanged the replacement hardware becomes the property of the original purchaser and all hardware or part thereof that is replaced shall become the property of IQinVision.

This Limited Warranty is applicable in all countries and may be enforced by contacting IQinVision support worldwide, for more information please visit our web site [www.iqeye.com](http://www.iqeye.com)

## Exclusions and Limitations

This warranty does not apply (a) to faulty and improper installation, maintenance, service, repair and/or alteration in any way that is not contemplated in the documentation for the product or carried out with IQinVision's consent in writing, operational adjustments covered in the operating manual for the product or normal maintenance, (b) to cosmetic damages, (c) if the product is modified or tampered with, (d) if the product is damaged by acts of God, misuse, abuse, negligence, accident, normal wear and tear and deterioration, improper environmental conditions (including, but not limited to, electrical surges, water damage, chemical exposure, and/or heat/cold exposure) or lack of responsible care, (e) if the product has had the model or serial number altered, defaced or removed, (f) to consumables (such as storage media or batteries) (g) to products that have been purchased "as is" and IQinVision, the seller or the liquidator expressly disclaim their warranty obligation pertaining to the product, (h) to any non-IQinVision hardware product or any software (irrespective of packaged or sold with an IQinVision hardware product) and IQinVision products purchased from an unauthorized distributor/reseller, (i) to damage that occurs in shipment or (j) to damages by any other causes not related to defective design, workmanship and/or materials.

All Inquiries for RMA and Warranty Repair should be directed to [support@iqeye.com](mailto:support@iqeye.com) or to the following:

IQinVision  
33122 Valle Road  
San Juan Capistrano, CA 92675-4853 USA  
Phone: +1-949-369-8100 or 1-877-850-0805 (toll-free in U.S.)  
Fax: +1-949-369-8105

## NOTE:

- If the product is to be used outdoors or in dusty, humid, or other hostile environments, it must be suitably protected.
- Further, camera products specifically, must be protected, whether in use or not, from exposure to direct sunlight or halogen light – which may damage the camera image sensor. This applies to both indoor and outdoor use of the cameras.
- For camera products supplied without a lens, extreme care should be used when mounting a lens on these products. Damage to the product due to incorrectly mounted lenses will invalidate this limited hardware warranty.
- Failure to comply with any of the aforementioned requirements will invalidate this Limited Hardware Warranty.

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