



3/5 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. The warranty period for all cameras purchased before 1/1/2011 is two (2) years. The warranty period for "Alliance-mini" cameras [IQDxxx] purchased after 1/1/2011 is five (5) years. All other cameras purchased after 1/1/2011 include a three (3) year warranty period 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

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 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.

THE WARRANTY AND REMEDIES PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CERTAIN JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF LAWS UNDER SUCH JURISDICTIONS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS PROVIDED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY AND TO THE EXTENT PERMITTED BY LAW, NEITHER IQINVISION NOR ANY AFFILIATES SHALL BE LIABLE FOR ANY LOSS, (INCLUDING LOSS OF DATA AND INFORMATION), INCONVENIENCE, OR DAMAGE, INCLUDING, BUT NOT LIMITED TO, DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE IQINVISION PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. NOTWITHSTANDING THE FOREGOING, IQINVISION' TOTAL LIABILITY FOR ALL CLAIMS UNDER THIS WARRANTY SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS ON POTENTIAL LIABILITIES HAVE BEEN AN ESSENTIAL CONDITION IN SETTING THE PRODUCT.