

Warranty Policy

Introduction

ACTi values your business and always attempts to provide you the very best of service. Our warranty policy is designed to achieve business agility and provide you with different options to protect your valuable assets.

In this document, you will find all you need to know about ACTi Warranty in terms of Duration, Coverage and how to extend the default warranty.

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Warranty Period

▲ Products shipped after **2011.01.01**

Product Type	Series	Warranty	
IP Camera	Cube Cameras	E	3 years
		C, D	2 years
		TCM	1 year
	Box Cameras	ACM, B, E, I, KCM, TCM	3 years
		D	2 years
	Bullet Cameras	A, ACM, B, E, I, TCM	3 years
		D	2 years
	Dome Cameras (*1)	A, ACM (*2), B, E, I, KCM, TCM	3 years
		D	2 years
	PTZ Cameras (*3) (*4)	B, I, KCM	3 years
ACM, CAM, TCM		1 year	
Covert Cameras	Q1X	3 years	
Video Encoder	Mini Video Encoders	TCD, V	3 years
	Video Encoders	ACD, TCD, V	3 years
	Rackmount Video Encoders	ACD, V	3 years
Video Decoder	ACD	3 years	
Media Display Station	ECD	3 years	

Video Management System	Standalone Network Video Recorders	INR, BNR, GNR, MNR-1XX, XNR	3 years
		ENR, MNR-3XX	2 years
	Control Center	CMS, TVW	2 years
	Client Application	SWS	2 years
	Video Analytics	IVS	2 years
Accessories		All Types (*5)	1 year
Support Tools & Utilities	Camera Installation Kit	PMON (*6)	1 year
	Camera Demo Kit	PCDK (*7)	1 year

(*1) The category "**Dome Cameras**" includes the following types: Mini Dome, Dome, Zoom Dome, Mini Fisheye Dome, Fisheye Dome, Mini Hemispheric Dome, Hemispheric Dome, and Multi-Imager Panoramic Dome cameras.

(*2) **ACM** series **Mini Dome** cameras are warranted for **one (1) year**.

(*3) The category "**PTZ Cameras**" includes the following types: Micro PTZ, Mini PTZ, PTZ, Mini Speed Dome, Speed Dome, and Panoramic Speed Dome cameras.

(*4) **PTZ** cameras which are at any time in continuous motion due to use of pan/tilt/zoom operation (i.e. "auto-scan" or "tour") are warranted for **three (3) months** (except **I** and **KCM** series cameras which are warranted for **one (1) year** if in continuous motion); if said cameras in this section are **not** in continuous motion, the original warranty period will apply.

(*5) The category "**Accessories**" includes Mounting Accessories, Lenses, Covers, Enclosures, Power Supply Accessories (including power adapters and the charger for **Camera Installation Kit**), Network & Storage Peripherals, Controllers and Data Cables.

(*6) The warranty period for the **Camera Installation Kit** itself is **one (1) year**, while the equipment's battery only has **six (6)-month** warranty.

(*7) The warranty period for **Camera Demo Kit** itself is **one (1) year**, which does not cover the suitcase and its interior foam that comes with this product.

▲ Products shipped from **2009.01.01** to **2010.12.31**

Product Type		Warranty	
IP Camera	Box	2 years	
	Bullet	2 years	
	Cube	1 year	
	Fixed Dome	2 years	
	Mini Dome	1 year	
	PTZ	In Static (*1) Motion:	1 year
		In Continuous (*2) Motion:	3 months
	Speed Dome	In Static (*1) Motion:	1 year
		In Continuous (*2) Motion:	3 months
	Video Server		2 year
Video Decoder		2 year	
Peripherals		1 year	

(*1) In user's application, this camera operates in static condition with occasional movements triggered by user or events.

(*2) In user's application, this camera operates in continuous motion such as tour or scan.

▲ Products shipped before **2009.01.01**

Product Type		Warranty	
IP Camera	Box	1 year	
	Bullet	1 year	
	Cube	1 year	
	Fixed Dome	1 year	
	Mini Dome	1 year	
	PTZ	In Static (*1) Motion:	1 year
		In Continuous (*2) Motion:	3 months
	Speed Dome	In Static (*1) Motion:	1 year
In Continuous (*2) Motion:		3 months	
Video Server		1 year	
Video Decoder		1 year	
Peripherals		1 year	

(*1) In user's application, this camera operates in static condition with occasional movements triggered by user or events.

(*2) In user's application, this camera operates in continuous motion such as tour or scan.

Warranty Initialization Date

The warranty initialization date of a purchased product varies by its registration status; the warranty initialization date of a registered product is equivalent to its **shipping date from ACTi** (as verified by ACTi shipping invoice), while that of a non-registered product is equivalent to its **date of purchase from ACTi Authorized Distributors** (as verified by ACTi Authorized Distributor shipping invoice).

--For Warranty Registration, please go to <http://www.acti.com/registerwarranty>

--For Warranty Status Checking, please go to <http://www.acti.com/checkwarranty>

Terms and Conditions

ACTi Corporation ('ACTi') products are warranted to be free from defects in material and workmanship under normal use within the warranty period.

Products not sold through ACTi Authorized Distributors are not covered in the warranty agreement.

Warranty obligations for customized products are governed by separate contracts and not covered in this document.

1. ACTi warrants the original purchaser that the full range of IP Surveillance products enclosed with this limited hardware warranty to be free from defects in workmanship and materials for a pre-defined period from the date of original purchase.
2. Whether a defect is considered to fall within the warranty period is determined by the date ACTi receives notice of possible defect from Customer via our online Customer Help Desk. Please go to <http://www.acti.com/chd> to report all issues.
3. ACTi's sole liability is limited to either repair of the defectives using new or refurbished parts, or replacement of the defective unit. ACTi is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition.
4. ACTi reserves the right to use replacement components for third party peripherals or components no longer available from original suppliers.
5. The basic fee for examining the returned devices is USD 50 per piece. However, if the device is within warranty and it was found to be defective after examination, the examination fee will be fully waived; furthermore, the device will be repaired and returned back to the customer for free. In order to help the customer to resume normal operation as soon as possible and avoid examination fees on devices that are not actually damaged, we are eager to assist you with remote troubleshooting and seek every possible way to fix the device without the unnecessary time and expense of returning the device for repair.
6. Any incorrect or incomplete information (serial numbers, the amount of items, etc) will cause additional work load for manufacturer; therefore there is a document processing fee for returned devices which will be fully waived if the provided information is correct.
7. **The repaired or replaced hardware will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.**

Exclusions from Warranty

ACTi assumes no liability as a consequence of following circumstances, under which the warranty becomes void and ceases to take effect.

1. The product is found to be defective after the warranty period has expired.
2. The product has been subjected to misuse, abuse, negligence, accident, tampering, altering or unauthorized repair, whether by accident or other causes. Such conditions will be determined by ACTi in its sole and unfettered discretion.
3. The product has been damaged due to disasters or extreme conditions, whether natural or human, including but not limited to flood, fire, lightning strikes or power line disturbances.
4. The product has been subject to environmental conditions beyond the designed tolerance. Such as being used in outdoor environments without proper protection for indoor models, liquid damage, extreme heat/cold condition beyond design limit and exposure to direct sunlight or halogen light.
5. The serial number on the product has been removed, altered or defaced.
6. The warranty will not cover cosmetic damages, nor will it cover damages that occurred during shipment.
7. For camera products supplied without a lens, damage to product due to incorrectly mounted lenses will void this limited hardware warranty.

Extended Warranty

ACTi offers extended warranty which can be purchased separately from an ACTi sales representative. It covers **Cameras, Video Encoders, Video Decoders, and Standalone NVR** products, not including **Accessories and Support Tools (Camera Installation Kits, Camera Demo Kits)**.

The charge for purchase of extended warranty is incremental, based on the selling price of the product.

Warranty Extension Policy

Product Type		Series	Add-on Extended Warranty Allowed		
			1 Year	2 Years	3 Years
		Charge (% of the product's selling price)			
		10%	20%	30%	
IP Camera(*)		A, ACM, B, E, I, KCM, Q1X, TCM	Y	Y	
		C,D	Y	Y	Y
Video Encoder		ACD, TCD, V	Y	Y	
Video Decoder		ACD	Y	Y	
Media Display Station		ECD	Y	Y	
Video Management System	Standalone Network Video Recorder	BNR, GNR, INR, MNR-1XX, XNR	Y	Y	
		ENR, MNR-310	Y	Y	Y
	Control Center	CMS, TVW	Y	Y	Y
	Client Application	SWS	Y	Y	Y
	Video Analytics	IVS	Y	Y	Y

()PTZ cameras which are at any time in continuous motion due to use of pan/tilt/zoom operation (i.e. "auto-scan" or "tour") are warranted for only **three (3) months** (I and KCM series cameras are warranted for **one (1) year** if in continuous motion) even if the warranty extension has been purchased; if said cameras in this section are not in continuous motion, the original warranty period and extension policy will apply.*

Guidelines

1. Products bought under EOL promotion (with special price) are not allowed to have warranty extension.
2. Warranty extension is allowed anytime as long as the unit is still under warranty.
3. ACTi reserves the right to approve or reject your warranty extension upon request.

Disclaimer & Limitation

THE WARRANTY AND REMEDY 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, NEITHER ACTi NOR ANY AFFILIATES SHALL BE LIABLE FOR ANY LOSS, INCONVENIENCE, OR DAMAGE, INCLUDING, BUT NOT LIMITED TO, DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE ACTi PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. NOTWITHSTANDING THE FOREGOING, ACTi' 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 PRICE.

APPLICABLE LAW

THE UNDERLYING LIMITED WARRANTY POLICY IS GOVERNED BY AND CONSTRUCTED UNDER THE LAWS OF REPUBLIC OF CHINA, TAIWAN.

THIS LIMITED WARRANTY POLICY MAY BE SUBJECT TO CHANGE AT ACTi'S SOLE DISCRETION AT ANY TIME WITHOUT PRIOR NOTICE.