

Warranty Policy

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Introduction

ACTi values your business and always attempts to provide you the very best of service. ACTi 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.

Warranty Period

Product Type		Series	Warranty (Year)
IP Camera	Box (Including Zoom types)	E, B, I, KCM, TCM, ACM	3
		D	2
	Bullet (Including Zoom types)	E, B, I, TCM, ACM	3
		D	2
	Dome (Including Zoom, Mini, Mini Fisheye, Fisheye and Hemispheric types)	E, B, I, KCM, TCM, ACM (*1)	3
		D	2
	Cube	E	3
		D	2
		TCM, ACM	1
	PTZ (*2) (Including PT Dome, Mini PTZ and Speed Dome types)	B, I, KCM	3
	TCM, ACM	1	
Video Encoder	TCD, ACD	3	
Video Decoder	ACD, ECD	3	
Standalone Network Video Recorder	INR, BNR, GNR	3	
	ENR	2	
Accessory	All Types (*3)	1	
Camera Installation Kit	PMON (*4)	1	
Camera Demo Kit	PCDK (*5)	1	

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

(*2) **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.

(*3) Accessories include peripherals such as power adapters and the charger for **Camera Installation Kit**.

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

(*5) 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.

For shipment between 2009.01.01 to 2010.12.31

	Standard Warranty	Limited Warranty	
Warranty Term	2-Year Warranty	1-Year Warranty	3-Month Warranty
Product Category	- IP Box Camera - IP Bullet Camera - IP Fixed Dome - Video Servers - Video Decoder	- IP Cube Camera - IP Mini Dome Camera - Peripheral In Static Motion: - IP PTZ Camera - IP Speed Dome	In Continuous Motion: - IP PTZ Camera - IP Speed Dome

For shipment before 2009.01.01

	Standard Warranty	Limited Warranty	
Warranty Term	1-Year Warranty	1-Year Warranty	3-Month Warranty
Product Category	- IP Box Camera - IP Bullet Camera - IP Fixed Dome - Video Servers - Video Decoder	- IP Cube Camera - IP Mini Dome Camera - Peripheral In Static Motion: - IP PTZ Camera - IP Speed Dome	In Continuous Motion: - IP PTZ Camera - IP Speed Dome

Warranty Initialization Date

There are two ways to determine the warranty initialization date:

-For products not registered with ACTi, the warranty initialization date is the shipping date from ACTi (as verified by ACTi shipping invoice).

-For products registered with ACTi, the warranty initialization date is the date of purchase from ACTi Authorized Distributors (as verified by ACTi Authorized Distributor shipping invoice).

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

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

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 **Camera Installation Kits, Camera Demo Kits** and **Accessories**.

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(*)	E, B, I, KCM, TCM, ACM	Y	Y	
	D	Y	Y	Y
Video Encoder	TCD, ACD	Y	Y	
Video Decoder	ACD, ECD	Y	Y	
Standalone Network Video Recorder	INR, BNR, GNR	Y	Y	
	ENR	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.