



5-Year Warranty

High Product Quality, Five-Year Warranty



Definition - This document sets for the return and repair policy applicable to some of the products that are purchased from Dahua authorized distributors starting from **1 st, June 2022** in **Dahua Technology UK& Ireland**. (“Dahua”).

DAHUA accepts the RMA (Return Merchandise Authorization) requests from the Direct Purchasers and Authorized Distributors. If you have any problem about our products, please contact the Distributor from whom you bought the products.

Warranty term starting dates - The warranty period for any product start on the date that the distributor ships and invoices the product to dealer/end-users.

Product Warranty List

Product Catalog	Product line	Purchase Before 1 st , June ,2022	Purchase After 1 st , June ,2022
Network Cameras	WizMind 5 Series	3 Years	5 Years
	WizMind 7 Serie		
	WizMind 8 Series		
	WizMind Panoramic Series		
	WizMind Special Series		
	Pro 5 Series		
	Panoramic Series		
PTZ Cameras	Special Series	3 Years	5 Years
	WizMind Series		
	Ultra Series		
	Positioning System		
	Anti-Corrosion Cameras Explosion-Proof Cameras (except EPC-PTZ)		
Network Recorders	WizMind Series	3 Years	5 Years
	Ultra Series		
Storage	EVS Series	3 Years	5 Years
HDCVI Cameras	Pro Series	3 Years	5 Years
	Panorama Series		
	Micro-size Series		
HDCVI Recorders	WizSense Series (4/8 Sata only)	3 Years	5 Years
Transmission	Industrial PoE Switch	3 Years	5 Years
	Aggregation Switch		
Intelligent Video Servers	All series of servers	3 Years	5 Years

* The standard warranty period for consumable parts such as mouse, power cord/data cable and support is 3 months.

* If the part repaired is less than 3 months to the end of the free warranty period from the date of repair, the part's free warranty service period shall be extended to 3 months after the date of repair. In case of the same fault not for human factors, out-of-warranty products repaired shall have a warranty period of 6 months.

* If the warranty period is otherwise agreed by the contract signed by the customer while ordering the Company's products, the contract shall prevail.

* For after-sales services of the products purchased by customers who have signed a clear warranty agreement, the warranty agreement shall prevail.

* Promotional equipment do not provide replacement or return services. Please refer to promotional contracts if any.

* Wearing parts of network cameras separately have a warranty period of 12 months. List of wearing parts: coaxial cable, conductive slip ring, motor, belt, wiper.

* Wearing parts of thermal camera separately have a warranty period of 12 months. List of wearing parts: PTZ (outsourced), conductive slip ring, motor, timing belt, oil seal, bearing wiper assembly, fan, lens motor, lens potentiometer, thermal imaging core baffle, lens limit switch, thermal lens protecting window, lens coating (thermal lens and visible lens), laser range finder.

* Wearing parts of thermal body temperature monitoring camera separately have a warranty period of 12 months. List of wearing parts: thermal core shutter, thermal lens, thermal lens protecting window

Dahua Defect-on-Arrival ("DOA") Process Procedures - If you receive products that are found to be Defect on Arrival("DOA") – either: (1) not in good working order right out of box; or (2) found to be defective within 30days from the date of purchase, after Dahua verification, you are authorized to receive an automatic new device replacement. Please contact local technical support with information - Model Name, Serial Number, Purchase Proof and defect descriptions to let us help you.

Attachment 1: Limitations & Waiver

1 Alterations will void any warranties the products may have, or had. Examples of alterations may include: - Counterfeit Dahua Product Label(s). - Products with any of the labels missing. - Jumpers, wires, or any other mechanical/electronic parts are added to the product. - Any part or component is removed from the original product. - PCBA/Lens/Housing/Other Parts are disassembled then assembled incorrectly. - Any attempt to repair or alter a product outside of a Dahua RMA Center. - Labels have been switched: - Genuine Dahua labels on non-Dahua products. - Genuine Dahua label(s) on different Dahua product(s). - Labels exhibit tampering. - Label missing standard printing such as FCC, UL or Serial Number or Model Name. - Serial number on a product does not match with the packaging for such product. - Any other change in original state of the product.

2 Any physical, or accidental, damage to a product will void any warranties the products may have, or had. Examples of physical, or accidental, damage may include: - Broken pins on connectors - Blown power board due to applying wrong voltage and/or current. - Connector(s) are damaged, cracked, missing or broken. - Damaged components on the circuit boards. - Dented product case / housing. - Torn or punctured lens cover, case and/or any other parts. - Deep scratch on the Product. - Loose, damaged, or missing screws. - Missing circuit board(s) - Obscured fan/heater parts (if applicable). - Stripped mounting hole threads.

3 The malfunction of a part is determined to be due to a Customer Induced Defect or Damage ("CID") including but not limited to an attempted repair, unauthorized repair, accident, misuse, abuse, neglect, improper maintenance, installation and connection, malfunction of a peripheral device(s), rust or deterioration caused by improper storage, will void any warranties the products may have, or had.

4 DAHUA shall not be responsible for the removal of system settings in Products repaired. When sending the Product for repair, a copy of settings should be saved so that it is available should the data be lost. DAHUA shall not be responsible also for the loss of data saved on hard disks or other media