

## EDESIX HARDWARE WARRANTY INFORMATION

Hardware warranties are available, including servicing and support, for all Edesix hardware products.

All VideoBadges, VideoTags, Docks, DockControllers and EdgeControllers are delivered with a 12 month warranty as standard. MicroServers come with a 36 month standard warranty period.

**Note:** please dock and upload/save any footage and associated data prior to sending devices in for repair, as all products are factory reset during the service returns process.

For further details about extending warranties on your Edesix hardware products, please contact our sales team on **0131 510 0232** (+44 131 510 0232 from outside the UK) or email [sales@edesix.com](mailto:sales@edesix.com).

A complete price list for our hardware warranties is available upon request.

### Edesix warranties cover<sup>1</sup>:

- ✓ Manufacturer hardware faults
- ✓ Battery replacements

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<sup>1</sup>Subject to terms and conditions. Exclusions apply. Please refer to the pages below for full disclosure of terms. Standard inclusive one year warranties begin on the receipt of product delivery and terminate 364 days afterwards. Extended warranties begin upon receipt of the purchase order. Includes online, email and phone support only. Devices returned for servicing and repairs receive an extended 3 month warranty, activated upon dispatch from the service centre. Limits may apply to the extension of warranties two years beyond the expiration of standard warranty. These guidelines represent the basic level of cover, additional cover is available.

## EDESIX LIMITED HARDWARE WARRANTY

This document sets out the warranty terms for standard hardware warranties, extended warranties, and inclusive support. By using edesix hardware products you agree to the warranty conditions described in this document.

### 1.0 - Edesix Products Supplied with Standard Warranty

The following products come with a one (1) year standard warranty activated upon receipt of delivery of the product and expiring exactly 364 days afterwards:

- ✓ VideoBadge Body Worn Cameras
- ✓ VideoTag Incident Recorders
- ✓ X-100 and X-200 External Camera Accessory and Cable
- ✓ Docking Stations (Docks)
- ✓ DockControllers
- ✓ EdgeControllers

The following products come with a three (3) year standard warranty activated upon receipt of delivery of the product and expiring exactly 1,094 days afterwards:

- ✓ MicroServers

### 2.0 - What is Covered by Edesix Ltd Warranties?

Edesix warranties across all hardware products cover:

- a. Manufacturer hardware faults** including electronic, structural, and battery failure.
- b. Hardware support:** Standard email support is included in Edesix hardware warranties. This does not guarantee access to product updates and additional features.

### 3.0 - What is **NOT** Covered by Edesix Ltd Warranties?

The following is a guide to what is **NOT** covered by any Edesix warranties. This is not an exhaustive list:

- a. Damage caused through unauthorised tampering with a product:** Products should be returned to service centres where possible. If in doubt as to whether your actions will void your warranty please email the support team at support@edesix.com.
- b. Water damage:** Any water damage that has been caused by immersion or contact in excess of that expected by the IP rating of the product is not covered.
- c. Malicious, intentional or accidental damage:** Any damage caused on purpose, through negligence, or by accident is not covered by Edesix standard warranties.
- d. Cosmetic wear and tear:** Damage deemed to be only cosmetic, and not related to the performance or operating condition of the product, is not covered by warranty. Subject to the assessment and discretion of the Service Returns Manager.
- e. Contaminated products and devices:** Products returned to service centres that pose a health and safety risk to our employees cannot be serviced or repaired. Contaminated products should under no circumstances be returned for repair or analysis.
- f. Damage caused by use with an unauthorised third party component or accessory.**
- g. Damage caused by misuse, fire, and other liquid contact.**
- h. Products without a valid serial number or appropriate Edesix identification requirement.**
- i. Stolen or misplaced products and devices.**
- j. Email or telephone support for software related enquiries:** Software support is covered by our Software Assurance programme.

### 4.0 - Inclusive Servicing and Support Conditions

The following services and support functions are included at no extra cost with Edesix hardware warranties:

- a. E-mail support:** Use of email support with our support teams for hardware related queries.
- b. Telephone support:** Use of phone support with our support teams for hardware issues and escalated cases.
- c. Replacement parts:** Provided your product repairs are covered under section 2.0 and not voided under section 3.0, all replacement parts used in the servicing process to bring the product back to operating condition are included free of charge.

- d. Servicing labour:** Labour involved in repairs / and or servicing at an authorised service centre is included under hardware warranties. Charges may be applied if personnel have to travel to a specified site.
- e. Firmware upgrades:** All serviced hardware products have their firmware upgraded to the latest version and are then subject to a full quality test.
- f. Carriage outwards delivery from service centre:** The postage and packaging costs involved in returning products to their respective sites are covered by Edesix hardware warranties. Postage and packaging costs for delivery to an Edesix service centre are not covered.
- g. 3 month service warranty:** Where a product has been returned to a service centre for servicing or repairs, the completed product will be dispatched with a three (3) month warranty activated upon dispatch from the service centre. This service warranty may extend that specific product's existing warranty.

**IMPORTANT:** Training, setup, installation, and other services not mentioned above are exempt from the inclusive servicing and support component of any Edesix Ltd warranties. These are additional services, and may incur a charge. Please contact a member of our sales team for further information on additional services and Service Level Agreements.

## 5.0 - General

**5.1)** All VideoBadge/VideoTag cameras and Edge Controllers are factory reset prior to repairs being undertaken at Service Return Centres. Any footage that may be present is automatically erased. If you can, upload any required video from devices before returning to an authorised service centre. Edesix Ltd and its agents are not responsible for any loss of information, video and audio footage, or software programmes and the subsequent costs of such losses.

**5.2)** Devices sent in for repair are often updated with the latest version of firmware. If your VideoManager software version is out-of-date (2 versions behind current supported release) then this may cause the repaired device to be incompatible with your current estate of Edesix hardware. To prevent any compatibility issues, please ensure you have active Software Assurance to cover your estate.

**5.3)** Edesix hardware warranty inclusive support (section 4.0) is limited to enquiries relating to hardware or devices. To receive entitlement for software support and updates, please ensure you have active Software Assurance. For more information on our Software Assurance cover please contact [sales@edesix.com](mailto:sales@edesix.com).

**5.4)** To protect customer data confidentiality and comply with GDPR, Edesix Ltd and its agents do not process, recover or store any information contained on devices owned by customers and returned to service centres. Therefore Edesix cannot offer services for recovering data on damaged or inoperative devices and hardware.

**5.5)** Edesix Ltd retains the right to change and alter warranty conditions. Changes made after the purchase of hardware with standard warranties or extended warranties will not affect the original terms and conditions agreed at the time of purchase. Notice shall be given, where possible, if warranty terms and conditions are altered.

**5.6)** Limits and restrictions may apply to the possible extension of warranties two (2) years beyond the expiry date of the product's original standard warranty. The offer of further warranties after this period is subject to the discretion of Edesix Ltd. Please contact a member of our sales team if you wish to extend a product's warranty.

**5.7)** Edesix will endeavour to send a reminder about the expiry of a product warranty two months prior to the expiration date. However, Edesix and its agents are not liable for any costs incurred as a result of an expired warranty.

**5.8)** Unless otherwise stated, extended hardware warranty cover purchased at a later date shall be delivered under the then terms and conditions. Please request the latest version of this document if you wish to view the terms and conditions.