

Q/BFW

Hikvision System File

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Regulation of Overseas Extended Warranty Policy for Baltic Hikvision Internal

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History of Changes

Version	*Status	Changes	Reason	Implementation Date	Changed By	Reviewed By	Approved By
01.00	A	1.Modify the document format; 2.Enrich the product portfolios; 3.Revise the charge standard of some products.	To add product series and to standardize the format	01-10-2017	Huang Wenchuan	Sun Maochao Xu Renjie	Wu Genbiao
01.01	M	Modify the anti-corrosion/anti-explosion/thermal imaging standard warranty	More adapt to the market demand	12-22-2017	Huang Wenchuan	Sun Maochao Xu Renjie liyi yuan	Wu Genbiao
01.02	M	Add Intelligent Storage warranty policy	More adapt to the market demand	03-01-2018	Huang Wenchuan	Sunmaochao Xurenjie Wanxiyao	Wu Genbiao
01.03	M	Revise the charge standard of some products.	More adapt to the market demand	07-30-2018	Wang Qunhui	Xurenjie Zhangqunzhan Huangwenchuan	Wu Genbiao
01.04	A	Enrich the product portfolios.	More adapt to the market demand	03-25-2020	Wang Qunhui	Ding Jiangong Xie Jinwei Hong Huilu Wu Weigang Sun Chong	Wu Genbiao

01.05	M	Revise the charge standard of some products.	More adapt to the market demand	31-5-2020	Liqimou	Zhouyike Lou jun Hu panpan	Wu qiong
01.06	M	Revise the charge standard of some products.	More adapt to the market demand	11-10-2022	Liangnaiwen	Shiweiyu Chenyuchan	Chenyirong

*Status: A—add, M—modify, D—delete

Compared with the original version made on July 30, 2018, the current version includes certain changes as below.

- 1) Enrich the product portfolios;
- 2) Revise the charge policy of extended warranty

<i>File name</i>	<i>Regulation of Overseas Extended Warranty Policy For Hikvision Internal</i>		
<i>Version</i>	01.06	Effective from	01-01-2024
<i>File code</i>	Q/BFW.ITR/MS/RPA_P03/R03	<i>Structure</i>	L1 4.0 Issue to Resolution
<i>Drafted by</i>	Liangnaiwen		L2 4.4 Manage after-sales service
<i>Countersigned by</i>	Shiweiyu; chenyuchan		L3 4.4.1 Repair
<i>Reviewed by</i>	Chenyirong		L4
<i>Approved by</i>	Chenyirong	<i>Flow owner</i>	Director of Technical Center
<i>Applicable to</i>	For Internal use Only	Flow role	Maintenance engineer/operations overseas business

Corresponding Workflow/Standard (Required)

File name	File code
Oversea RMA workflow	Q/BFW.ITR/MS/RPA_P03

1 Purpose

This regulation is mainly used to assist internal employees to standardize Hikvision warranty policy for overseas business inclusive of standard warranty period and extended warrant policy.

2 Applicable Scope

It's mainly applicable to all the overseas channel partners and OEM.

3 Definition of standard warranty

The standard warranty period of Hikvision is subject to the contract signed between Hikvision and partners, otherwise all the issues related with warranty should comply with this regulation.

3.1 Details of standard warranty period

Default warranty period of Hikvision products is shown as below.

Table 1 Standard Warranty

Group	Category	Line	Default Warranty(Month)
Analog Group	Analog Cameras	Analog Cameras	36
		Lens & Accessories	36
	DVR	7 Series DVR	36
		8/9 Series DVR	36
		Board	36
	DVS	DVS	36
	Hilook	Hilook	24
Video & Audio Collaboration Group	WebCam	WebCam	36
	Video Conference	Conference Camera	36
		Speakerphone	36
		Microphone	36
IP Group	IPC	1 Series IPC	36
		2 Series IPC	36
		3xx1/3xx7GxE Series IPC	36
		3xx3/3xx5 Series IPC	60
		3xx6/3xx7 Series IPC	60
		6/7/8 Series IPC	60
		Zoom Camera/Zoom Camera Module	36
	Speed Dome	Mini PTZ Series Speed Dome (DE3 3inch &DE2 2inch &DE1 1inch)	36
		AE/DE Series Speed Dome	36
		AF/DF Series Speed Dome	60
		PTZ Positioner	60

		Anti-corrosion / Anti-explosion	60
	Thermal Imaging	Black Body	24
		Security Thermal Cameras	60
		Thermography Cameras	60
		Thermal Uncooled Microbolometer	120
	NVR	7 Series NVR	36
		8/9 Series NVR	60
		I Seires AcuSense NVR	60
		DeepinMind NVR	60
	Hilook	Hilook	24
Center Group	Commercial Monitor	LCD	36
		LED	24
		DLP	36
		Interactive Display	60
		Digital Signage	36
	Monitor	Monitor	36
	Controller	Integrated Platform	36
		Decoder	36
		Video Wall Controller	36
		Keyboard	36
	Transmission	Switch	36
		Wireless Bridge	36
		Wireless Router	36
		Cable	60
	All-in-one Server	Blazer	36
	Network storage	Hybrid SAN	60
		Cluster storage	60
	Data Center	DeepinMind Server	36
		General Purpose Server	36
MT Group	Intelligent Transportation System	Traffic Cameras	36
		Supplement Light and Auxiliary	36
		Traffic Server	36
		Signal Control	36
		RFID	36
	Portable Terminal	PVR System	36
		Portable PTZ Cameras	36
		Body Camera	36
		BWC Battery	24

		Others	36
	Entrance	Entrance & Exit	36
	& Exit	Parking Lot	36
Mobile Group	Mobile Video Recorder	Mobile DVR	36
		Mobile NVR	36
	Mobile Camera	Mobile Analog Camera	36
		Mobile Network Camera	36
	Mobile	Mobile Accessories	36
	Dash Cameras	Industry Dash cameras	36
		Consumer Dash cameras	36
Non-video Group	Access Control	Access Controller	36
		Access Control Terminal	36
		Card Reader	36
		Card Issuer /Card Enrollment Station	36
		Lock	24
		Speed Door / Turnstile	36
	Intercom	Video Intercom	36
		SIP Phone	36
		Speaker	36
	Alarm	Hikvision Wired Panels	36
		Hikvision Wireless Panels	36
		Hikvision Wireless Panel Kits	36
		Hikvision Accessories	36
		Hikvision Wired Detectors	36
		Hikvision Wireless Detectors	36
		Emergency Alarm	24
		Hikvision Radar	24
	Security Inspection	Hand-held Metal Detector	24
		Walk-through Metal Detector	24
		X-ray Inspection	24
		Intelligent security analyzer	24
		Liquid detection equipment	24
		Explosive & Narcotics Detector	24
		Under-Vehicle inspection Equipment	24
		Explosion-proof Equipment	24
HDD	2.5" HDD	All series	36
	3.5" HDD	Surveillance	36
		Enterprise	60

			(Only for procurement from Hikvision in China)
Intelligent Storage	Consumer Storage Device – portable Storage	M100/M200 Series	24
		Portable T100 Series	36
	Consumer Storage Device - NAS	W100 Series	12
		H100 Series	Device:24
			HDD/SSD: 36
	Consumer SSD	C100/E100, E100N/E1000N Series	36 or SSD lifespan, whichever occurs first.
	Enterprise SSD	S100, S200 Series	36 or SSD lifespan, whichever occurs first.
	Surveillance SSD	V100/V200 Series	36 or SSD lifespan, whichever occurs first.
	Consumer Memory Card	E1/E10/C1 Series	84 or memory card lifespan, whichever occurs first.
	Surveillance Memory Card	H1, L1/L2, H10 Series	24 or memory card lifespan, whichever occurs first.

Notes:

* Eligible for EU-Baltic Region only

*The warranty of accessories such as DVD burner, camera power supply and lens is subject to sales and purchase agreement.

*The warranty of agent alarm products and HDD is subject to the document of original manufacturer or sales and purchase agreement.

*Consumables such as mouse, support connectors, power cable and data cable are guaranteed for 6 months.

*Packaging box is not under any warranty.

* Warranty period for consumer, enterprise and surveillance SSD products: three years or SSD lifespan, whichever occurs first. The products are covered by the warranty for one of the following periods, whichever occurs first: 1) three years from the date of purchase by the original end user customer or 2) until the date when the usage of the drive, measured by SMART detection of Hikvision's tools, exceeds the drive's standard lifespan or range of application.

* Warranty period for consumer memory card products: seven years or memory card lifespan, whichever occurs first. The products are covered by the warranty for one of the following periods, whichever occurs first: 1) seven years from the date of purchase by the original end user customer or 2) until the date when the usage of the memory card, measured by SMART detection of Hikvision's tools, exceeds the memory card's standard lifespan or range of application.

* Warranty period for surveillance memory card products: two years or memory card lifespan, whichever occurs first. The products are covered by the warranty for one of the following periods, whichever occurs first: 1) two years from the date of purchase by the original end user customer or 2) until the date when the usage of the memory card, measured by SMART detection of Hikvision's tools, exceeds the memory card's standard lifespan or range of application.

* The warranty does not cover use of consumer memory card and SSD products in relation to the following occasions or devices (as defined by Hikvision): (1) normal wear and tear, (2) IP and network cameras, (3) display devices for loop playback, (4) video monitoring, security and surveillance devices, (5) on-board recording devices and dashcams, (6) continuous recording devices, (7) continuous data storage devices such as servers, or (8) other overuse that exceed standard range of application defined in manuals.

*You should use the thermal imaging properly according to the requirements specified in User Manual, and following items should be noticed:

(1)Avoid the direct sunlight: do not aim the lens at the sun or it will lead to abnormal using or damage.

(2)Working temperature: the product must be working within the temperature range described in the user manual, exceeding temperature range will lead to abnormal using or damage.

Any damage caused by above actions are not covered in our warranty condition.

*The warranty of unlisted products is subject to sales and purchase agreement or official document.

3.2 Calculation of Warranty Period

- 1) The warranty period starts from the date shown in the original purchase invoice or receipt, otherwise the calculation should be initiated by the shipment date of the product according to its serial number.

In RMA system the warranty period of the equipment will increase three months to the traditional warranty period to cover the time consumption during the transportation and storage.

- 2) Certain time consumption would not be included in the warranty period provided that the vendor bears the main responsibility such as lack of spares and delay in repair.
- 3) The final date of warranty period would be postponed to the successive working day in case of the conflict with any holiday.

4 Extended Warranty Policy

Except for the standard warranty period, clients are entitled to purchase extended warranty in advance to prolong the entire maintenance period of the products with the prerequisite that the equipment should be in good condition. Other than the above, all the others should be charged according to the extent of damage.

4.1 Calculation of Extended warranty

Here is the price book for the extended warranty of Hikvision products below, and the maximum warranty of all the products should not exceed 5 years.

Table 2 Extended Warranty Tariff Schedule

Group	Category	Line	Default Warranty (Month)	One Year	Two Years	Three Years	Four Years	Five Years
Analog Group	Analog Cameras	Analog Cameras	36	—	—	—	10%	Not Supported
		Lens & Accessories	36	—	—	—	Not Supported	
	DVR	7 Series DVR	36	—	—	—	10%	Not Supported
		8/9 Series DVR	36	—	—	—	10%	20%
		Board	36	—	—	—	10%	Not Supported
	DVS	DVS	36	—	—	—	10%	Not Supported
	Hilook	Hilook	24	—	—	Not Supported		
Video & Audio Collaboration Group	WebCam	WebCam	36	—	—	—	10%	20%
	Video Conference	Conference Camera	36	—	—	—	10%	20%
		Speakerphone	36	—	—	—	10%	20%
		Microphone	36	—	—	—	10%	20%
IP Group	IPC	1 Series IPC	36	—	—	—	10%	20%
		2 Series IPC	36	—	—	—	10%	20%
		3xx1/3xx7GxE Series IPC	36	—	—	—	10%	20%
		3xx3/3xx5 Series IPC	60	—	—	—	—	—

		3xx6/3xx7 Series IPC	60	—	—	—	—	—
		6/7/8 Series IPC	60	—	—	—	—	—
		Zoom Camera/Zoom Camera Module	36	—	—	—	10%	20%
	Speed Dome	Mini PTZ Series Speed Dome (DE3 3inch &DE2 2inch &DE1 1inch)	36	—	—	—	10%	20%
		AE/DE Series Speed Dome	36	—	—	—	10%	20%
		AF/DF Series Speed Dome	60	—	—	—	—	—
		PTZ Positioner	60	—	—	—	—	—
		Anti-corrosion / Anti-explosion	60	—	—	—	—	—
	Thermal Imaging	Black Body	24	—	—	10%	20%	30%
		Security Thermal Cameras	60	—	—	—	—	—
		Thermography Cameras	60	—	—	—	—	—
		Thermal Uncooled Microbolometer Detector	120	—	—	—	—	—
	NVR	7 Series NVR	36	—	—	—	10%	Not Supported
		8/9 Series NVR	60	—	—	—	—	—
		I Seires AcuSense NVR	60	—	—	—	—	—
		DeepinMind NVR	60	—	—	—	—	—
	Hilook	Hilook	24	—	—	Not Supported		
Center Group	Commercial Monitor	LCD	36	—	—	—	Not Supported	
		LED	24	—	—	—	Not Supported	
		DLP	36	—	—	—	Not Supported	
		Interactive Display	60	—	—	—	—	—
		Digital Signage	36	—	—	—	Not Supported	
	Monitor	Monitor	36	—	—	—	Not Supported	

	Controller	Integrated Platform	36	—	—	—	10%	20%
		Decoder	36	—	—	—	10%	20%
		Video Wall Controller	36	—	—	—	10%	20%
		Keyboard	36	—	—	—	10%	20%
	Transmission	Switch	36	—	—	—	10%	20%
		Wireless Bridge	36	—	—	—	10%	20%
		Wireless Router	36	—	—	—	10%	20%
		Cable	60	—	—	—	—	—
	All-in-one Server	Blazer	36	—	—	—	15%	30%
	Network storage	Hybrid SAN	60	—	—	—	—	—
		Cluster storage	60	—	—	—	—	—
	Data Center	DeepinMind Server	36	—	—	—	15%	30%
		General Purpose Server	36	—	—	—	10%	25%
MT Group	Intelligent Transportation System	Traffic Cameras	36	—	—	—	15%	30%
		Supplement Light and Auxiliary	36	—	—	—	15%	30%
		Traffic Server	36	—	—	—	15%	30%
		Signal Control	36	—	—	—	15%	30%
		RFID	36	—	—	—	15%	30%
	Portable Terminal	PVR System	36	—	—	—	15%	30%
		Portable PTZ Cameras	36	—	—	—	15%	30%
		Body Camera	36	—	—	—	15%	30%
		BWC Battery	24	—	—	Not Supported		

		Others	36	—	—	—	15%	30%
	Entrance	Entrance & Exit	36	—	—	—	15%	30%
	& Exit	Parking Lot	36	—	—	—	15%	30%
Mobile Group	Mobile Video Recorder	Mobile DVR	36	—	—	—	15%	30%
		Mobile NVR	36	—	—	—	15%	30%
	Mobile Camera	Mobile Analog Camera	36	—	—	—	15%	30%
		Mobile Network Camera	36	—	—	—	15%	30%
	Mobile Accessories	Mobile Accessories	36	—	—	—	15%	30%
	Dash Cameras	Industry Dash cameras	36	—	—	—	15%	30%
		Consumer Dash cameras	36	—	—	—	Not Supported	
Non-video Group	Access Control	Access Controller	36	—	—	—	10%	20%
		Access Control Terminal	36	—	—	—	10%	20%
		Card Reader	36	—	—	—	10%	20%
		Card Issuer /Card Enrollment Station	36	—	—	—	10%	20%
		Lock	24			5%	15%	25%
		Speed Door / Turnstile	36	—	—	—	10%	20%
	Intercom	Video Intercom	36	—	—	—	10%	20%
		SIP Phone	36	—	—	—	10%	20%
		Speaker	36	—	—	—	10%	20%
	Alarm	Hikvision Wired Panels	24	—	—	—	10%	20%
		Hikvision Wireless Panels	24	—	—	—	10%	20%
		Hikvision Wireless Panel Kits	24	—	—	—	10%	20%
		Hikvision Accessories	24	—	—	—	10%	20%
		Hikvision Wired Detectors	24	—	—	—	10%	20%

		Hikvision Wireless Detectors	24	—	—	—	10%	20%
		Emergency Alarm	24	—	—	15%	30%	50%
		Hikvision Radar	24	—	—	15%	30%	50%
	Security Inspection	Hand-held Metal Detector	24	—	—	10%	Not Supported	
		Walk-through Metal Detector	24	—	—	10%	20%	30%
		X-ray Inspection	24	—	—	15%	30%	45%
		Intelligent security analyzer	24	—	—	10%	20%	30%
		Liquid detection equipment	24	—	—	10%	20%	30%
		Explosive & Narcotics Detector	24	—	—	10%	20%	30%
		Under-Vehicle inspection Equipment	24	—	—	10%	Not Supported	
		Explosion-proof Equipment	24	—	—	10%	Not Supported	
HDD	2.5" HDD	All series	36	—	—	—	Not Supported	
	3.5" HDD	Surveillance	36	—	—	—	5%	15%
		Enterprise	60 (Only for procurement from Hikvision in China)	—	—	—	—	—
Intelligent Storage	Consumer Storage Device – portable Storage	M100/M200 Series	24	—	—	Not Supported		
		Portable T100 Series	36	—	—	—	15%	35%
	Consumer Storage Device - NAS	W100 Series	12	—	10%	22%	37%	57%
		H100 Series	Device:24 HDD/SSD: 36	—	—	10%	23%	Not Supported
	Consumer SSD	C100/E100, E100N/E1000N Series	36 or SSD lifespan, whichever occurs first.	—	—	—	5%	11%
	Enterprise SSD	S100, S200 Series	36 or SSD lifespan, whichever occurs first.	—	—	—	10%	20%
	Surveillance SSD	V100/V200 Series	36 or SSD lifespan, whichever occurs first.	—	—	—	10%	20%

	Consumer Memory Card	E1/E10/C1 Series	84 or memory card lifespan, whichever occurs first.	—	—	—	—	—
	Surveillance Memory Card	H1, L1/L2, H10 Series	24 or memory card lifespan, whichever occurs first.	—	—	10%	20%	30%

- 1) The calculation formula of extended warranty is as follows, Extended service Expense= Selling Price*Extended Warranty Charging Rate. Here is a sample to make you easy to understand.

Product	Authorized Selling Price	Standard Warranty Period	Extended Warranty Requirement	Maintenance Service Expense	Final Selling Price
Mobile	100 USD	3 Years	4 Years	15%*100USD=15USD	100+15=115USD

- 2) The maximum of extended warranty period should not exceed the span of the product lifecycle as shown in Table 2. In case of any special issues, you can refer to the corresponding product manager for global business.
- 3) Provided that the clients haven't placed the order of extended warranty service together with the shipment of the products, it's only allowed to renew the maintenance period without any defect of the product.
- 4) Charge of extended warranty will be increased properly or warranty should not be extended in terms of such devices used in poor environment or maintained improperly. For example, in terms of PCB used in device with obvious corrosion, it is suggested to change a new one rather than extend the warranty; or DVR used in a hot and humid environment outdoors will not be suggested to extend the warranty, otherwise twice or higher price will be paid;
- 5) "Not supported" means not supporting extended warranty.
- 6) For any product that can't be repaired with replacement parts of the same model any more, Hikvision has the right to replace the original product or component with advanced substitution.
- 7) Anyone that intends to increase the period of standard warranty, must report the Technical Support and Service Dept. and Global Marketing Channel Dept.

5 Scope of Hikvision Warranty

Hikvision extended warranty services include hardware repair, upgrade service and system maintenance out of warranty. Damage to the machine (including parts) in the following cases is not in the services scope of repair and maintenance.

- 1) Products failure of providing valid warranty certificate and original purchase invoice or receipt, the alteration, replacement or damage of the original product serial number label and products without serial number or incompatible with product model or number on warranty certificate;
- 2) Exceeding the warranty period or maintenance period of Hikvision;
- 3) Failure or damage caused by using, maintaining, or storing not in accordance with the user manual or the instruction indicating the product work environment;
- 4) Failure or damage caused by installation, repair, alteration or disassembly of maintenance personnel from non-Hikvision authorized companies;
- 5) Machine failure or damage caused by accident or artificial reasons (including operational errors, scratches, handling, bumping, inappropriate voltage input and so on);
- 6) Product failure or damage caused by force majeure such as natural disasters including earthquake, fire, etc.);

6 Contacts

For any issue with this regulation, you can refer to the Technical Support and Service Dept for support.

7 Effective Date

The regulation takes effect from January 1, 2024.

8 Replaced Document

N/A

Kevin.Liang
