



HIKVISION ENHANCED WARRANTY

Hikvision takes quality seriously and puts a lot of effort into ensuring our products are both innovative and reliable. We understand the importance of this, both for peace of mind and cost control, so we have developed extra levels of support for certain products lines: Extended Guarantee and Premium Guarantee (with Advanced Exchange). Both come into effect for products purchased after 1 October 2020.



EXTENDED GUARANTEE

Most of our products come with a standard three-year guarantee, but we know extra support on certain series is welcomed by customers. From 1 October, these products will come with an extended guarantee of five years in total.

The Extended Guarantee applies to the products in the below table:

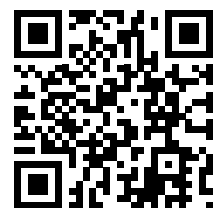
IP-camera	3, 5, 6, 7, 8 series, ATEX series, Anti-corrosion series
PTZ & PanoVu	DF series, DY series, DP series
Thermal	TD series, TX series
NVR	96xxNI-I series, 96xxxNI-I series, iDS DeepinMind series
Traffic & Mobile	All ITS & Mobile & Portable series



PREMIUM GUARANTEE (WITH ADVANCED EXCHANGE)

For those situations where a repaired product is needed immediately, Hikvision also offers Advanced Exchange on top of the 5 year guarantee. This allows customers to get a reconditioned product immediately when an RMA is approved, instead of waiting for the product to be returned, repaired and re-shipped to them.

Customers can see the products that qualify for these guarantees by looking on a product's information page – look out for the icon. These guarantees automatically apply from purchase, with no action required from customers. That means no registration, no administration and no hassle. They can simply enjoy enhanced support free of charge - leading to costs savings over the duration of a project.



Scan the QR-code for more information,
or go to www.hikvision.com

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