

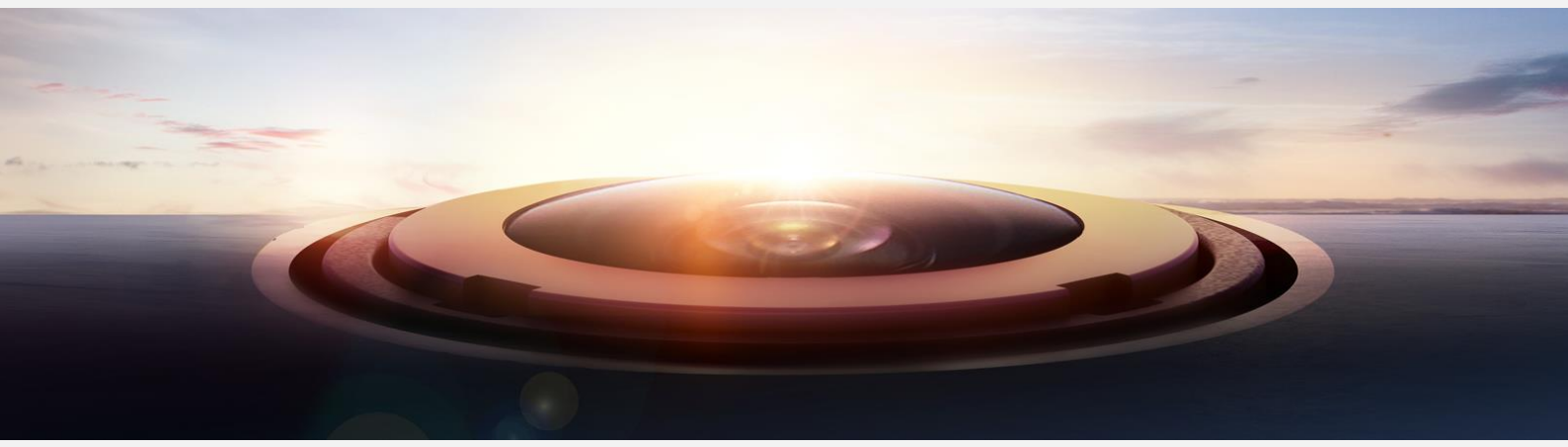


Hanwha Vision

Europe

**SERVICE
& WARRANTY
POLICY**

Version 23.02



POLICY OVERVIEW

This Policy outlines the return and repair policy applicable to products purchased from an Authorised Distributor of Hanwha Vision Europe Limited ("Hanwha"). Hanwha will only accept RMA requests from an Authorised Distributor or a STEP Partner of Diamond level.

Hanwha reserve the right to amend this Policy, in part or in its entirety, at any time and with or without notice.

Hanwha's sole responsibility in accordance with this Policy is limited to repairing or replacing defective product returned through our Authorised Distributors or Diamond STEP Partners, originally purchased from Hanwha Vision Europe Limited.

GENERAL POLICY PROVISIONS

Product warranty comes into effect from the date of delivery to the Authorised Distributor. Warranty application is determined by the tracking of the product serial number and purchase order number.

Hanwha will repair or replace defective product within the warranty period specified in the below table.

Repairs to defective product performed outside of an authorised Hanwha service centre will invalidate any warranty applicable on the product.

The Warranty applicable to each product, including its parts and accessories is outlined in the [Warranty Period](#) section and [Appendix 1](#).

RETURN REQUIREMENTS & INSTRUCTIONS

Hanwha will only accept returns from Authorised Distributors, or Diamond STEP Partners for the purposes of repair and Advanced Replacement. If a product is defective and needs to be returned, the customer must first discuss the issue with Hanwha's dedicated Technical Support department. Many queries on product can be quickly resolved and the need to return the item eliminated.

Hanwha's Technical Support department can be contacted by email or telephone using the details below.

Email: eucctv.help@hanwha.com

Telephone:

- 📞 **France:** +33 1 76 28 43 66
- 📞 **Germany:** +49 32 213 335936
- 📞 **Italy:** +39 02 8732 5016
- 📞 **Spain:** +34 91 123 50 70
- 📞 **UK:** +44 1372 235663
- 📞 **All other countries:** +49 32 213 335936

Distributors, System Integrators and End Users are also encouraged to visit our Knowledge Base site prior to raising queries with Technical Support as many issues can be quickly resolved here.

Knowledge Base: <https://hanwhavisioneurope.zendesk.com/hc/en-gb>

In the event Technical Support are unable to resolve the issue, they will provide the customer with a Call Reference number in order to confirm that the product may be returned.

The Customer should then make contact with their Authorised Hanwha Distributor in order to begin the process of return. A list of Hanwha's Authorised Distributors can be found online at:

<https://www.hanwhavision.eu/distributors/>

Authorised Distributors must raise a RMA request on Hanwha's Service Portal: <https://login.salesforce.com> or by emailing hveservice@hanwha.com. The following information must be included on the request in order to ensure quick handling:

- 📍 Model Number
- 📍 Serial Number
- 📍 Service Required – Repair (R) or Advanced Replacement (AR)
- 📍 Request Reference (obtained from Technical Support)
- 📍 Details of product fault*

**adding additional fault information after the RMA is issued can cause longer processing times and in some cases, additional charges. All information regarding the fault must be noted at the point of the RMA request.*

Products should be returned without the packaged accessories (such as external power supply, remote control, cables etc.). Hanwha accepts no liability for the loss of such items during a warranty service and any replacement product is dispatched without accessories.

The RMA number issued by Salesforce or through the Service Team is only valid for 30 days from the date of issue. Hanwha must receive the defective product within thirty (30) calendar days from the date the RMA was issued. Any product returned after the expiration of the RMA will not be valid for repair or replacement and a new RMA number must be generated and issued. Hanwha reserves the right to refuse any product deliveries received quoting an expired RMA number.

When returning defective product to Hanwha, the RMA number must be clearly displayed on the outside of the package. Where the RMA number has been issued by Salesforce, all relevant documentation must be printed and attached to the outside of the package.

In the event that the shipment contains multiple packages, the RMA number must be clearly displayed on all packages and that each package is numbered (i.e. 1 of 4, 2 of 4 etc.). Hanwha may refuse any delivery where the RMA is not displayed.

Defective product should be returned in its original packaging where possible.

Where a replacement product is required, the exchanged product assumes the remaining warranty of the original product.

In the case where a like for like product or other suitable replacement is not available, a credit will be raised to compensate the customer.

Advanced Replacement (AR)

Hanwha also offers Advanced Replacement on certain products within a predetermined period outlined in the [Warranty Period](#) section below. Advanced Replacement entitles customers to receive an immediate replacement, reducing any potential downtime during installation, with the promise of returning the faulty product for review by the Service team following replacement.

Advanced Replacement is not available on:

- 🕒 Thermal Cameras
- 🕒 Products that have been abused or improperly handled
- 🕒 Products that are no longer under warranty

Advanced Replacement can be requested via Salesforce.

Faulty product that has been replaced must be returned to the Service centre within thirty (30) days of the date the replacement product was shipped.

In the event the product is not received by this point, or if the item returned is discovered not to be faulty, Hanwha will issue an invoice to the Authorised Distributor for 60% of the original invoice value for the product, in addition to a £/€40 handling fee (per product).

Dead on Arrival (DOA)

Where product is found to be Dead on Arrival during the notification period as outlined in the [Warranty Period](#) section of this document, such reports should be entered on Salesforce by the Authorised Distributor and include proof of delivery for the product to the System Integrator, or End User, and the product serial number.

On receipt of the notification, a Service agent will be in touch to arrange the collection/return of the defective item in due course. All Dead on Arrival product must be returned in its original packaging with all accessories.

Out of Warranty Repairs

Hanwha also offers all customers chargeable services on product outside of the standard warranty. Repair requests can be raised through an Authorised Distributor on Salesforce and the product returned to Hanwha's Service centre for evaluation.

On receipt of the item, our Service agents will evaluate and determine whether the defective product is repairable and issue an estimate for the costs of repair, including delivery, to the Authorised Distributor for the customer to review.

It should be noted that if the product is over 5 years old, the ability to make repairs may be subject to the availability of any spare parts that may be required.

A repair can only proceed once the customer has provided written confirmation of the acceptance to the estimate. Should the customer not wish to proceed with the repairs, a £/€40 handling fee is charged to the customer through the Authorised Distributor and Hanwha will return the defective product at the customers cost or dispose of the item locally, whichever option the customer selects.

Estimates provided are an assumption of costs and are subject to change.

Should the customer fail to respond within 14 days to an estimate for repair, to confirm whether they wish to proceed or not, Hanwha will return the product to the customer and issue a flat £/€40 handling fee for its processing.

WARRANTY PERIOD

	PRODUCT WARRANTY	ADVANCED REPLACEMENT PERIOD	DOA NOTIFICATION PERIOD**
STANDARD WARRANTY	<p>3 YEARS</p> <p>All Analogue & IP cameras, DVRs, NVRs (purchased before March 2017) + Monitors</p> <p>*Exclusions: moving parts/accessories + screen/panel components on monitors</p>	<p>1 YEAR</p> <p>*Exclusions: accessories</p>	<p>3 MONTHS</p>
SILVER PARTNER	<p>5 YEARS</p> <p>All network recorders and IP cameras (purchased after March 2017)</p> <p>*Exclusions: analogue product, monitors, peripherals, accessories + lenses</p>	<p>2 YEARS</p> <p>*Exclusions: accessories</p>	<p>3 MONTHS</p>
GOLD PARTNER	<p>5 YEARS</p> <p>All network recorders and IP cameras (purchased after March 2017)</p> <p>*Exclusions: analogue product, monitors, peripherals, accessories + lenses</p>	<p>2 YEARS</p> <p>*Exclusions: accessories</p>	<p>3 MONTHS</p>
DIAMOND PARTNER	<p>5 YEARS</p> <p>All network recorders and IP cameras (purchased after March 2017)</p> <p>*Exclusions: analogue product, monitors, peripherals, accessories + lenses</p>	<p>3 YEARS</p> <p>plus access to 4CUST</p> <p>*Exclusions: accessories</p>	<p>3 MONTHS</p>

** Hanwha will also accept DOA notifications from End Users through the Authorised Distributor within 1 month of receipt under the same conditions.

Exclusions

As noted above, there are some parts that are excluded from the warranty periods as displayed in the table above. Such parts have different warranty periods and are classified as below:

	PRODUCT WARRANTY
HDD	3 YEARS
LENS (including multidirectional camera lens)	3 YEARS
ACCESSORIES WITH ELECTRONIC BOARD (e.g. housing)	3 YEARS
ACCESSORIES WITHOUT ELECTRONIC BOARD (e.g. bracket, monitor stand)	NO WARRANTY
MOVING/CONSUMABLE PARTS (as defined below)	2 YEARS***

*** Warranty on Moving/Consumable Parts may differ by usage condition, details of which can be located in the **WARNING** section of the Product Manual, i.e. Pan/Tilt/Zoom motors and slip rings come with a 1 year warranty when under continuous operation. Definition of Moving Parts and Consumable Parts by product type is detailed in Appendix 1.

Exemptions from Warranty

Aside from those exclusions already stated within this Policy, the following also applies:

- ⊙ Any product that has been painted over, tampered with, had labels removed or any other modifications will be void of all warranties unless particular dispensation has been officially granted by Hanwha or is in adherence with the [Quality Assurance \(Warranty\) Policy on Customer Modification Policy](#) attached as Appendix 2 to this Policy.
- ⊙ Any product that has been altered. Examples of alterations include, but are not limited to:
 - Counterfeit/missing labelling
 - Jumpers, wires or any other mechanical/electronic parts added to the product
 - Removal of any part or component of the original product
 - Incorrect reassembly of original product
 - Any repairs done by an unauthorised Service Centre
 - Any other change in the original state of the product
- ⊙ Any physical, or accidental, damage to a product such as:
 - Broken pins or connectors
 - Blown power board due to applying wrong voltage and/or current
 - Dented product case/housing
 - Torn/punctured lens cover

- Deep scratches/gauges to product
- Missing parts

Limitations

Improper Packaging

Returned products shipped to Hanwha's Service Centre must be properly packaged in order to prevent unintended damage during transportation. Any damages caused to the returned product as a result of improper packaging may be charged back to the Customer.

Other Terms & Conditions

Hanwha reserves the right to examine and test any returned product(s) to determine the actual cause of damage and/or defect.

If the malfunction of a part is determined to be due to Customer fault including, but not limited to, an attempted repair, unauthorised repair, accident, misuse, abuse, neglect, improper maintenance, installation and connection, malfunction of a peripheral device(s), rust or deterioration caused by improper storage, an invoice for extra service fees for repair charges, shipping costs and other applicable expenses may be issued.

APPENDIX 1 - Moving/Consumable Parts

The below table outlines the parts within each product that are considered to be moving or consumable parts in accordance with the Warranty Period tables detailed within this Policy document.

CAMERA (including explosion housing camera)		RECORDER		MONITOR		CONTROLLER		ACCESS CONTROL
Moving Parts	Consumable Parts	Moving Parts	Consumable Parts	Moving Parts	Consumable Parts	Moving Parts	Consumable Parts	Consumable Parts
DN Filter	IR LED	DC Fan	HDD	DC Fan	LCD Panel	Joystick	LCD Panel	Finger Sensor
Zoom Lens	Adaptor		RTC Battery		Back Light	Jog Shuttle		LED
DC Fan	Heater		LED		Adaptor			LCD
IRIS	RTC Battery		Adaptor					Back Light
Window Brush (Motor)	SD Card							
Pan/Tilt Components - Motor - Slip Ring - Belt - Bearing - Gear	Window Brush (Rubber)							

APPENDIX 2 - Quality Assurance (Warranty) Policy on Customer Modification

Purpose

The purpose of this document is to provide our customers with a guideline on our Quality Assurance (Warranty) Policy should any product manufactured by Hanwha Vision be modified (as defined below) by the customer.

Definition of Modification

In this case, modification is the process of painting, by any method, the outer casing of Hanwha Vision CCTV security camera(s) purchased for pre-agreed project(s) in order to match the aesthetics of the area surrounding the location of installation.

Quality Assurance (Warranty) on Discretionary Modification

- ☉ Save the Policy Exemption(s) listed below, there is no change to the standard Quality Assurance (Warranty) Policy on product(s) modified in accordance with the definition above.
- ☉ Where it is determined that the modification as defined above has caused an issue/problem with the product(s), the Quality Assurance (Warranty) may not be valid and the customer may be asked to pay for any repairs/servicing to the product(s).

Policy Exemptions

1. Product that has been modified is not eligible for AR (Advance Replacement) due to the nature of the customisation of the product.
2. Modified products with incorporated GORE® valve¹ (camera vents) are excluded from Quality Assurance (Warranty) in the event the GORE® valve (camera vents) integrity has been affected during the painting process, which can lead to accumulation of humidity in these products. Modified products with incorporated GORE® valve where the valve remains intact and unaffected by modification are not excluded.
3. Where modification is to a black/dark painted finish, it should be noted that this can cause Product to heat up excessively in direct sunlight. Painting of this nature would be at the installers' risk. Warranty will not apply on impairments to Product determined by the Service team to be as a direct result of this modification.

Modification Guidelines

These guidelines should be applied in order to help ensure the longevity of Hanwha Vision CCTV security cameras that are modified in this way. Where the fault is determined is to be as a result of one of the below, the product will not be eligible for Quality Assurance (Warranty).

1. The window/dome cover of the camera must not be painted as any painting of this area will block the field of view and/or affect the resolution quality.
2. Moving and/or detachable parts must not be painted as residue on these parts may cause the product to malfunction and/or lead to fault due to not being able to function properly and/or adding extra force to function.

¹ See [GORE® Valve Products](#) for clarification on what products contain a GORE® valve.

3. Any screw hole(s) and/or SD card (Secure Digital card) slot(s) should be protected throughout the painting procedure to prevent blockages. Failure to do so may cause the product to malfunction or cease working entirely.
4. Painting should not be done where the casing of the product is of plastic material. Painting this casing can cause a chemical reaction in the plastics, which will result in cracking to the outer casing.
5. Following the painting of the product(s), the S/N (Serial Number) and/or MAC Address (Media Access Control Address) should still be clearly visible. Failure to identify a product as a result of the painting procedure will invalidate its Quality Assurance (Warranty).

Invalidated Warranty

In any circumstances where Warranty on Hanwha Product has been rejected as a result of a lack of adherence to these guidelines, there may still be an option to repair the Product at a cost to be invoiced to the Customer via the Distributor.

GORE® Valve Products

The following products have an incorporated GORE® valve where Policy exemption 2 noted above applies:

MGC-D8080	PNM-C12083RVD	QNP-6320H	TNV-7011RC	XND-9082RV	XNP-8300RW	XNP-L6322H	XNV-8083Z
MGC-D8080LI	PNM-C16083RVQ	QNP-6320R	TNV-8011C	XND-9083RV	XNP-8300RWG	XNP-L6322R	XNV-8093R
MGL-D8080	PNM-C32083RVQ	QNV-6024RBM	TNV-C7013RC	XND-C6083RV	XNP-9250	XNV-6012	XNV-9082R
MMC-O6080R	PNM-C34404RQPZ	QNV-6024RM	XND-6081FZ	XND-C7083RV	XNP-9250R	XNV-6012M	XNV-9083R
PND-A6081RF	PNM-C7083RVD	QNV-6025RM	XND-6081REV	XND-C8083RV	XNP-9300RW	XNV-6022R	XNV-9083RZ
PND-A6081RV	PNM-C9022RV	QNV-C8011R	XND-6081RF	XND-C9083RV	XNP-9300RWG	XNV-6022RM	XNV-C6083
PND-A9081RF	PNO-A6081R	QNV-C8012	XND-6081RV	XNO-6083R	XNP-9300RWR1	XNV-6081	XNV-C6083R
PND-A9081RV	PNO-A9081R	QNV-C8083R	XND-6081V	XNO-6123R	XNP-C6400R	XNV-6081R	XNV-C7083R
PND-A9081RVG	PNO-A9081RG	QNV-C9011R	XND-6081VZ	XNO-8083R	XNP-C6402R	XNV-6081RE	XNV-C8083R
PNM-12082RVD	PNO-A9081RLP	QNV-C9083R	XND-6083RV	XNO-9083R	XNP-C6403	XNV-6081Z	XNV-C9083R
PNM-7082RVD	PNV-A6081R	SHD-1350FPW	XND-8081FZ	XNO-C6083R	XNP-C6403R	XNV-6083R	
PNM-8082VT	PNV-A6081R-E1T	SNH-C6430BNH	XND-8081REV	XNO-C7083R	XNP-C6403RW	XNV-6083RZ	
PNM-9022V	PNV-A6081R-E2T	SNH-C6430BNR	XND-8081RF	XNO-C8083R	XNP-C8253	XNV-6083Z	
PNM-9031RV	PNV-A9081R	TNM-C4940TD	XND-8081RV	XNO-C9083R	XNP-C8253R	XNV-6123R	
PNM-9084QZ1	PNV-A9081RLP	TNM-C4950TD	XND-8081VZ	XNP-6400	XNP-C8303RW	XNV-8081R	
PNM-9084RQZ	QNO-C8083R	TNM-C4960TD	XND-8082RF	XNP-6400R	XNP-C9253	XNV-8081RE	
PNM-9084RQZ1	QNO-C9083R	TNO-6010M	XND-8082RV	XNP-6400RW	XNP-C9253R	XNV-8081Z	
PNM-9085RQZ	QNP-6250H	TNO-6081RLP	XND-8083RV	XNP-6400RWG	XNP-C9303RW	XNV-8082R	
PNM-9085RQZ1	QNP-6250R	TNO-7180R	XND-8093RV	XNP-8250	XNP-L6252H	XNV-8083R	
PNM-9322VQP	QNP-6251H	TNO-7180RLP	XND-9082RF	XNP-8250R	XNP-L6252R	XNV-8083RZ	

The location of the GORE® valve on these products is indicated in the below diagram:

