

**Visimetrics (UK) Ltd** warrants that all our products are manufactured free from defects in materials and workmanship at the time of manufacture. If a Visimetrics product sold and installed in the United Kingdom, does not function as warranted during the specified warranty period due to faulty workmanship or materials, we will repair the product, free of charge, subject to the terms and conditions set out below.

## Warranty Period

<p><b>For all Digital Video Recorder products containing hard disk drives</b></p> <p><b>IMPORTANT NOTICE</b> The Warranty Terms set out here assume that the product is used in accordance with our operating instructions, including the use of an Uninterruptible Power Supply</p>	<p>One year of free on-site service, covering all parts and labour.</p> <p>A further two years of service carried out at a Visimetrics Service Centre, covering all parts, plus labour at our Service Labour Rate applying at the time. The Customer will be responsible for returning the unit to the Visimetrics Service Centre. Visimetrics will pay for its return to the Customer.</p> <p>Free software upgrades, where relevant, are available during the warranty period.</p> <p>Free telephone support (technical/User) is available during the warranty period.</p> <p>The Warranty period commences on the date of despatch from our factory.</p>
<p><b>For all other Visimetrics products</b></p>	<p>One year of free service, covering all parts and labour, carried out at a Visimetrics Service Centre.</p> <p>A further two years of service carried out at a Visimetrics Service Centre, covering all parts, plus labour at our Service Labour Rate applying at the time. The Customer will be responsible for returning the unit to the Visimetrics Service Centre. Visimetrics will pay for its return to the Customer.</p> <p>The Warranty period commences on the date of despatch from our factory.</p>
<p><b>For other equipment manufacturers' products supplied by Visimetrics</b></p>	<p>The manufacturer's warranty will apply.</p>

## Software Upgrades

A condition of our free supply of software upgrades under this Warranty is that the product on which the upgrade is installed is the designated product and no other. If a customer asks us to attend on-site and install a warranted software upgrade, then we will make a charge for this service. This will be based on our Service Labour Rate applying at the time the work is undertaken, which would be for a minimum half-day visit.

## Non-Use of Uninterruptible Power Supply (UPS): Reduced Warranty Terms

A condition of our Warranty terms for Digital Video Recorder products containing hard disk drives is that the product is powered exclusively from a UPS. The onus is on the customer to provide evidence of this. When this condition has not been fulfilled, Visimetrics has the right, at our absolute discretion, to apply our Reduced Warranty Terms to the product. Under these terms, the Warranty will terminate at the end of the first year.

## Terms & Conditions of Warranty

- 1) The above limited Warranty is the only warranty made by Visimetrics and excludes all other warranties, whether expressed or implied, including any implied warranties of fitness for a particular purpose.
- 2) If a product is transferred to another user, the Warranty is automatically transferred to that user for the remainder of the Warranty period, provided that the new user can show proof of purchase.
- 3) Visimetrics reserves the right to modify, amend or change the terms and conditions of this Warranty at any time, without notice.
- 4) Where maintenance is carried out under this Warranty that involves replacement of a product or part, the item replaced becomes the property of Visimetrics and the replacement becomes the customer's. Visimetrics reserves the right to adjust, repair, refit, replace any part or component etc, in the process of servicing the product and making it operational.
- 5) Our Warranty service practices may be changed from time to time at our sole discretion.
- 6) This Warranty does not cover defects caused by:
  - a) Improper use, negligence, tampering or failure to follow instructions, recommendations or precautions given by Visimetrics
  - b) Unsuitable physical or electrical or operating environment for the product, including poorly regulated power supplies
  - c) Alterations to a product with non-Visimetrics supplied components, including the installation of other software
  - d) Systems failures, data losses or other consequences arising from software virus infections or other malign code
  - e) Relocation or re-siting of systems
  - f) Service not carried out by Visimetrics or a Visimetrics accredited installer
  - g) Failure of other manufacturer's D5s or third-party systems, whether hardware, software or communications, to which the Visimetrics product might be connected.
- 7) Our Warranty specifically excludes the following, which, if requested, will be charged out our standard service rates:
  - a) Installation of hardware and software
  - b) Configuration of software drivers, BIOS updates etc.
  - c) System or data recovery
  - d) Testing or adjustment of other manufacturer's or third party equipment to which Visimetrics products might be connected
  - e) Any warranties or other services or commitments offered or made by any of resellers or distributors of Visimetrics or any others.
- 8) Before Warranty service is provided by Visimetrics, the user or keeper of the products requiring this service must:
  - a) Ensure that the site where the product is installed and used is free from potential hazards to equipment and Visimetrics personnel
  - b) Allow Visimetrics full access to the site and all equipment, hardware, software etc, to carry out the service operations
  - c) Follow the problem determination, problem analysis and service request procedures, if any, requested by Visimetrics either during a service visit or communicated in advance of this
  - d) Take appropriate safeguards to avoid loss or damage to data contained in a product. Visimetrics will not under any circumstances be liable for any loss or damage to such data etc, in course of the service
  - e) Ensure that the product is free of any legal obligations or restrictions that prevent its exchange
  - f) Be responsible for loss of, or damage to a product in transit.
- 9) Except as required by law, Visimetrics shall not be liable for the costs of diagnosis of faults on other manufacturers or third party equipment, for the loss of records or data, for consequential losses or damage or for third party claims.