

# **Forward Vision CCTV Ltd**

## **Product Warranty and Customer Care Programs**

**March 2008**

### **General Statement of Care**

Forward Vision CCTV Ltd is committed to industry leading programs that provide our customers with the confidence and support of the best level of operation and serviceability of our products for their lifetime.

**General Warranty**  
**Extended Warranty**  
**Post Warranty Support**  
**Technical Support Team**  
**Certified Field Support**

### **General Warranty**

The "supplier", warrants that all products, shall for a period of 36 months from the date on which the products are delivered to the Purchaser, be free from defects in material and workmanship where the products have been used for their intended purpose and provided that the products have been installed and operated in accordance with the instruction manual thereof.

All repair work under warranty needs to be conducted at Forward Vision's service and repair centre.

The supplier makes no other warranty, express or implied, including but not limited to lost savings, profits or consequential damages, with respect to Product that has been repaired, tampered with or modified in any way by any person unless with the written permission of Forward Vision CCTV Ltd.

The "General Terms" of Business of Forward Vision CCTV Ltd. apply in all cases.

### **Extended Warranty**

An extension to the General Warranty is available for the MIC1-400 product family to the purchaser of the product. This Extended Warranty warrants that the product, shall for a period of 18 months, from the date on which the General Warranty expires, be free from defects in material and workmanship where the products have been used for their intended purpose and provided that the products have been operated in accordance with the instruction manual thereof.

For the Extended Warranty to take effect the Purchaser must: -

1. Return the product at their cost to Forward Vision CCTV Ltd for service and refurbishment within the last three months of operation of the General Warranty.
2. At the same time make a one off payment as stipulated by Forward Vision CCTV Ltd. payable 30 days from invoice for service and refurbishment.

The service and refurbishment will replace all non consumable parts which are found to be below operating standard and will cover the replacement on a one off basis all consumable parts including Washers, o-rings, seals and perishable components. Such consumable parts thereafter and prior to the service if replaced by Forward Vision CCTV Ltd will be deemed chargeable including the appropriate labour charge. The product will also be tested to the original specifications.

The "General Terms of Business of Forward Vision CCTV Ltd. apply in all cases.

## Post Warranty Support

Forward Vision CCTV Ltd. is committed to supporting all MIC1 series products from date of purchase.

MIC1 products which have no valid warranty will be repaired where deemed possible by Forward Vision CCTV Ltd. at a price stipulated by Forward Vision CCTV Ltd.

Repairs will only be carried out once the written agreement of the Purchaser is obtained. As installation, site location and regular maintenance may impact product life, Forward Vision CCTV Ltd. reserves the right to determine remaining lifetime and may recommend replacement instead of repair.

Where sub components of the MIC1 series and its associated peripherals remain available Forward Vision CCTV Ltd. will continue to offer such components in its aftercare program. However, where such sub components become unavailable due to matters beyond the control of Forward Vision CCTV Ltd. Or at a prohibitive price to affect a meaningful repair, Forward Vision CCTV Ltd. reserves the right to utilise alternative components or decline to repair products due to discontinuation of supply.

## Technical Support Team

The Forward Vision CCTV Ltd. Technical Support Team is available to all customers by telephone or e-mail for post-sales advice and support related to product application, installation and trouble shooting.

Our products are subject to testing and quality control procedures, however, sometimes a unit may need to be returned to the factory for evaluation and re-testing if the problem cannot be identified and resolved over the telephone.

If a product does need to be returned to the service and repairs centre our Customer Service team will issue an RMA (Return Material Authorisation). This process must be followed for any product that needs to be returned for warranty or post warranty evaluation and will provide detailed follow up communication on the unit. All returns must have a valid RMA issued prior to return.

The Technical Support Team can be contacted during office hours on:

**Telephone:** +44 (0)1252 773 700

**E-mail:** [info@FVcctv.co.uk](mailto:info@FVcctv.co.uk)

## **Certified Field Support**

Forward Vision CCTV Ltd. provides a Certified Field Support program for on-site product evaluation and trouble-shooting where circumstances or time constraints do not allow for product return to the factory for evaluation. This service can also be useful in determining if the problem is product related or due to other site specific causes.

The Forward Vision CCTV Ltd. certified technicians are qualified to perform warranty and out of warranty repairs to our products. The service will be quoted to the customer at visit and hourly rates. Materials used will be chargeable. All time and materials directly related to warranty work that would have otherwise taken place at the factory will be deducted from the charges.

**Forward Vision CCTV Ltd. invites customer feedback on our Warranty and Customer Care programs.**