

LIMITED WARRANTY FOR EQUIPMENT

3xLOGIC, Inc. of North America ("3xLOGIC, Inc.") will, at its sole option, repair or exchange this product with a new or a comparable refurbished product, free of charge, in the USA and Canada from the date of original purchase in the event of a defect in materials or workmanship, as follows:

PRO, NDVR & DRX Series Video Recorders

All PRO, NDVR & DRX Series video recorders shall have a three year parts and in-house repair labor warranty except as detailed in the Warranty Exceptions paragraph.

MVR Series Video Recorders

All MVR Series video recorders shall have a one year parts and in-house repair labor warranty except as detailed in the Warranty Exceptions paragraph.

3xLOGIC - VISIX Cameras

3xLOGIC VISIX Camera line shall have a two-year parts and in-house repair labor warranty with the exception of Preventative maintenance which is not covered under any warranty.

3xLOGIC Branded Parts Not Listed Here

All other products branded as 3xLOGIC but not listed here shall have a one-year parts and in-house repair labor warranty except as detailed in the Warranty Exceptions paragraph.

Warranty Exceptions

- Hard disk drives are limited to three years parts and one year labor warranty.
- Preventative maintenance is not covered under any warranty.
- 3xLOGIC, Inc. does not provide data recovery services and neither the cost of recovering data from the hard disk drives, nor the value of any data which cannot be recovered, is covered under warranty.
- Cooling fans are limited to one year parts and labor warranty.

Third Party Product Purchased Through 3xLOGIC

Products from other manufacturers, purchased through 3xLOGIC will be honored by the original equipment manufacturer and 3xLOGIC shall have no obligation to extend or honor the warranty on behalf of the manufacturer. At its discretion, 3xLOGIC may offer to assist in seeking warranty coverage from the OEM on behalf of the purchasing customer. In such case, 3xLOGIC does not accept or transfer warranty liability to itself.

How to Obtain Service

1. Carry-in or mail-in service in the USA and Canada can be obtained during the warranty period by calling 3xLOGIC Technical Support at (877) 395-6442 and obtaining a Return Authorization number.
2. Once you have obtained a valid RA# you may bring or ship your product to any 3xLOGIC, Inc. Security Systems/Vision Systems Authorized Service center.
3. All products shipped must adhere to our [packaging guidelines posted on our website](#) which include the need to return the materials in their original shipping package unless otherwise packed in accordance with our guidelines.
4. Your RA# MUST be written visibly and legibly on the outside of the shipping package.
5. All shipments must be sent prepaid and 3xLOGIC is not liable for any shipping costs in either direction related to warranty coverage or repairs unless otherwise agreed upon in writing.
6. Materials arriving at our docks without an RA# or with charges due may be refused and returned to you at your cost.
7. To locate the nearest 3xLOGIC, Inc. Service center, please call toll free (877) 3XLOGIC or visit our web site at <http://www.3xlogic.com>

Warranty Information

1. The warranty period is calculated from the date the equipment leaves our facility or the original invoice date, whichever is later.
2. Warranty coverage is extended only to the Authorized Partner who originally purchased the product and to the end-user to which the product was originally sold.
3. End-user customers must first contact the dealer who originally sold them the product (Authorized Partner). If their dealer is out of business or refusing to respond, 3xLOGIC may elect at its own discretion to support the end-user directly. In such cases, and when the dealer is in good-standing, 3xLOGIC will attempt to notify the dealer about such activity.
4. In the event the serial number for the product is not in our database, a purchase receipt or other proof of date of original purchase may be required before warranty service is approved and rendered.
5. Before returning a product to 3xLOGIC you must obtain an official RA/RMA authorization from 3xLOGIC Technical Support at (877) 395-6442.
6. 3xLOGIC will provide telephone technical assistance to you or your technicians to assist in determining if the product has indeed failed and is eligible for warranty repair
7. This warranty only covers failures due to defects in materials or workmanship which occur during normal use. It does not cover damage which occurs in shipment or failures which are caused by products not supplied by 3xLOGIC, Inc. or failures which result from alteration, accident, misuse, abuse, neglect, faulty installation, maladjustment of user controls, improper maintenance, modification or service by anyone other than an Authorized 3xLOGIC, Inc. Service center, or damage that is attributable to acts of God.

LIMITATIONS AND EXCLUSIONS

There are no express warranties except as listed above.

3xLOGIC, Inc. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD SET FORTH ABOVE. Some states and provinces do not allow the exclusion or limitation of implied warranties or liability for incidental or consequential damages, so the above

limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights that vary from state to state or province to province.