



## DIGISOL SURVEILLANCE PRODUCTS WARRANTY

“DIGISOL” is the active networking brand of DIGISOL SYSTEMS LTD. “DIGICARE” is the Service Division of DIGISOL SYSTEMS LTD, providing PAN India warranty and post warranty service for DIGISOL products through its Digicare Service Centres or Digicare Collection Centers across India. DIGISOL SYSTEMS LTD is hereinafter referred to as “the Company” or “DIGISOL”.

Website of the Company: [www.digisol.com](http://www.digisol.com)

### Warranty Terms

1. Standard warranty is issued subject to the terms and conditions set forth herein.
2. The DIGISOL surveillance products carry respective warranties as listed below in appendix **A & B**. This list may be amended from time to time by the company and will be displayed on our website – [www.digisol.com](http://www.digisol.com)
3. To avail this warranty, the Customer needs to register the product by opening [www.digisol.com](http://www.digisol.com) in their web browser and choosing Support & then Product Registration. Non-Registration may lead to denial of Warranty.
4. This warranty is used to denote basic warranty service available with your product.
5. Product accessories (External Power Adapter ONLY) shall carry a strict 3 month warranty. Any and all other add-on accessories supplied with any Digisol surveillance product are NOT covered under any implied or statutory warranties. If any of these should stop working, customer is liable to purchase a fresh unit of accessory from his point of sale.
6. This policy does not cover add on upgrades, modules and other accessories like cables, brackets, stands and free promotional items including software, if any.
7. The Company reserves the rights to alter models covered under this warranty program. This will be displayed on the website of the Company from time to time.
8. *Procedure to Claim Warranty:*
  - i. Customer needs to call the Company's Technical Support team on 1800-209-3444. Support team will assist the Customer in resolving any suspected defects in the product.
  - ii. If the product is considered defective, the Customer shall return the defective product to the nearest Digicare Service Centre or Digicare Collection Center.
  - iii. In case of Dead on Arrival (DOA), i.e product failing within 7 days of the date of invoice please refer the DOA policy on our website. In such a case, the customer is eligible for a box pack replacement.
  - iv. For Warranty repairs, Customer is requested to send the description note of the technical defect to allow the Company to confirm the defect.

Please refer our website for complete list of Service Centres/ Collection Centers.
9. *Hardware Warranty:*

The Company warrants that the hardware portion of the DIGISOL surveillance product described in this warranty ("Hardware") will be free from material defects in workmanship and materials under normal use during the Warranty period set forth below ("Warranty period"), except as otherwise stated herein. Hardware warranty period shall be limited to 1 or 2 yrs (as strictly stated in Appendix A & B for respective model numbers only) from date of purchase by the end user/ customer and warranted only to the person or entity that originally purchased the product from the Company's authorized reseller or distributor. The date of sale will be verified from the original bill/proof of purchase. In case this original bill is not available , the Company's date of invoice shall be considered for this purpose. The Customer's sole and exclusive remedy and the entire liability of the Company and its suppliers under this Warranty will be, at the Company's option, to repair or replace the defective Hardware during the Warranty period at no cost to the original owner. Any repair or replacement will be rendered by the Company at its Service Centre. The replacement hardware need not be new or have an identical version, model or part. The Company may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that the Company reasonably determines is substantially equivalent (or superior) in all material respects to the defective hardware. Repaired or replaced hardware will be warranted for the remainder of the original Warranty period.

If a material defect is incapable of correction, or if the Company determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the customer as per the invoice, less prorata depreciation at the rate of 20% per annum will be refunded. All Hardware or parts thereof replaced by the Company, or the products for which the purchase price is refunded, shall become the property of the Company upon replacement or refund.

**10. Software Warranty:**

The Company issues this Limited Software Warranty that the software portion of the product ("Software") will substantially conform to the Company's then current functional specifications for the software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of one year ("Software Warranty period"), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation. The Company further warrants that, during the Software Warranty period, the Company disk on which the Company delivers the Software will be free of physical defects. The customer's sole and exclusive remedy and the entire liability of the Company and its suppliers under this Limited Software Warranty will be, at the Company's option, to replace the non-conforming Software (or defective media) with software that substantially conforms to the Company's functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by the Company in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by the Company for the Software. Replacement Software will be warranted for the remainder of the original Warranty period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if the Company determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by the Company, provided that the non-conforming Software (and all copies thereof) is first returned to the Company. The license granted with regards to any Software for which a refund is given automatically terminates.

**11. Non applicability:**

The Warranty provided hereunder for Hardware and Software portions of DIGISOL's surveillance products will not be applied to, and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or second sale or other sales in which the Company, the sellers, or the liquidators who expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold "As-Is" without any warranty whatsoever including, without limitation, the Warranty as described herein, notwithstanding anything stated herein to the contrary.

**12. Products not covered under Warranty:**

The Warranty provided herein by the Company does not cover those products that, in the Company's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, corrosion on PCB due to moisture, salty environment or due to high humidity, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed, damage that occurs in shipment, due to act of nature, PCB burnt case or failures due to power surge, lightening effect, any natural calamity and cosmetic damage, any hardware, software, firmware or other products or services provided by anyone other than the Company. For any necessary maintenance or repairs on your product, we recommend that you use only a Company authorized service center. Improper or incorrectly performed maintenance or repair voids this Warranty. Initial installation, installation and removal of the product for repair, and shipping costs, operational adjustments covered in the operating manual for the product and normal maintenance shall be borne by the Customer.

**13. Disclaimer of other Warranties:**

EXCEPT FOR THE WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE FIRST SUCCESSFUL COMMISSIONING OF THE PRODUCT. EXCEPT AS EXPRESSLY COVERED UNDER THE WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

**14. Limitation of Liability:**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE COMPANY IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH THE COMPANY'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO THE COMPANY FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NON-CONFORMING PRODUCT. THE MAXIMUM LIABILITY OF THE COMPANY UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.

**15. Governing Law:** This Warranty shall be governed by Indian laws.

**16. Local Applicability:** Above warranty liability is applicable ONLY for Digisol surveillance products bought and used within India.

**APPENDIX A: LIST OF DIGISOL SURVEILLANCE PRODUCTS COVERED UNDER 1 YEAR WARRANTY (effective 1.12.2018)**

<b>PRODUCTS - 1 YEAR WARRANTY</b>	<b>STATUS</b>
DG-SC1600W	End of Sale
DG-SC2100	End of Sale
DG-SC2100W	End of Sale
DG-SC2600	End of Sale
DG-SC2600W	End of Sale
DG-SC3610W	End of Sale
DG-SC3630	End of Sale
DG-SC3800P	End of Sale
DG-SC400	
DG-SC4600PI	End of Sale
DG-SC5324V	
DG-SC5800PI	
DG-SC6820PI	
DG-SC6820VPIE	
DG-SC7100P-10	End of Sale
DG-SC7379-33	
DG-SC8860VI	End of Sale
DG-SC8860VPI	
DG-SR2004	End of Sale
DG-SR4508	

## APPENDIX B: LIST OF DIGISOL SURVEILLANCE PRODUCTS COVERED UNDER 2 YEAR WARRANTY (effective 1.12.2018)

PRODUCTS - 2 YEAR WARRANTY	STATUS
DG-CC2700HS	End of Sale
DG-CC2800K	End of Sale
DG-CC3620	End of Sale
DG-CC3641	End of Sale
DG-CC3720	End of Sale
DG-CC3742F	End of Sale
DG-CC3820	End of Sale
DG-CC3841	End of Sale
DG-CC3842F	End of Sale
DG-CC4600P	End of Sale
DG-CC5600P	End of Sale
DG-CC5620P	End of Sale
DG-CC5620V	End of Sale
DG-CC5720V	End of Sale
DG-CC5732VF	End of Sale
DG-CC5820P	End of Sale
DG-CC5820V	End of Sale
DG-CC5832VF	End of Sale
DG-CC7608C-23	End of Sale
DG-CC7798CD-26	End of Sale
DG-CD1020HC	End of Sale
DG-CD1030HC	End of Sale
DG-CD1040HC	End of Sale
DG-CD1040HCE	End of Sale
DG-CD1040HD	End of Sale
DG-CD2020HC	End of Sale
DG-CD2020HD	End of Sale
DG-CD2030HD	End of Sale
DG-CH1130	End of Sale
DG-CH1140	End of Sale
DG-CH1150	End of Sale
DG-CH1160	End of Sale
DG-CH1220	End of Sale
DG-CH1240L	End of Sale
DG-CH1340EL	End of Sale
DG-CH1340L	End of Sale
DG-CH2120	End of Sale
DG-CH2120E	End of Sale
DG-CH2320	End of Sale
DG-CM3220L	End of Sale
DG-CM3230	End of Sale
DG-CM3230P	End of Sale
DG-CM3231	End of Sale
DG-CM3242F	End of Sale
DG-CM3320L	End of Sale
DG-CM3330S	End of Sale
DG-CM3342FS	End of Sale
DG-CM3430PS	End of Sale
DG-CM3430S	End of Sale
DG-CM5220P	End of Sale
DG-CM5220V	End of Sale
DG-CM5320PS	End of Sale
DG-CM5420PS	End of Sale
DG-CM5420VS	End of Sale
DG-CM6498S-18	End of Sale

PRODUCTS - 2 YEAR WARRANTY	STATUS
DG-SC10CVD	
DG-SC13CVD	
DG-SC3600W	
DG-SC5103	
DG-SC5103N	
DG-SC5203	
DG-SC5203N	
DG-SC5303	
DG-SC5303N	
DG-SC5303S	End of Sale
DG-SC5503SA	
DG-SC5802	End of Sale
DG-SC5802P	End of Sale
DG-SC5822	End of Sale
DG-SC5850PI	End of Sale
DG-SC6102	
DG-SC6102N	
DG-SC6102NE	
DG-SC6202	
DG-SC6202N	
DG-SC6202NA	
DG-SC6302	
DG-SC6302NE	End of Sale
DG-SC6302SA	
DG-SC6502SA	
DG-SC6801	End of Sale
DG-SC6852	End of Sale
DG-SC7269-18	
DG-SC7369-18	
DG-SR3004	
DG-SR3008	
DG-SR3016	
DG-SR3024	End of Sale
DG-SR3032	
DG-SR4332	



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