



Mobile video solutions for enhanced safety

6100 W. Sam Houston Pkwy. N.
Houston, TX 77041-5113
www.safetyvision.com
Toll Free: 800.880.8855
Main: 713.896.6600
Fax: 713.896.6640

Limited One-Year New Product Warranty

Safety Vision, LLC ("SV") makes the following limited warranty, which is effective at the time of the original end-user purchase.

SV warrants this product against defects in materials for a period of 1 year after the date of purchase. During this period, SV will repair or replace a defective product or part without charge to the customer. The customer must send the defective product or part to SV or an authorized SV dealer. The customer must pay for all transportation and insurance charges for sending the unit to be repaired. SV's total liability is limited to the original product cost.

User Guide

(The customer should thoroughly read this guide before operating this product.)

Customer's Responsibility

(The above warranty is subject to the following conditions.)

- Customer must notify SV within 10 days of discovering the defective product or part and provide a description of the defect and complete information about the manner of its discovery.
- All warranty servicing of this product must be performed by SV or an authorized servicing agent.
- Warranty extends only to defects in materials as limited above.
- Warranty does not extend to any product or part that has been lost or discarded by the customer; to damage to products or parts caused by misuse, accident, improper installation, improper maintenance, or use in violation of instructions furnished with the product; to units that have been altered or modified without authorization of SV; to damage to products or parts thereof that have had the serial number removed, altered, defaced, or rendered illegible; or to any failure of the product to function caused by burglary, fire, flood, war, riot, civil commotion, Acts of God, or any other condition beyond the control of SV.
- * Note: If any of the aforementioned incidents occur within the typical expected duties and activities of a licensed peace officer or first responder, SV will honor the warranty.

Obtaining Warranty Service

To obtain warranty service, the customer must contact the SV Service and Warranty Manager at 713.896.6600 or 800.880.8855 to report a defective product. (The customer must report the model number and serial number if available.) The Service and Warranty Manager will assist in troubleshooting the problem and, if necessary, issue a return material authorization (RMA) number. The customer must include this number on the outside of each package shipped to SV.

Important Packing and Shipping Instructions

When a product requires service, only the affected component must be returned. The customer must use proper packing material to ensure against damage during shipping. Any shipping damage caused by improper packing is not covered under this warranty. In addition, the customer must include a return material authorization (RMA) number on the outside of each package shipped to SV and a letter explaining the defect with the product.



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Extended Warranty Options

Note: Optional warranty products are available for all SV products and may be purchased at the time of the original end-user purchase or any time during the original Limited 1-Year New Product Warranty period.

2 to 5 Year Extended Warranty

The original warranty can be extended to a term from 2 to 5 years from date of purchase. All standard warranty conditions apply.

2 to 5 Year Advance Replacement Warranty

An **Advance Replacement Warranty** can be purchased for a period of 2 to 5 years from date of purchase. If the customer is issued an RMA, SV will pay to ship an Advanced Replacement unit to the customer. Once the customer received the new unit, the same box must be used to return the original unit to SV. Replacement units will be refurbished units at SV's discretion. All other standard warranty conditions apply.

2.5 and 5 Year Automatic Replacement Warranty (Prima Facie® only)

A 2.5 and 5 Year **Automatic Replacement Warranty** can be purchased for Prima Facie units only. SV will pay to ship the latest model Prima Facie unit to the customer automatically on the 913th and 1826th day after the original Prima Facie unit was purchased. All terms of the Advance Replacement warranty apply.