

## DAHUA 2023 After-Sale Service and Warranty Policy

Based on DAHUA Service System Record which records the purchase date of the device, the warranty period starts from 15 days after purchase date of Products.

Product Line	Warranty period
Storage	DVR/NVS/ATM//PSSD/Recording & Broadcasting: 36 months
Mobile Portable Terminal	Mobile Portable Terminal:12 months, Data Collection Station: 24 months
Storage	EVs/ESS/ IVSS/ IVD/ VIVS/USB flash drives: 60 months
HDCVI Recorders	HCVR:60 months for WizSense Series (4/8 SATA only); Other series 36 months Except HDD, Fan, battery, power supply
Network Recorders	NVR: 60 months for WizMind Series, Ultra Series 36 months for NVR1/2/4 Series, NVR5 Series (2/4-sata) Except HDD, Fan, battery, power supply
Storage Medium	SSD: 60 months for 500G and above capacity of C800A series, 36 months for the rest
	Memory Card 24 months, C100 series :84 months, N100 series: 36 months
	DRAM: Lifetime warranty
Network Cameras	60 months for IPC WizMind 5/7/8/ Panoramic /Special Series, Panoramic Series, 36 months for IPC 1/2/3/4 /Wi-Fi Series
HDCVI Cameras	60 months for Pro Series, Panorama Series, Micro-size Series 36 months for HAC-1 Series
Transmission	Network Transmission/Cyber Security: 36-month, Wireless series :24 months. 60 months: Industrial POE Switch、 Aggregation Switch (Except Fan, power supply)
Accessory	36 months: Camera mount/ lenses/ housings/ testers/ video extension/cabinets/radar series 24 months: CVI accessories/power supplies/ UPS/ solar power series 120 months: Cables
PTZ Cameras	60 months, WizMind Series, Ultra Series, Positioning System, Anti-Corrosion Cameras, Explosion-Proof Cameras (except EPC-PTZ) 36 months, WizSense Series, Pro Series, Lite Series, HDCVI PTZ Cameras, DHOP Series wearing parts warranty :12 months.
Traffic	36 months: traffic cameras/ Speed Measuring System/Access ANPR cameras/Geomagnetic 24 months: Edge Storage // Spot detection cameras.
Intelligent buildings	Access Control/Alarm/Video Door Phone: 24 months, wired accessories, wired detectors :12 months.
Central products	Metrix/Video Decoder: 24 months,
Intelligent Education/Smart Interactive Whiteboard	36 months for all DeepHub Interactive Whiteboard; The wireless screen-sharing dongles, mobile stands, and stylus pen :18 months.
Display & Control Products	Monitor: 36 months Television: 12 months LCD video wall: 24 months Digital Signage: 36 months Control: 24 months: keyboards: 12 months.
Video Conference	USB Camera 24 months; Speakerphone 24 months; USB Accessories 24months; Conference Camera 36months; Video Conference System 36

	months;
Software	36 months (note: customized software version 12 months)

- 1) The standard Warranty Period for consumable parts such as a mouse, power cord/data cable and support is 3 months.
- 2) PTZ camera wearing parts: coaxial cable, conductive slip ring, motor, belt, wiper, fan, lens motor, laser, horn, buzzer, protective window coating, anticorrosive coating, adapter;
- 3) If the part repaired is less than 3 months to the end of the free Warranty Period from the date of repair, the part's free warranty service period shall be extended to 3 months after the date of repair; in case of the same fault not for human factors, out-of-warranty products repaired shall have a Warranty Period of 6 months.
- 4) If the warranty period is otherwise agreed by the contract signed by the customer and Dahua while ordering the Company's products, the contract shall prevail.
- 5) For after-sales services of the products purchased by customers and Dahua who have signed a clear warranty agreement, the warranty agreement shall prevail.
- 6) DOA (Defect on Arrival): any claim in respect to DOA shall be made in writing by Customer to Dahua within 90 days from Dahua shipment date. After Dahua's confirmation of the DOA, Dahua shall replace with a new product. Note: Packing defects are not included.

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