

## Introduction

This Return and Warranty Policy Statement applies to UTC Fire & Security equipment purchased directly from UTC Fire & Security in EMEA. If you have acquired UTC Fire & Security equipment through a distributor, return the equipment to the place of purchase.

**UTC Fire & Security can amend this policy from time to time, please contact your local sales office or customer service for the latest available version.**

Effective date of this policy: October 1<sup>st</sup>, 2011.

## Returning UTC Fire & Security products

Before you can return any product to UTC Fire & Security, you must obtain a return material authorization (RMA). This applies to all products, including warranty repairs, non warranty repairs, and stock returns.

**Before you request a repair RMA, first check if a firmware upgrade is available for your product or contact your local technical support department for assistance.**

To obtain an RMA, contact your local sales office or customer service department. To request RMA, you need product number, date of purchase and a return reason with clear fault description.

Once you received RMA, repackage the product appropriately (see packing you shipment) and attach the RMA acknowledgement form on the outside of the package. Then send the product to:

### **UTC Fire & Security EMEA Repair Centre**

Kelvinstraat 7  
6003 DH Weert  
Netherlands

All products must be returned freight prepaid DAP Weert within 30 days of obtaining an RMA.

We will not accept unauthorized returns or freight collection returns and will return these to you at your expense.

We will return equipment via our standard shipping method at no additional charge. If you request a different return shipping method, we will charge for the full shipping cost.

UTC Fire & Security does not accept any cost which would result from the purchaser / buyer conducting wrong, incomplete or inefficient formalities in connection with the import / export of the products.

## Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.
- Do not write or tape on the original product packing

## Warranty repair/replacements

Subject to the terms of the limited warranty section below, UTC Fire & Security will repair or replace a product that fails to meet the terms provided, within the product's warranty period.

Unless otherwise required by applicable law or agreed between UTC Fire & Security and the purchaser of the product, the warranty period varies based on product category and type of equipment, as shown in table 1 on page 2 of this policy.

The warranty period starts from the actual product manufacturing date. To cover for the average time between manufacturing and delivery, 6 months will be added to the published warranty period.

For all warranty repairs, UTC Fire & Security will cover parts and labor of the repair of the product. We will return equipment via our standard shipping method

## Faulty from new (FFN)

UTC Fire & Security will provide a new product free of charge in case a product fails new out of the box within 90 days after invoice date. A copy of the original invoice and a clear fault description are required to request RMA and a FFN replacement. \* Ask your customer service for process details.

## Non warranty repairs

For all non warranty repairs, UTC Fire & Security will apply a product specific flat rate repair price that includes charges for parts, labor and return shipping. Contact your local customer service for repair prices.

Non warranty repairs are granted an extended warranty of 12 months from the repair date.

## Product warranty periods

Product warranty periods lists warranty durations for most UTC Fire & security equipment, sorted by category.

For items that do not appear in product warranty periods, contact Customer Service or your sales rep for the applicable policy.

## Stock returns

RMA requests for unused stock returns (i.e. new, unused standard production items in original unopened shipping carton and in reselling condition) must be made not later than 90 days after the invoice date. Any such request will be subject to a product specific case-by-case approval process by UTC Fire & Security and any approved request will be subject to a 15% restocking fee. You must use credit within one year of the date of issue.

Note: Stock returns are not accepted for special ordered and custom products, kits, software or batteries

**Limited Warranty**

	Products	Warranty
Access	Hardware	2 years
	Cards	2 years
	Software	1 years
Intrusion	Detectors - Sensors Wired	5 years
	Detectors - Sensors Wireless	2 years
	Controls & communications	2 years
	Software	2 years
	Accessories (siren, batteries, expanders etc.)	2 years
Fire	Detectors Wired	2 years
	Detectors Wireless	2 years
	Fire Panels	2 years
	Fire Beams	2 years
	Software	2 years
	Accessories (IO, expander modules, etc)	2 years
Video & Transmission	Video Cameras, Domes	3 years
	Digital Recorders	3 years
	Multiplexer	3 years
	Traditional and LCD monitors	2 years
	Accessories	2 years
	IFS Network products	3 years
	IFS UTP transmission	3 years
	Fiber Options Products	5 years
	IFS Fiber Products	Lifetime *
Key Management	AccesPoint products	2 years
	Automotive products	2 years
	Traccess products	2 years
Ultraview platforms	Ultraview platforms hardware	1 year
	Ultraview platforms software	3 months

*\*Lifetime warranty definition: during the lifetime of the product till product end-of-life (EOL) announcement, but with a minimum of 5 years*

- A. UTC Fire & Security warrants that its products are free from defects in workmanship and materials, and will confirm to UTC Fire & Security's published specifications, subject to the terms of this limited warranty. With respect to any product furnished by UTC Fire & Security, the foregoing shall apply only to meet said warranty that appear within the applicable warranty period set forth in Table 1 of page 2 of this Return and Warranty Policy Statement. The warranty is given only to the original purchaser and does not extend to any other party. UTC Fire & Security is not responsible for conditions or applications over which UTC Fire & Security has no control. Defects or problems as a result of such conditions or applications are not the responsibility of UTC Fire & Security. Such conditions include normal wear and tear; catastrophe; fault or negligence of the user or a party other than UTC Fire & Security; improper installation, application, storage, maintenance, or use of products; other causes external to products; or failure to conform to any applicable recommendations of UTC Fire & Security. The warranty does not cover, and UTC Fire & Security does not warrant, batteries of any type used in connection with other products furnished. To the extent that any product includes firmware, whether included in a product furnished hereunder or provided separately, UTC Fire & Security warrants that such firmware will, at the time of delivery by UTC Fire & Security and for a period of 90 days thereafter, conform in all material respects to UTC Fire & Security documentation relating to such firmware.
- B. If any product fails to meet the limited warranty, UTC Fire & Security shall, at its option, correct any such failure by repairing any defect or damaged parts of damaged products, or make available, CPT shipping point, any necessary repaired or replacement parts. UTC Fire & Security reserves the right to replace any product under warranty with new or remanufactured product. UTC Fire & Security will not be responsible for any costs (including labor cost) associated with the removal, disinstallation or reinstallation of products incurred by the original purchaser or any other party. The repaired or replaced products will be warranted under the terms of the limited warranty for the balance of the term of the warranty or for 12 months, whichever is longer. For any warranty claim, purchaser / buyer should contact customer service and request authorization to return the product.
- C. The preceding subsections of this limited warranty set forth the exclusive remedies for claims based on any defect, failure, malfunction, or any other performance or nonperformance of any product, whether the claim is in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, and however instituted. Upon expiration of the applicable limited warranty period, any liability of UTC Fire & Security in connection with such exclusive remedies shall terminate, and purchaser / buyer shall have 30 days after the warranty period to give written notice of any defects, failures, malfunctions, or other performance or nonperformance issue that appeared during the warranty period. In no event shall UTC Fire & Security be liable for incidental, indirect, special or consequential damages. To the fullest extent permissible by law, the foregoing limited warranty is exclusive and in lieu of all other warranties, whether written, oral, implied or statutory. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY.