

# BODY-WORN CAMERAS & ASSOCIATED HARDWARE EXTENDED WARRANTY

## INTRODUCTION

All Motorola Solutions VT & VB body-worn products, as well as associated hardware, are delivered with a 12 month standard warranty. Extended warranties are available to purchase for VB400s, VT100s and associated Docks, DockControllers, RF card readers, EdgeControllers and X-series accessory cameras.

For further details about extending warranties on your body-worn camera products, please contact our sales team on **0131 510 0232 (+44 131 510 0232** from outside the UK) or email [edesixsales@motorolasolutions.com](mailto:edesixsales@motorolasolutions.com).

This document sets out what is included with extended warranty, and the terms and conditions applied.

## SUMMARY - WARRANTIES COVER<sup>1</sup>:

- Manufacturer hardware faults
- Battery replacements

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<sup>1</sup> Subject to terms and conditions. Exclusions apply. Please refer to the pages below for full disclosure of terms. Standard inclusive one year warranties begin on the receipt of product delivery and terminate 364 days afterwards. Extended warranties begin upon receipt of the purchase order or renewal start date, whichever is later. Limits may apply to the extension of warranties two years beyond the expiration of standard warrant

## WHAT IS COVERED?

- Manufacturer hardware faults including electronic, structural, and battery failure<sup>2</sup>

**PLEASE NOTE:** To take advantage of VideoManager product updates and additional features, Software Assurance or Cloud Services need to be purchased. For further details about these products, please contact our sales team on 0131 510 0232 (+44 131 510 0232 from outside the UK) or email [edesixsales@motorolasolutions.com](mailto:edesixsales@motorolasolutions.com).

## ALL INCLUSIVE SERVICING

The following services and support functions are included at no extra cost with Motorola Solutions body-worn camera hardware warranties:

- **REPLACEMENT PARTS:** Provided your product repairs are covered, all replacement parts used in the servicing process to bring the product<sup>3</sup> back to operating condition are included free of charge.
- **SERVICING LABOUR:** Labour involved in repairs / and or servicing at an authorised service centre is included under hardware warranties. Charges may be applied if personnel have to travel to a specified site at customer request to conduct repairs.
- **FIRMWARE UPGRADES:** All serviced hardware products have their device firmware upgraded to the latest version, taking advantage of the latest security and performance updates
- **FULL MANUFACTURING QUALITY TEST:** all repairs are then subject to the same full quality test which we apply to new product
- Return carriage from service centre to customer: customers pay for shipping returns to us, we pay for shipping the repaired equipment back.
- **ADDITIONAL 3 MONTH SERVICE WARRANTY:** Where a product has been returned to a service centre for servicing or repairs, the repaired product will accrue an additional three (3) month extended warranty, activated from the dispatch date at the service centre, even if this repair warranty extends that specific product's existing warranty<sup>4</sup>.

**IMPORTANT:** please dock and upload/save any footage and associated data from your devices prior to sending for repair, as all products are factory reset during the service returns process and this will destroy recordings.

**PLEASE NOTE:** Training, setup, installation, and other services not mentioned above are exempt from the inclusive servicing and support component of any body-worn camera warranties. These are additional services, and may incur a charge. Please contact a member of our sales team for further information on additional services.

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<sup>2</sup> Exclusions: **a) damage caused through unauthorised tampering with a product:** products should be returned to service centres for repair. If in doubt as to whether your actions will void your warranty please email the support team at [support@edesix.com](mailto:support@edesix.com). **b) water damage:** any water damage that has been caused by immersion or contact in excess of that expected by the IP rating of the product. **c) malicious, intentional or accidental damage:** any damage caused on purpose, through negligence, or by accident. **d) cosmetic wear and tear:** damage deemed to be only cosmetic and not related to the performance or operating condition of the product. Subject to the assessment and discretion of the Service Returns Manager. **e) contaminated products and devices:** products returned to service centres that pose a health and safety risk to our employees. Contaminated products should under no circumstances be returned for repair or analysis. **f) damage caused by use with an unauthorised third party component or accessory.** **g) damage caused by misuse, fire, and other liquid contact.** **h) products without a valid serial number or appropriate identification requirement.** **i) stolen or misplaced products and devices.** **j) email or telephone support for software related enquiries:** software support is covered by our Software Assurance programme. **k) X-series camera cables.**

<sup>3</sup> Where a product cannot be repaired, an as-new replacement will be provided and, if the product has become obsolete, Motorola Solutions reserve the right to replace it with an equivalent or better product.

<sup>4</sup> Additional warranty not applied where return does not meet warranty acceptance criteria or where return is no-fault-found

## GENERAL CONDITIONS

1. All VB/VT body-worn cameras and EdgeControllers are factory reset prior to repairs being undertaken at Service Return Centres. Any footage that may be present is automatically erased. If you can, upload any required video from devices before returning to an authorised service centre. Motorola Solutions and its agents are not responsible for any loss of information, video and audio footage and the subsequent costs of such losses.
2. Devices sent in for repair are often updated with the latest version of firmware. If your VideoManager software version is out-of-date (2 or more versions behind current supported release) then this may cause the repaired device to be incompatible with your current estate of hardware. To prevent any compatibility issues, please ensure you have active Software Assurance to cover your estate, and that you update your VideoManager regularly.
3. Technical support communication is limited to enquiries relating to the repair of your hardware or devices. To receive entitlement for full technical support on software and updates, please ensure you have active Software Assurance. For more information on our Software Assurance cover please contact [edesixsales@motorolasolutions.com](mailto:edesixsales@motorolasolutions.com).
4. To protect customer data confidentiality and comply with GDPR, Motorola Solutions and its agents do not process, recover or store any information contained on devices owned by customers and returned to service centres. Therefore Motorola Solutions cannot offer services for recovering data on damaged or inoperative devices and hardware.
5. Motorola Solutions retains the right to change and alter warranty conditions. Changes made after the purchase of hardware with standard warranties, or extended warranties, will not affect the original terms and conditions agreed at the time of purchase. Notice shall be given, where possible, if warranty terms and conditions are altered, but you must request the latest version of this document if you wish to view the current terms and conditions.
6. If warranty/extended warranty has lapsed, customers are required to bridge the gap to bring their estate back into warranty.
7. Limits and restrictions may apply to the possible extension of warranties two (2) years beyond the expiry date of the product's original standard warranty. The offer of further warranties after this period is subject to the discretion of Motorola Solutions. Please contact a member of our sales team if you wish to extend a product's warranty.
8. Motorola Solutions will endeavour to send a reminder about the expiry of a product warranty prior to the expiration date. However, Motorola Solutions and its agents are not liable for any costs incurred as a result of an expired warranty.

For more information, please visit: [www.motorolasolutions.com](http://www.motorolasolutions.com)

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