

MOBOTIX Limited Warranty Statement

Products manufactured and/or distributed by MOBOTIX are warranted to be free of defects or deficiencies in design, material and workmanship, starting with the date of purchase, for:

2 years.

This limited warranty does not apply to defects resulting from misuse, incorrect installation, faulty maintenance, alteration or unauthorized repairs made to the products.

This limited warranty covers only repair, replacement or refund for defective MOBOTIX products. MOBOTIX is not liable for, and does not cover under warranty, any loss of data or any costs associated with determining the source of system problems or removing, servicing or installing MOBOTIX products.

To obtain warranty service, you may return the defective product to the MOBOTIX dealer or distributor from which you purchased the product. Please confirm the terms of your dealer's or distributor's return policies prior to returning the product. Typically, you must include product identification information, including model number and serial number (= factory IP number) with a detailed description of the problem you are experiencing. A valid proof of purchase may be required.

If you are unable to return the product to the MOBOTIX dealer or distributor from whom you purchased the product, you may return the product directly to MOBOTIX AG, Luxemburger Str. 6, 67657 Kaiserslautern, Germany. A valid proof of purchase is required. Before returning the product, you must first obtain a Return Material Authorization (RMA) number from MOBOTIX support, support@mobotix.com. Once you have obtained an RMA number, you must, within two calendar weeks, send the product freight-prepaid, insured and properly packaged to above-mentioned address.

In order to maintain the manufacturer's warranty, you should in particular obey the following rules:

- o Do not use indoor devices outdoors. This includes all indoor camera models, power supplies and network power adapters. If you are not sure whether your device is for outdoor use, ask your local MOBOTIX dealer.
- o Do not submerge any device into water.
- o The outdoor camera models are not for upside down installation. If you have questions about the installation, read the quick installation brochure or ask your local MOBOTIX dealer for assistance.
- o For outdoor installations, make sure you use the rubber cable cover for every outdoor camera. Attach it to the bottom part of the camera and secure it with a cable strip (available in the camera box). Do not completely seal the cable cover or the camera. If you did not get the rubber cable cover and a cable strip with your outdoor camera, ask your local MOBOTIX dealer.
- o Use only MOBOTIX certified power supplies.
- o Do not open the housing of any MOBOTIX device including all camera models, power supplies, or network power adapters.
- o Do not open, modify or try to reverse engineer the MOBOTIX products housings. This includes, but is not limited to drilling holes, painting, sealing, etc.

If you have questions please refer to the documentation available in the camera box, installation manual, product help menus, online support pages www.mobotix.com or ask your local MOBOTIX dealer for support.