

After Sale Service and Warranty Policy

For the Customer who purchases Products from Dahua , After Sale Service and Warranty Policy as described below may apply. This Policy is concluded between businesses, as such, the warranty herein is Manufacturer's warranty to Customer and not a legal warranty to consumers. THIS After-Sale Service and Warranty Policy IS SUBJECT TO CHANGE AT ANYTIME AT DAHUA'S SOLE DISCRETION.

1 Definition

After Sale Services mentioned in this Agreement shall mean a set of activities of Dahua that is aimed at supporting the efforts of Customer for the maintenance of the Products. Customer shall ensure that it will hold back up of all the data recorded by Products before it delivers Products to Dahua to repair in case the data are deleted during the period of repair.

"Warranty" means the Customer's rights in case the product does not maintain its quality after delivery.

2 Dahua's After Sale Services

2.1 Dahua promises to provide Standard After Sale Services to Customer. Service scope is listed below:

Service Category	Service Item	Service Level	Service Description
		Standard service	
Remote Technical Support	Hotline:8 hours *5 business days	√	Provide hotline service on business days of the local region.
	Website Technical Support: 24 hours *7 calendar days	√	Share technical information and download patch.
Products Warranty Service	Hardware return & repair within 30 calendar days	√	Original repaired defective products will be delivered within 30 calendar days to the applicant after receiving the application in any business day.

2.2 Dahua's performance of its After Sale Service set forth herein shall fully satisfy any repairs or warranty service requirements or needs by Customer. Customer is fully aware and acknowledges that, by agreeing to and signing this Policy, it is releasing and waiving Dahua from any and all liabilities that Customer, or its sub-customers, may be able to assert against Dahua for any repair and warranty related issues that is related to any of the products provided by Dahua to Customer.

3 Warranty Policy

3.1 Warranty Period. If Dahua's signing entity is incorporated under the laws of the People's Republic of China or the laws of Hong Kong, the People's Republic of China, the warranty period starts from 60 days after shipping date of Products. If Dahua's signing entity is not incorporated under the laws of the People's Republic of China or the laws of Hong Kong, the People's Republic of China, the warranty period starts from 30 days after shipping date of Products. The shipping date of Products shall be subject to serial numbers of the shipped Products or Dahua's internal records. If the last valid warranty date is a statutory public holiday

in country of Dahua's signing entity, the first working day after that holiday shall be the last day. Warranty Period shall expire according to the following chart depicting the Warranty Period. Warranty Period mentioned herein below applies to device only, excluding any wearing parts.

Product line1	Product line2	Warranty period for overseas customers
General Storage	DVR/ NVS/ ATM/Recording & Broadcasting	36 months
Mobile Portable Terminal	Mobile Portable Terminal	12 months, of which Data Collection Station have a warranty period of 24 months
IP Storage	EVS/ESS/ IVSS/IVD	60 months
HDCVI Recorders	HCVR	60 months for WizSense Series (4/8 Sata only); 36 months, of which COOPER series have a warranty period of 24 months and all 4/8-sata models (Except HDD ,Fan, battery, power supply)
Network Recorders	NVR	60 months for WizMind Series, Ultra Series (Except HDD, Fan, battery, power supply). 36 months for NVR1 Series, NVR2 Series, NVR4 Series, NVR5 Series (2/4-sata) (Except HDD, Fan, battery, power supply) 12 months for EZ-IP series (Except HDD ,Fan, battery, power supply)
Storage Medium	HDD	36 months for Surveillance HDD, 60 months for Enterprise HDD Notwithstanding the foregoing, the warranty services of HDD shall be subject to the HDD manufactures' RMA policy.
	SSD	60 months for 500G and above capacity of C800A series, 36 months for the rest
	PSSD	36 months
	Memory Card	24 months, of which C100 series have a warranty period of 84 months and N100 series have a warranty period of 36 months
	USB flash drives	60 months
	DRAM	Lifetime warranty
Network Cameras	Network Camera/Wi-Fi Camera/IOT Camera	60 months for IPC WizMind 5 Series, WizMind 7 Series, WizMind 8 Series, WizMind Panoramic Series, WizMind Special Series, Pro 5 Series, Panoramic Series, Special Series 36 months for IPC 1 Series, 2 Series, 3 Series, 4 Series, Wi-Fi Series. 12 months for EZ-IP Series.
Analog Cameras	Analog Camera	36 months, of which COOPER series have a

		warranty period of 24 months.
HDCVI Cameras	HDCVI Camera	60 months for Pro Series, Panorama Series, Micro-size Series 36 months for HAC-1 Series 24 months for COOPER series.
Thermal Cameras	Thermal Security Camera	TPC-DF1XXX/TPC-BF1XXX/TPC-BF2XXX/TPC-BF4XXX/TPC-BF5XXX/TPC-AEBF5XXX eyeball or bullet cameras with 36 months, of which wearing parts separately have a warranty period of 36 months. List of wearing parts: fan, lens motor, lens potentiometer, thermal imaging core shutter, lens limit switch, thermal lens protecting window, lens coating(thermal lens and visible lens). TPC-SD2XXX/TPC-SD4XXX/TPC-SD5XXX/TPC 8 series with 36 months, of which wearing parts separately have a warranty period of 12 months. List of wearing parts: PTZ unit, conductive slip ring, motor, timing belt, oil seal, wiper, fan, lens motor, lens potentiometer, thermal imaging core shutter, lens limit switch, thermal lens protecting window, lens coating (thermal lens and visible lens), laser range finder, laser illuminator.
	Thermal Commercial Vision Camera	TPC-NYX thermal camera modules with 12 months. TPC-M/R/C/A/R series and other monocular or binocular cameras with 36 months, of which wearing parts separately have a warranty period of 24 months. List of wearing parts: thermal core shutter, laser range finder, laser pointer, thermal motorized lens. Especially, The rechargeable battery has a warranty period of 12 months. TPC-HIxx series and other handheld thermography cameras with 36 months, of which wearing parts separately have a warranty period of 24 months. List of wearing parts: thermal core shutter, laser range finder, laser pointer, thermal motorized lens. Especially, The rechargeable battery has a warranty period of 12 months.

	Thermal Temperature Monitoring Camera	<p>Camera TPC-BF5XXX/ TPC-BF3XXX/ TPC-BF2XXX series with 24 months, of which wearing parts separately have a warranty period of 12 months. List of wearing parts: thermal core shutter, thermal lens, thermal lens protecting window.</p> <p>Camera TPC-DF1XXX/TPC-BF1XXX/ TPC-HT2XXX series with 12 months.</p> <p>Blackbody JQ-D70Z/ TPC-HBB series with 12 months.</p>
Transmission	Network Transmission/Cyber Security	<p>36 months: of which Wireless series have a warranty period of 24 months.</p> <p>60 months: Industrial PoE Switch; FS5428-24GTandPFS5936-24GF8GT4XF Model in the Aggregation Switch(Except Fan,power supply)</p>
Accessory	Cabling/Detector/Camera accessory/Power	<p>36 months: Camera mount/lenses/housings/testers/video extension/cabinets/radar series</p> <p>24 months: CVI accessories/power supplies/UPS/solar power series</p> <p>12 months: Surge protector/distribution box/batteries series</p> <p>120 months: Cables</p>
PTZ Cameras	Explosion-proof System/Anti-Corrosion Cameras/Network PTZ Camera/Positioning System/HDCVI PTZ Camera	<p>60 months, WizMind Series, Ultra Series, Positioning System, AntiCorrosion Cameras, Explosion-Proof Cameras (except EPC-PTZ)</p> <p>36 months, WizSense Series, Pro Series, Lite Series, HDCVI PTZ Cameras, DHOP Series of which wearing parts separately have a warranty period of 12 months. List of wearing parts: coaxial cable, conductive slip ring, motor, belt, wiper, fan, lens motor, laser, horn, buzzer, protective window coating, anticorrosive coating, adapter.</p>
Traffic	Parking/Signal Controller/Traffic Accessory/ITC	<p>36 months: Road intelligent traffic cameras/ Speed Measuring System/Access ANPR cameras(Except algorithm customization, function customization requires a customization fee)/Geomagnetic</p> <p>24 months: Edge Storage / Traffic signal controller / Spot detection cameras(Except algorithm customization, function customization requires a customization fee)</p> <p>12 months: gateway/ Traffic signal light/ Radar/</p>

		Supplement Light/ Lens/ Accessory/ LED Screen/ Cabinet/ Detection and control equipment / Barrier/ Automatic Terminal 3 months: Springs, keys and remote control for barrier(Non-human damage)
Intelligent buildings	Access Control/Alarm/Video Door Phone	24 months, of which wired accessories, wired detectors have a warranty period of 12 months.
Alarm	Control Panel/Field Surveillance Unit/Wired Detector/Wireless Detector/IoT Sensor/Wired Accessory/Wireless Accessory/Emergency Phone Tower	24 months, of which all detectors, wired accessories (except keypads, expansion modules) and IoT sensors have a warranty period of 12 months
Central products	Display Control/Video Decoder/Keyboard/Central Control	24 months, of which keyboards have a warranty period of 12 months, while switches have a warranty period of 36 months
Intelligent Education/Smart Interactive Whiteboard	Intelligent Education IFPD/Intelligent Conference IFPD	36 months for all DeepHub Interactive Whiteboard, including DHI-LPH/LCHXX-MC/MTXXX and DHI-LPH/LCHXX-SC/STXXX; extra 2year warranty available with extra cost; The wireless screen-sharing dongles, mobile stands, and stylus pen have a warranty period of 18 months.
Display & Control Products	Monitor/Television/LCD video wall/Digital Signage/LED Displays/Control LCD Video Wall/Monitor/LCD Digital Signage/Education Digital Signage/LED Display	Monitor: 24 months Television: 12 months LCD video wall: 24 months Digital Signage: 24 months Project type LED Displays: Fine Pixel Pitch LED($\leq P2.5$) has a warranty period of 12 months while general LED ($>P2.5$) has a warranty period of 24 months; Channel type LED Display: 12 months. Control:Control series has a warranty period of 24 months while keyboards have a warranty period of 12 months. Commonly 12 months Special cases: 1) Fine Pixel Pitch LED($\leq P2.5$)and channel type LED has a warranty period of 12 months while general LED ($>P2.5$) has a warranty period of 24 months; 2) LCD series (Digital Signage, Security

		Monitor, LCD video wall, Smart Interactive Whiteboard) has a warranty period of 24 months; 3) Control series has a warranty period of 24 months while keyboards have a warranty period of 12 months;
BIG DATA	Private Cloud	60 months
Cloud Value-added Service	Public Cloud	hardware 60 months; software 60 months
IVS	Intelligent Server	60 months
Video Conference	Video Conference/USB Camera/Audio and Paperless Products	USB Camera 24 months;Speakerphone 24 months;USB Accessories 24months;Conference Camera 36months;Video Conference System 36 months;Audio and Paperless Products 12 months
Fire Control	Smart Fire Control	60 months: Smoke Alarm、Carbon Monoxide Alarm 36 months: AI-Fire Smoke Sensing Network Camera、Gas alarm Note: 1. The battery life is determined according to the actual usage, which is NOT within the scope of the product warranty. 2. Malfunction not caused by the equipment itself is NOT within the scope of product warranty, including 2.1 Long-term use of the smoke chamber, leading to false alarms and malfunction; 2.2 There has been a real smoke alarm during usage, which needs to be repaired, cleaned and replaced
	Fire-fighting robot	12 months
Dahua Automotive Technology	Auto-Outsourcing/Auto-Camera/Auto-Radar/Auto-Mobile/Auto-OEM/Auto-Software	Auto-Outsourcing:12 months Auto-Camera:24 months Auto-Radar:36 months Auto-Mobile:Main device 36 months, Accessory 12 months Auto-OEM:36 months Auto-Software:36 months (note: customized software version 12 months)
Drone	Drone	12 months, of which batteries and pastes are not covered by warranty.
Internet	NULL	12 months
Security	AI security screening server	24 months, 12 months for ISC-D1XXL series

Inspection	ISC-S series, Machine Security Screening Machine Security ISC-M series, walk through metal detector ISC-D series, Hand held metal detector ISC-H series	
	AM Electronic Article Surveillance(EAS) System ISC-EA series (Antenna), ISC-ED series (Deactivator)	24 months
	Under Vehicle Surveillance Series DHI-XIS-CXXX Series Hydraulic Bollard Series DHI-ISC-ZXXXX Series	12 months
Software	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) 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.
3) If the Warranty Period is otherwise agreed by the contract signed by the Customer while ordering Products, the contract shall prevail.
4) For after-sales services of the products purchased by Customer who have concluded a separate warranty agreement with Dahua or its affiliates, that warranty agreement shall prevail between Dahua and the concerned Customer.
5) 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.

3.2 Within Warranty Period. Products still within the Warranty Period shall be repaired by Dahua at its own expense and costs subject to the terms and conditions herein. However, Customer shall pay for shipping, including but not limited to, freight, insurance, taxes, import/export fees, to ship the defective product to Dahua. In turn, Dahua shall pay for shipping, including but not limited to, freight, insurance, taxes, import/export fees, to ship the repaired product to Customer.

3.3 Outside Warranty Period. Products that are outside the Warranty Period shall be repaired by Dahua only after (1) Customer is provided by Dahua with an estimated cost of the repairs of the defective products; and (2) Customer provides Dahua with a written approval to commence the repairs on the defective products. Dahua's repairs for defective products outside

of the warranty period shall be at the cost of Customer, which may include, but not limited to, labor cost, components cost, testing cost, and any associated costs of shipping/freight. If Customer does not reply to Dahua within 15 calendar days from the date Dahua notifies Customer of the estimated cost for repairs on the defective product, then Dahua shall return to Customer said defective product freight collect.

3.4 Exchange Period. During [90] days from the shipping date, if permitted by applicable laws and regulations, once a Product is proven to be not fit for purpose in accordance with the product's manual, Customer has the right to have the product repaired or replaced. In the case of replacing the product, Customer need to send the detailed malfunction information email [dahua.rma@dahuatech.com] to the after-sales staff. Once the information is confirmed, Customer should mail the defective product to the designated Dahua service location. The after-sales department will replace said product freely with the same type specification product or accessories. If the same type specification product or accessories have been discontinued, the defective product or accessories should be replaced with a product or accessories whose performance is not lower than the defective one.

3.5 Customer has the obligation to provide After Sale Services at its own cost to its customers unless the mandatory applicable laws and regulations provides contrary.

4 Standard Service failure

In case the Standard After Sale Services are not fulfilled by Dahua for one specific Product, Dahua could issue equivalent voucher to Customer to replace the fulfillment of the Standard After Sale Service for such specific Product. The amount of the voucher is equal to the discounted price excluding tax of such Product in the latest Order. Please refer to Dahua's official After Sale Services website: <https://support.dahuasecurity.com/en/ServicePolicy> for further details. The vouchers issued to the Customer may be used by Customer to offset future Order. The voucher amount used for deduction shall not exceed 20% of the total amount of one Order. Once issued, voucher shall be expired within one calendar year from the date the voucher is issued.

5 Exemptions.

When any malfunction or damage occurs to the Products due to any of the following reasons, Dahua has the right to refuse to repair, or Dahua could collect a proper cost for the materials and man-hour for the repair as the case may be:

5.1 The original product serial number label has been altered, replaced, torn or lost;

5.2 Product model number and/or serial number of the product do not tally with the product;

5.3 The Warranty Period has expired according to this Warranty Policy or the contract entered with the Customer;

5.4 The malfunction or damage is caused by the failure of the user to use, maintain or take care of this product according to the user's manual;

5.5 The malfunction or damage is caused by the repairment conducted by an organization not authorized by Dahua;

5.6 The malfunction or damage is caused by accidents, force majeure or human reason.

5.7 Special price products and products used for demonstration purposes (i.e. samples) are not entitled to this warranty policy. The warranty period in that case shall be standardized by a contract mutually agreed by the parties otherwise.