

Honeywell Commercial Security

Warranty & Service Policies Europe

Contents

Opening	3
Introduction	4
After Sales Support.....	5
Key repair and exchange information.....	5
Returns	6
Packaging your product return.....	6
Transport costs and shipping.....	6
Returns Process Overview.....	7
Out of Box failure.....	7
Advance Replacement (Silver and Gold Partners).....	7
Warranty Repair/ Replacement	7
Returns process.....	8
Fixed price repair (Non warranty)	8
Non Warranty replacement.....	8
Warranty invalidation	8
Additional Services	9
Spare parts service.....	9
Refurbished products	9
Credit notes (credit returns).....	9
Aftersales Product Summary.....	10
Contact Details.....	11
Warranty Terms – Video	12
Warranty Terms – Intrusion.....	15
Warranty Terms – Access.....	18

Opening

We aim to meet the requirements of our customers professionally and cooperatively, and to provide a reliable service to our Partners.

We make short processing times possible using clear, standardized processes. Essentially, this means that on average :

- Exchange devices: We will do our utmost to deliver to you within two business days
- Repairs should be completed within five business days from receipt at our Repair Centre

To achieve this, we ask for your cooperation, such as notification of a shipment using the return material authorization (RMA) form. A fully and correctly completed form speeds up processing enormously and therefore minimises your downtime.

These service policies apply to all brands of the Honeywell Commercial Security business unit. We will do our utmost to support our products for at least five years after the end of production.

The policies described cover the majority of service procedures and are valid in most countries in Europe. Country specific deviations may occur, for example in relation to transport handling, warranty periods or the calculation of flat rates. The details or prices will appear on the order confirmation apply in all cases. The description of the process under the service level in this document relates to the standard process.

Our after-sales team will be happy to answer any questions you may have.

In case of contradiction between these European Warranty & Service Policies and the detailed warranty terms and conditions, the detailed warranty terms and conditions take precedent.

Introduction

Advance replacement

An advance replacement is available for our most popular products during the first year of the warranty period, minimizing system downtime. This is a free service for our Silver & Gold Channel Partners. Please refer to the After Sales Product Summary page for details.

Short turnaround times

We have minimized our turnaround times using clear processes. Our goal is that you will receive an exchange device within an average of two working days and we will do our utmost to return repaired devices to you after five working days from receiving the product at our Repair Centre.

Ease of contact

You can send us your query at any time by e-mail or fax. You can also call our Service Desk Monday to Friday between 8am and 5pm UK time.

Spare parts service

We have an extensive range of spare parts with high availability. Even when products are discontinued, spare parts are usually available for an additional five years following product discontinuation.

Loan replacements

A loan replacement is available for most of our DVR/NVR products during the warranty period. This allows site coverage to be maintained whilst the original product is being repaired. Further details and prices can be obtained from the Repair Centre.

Upgrade plans

New technology upgrades will be supported allowing customer sites to upgrade quickly and efficiently.

Capacity upgrades

Additional storage capacity may be required due to site development. Honeywell can support this if you return your storage device to us to add additional storage and configure units to the latest available specification. Further details and prices can be obtained from the Repair Centre.

After Sales Support

Key repair and exchange information

These service policies apply to devices purchased directly from Honeywell Security or one of its subsidiaries. If you have purchased a device through a dealer or distributor, then please contact that dealer or distributor.

Before you return products to us for repair or exchange, you must first obtain a return material authorization (RMA). This ensures that your return is continuously tracked and is billed correctly, and minimizes the risk of errors and delays. To obtain an RMA form, please contact our Service Desk (please refer to the Contact Details page).

The RMA form should be filled out as completely as possible. To establish warranty claims, it is essential that you provide us with the serial number or "date code" of the device, along with the original purchase order or Invoice Number.

Once you have submitted this form, we will send you an RMA number and an order confirmation with further information,

We reserve the right to cancel the RMA if the product is not received within 30 days of issue of RMA.

Please arrange delivery and package the device securely for transport and ensure that the RMA number is clearly visible on the package.

Returns

Packaging your product return

You are responsible for protecting the returned products by ensuring they are packaged and shipped appropriately. We reserve the right to reject warranty claims due to damage caused by failure to comply with the following packaging requirements:

- All parts must be securely packaged and dispatched in a packaging box to prevent damage
- Adequate packaging must be used to protect the contents against possible damage during transport
- Enclose the shipping labels supplied by us via email to the package so that they are clearly visible

Transport costs and shipping

All RMA must be returned to the specified address prepaid.

Returns Process Overview

Out of Box failure

If a fault is determined during installation (within 30 days of purchase date) we will replace the faulty Product with a new replacement .

1. Contact our service desk for RMA by email or fax completed RMA form.
2. Return faulty product with RMA .
3. We will confirm out of box criteria based on purchase information and also the fault.
4. We will organise a new replacement product to be sent to you to replace the faulty product.

Advance Replacement (Silver and Gold Partners)

If a fault is determined during the first 12months of install and the product is classified as a site critical piece of equipment, an Advance replacement can be provided to reduce maintenance cost and downtime of the site.

Advance replacement products are new or fully refurbished products

1. Check whether the Product and your account is covered for advance replacement, and also whether level 1 troubleshooting has been performed by Honeywell technical support.
2. Once the above checks have been performed contact the Service desk for advance replacement product and also RMA to return the faulty product.
3. We will confirm advance replacement criteria based on product and purchase information and also the fault.
4. We will organise with you a new order for an advance replacement product to be sent to you and also provide the RMA for the return of the faulty product.
5. Once we receive the faulty product and we confirm the fault, a full credit note will be provided for the advance replacement order.

Warranty Repair/ Replacement

If a fault is confirmed during the warranty period, our sole liability is either repair or replace.

1. Contact our service desk for RMA by email or fax completed RMA form
2. Return faulty product with RMA
3. We will confirm the fault and reserve the right to Repair or Replace with a new or fully refurbished product of the same or higher specification
4. The repaired /replacement product is returned to you

Returns process

Fixed price repair (Non warranty)

If a fault is determined after the warranty period, a fixed level repair fee is available

Contact our service desk for RMA by email or fax completed RMA form

Return faulty product with RMA and purchase order to request a fixed level fee

We will confirm the fault and reserve the right to Repair or Replace with a new or fully refurbished product of the same or higher specification

The repaired /replacement product is returned to you

The Fixed level fee will be invoiced

Non Warranty replacement

If a fault is determined after the warranty period and is not feasible to repair, we will support a non warranty replacement product

Contact our service desk for RMA by email or fax completed RMA form

Return faulty product with RMA

We will confirm the fault and provide a quotation for the non-warranty replacement fee

Once approved we will process the order as per the quotation approval (Replace/Scrap)

Warranty invalidation

If the product is improperly installed, used or maintained;

If installed outside of stated operating parameters, altered or improperly serviced or repaired by anyone other than the Seller/Seller's Authorized Service/Repair Center;

If damage is caused by outside natural occurrences, such as (but not limited to) lightning, power surges, fire, floods, acts of nature, or the like. In addition, this Limited Warranty shall not apply to defects resulting from unauthorized modification, misuse, vandalism, alterations of serial numbers, other causes unrelated to defective materials or workmanship.

Any other limitations as set out in the applicable detailed terms and conditions.

If a fault is determined during the warranty period and the failure is due to the above then a fixed price repair or non warranty replacement will be offered:

Contact our service desk for RMA by email or fax completed RMA form

Return faulty product with RMA

We will confirm the fault and provide a quotation for the fixed price repair level/non-warranty replacement fee

Once approved we will process the order as per the quotation response (Repair/Replace/Scrap)

Additional Services

Spare parts service

We offer a wide range of original spare parts for our products. Even when we stop production, we will do our utmost to have spare parts available for a further five years.

For further information please contact the Spare Parts Desk.

Refurbished products

We occasionally offer refurbished products for sale at a special price. These are items that have previously been used, repaired, and refurbished.

Refurbished products are supplied with a one-year warranty as of delivery.

For further information please contact the Service Desk.

Credit notes (credit returns)

For new items that have not been used and are in their original packaging, we offer a refund or credit note for products returned within a period of 90 days from the original date of delivery. All returned goods are subject to a restocking fee and the packaging requirements for product returns. Please request a Sales Return Number from your national sales organization before returning a device.

Aftersales Product Summary

Honeywell Security EMEA – Video Systems			
Out of Box Failure Programme	Service Exchange Programme	Advance Replacement Programme	NVR/DVR Loan Programme
Gold, silver and bronze partners	Gold, silver and bronze partners	Silver and gold partners	Gold partners
30 days from purchase	Full product warranty period	12 months from purchase	Full product warranty period
Honeywell will replace with new	Honeywell will replace with a refurbished product with existing warranty	Honeywell will replace with a refurbished product with existing warranty Honeywell Technical Support approval required	Honeywell will provide a standard config unit only whilst original unit is in for repair Honeywell Technical Support approval required

Product	Wty Yrs	O A L E **	Standard Fixed Price (GBP/€)	Assessment Fee (GBP/€)	Notes
Video - Analogue and IP PTZ					
Orbiter	3	✓ ---	£200/€260	£50/€65	
HD6	3	✓ ---	£200/€260		
Acuix	3	✓ ---	£160/€210		
Acuix ES	3	✓ ---	£160/€210		
HDZ IP	3	✓ ---	£160/€210		
HDZ	3	✓ ✓ -	£160/€210		
Video - Keyboards and Controllers					
HJC - Ultrakey	3	✓ ✓ -	£150/€200	£50/€65	
HJK - Ultrakey Plus	3	✓ ✓ -	£200/€260		
Video - Analogue Cameras and Mini Domes					
Video - IP Cameras , Mini Domes & Encoders	3	✓ ✓ -	£40/€55	£25/€35	
Video - Controllers	3	✓ ✓ -	£60/€80	£50/€65	
Video - Monitors	3	✓ ✓ -	£100/€130	£50/€65	
Video - PC Based NVR (MAXPRO / Fusion)					
	3	✓ ✓ -	Level 1 – £160/€210 Level 2 – £350/€450 Level 3 – £600/€780 Level 4 – £900/€1170	£90/€120	Level 1 Covers Software - Assessment Fee Level 2 Covers up to 2 of the following services (HDD-PSU-CABLEBNC-RAM-CPU) Level 3 Covers up to 4 of the following services (HDD-PSU-CABLEBNC-RAM-CPU) - Motherboard Level 4 Covers up to 4 of the following services (HDD-PSU-CABLEBNC-RAM-CPU) - Per Capture card
Video - PC Based DVR					
	3	✓ ✓ -	Level 1 – £160/€210 Level 2 – £350/€450 Level 3 – £600/€780 Level 4 – £900/€1170	£90/€120	Level 4 Covers up to 4 of the following services (HDD-PSU-CABLEBNC-RAM-CPU) - Per Capture card
Video - Embedded DVR (HRDP/HRXD/HRG)					
	3	✓ ✓ -	Level 1 – £90/€120 Level 2 – £150/€195 Level 3 – £300/€390 Level 4 – £500/€650	£50/€65	Level 1 Covers Software - Assessment Fee Level 2 Covers 1 of the following services (HDD-BNC-PSU) Level 3 Covers 2 of the following services (HDD-BNC-PSU) Level 4 Covers >2 component failures - Motherboard
Video - Embedded NVR					
	3	✓ ✓ -	Level 1 – £60/€80 Level 2 – £90/€120 Level 3 – £120/€160 Level 4 – £200/€260	£50/€65	
Intrusion – Panels					
Galaxy Dimension	3		£50/€70	£40/€55	
Galaxy Dimension CPNI	4		£50/€70	£40/€55	
Galaxy Flex	3	✓ ✓ -	£25/€35	£10/€15	
Galaxy G2	3		£25/€35	£10/€15	
Optima & Accenta	2		£25/€35	£10/€15	
Intrusion - Galaxy Modules and Accessories					
	3	✓ - -	£25/€35	£10/€15	
Intrusion - Keypads and Touch centres					
	3	✓ - -	K/Pad - £20/€30 T/C - £50/€70	£10/€15	
Access - Control Panels					
NetAXS – PW6 – PRO32	3	✓ ✓ -	£90/€125	£50/€70	
Access - Readers					
OmniProx, OmniClass, OmniAssure	Limited Lifetime Wty	✓ - -	£50/€70	£25/€35	
Biometric Readers	1				

**Service offerings available

O = Out of box, A = Advance replacement, L = Loan replacement, E = Service Exchange

Contact Details

Contacting Honeywell Security

After-Sales Service Desk

Europe, Middle East, and Africa: Service Desk

E-mail: HSGUKRepairsAdmin@Honeywell.com

Business hours: Monday to Friday 8 am to 5 pm CET

All countries

Tel.: +44 (0) 1928 754052

Fax.: +44 (0) 1928 754014

Contact address: Shipping and delivery

Honeywell Security

Aftersales department

Unit 8 Aston Fields Road

Whitehouse Industrial Estate

Runcorn

Cheshire

WA7 3DL

United Kingdom

Contacting Honeywell Security

Technical Support Team

Europe, Middle East, and Africa: Service Desk

Phone +44 (0)844 800 0235 choosing the appropriate option

Alternatively email

Intrusion – HSUK07TechSupport@honeywell.com

Access Control – hsgukaccessteam@honeywell.com

CCTV and Video – ukvideosupport@honeywell.com

Warranty Terms – Video

HONEYWELL SECURITY – VIDEO PRODUCTS WARRANTY and REPAIR TERMS AND CONDITIONS

1. Terms and Conditions.

The standard terms and conditions of sale of the local Honeywell sales affiliate that makes the sale to Buyer (the “Seller”) shall apply to the sale of all products. The following Warranty and Repair Terms and Conditions (“Terms”) regulate only the warranty and repair of products and apply (save to the extent expressly stated herein) in addition to and in substitution for any inconsistent terms in the Seller’s standard terms and conditions. Any terms and conditions of purchase of the Buyer shall not apply and acceptance of Buyer’s order is expressly conditioned upon Buyer’s acceptance of or assent to the standard terms and conditions of sale of the Seller and these Terms, which shall be established by a written acknowledgment, by implication, or by acceptance or payment for products ordered hereunder. The Seller’s failure to object to provisions contained in any communication from Buyer shall not be deemed a waiver of these Terms or of its terms and conditions of sale. Any changes in these Terms and the terms and conditions of sale must specifically be agreed to in writing and signed by an officer of the Seller before becoming binding. Retention by Buyer of any products sold hereunder shall be conclusively deemed acceptance of these Terms and the terms and conditions of sale of the Seller.

2. Limited Warranty.

a. Except as provided in Section 2(b), Seller warrants its products to be free from defects in materials and workmanship for 36 months under normal use and service, normal wear and tear excepted, from the manufacture date code, provided, however, that in the event the purchaser presents a proper invoice relating to the purchased product and such invoice bears a date later than the manufacture date, then Seller shall at its discretion, reflect the warranty period as commencing at invoice date. Seller shall have no obligation under this warranty or otherwise, if the product is improperly installed, applied or maintained, installed outside of stated operating parameters, altered or improperly serviced or repaired by anyone other than the Seller/ Seller’s Authorised Service/Repair Centre, or if damage is caused by outside natural occurrences, such as lightning, power surges or the like. In addition, this warranty shall not apply to defects resulting from unauthorised modification, misuse, vandalism, fire, floods, acts of nature, or alterations of serial numbers or failures related to batteries of any type used in connection with other products sold hereunder. Non-Seller branded products are warranted by the third party manufacturer for a period as defined by the manufacturer. Seller assigns to its customers those warranties and only those warranties extended by its vendors for non-seller branded products. Seller does not itself warrant any non-Seller branded product and sells only on an as is basis.

b. Exceptions to Warranty With Respect to Certain Video Systems Products.

MONITORS, CRTs. Seller warrants parts and labour for monitors and CRTs in accordance with the terms of the above limited warranty for a period of three (3) years from the date of manufacture except for CRTs. CRTs are warranted for a period of one (1) year from the date of manufacture (or invoice as described above). CRTs are not covered for tube burn-in and all defects related to tube burn-in void and nullify the CRT warranty. **INFRARED ILLUMINATORS:** Seller warrants parts and labour for Infrared IR Halogen lamps (bulbs) in accordance with the terms of the above limited warranty for a period of ninety (90) days from the date of manufacture (or invoice as described above). **PERFORMANCE RANGE CAMERAS:** Seller warrants parts and labour for the camera IR board in accordance with the terms of the above limited warranty for a period of two (2) years from the date of manufacture (or invoice as described above). Seller warrants parts and labour for the HDT(X) camera in accordance with the terms of the above limited warranty for a period of two (2) years from the date of manufacture (or invoice as described above). **KEYBOARDS, CONTROLLERS AND ACCESSORIES:** Seller warrants parts and labour for keyboards, controllers and accessories in accordance with the terms of the above limited warranty for a period of (1) year from the date of manufacture (or invoice as described above). **POWER SUPPLIES:** Seller warrants parts and labour for Power Supply Products in accordance with the terms of the above limited warranty for a period of one (1) year from the date of manufacture. **SOFTWARE:** To the extent that any product includes software, whether it is included in a product furnished hereunder or provided separately, Seller warrants that such Software will at the time of delivery by Seller, conform in all material respects to Seller’s documentation relating to such Software.

3. EXCLUSION OF WARRANTIES, LIMITATION OF LIABILITY

Save to the extent that the standard terms and conditions of the Seller expressly state otherwise, the following exclusions and limitations of liability shall apply. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY ITS OWN NEGLIGENCE OR FAULT AND EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES. Any description of the goods or services, whether in writing or made orally by Seller or Seller's agents, specifications, samples, models, bulletin, drawings, diagrams, engineering sheets, or similar materials used in connection with customer's order are for the sole purpose of identifying the goods and/or services and shall not be construed as an express warranty. Any suggestions by Seller or Seller's agents regarding use, applications, or suitability of the goods and/or services shall not be construed as an express warranty unless confirmed to be such in writing by Seller. Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the products will in all cases provide adequate warning or protection. Buyer understands and will cause its Customer to understand that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON ANY CLAIM AT ALL INCLUDING A CLAIM THE PRODUCT FAILED TO GIVE WARNING. However, if Seller is held liable whether directly or indirectly for any loss or damage with respect to the products it sells, regardless of cause or origin, its maximum liability shall not in any case exceed the purchase price of the product, which shall be fixed as liquidated damages and not as a penalty, and shall be the complete and exclusive remedy against the Seller.

4. Limitation on Liability to Buyer's Customers.

Buyer agrees to limit liability to its customers to the same extent as Seller limits its liability to Buyer under its general terms and conditions of sale and these warranty terms.

5. Returns and Repairs. Subject to the terms and conditions listed below, during the warranty period, Seller will repair or replace, at its sole option, free of charge any defective products returned prepaid. Seller may replace any product, or component of a product, with a refurbished product (or component, as the case may be) provided that such refurbished product or component is of an equivalent or better age or standard. In the event you have a problem with any Seller product, please contact us and request a RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER from the Service Department.

Tel: +44 (0) 1928 754052 Fax: +44 (0) 1928 754014 Email: HSGUKRepairsAdmin@Honeywell.com

UK Address Unit 8 Aston Fields Road, Whitehouse Industrial Estate, Runcorn, Cheshire, WA7 3DL, United Kingdom.

Buyer needs to provide the model number, serial number, and the nature of the problem available for the customer service representative. Prior authorisation MUST be obtained for all returns, exchanges, or credits. ITEMS SHIPPED TO SELLER WITHOUT A CLEARLY IDENTIFIED RMA NUMBER MAY BE REFUSED.

Products returned will be tested to verify the defect. Upon verification of the defect, the product will be repaired, exchanged or credited to the Buyer's account, at the sole discretion of Seller. In the event of replacement, the returned product will be credited to the Buyer's account and a new invoice issued for the replacement item. Seller reserves the right to issue a credit only in lieu of replacement. If the product is found to be in good working order or its inability to function properly is a result of user damage or abuse, the product will be returned in the same condition as received unless repair is possible and requested by the Buyer. Repairs of such nature will incur a charge for parts and labour and will proceed only by agreement with the Buyer to accept the charge.

Non-Warranty Repair. Buyer will be charged for repairs on out of warranty equipment. Applicable charges will be calculated and quoted when an RMA number is issued. Charges may vary based on actual equipment condition. Buyer must pay shipping costs to the Seller.

Repair Department. Costs to repair and return defective equipment will be the responsibility of the Buyer. For all non-warranty repairs Buyer will be billed for parts, labour and shipping. Non-warranty repairs are warranted for 90 days from date of repair.

Advance Replacement. Seller will advance replace select equipment. Customer Service must be contacted for an Advance Replacement Authorisation. Upon approval, an RMA number will be issued and the replacement product shipped. An invoice will be issued for the equipment offsetting credit memo issued if the defective product is returned within 30- days. If returned product is determined to have been used outside of the warranty terms contained herein our standard repair charges will apply.

If agreed to by Seller separately in writing, advance replacements will be made for selected high speed domes for a period of 12 months from date of order.

Out Of Box Failure: Seller will replace equipment that has failed within 30 days of purchase with new product, providing that the product has a proven fault, has not been mishandled or misused, and is returned in the undamaged original packaging with all connectors, manuals and ancillary items that were originally sent with the unit. Such a replacement will be given when the Buyer returns the unit to the Seller and it is agreed that the criteria for Out Of Box failure are met. Customer Service must be contacted for Out Of Box Failure Authorisation.

6. Taxes.

Prices do not include any municipal, state or federal sales, use, excise, value added or similar taxes. Consequently, in addition to prices specified, the amount of any present or future tax that may be imposed shall be paid by Buyer, or in lieu thereof Buyer will provide Seller with a tax exemption certificate acceptable to the taxing authorities.

7. Applicable law.

The country's law applicable to the standard terms and conditions of Seller shall govern the construction or validity and performance of these Terms.

Warranty Terms – Intrusion

HONEYWELL SECURITY – INTRUDER PRODUCTS LIMITED WARRANTY AND REPAIR PROCESS

1. Limited Warranty.

Honeywell Security UK Ltd (the “Seller”) warrants to the original purchaser only (the “Buyer”) Honeywell Security Group Intruder Products in respect of the hardware to be free from defects in materials and workmanship under normal use and service, normal wear and tear excepted, for 36 months from the manufacture date code or a period indicated in the published warranty matrix in this document, commencing from the manufacture date code

In the event the Buyer presents a proper invoice relating to the purchased product and such invoice bears a date later than the manufacture date, then Seller may at its discretion, reflect the warranty period as commencing at invoice date.

If, during the applicable Warranty Period for a product, it is determined that any component of such product, (except software components), is defective due to faulty workmanship or defective materials, then such product shall be returned to Seller freight pre-paid in accordance with the return and repair process set out in section 2 below. Upon receipt of any such product during the applicable Warranty Period, Seller shall, at its

expense, in Seller’s sole discretion, repair or replace such product using new or refurbished parts or exchange the Product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, and ship such product to return it to its original location, at Seller’s cost. The Seller’s obligations under this Limited Warranty are limited solely to repair and/or replace at the Seller’s sole discretion any product or part thereof that may prove defective. Seller shall not be responsible for dismantling and/or reinstallation costs. Seller’s obligations hereunder shall arise only if Seller’s examination of the product in question discloses to Seller’s satisfaction that the claimed defect actually exists and is covered by the product warranty. Repair or replacement of a product (or any part thereof) does not extend the original Warranty Period for such product.

The warranty does not cover damage that has been caused by accident; misuse; abuse; neglect (including without limitation failure to follow proper maintenance service and cleaning schedules); improper shipping or handling; improper installation or testing; static electricity or electro-static discharge; excessive voltage or current supplied to or drawn from interface connections; Product disassembly, alteration, modification,

service or repair by those other than Seller or its authorized representatives; natural or man-made disasters or hazards (including without limitation fire, theft, water damage and floods); or use of the product outside of its operational and environmental specifications. This Limited Warranty is for the benefit of the original Buyer only and is not assignable or transferable.

Notwithstanding any other provision of these terms, if Supplier sells Non-Seller branded products, Seller gives no warranties in respect of such products but undertake to make available to Buyer the published warranty of the third party manufacturer and the rights arising there from to the extent Supplier has the right to such warranties.

This Limited Warranty does not cover any software products. All software products are licensed, not sold, pursuant to the terms of the applicable end user license agreement accompanying such software products, and are solely subject to any express warranty contained in such end user license agreement. Any recommendations or assistance provided by Supplier concerning the use, design, application, or operation of the products shall not be construed as representations or warranties of any kind, express or implied, and such information is accepted by Buyer at Buyer’s own risk and without any obligation or liability to Supplier. It is the Buyer’s sole responsibility to determine the suitability of the products for use

in the Buyer’s application(s). The failure by Supplier to make recommendation(s) or provide assistance shall not give rise to any liability to Supplier.

Seller does not represent or warrant that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the

products will in all cases provide adequate warning or protection. Buyer understands and will cause its customer to understand that a properly installed and maintained alarm may only reduce the risk

of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss.

THE EXPRESS WARRANTIES OF SELLER STATED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE EXPRESS OBLIGATION OF SELLER TO REPAIR OR AND/OR REPLACE AS STATED ABOVE IS IN LIEU OF ANY OTHER LIABILITY OR OBLIGATION OF SELLER, INCLUDING WITHOUT LIMITATION ANY LIABILITY OR OBLIGATION FOR DAMAGE, LOSS OR INJURY (WHETHER DIRECT, INDIRECT, EXEMPLARY, SPECIAL CONSEQUENTIAL OR INCIDENTAL) ARISING OUT OF OR IN CONNECTION WITH THE USE, INABILITY TO USE OR PERFORMANCE OF THE PRODUCTS. REPAIR OR REPLACEMENT (AT HONEYWELL'S OPTION) IS CUSTOMER'S SOLE REMEDY FOR ANY SUCH

DAMAGE, LOSS OR INJURY, EVEN IF ADVISED OF THE POSSIBILITY THEREOF.

IN NO EVENT SHALL SELLER BE LIABLE FOR ANY INDIRECT, EXEMPLARY, SPECIAL CONSEQUENTIAL OR INCIDENTAL LOSS OR DAMAGE, ANY LOSS OR CORRUPTION OF DATA, ANY LOSS OF GOODWILL, REPUTATION, PROFITS, ANTICIPATED PROFITS, REVENUE, BUSINESS, CONTRACT, USE OF MONEY OR USE OF PRODUCT OR ASSET OR ANY LOSS ARISING FROM BUSINESS INTERRUPTION, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH

LOSSES OR DAMAGES.

THE SELLER SHALL HAVE NO LIABILITY FOR ANY DEATH, PERSONAL AND/OR BODILY INJURY AND/OR DAMAGE TO PROPERTY OR OTHER DAMAGE OR LOSS (WHETHER DIRECT, INDIRECT, EXEMPLARY, SPECIAL CONSEQUENTIAL OR INCIDENTAL) BASED ON A CLAIM THAT THE PRODUCT FAILED TO FUNCTION.

HOWEVER, IF SELLER IS HELD LIABLE WHETHER DIRECTLY OR INDIRECTLY FOR ANY LOSS OR DAMAGE UNDER THIS LIMITED WARRANTY, ITS AGGREGATE LIABILITY SHALL NOT IN ANY CASE EXCEED THE PURCHASE PRICE OF THE PRODUCT INVOLVED, WHICH SHALL BE FIXED AS LIQUIDATED DAMAGES AND NOT AS A PENALTY, AND SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST THE SELLER.

THESE LIMITATIONS AND EXCLUSIONS WILL APPLY REGARDLESS IF LIABILITY ARISES FROM BREACH OF CONTRACT, INDEMNITY, WARRANTY, TORT (INCLUDING NEGLIGENCE), OPERATION OF LAW, OR OTHERWISE AND TO THE EXTENT PERMITTED BY APPLICABLE LAW. THESE LIMITATIONS AND EXCLUSIONS OF LIABILITY WILL NOT APPLY IN THE CASE OF DEATH OR PERSONAL INJURY WHERE AND ONLY TO THE EXTENT THAT APPLICABLE LAW REQUIRES SUCH LIABILITY. THE LIMITATIONS AND EXCLUSIONS ON POTENTIAL LIABILITIES HAVE BEEN AN ESSENTIAL CONDITION IN SETTING THE PRODUCT PRICE.

2. Returns and Repairs Process.

Subject to the terms and conditions listed below, during the warranty period, Seller will repair or replace, at its sole option, free of charge any defective products returned prepaid. Seller may replace any product, or component of a product, with a refurbished product (or component, as the case may be) provided that such refurbished product or component is of an equivalent or better age or standard. In the event you have a problem with any Seller product, please contact us and request a RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER from the

Service Department In the event you have a problem with any Seller product, please request a RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER from the Service Department.

Tel: +44 (0) 1928 754052 Fax: +44 (0) 1928 754014 Email: HSGUKRepairsAdmin@Honeywell.com

UK Address Unit 8 Aston Fields Road, Whitehouse Industrial Estate, Runcorn, Cheshire, WA7 3DL, United Kingdom.

Be sure to have the model number, serial number, and the nature of the problem available for the customer service representative. Prior authorization **MUST** be obtained for all returns, exchanges, or credits. **ITEMS SHIPPED TO SELLER WITHOUT A CLEARLY IDENTIFIED RMA NUMBER MAY BE REFUSED.**

Products returned will be tested to verify the defect. Upon verification of the defect, the product will be repaired, exchanged, or credited to Buyer's account, at the sole discretion of Seller. In the event of replacement, Seller reserves the right to issue a credit only in lieu of replacement.

If the product is found to be in good working order, or its inability to function properly is a result of user damage or abuse, the product will be returned in the same condition as received and a service charge will be billed for labour and shipping costs.

Non-Warranty Replacement - Buyer will be offered a replacement out of warranty product. Applicable charges will be quoted when an RMA number is processed.

Bad-Out-of-Box Replacement -: Buyer may return a product deemed to be defective within 30 days from the manufacture date code for credit or a replacement product (or in the event the Buyer presents a proper invoice relating to the purchased product and such invoice bears a date later than the manufacture date, then Seller may at its discretion, reflect the warranty period as commencing at invoice date). If the product is found to be in good working order or if the damage or defect is not covered by the scope of the sellers warranty in section 1 above, the product will either be: (i) returned in the same condition as received or (ii) processed as per Buyer's request, and in either event, the freight charges will be the

responsibility of the Buyer.

Out-of-warranty repairs and services will be subject to Seller's standard terms and conditions of sale.

3. Taxes.

Prices do not include any municipal, state or federal sales, use, excise, value added or similar taxes. Consequently, in addition to prices specified, the amount of any present or future tax that may be imposed shall be paid by Buyer, or in lieu thereof Buyer will provide Seller with a tax exemption certificate acceptable to the taxing authorities.

4. Applicable law.

The country's law applicable to the standard terms and conditions of Seller shall govern the construction or validity and performance of these Terms.

Warranty Terms – Access

HONEYWELL SECURITY WARRANTY and REPAIR TERMS AND CONDITIONS

1. Terms and Conditions.

The standard terms and conditions of sale of the local Honeywell sales affiliate that makes the sale to Buyer (the “Seller”) shall apply to the sale of all products. The following Warranty and Repair Terms and Conditions (“Terms”) regulate only the warranty and repair of products and apply (save to the extent expressly stated herein) in addition to and in substitution for any inconsistent terms in the Seller’s standard terms and conditions. Any terms and conditions of purchase of the Buyer shall not apply and acceptance of Buyer’s order is expressly conditioned upon Buyer’s acceptance of or assent to the standard terms and conditions of sale of the Seller and these Terms, which shall be established by a written acknowledgment, by implication, or by acceptance or payment for products ordered hereunder. The Seller’s failure to object to provisions contained in any communication from Buyer shall not be deemed a waiver of these Terms or of its terms and conditions of sale. Any changes in these Terms and the terms and conditions of sale must specifically be agreed to in writing and signed by an officer of the Seller before becoming binding. Retention by Buyer of any products sold hereunder shall be conclusively deemed acceptance of these Terms and the terms and conditions of sale of the Seller.

2. Limited Warranty.

a. Except as provided in Section 2(b), Seller warrants its products to be free from defects in materials and workmanship for 36 months under normal use and service, normal wear and tear excepted, from the manufacture date code, provided, however, that in the event the purchaser presents a proper invoice relating to the purchased product and such invoice bears a date later than the manufacture date, then Seller shall at its discretion, reflect the warranty period as commencing at invoice date. Seller shall have no obligation under this warranty or otherwise, if the product is improperly installed, applied or maintained, installed outside of stated operating parameters, altered or improperly serviced or repaired by anyone other than the Seller/Seller’s Authorised Service/Repair Centre, or if damage is caused by outside natural occurrences, such as lightning, power surges or the like. In addition, this warranty shall not apply to defects resulting from unauthorised modification, misuse, vandalism, fire, floods, acts of nature, or alterations of serial numbers or failures related to batteries of any type used in connection with other products sold hereunder. Non-Seller branded products are warranted by the third party manufacturer for a period as defined by the manufacturer. Seller assigns to its customers those warranties and only those warranties extended by its vendors for non-seller branded products. Seller does not itself warrant any non-Seller branded product and sells only on an as is basis.

b. Exceptions to Warranty With Respect to Certain Access Systems Products. Under the section 2a conditions, seller warrants for different time from the manufacture date code:

Limited Lifetime Warranty: OmniClass and OmniAssure readers: Seller provides limited lifetime warranty for OmniClass and OmniAssure, except for the biometrics type readers. Seller warrants OmniAssure biometrics readers for 1 year.

HID manufactured Credentials: Seller provides limited lifetime warranty for HID Proximity credentials except for battery operated credentials, HID iCLASS® 13.56 MHz Credentials, OmniClass credentials, HID MIFARE® / DESFire® credentials and OmniAssure credentials. Seller warrants battery operated credentials for 1 year.

Software warranty: Seller provides limited warranty on Software for a period of 1 year after date of original shipment to Buyer.

Software upgrades: Seller warrants Software upgrades for a period of 90 days after date of original shipment to Buyer

To the extent that any product includes software, whether it is included in a product furnished hereunder or provided separately, Seller warrants that such Software will at the time of delivery by Seller, conform in all material respects to Seller’s documentation relating to such Software.

Terminals, printers and consumables, communications material and upgrade kits warranties: Seller warrants Terminals, printers and consumables, communications material and upgrade kits for a period of 90 days after date of original shipment to Buyer.

Card order guarantees: A minimum card order quantity of 100 is required on all stock items and a minimum card order quantity of 100 on all non-stock items including custom and special card orders. Special and Custom orders are subject to an overage/underage of 5% of quantity ordered.

3. EXCLUSION OF WARRANTIES, LIMITATION OF LIABILITY

Save to the extent that the standard terms and conditions of the Seller expressly state otherwise, the following exclusions and limitations of liability shall apply. THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY ITS OWN NEGLIGENCE OR FAULT AND EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES. Any description of the goods or services, whether in writing or made orally by Seller or Seller's agents, specifications, samples, models, bulletin, drawings, diagrams, engineering sheets, or similar materials used in connection with customer's order are for the sole purpose of identifying the goods and/or services and shall not be construed as an express warranty. Any suggestions by Seller or Seller's agents regarding use, applications, or suitability of the goods and/or services shall not be construed as an express warranty unless confirmed to be such in writing by Seller. Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise, or that the products will in all cases provide adequate warning or protection. Buyer understands and will cause its Customer to understand that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or fire without warning, but it is not insurance or a guarantee that such will not occur or will not cause or lead to personal injury or property loss. CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON ANY CLAIM AT ALL INCLUDING A CLAIM THE PRODUCT FAILED TO GIVE WARNING. However, if Seller is held liable whether directly or indirectly for any loss or damage with respect to the products it sells, regardless of cause or origin, its maximum liability shall not in any case exceed the purchase price of the product, which shall be fixed as liquidated damages and not as a penalty, and shall be the complete and exclusive remedy against the Seller.

4. Limitation on Liability to Buyer's Customers.

Buyer agrees to limit liability to its customers to the same extent as Seller limits its liability to Buyer under its general terms and conditions of sale and these warranty terms.

5. Returns and Repairs.

a. Subject to the terms and conditions listed below, during the warranty period, Seller will repair or replace, at its sole option, free of charge any defective products returned prepaid. Seller may replace any product, or component of a product, with a refurbished product (or component, as the case may be) provided that such refurbished product or component is of an equivalent or better age or standard. In the event you have a problem with any Seller product, please call and request a RETURN MERCHANDISE AUTHORISATION (RMA) NUMBER from the Service Department.

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Buyer needs to provide the model number, serial number, and the nature of the problem available for the customer service representative. Prior authorisation MUST be obtained for all returns, exchanges, or credits. ITEMS SHIPPED TO SELLER WITHOUT A CLEARLY IDENTIFIED RMA NUMBER MAY BE REFUSED.

Products returned will be tested to verify the defect. Upon verification of the defect, the product will be repaired, exchanged or credited to the Buyer's account, at the sole discretion of Seller. In the event of replacement, the returned product will be credited to the Buyer's account and a new invoice issued for the replacement item. Seller reserves the right to issue a credit only in lieu of replacement. If the product is found to be in good working order or its inability to function properly is a result of user damage or abuse, the product will be returned in the same condition as received unless repair is possible and requested by the Buyer. Repairs of such nature will incur a charge for parts and labour and will proceed only by agreement with the Buyer to accept the charge.

b. Non-Warranty Repair: Buyer will be charged for repairs on out of warranty equipment. Applicable charges will be calculated and quoted when an RMA number is issued. Charges may vary based on actual equipment condition. Buyer must pay shipping costs to the Seller.

c. Repair Department: Costs to repair and return defective equipment will be the responsibility of the Buyer. For all non-warranty repairs Buyer will be billed for parts, labour and shipping. Non-warranty repairs are warranted for 90 days from date of repair.

d. Out Of Box Failure: Seller will replace equipment that has failed within 30 days of purchase with new product, providing that the product has a proven fault, has not been mishandled or misused, and is returned in the undamaged original packaging with all connectors, manuals and ancillary items that were originally sent with the unit. Such a replacement will be given when the Buyer returns the unit to the Seller and it is agreed that the criteria for Out Of Box failure are met. Customer Service must be contacted for Out Of Box Failure Authorisation.

6. Taxes.

Prices do not include any municipal, state or federal sales, use, excise, value added or similar taxes. Consequently, in addition to prices specified, the amount of any present or future tax that may be imposed shall be paid by Buyer, or in lieu thereof Buyer will provide Seller with a tax exemption certificate acceptable to the taxing authorities.

7. Applicable law.

The country's law applicable to the standard terms and conditions of Seller shall govern the construction or validity and performance of these Terms.