

# BODY-WORN CAMERAS & ASSOCIATED HARDWARE EXTENDED WARRANTY

## INTRODUCTION

Motorola Solutions body-worn cameras and associated equipment are delivered with an inclusive 12 month Standard warranty.<sup>1</sup>

Extended warranties are available to purchase, either to obtain immediate additional equipment cover, or to extend the Standard warranty beyond 12 months.

To take advantage of VideoManager product updates and additional features, and general technical support, you must purchase Software Assurance or Cloud Services.

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.

## EXTENDED WARRANTIES:<sup>1</sup>

- **STANDARD:** Equipment fixes for cameras, docks, DockControllers, and RFID readers
- **ENHANCED:** Everything covered by standard warranty AND battery refurbishment for cameras
- **ADVANCED:** Everything covered by enhanced warranty for cameras, docks, DockControllers, and RFID readers AND ancillary parts (clips, fixings, cables) AND accidental damage cover

<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. Customers wanting to extend their cover must take out Enhanced or Advanced warranty no later than the expiry date of their initial Standard warranty. Customers can then subsequently renew their warranty at the same or lower level tier, but not a higher level one. Limits may apply to the extension of warranties two (2) years beyond the expiration of Standard warranty.

## WHAT IS COVERED IN A STANDARD WARRANTY?<sup>2</sup>

- Equipment break/fix for: Cameras, Docks, Dock Controllers, RFID readers
- Available separately for each item and covers repair for non-functioning equipment
- Natural battery charge capacity due to aging is not covered
- Accidental damage is not covered
- Ancillary parts (clips, fixings, cables) are not covered

## WHAT IS COVERED IN AN ENHANCED WARRANTY?<sup>2</sup>

- Everything covered in a Standard warranty, AND battery refurbishment for cameras
- Available separately for each item and covers repair for non-functioning equipment and periodic refurbishment of batteries in your camera estate.
- Motorola Solutions Customer Technical Services will support your estate battery performance evaluation and trigger your refurbishment program - cameras are picked up from and returned to a single central customer location and refurbished by Motorola Solutions or qualified partners.
- Includes a proportional supply of spare camera seed stock to free up cameras in your estate to rotate into the refurbishment program - upon conclusion of the program, this spare quantity will be returned to Motorola Solutions, refurbished, and retained for your subsequent refurbishments.
- Accidental damage is not covered
- Ancillary parts (clips, fixings, cables) are not covered

## WHAT IS COVERED IN AN ADVANCED WARRANTY?<sup>2</sup>

- Everything covered in an Enhanced warranty for all cameras, docks, DockControllers, RFID readers and ancillary parts (clips, fixings, cables), and accidental damage cover
- Groups all warrantable equipment into one All-Risks package
- Includes accidental damage cover
- Includes ancillary parts (clips, fixings etc)
- Includes X-series accessory camera bodies

<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. l) HolsterAware holsters and sensors: a separate warranty plan is available for HolsterAware holsters and sensors. m) email or telephone support for technical enquiries: software support is covered by our Software Assurance programme. For Advanced Warranty Accidental Damage - only individual device returns/accidental incidents accepted (ie not multiple returns), does not include obvious malicious damage.

## 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.

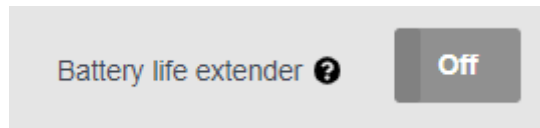
**PLEASE NOTE:** Training, setup, installation, and other services not mentioned above are exempt from the inclusive servicing and support component of any body-worn camera warranties. These are additional services, and may incur a charge. Please contact a member of our sales team for further information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

<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 body-worn cameras 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. Motorola Solutions and its agents are not responsible for any loss of information, video or audio footage and any subsequent costs of such losses as a result of repair.
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 instance of VideoManager regularly.
3. Camera battery charge capacity is dependent upon: whether the battery was fully charged on its last cycle, temperature during charge and during operation, functional features selected by the customer (streaming, WiFi, GPS, LEDs etc), age of battery (the more it is charge cycled the less time the charge will last), mechanical physical shock/vibration, and whether Device Properties/Battery Life Extender has been enabled on VideoManager.



4. Warranty technical support communication is limited to enquiries relating to the repair of your 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).
5. To protect customer data confidentiality and comply with GDPR and other Data Privacy legislation, Motorola Solutions and its agents do not recover or store any information contained on devices owned by customers and returned to service centres.
6. 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.
7. Extended warranty is only available for purchase/refresh where continuous cover is purchased no later than the expiry date of initial Standard warranty and maintained thereafter.
8. 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.
9. Motorola Solutions will endeavor 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)



Motorola Solutions Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom

Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice. MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under licence. All other trademarks are the property of their respective owners. © 2023 Motorola Solutions, Inc. All rights reserved. 01-2023 [ANBB15]