

## Redvision standard service and repair charges

With effect from 1<sup>st</sup> March 2020

- Service and repair costs will be determined by the year of manufacture of the cameras and will include the following:
  - Replacement of all seals, gaskets and bearings
  - Fault diagnostics and repair
  - Upgrade camera to include all engineering build standard changes since date of manufacture
  - Upgrade firmware to most recent release version **(unless otherwise stated)**
  - Full IP67 submersion and pressure test
  - Minimum 12 hour soak test
  
- The following parts/items will not be covered by the standard service and repair charges above and costs will be advised (if required) following a full inspection by Redvision Service Engineers.
  - Failure of or damage to main electronics or camera block
  - Replacement castings where required
  - Damage sustained as a result of physical impact, misconnection, misuse, over voltage or ESD/Lightning Strike

This does not affect existing warranty cover or statutory rights.

Any chargeable repair undertaken would be warranted for a 12 month period on all replaced parts.

All cameras to be returned to Redvision for service or repair must be accompanied by a valid RMA number. This can be obtained by providing the camera's serial number to the Redvision office or emailing: [returns@redvisioncctv.com](mailto:returns@redvisioncctv.com)