

28 May 2018

## PRODUCT WARRANTY

This IDS product warranty offers the customer peace of mind and protection in addition to other rights and remedies for the consumer under the law relating to goods of the type covered by this warranty.

Unless otherwise specified, the warranty period against defects for products manufactured by IDS shall be 24 months from the date of purchase.

For all other products supplied by IDS, refer to below table.

To make a warranty claim, the product should be returned to any IDS branch. The product must be returned with the installer's fault report clearly stating the company name and contact details of the purchaser, the date of purchase, product code(s), the original invoice number and a detailed fault description. Products deemed faulty will be replaced free of charge, but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs. Warranty is voided for any water damage, high voltage surge damage, insect damage and misuse. IDS does not repair out of warranty products.

For product failures

- Out the box product failures - IDS will replace the faulty product with a new replacement product
- In warranty product failures - IDS will replace the faulty product with an equivalent replacement refurbishment product and cover the balance of the warranty

PRODUCT CATEGORY	WARRANTY PERIOD	PRODUCT CATEGORY	WARRANTY PERIOD
IDS manufactured product	27 Months	Key switches	12 Months
HYYP	27 Months	Relays & switches	3 Months
GSM antenna's	24 Months	Centurion	12 Months
SELCO	24 Months	Yale	12 Months
Smoke detectors	12 Months	Union	12 Months
Visonic	12 Months	GSC	24 Months
OPTEX	24 & 60 Months - product specific	Zkteco	12 Months
Xwave & Xwave <sup>2</sup>	27 Months	Door closers	12 Months
Cable	12 Months	Magnetic locks	12 Months
Batteries - lead acid	12 Months	Dahua CCTV	36 Months
Batteries - Gel	36 Months	Dahua Monitors	12 Months
Batteries - Alkaline	3 Months	Seagate	24 Months
Sounders & strobes	12 Months	Sherlotronics	12 Months
LEDs	3 Months	ET	12 Months
Transformers & power	12 Months	RDC	12 Months