

## CSD Warranty Reference Chart

Product	Warranty Period	Warranty Remedy	Is DOA Replacement offered?	Is Non-Warranty (Service) Repair offered?
For any product not included in this Warranty Reference Chart that is less than \$75.00 in sales value	1 year	Replacement once tested and verified by CSD	Yes	No
<b>ACCESS CONTROL</b>				
Inner Range	2 years	Warranty repair	Yes – once tested and verified by CSD	No
HID	Lifetime Warranty (Note: some exclusions apply to HID's Lifetime Warranty)	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No
Indala	Lifetime Warranty (Note: some exclusions apply to Lifetime Warranty)	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No
FSH	5 years on FES Electric Strikes Lifetime Warranty on Electromagnetic Locks (FEM)	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No

Product	Warranty Period	Warranty Remedy	Is DOA Replacement offered?	Is Non-Warranty (Service) Repair offered?
Padde (Lockwood)	5 years	Replacement	Yes – once tested and verified by CSD	Only by special request to Assa Abloy
Fargo	2 years on all Fargo printers 1 year on all Fargo consumables	Repair	No (DOA policy is returned to Fargo for inspection)	Only by special request to Fargo
Rosslare	1 year	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No
ALARMS				
Paradox	3 years on Paradox Panels and Keypads 5 years on PIR detectors (hardwired) 2 years on Paradox zone expanders, and other BUS modules 2 years on Paradox wireless transmitters (including PIR and remotes) 2 years on all other Paradox items	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No

<b>Product</b>	<b>Warranty Period</b>	<b>Warranty Remedy</b>	<b>Is DOA Replacement offered?</b>	<b>Is Non-Warranty (Service) Repair offered?</b>
Fratech	5 years	Repair	No	Yes
Firetronics	2 years	Repair	No	No
Microlatch	1 year	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No
System Sensor	3 years	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No
Takex	5 years	Repair	No	Only by special request to Takex
<b>CCTV</b>				
Hikvision	3 years	Repair	Yes – once tested and verified by CSD	Only by special request

Product	Warranty Period	Warranty Remedy	Is DOA Replacement offered?	Is Non-Warranty (Service) Repair offered?
Mobotix	2 years	Repair	No	Yes
Avigilon	3 years	Repair	No	No
Ubiquiti	1 year	Repair	No	No
<b>INTERCOMS</b>				
IIS	2 years	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No
Aiphone	3 years	Repair	No	No
<b>POWER AND CABLING</b>				
Enforcer	1 year	Replacement once tested and verified by CSD	Yes – once tested and verified by CSD	No

<b>Product</b>	<b>Warranty Period</b>	<b>Warranty Remedy</b>	<b>Is DOA Replacement offered?</b>	<b>Is Non-Warranty (Service) Repair offered?</b>
PSS	2 years	Repair	No	Only by special request to PSS
PowerShield	1 year	Repair	No	No