Manufacturer	Prefix	Product	Warranty	Warranty Remedy	DOA Replacement Offered?	Non-warranty Service Offered?
Aetek Inc	AET-	All	3	Replacement once tested by CSD technician	Yes	No
Aiphone	AI-	Intercoms	3	Repair by local service centre	No	No
Allegion (FSH)	FSH-	Locks and Hardware	5	Replacement once tested by CSD technician	Yes	No
Assa Abloy (Paddy)	PD-	Locks and Hardware	10	Replacement after RMA and tested by Assa Abloy	Yes	Yes
Assa Abloy (Aperio)	AS-	Locks and Hardware	10	Replacement after RMA and tested by Assa Abloy	Yes	Yes
Axis Communications	AXIS-	All	5	Customer should contact Axis Support directly for RMA	No	No
Battery Supplier	CSD-	All Sealed Lead Acid Batteries	1	Repair/Replacement once tested by CSD technician	Yes	No
Bollard Supplier	AA-	All	3	Replacement after RMA and tested by CSD technician	Yes	No
Bosch Security Systems	BOS-	All	5	Repair by local service centre	No	Yes
Dell Supplier	DEL-	All	3	Onsite Pro-Support - NBD	No	No
Fargo Printers	CSD-	All	3	Replacement after RMA and tested by Identity People	Yes	Yes
General IT	CSD-	All	1	Repair by local service centre	Yes	Yes
Hanwha Techwin	HAN-	All	3	Replacement once tested by CSD technician	Yes	No
HID	HID-	Readers and Cards	Lifetime	Replacement once tested by CSD technician	Yes	No
Hikvision	HIK-	CCTV Entry Level	3	Replacement once tested by CSD technician	Yes	No
Hikvision	HIK-	CCTV Enterprise	5	Repair by local service center	No	Yes
Hikvision*	HIK-	Intercoms & Alarms	3	Replacement once tested by CSD technician	Yes	No
Hikvision*	HIK-	Access	3	Repair by local service centre	No	Yes
Hikvision	HIK-	Digital Signange & AV	3	Repair by local service center	No	Yes
Honeywell Fire	HF-	All	3	Customer to deal with Honeywell Fire direct for RMA	No	No
Idemia (Morpho)	SAF-	Access Control	1	Replacement once tested by CSD technician	Yes	No
Illuminator Supplier	LI-	All	3	Repair by overseas service center	No	No
Inner Range	IR-	Access Control (Excl. Concept)	3	Replacement once tested by CSD technician	Yes	Yes
Inner Range	IR-	Multipath	2	Replacement once tested by CSD technician	Yes	Yes
Inner Range	IR-	Concept	2	Replacement once tested by CSD technician	Yes	Yes
Inner Range	IR-	Sifer	Lifetime	Replacement once tested by CSD technician	Yes	Yes
Inovonics	INO-	All	3	Replacement after RMA and tested by Inovonics	No	No
Internal Build		All	3	Repair by local service centre	No	Yes
LoopLearn	LL-	Kiosk	1	TBA	TBA	TBA
LOX Locking	LOX-	Locks and Hardware	5	Replacement once tested by CSD technician	Yes	No
Meanwell Supplier	CSD-		3	Repair by local service center	No	No
Milestone Systems	MIL-	Hardware Only	3	Repair by local service center	No	Yes

Manufacturer	Prefix	Product	Warranty	Warranty Remedy	DOA Replacement Offered?	Non-warranty Service Offered?
Mitsumaru	MON-	All	3	Replacement once tested by CSD technician	Yes	No
Paradox	PDX-	Panels	3	Replacement once tested by CSD technician	Yes	No
Paradox	PDX-	Detectors	5	Replacement once tested by CSD technician	Yes	No
Paradox	PDX-	Everything Else	3	Replacement once tested by CSD technician	Yes	No
Planet Technology Corporation	PLA-	Non-Industrial Range	3	Repair by overseas service centre	No	No
Planet Technology Corporation	PLA-	Industrial Range	5	Repair by overseas service centre	No	No
Power, Cable & Data	CSD-	Patch Cable, Cable Accessories & Plug Packs	1	Replacement once tested by CSD technician	Yes	No
Powershield	PSH-	ZapGuard Powerboard Range	5		Yes – Once Verified by PS	Yes
	PSH-	ZapGuard Pro Surge diverters and Surge filters Range	2	Replacement after RMA and tested by CSD or PowerShield		
	PSH-	SafeGuard, Defender, Commander, Commander RT, Centurion Single Phase, Centurion RT	2	Replacement after RMA and tested by CSD or PowerShield. Hardwired UPS products larger than 3KVA Onsite repair for metro areas in capital cities during weekday office hours		
	PSH-	Centurion 3/3 & Platinum Range	1			
	PSH-	UPS Accessories & Communications Products, Switches and PDU's	2	Replacement after RMA and tested by CSD or PowerShield		
PSS	PSS-	All	3	Repair by overseas service center	No	No
Rosslare	ROS-	Readers and Cards	1	Replacement once tested by CSD technician	Yes	No
Salto Systems Australia	SS-	Hardware	1	Replacement once tested by CSD technician	Yes	No
See Security	SEE-	All	N/A	N/A	No	No
Smoke Detector Supplier	CSD-	CSD-1029 Smoke Detector	5	Replacement once tested by CSD technician	No	No
Suprema	SUP-	Readers & Terminals	1.5	Repair by overseas service center	TBA	TBA
Tactical Power	TP-	All	3	Replacement after RMA and tested by Tactical Power Products	No	No
TAKEX	TAK-	Security Sensors	5	Replacement after RMA and tested by Takex	No	No
Ubiquiti Supplier	UB-	All	1	Repair by local service centre	No	No
X2 Cable Supplier	X2-	Cable	1	Replacement once tested by CSD technician	Yes	No
X2 Exit Range	X2-	Access hardware	1	Replacement once tested by CSD technician	Yes	No
X2 Siren Range	X2-	Access hardware	2	Replacement once tested by CSD technician	No	No