

# Return and Warranty Policy

## Introduction

This *Return and Warranty Policy* applies to GE Security products and services purchased directly from GE Security.

As all policies herein are subject to change, please check our website at [www.gesecurity.com](http://www.gesecurity.com) for the latest policy.

**If you have questions about this policy, contact the appropriate customer service center.**

Effective date: [July 1, 2009](#).

All periods of days set forth herein are calendar days unless otherwise stated.

## Returning GE products

Before you can return any product to GE Security, you must obtain a return material authorization (RMA). This applies to all product returns, including warranty repair/replacements, nonwarranty repairs, advance replacements, and credit returns.

To obtain an RMA, contact the appropriate GE Security customer service center (see "Customer service centers") for your product, and have the product and the following information ready:

- Original PO number (not required for distribution partners)
- SKU/part number
- Serial number

Customer Service will provide you with an RMA number and an RMA acknowledgment form that confirms your request.

Once you have the RMA, repackage the product appropriately (see section entitled "Packaging your shipment") and attach the RMA acknowledgment form on the outside of the package. Then send the product to the return location given by the customer service center.

All products must be returned freight prepaid within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact Customer Service to get a new RMA.

We will not accept unauthorized returns or freight collection returns; we will return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material.

The repair department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

**Note:** Dealer, distributor, and integrator return and warranty policies may vary. Consult your GE Security program agreement, if applicable, or contact your local GE Security sales representative for details.

## Customer service centers

Fire Customer Service

- Phone: 800.655.4497
- Fax: 888.378.8778
- E-mail: [est.rma@ge.com](mailto:est.rma@ge.com)

Signaling Customer Service

- Phone: 800.336.4206
- Fax: 800.454.2363
- E-mail: [customerservice.signaling@ge.com](mailto:customerservice.signaling@ge.com)

Latin America Customer Service

- Phone: 305.593.4301
- Fax: 305.593.4300
- E-mail: [InfraSecCustomerService.LatinAmerica@ge.com](mailto:InfraSecCustomerService.LatinAmerica@ge.com)

Security Customer Service

- Phone: 888 GE Security (888.437.3287)
- Fax: 503.691.7566
- E-mail: [gesecurity.custserv@ge.com](mailto:gesecurity.custserv@ge.com)

## Warranty repair/replacements

Subject to the terms of the limited warranty in effect at the time of purchase, GE Security will repair or replace a product that fails to meet the terms provided, within the product's warranty period. GE Security reserves the right to replace any product under warranty with new, refurbished or remanufactured product. For product purchased directly from GE Security by a dealer or an integrator, the warranty period starts from either a) the date of shipment from GE Security's facility (point of origin) or b) the manufacturer's date code (if the shipment date is unknown). Except for software products (which shall be treated as if purchased directly from GE Security for purposes of determining the start of the warranty period as set forth in the immediately preceding sentence), for product purchased from an authorized GE Security distributor by a dealer or an integrator, the warranty period starts from the date the product is purchased by the dealer or integrator. Warranty periods vary based on product category and type of equipment, as shown in Table 1 entitled "Product warranty periods" below.

For all warranty repairs, GE Security will cover parts and labor. We will return equipment or ship replacement equipment via the same incoming ship method at no additional charge. If you request a different return ship method, we will charge for the full shipping cost.

## Nonwarranty repairs

Nonwarranty repairs are granted an extended warranty of 90 calendar days from the date of shipment for all products except for fire products, which are granted an extended warranty of one year from the date of shipment.

For all nonwarranty repairs, GE Security will provide you with a repair estimate that includes charges for parts, labor (in half-hour increments), and all shipping. You may pay for nonwarranty repair charges by purchase order or credit card.

**Note:** The above "Nonwarranty repairs" provisions do not apply to IFS equipment.



## Advance replacement

Advance replacement products are new, refurbished or remanufactured products at GE Security's discretion and carry a full original equipment warranty. GE Security will send advance replacement product to replace defective equipment that has failed upon initial install for up to 365 days. We will ship advance replacements via ground the next business day. (In emergencies we may ship replacements by air.)

Our repair department will evaluate the returned product to determine whether it is a warranty or nonwarranty replacement and bill you accordingly. We will invoice advance replacements at shipment and credit you upon receipt of the defective product. If we determine, however, that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will issue no credit and you will remain responsible for paying the invoice, and we will return such product to you at your expense. If the defective product is part of a kit, you shall return only the defective product (i.e., you shall not return the remainder of the kit) and we will replace only the defective product through advance replacement.

**Note:** Advance replacement is not available for custom, special or nonstandard products.

## Credit returns

No returns for credit or refund will be accepted unless you have obtained a return material authorization as described in the section entitled "Returning GE products". GE Security will refund or credit new, standard production items that are unused and in the original unopened shipping cartons for a period of 120 days from the original date of shipment; however any returned product is subject to a 25% restocking fee if your request comes more than 60 days after the original ship date. Returns for refund or credit beyond 120 days from original shipment date will be denied.

Products purchased as part of a kit must be returned in their entirety (i.e., the entire kit must be returned, not separate parts) to receive refund or credit. Refund or credit is not available for custom, special or nonstandard products.

You must use credit within one year of the date of issue. All returns are subject to GE inspection and approval.

## Refurbished B-stock products

GE Security occasionally offers select products for sale as *B-stock*—units that have been used in the field and refurbished. B-stock and advance replacement products—though they may come from the same pool of products—are covered by different warranty conditions and durations. Refurbished products come with a one-year limited warranty except for the Digia II, SymSafe Series and SymDec 16 DVR's which carry a three-year limited warranty.

## Packaging your shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- External packaging must be sufficient to protect the contents from the usual hazards of shipping.

## Product warranty periods

Table 1 lists warranty durations for most GE Security equipment, sorted by category. Warranty periods start as set forth under the heading "Warranty repair/replacements" above.

For items that do not appear in Table 1, contact Customer Service or your sales rep for the applicable policy.

**Table 1: Product warranty periods**

|                 | Product  | Warranty     |
|-----------------|--|--------------|
| Access          | Proximity readers  | Lifetime     |
|                 | Cards (minimum 10 cards for return)  | 5 years      |
|                 | Manufactured hardware  | 2 years      |
|                 | Magstripe cards  | 1 year       |
|                 | Facility Commander Wnx, Picture Perfect, Secure Perfect, Topaz, Diamond, Sapphire, Alliance, other software products | 1 year       |
| Fire            | Fire alarm control panels  | 3 years      |
|                 | Air duct detectors   | 3 years      |
|                 | Heat detectors   | 3 years      |
|                 | Notification appliances  | 3 years      |
|                 | Pull stations, fire stations   | 3 years      |
|                 | Smoke detectors  | 3 years      |
| Intrusion       | Sheet metal parts and wire   | 40 years     |
|                 | Hardwired contacts, hardwired sensors, passive modules and components  | 5 years      |
|                 | Wireless sensors   | 2 years      |
|                 | Security controls, panels, powered modules and components  | 2 years      |
| Video and Fiber | IFS fiber optic products   | Lifetime     |
|                 | Fiber Options fiber optic products   | 5 years      |
|                 | Digiplex, Ultraview cameras  | 3 years      |
|                 | DVMRe Triplex, DVMRe Pro, SymDec, SymSafe, StoreSafe, Digia II, VideoIQ, ProBridge                                   | 3 years      |
|                 | Digia I  | 3 years**    |
|                 | CyberDome II   | 3 years      |
|                 | Legend and Accord PTZ cameras, TruVision cameras   | 2 years      |
|                 | TruVision and UltraView LCD monitors (GEL-xxxx series)   | 2 years      |
|                 | Monitors (traditional, all other LCD, MobileView), Ultraview EVP*  | 1 year       |
| Voice           | Manufactured hardware  | 3 years      |
|                 | Computers, file servers, monitors, touchscreens  | OEM warranty |
|                 | Remote controls  | 1 year       |
|                 | Fuses, lamps   | None         |
| Other           | Edwards Signaling products   | 2 years      |
|                 | GE-branded third-party OEM (original equipment manufacturer) product   | OEM warranty |
|                 | B-stock products   | 1 year       |
|                 | B-stock Digia II, SymSafe Series and SymDec 16 DVRs  | 3 years      |

\* UltraView EVP may not be available for Advance replacement.

\*\* Digia I digital video recorders have a one-year warranty on hard disk drives. All other components are warranted for three years.

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