

Dahua Thailand Service Center

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Standard Warranty Period

Product Line	The Warranty Period for Overseas Customers
Network Camera	36months, of which EZ-IP series and wearing parts separately have a warranty period of 12months. List of wearing parts:coaxial cable, conductive slip ring, motor,belt, wiper.
HDCVI Camera	36months, of which COOPER series have a warranty period of 24 months.
PTZ Camera	36months, of which wearing parts separately have a warranty period of 12months. List of wearing parts:coaxial cable, conductive slip ring, motor,belt, wiper.
Thermal Camera	Thermal Body Temperature Monitoring Camera:24months. of which wearing parts separately have a warranty period of 12months. List of wearing parts: baffle, lens and front cover. Of which Blackbody and Handheld cameras separately have a warranty period of 12months. Thermal Camera:36months of which wearing parts separately have a warranty period of 12 months. List of wearing parts:PTZ unit, conductive slip ring, motor, timing belt, oil seal, bearing wiper assembly, fan, lens motor, lens potentiometer, IR window, thermal core baffle, lens limit switch. of which Cooled cameras, Handheld cameras and thermal core separately have a warranty period of 12months.
Accessory	36months, of which CVI accessories, wireless and power supplies have a warranty period of 24 months. Cable have a warranty period of ten years.
Network Recorder	36months, of which EZ-IP series and wearing parts separately have a warranty period of 12months.
HDCVI Recorder	36months, of which COOPER series have a warranty period of 24 months.
IP Storage	36 months.
Intelligent Buildings	Access Control:24months, of which TMAC temperature monitor module and screen have a warranty period of 12months. Video Intercom:24 months Alarm:24 months, of which wireless alarm hub, wireless alarm control panel, wireless detectors, wired accessories, wired detector series have a warranty period of 12 months
IVS	36 months.
Transmission	36 months.
Displan & Control	Monitor:24 months Project type LED Display: Fine Pixel Pitch LED(≤ 2.5) has a warranty period of 12 months General LED(>2.5)has a warranty period of 24 months Channel type LED Display:12 months LCD Video Wall:24 months Digital Signage:24 months Interactive LCD Display:12 months Television:12 months Control:Control series has a warranty period of 24 months while keyboards have a warranty period of 12 months
Mobile Portable Terminal	12 months
Software	36 months.
Cloud	Hardware 36 months, software 12 months
Traffic	36months, of which flash and LED lamps have a warranty period of 12 months
Security and Inspection	of which X-Ray inspection series have a warranty period of 24 months, of which metal detector series have a warranty period of 24 months
Drone	12months of which batteries and pastes are not covered by warranty
Storage Medium	HDD: of which sureveillance HDD series have a warranty period of 36 months, of which enterprise HDD series have a warranty period of 60months. SSD:36 months USB Flash Drive: 60months Memory card:24 months, of which C100 seires have a warranty period of 84 months
Consumer	12 months, of which accessories, power, cable supplies have a warranty period of 3 months.
Consumable Parts	Mouse, power cable, data cable is 3 months