

Interlogix Return & Warranty Policy for Dealers

October 27, 2017

This *Return & Warranty Policy for Dealers* (“Policy”) applies to products and services purchased directly from the following UTC Fire & Security Americas Corporation, Inc. business: Interlogix or its successors or assigns (“Interlogix”) by an independent dealer approved by Interlogix for resale to homeowners or independent business integrators (“Dealers,” “you,” or “your”).

The terms and conditions of this Policy are subject to change. The most recent version of the Policy controls, and will generally be available at the Interlogix website at www.interlogix.com. If you have questions about this Policy, contact the appropriate customer service center or your sales representative.

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

Warranty Repair/Replacements

Subject to the terms and conditions of the limited warranty in effect at the time of purchase, which is set forth in the UTC Fire & Security Terms and Conditions of Sale for Interlogix available at our website, www.interlogix.com, and the terms and conditions of this Policy, Interlogix will repair or replace defective or non-working product within the product’s warranty period set forth in this Policy. Interlogix reserves the right to replace any product under warranty with new, refurbished or remanufactured product or to refund the purchase price. For product purchased by a Dealer from a distributor approved by Interlogix (“Distributor”), the Dealer should check with its Distributor for the terms of the return, which will be governed by the Return & Warranty Policy for Distributors rather than this policy.

Product warranty repair/replacements of Interlogix product purchases are only permitted for defective or non-working product, which may be established via product troubleshooting with the Interlogix Tech Support department. In cases of established product failure for products Dealer purchased directly from Interlogix, the Interlogix Tech Support department will provide a case number to provide Customer Service or to submit in an RMA form. If a Dealer returns product to Interlogix, and Interlogix determines the product is in working condition or NTF (No Trouble Found) then no compensation for the cost of the unit will be provided by Interlogix to the Dealer under the product warranty, even if the Dealer has conducted an exchange of the product for a customer.

If the Dealer seeks product warranty repair/replacements of Interlogix products purchased from a Distributor, then such repairs and replacements are governed by the Return & Warranty Policy for Distributors rather than this policy. In such cases, please contact your Distributor for details concerning warranty repairs and replacements for Interlogix products purchased from a Distributor.

In the event of any dispute regarding the terms or applicability of a warranty, Interlogix, in its sole discretion, shall determine whether a warranty applies and, if it does, the terms and conditions of such warranty.

NO IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR IMPLIED WARRANTY ARISING FROM COURSE OF DEALING OR USAGE OF TRADE SHALL APPLY.

Warranty periods vary based on product category and type of equipment, as shown in Table 1 entitled “Product warranty periods” below.

Product Warranty Periods

Table 1 lists warranty durations for most Interlogix 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 representative for the applicable policy. Note that, notwithstanding any language in the table below, batteries that are sold individually or as a replacement are not covered under any warranty.

	Product	Warranty Period
Access	Proximity readers	Lifetime*
	TruPortal	2 years
	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, Director, Verex, 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
	Computers, computer option cards, file servers, monitors, touchscreens	1 year
Intrusion	Hardwired contacts, hardwired sensors, passive modules and components†	5 years
	Wireless sensors	2 years
	Cellular communication modules (e.g., alarmcom modules)	1 year
	UltraSync™ Secondary Touchscreen	1 year
	Security controls, panels‡, powered modules and components (e.g., Simon® XT, Advisor®One, UltraSync, IP communication modules, touchscreens (except UltraSync Secondary), etc.)	2 years
Video and Transmission	IFS fiber transmission and UTP products	Lifetime§
	IFS network products and media converters	3 years
	IFS power supplies for transmission products	2 years
	Fiber Options fiber optic products	5 years
	TruVision fixed cameras	3 years
	TruVision analog and IP PTZ cameras	3 years
	TruVision LCD monitors	3 years
	TruVision DVRs and NVRs	3 years
	TruVision encoders and decoders	3 years
Other	Third-party manufactured product (e.g., Dell monitors, etc.)	Third-party warranty
	B-stock products	1 year
	UltraSync™ mobile app	None

* For proximity readers, “lifetime warranty” means that for defects in materials and workmanship under normal use and service for fifteen (15) years from the date of purchase, UTCFSA shall provide the original dealer purchaser a credit towards future purchases of products from UTCFSA in the amount of the purchase price paid by the dealer for the proximity readers (excluding taxes and levies), unless such product is discontinued, in which event warranty support is limited to five (5) years from the announcement of discontinuance.

† Batteries that are included in the box with a sensor, detector, or peripheral are covered under the product warranty.

‡ For panels, only batteries included in a self-contained panel (including the UltraSync Self-contained Hub, AdvisorOne, Simon XT, Simon XTi, and Simon XTi-5) are covered under the standard warranty. Any battery that may be included in a modular panel is not covered under the standard warranty.

§ For IFS fiber transmission and UTP products, “lifetime warranty” shall be the lifetime warranty set forth in the installation and operation instructions or other technical documentation for such products; or, if no such warranty is set forth in the referenced documentation, “lifetime warranty” means that UTCFSA warrants to the original dealer purchaser that products will be free from defects in material and workmanship as of the date of delivery, under normal use and service. The foregoing shall apply only to failures to meet said warranties which appear within that period of time during which the products are installed in their original installation for the original end user and operator of such products; provided, however, that in the event of product discontinuance, warranty support is limited to five (5) years from the announcement of discontinuance.

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Returning Interlogix Products

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

For Advance Replacement the Dealer (regardless of whether the product has been purchased directly from Interlogix or a Distributor) must first obtain a Tech Support Case Number by calling the Interlogix Tech Support department. In order to obtain a Tech Support Case Number the Dealer must contact the Tech Support department while the product is still installed and attempt to troubleshoot any issue. If the Tech Support department determines that the product must be returned for further evaluation they will issue a Tech Support Case Number, which is required before any Advance Replacement will be accepted.

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

- Customer account # (required for all RMA requests)
- Original PO (If the original PO is not provided, the processing time may be delayed for warranty repair/replacements, advance replacements, and other returns and replacements subject to a time limit. If the original PO is not provided, Interlogix will attempt to validate the purchase of the product within the applicable time period for the type of return sought. If the purchase time period cannot be validated for a return subject to a time limit, no RMA will be provided, and the return will be declined.)
- New PO number (required for repair requests)
- Part number
- Serial number (when applicable)
- Reason for return (capture in RMA form)
- Tech Support Case Number

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

Once you have the RMA, repackage the product as described in the section entitled "Packaging your shipment" and attach the RMA Return location address and bar code section from the RMA acknowledgement to the outside of the package.

All products must be returned freight prepaid within 30 days of obtaining an RMA. An RMA may be cancelled after 30 days, in which case a new RMA must be obtained.

We will not accept unauthorized returns or freight collect /COD 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 to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

Note: The dealer return and warranty policy is different from the Distributor return and warranty policy.

Customer Service

Security Customer Service

- Phone: 855.286.8889, Option 1
- Phone: 561.998.6114 (Latin America)
- E-mail: rma@interlogix.com
- E-mail: latam@interlogix.com (Latin America)

Tech Support

Security Technical Support

- Phone: 855.286.8889, Option 2
- E-mail: techsupport@interlogix.com

Non-Warranty Repairs

Dealer will be charged for all repairs and shipping costs for products that are not within the product warranty period or that are not under warranty. For all such non-warranty repairs, Interlogix will provide a repair estimate that includes charges for parts, labor (in half-hour increments) and shipping.

Products receiving non-warranty repairs are granted an extended warranty of 90 calendar days from the date of shipment from Interlogix back to the Dealer following the non-warranty repair, except for fire products, which instead are granted an extended warranty of one year.

Advance Replacement

In addition to product returns under our limited warranty, we offer advance replacement, which is provision of a replacement product to the Dealer by the Dealer's Distributor from which Interlogix products were purchased or from Interlogix, in the event of direct purchases from Interlogix, in advance of receiving the returned product from the Dealer, for a select group of products as listed in Table 2 below ("Advance Replacement"). For the product participating in the Advance Replacement program the following guidelines apply:

No returns for Advance Replacement will be accepted unless you have obtained an RMA number **and** you have obtained a Tech Support Case Number as described in the section entitled "**Returning Interlogix products**" above or in the Return & Warranty Policy for Distributors, if applicable. Advance Replacement products will be replaced with refurbished, remanufactured or new products at Interlogix's sole discretion and carry a full original equipment warranty. Interlogix may send Advance Replacement product to replace defective equipment that has failed upon initial install for up to 365 days. Advance Replacements will ship via ground the next business day.

Our repair department will evaluate the returned product to determine whether it is a warranty or non-warranty replacement and bill you accordingly. We will invoice Advance Replacements at shipment and credit you upon receipt of the defective product; provided, however, that if we determine 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. If the product was purchased or exchanged at a Distributor and no Tech Support Case Number was provided at time of exchange, no credit for the replacement unit already given to the Dealer will be issued to a Distributor.

Note: Advance replacement is not available for custom, special or nonstandard products as determined in Interlogix's sole discretion.

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Product Category	Advanced Replacement Eligible?	Participating SKU's/Product Family	Remark
Access Control	YES*	Pls see Table 4	
Fire	NO	Not Applicable	Use Standard Warranty
Video and Transmission	YES*	Pls see Table 3	
Intrusion	YES*	Pls see Table 4	
Voice	NO	Not Applicable	Use Standard Warranty
Other	NO	Not Applicable	Use Standard Warranty

The list of SKU's eligible for Advanced Replacement in the video & transmission and intrusion profiles are listed in Tables 3 and 4, respectively, at the end of this policy.

Refurbished B-stock Products

Interlogix occasionally offers select products for sale as *B-stock*—units that have been used in the field and refurbished. B-stock products are covered by different warranty conditions and durations than new products. Refurbished products come with a one-year limited warranty.

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 Interlogix products**”. Interlogix 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 Interlogix inspection and approval.

Packaging Your Shipment

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. The risk of loss for products being returned to Interlogix remains with Dealer until received by Interlogix at the Interlogix location designated in the RMA. Dealer is responsible for compliance with all laws and regulations related to shipping any products to Interlogix, including without limitation laws and regulations related to the shipment of regulated or hazardous materials, to the extent applicable. Dealer agrees to indemnify Interlogix from all losses and liabilities to Interlogix arising out of Dealer's failure to comply with applicable laws and regulations related to shipping. Interlogix reserves 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 or other damage.

External packaging must be sufficient to protect the contents from the usual hazards of shipping.

Returned products should be addressed to the correct legal entity name set forth in the RMA.

If products are being returned to Interlogix from outside of the United States, the stated value of the returned products for customs should be greater than zero, and typically should be equivalent to the purchase price of the returned products. Further, the return of such products to Interlogix shall comply fully with the export administration and control laws and regulations of the United States government and other applicable jurisdictions, and any amendments of such laws and regulations.

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Table 3: VIDEO Products Eligible for Advanced Replacement (in addition to Standard Warranty)
Analog Cameras
TVB-1101
TVB-1102
TVB-1103
TVB-1104
TVB-1105
TVB-2407
TVB-2408
TVB-4101
TVB-4102
TVB-4103
TVB-4104
TVB-4105
TVB-4201
TVB-4202
TVB-4203
TVB-4401
TVB-4402
TVB-4403
TVB-4404
TVB-4405
TVB-4406
TVB-4407
TVB-4408
TVB-4409
TVB-4410
TVC-4401
TVC-5120-1-N
TVC-5125BE-3-N
TVC-6110-1-N
TVC-6120-1-N
TVC-BIR6-HR
TVC-BIR6-MR
TVC-BIR6-SR
TVD-1104
TVD-4104
TVD-4202
TVD-4401
TVD-4402
TVD-4403
TVD-4404
TVD-4405
TVD-4406
TVD-5110-3-N
TVD-5125TE-3-N
TVD-6120VE-2-N
TVD-6125VE-2-N
TVD-DOME6-HR
TVD-TIR6-HR
TVD-TIR6-MR
TVD-TIR6-SR
TVF-1101
TVF-1102
TVF-1103
TVF-2401
TVF-2402
TVF-4101
TVF-4102
TVF-4103
TVF-4201
TVF-4202
TVF-4401
TVF-4402
TVF-4403
TVF-4404
TVW-1101
TVW-4101
IP Cameras
TVA-1101

TVA-3101
TVB-1103
TVB-1104
TVB-1201
TVB-1202
TVB-1203
TVB-3103
TVB-3104
TVB-3105
TVB-3201
TVB-3202
TVB-5301
TVB-5302
TVB-5303
TVB-5304
TVB-5401
TVB-5402
TVB-5403
TVB-5404
TVB-5405
TVB-8101
TVC-1201
TVC-1202
TVC-3201
TVC-3202
TVC-5401
TVC-5402
TVC-5403
TVC-M1220-1-N
TVC-M1220-1-P
TVC-M1245E-2M-N
TVC-M2220-1-N
TVC-M2220-1-P
TVC-M3220-1-N
TVC-M3220-1-P
TVC-M3245E-2M-N
TVC-M3245E-2M-P
TVC-M5220-1-N
TVC-M5220-1-P
TVC-M5225E-3M-N
TVC-M5225E-3M-P
TVC-N220-1-N
TVC-N220-1-P
TVC-N225E-2M-N
TVC-N240-1-N
TVC-N240-1-P
TVD-1201
TVD-1202
TVD-1203
TVD-1204
TVD-1205
TVD-2101
TVD-2102
TVD-2103
TVD-2104
TVD-3101
TVD-3102
TVD-3103
TVD-3104
TVD-3201
TVD-3202
TVD-3203
TVD-3204
TVD-3205
TVD-5301
TVD-5302
TVD-5303
TVD-5304
TVD-5401
TVD-5402
TVD-5403
TVD-5404
TVD-5405
TVD-5406

TVD-5407
TVD-5408
TVD-M1210V-2-N
TVD-M1210W-2-N
TVD-M1210W-2-P
TVD-M1210W-2W-N
TVD-M1210W-2W-P
TVD-M1225V-2-N
TVD-M1225V-2-P
TVD-M1245E-2M-N
TVD-M2210V-2-N
TVD-M2210V-2-P
TVD-M2210W-4-N
TVD-M2210W-4-P
TVD-M2225V-2-N
TVD-M2225V-2-P
TVD-M3210V-2-N
TVD-M3210V-2-P
TVD-M3225V-2-N
TVD-M3225V-2-P
TVD-M3245E-2M-N
TVD-M3245E-2M-P
TVD-M5225E-3M-N
TVD-M5225E-3M-P
TVD-M5225V-4-N
TVD-M5225V-4-P
TVD-N210V-2-N
TVD-N210V-2-P
TVD-N210W-4-N
TVD-N210W-4-P
TVD-N225E-2M-N
TVD-N245V-2-N
TVD-N245V-2-P
TVF-1101
TVF-1102
TVF-1103
TVF-1104
TVF-3101
TVF-3102
TVF-3103
TVF-3104
TVL-0102
TVL-0103
TVL-0104
TVL-0105
TVL-0106
TVL-0107
TVL-0108
TVL-0109
TVL-0110
TVQ-8101
TVT-5301
TVT-5302
TVT-5303
TVT-5304
TVT-5305
TVT-5306
TVT-5307
TVW-2101
TVW-2102
TVW-2107
TVW-2108
TVW-2109
TVW-3101
TVW-3102
TVW-3102
TVW-3107
TVW-3107
TVW-3108
TVW-3108
TVW-3109
TVW-3109
TVW-3117
TVW-3118

TVW-3119
TVW-3120
TVW-3130
TVW-5301
TVW-5302
TVW-5303
TVW-5304
TVW-5305
Digital Recording
TVN-1004CS-1T
TVN-1004CS-2T
TVN-1004CS-PS
TVN-1004-KB1
TVN-1004-KB3
TVN-1004-KW1
TVN-1004-KW2
TVN-1008-KB1
TVN-1008-KB3
TVN-1008-KW1
TVN-1008-KW2
TVN-1008S-2T
TVN-1008S-4T
TVN-10162-6T
TVN-1016S-3T
TVN-1016S-6T
TVN-2008-2T
TVN-2008-4T
TVN-2008-8T
TVN-2016-16T
TVN-2016-4T
TVN-2016-8T
TVN-2108-2T
TVN-2108-4T
TVN-2108-8T
TVN-2108S-2T
TVN-2108S-4T
TVN-2108S-8T
TVN-2116-2T
TVN-2116-4T
TVN-2116-8T
TVN-2116P-12T
TVN-2116P-16T
TVN-2116P-2T
TVN-2116P-4T
TVN-2116P-8T
TVN-2116S-16T
TVN-2116S-2T
TVN-2116S-4T
TVN-2116S-8T
TVN-2132P-12T
TVN-2132P-16T
TVN-2132P-4T
TVN-2132P-8T
TVN-2208-4T
TVN-2208-8T
TVN-2208-12T
TVN-2208S-4T
TVN-2208S-8T
TVN-2208S-12T
TVN-2216-4T
TVN-2216-8T
TVN-2216-16T
TVN-2216P-6T
TVN-2216P-12T
TVN-2216P-24T
TVN-2216S-4T
TVN-2216S-8T
TVN-2216S-12T
TVN-2216S-24T
TVN-2232P-6T
TVN-2232P-12T
TVN-2232P-24T
TVN-2232P-48T
TVN-5032-12T

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TVN-5032-16T
TVN-5032-4T
TVN-5032-8T
TVN-7001-16T
TVN-7001-32T
TVN-7001-48T
TVN-7001-64T
TVN-7001-96T
TVN-7001R-16T
TVN-7001R-32T
TVN-7001R-48T
TVN-7001R-64T
TVR-1104C-1T
TVR-1104C-500
TVR-1108-1T
TVR-1108-2T
TVR-1108D-1T
TVR-1108D-2T
TVR-1116-1T
TVR-1116-2T
TVR-1116-4T
TVR-1116D-1T
TVR-1116D-2T
TVR-1204C-1T
TVR-1204C-500
TVR-1204CHD-1T
TVR-1204CHD-2T
TVR-1204CHD-4T
TVR-1204HD-KB1
TVR-1204HD-KB5
TVR-1204HD-KB6
TVR-1204-KW1
TVR-1208-1T
TVR-1208-2T
TVR-1208HD-1T
TVR-1208HD-2T
TVR-1208HD-4T
TVR-1208HD-8T
TVR-1208HD-KB1
TVR-1208-KW1
TVR-1216-1T
TVR-1216HD-1T
TVR-1216HD-2T
TVR-1216HD-4T
TVR-1216HD-8T
TVR-1504cHD-1T
TVR-1504cHD-2T
TVR-1504cHD-4T
TVR-1508HD-000
TVR-1508HD-2T
TVR-1508HD-4T
TVR-1508HD-8T
TVR-1516DHD-2T
TVR-1516HD-2T
TVR-1516HD-4T
TVR-1516HD-8T
TVR-1516HD-12T
TVR-4408HD-12T
TVR-4408HD-2T
TVR-4408HD-4T
TVR-4408HD-8T
TVR-4416HD-16T
TVR-4416HD-2T
TVR-4416HD-4T
TVR-4416HD-8T
TVR-4508HD-2T
TVR-4508HD-4T
TVR-4508HD-8T
TVR-4516HD-2T
TVR-4516HD-4T
TVR-4516HD-8T
TVR-4516HD-12T
TVR-4516HD-16T
IP Encoders/Decoders

TVE-110
TVE-410
TVE-810
TVE-1610
TVE-DEC11

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Table 4: INTRUSION Products Eligible for Advanced Replacement (in addition to Standard Warranty)
4GFXS
4GFXSG
4GFXSP
4GFXU1
4GSTS
4GSTSG
4GSTSP
4GSTU1H
16-3260
100-5420B
100-5420G
100-5420W
100-5421B
100-5421G
100-5423G
100-5424B
100-5424G
100-5424W
120-0850
120-0851
120-0860
120-0861
120-2720E
120-2720F
120-3400
120-3401
120-3402
120-3403
120-3404
120-3405
120-3406
120-3407
120-3600-CP01
120-3601D
120-3601 E
120-3601F
120-3601S
120-3602C
120-3602E
120-3602S
120-3603D
120-3603E
120-3603F
120-3603S
120-3605-CP01
120-3605E
120-3606-CP01
120-3606E

120-3606S
120-3620E
120-3625E
120-3652F
120-3654F
120-4081
120-5005
120-5007
120-5016
120-6301D
120-6301E
120-6301S
120-6302C
120-6302E
120-6302F
120-6303C
120-6303D
120-6303E
120-6306E
120-6320
120-6325
120-8150
120-8152
120-8206
120-8209
120-8216
120-8217
120-8218
120-8220B
120-8220G
120-8220W
120-8221G
120-8224B
120-8224G
120-8224W
120-8226
120-8953
120-9261
120-9265
120-9410
120-9412
120-9415
120-9429
120-9882N
2707AD-L5
2757D-L
420613001
420214006
430062001
430084001-CR
430084002-CR
430084501-CR

430084502-CR
430085001
430085501
430085502
430088001
430088002
430088501
430088502
430177001
430210001
430210002
430210003
430210004
430210005
430210006
430211001
430211002
430211003
430211004
430211005
430211006
430212006
430220001
430221001
430228001
430228501
430237001
430241006
430242006
430242501
430267001
520836001-CR
520845001
520847001
520848001
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