

Milestone Husky Limited Warranty Agreement

Milestone Husky Network Video Recorders (NVR) and storage drives for Milestone Husky NVRs sold by Milestone (here after referred to as Product). Milestone may offer different delivery methods for warranty service, including but not limited to parts and product dispatches and mail-in service.

What is covered by this limited hardware warranty?

This limited hardware warranty covers:

- ✓ Defects in components, materials and workmanship in your Milestone Husky NVR products, and storage drives purchased from Milestone.

What is not covered by this limited hardware warranty?

This limited hardware warranty does not cover:

Software, including without limitation, the operating system and Milestone XProtect® Video Management Software and associated software added to the Milestone Husky NVR product through our factory-integration system, third-party software or the reloading of software. Please refer to the Special Software Note for Milestone Husky NVRs for details about the software included in your Milestone Husky NVR.

- × Non-Milestone Husky branded products and accessories, except storage drives purchased from Milestone.
- × Problems that result, directly or indirectly, from:
 - External causes such as accident, abuse, misuse or problems with electrical power.
 - Servicing not authorized by Milestone.
 - Usage that is not in accordance with product instructions, including intended purpose and environmental conditions
 - Failure to follow the product instructions or failure to perform preventive maintenance.
 - Using accessories, parts or components not supplied by Milestone.
- × Commercial hardware products that use, or in which have been installed, products or components that have not been provided by Milestone.
- × Products with missing or altered serial numbers or voided warranty seal label
- × Products for which Milestone has not received full payment
- × Normal wear and tear

MILESTONE'S RESPONSIBILITY FOR DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT AS SET FORTH IN THIS WARRANTY STATEMENT. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE FOR MILESTONE HUSKY NVR PRODUCTS AND STORAGE DRIVES PURCHASED FROM MILESTONE, MILESTONE PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OR CONDITION (1) OF MERCHANTABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NONINFRINGEMENT; (2) RELATING TO ANY THIRD-PARTY PRODUCT OR SOFTWARE; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT OR SOFTWARE. MILESTONE EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY, AND WE DO NOT ACCEPT LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST OR DAMAGED DATA OR SOFTWARE. MILESTONE DOES NOT WARRANT THAT THE OPERATION OF ANY MILESTONE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE SPECIFIC PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Use of Non-Milestone Sourced Storage Drives

The Husky NVR Product may be used with storage drives sourced from other parties than Milestone, provided that the type of storage drives used have been validated and approved by Milestone.

Please refer to www.milestonesys.com/husky-support for a complete list of approved storage drives.

Milestone cannot guarantee the performance of the Husky NVR Product if non-approved types, or sizes, of storage drives are used. Milestone does not accept any responsibility for direct, or indirect, interruptions in the operation of the unit caused by the use of non-approved storage drives. This limited warranty may be voided by Milestone, at Milestone's sole discretion, if the use of non-approved storage drives is deemed to be the cause of a damage on the unit.

How long does this limited hardware warranty last?

The Product comes with 3-year limited hardware warranty, unless otherwise is agreed and specified. The warranty period starts the date when Milestone ships the unit. This limited hardware warranty may be voided by Milestone, at Milestone's sole discretion, if third party products that were not provided by Milestone are installed on your Milestone system.

The warranty period is not extended if we repair or replace a warranted product or any parts. Milestone may change the availability of limited hardware warranties, at its discretion, but any changes will not be retroactive.

Important Notice Relating to Third Party Product

Milestone cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party. This limited hardware warranty may be voided by Milestone, at Milestone's sole discretion, if you install or use in a Milestone system any third party product that was not provided by Milestone.

What do I do if I need warranty service?

Any warranty claim shall be raised to the Milestone Reseller from whom you purchased the Product from.

Before contacting your Milestone Reseller, please consult the Hardware and Service Guide, available on www.milestonesys.com/husky-support.

What will Milestone do?

As a part of the problem assessment, Milestone, may require you to engage in a remote diagnosis session to help determine the cause of your issue. Remote diagnosis may involve customer access to the inside of the product and multiple or extended sessions. If Milestone determines that your issue is the result of a defect in materials or workmanship but the issue is not able to be resolved remotely, Milestone, at its sole discretion, may dispatch a replacement Product or part to you, arrange for you Milestone Reseller to send your Product or defective part back to Milestone's repair depot or replace the part or product with a comparable part or product that may be new or refurbished.

If your limited hardware warranty has expired or if we determine that the problem is not covered under this limited hardware warranty, we may be able to offer you service alternatives on a fee basis.

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and products. Refurbished parts and products are parts or products that have been returned to Milestone, some of which were never used by a customer. All parts and products are inspected and tested for quality. Replacement parts and products are covered for the remaining period of the limited hardware warranty for the product you purchased.

Milestone owns all parts removed from repaired products and, in most instances, you will be required to return defective parts to Milestone.

Milestone may use authorized representatives to provide any of the technical support or repair services under this limited hardware warranty.

Important information about returning products to Milestone for repair or replacement

Defective Product or parts that are to be returned to Milestone under this limited hardware warranty shall be returned to the Milestone Reseller from whom the Product was purchased originally. Your Milestone Reseller will arrange for the return shipment according to Milestone's Advance Return Material Authorization (ARMA) process, where Milestone will cover the shipment costs. You find details about the ARMA procedure, including shipment instructions, on

www.milestonesys.com/husky-support.

NOTE: Before you return the product(s) to your Milestone Reseller for shipment to us, make sure to back up the data on the storage drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary or personal information and removable media such as storage drives. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media. Please, only include the product components requested by Milestone.