



EWM PLAN

EXTENDED WARRANTY AND MAINTENANCE PLAN

PLAN INCLUDES THE FOLLOWING:

1. Extended warranty

- The HIKMICRO product warranty is extended from 3-years (36 months) to 5-years (60 months)

2. Thermal Africa maintenance package

OUT-OF-BOX checks

- Pre-shipping checks.
- Pre-configuration of suggested menu settings.
- Updated firmware version.
- (Elimination of out-of-box failures – Video/LRF).

SWOP-OUT policy

- Swop-out of faulty product after assessment – 24-48 hours turnaround time
- Replacement unit can be sent directly to the client.

3. Pricing:

- 10% of the product dealer purchase amount, excluding VAT.

TERMS AND CONDITIONS:

- Applicable to the Outdoor product range only.
- Stock will be ready for collection 24 hours after order payment is received.
- EWM Package must be included in initial product purchase – *cannot be added afterwards.*
- In the case of no new model available a refurbished model will be supplied.
- In case of NO fault found, all courier fee's will be for the customer's account.
- Should the exact model not be available the model closest will be provided.
- Products sent back has to be in the original packaging and with all accessories.
- Thermal Africa's technical report is final.

PRODUCTS EXCLUDED FROM THE PLAN:

- Excludes batteries and chargers.
- Excludes Infra-red illuminators.
- Excludes Adapters and mounting brackets.

19/04/2024



HIKMICRO