

*****WARRANTY INFORMATION*****

Ikegami USA offers you a limited warranty of the following product sold and effective in US will be free from defects in material or workmanship as follows.

A. Limited warranty- For a period of a following year from the date of purchase, Ikegami will not charge you the parts and labor charges, but you must pay one way shipping freight. After this warranty period, you must pay all parts, shipping and labor charges.

B. Repairs- For a period equal to the remainder of the original limited warranty period on an original product or for the 180 days after the date of repair/replacement, whichever is longer, Ikegami will repair or replace defective parts or products used in the repair or replacement of the original product under this limited warranty

Proof of purchase in the form of a bill of sale or received invoice warranty repair document which is evidence that the product is within the warranty period must be presented to obtain warranty service.

This limited warranty does not cover and is void with respect to the following.

(i) Products which have been improperly installed, repaired, maintained or modified.

(ii) Products which have been subjected to misuse, abuse accident, physical damage, abnormal operation, improper handling and storage, neglect, exposure to fire, water or excessive moisture or dampness or excessive changes in climate or temperature.

(iii) Products operated outside published maximum rating

(iv) Cosmetic damage, etc.

CCTV Camera-

ICD-525S / 879S / 809 , ISD-A14S/A15S/A33S/A35S = 10 Year *

IPD-BX11, DM11, VR11, DM300 = 6 Year *

ECO-D12-2812, HD47IP, HDB2812, HDMB-43, = 5 Year *

ICD-E11-EF/N = 3 Year *

* Need to register at Ikegami web-site <http://www.ikegami.com>

3 Year Warranty:

all EE Cameras/DVR/NVR, except listed below

2 Year Warranty: EK-HD24IR, all EE-HDD... & EE-PTZ...

1 Year Warranty: all EE-PoE... & EE-ACV...

CCTV Monitors = 1 Year Limited Warranty Parts & Labor

Other Ikegami Products = 1 Year Limited Warranty Parts & Labor

Any Vendor Products- As per Vendor's Warranty

For repair return, please obtain Repair RA# by emailing SERVICE@IKEGAMI.COM

Restocking Charges

Please Be Advised of the following Restocking Charges that will apply to all Returned merchandise

0 - 30 days = 10% restocking fee

30 - 90 days = 15% restocking fee

90 - 120 days = 25% restocking fee

Request for return of Merchandise After Four (4) months will not be Accepted

To Avoid Additional Charges All Returns Must be in Brand New Condition, including Original Box with all accessories.

Any of the missing items will be charged. For return, obtain a Credit RA # at 201-368-9171

Out of Box Failure

90 Days from Delivery date to EndUser. Delivery Date Must be Properly Documented with Proof.

Obtain Authorized Ikegami RA Number for Replacement, ground shipping, at No Charge.

Customer Service at service@ikegami.com or 201-368-9171

ANY FAILURE PRODUCTS MUST BE RETURNED IN ORIGINAL BOX WITH STANDARD ACCESSORIES. THIS POLICY DOES NOT APPLY TO ANY PRODUCT THAT HAS EXTERIOR DAMAGE, OR HAS BEEN DEFACED, OR WHICH HAS BEEN SUBJECT TO MISUSE, ABUSE, TAMPERING, INCORRECT VOLTAGE, IMPROPER, INSTALLATION, SERVICE OR HANDLING, OR WHICH HAS BEEN SERVICED BY SOMEONE OTHER THAN IKEGAMI.

Ikegami Labor Charges for Repair : IN-HOUSE WORK : \$95.00 per HOUR.

Prices are subject to change

Ikegami Electronics (U.S.A.), Inc.
300E Route 17S, Mahwah, NJ 07430
ph: (800) 368-9171 fax (201) 569-1626
email: CCTV@ikegami.com [URL: www.ikegami.com/security]

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