

## **APEC INSTALLATION WARRANTY**

APEC warrants all equipment and installation services supplied in this proposal, including any accessories, against defects in material or workmanship as follows:

### Digital Video Recorder

1. For a period of 360 day from the date of invoice of the equipment, **APEC** will repair or replace, at its option, at no charge to **Customer**. After this 360 day period, **Customer** must pay for any cost associated with replacement of parts or equipment if required. This warranty does not cover cost for re-installation of any **APEC** product nor does it cover any other contingent expenses.
2. During the 360 day period of warranty, any service call in regards to the equipment mal-functioning, **APEC** will cover the service expense for inspection and replacement labor.
3. **Hard Drives:** All Hard Drives in the system are under warranty with its **original manufacturer's standard warranty**. APEC warranty does not cover the hard drives in the Digital Video Recorder. APEC will be responsible for delivering the hard drives to the respective manufacturer for replacement, repair for Customer.

### CCTV Cameras

For all CCTV Cameras delivered by **APEC**, **APEC** will offer exceptional extended warranty for Full Two Years.

1. For a period of **720** days from the date of invoice, APEC will repair or replace, at its option, at no charge to **Customer**. After this **720** day period, **Customer** will be responsible for any cost associated with replacement of parts or equipment if required. This warranty will cover costs for re-installation.
2. During the **720** day period of warranty, any service call in regards to the equipment mal-functioning, **APEC** will cover the service expense of inspection and replacement labor.

This warranty does not cover any additional customer modification, installation, set up adjustments or signal quality alteration without **APEC** approved work orders.

This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use, or modification of, or to any part of the

product. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than an authorized personnel assigned by **APEC** to service the product.

This warranty is invalid if the equipment sold was not properly use as instructed, and the equipment was involved with computer virus or other computer hacking attacks.

## **TECHNICAL SUPPORT**

**APEC** will offer Technical Support through telephone services. All technical support will be related to the equipments sold by **APEC ONLY**. Any other technical issue involving other products and services to **APEC** equipments will not be the responsibility of **APEC** staff nor will it be part of technical support. However, **APEC** staff will offer their best knowledge involved in supporting Customer operation staff.

## **MAINTANENCE REQUIREMENT**

Customer is required to maintain the system in a clean and good ventilated environment. It is recommended that the system fan intake and out flow be kept clean to avoid dust clucking the ventilation. This is to assure the system maintains good cooling to avoid any failure from overheat.