

# Security and ITS Product 3-10 / 2-10 / 1-10 Global Limited Warranty



Congratulations! You are now the owner of a new FLIR world-class Security and Intelligent Transportation Systems (ITS) product (the "Product"). From the date the original end-user (the "Customer") purchases a new Product from FLIR Commercial Systems, Inc. or its affiliates ("FLIR") or from an authorized FLIR reseller (the "Purchase Date"), all Qualifying Products (see Section 2) purchased after February 1, 2012, and properly registered with FLIR within sixty (60) days of the Purchase Date (see Section 1) are eligible for extended warranty coverage under FLIR's industry-leading Security and ITS Product 3-10 / 2-10 / 1-10 Product Global Limited Warranty (the "Security/ITS Limited Warranty"), subject to the terms and conditions in this document. All other new Products and Qualifying Products not properly registered with FLIR are covered from the Purchase Date for the applicable Warranty Period (see Section 3).

PLEASE READ THIS DOCUMENT CAREFULLY; IT CONTAINS IMPORTANT INFORMATION ABOUT COVERAGE UNDER THIS LIMITED WARRANTY, CUSTOMER OBLIGATIONS, HOW TO ACTIVATE EXTENDED WARRANTY COVERAGE, AND OTHER IMPORTANT TERMS, CONDITIONS, EXCLUSIONS AND DISCLAIMERS.

**1. PRODUCT REGISTRATION.** To register a Product or Qualifying Product, visit <http://www.flir.com/cs/warranty/>. To qualify for extended warranty coverage, all Qualifying Products MUST be fully registered with FLIR by the Customer WITHIN SIXTY (60) DAYS of the Purchase Date.

**2. QUALIFYING PRODUCTS.** Upon registration (see Section 1), the following new Products belonging to the Customer that are purchased after February 1, 2011, qualify for extended warranty coverage of the components and/or thermal camera sensor (the "Sensor") (see Section 3): **SR-Series, F-Series, FC-Series, PT-Series, D-Series, PTZ-35x140 MS, SR-35x140 MS, PTZ-50 MS, and PTZ-35 MS** (the "Qualifying Products").

ALL PRODUCTS (INCLUDING QUALIFYING PRODUCTS) THAT ARE NOT REGISTERED WITH FLIR (see Section 1) WITHIN SIXTY (60) DAYS OF THE PURCHASE DATE ARE ONLY COVERED FOR THE STANDARD LIMITED WARRANTY PERIOD (see Section 3).

**3. APPLICABLE WARRANTY PERIODS.** The applicable Standard Limited Warranty Period (from the Purchase Date) or, for each Product that qualifies and that is properly registered (see Sections 1 and 2), the applicable Extended Limited Warranty Period (from the Purchase Date) is as follows:

Products	Standard Limited Warranty Period	Extended Limited Warranty Period
New SR-Series; F-Series and FC-Series:	<b>2 years</b> on components and the uncooled Sensor	<b>3 years</b> on components; <b>10 years</b> on the uncooled Sensor
New PT-Series and D-Series:	<b>1 year</b> on components and the uncooled Sensor	<b>2 years</b> on components; <b>10 years</b> on the uncooled Sensor
New PTZ-35x140 MS; SR-35x140 MS; PTZ-50 MS and PTZ-35 MS:	<b>1 year</b> on components and the uncooled Sensor	<b>1 year</b> on components; <b>10 years</b> on the uncooled Sensor
All other new Products:	<b>1 year</b> on components and the cooled or uncooled Sensor	None.

WHEN APPLICABLE, THE EXTENDED LIMITED WARRANTY PERIOD REPLACES, AND IS NOT IN ADDITION TO, THE STANDARD LIMITED WARRANTY PERIOD.

Any Product that is repaired or replaced under warranty is covered for one hundred eighty (180) days from the date of return shipment by FLIR or for the remaining duration of the applicable Warranty Period, whichever is longer.

**4. LIMITED WARRANTY.** In accordance with the terms and conditions of and except as excluded or disclaimed in this document, FLIR warrants, from the Purchase Date, that all new Products will conform to FLIR's published Product specifications and be free from defects in materials and workmanship during the applicable warranty period. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS WARRANTY, AT FLIR'S SOLE DISCRETION, IS THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS IN A MANNER, AND BY A SERVICE CENTER, AUTHORIZED BY FLIR. IF THIS

REMEDY IS ADJUDICATED TO BE INSUFFICIENT, FLIR SHALL REFUND CUSTOMER'S PAID PURCHASE PRICE AND HAVE NO OTHER OBLIGATION OR LIABILITY TO BUYER WHATSOEVER.

**5. WARRANTY EXCLUSIONS AND DISCLAIMERS.** FLIR MAKES NO OTHER WARRANTY OF ANY KIND WITH RESPECT TO THE PRODUCTS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF BUYER HAS NOTIFIED SELLER OF ITS INTENDED USE FOR THE PRODUCTS), AND NON-INFRINGEMENT. ROUTINE PRODUCT MAINTENANCE, SOFTWARE UPDATES, AND CALIBRATION ARE EXPRESSLY EXCLUDED FROM THIS WARRANTY.

FLIR FURTHER EXPRESSLY DISCLAIMS ANY WARRANTY COVERAGE WHERE THE ALLEGED NONCONFORMITY IS DUE TO NORMAL WEAR AND TEAR, ALTERATION, MODIFICATION, REPAIR, ATTEMPTED REPAIR, IMPROPER USE, IMPROPER MAINTENANCE, NEGLIGENCE, ABUSE, IMPROPER STORAGE, FAILURE TO FOLLOW ANY PRODUCT INSTRUCTIONS, DAMAGE (WHETHER CAUSED BY ACCIDENT OR OTHERWISE), OR ANY OTHER IMPROPER CARE OR HANDLING OF THE PRODUCTS CAUSED BY ANYONE OTHER THAN FLIR OR FLIR'S EXPRESSLY AUTHORIZED DESIGNEE.

THIS DOCUMENT CONTAINS THE ENTIRE WARRANTY AGREEMENT BETWEEN CUSTOMER AND FLIR AND SUPERSEDES ALL PRIOR WARRANTY NEGOTIATIONS, AGREEMENTS, PROMISES AND UNDERSTANDINGS BETWEEN CUSTOMER AND FLIR. THIS WARRANTY MAY NOT BE MODIFIED WITHOUT THE EXPRESS WRITTEN CONSENT OF FLIR.

THE APPLICABLE WARRANTY DOES NOT HAVE THE EFFECT OF EXCLUDING OR LIMITING A CUSTOMER'S STATUTORY RIGHTS OR CONSUMER GUARANTEES THAT CANNOT BE EXCLUDED OR LIMITED UNDER APPLICABLE STATUTE OR NATIONAL LEGISLATION. THIS WARRANTY COMPLIES WITH EU DIRECTIVE 1999/44/EC.

**6. WARRANTY RETURN, REPAIR AND REPLACEMENT.** To be eligible for warranty repair or replacement, Customer must notify FLIR within thirty (30) days of discovering of any apparent defect in materials or workmanship. Before Customer may return a Product for warranty service or repair, Customer must first obtain a returned material authorization (RMA) number from FLIR. To obtain the RMA number Owner must provide an original proof of purchase. For additional information, to notify FLIR of an apparent defect in materials or workmanship, or to request an RMA number, visit <http://www.flir.com/cs/warranty/>. Customer is solely responsible for complying with all RMA instructions provided by FLIR including but not limited to adequately packaging the Product for shipment to FLIR and for all packaging and shipping costs. FLIR will pay for returning to Customer any Product that FLIR repairs or replaces under warranty.

FLIR reserves the right to determine, in its sole discretion, whether a returned Product is covered under warranty. If FLIR determines that any returned Product is not covered under warranty or is otherwise excluded from warranty coverage, FLIR may charge Customer a reasonable handling fee and return the Product to Customer, at Customer's expense, or offer Customer the option of handling the Product as a non-warranty return.

**7. NON-WARRANTY RETURN.** Customer may request that FLIR evaluate and service or repair a Product not covered under warranty, which FLIR may agree to do in its sole discretion. Before Customer returns a Product for non-warranty evaluation and repair, Customer must contact FLIR by visiting <http://www.flir.com/cs/warranty/> to request an evaluation and obtain an RMA. Customer is solely responsible for complying with all RMA instructions provided by FLIR including but not limited to adequately packaging the Product for shipment to FLIR and for all packaging and shipping costs. Upon receipt of an authorized non-warranty return, FLIR will evaluate the Product and contact Customer regarding the feasibility of and the costs and fees associated with Customer's request. Customer shall be responsible for the reasonable cost of FLIR's evaluation, for the cost of any repairs or services authorized by Customer, and for the cost of repackaging and returning the Product to Customer.

Any non-warranty repair of a Product is warranted for one hundred eighty (180) days from the date of return shipment by FLIR to be free from defects in materials and workmanship only, subject to all of the limitations, exclusions and disclaimers in this document. **END OF DOCUMENT**