

# Wanco® Surveillance Products

## MANUFACTURER'S LIMITED WARRANTY

### Scope of Warranty

WANCO INCORPORATED (WANCO) warrants to the original purchaser (PURCHASER) that each product of its manufacture (PRODUCT) is covered by this warranty from the date of delivery if properly installed, serviced, and operated under normal conditions. Any part or parts thereof replaced during the base warranty period assumes the remainder of that warranty period or the parts warranty period, whichever is greater. The warranty coverage for the PRODUCT is continual from the original date of purchase and does not restart upon the replacement of any part or complete unit.

### Eligibility

To be eligible for warranty service, the PRODUCT or replacement part must have been purchased from an authorized WANCO distributor or dealer. This warranty applies to PURCHASER only and is not transferable. Proof of purchase is required.

### Coverage

Parts and service labor will be covered by WANCO for any failure that is proven to be a failure in material or workmanship under normal use during the applicable warranty period. This coverage is limited to parts and labor. The warranty for replacement parts is limited to direct replacement only with no allowance for freight or transportation charges.

Reimbursement of labor charges to replace a defective part within its warranty period will be limited only to authorized WANCO service centers and then only if the authorized service center installs the replacement part. Travel time and expenses are not covered, authorized, or reimbursed.

WANCO reserves the right to repair or replace any part, component, or assembly at its option. WANCO may request defective parts be returned for examination before the issuance of credit. Any item that is replaced under warranty becomes the property of WANCO.

### Purchaser's Responsibilities

The PURCHASER is responsible for maintaining the PRODUCT as described in the PRODUCT instruction manuals. WANCO recommends retaining all records and receipts regarding maintenance of PRODUCT.

The PURCHASER is required to take the PRODUCT to an authorized WANCO service center for repairs as soon as a problem exists. For warranty service, contact an authorized WANCO dealer or service center. To locate a dealer or service center, contact WANCO by calling 1-303-427-5700 or visiting [www.wanco.com](http://www.wanco.com).

When contacting a dealer, a service center, or WANCO, include a description of the problem as well as all return contact information such as address, phone number, fax number, and email address. PRODUCT serial number or VIN, and proof of purchase and registration are required.

### Exclusions

THIS WARRANTY SHALL NOT APPLY TO ANY WANCO PRODUCT OR PARTS THEREOF THAT MUST BE REPLACED BECAUSE OF NORMAL WEAR, THAT HAS BEEN SUBJECT TO ALTERATION, MISUSE, NEGLIGENCE, ACCIDENT OR COLLISION, NATURAL DISASTER OR ACTS OF NATURE, THAT HAS BEEN DAMAGED DUE TO SHIPPING, TRANSPORT OR HANDLING, FUEL OR ANY OTHER FLUID CONTAMINATION OR DEGRADATION, THAT HAS FAILED DUE TO MISAPPLICATION OR USE OF THE PRODUCT IN A MANNER INCONSISTENT WITH SUCH PRODUCT'S DESIGN OR INTENDED PURPOSE, OR THAT HAS BEEN SUBJECT TO ANY OTHER ACT, OMISSION OR CIRCUMSTANCE BEYOND WANCO'S REASONABLE CONTROL.

THIS WARRANTY DOES NOT EXTEND TO NORMAL MAINTENANCE ITEMS SUCH AS BELTS, HOSES, SPARK PLUGS, AND FILTERS PAST THE FIRST SCHEDULED REPLACEMENT OR SERVICE INTERVAL FOR THESE ITEMS, WHICHEVER COMES FIRST.

WANCO makes no warranties with respect to engines, batteries, battery chargers, axles, tires, or other component parts or accessories not manufactured by WANCO, same being subject only to such warranties, if any, as may be made by their respective manufacturers. Use on any PRODUCT of replacement parts other than WANCO-certified replacement parts purchased through WANCO or an authorized WANCO distributor or dealer shall void this warranty.

### Disclaimer of Consequential Damage and Limitation of Implied Warranties

WANCO DENIES ANY RESPONSIBILITY FOR LOSS OF TIME OR USE OF THE PRODUCT, TRANSPORTATION, COMMERCIAL LOSS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGE. ANY IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THIS WRITTEN LIMITED WARRANTY.

THIS WARRANTY, AND WANCO'S OBLIGATION HEREUNDER, IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and all other obligations or liabilities including special or consequential damages or contingent liabilities arising out of the failure of any product or part to operate properly. WANCO shall not be liable for any special, indirect, incidental, or consequential damages whether in contract, in tort, under any warranty, or otherwise beyond the warranty stated herein for PRODUCTS or parts.

No person is authorized to give any other warranty or to assume any additional obligation on WANCO's behalf unless made in writing and signed by an officer of WANCO. This warranty, dated January 2018, supersedes all prior and undated WANCO warranty statements for surveillance products, except statements authorized by WANCO in individual contracts.

### Length of Warranty

#### WANCO PVS-series surveillance products

.....1 years (12 months) or 2,000 hours of operation, whichever is earlier  
Cameras, sensing devices, recording devices, illuminators, auxiliary controller  
..... see *Mfr. Warranties and Exclusions*  
Engine, generator, solar panels, charger, inverter, batteries, axle, tires  
..... see *Mfr. Warranties and Exclusions*

#### WANCO remote-video monitoring systems

..... see *Wanco Traffic Safety Products* warranty

#### WANCO solar surveillance products

..... 2 years (24 months)  
Cameras, sensing devices, recording devices, illuminators, auxiliary controller  
..... see *Mfr. Warranties and Exclusions*  
Solar panels, charger, inverter, batteries, axles, tires . . . . see *Mfr. Warranties and Exclusions*

#### All other WANCO surveillance products.

..... 1 year (12 months) after delivery  
Cameras, sensing devices, recording devices, illuminators, auxiliary controller  
..... see *Mfr. Warranties and Exclusions*  
Engine, generator, solar panels, charger, inverter, batteries, axles, tires  
..... see *Mfr. Warranties and Exclusions*

#### Mfr. Warranties (provided by their respective manufacturers)

Solar panels . . . . . 20 years by manufacturer  
AC battery chargers, inverters . . . . . varies  
Batteries . . . . . 1 year by manufacturer, prorated  
Electric actuators. . . . . 1 year by manufacturer, prorated  
Cameras, sensing devices, recording devices, illuminators, auxiliary controller . . . . . varies  
Engines, generators, batteries, axles, tires, other components not specified . . . . . varies