

# WARRANTY PERIOD MATRIX

\*\*Effective November, 2020\*\*

For detailed terms and conditions applicable to March Networks product warranties, please refer to the March Networks Standard Terms and Conditions of Sale at: [www.marchnetworks.com/documents/terms-and-conditions-of-sale](http://www.marchnetworks.com/documents/terms-and-conditions-of-sale).

PRODUCT CATEGORY	WARRANTY PERIOD
<b>RECORDERS AND ACCESSORIES</b>	
8000, 9000 and X-Series Recorders (includes hard drives and docking station as part of finished good)	36 months
6700 Series Recorders (includes hard drives and docking station as part of finished good)	24 months
RideSafe Series Transit Recorders (includes caddy as part of finished good)	36 months
Hard Drives (when purchased separately)	36 months
Recorder Accessories (wall mount kit, tamper-proof enclosure and docking station)	12 months
Mobile Recorder Accessories (WiFi, GPS, accelerometer, etc.)	24 months
<b>SOFTWARE</b>	
<ul style="list-style-type: none"> <li>VMS Software</li> <li>Enterprise Management Software</li> <li>Analytics Software</li> <li>Vertical Software Applications</li> </ul>	90 days  Certain software requires software maintenance. Please refer to the price list or contact the March Networks account representative for details.
<b>VMS AND ENTERPRISE MANAGEMENT HARDWARE</b>	
*Command Servers	36 months manufacturer warranty and support fulfilled by the third-party supplier.
*Command Recording Server Video Storage	36 months manufacturer warranty and support fulfilled by the third-party supplier.
Keyboard	24 months
Command I/O Extension Board	12 months
<b>EDGE DEVICES</b>	
SE2, SE4, ME3, ME6 Series Cameras	60 months
ME4 Discreet IR Dome (P/N 33208-101)	60 months
Analog and IP cameras not listed above (including PTZs)	36 months
*360 and 180 Degree IP Cameras	60 months manufacturer warranty and support fulfilled by the third-party supplier.
Mobile IP and Analog Cameras (installed in or on a vehicle)	36 months
Encoders	36 months
*Analytics Sensors	36 months manufacturer warranty and support fulfilled by the third party supplier.
Edge Device Accessories (e.g., mounts, brackets, power supplies, etc.)	12 months
<b>REPAIRED, REFURBISHED, REPLACED PRODUCTS</b>	
Hardware Products listed above (excluding Third-Party Products)	90 days or the remainder of the original warranty period, whichever is greater.
<b>SaaS</b>	
Searchlight for Retail	Software delivered as a service has different warranty terms as set out in the applicable Terms of Service.
<b>THIRD-PARTY PRODUCTS (Products that are not designed, manufactured or branded by March Networks)</b>	
Products listed in this table and identified with “*” are Third-Party products.	Third-party suppliers may carry their own product warranty; March Networks shall pass through to Customer any such warranties to the extent authorized.

All warranty periods commence on date of shipment by March Networks. These limited hardware warranties do not apply to expendable or consumable parts.

**Out of Box Failures:** Products that fail within 30 days of shipment will be replaced in accordance with the March Networks RMA policy in effect on the date of shipment.

**Extended Warranties** are available for certain products. Please contact your March Networks representative for further details. Please contact your March Networks representative for warranty information on any items not mentioned within this document.