

TAROPA
TECHNOLOGIES



Warranties

Product Category	Product Type	Warranty Period
General Storage	DVR/ NVS/ ATM/Recording & Broadcasting	36 months
Mobile Portable Terminal	Mobile Portable Terminal	12 months, of which Data Collection Station have a warranty period of 24 months
IP Storage	EVS/ESS/ IVSS/IVD	60 months
HDCVI Recorders	HCVR	60 months for WizSense Series (4/8 Sata only) & 36 months for Other series (Except HDD ,fan, battery, power supply)
Network Recorders	NVR	60 months for WizMind Series, Ultra Series (Except HDD, Fan, battery, power supply). 36 months for NVR1 Series, NVR2 Series, NVR4 Series, NVR5 Series (2/4-sata) (Except HDD, fan, battery, power supply)
Storage Medium	HDD	36 months for Surveillance HDD, 60 months for Enterprise HDD Notwithstanding the foregoing, the warranty services of HDD shall be subject to the HDD manufactures' RMA policy
Storage Medium	SSD	60 months for 500G and above capacity of C800A series, 36 months for the rest
Storage Medium	PSSD	36 months
Storage Medium	Memory Card	24 months, of which C100 series have a warranty period of 84 months and N100 series have a warranty period of 36 months
Storage Medium	USB flash drives	60 months
Storage Medium	DRAM	Lifetime warranty
Network Cameras	Network Camera / Wi-Fi Camera / IOT Camera	60 months for IPC WizMind 5 Series, WizMind 7 Series, WizMind 8 Series, WizMind Panoramic Series, WizMind Special Series, Pro 5 Series, Panoramic Series, Special Series 36 months for IPC 1 Series, 2 Series, 3 Series, 4 Series and Wi-Fi Series
Analog Cameras	Analog Camera	36 months
HDCVI Cameras	HDCVI Camera	60 months for Pro Series, Panorama Series and Micro-size Series 36 months for HAC-1 Series
Thermal Cameras	Thermal Security Camera	TPC-DF1XXX/TPC-BF1XXX/TPCBF2XXX/ TPC-BF4XXX/TPC-BF5XXX / TPC-AEBF5XXX eyeball or bullet cameras with 36 months, of which wearing parts separately have a warranty period of 36 months. List of wearing parts: fan, lens motor, lens potentiometer, thermal imaging core shutter, lens limit switch, thermal lens protecting window, lens coating (thermal lens and visible lens). TPC-SD2XXX / TPC-SD4XXX/TPCSD5XXX / TPC 8 series with 36 months of which wearing parts separately have a warranty period of 12 months. List of wearing parts: PTZ unit, conductive slip ring, motor, timing belt, oil seal, wiper, fan, lens motor, lens potentiometer, thermal imaging core shutter, lens limit switch, thermal lens protecting window, lens coating (thermal lens and visible lens), laser range finder and laser illuminator.

Thermal Cameras	Thermal Commercial Vision Camera	<p>TPC-NYX thermal camera modules with 12 Months. TPC-M/R/C/A/R series and other monocular or binocular cameras with 36 months, of which wearing parts separately have a warranty period of 24 months. List of wearing parts: thermal core shutter, laser range finder, laser pointer, thermal motorised lens. Especially, the rechargeable battery has a warranty period of 12 Months</p> <p>TPC-Hlxx series and other handheld thermography cameras with 36 months of which wearing parts separately have a warranty period of 24 months. List of wearing parts: thermal core shutter, laser range finder, laser pointer and thermal motorised lens. Especially, the rechargeable battery has a warranty period of 12 months</p>
Thermal	Thermal Temperature	<p>Camera TPC-BF5XXX/ TPC-BF3XXX/ TPCBF2XXX series with 24 months, of which wearing parts separately have a warranty period of 12 months. List of wearing parts: thermal core shutter, thermal lens and thermal lens protecting the window</p> <p>Camera TPC-DF1XXX/TPC-BF1XXX/ TPCHT2XXX series with 12 months</p> <p>Blackbody JQ-D70Z/ TPC-HBB series with 12 months</p>
Cameras	Monitoring Camera	Transmission Network Transmission/Cyber Security 36 months
Transmission	Network Transmission/Cyber Security	<p>36 months of which the wireless series have a warranty period of 24 months</p> <p>60 months: Industrial PoE Switch; FS5428-24GTandPFS5936-24GF8GT4XF Model in the Aggregation Switch (Except Fan and power supply)</p>
Accessory	Cabling/Detector/Camera accessory/Power	<p>36 months:</p> <p>Camera mount/lenses/housings/testers/video extension/cabinets/radar series</p> <p>24 months: CVI accessories/power supplies/UPS/solar power series</p> <p>12 months: Surge protector/distribution box/batteries series</p> <p>120 months: cables</p>
PTZ Cameras	Explosion-proof System/Anti-corrosion Cameras/Network PTZ Camera/Positioning System/HSCVI PTZ Camera	<p>60 months: WizMind Series, Ultra Series, Positioning System, Anti Corrosion Cameras and Explosion-Proof Cameras (except EPC-PTZ)</p> <p>36 months: WizSense Series, Pro Series, Lite Series, HDCVI PTZ Cameras and DHOP Series of which wearing parts separately have a warranty period of 12 months. List of wearing parts: coaxial cable, conductive slip ring, motor, belt, wiper, fan, lens motor, laser, horn, buzzer, protective window coating, anticorrosive coating and adapter.</p>
Traffic	Parking/Signal Controller/Traffic Accessory/ITC	<p>36 months: Road intelligent traffic cameras/Speed measuring system/Geomagnetic/Access ANPR cameras (Except algorithm customization and function customization requires a customization fee)</p> <p>24 months: Edge Storage/Traffic signal controller/Spot detection cameras (Except algorithm customization and function customization requires a customization fee)</p> <p>12 months: Gateway/Traffic signal light/Radar/Supplement Light/Lens/Accessory/LED Screen/Cabinet/Detection and control equipment/Barrier/Automatic Terminal</p> <p>3 months: Springs, keys, and remote control for barrier (non-human damage)</p>

Intelligent Buildings Alarm	Access Control/Alarm/Video Door Phone/Control Panel/Field Surveillance Unit/Wired Detector Wireless Detector/IoT Sensor Wired Accessory/Wireless Accessory/Emergency Phone Tower	24 months, of which wired accessories and wired detectors have a warranty period of 12 months. Accessories (except keypads and expansion modules) and IoT sensors have a warranty period of 12 months
Central Products	Display Control/Video Decoder/Keyboard/Central Control	24 months, of which keyboards have a warranty period of 12 months, while matrix have a warranty period of 36 months
Interactive Flat Panel	Interactive Flat Panel	60 months
Display & Control products	Monitor/Project type LED Display/Channel type LED Display/LCD video wall/Digital Signage/Control	Monitor: 36 months. 60 months (only for DHI-LM24/27/32-P301A) Project type LED Display: 36 months Channel type LED Display: 36 months LCD video wall: 36 months Digital Signage: 36 months Control: Control series has a warranty period of 24 months while keyboards have a warranty period of 12 months Note: For all display & control products above sold from 01/01/2023
BIG DATA Cloud Value Added Service	Private Cloud	60 months
BIG DATA Cloud Value Added Service	Public Cloud	Hardware: 60 months Software: 60 months
IVS	Intelligent Server	60 months
Fire Control	Smart Fire Control	60 months: Smoke Alarm Carbon Monoxide Alarm 36 months: AI-Fire Smoke Sensing Network Camera Gas alarm Note: <ol style="list-style-type: none"> 1. The battery life is determined according to the actual usage, which is NOT within the scope of the product warranty. 2. Malfunction not caused by the equipment itself is NOT within the scope of product warranty, including long-term use of the smoke chamber, leading to false alarms and malfunction There has been a real smoke alarm during usage, which needs to be repaired, cleaned, and replaced
Fire Control	Fire fighting robot	12 months
Dahua Automotive Technology	Auto-outsourcing/ Auto-camera/Auto-Radar/ Auto-Mobile/Auto-OEM/Auto-Software	Auto-Outsourcing: 12 months Auto-Camera: 24 months Auto-Radar: 36 months Auto Mobile: Main device 36 months, Accessory 12 months Auto-OEM: 36 months Auto-Software: 36 months (note: customized software version 12 months)
Drone	Drone	12 months, of which batteries and pastes are not covered by warranty.
Internet	NULL	12 months

Security Inspection	AI Security screening server ISC-S series, Machine Security Screening, Security ISC-M series, Walk-through metal detector ISC-D series, Handheld metal detector ISC-H series	24 months, 12 months for ISC-D1XXL series
Security Inspection	AM Electronic Article Surveillance (EAS) System, ISC-EA series (Antenna), ISCED series (Deactivator)	24 months
Security Inspection	Under Vehicle Surveillance Series DHI-XIS-CXXX, Series Hydraulic Bollard Series DHI- ISC-ZXXXX Series	12 months