

## MAXPRO® NVR Advance Replacement Program

Honeywell is committed to offering the best quality products and services in support of our customers. In the event of a product failure, Honeywell offers a **FREE** Advance Replacement Program for MAXPRO NVR. This program provides quick resolution to product failures and minimizes downtime. Note: Advance replacements are only available for *In Warranty* MAXPRO NVRs.

### Program Outline:

- You call Honeywell.
- After troubleshooting, it is determined if your unit is in warranty, defective, needs replacement, and is eligible for the Advance Replacement Program.
- We ship a replacement unit to you along with a prepaid return shipping label.
- We invoice you for the replacement unit.
- You ship your defective unit to Honeywell using prepaid shipping label provided.
- Once your unit is examined, we credit your account for the replacement unit amount unless it is determined the problem was caused by human error or anything else that would void the warranty. We will then advise of the charges.

### Program Details:

- How do I get started?
  - To take advantage of the Advance Replacement Program, please contact Honeywell Technical Support at (800) 323-4576, Option 2. Advise you have a MAXPRO NVR that is having problems. Once Technical Support confirms the issue, they will issue a tech RA number. You will then be transferred to Customer Service. Ask for the Advance Replacement program.
- What Information is needed when I call?
  - Purchase order number to ship the replacement unit.
  - Part number, Serial number, and tech RA number of defective unit being returned. If you have purchased additional storage after the original NVR was purchased, you must advise us and provide a copy of the invoice.
  - Detailed problem description of defective unit being returned.
- What does Honeywell do with the information given above?
  - We ship a replacement unit (for SE, PE units - without storage hard drives) to you overnight.
  - You are invoiced for the replacement unit.
  - We give you a Return Authorization for Credit (RAC) for defective unit. This number must be marked on the box when returning unit.
- How soon will my replacement unit ship?
  - Within 72 hours for RAID (PE) units and 48 hours for non-RAID (XE, SE) units of receiving the purchase order.
- How long do I have to return the defective unit?
  - The defective unit must be returned (for SE, PE units - without storage hard drives) using the prepaid shipping label provided within 10 days of being invoiced.
  - Reference the RAC number on the box(es) when shipping defective unit back to Honeywell
- What happens once the defective unit is received by Honeywell?
  - The unit is examined. We will credit your account for the replacement unit amount unless the problem was caused by something that voided the warranty. We will then advise what the charges will be.

### Additional Notes Regarding the Program:

- You must have an Advance Replacement account directly with Honeywell Video Systems in order to obtain an Advance Replacement unit. To get your Advance Replacement account set up, please contact Customer Service at (800) 323-4576, Option 1.
- The MAXPRO NVR Advance Replacement Program does not allow you to recover stored images on your hard drive. The hard drive(s) on the defective unit shipped back by you will be wiped clean. For the SE, PE units, it is recommended to take out all the removable storage hard drives before shipping the defective unit. The hard drives can be used on the replacement unit and if you need stored images back, please inform Technical Support. Please note, depending on the failure, retrieving stored images with the hard drives inserted into the replacement unit cannot be guaranteed.
- The warranty on the replacement unit shipped to you is the balance of the warranty remaining on the unit returned by you or 6 months, whichever is longer.
- Credit will not be issued if you do not return the defective unit to Honeywell within 10 days of being invoiced.
- Failure to reference the RAC number will result in the box(es) being refused at the Honeywell Video Systems' Shipping dock. These boxes will be returned to you at your expense and credit will not be processed.
- Occasional circumstances such as product availability, physical inventory or holiday shutdowns, may prolong shipping schedules. Customer Service will advise you in advance if such situations exist.