

Wesco Anixter Security Warranty & RMA Reference Guide

Brand	Category	Warranty Period	RMA Process
AXIS Communications	Surveillance	3 years <ul style="list-style-type: none"> Accessories & spare parts Body worn cameras 5 years <ul style="list-style-type: none"> Cameras Readers Camera Stations Speakers Video decoders 	Integrators must contact AXIS directly for all warranty claims. Sign in with My Axis South Asia Pacific Axis Communications
Hanwha Techwin	Surveillance	5 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Bosch	Surveillance	5 years	Integrators must contact Bosch directly for all warranty claims. Contact Us Return Material Authorisation KEENFINITY Group Australia & NZ

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Dell	Surveillance	3 years <ul style="list-style-type: none"> ProSupport and Next Business Day Onsite Service 	Units covered with Pro Support must be claimed directly through Dell by the Integrator. Any items without Pro Support must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
OpenEye	Surveillance	2 years <ul style="list-style-type: none"> PTZ moterised pan/tilt cameras 5 years <ul style="list-style-type: none"> Recorders Fixed cameras Non-PTZ repositionable moterised cameras All products have a 1-year advanced replacement warranty	Integrators must contact Open Eye directly for all warranty claims. OpenEye Remote Support
Inner Range Video (Sunell)	Surveillance	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
AccessFlow	Surveillance	1 year <ul style="list-style-type: none"> Apple iPad 2 Years <ul style="list-style-type: none"> Samsung Galaxy Tablet All hardware comes from a 3 rd party manufacturer. The warranty period depends on the manufacturer.	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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Hikvision	Surveillance	<p>1 year</p> <ul style="list-style-type: none"> • LED and DLP monitors • UPS battery • Consumer dash cameras <p>2 years</p> <ul style="list-style-type: none"> • Solar-powered cameras • Thermal imaging black body • Monitors LCD • Digital signage • Controller – integrated platform and keyboards • UPS • Mobile DVR, NVR, Cameras and accessories • Industry dash cameras <p>3 years</p> <ul style="list-style-type: none"> • HiLook • IPC wireless, 1 series, 2 series, 3x1, 3x7GxE series • Zoom camera/zoom camera modules • Mini PTZ Series Speed Dome (DE3 3inch &DE2 2inch &DE1 1inch), AE/DE Series Speed Dome, DY3/DY5 Series PTZ Positioner • NVR 7 series, eNVR • eNVR • Interactive displays • Conference camera • Monitor • Decoders, Video wall controllers, Switches • Wireless bridge, wireless routers, APAC • Blazer server • Servers – DeepinMind, VMS and General Purpose • Seagate hard drives 	<p>All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.</p>

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Hikvision (continued)	Surveillance	5 years <ul style="list-style-type: none"> • IPC 3xx3, 3xx5, 3xx6, 3xx7,6, 7 & 8 series • AF/DF Series Speed Dome, DY7/DY9/DYH Series PTZ Positioner, Anti-corrosion / Anti-explosion • Security thermal and thermography cameras • NVR 8/9 series, I series Acusence, DeepinMind • Network storage – hybrid SAN, Cluster storage 10 years <ul style="list-style-type: none"> • Thermal uncooled microbolometer detector 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
2N Intercom (AXIS)	Intercom	5 years <ul style="list-style-type: none"> • All products 6 months <ul style="list-style-type: none"> • Batteries 	Integrators must contact AXIS directly for all warranty claims. Sign in with My Axis South Asia Pacific Axis Communications
Aiphone	Intercom	5 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Hikvision	Intercom	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Salto Systems	Locks	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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LOX Locking	Locks	<p>1 year</p> <ul style="list-style-type: none"> Drop bolts <p>2 years</p> <ul style="list-style-type: none"> SH2500 Door hold open magnets <p>5 years</p> <ul style="list-style-type: none"> Electric strikes Mechanical magnetic lock (1 year for electronic components) <p>LifeTime</p> <ul style="list-style-type: none"> Electro magnetic strikes 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Assa Abloy	Locks	<p>5 years</p> <ul style="list-style-type: none"> Padde Trimec <p>10 years</p> <ul style="list-style-type: none"> Assa Abloy <p>25 years</p> <ul style="list-style-type: none"> Lockwood 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Allegion FSH	Locks	<p>1 year</p> <ul style="list-style-type: none"> FES7 <p>2 years</p> <ul style="list-style-type: none"> FES110 FES112 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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Allegion FSH (continued)	Locks	<p>5 years</p> <ul style="list-style-type: none"> • FES10 series • FES15 series • FES20 series • FES90M-P • FEM4300 series • FEM6600 series • FSS1 series • R40 • VE1260 • HL1260 <p>10 years mechanical parts (1 year for electronic parts)</p> <ul style="list-style-type: none"> • FEL990 • FEL990M 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Dormakaba	Locks	<p>Unless noted below items have a 10 year mechanical warranty.</p> <p>1 year</p> <ul style="list-style-type: none"> • Electric and digital locks (electronic components) • Labor on automatic operators from installation/commissioning by Dormakaba technician or authorized representative • Powder coated finishes – except for leading edges which have no warranty • Electroplated finishes <p>2 years</p> <ul style="list-style-type: none"> • Hinges • Safe locks • Entrance control access systems • Interior glass systems (mechanical products) • Push button locks • Automatic operators 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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Dormakaba (continued)	Locks	<p>5 years</p> <ul style="list-style-type: none"> • Electric strikes <p>10 years</p> <ul style="list-style-type: none"> • Motor and gearbox of the EL301 and AL401 automatic operator when serviced according to AS5007 • PVD (Physical Vapor Deposition) finished products <p>No Warranty</p> <ul style="list-style-type: none"> • Batteries for electric mortice or digital door locks • Plated Finishes (black chrome, satin chrome, polished chrome, oiled nickel, bronze and polished bronze) – no warranty provided to these soft finishes as deterioration is anticipated under some climatic conditions 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Inner Range	Access Control	<p>2 years</p> <ul style="list-style-type: none"> • Multipath T4000 and Concept <p>3 years</p> <ul style="list-style-type: none"> • Integriti • Infiniti • Inception <p>5 years</p> <ul style="list-style-type: none"> • FE900 <p>LifeTime Warranty</p> <ul style="list-style-type: none"> • SIFER 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
X2 - Shenzhen Camel Security CO LTD - X2 Accessories	Access Control	<p>3 years</p>	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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Rosslare	Access Control	2 years <ul style="list-style-type: none"> • Power supplies 5 years <ul style="list-style-type: none"> • Readers LifeTime warranty <ul style="list-style-type: none"> • Piezo buttons 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
HID	Access Control	1 year <ul style="list-style-type: none"> • Omnikey readers 18 months <ul style="list-style-type: none"> • Biometric LifeTime warranty <ul style="list-style-type: none"> • Readers • Credentials 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Hikvision	Access Control	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Idemia	Access Control	TBA	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Gianni Industries	Access Control	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

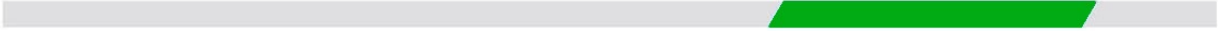
Brand	Category	Warranty Period	RMA Process
Suprema	Access Control	6 months <ul style="list-style-type: none"> • Accessories 1 year <ul style="list-style-type: none"> • Controllers • Devices • Modules • Scanners 	Integrators must complete the Suprema RMA form prior to returning items to the branch. Branches will then coordinate the RMA process with Suprema.
Bosch	Detectors & Sensors	5 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Hikvision	Alarms	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Inovonics	Detectors & Sensors	1 year <ul style="list-style-type: none"> • Software 3 years <ul style="list-style-type: none"> • Hardware 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Paradox	Intrusion & Alarm	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Triton Sensors	Detectors & Sensors	10 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
X2 - Anvox (HK) Co., Limited - X2 Accessories (Intrusion)	Intrusion & Alarms	2 years <ul style="list-style-type: none"> • X2-SIREN-001 • X2-SIREN-002 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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Talius	Smart Healthcare	1 year	The requestor (Integrator or distributor) must complete the Talius RMA Form and submit it to support@talius.com.au .
X2 Cable	Cable	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
X2 Rack	IT & Accessories	2 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Tactical Power	Power	2 years <ul style="list-style-type: none"> All products imported by Tactical Power Products (TPP) and sold in Australia 3 years <ul style="list-style-type: none"> All products manufactured in Australia by Tactical Power Products (TPP) and sold in Australia 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Powershield	Power	2 years Centurion and Commander series have free upgrade to 3 year warranty upon registration - https://powershield.com.au/support-menu/3-year-warranty/	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Powerstack	Power	10 year (from date of shipment) limited warranty Applies to the PowerStack extrusion and included batteries, provided they are installed and maintained in adherence to PowerStack documentation	Integrator must contact Powerstack directly for all warranty claims. info.au@powerstack.energy

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Siemon	Cable	<p>1 year</p> <ul style="list-style-type: none"> Repair or replace warranty on Tools, Testers, MapIT active componentry and Cabinet Fan Kits Repair or replace warranty on High Speed Interconnect Cable Assembly Repair or replace warranty on ValuLight Fiber Patch Cords <p>Repair or replace warranty on DataKeep Cabinets and Cabinet Accessories, ERA and ME only</p> <p>3 years</p> <ul style="list-style-type: none"> Repair or replace warranty on Power Distribution Units (PDUs) <p>5 years</p> <ul style="list-style-type: none"> Repair or replace warranty for all other Siemon Products when not installed in a certified Siemon Cabling System® <p>20 years</p> <ul style="list-style-type: none"> Siemon ValuLight™ <p>25 years</p> <ul style="list-style-type: none"> Premium Siemon Cabling System® (Solution 5e™, System 5e™, Premium 5e™, Solution 6™, System 6SM, Premium 6SM, UltraMAX™ 6A, Z-MAX® 6A, TERA™, LightSystemSM, XGLO®) warranty covering products, performance and applications assurance for cabling systems designed and installed by Siemon Certified Installers in a registered cabling system using Siemon connecting hardware and qualified cable 	<p>Integrator must contact Siemon directly for all warranty claims.</p> <p>Siemon Contact Us</p>
PSS Racks and UPS	Power	<p>2 years</p> <ul style="list-style-type: none"> Fans, patch panels, digital temp units, PDU outlets <p>5 years</p> <ul style="list-style-type: none"> Racks <p>Onsite and extended warranty are available.</p>	<p>All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.</p>

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Mitsumaru	IT & Accessories	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Olympic Batteries	Power	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Leader	IT & Accessories	TBA	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Synnex	IT & Accessories	TBA	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Exico Connector (EQL)	IT & Accessories	12 months	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Honeywell Fire	Fire Accessories	12, 24 or 36 months	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
TP-Link	Networking	3 years <ul style="list-style-type: none"> • Home networking • Solar power systems 5 years <ul style="list-style-type: none"> • Business networking – Omada and Festa 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.

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Planet	Networking	<p>1 year</p> <ul style="list-style-type: none"> • Accessories • Batteries <p>2 years</p> <ul style="list-style-type: none"> • Internal power supplies • External power adapters <p>3 years</p> <ul style="list-style-type: none"> • Non-extended temp fiber transceiver • Power over ethernet • Commercial ethernet switch • Media conversion • Din-rail power supply • Internal power supply for industrial ethernet <p>5 years</p> <ul style="list-style-type: none"> • Industrial ethernet • Extended temp fiber transceiver • Industrial flat-type ethernet 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Aetek	Networking	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.
Ubiquiti – Streakwave	Wireless & Networking	2 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.



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Takex	Detectors & Sensors	2 years <ul style="list-style-type: none"> • Industrial automation sensors • Tower enclosures • Accessory items 5 years <ul style="list-style-type: none"> • Security Sensors 	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.