

Wesco Anixter Security Warranty & RMA Reference Guide

Brand	Category	Warranty Period	RMA Process	Advanced Replacement Offered
AXIS Communications	Surveillance	3 years - Accessories & spare parts - Body worn cameras 5 years - 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	No
Hanwha Techwin	Surveillance	5 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Bosch	Surveillance	5 years	Integrators must contact Bosch Directly for all CCTV warranty claims. Bosch will advise the integrator if the item needs to be returned to their local branch. technicalsupport.au@iqsight.com IQSIGHT Support	No

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Dell	Surveillance	3 years 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.	No
OpenEye	Surveillance	2 years - PTZ motorised pan/tilt cameras 5 years - Recorders - Fixed cameras - Non-PTZ repositionable motorised cameras All products have a 1-year advanced replacement warranty	Integrators must contact Open Eye directly for all warranty claims. OpenEye Remote Support	No
Inner Range Video (Sunell)	Surveillance	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
AccessFlow	Surveillance	1 year Apple iPad 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.	No

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Hikvision	Surveillance	1 year - LED and DLP monitors - UPS battery - Consumer dash cameras 2 years - Battery for 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 3 years - HiLook - IPC wireless, 1 series, 2 series, 3xx1, 3xx7GxE 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	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Contact your local branch for confirmation on your items Advanced Replacement policy

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Hikvision (continued)	Surveillance	5 years - 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 - Thermal uncooled microbolometer detector	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Please contact your local branch for confirmation on your items Advanced Replacement policy
2N Intercom (AXIS)	Intercom	5 years - All products 6 months - Batteries	Integrators must contact AXIS directly for all warranty claims. Sign in with My Axis South Asia Pacific Axis Communications	No
Aiphone	Intercom	5 years	Warranty items are subject to testing or supplier RMA assessment through your local branch. These items are repair-only.	No
Hikvision	Intercom	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Salto Systems	Locks	1 year	Warranty items are subject to testing or supplier RMA assessment through your local branch. These items are repair-only.	No

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LOX Locking	Locks	1 year - Drop bolts 2 years - SH2500 - Door hold open magnets 5 years - Electric strikes - Mechanical magnetic lock (1 year for electronic components) LifeTime - 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.	No
Assa Abloy	Locks	5 years - Padde - Trimec 10 years - Assa Abloy 25 years - 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.	No
Allegion FSH	Locks	1 year - FES7 2 years - 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.	No

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Allegion FSH (continued)	Locks	5 years - FES10 series - FES15 series - FES20 series - FES90M-P - FEM4300 series - FEM6600 series - FSS1 series - R40 - VE1260 - HL1260 10 years mechanical parts (1 year for electronic parts) - 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.	No
Dormakaba	Locks	Unless noted below items have a 10 year mechanical warranty. 1 year - 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 2 years - 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.	No

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Dormakaba (continued)	Locks	5 years - Electric strikes 10 years - Motor and gearbox of the EL301 and AL401 automatic operator when serviced according to AS5007 - PVD (Physical Vapor Deposition) finished products No Warranty - 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.	No
Inner Range	Access Control	2 years - Multipath T4000 and Concept 3 years - Integriti - Infiniti - Inception 5 years - FE900 LifeTime Warranty - SIFER	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
X2 Accessories- Shenzhen Camel Security CO LTD	Access Control	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes

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Rosslare	Access Control	2 years - Power supplies 5 years - Readers LifeTime warranty - Piezo buttons	Warranty items are subject to testing or supplier RMA assessment through your local branch. These items are subject to overseas assessment. Extended turnaround times may apply.	No
HID	Access Control	1 year - Omnikey readers 18 months - Biometric LifeTime warranty - Readers - Credentials	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Hikvision	Access Control	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Idemia	Access Control	Contact your local branch for more information	IDEMIA provides a 12-month support period when a valid technical support/subscription licence has been purchased; in these cases, the Integrator should contact IDEMIA Support directly as the first point of call. If no technical support/subscription is in place, Integrator is to contact their local branch. support.bioterminals.in@idemia.com	No
Gianni Industries	Access Control	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes

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Suprema	Access Control	6 months - Accessories 1 year - 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.	No
Bosch (Radionix)	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.	No
Hikvision	Alarms	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Inovonics	Detectors & Sensors	1 year - Software 3 years - Hardware	Warranty items are subject to testing or supplier RMA assessment through your local branch. These items are subject to overseas assessment. Extended turnaround times may apply.	No
Paradox	Intrusion & Alarm	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
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.	No
X2 - Anvox (HK) Co., Limited - X2 Accessories (Intrusion)	Intrusion & Alarms	2 years - X2-SIREN-001 - X2-SIREN-002	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes

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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 .	No
X2 Cable	Cable	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
X2 Rack	IT & Accessories	2 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Tactical Power	Power	2 years - All products imported by Tactical Power Products (TPP) and sold in Australia 3 years - 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.	No
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.	No
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	No

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Siemon	Cable	1 year - 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 Repair or replace warranty on DataKeep Cabinets and Cabinet Accessories, ERA and ME only 3 years - Repair or replace warranty on Power Distribution Units (PDUs) 5 years - Repair or replace warranty for all other Siemon Products when not installed in a certified Siemon Cabling System® 20 years - Siemon ValuLight™ 25 years - 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	Integrator must contact Siemon directly for all warranty claims. Siemon Contact Us	No

Brand	Category	Warranty Period	RMA Process	
PSS Racks and UPS	Power	2 years - Fans, patch panels, digital temp units, PDU outlets 5 years - Racks Onsite and extended warranty are available.	All warranty items must be returned to your local branch for testing or supplier RMA assessment before a credit or replacement can be issued.	No
Mitsumaru	IT & Accessories	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
Olympic Batteries	Power	1 year	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes
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.	No
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.	No
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.	No
Honeywell Fire	Fire Accessories	12, 24 or 36 months	Integrator must contact Honeywell Technical Support directly for all warranty claims. Honeywell Technical Support Contact Details 1800 220 345 HBTPacificFireSupport@honeywell.com	No

Brand	Category	Warranty Period	RMA Process	
TP-Link	Networking	3 years - Home networking - Solar power systems 5 years - 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.	No
Planet	Networking	1 year - Accessories - Batteries 2 years - Internal power supplies - External power adapters 3 years - Non-extended temp fiber transceiver - Power over ethernet - Commercial ethernet switch - Media conversion - Din-rail power supply - Internal power supply for industrial ethernet 5 years - Industrial ethernet - Extended temp fiber transceiver - Industrial flat-type ethernet	Warranty items are subject to testing or supplier RMA assessment through your local branch. These items are repair-only and are repaired overseas. Extended turnaround times may apply.	No
Aetek	Networking	3 years	All warranty items must be returned to your local branch for testing or supplier RMA assessment.	Yes

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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.	No
Takex	Detectors & Sensors	2 years - Industrial automation sensors - Tower enclosures - Accessory items 5 years - 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.	No