

WARRANTY POLICY

Applicable from July 1st, 2017

1. Warranty

Products which are regarded inferior by OPTEx, shall be replaced with new products according to this Warranty Policy. However, the warranty shall not be applied in the case of misuse, improper installation or maintenance, negligence, accidents or disjoints at customer side.

2. Products under this Warranty Policy

This Warranty Policy covers the products shown in "REFERENCE SHEET".

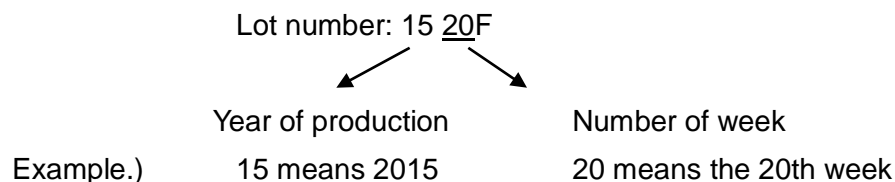
3. Warranty Period

Original Warranty Period is as shown in "REFERENCE SHEET". Extra period shall be added to cover stocking and transportation period from the date of manufacturing to the date of return received at OPTEx. Therefore, the Warranty Period shall be "Original Period + 12 months" from the month of Manufacturing.

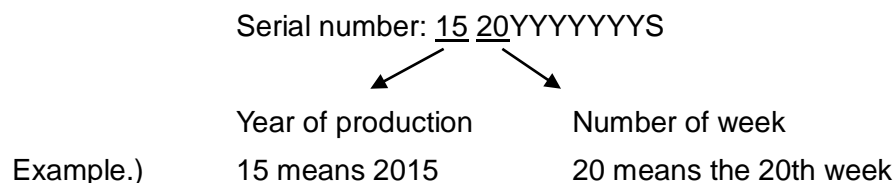
General rule of the week of production for OPTEx products

The production date of each product is shown as Lot No. on each product or serial number on Redscan series. Please refer to the following examples;

In case of manufacturing on the twentieth week of 2015



Redscan series



4. Replacement for Return Products

a. Return within Warranty Period

Products shall be replaced with new ones - the same or equivalent model - free of charge.

Occasionally, products may be repaired instead of replacement.

b. Return Out of Warranty

Products cannot be replaced in each and every instance. Please do not return the Out of Warranty goods to us. An additional charge may be obtained if it is exceeding the warranty.

5. Replacement Shipment & Charges

Freight cost to have returned units shall be paid by customer.

After our inspection of the return products, replacement will be made in the next available consignment of regular shipment.

All faulty products which need to be returned to following place details below.

REFERENCE SHEET

<Warranty Period >

1. Indoor Detectors

- EX series – 5 years
- RX series – 5 years
- FX series – 5 years
- CX series – 5 years
- OML series – 5 years
- FX-360 series – 5 years
- SX-360 series – 5 years
- RXC series – 5 years
- MX series – 5 years
- DX series – 5 years
- OML series – 5 years
- CDX series – 5 years
- FMX series – 5 years

2. Outdoor Detector

- LX series – 1 year
- VX series – 2 years
- BX series – 2 years
- HX series – 2 years
- FTN series – 2 years
- VXI series – 2 years
- SIP series – 2 years
- VXS series – 5 years

3. Active Beam

- BX-100Plus – 5 years
- AX series – 5 years
- SL series – 5 years
- RBM series – 2 years
- Rednet series – 1 years

4. Laser Scan Detector

- RLS series – 2 years

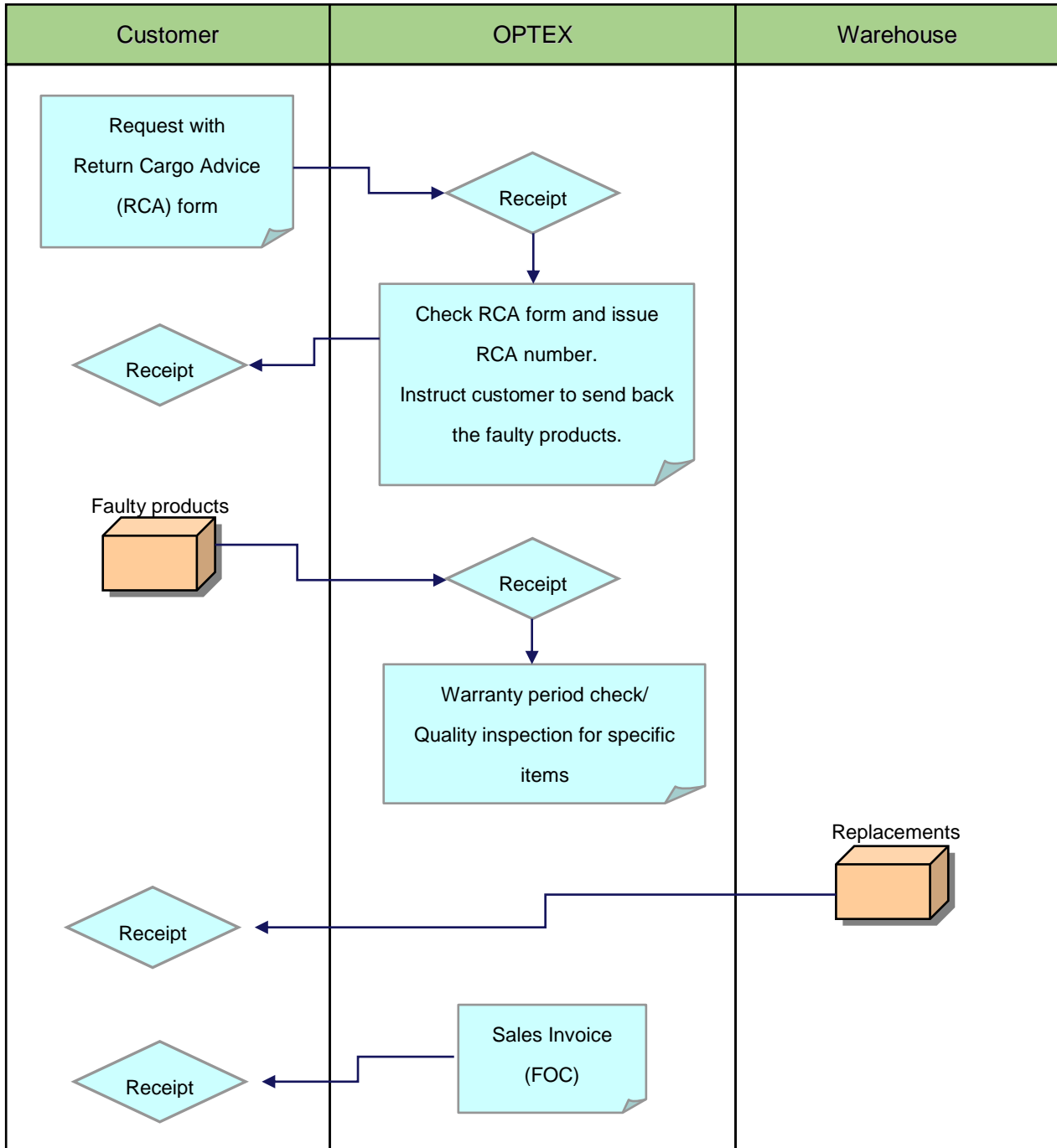
5. Wireless intercom

- iVision+ series – 18 months

****Caution**

- All faulty products which need to be returned to OPTEX shall be announced and wait the instruction before the shipment.
- Please do not return the Out of Warranty goods to us.
- In case you do not follow with the rule, an additional charge may be obtained.
- This Warranty policy does not apply to products supplied from Fiber SenSys, Inc. (an Optex Group company). A separate warranty policy will apply, details are available upon request

6. Workflow chart



Notes:

* Available replacement will be shipped with their next shipment.

7. Return Cargo Advice (sample form)

Excel format of RCA form is provided separately. Please fill in the Excel file and submit it to us.



RETURN CARGO ADVICE

[Customer's Return to OPTEX]

Your Reference No:

Customer Name:

Contact Person:

OPTEX RCA No:

Returned Date:

**Please fill in columns highlighted in yellow
Send this form by email before shipping*

Address to Return: OPTEX (Europe) Ltd, Unit 12, Clivemont Road, Maidenhead, SL6 7BU, United Kingdom

Item Code	Item Name	Your Quantity	Received Quantity	LOT No.	Warranty Check	Perception of the Fault
(Example) 8850	(Example) VXI-ST	(Example) 3		(Example) 1514		(Example) Sensibility is low
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Total Qty 0 0

END