

As experts in our field, with over 25 years of experience in the design, manufacture, and distribution of electronic security products. We are confident of our product offering and proud to offer the following warranty on our product solutions (Exclusions – Physical damage inc water damage, burnt, misuse. Note that IDS do not repair out-of-warranty products)

## IDS

- IDS manufactured products and branded electronic products - 2 Year swap out warranty.

## IDS batteries, the warranty applies for alarm use only.

- 7ah lead acid battery – 1 year
- 8ah gel battery – 2 years
- 7.2ah lithium battery – 3 years

(Exclusion – not to be used for golf cars, UPS's, generators, or other high amperage demand devices)

## OPTEX Sensors

- All Optex indoor sensors – 5 Year swap out warranty.
- VXS, BXS, WXS outdoor sensors, – 5 Year swap out warranty.
- AX, SL beams – 5 Year swap out warranty.
- LX outdoor sensors – 1 Year swap out warranty.
- VX, BX, HX, FTN, VXI, SIP, QXI, WXI, RLS series – 2 Year swap out warranty.

(This includes Xwave<sup>2</sup> variants)

## IDS Distributed brands.

- ET, Sherlotronics, RDC, Centurion, Yale, Union - 1 Year swap out warranty based on manufacturer date stamp.
- Accessories – Sirens, switches, relays etc - 1 Year swap out warranty.

## Dahua

- Out-of-the-box failures (7 Days) – Swap out warranty.
- Dahua items under the value of R3000.00 – 3 Year swap out warranty.
- Dahua items over the value of R3000.00 – 3 Year repair warranty, IDS reserves the right to test & send for repairs if necessary and offer service exchange if available.
- Dahua monitors – 1 Year swap out warranty.

(Exclusion – Swap out warranty only applies to Dahua equipment purchased from IDS)

## Seagate

- 3 Year swap out warranty.

(Exclusion – Swap out warranty only applies to Seagate equipment purchased from IDS)

## ZKTeco

- Out-the-box failures (7 Days) – Swap out warranty.
- 1 Year repair warranty, IDS reserves the right to test & send for repairs if necessary and offer service exchange if available.

(Exclusion – Swap out warranty only applies to ZK equipment purchased from IDS)

To make a warranty claim, the product should be returned to any IDS branch. The product must be returned with the installer's fault report clearly stating the company name and contact details of the purchaser, the date of purchase, product code(s), the original invoice number, and a detailed fault description. Products deemed faulty will be replaced free of charge, but no responsibility is accepted for products subjected to misuse nor is responsibility accepted for consequential costs.