

Mitsubishi's Guarantees for Mitsubishi Digital Security Systems

Mitsubishi Digital Security System Range warranties:

- **Digital Video Recorders (DVRs)**
Includes DX-NT400E, DX-TL950E, DX-TL4509E, DX-TL2500E, DX-TL4516E, DX-TL5000E
Mitsubishi's standard 24 month guarantee.
- **All hard disk drives (HDDs) used within Mitsubishi DVRs & DX-ZD5UE external HDD box accessory**
Mitsubishi's standard 24 month guarantee. Upgrade package available at extra cost.
- **DVR Accessory (Accessory)**
Includes DX-KB5UE keyboard, DX-ZD5UE external HDD box, DX-SC5 audio card, DX-GC5 XGA card, DX-RM5 rack mount, DX-RM5 ZD rack mount
Mitsubishi's standard 24 month guarantee
- **DS-3000RT digital security system**
Warranty bespoke to install – please contact Mitsubishi for details

MITSUBISHI'S STANDARD 24 MONTH GUARANTEE

Mitsubishi Electric Europe B.V. UK branch ("Mitsubishi") guarantees to the original end user purchaser only that for a period of 24 months from date of purchase the Mitsubishi DVR/HDD/Accessory shall:

- conform to Mitsubishi specification; and
 - be free from defects in design, materials and workmanship;
- subject to the conditions set out below.

Conditions:

1. Proof of Purchase

Mitsubishi's guarantee is subject to you registering with Mitsubishi (**within 30 days of purchase**) to confirm the Mitsubishi DVR/HDD/Accessory serial number, date of purchase and address where you use the DVR/HDD/Accessory. Please complete the registration card enclosed with your purchase or register on-line at: www.mitsubishielectric.co.uk/vis

2. No guarantee roll-over

Any valid guarantee claim or guarantee service by Mitsubishi does not extend the original period of this Standard Guarantee.

3. Territorial scope

This guarantee is valid only in the European Union/European Economic Area.

4. Guarantee services

4.1 **Repair:** Mitsubishi's guarantee obligations are to repair the Mitsubishi DVR/HDD/Accessory so that it conforms to Mitsubishi specification.

Mitsubishi bears all costs of replacement parts and labour for guarantee repairs. Mitsubishi shall take ownership of all replaced parts.

4.2 **Replacement:** Mitsubishi shall also have discretion to replace the DVR/HDD/Accessory with an equivalent model where the DVR/HDD/Accessory is

deemed by Mitsubishi to be beyond economic repair. If an equivalent model is not available then Mitsubishi may replace using a higher value or higher specification model.

- 4.3 No loan exchange service is offered as part of this Standard Guarantee.
- 4.4 Mitsubishi reserves the right to conduct servicing through authorised Mitsubishi Service Centres.
- 4.5 **Return to base services:** Mitsubishi does not conduct on-site guarantee servicing or on-site installation services.
Where the Mitsubishi DVR/HDD/Accessory is located at a UK mainland address, you are responsible at your cost for delivery to Mitsubishi or its nominated Service Centre and Mitsubishi is responsible at its cost for the return of the repaired DVR/HDD/Accessory.
Where the Mitsubishi DVR/HDD/Accessory is located outside UK mainland but inside EU/EEA, you are responsible at your cost for delivery to Mitsubishi or its nominated Service Centre and you are also responsible for the return cost of the repaired DVR/HDD/Accessory.
- 4.6 **Packaging:** You are responsible for packaging the Mitsubishi DVR/HDD/Accessory for collection or shipping to Mitsubishi. You are recommended to use the original packaging or equally robust carton and to use a protective internal filling. Any product shipped to Mitsubishi by you is at your risk; Mitsubishi may reject any guarantee claim where the product shipped by you appears to have suffered transit damage through inadequate packaging or otherwise and may levy a standard rate charge for packaging the product for return delivery where Mitsubishi reasonably considers your packaging is inadequate for return transit.
- 4.7 **Determination of claim:** Mitsubishi shall make final determination as to the validity of any guarantee claim.
For any "No Fault Found" or other claim rejected when Mitsubishi or its nominated Service Centre inspects the Mitsubishi DVR/HDD/Accessory, Mitsubishi shall be entitled to charge all reasonable costs of inspection. In such case, Mitsubishi shall hold a lien over the DVR/HDD/Accessory pending full payment of monies due.

5. Exclusions:

- 5.1 **Mitsubishi's guarantee does not cover:**
- defects, loss or damage arising from non-compliance with Mitsubishi's instructions for installation and use;
 - any defect or non-conformity where not due to Mitsubishi's negligence and where caused by mis-application, mis-use, accidental damage, impact damage, user neglect, unapproved alteration or modification, failure to use for normal purposes, improper servicing or repair by the user or any third party service provider (other than a nominated Mitsubishi Service Centre conducting guarantee services), normal wear and tear to the DVR/HDD/Accessory;
 - any defect or non-conformity caused due to circumstances beyond Mitsubishi's reasonable control such as fire, flood, earthquake, war riot, civil commotion, malicious damage, compliance with government order, strike or labour dispute.
 - any defect or non-conformity due to use or storage in adverse environmental operating conditions (including excessive humidity, temperature variation and/or water ingress, excessive smoke or dust);
 - loss or damage caused by failure or surge of electrical power or incorrect voltage supply or by electromagnetic fields;
 - any cosmetic damage;
 - "No Fault Found", where inspection discloses no fault or causation of fault is attributable to matters outside scope of Mitsubishi's guarantee;
 - Any DVR/HDD/Accessory which is subject to any lease or contract of hire from a third party.

- 5.2 **Mitsubishi and its nominated Service Centre partner shall not be liable by this Standard Guarantee for:**
- any consequential loss, loss of use and potential recording of data, profits, revenues or receipts howsoever arising from any non-conformity or defect affecting the Mitsubishi DVR/HDD/Accessory or from any delay in servicing and return of the DVR/HDD/Accessory;
 - any loss or damage to any data. It is your responsibility to ensure that data is backed up if required.
 - any delay in conduct of services or supply of parts and/or consumables required to rectify the non-conformity or defect (provided Mitsubishi will use all reasonable efforts to ensure services are performed on a timely basis);
 - any delay caused by any matter beyond Mitsubishi's or service partner's reasonable control
- 5.3 Where you are using the product under any lease or contract of hire, you should contact your lessor or hiror directly for assistance. In the event that you attempt to make a claim under this guarantee, you agree to INDEMNIFY and HOLD HARMLESS Mitsubishi from and against any and all claims or actions by the lessor or hiror (and for any loss, damage, expense or inconvenience suffered thereby) as a result of violation of the terms of your lease or contract of hire.
6. **Service Centre:** Mitsubishi shall be responsible for the acts or omissions of its nominated Service Centre partner, which is a sub-contractor to Mitsubishi.
7. **No assignment:** This Standard Guarantee is not assignable or transferable without the express prior written consent of Mitsubishi.

Claim Procedure

1. **First level response: remote telephone support**
Please telephone the Mitsubishi Helpdesk tel: 0870 606 5008 to register a claim, leaving a message if necessary. (If you are dialling from outside UK the number is +44 870 606 5008). On a working day (Monday to Friday 9am – 5pm excluding public holidays in England) a Mitsubishi engineer will endeavour to help guide you with any difficulties, or in the event that you have left a message call you back as soon as possible.
When calling be ready to confirm the following information:
- DVR/HDD/Accessory model and serial number
 - Your name as original end user purchaser
 - Date of purchase
 - Fault details
 - Collection address and contact details
2. **What happens next**
Once the call is logged by Mitsubishi Electric or a nominated Service Centre and it is deemed that the unit needs to come back for inspection and repair the end user will be issued with a 'job/reference number' which they must use when sending back the DVR/HDD/Accessory and on all correspondence. Once received Mitsubishi Electric or its nominated service centre will aim to either rectify the fault or replace within 10 working days (subject to availability) and arrange the return of your unit (at Mitsubishi's cost only where located at a UK mainland address).
- If the DVR/HDD/Accessory is found not to come under the guarantee terms the customer will be advised by Mitsubishi Electric or the nominated Service Centre, and advised of the cost implications for "No Fault Found" (see section 4.7 above).

MITSUBISHI'S HDD UPGRADE 36 MONTH GUARANTEE

If you have purchased at additional cost, a DVR Hard Disk Drive Upgrade warranty package in addition to the standard guarantee, you will also benefit from an additional 12 months warranty, bringing your total warranty cover on an HDD in your Mitsubishi DVR to 36 months. This guarantee is only valid where the upgraded warranty package has been purchased at the time of the DVR/HDD purchase. You will need to purchase this upgrade for each HDD you require to be covered.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

THIS GUARANTEE DOES NOT AFFECT ANY LEGAL RIGHTS YOU MAY HAVE AS A CONSUMER UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING YOUR PURCHASE, HIRE OR LEASE OF THIS PRODUCT.

MITSUBISHI RESERVE THE RIGHT TO AMEND THE TERMS & CONDITIONS OF THIS WARRANTY WITHOUT PRIOR NOTICE; THE LATEST SET OF TERMS & CONDITIONS CAN BE FOUND AT www.mitsubishielectric.co.uk/vis

ISSUED 04.09.06, ISSUE REFERENCE: DIGSECY0906

Mitsubishi Helpdesk:
Tel: 0870 606 5008

Mitsubishi Electric Europe B.V. UK Branch, Visual Information Systems Division, Travellers Lane, Hatfield, Herts, AL10 8XB, UK

Mitsubishi Electric Europe B.V is a Netherlands limited liability company with a registered English branch
(number FC19156, BR003391)