



Surveillance Camera & Access Control Systems

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## Warranty and Service Information Access Control Systems

Client acknowledges that a **Self-Monitored Access Control System** is being purchased and/or installed from/by BrowzenRound, LLC dba System Links (Company). This means, after installation of the Access Control System, it is the sole responsibility of the Client to verify that the equipment is operating properly. For example: All equipment components are turned on, electrical power is on and system is plugged in to power/sufficient Battery Life remains or Batteries are replaced when needed. In addition, verify back-up power for proper functionality and that all daily operations are inspected on a regular basis to ensure continued system functionality.

NOTE: If client wishes, a *Service Maintenance Agreement* may be purchased from the Company to ensure proper functionality of the Access Control System on regular basis. Ask your Sales Associate or Installation Tech for more information.

***The following sets forth the terms and conditions under which the repair and/or service of Access Control Equipment under this Warranty Agreement shall be performed by BrowzenRound, LLC dba System Links (Company).***

**Disclaimer:** BrowzenRound, LLC dba System Links and all Agents thereof may not be held liable for any loss of business due to Access Control Equipment failure, including, but not limited to; Weather incidents, power outages/surges, acts of vandalism or theft and improper use of equipment. Further, the Company and Agents may not be held liable for any damages or cost incurred resulting from loss of Access Control functionality.

### **Warranty Periods for System Links supplied Access Control Equipment:**

ZKTeco Equipment: 3-Years

iPhone Products: 2 or 3-Years (Dependent on System)

Vizpin FOBs & Equipment with LITE Service: 1-Year

Vizpin Equipment with PLUS Service: Limited Lifetime

Assa Abloy Equipment: Limited Lifetime

This Warranty does not apply to damages caused directly or indirectly by (a) Acts of Nature such as lightning strikes, power surges, water damage, chemical exposure and/ heat/cold exposure (b) Vandalism, theft or cosmetic damages (c) Product modifications including, but not limited to, removal or altering of identifying information such as model or serial numbers, (d) Consumables, such as Batteries, (e) products sold "As-is" and (f) Abuse or misuse, including failure to provide reasonable and necessary maintenance. The Company and/or Agents are not responsible for any lost time, profits or business, personal injury, property damage or similar loss, or any punitive, consequential or other direct, indirect or incidental damages. *\*Client provided Access Control Equipment will not be covered under this warranty. Refer to the Manufacturer's Warranty for each Equipment piece. \**

## Warranty and Service Information Access Control Systems Continued

### Service Calls:

**Vizpin Products**—Most service/software issues are handled remotely through updates or maintenance by Vizpin or contactless via telephone or email communication with System Links Customer Support.

In the instance of a physical Service Call needed, the Company, at its discretion, may charge up to the prices listed below.

#### Basic Service Call:

During Warranty period-- will be charged at \$75.00 per occurrence.

After Warranty Period Expires—will be charged at \$125.00 per occurrence plus cost of any equipment replaced.

--Outside Colorado Springs; up to an additional \$149.99 travel charge.

#### Included with Basic Service Call:

- 1.) All Company installed Access Control Equipment will be replaced at the company's discretion at no additional charge within the Warranty Period. After Warranty expiration, Equipment components will be replaced at current market price.
- 2.) Labor is warrantied for one (1) year from date of installation.

### Returns/Refunds:

**\*\*Equipment returned after 7 days for reasons other than equipment failure will be subject to a 20% restocking fee. NO refund given after 90 days.**

**\*\*Open box/Refurbished Items are sold "As-Is", with a 90-day warranty. No returns or refunds accepted on these items.**

**\*\*Labor is non-refundable**

BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE ABOVE TERMS & CONDITIONS AND ACCEPT RESPONSIBILITY FOR THE EQUIPMENT RECEIVED AND INSTALLED BY COMPANY.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Client Name Printed: \_\_\_\_\_