

## CC02 Camera Series Warranty Guide

### Warranty Information

Opticom Technologies provides a Limited Lifetime Warranty on the CC02 camera. The housing and mounting apparatus are warranted for life. The Internal Camera Module is warranted for 10 Years from the date of purchase.

This product is warranted to be free from defects in workmanship and material under normal use. Normal operation includes use of the camera as part of a closed circuit television system or other reasonable application to which the camera may be suited.

### Warranty Exceptions

This warranty specifically excludes damage caused by misuse, abuse, alterations, external shorting, applying incorrect voltage, reversing polarity, static electrical damage or failure to properly mount the camera.

### Voiding the Warranty

The Warranty is specifically voided if any of the following exceptions and/or conditions exist:

1. The camera is installed in an environment that is not compliant with the published operating specifications.
2. The camera cables are not protected or have been cut.
3. Power of an incorrect voltage has been applied to the camera.
4. The camera housing has been opened in any way including removing the front cover. The lens has been pre-focused and installed in special environmental conditions to avoid condensation.

### Replacement Policy

The CC02 Limited Lifetime Warranty is a **Repair or Replacement Warranty**. In the event of camera failure the unit must be returned to Opticom Technologies for evaluation. After evaluation the camera will be repaired or replaced at the sole discretion of Opticom Technologies.

The camera will be evaluated and repaired or replaced within 72 hours of Opticom Technologies receiving the unit. If 72 hours plus shipping time will cause undue production delay or other business interruption, Opticom strongly recommends keeping an extra camera on hand for replacement purposes as a precaution.

### Replacement Procedure

All product returns must have a Return Merchandise Authorization (RMA) number to be accepted at Opticom repair depots. Products shipped without an RMA number will be returned to the sender unopened. **To obtain an RMA Number call 800-578-1853.** We do not supply advanced replacements and therefore keeping a spare camera on hand is recommended.

The product must be shipped to the specified repair depot freight prepaid. The repaired camera or replacement unit will be shipped back freight prepaid.