



PRODUCT DEFECT WARRANTY

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All Products sold by FOCUS SMART TECHNOLOGIES SDN BHD to CUSTOMERS and RESELLERS in Malaysia are covered with the following Factory Defect Warranties (Unless otherwise stated):

CCTV

CCTV Transmission / Surge Protection Products

- 1 Year Warranty – Repair / Replacement

CCTV Cameras / Recorders / Cables / Pole Products

- 2 Year Warranty – Repair / Replacement

ACCESS CONTROL

Metal Detector / Emergency Help Point / Intruder Detection Products

- 1 Year Warranty – Repair / Replacement

LED LIGHTING

LED Bulb Light Products

- 1 Year Defect Warranty – Repair / Replacement

LED Tubes / Down / Panel Light Products

- 3 Year Defect Warranty – Repair / Replacement

LED Strip Light Products

3 Year Defect Warranty – Repair / Replacement

Controllers & Driver Amplifiers ➤ 1 Year Warranty – Repair / Replacement

LED Flood & Street Light Products

- 5 Year Defect Warranty – Repair / Replacement

IT SOLUTIONS

19” Racks / Monitors / CMS PC / KVM Switch / UPS Products

- 2 Year Warranty – Repair / Replacement

Network Switches & Wireless AP’s

- 3 Year Warranty – Repair / Replacement

WARRANTY CLAIM PROCEDURE & COVERAGE

Product Defect Claims from CUSTOMERS must be logged using our “Problem Report Sheet” and emailed / sent to FOCUS. Once Problem Reports are received FOCUS will Schedule and Dispatch On-site Support Staff to investigate what’s damaged, identify cause of Failure, issue a Quote and proceed to Repair / Replace with Same or Upgraded Product.

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PRODUCT DEFECT WARRANTY

For Product Defect Claims from RESELLERS Faulty Products must be returned to FOCUS along with a completed "Problem Report" and "Proof of Purchase" (Dated Receipt) and in original / suitable Packing for Product Protection.

Products that have failed within issued Warranty Periods due to Miss Handling, Accidents, Incorrect third party Installation, Tampering, Storage / Operation in Out Of Specification Environments, Excessive Power Over Voltage / Fluctuations / Surges, Water Damage, Lighting Induction or Acts of Riot / War will not be covered.

The final decision of cause of Product Failure and to Repair / Replace under warranty is with Focus Smart Technologies Sdn Bhd.

Products repaired / replaced within Warranty Periods by FOCUS will only carry warranty up to the Period provided for by the original purchased product.

Note that FOCUS reserves the right to change the above Defect Warranty Periods as required on a Project by Project basis.

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