



## **PRODUCT DEFECT WARRANTY**

### ***PRODUCT DEFECT WARRANTY***

**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):**

#### **SECURITY Systems**

##### **CCTV Cameras / Recorders**

- 2 Year Warranty – Repair / Replacement

##### **CCTV Server Rack / KVM Console / UPS / Cables / Poles**

- 2 Year Warranty – Repair / Replacement

##### **CCTV Transmission / Surge Protection Devices**

- 1 Year Warranty – Repair / Replacement

##### **Emergency Help Point / Perimeter Intruder Detection System**

- 1 Year Warranty – Repair / Replacement

#### **NETWORK Systems**

##### **LAN Switches**

- 2 Year Warranty – Repair / Replacement

##### **Wireless LAN Access Points / Bridges**

- 2 Year Warranty – Repair / Replacement

##### **Access Point Controller / Internet Security Gateway**

- 2 Year Warranty – Repair / Replacement

#### **LED LIGHT Solutions**

##### **LED Bulb Light Products**

- 1 Year Defect Warranty – Repair / Replacement

##### **LED Tubes / Down / Panel Light Products**

- 3 Year Defect Warranty – Repair / Replacement

##### **LED Solar & Strip Light Products**

- 3 Year Defect Warranty – Repair / Replacement

##### **Strip Controllers & Driver Amplifiers**

- 1 Year Defect Warranty – Repair / Replacement

##### **LED Flood & Street Light Products**

- 5 Year Defect 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.**

#### **Focus Smart Technologies Sdn Bhd**

T1-L27B, Boulevards, Jalan SS12/1, Wangsa Baiduri, 47500 Subang Jaya, Selangor, Malaysia

Tel: +603-5635-0885

Web: [www.focus.com.my](http://www.focus.com.my)



## 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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