



# TrueLook Limited Product Warranty

## General Overview

TrueLook warrants that the Products it sells will remain free from defects in materials or workmanship under normal use by Customer for the stated warranty period of each Product (this “Limited Product Warranty”). Under this Limited Product Warranty, TrueLook will repair or replace, at its discretion, any manufacturer’s defect in materials or workmanship (subject to the limitations and exclusions set forth below), on Products purchased by Customer from TrueLook. This Limited Product Warranty is non-transferable.

THIS LIMITED PRODUCT WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, NON-INTERFERENCE, SYSTEM INTEGRATION, INFORMATIONAL CONTENT OR DATA ACCURACY, ALL OF WHICH ARE EXPRESSLY DISCLAIMED BY TRUELOOK. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS LIMITED PRODUCT WARRANTY IS THE CUSTOMER’S SOLE REMEDY. TRUELOOK WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES AND EXPENSES, INCLUDING DAMAGES OR INJURY TO PERSON OR PROPERTY, IN CONNECTION WITH ANY BREACH OF THIS LIMITED PRODUCT WARRANTY. SOME STATES AND JURISDICTIONS MAY NOT ALLOW THESE LIMITATIONS ON WARRANTIES. THIS LIMITED PRODUCT WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

This Limited Product Warranty does not extend to Products that have been damaged or rendered defective: (a) through normal wear and tear; (b) as a result of failure to follow Product instructions for use; (c) as a result of accident, neglect, misuse or abuse; (d) by the use of parts not manufactured, sold or otherwise authorized by TrueLook for use in or with the Products; (e) by modification of the Products by any party other than TrueLook; (f) as a result of service or repair by anyone other than TrueLook authorized repair personnel; (g) due to mains power supplies, power spikes, corruption or interruption or fluctuation or radio interference; or (g) if Customer uses a Product outside its intended purpose or outside the United States. For clarification, this Limited Product Warranty does not extend to damage, including corrosion or Product failure, due to causes beyond TrueLook’s control, including without limitation theft, fire, flood, wind, lightning, storm, natural disaster, electrical or power outages and surges, and acts of third parties.

## Warranty Periods

The TrueLook Limited Product Warranty provides comprehensive coverage for all electronic and mechanical manufacturing defect-related issues. As long as the equipment is not subjected to misuse or damage, we ensure full support and protection.

The warranty period for each product category and component is as follows:

	Product / Solution	Warranty Period	Details
<b>Camera Solutions</b>	Fixed	3 year	Covers any electronic component (e.g., camera, router, injector, power supply).
	PTZ	3 year	Covers any electronic component (e.g., camera, router, injector, power supply).
	Interior	3 year	Covers any electronic component (e.g., camera, router, injector, power supply).
	TrueDeter	3 year	Covers any electronic component (e.g., camera, router, injector, power supply).
	TrueShield	3 year	Covers any electronic component (e.g., camera, router, injector, power supply).

	<b>Product / Solution</b>	<b>Warranty Period</b>	<b>Details</b>
<b>Power Solutions</b>	Solar - electronics	2 year	Applies to standard solar package and mobile solar trailer.  Covers defects in electronic components (e.g., breaker, charge controller).
	Solar - panels	2 year	Applies to standard solar package and mobile solar trailer.
	Solar - batteries	2 year	Applies to standard solar package and mobile solar trailer.
<b>Additional Items</b>	Cables, connectors, physical enclosures, seals or gaskets, mounts, brackets	1 year	
<b>Miscellaneous</b>	Mobile solar trailer	2 year	Covers defects in the frame, axles, mast, tires, and other structural components.