



Warranty Statement – Effective January 1, 2021

TERMS OF WARRANTY

Next Level Security Systems (or “NLSS”) warrants that NLSS products will be free from defects in material and workmanship, including software updates under normal use and service with proper maintenance, for three years (36 months) for the GW-6100F, one year (12 months) for all other products or up to 5 years for Extended 5 Year Warranty, from the date of factory or distribution shipment. Next Level Security Systems shall NOT be held liable or assume any responsibility for products damaged by improper handling or installation or used for purposes outside the product's intended purposes as disclosed on nlss.com/products_solutions.html. This warranty is limited to the repair or replacement of the defective unit.

Returns must be accompanied by a return authorization number (RMA) obtained from NLSS Technical Support, and prepaid postage and insurance. NLSS products returned to NLSS with an RMA will be completed within 1-2 weeks of receipt of the product by NLSS.

Returned units are tested and repaired or replaced from a stock of factory reconditioned units. Any units that are determined to be “No Trouble Found” (NTF) shall be returned.

Next Level Security Systems shall not be responsible for any incidental or consequential damages. Next Level Security Systems' responsibility is limited to the product itself. Next Level Security Systems take no responsibility for any direct or indirect cost, losses or damages however incurred.

Next Level Security Systems reserve the right to make changes or improvements in design or manufacturing without assuming any obligation to change or improve products previously manufactured.

The above warranties are given by Next Level Security Systems and are exclusive to NLSS products. There are no other warranties other than set forth herein by NLSS. Next Level Security Systems does not make nor does it give the authority to any agent or representative to make any other warranties, or implied warranties, and expressly excludes NLSS from liability related to any implied warranties.

WARRANTY ACTIVATION

Registration is required for all NLSS products to activate the standard warranty. Each product can be registered by completing the enclosed warranty card that is included in the product packaging and returning to NLSS; or each product can be registered online at support.nlss.co. - Warranty registration link. The registration of the NLSS products must be completed within thirty (30) days of the factory or distribution shipment date in order to activate the warranty.

EXTENDED STANDARD WARRANTY

NLSS offers an extended warranty program that will provide up to 5 years extended warranty coverage once the standard warranty has expired. The terms, privileges and conditions of the NLSS Extended Warranty Offer are identical to those of NLSS's Standard Warranty with the following additional provisions:

The Extended Warranty Offer is only available to purchasers within the United States of America and Canada who has purchased from NLSS authorized distributors.

Registration for the Extended Warranty Offer must be completed within twelve (12) months of the original date of purchase.

Should only one (1) year of Extended Warranty be purchased within the 12 months of the original purchase date, an additional 1-year Extended Warranty may be added at anytime during the one (1) year Extended Warranty period.

GENERAL

1 - RMA REQUEST: A customer with hardware that is defective or requires repair should request a Return Merchandise Authorization (RMA) number by opening a case online at support.nlss.com, email to support@nlss.com or contacting Technical Support: (+1) 760.444.1410 Ext. 2. Process to submit an RMA is as follows:

- In the event of product failure, the customer or distributor representative is REQUIRED to contact the Technical Support group (888-288-7644 opt 4) for initial troubleshooting. If the problem cannot be resolved over the phone, an issue number will be provided. After the initial phone call to Technical Support, the SRA process may be completed by visiting the ATV web site (atvideo.com >> Support Center >> Product Repairs & Returns >> Submit SRA Form).
- The following information is required to complete a **Service Return Authorization:**
 - Company name, address, contact, phone#, fax#
 - Model number and serial number of unit to be repaired
 - Date of Original Purchase, Original PO and Invoice Number
 - Reported Problem
 - Issue # provided by ATV Technical Support

2 - RMA REVIEW: The NLSS RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the hardware is not returned for repair unnecessarily.

3 - RMA CHARGES: For Warranty or Extended Warranty claims, there will be no test/repair charges. Standard Warranty and Extended Warranty covered hardware that cannot be repaired will be replaced at no charge to the customer.

Out-of-Warranty (OOW) RMA returns will require a charge. Prior to the RMA being issued the RMA Administrator will inform the customer of the flat rate charge for test/repair of the hardware and request the customer to provide a Purchase Order (PO) for the RMA to be issued. A formal quote for the associated RMA



charges can be provided upon request.

4 - PO REQUIREMENTS: A PO or Credit Card is not required for Warranty (within 30 days of purchase). A customer provided PO number can be included in the RMA information for customer reference upon request. A PO or Credit Card must be provided for all OOW RMA returns. Additional details on PO requirements can be provided upon request.

5 - RMA ISSUED: When the RMA Administrator has confirmed a repair is necessary and all other requirements have been satisfied a reply will be sent to the customer with an RMA number including packaging and shipping instructions.

6 - SHIPMENT OF RMA TO NLSS: The customer is responsible for the safe shipment of the hardware in appropriate packaging. Any hardware product arriving on our receiving dock without an RMA issued is subject to return to the customer without test/repair being conducted.

ADDITIONAL DETAIL

NO TROUBLE FOUND RMAS

If a RMA is determined to be NO Trouble Found (NTF), NLSS will request additional information from the customer in an attempt to replicate the reported failure. If no additional information is available or the reported failure cannot be reproduced, NLSS will place the unit in RMA stock. The policy applies to Warranty, Extended Warranty, and OOW RMAs. Full OOW charges do apply.

UNREPAIRABLE WARRANTY AND EXTENDED WARRANTY

Hardware returned to NLSS covered by Warranty or Extended Warranty determined to be unrepairable as a result of hardware fault that has not been induced by customer misuse will be replaced at no charge to the customer.

SHIPPING OF RMAS TO NLSS

Shipping of all Warranty, Advanced Replacement and OOW RMAs from the customer to NLSS is at customer expense after the RMA is issued unless there is an agreement in advance for NLSS to pay for the shipment via collect shipping on a NLSS shipper account. Customers are encouraged to notify NLSS when RMAs are shipped and to provide shipment-tracking details. RMAs should be appropriately packaged to ensure the safe transit of the hardware product to NLSS and with observance of proper ESD requirements for the packing materials used. NLSS products being returned must have the RMA number clearly marked on the outside of the packaging and include components including:

- Power Supplies
- Remote Controls (if applicable)

Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair/replacement of the product.

SHIPPING OF WARRANTY RMAS FROM NLSS

Shipping of all Warranty RMAs from NLSS to the customer is at NLSS expense using the NLSS preferred shipper unless a prior agreement is entered with the customer to ship differently. RMA shipments within the continental



US are shipped via UPS/FedEx Ground unless other arrangements are made in advance between the customer and NLSS. International shipments are made using UPS/FedEx International Standard Delivery unless other arrangements are made in advance between the customer and NLSS.

ADVANCE REPLACEMENT OF DEAD ON ARRIVAL (DOA) NLSS PRODUCTS

Advance Replacements are only considered for Dead on Arrival (DOA) hardware products that are reported to NLSS within 30 days of purchase of the product from NLSS distribution partners or for mission critical installations.

Advance Replacements are subject to hardware product availability. Any Advanced Replacement requests outside of 30 days require that the defective unit be returned to NLSS prior to shipping a replacement unit. The customer may request an Advance Replacement unit and provide a purchase order number or credit card to secure the return of the defective unit, If the defective unit is not returned with thirty **(30)** days, the customer's purchase order number or credit card will be charged for the current list price of the NLSS product.

EXPEDITED RMA PROCESSING

NLSS can provide expedited testing and repair of RMAs on a case-by-case basis for an additional charge. A quotation for expedited processing can be provided upon request.