



Regal Product Warranty

All Regal Distributors SA Pty Ltd (Regal) products have a minimum of 1 year warranty from the date of sale or as stipulated in the individual brand product listing below. This excludes accessories and consumables (eg. drill bits, glue, concrete mix, cable ties, etc.)

While Regal provides sales and technical product support for products sold, it remains the responsibility of the installer/customer to ensure that he/she is adequately trained in the security product use, application and installation.

Goods purchased from Regal, that are manufactured and or distributed by local 3rd party suppliers, also carry a minimum of 1 year warranty in addition to the warranty policies of each specific manufacturer. Regal also has a carry-in Warranty. Requests for site visits will be charged as per Regal call-out process.

The following conditions may render product warranties void on any product/equipment:

- Any unauthorised modifications to the product or components
- Product not installed in accordance with the installation instructions provided or as per the manufacturer's specification.
- Product has been misused or used for any purpose other than what it was designed for by the manufacturer.
- Damage caused by handling during transit, atmospheric conditions (including lightning), water, corrosion of metal parts, insect infestation, power surges or other forces outside of the control of Regal.
- Products sold, that have been deemed to be damaged due to vandalism, incorrect installation and application, forces of nature etc. will be repaired or replaced at the cost of the customer.

General Terms & Conditions of Sale

- No exchange, credit or refund will be done without the original Regal invoice being supplied.
- All manufacturers' standard warranty conditions apply.
- When faulty items are returned, Regal reserves the right to exchange, credit, repair or replace it with an equivalent model.
- Regal reserves the right to refuse to exchange or pass a credit on any goods being returned without fair or good reason.
- Goods returned for credit or refund must be in original condition and packaging. No exceptions will be considered.
- Goods returned after 7 (seven) days of purchase will be subject to a 10% handling charge.
- Goods returned after 30 (thirty) days of purchase will not be accepted back for credit, exchange or refund.
- Specially ordered items (Buy-outs) will not be exchanged, credited or refunded.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Regal will not be held liable in any manner for any damages suffered by the customer or third party due to the malfunction of products purchased.
- Regal will not be held liable for any loss, damage or any other claim due to the incorrect installation of any product.
- It is the responsibility of the person purchasing the products to ensure that the person doing the installation has adequate knowledge of the products being purchased.
- Any damage caused by abuse, misuse, unauthorised modifications, incorrect installation, insect infestation, liquid, lightning, power surges, forces of nature or tampering will not be covered by the warranty.
- Transport & freight charges on returned goods will be for the customer's account and will not be covered by Regal.

Faulty items returned within 7 days of purchase (Dead/Defective On Arrival - DOA)

Distributors of:

Alarms & Detectors • CCTV Systems • Garage Door & Gate Automation • Electric Fence Equipment • Access Control Systems
• Biometric Fingerprint Readers • Intercoms • Sealed Lead Acid Batteries • Remote Transmitters & Receivers

Company Registration No: 1998/018566/07

Branches Nationwide

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- All goods that are deemed to be 'faulty new' or 'Defective/Dead On Arrival' must be returned to a Regal Branch within 7 days from the date of purchase. They will undergo a technical evaluation before they will be serviced, repaired or exchanged.
- No exchange, credit or refund will be done without the original Regal invoice being supplied.
- Faulty items must be returned to Regal, complete and in their original packaging.
- Any modifications, cut wires, visual damage or damaged boxes will invalidate an exchange, credit or refund.
- All electronic goods will be tested before any exchange, credit or refund will be issued.
- Regal reserves the right to exchange, credit, refund or repair faulty items returned.

Faulty items returned after 7 days of purchase.

- Faulty items returned after 7 days of purchase will be attended to on a repair-return basis, which may include the use of original suppliers and their repair services.
- Original Regal invoices must be supplied with any faulty items to validate the warranty.
- Regal reserves the right to repair or replace, with a service exchange unit, any faulty items sent in for repair.
- Regal reserves the right to refuse a warranty claim if the damage is caused by any factors beyond the specifications or performance levels of the product.

Repairs warranty policy

- A repair or exchange of a product within the warranty period will not extend the duration of the original warranty period.
- Regal will offer a repair warranty equal to that of the supplier in the event of external repairs.
- Repairs done by the Regal repairs department will carry a 3-month warranty on the specific repair on products that are out of warranty. On warranty repairs, the balance of warranty will apply.
- Any other faults occurring will be treated as a separate repair.
- Repaired items will not be returned to the client until any incurred payment has been received.
- Repaired items not collected within 3 months will be sold to defray costs.
- Regal may charge a handling fee on a unit sent for repair that is found to be "not faulty" or where reports beyond that of the job card are requested, as per the specific supplier.

Battery Warranty

Securi-Prod Sealed Lead Acid, Gel and Lithium batteries carry 1-year limited warranty. Batteries will be tested by Regal Technical/Repairs before any replacements are issued.

Batteries that are supplied with uninterruptible power supplies (UPS) do not carry any warranty. This is due to the number and duration of deep discharges which batteries are subject to during loadshedding. As the severity of load shedding escalates, batteries are constantly discharging and recharging which in turn affects the lifespan, loadshedding can also result in batteries not having enough time between power outages to full recharge. As a result, battery life and back-up times cannot be warrantied.

The cost of running a battery-based power solution is not dissimilar to running a generator; when the fuel runs out, it requires re-filling. When batteries experience a number of cycles, they require replacement.

In the event that the Securi-Prod Battery becomes defective, malfunctions or fails during the warranty period, Regal undertakes, at its sole discretion, to repair, recharge or replace the Securi-Prod Battery subject to the following terms and conditions:

- Proof of purchase is provided
- The warranty is for material and workmanship defects on the Securi-Prod Battery only and any consequential or transport costs are excluded.
- Should a warranty claim be accepted and the battery is replaced, the new Securi-Prod Battery will only carry a warranty for the remaining period of the original proof of purchase
- Any warranty claim will be null and void if any of the following conditions are applicable:
 - The Battery was not used for its intended purpose and/or not of correct capacity or type for which it was installed.
 - The Battery failure or non-conformance was due to abuse or neglect, improper and/or incorrect charging and/or maintenance and/or failure to keep the Battery properly charged, charging system failure, sulphation due to over discharging, overheating, freezing, tipping over, abnormal wear and tear, tampering, damaged terminals, cracked or damaged Battery casing, damage due to the Battery not being properly secured or incorrectly mounted, and/or damage resulting from external events such as collisions, fire and forces of nature.
 - The battery is out of the warranty period and is thus not a valid claim.
 - If the battery has any other visible external abuse (damaged case, damaged poles, tampered date codes, forced removal of sealed cover)

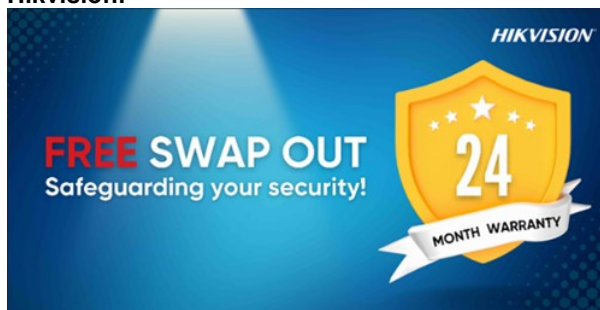
Monitor Warranty

- All monitors carry a 1-year warranty. All monitors will be tested at point of sale and checked for cracked screens.
- This will also be done before any monitor is dispatched via courier.
- No monitor will be accepted for replacement with a cracked screen.

Individual Product Warranty per brand:

Product	Warranty	Product	Warranty
Ajax	24 Months	BPT	12 Months
Centurion	24 Months	Clearline	24 Months
Comb	12 Months	Commax	12 Months
Crowe	12 Months	Dace	12 Months
DMP	12 Months	ELock	12 Months
EZVIZ	12 Months	Gemini	Mechanical - 24 Months Electronic - 12 months
Genata	12 Months	Hanwha Vision	36 Months
Hikvision	See Below	IDEMIA	12 Months
IDS	24 Months	ITooner	12 Months
Kocom	12 Months	MAMI	12 Months
Nemtek	<ul style="list-style-type: none"> • Gate Motors & Accessories - 12 Months • Garage openers – 36 Months (Ts & Cs apply) • Lifetime warranty on RX & TX products 	Optex	24 Months
Optex Wave	24 Months	Paxton	60 Months
Planet	12 Months	Powa-Prod	12 Months
Q-tron	12 Months	Risco	12 Months
Roboguard	12 Months	Seagate	36 Months
Securi-Prod	12 Months	Stable Power	12 Months
Sentry	12 Months	Sherlo	24 Months
Solar Panels	60 Months	Solar Switches	12 Months
Skunk	12 Months	SMS Alert	12 Months
Utepo	12 Months	Virdi	12 Months
Wisnetworks	12 Months	Zartek	12 Months

Hikvision:



Product Range allowed for swop out evaluation from 1 July 2023:

- Analog Camera: All Series
- IP Camera: 1 Series and 2 Series
- NVR/DVR: 71 series NVR, HG series DVR

Group	Category	Line	Default Warranty (Months)
Analogue	Analogue	Cameras	24
		Lens & Accessories	24
	DVR	7 Series	24
		8/9 Series	36
		Board	24
	DVS		24

	Hilook		12	
	Webcam		36	
Video & Audio Collaboration	Video Conference	Camera	36	
		Speakerphone	36	
		Microphone	36	
IPC	IPC	1 Series	24	
		2 Series	24	
		3xx1/3xx7GxE Series	36	
		3xx3/3xx5 Series	60	
		3xx6/3xx7 Series	60	
		6/7/8 Series	60	
		Zoom Camera/Zoom Camera Module	36	
	Speed dome	Mini PTZ Series Speed Dome (DE3 3inch & DE2 2inch & DE1 1inch)	24	
		AE/DE Series Speed Dome	24	
		AF/DF Series Speed Dome	60	
		PTZ Positioner	60	
		Anti-corrosion / Anti- explosion	60	
	Thermal Imaging	Black Body	24	
		Security Thermal	60	
		Thermography	60	
		Thermal Uncooled Microbolometer Detector	120	
	NVR	7 Series	24	
		8/9 Series	60	
		1 Seires AcuSense	60	
		DeepinMind	60	
		Hilook		12
	Center	Commercial Monitor	LCD	24
			LED	12
			DLP	12
Interactive Display			24	
Digital Signage			24	
Monitor			24	
60		Integrated Platform	24	
(Only for procurement from Hikvision in China)		Decoder	36	
		Video Wall	36	
		Keyboard	24	
Transmission		Switch	24	
		Wireless Bridge	24	
		Wireless Router	24	
		Cable	60	
All-in-One Server		Blazer	36	
Network Storage		Hybrid SAN	60	
		Cluster Storage	60	
Data Center		DeepinMind Server	36	
	General Purpose Server	36		
MT Group	Intelligent Transportation System	Traffic Cameras	24	
		Supplement Light and Auxiliary	24	
		Traffic Server	24	
		Signal Control	24	
		RFID	24	
	Portable Terminal	PVR System	24	
		Portable PTZ Cameras	24	
		Body Camera	24	
		BWC Battery	12	
		Others	24	
Entrance & Exit	Entrance & Exit	24		
	Parking Lot	24		
Mobile Group	Mobile Video Recorder	DVR	24	

		NVR	24
	Mobile Camera	Mobile Analogue	24
		Mobile Network	24
	Mobile Accessories		24
	Dash Cameras	Industry Dash Cameras	24
		Consumer Dash Cameras	12
Non-video Group	Access Control	Access Controller	24
		Access Control Terminal	24
		Card Reader	24
		Card Issuer / Card Enrollment Station	24
		Lock	24
		Speed Door /Turnstile	24
	Intercom	Video Intercom	24
		SIP Phone	24
		Speaker	24
	Alarm	Hikvision Wired Panels	24
		Hikvision Wireless Panels	24
		Hikvision Wireless Panel Kits	24
		Hikvision Accessories	24
		Hikvision Wired Detectors	24
		Hikvision Wireless Detectors	24
		Emergency Alarm	24
		Hikvision Radar	24
	Security Inspection	Hand-held Metal Detector	24
		Walk-through Metal Detector	24
		X-ray Inspection	24
		Intelligent Security Analyzer	24
		Liquid detection equipment	24
		Explosive & Narcotics Detector	24
Under-Vehicle inspection Equipment		24	
Explosion-proof Equipment		24	
HDD	2.5" HDD	All Series	24
	3.5" HDD	Surveillance	36
		Enterprise	60 (Only for procurement from Hikvision in China)

ZKTeco:

24 Months	Green Label Product Range
12 Months	Access Control Product Range
	Time & Attendance Product Range
	Entrance Control Product Range
	Security & Inspection Product Range
	Smart lock Product Range
	Hotel Lock Product Range

Regal reserves the right to update and amend the above warranty periods in line with product modifications and development as approved by the manufacturer from time to time.

Jay Chetty
National Technical Manager

Signature:



Date: V9 /2023