

**ADENA LIMITED**

**WARRANTY POLICY**

## WARRANTY POLICY

### **Applicable Region**

This warranty policy is applicable to customers of ADENA Limited worldwide. For the purpose of this document, the customer is called the Buyer and ADENA Limited is called the Seller.

### **Applicable Products**

Warranty applies to all products purchased from the Seller.

### **Warranty**

The Limited Warranty is at the sole discretion of the Seller. Warranty period starts from the day specified on the Commercial Invoice issued by the Seller. The Seller will warrant the products to the original Buyer and process DOA/RMA claims during the Warranty Period. The total warranty period for a product is defined by its purchasing price. Products can be purchased with 14 months, 24 months, and 36 months warranty periods. Unless specified otherwise, all products come with the standard 14 months Limited Warranty. Warranty cannot be purchased after the product is sold.

If the Seller repairs or replaces the product, the repaired or replaced product shall continue to be warranted for the remaining time of the original warranty period or for three (3) months from the date of repair or replacement, whichever is longer.

### **Exclusion**

This Limited Warranty applies only to the original hardware components of the product and does not apply to any software or other equipment. The Seller reserves the authority to determine whether the defective product should be repaired or not.

This warranty does not cover replacement of products damaged by abuse, accident, misuse, neglect, alteration, disaster, improper installation, improper testing, and also does not apply to any products that have been repaired by anyone other than the Seller and/or those products that had their warranty seal broken.

### **DOA/RMA Definition**

DOA (Dead On Arrival): Unit that is reported to the Seller within sixty (60) days from the date specified on the Commercial Invoice and is suspected to not function correctly by the Seller after remote testing procedures.

RMA (Return Merchandise Authorization): Unit that is reported to the Seller at least sixty (60) days after the date specified on the Commercial Invoice but still within its warranty period and is suspected by the Seller to not function correctly after remote testing procedures.

## **Warranty service procedure**

The Buyer must contact the Seller, describe the issue, and provide evidence, e.g. a video recording of the issue. Buyer must assist the Seller with performing the required diagnostics and troubleshooting procedures before the product's DOA/RMA status can be confirmed. Once the status is confirmed, the Seller will issue a DOA/RMA number and proceed with the warranty service. Exact steps depend on whether the product is considered as DOA or RMA. In DOA cases, the Seller will collect the DOA product via shipping service, inspect it, and send a replacement product if the product's DOA status is definitively ascertained. In RMA cases, the Buyer must organize shipment of the RMA product to the Seller, which, upon receiving the product, will inspect it. If the RMA status is definitively ascertained, the Seller will repair it and ship it back.

Any products returned to the Seller without complying to the DOA/RMA process and not accompanied by the shipping instructions confirmed by the Seller can result in shipment rejection and may be returned without repairs. All related expenses from this will be charged to the Buyer.

## **Duty of cost**

Depending on the status of the product, costs are borne by different parties:

### **DOA:**

1. Shipping cost from the Buyer to the Seller: Covered by the Seller.
2. Shipping cost from the Seller to the Buyer: Covered by the Seller.
3. Inspection fee: Covered by the Seller.
4. Product replacement: Covered by the Seller.

If inspection shows that the DOA product was damaged by abuse, accident, misuse, neglect, alteration, disaster, improper installation, improper testing, or was repaired by anyone other than the Seller and/or had their warranty seal broken, then the product will not be treated as DOA and all related costs, including the shipping cost from the Buyer to the Seller, will be charged to the Buyer.

### **RMA: Within Warranty Period**

1. Shipping cost from the Buyer to the Seller: Covered by the Buyer.

If the Buyer sends to an incorrect address, the Buyer should collect and resend the RMA products to the correct address. The Seller is not responsible for the RMA items which were sent to an incorrect address.

2. Shipping cost from the Seller to the Buyer: Covered by the Seller.
3. Inspection fee: Covered by the Seller.
4. Repairing fee: Covered by the Seller.

If inspection shows that the RMA product was damaged by abuse, accident, misuse, neglect, alteration, disaster, improper installation, improper testing, or was repaired by anyone other than the Seller and/or had their warranty seal broken, then the product will not be treated as RMA and all related costs will be charged to the Buyer.

#### **RMA: Out Of Warranty Period**

1. Shipping cost from the Buyer to the Seller: Covered by the Buyer.
2. Shipping cost from the Seller to the Buyer: Covered by the Buyer.
3. Inspection fee: Covered by the Buyer.
4. Repairing fee: Covered by the Buyer.

After the RMA product is received by the Seller, the Seller will estimate the Inspection and Repairing fees. The Buyer can accept or reject to fix the product at quoted price. If the Buyer prefers not to fix the product, the Seller will return the original item to the applicant without repairs at the Buyer's cost. The Seller reserves the right to fix the products or replace them with functional goods.



AREC Inc.

3F, No. 367, Sec.2, Wenhua Rd., Banqiao Dist, New Taipei City, Taiwan  
TEL : +886 (2) 8259-5060 FAX : +886 (2) 8259-5061

## Declaration of Conformity

To whom it may concern,

This is to confirm that all AREC Inc. products, including Media Stations, Cameras, Auto-Tracking Systems, and Accessories for these systems, are manufactured in the factory of EverFocus Electronics Corp. located in 2F, No. 8, Alley 270, Sec. 3, Pei Sheng Rd., Sheng Keng Dist., New Taipei City, Taiwan.

EverFocus Electronics Corp. has been found to conform to the Quality Management System standard: ISO 9001:2015 and also ISO 9001:2015 / CNS 12681:2016. These certificates are valid for the following scopes: Manufacture of CCD/CMOS Cameras, Video Processors, Industrial PC, and Digital Video Recorders. AREC products fall into the aforementioned categories of products.

The relationship between AREC Inc. and EverFocus Electronics Corp. is possible due to the fact that both companies are part of the AAEON group of companies.

Director of Sales & Marketing Department

Name: Charles Chen

(Signature) (Date)





AREC Inc.

3F, No. 367, Sec.2, Wenhua Rd., Banqiao Dist., New Taipei City, Taiwan  
TEL : +886 (2) 8259-5060 FAX : +886 (2) 8259-5050

## Declaration of Conformity

To whom it may concern,

This is to confirm that all AREC Inc. products, including Media Stations, Cameras, Auto-Tracking Systems, and Accessories for these systems, are manufactured in the factory of EverFocus Electronics Corp. located in 2F, No. 8, Alley 270, Sec. 3, Pei Sheng Rd., Sheng Keng Dist., New Taipei City, Taiwan.

EverFocus Electronics Corp. has been found to conform to the Environmental Management System standard: ISO 14001:2015. These certificates are valid for the following scopes: Manufacture of CCD/CMOS Cameras, Video Processors, Industrial PC, and Digital Video Recorders. AREC products fall into the aforementioned categories of products.

The relationship between AREC Inc. and EverFocus Electronics Corp. is possible due to the fact that both companies are part of the AAEON group of companies.

Director of Sales & Marketing Department  
Name: Charles Chen

(Signature with the date)



# MANAGEMENT SYSTEM CERTIFICATE

Certificate No.:  
00011-2005-AQ-TWN-TAF

Initial date:  
9 December, 2005

Valid until:  
8 June, 2024

This is to certify that the management system of

## EverFocus Electronics Corp.

2F, No. 8, Alley 270, Sec. 3, Pei Sheng Rd., Sheng Keng Dist., New Taipei City,  
Taiwan

has been found to conform to Quality management system standard:

### ISO 9001:2015 / CNS 12681:2016

This certificate is valid for the following Scope:

### Design and Manufacture of CCD/CMOS Cameras, Video Processors and Digital Video Recorders. Manufacture of Monitors

Place and date:  
**Taipei, 15 June, 2021**



For the issuing office:  
DNV GL Business Assurance Co., Ltd.  
29Fl., No. 293, Sec. 2, Wenhua Rd.,  
Banqiao District, New Taipei City 220,  
Taiwan

**Joseph Chu**  
Management Representative



# MANAGEMENT SYSTEM CERTIFICATE

Certificate No:  
1048-1998-AQ-RGC-UKAS

Initial certification date:  
06 May, 1998

Valid:  
08 June, 2021 – 08 June, 2024

This is to certify that the management system of

## EverFocus Electronics Corp.

2F, No. 8, Alley 270, Sec. 3, Pei Sheng Rd., Sheng Keng Dist., New Taipei City, Taiwan

has been found to conform to the Quality Management System standard:

**ISO 9001:2015**

This certificate is valid for the following scope:

**Design and Manufacture of CCD/CMOS Cameras, Video Processors and Digital Video Recorders.  
Manufacture of Monitors**

Place and date:  
**Shanghai, 09 June, 2021**



0013



For the issuing office:  
**DNV - Business Assurance  
Suite A, Building 9, No.1591 Hongqiao  
Road, Changning District, Shanghai  
200336, P.R. China  
TEL: +86 21 32799000**

**Zhu Hai Ming**  
Management Representative

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV GL Business Assurance UK Limited, 4th Floor, Vivo Building, 30 Stamford Street, London, SE1 9LQ, United Kingdom.  
TEL: +44(0) 203 816 4000. [www.dnvgl.co.uk](http://www.dnvgl.co.uk)





# MANAGEMENT SYSTEM CERTIFICATE

Certificate No:  
54170-2009-AE-RGC-UKAS

Initial certification date:  
22 August, 2009

Valid:  
08 June, 2021 – 08 June, 2024

This is to certify that the management system of

## EverFocus Electronics Corp.

2F, No. 8, Alley 270, Sec. 3, Pei Sheng Rd., Sheng Keng Dist., New Taipei City, Taiwan

has been found to conform to the Environmental Management System standard:

**ISO 14001:2015**

This certificate is valid for the following scope:

**Design and Manufacture of CCD/CMOS Cameras, Video Processors and Digital Video Recorders.  
Manufacture of Monitors**

Place and date:  
**Shanghai, 09 June, 2021**



0013



For the issuing office:  
**DNV - Business Assurance  
Suite A, Building 9, No.1591 Hongqiao  
Road, Changning District, Shanghai  
200336, P.R. China  
TEL: +86 21 32799000**



**Zhu Hai Ming**  
Management Representative

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ACCREDITED UNIT: DNV GL Business Assurance UK Limited, 4th Floor, Vivo Building, 30 Stamford Street, London, SE1 9LQ, United Kingdom.  
TEL: +44(0) 203 816 4000. [www.dnvgl.co.uk](http://www.dnvgl.co.uk)

## Verification of Compliance

Issued Date: Aug. 04, 2020

Applicant : AREC Inc.  
Product Type : Media Station  
Trade Name : AREC  
Model Number : LS-860, KS-XXXXX, KL-XXXXX, MS-XXXXX,  
DS-XXXXX, LS-XXXXX, X=blank、0~9、a~z、A~Z  
EUT Rated Voltage : DC 12 V, 3 A  
Test Voltage : 100 Vac / 50 Hz, 230 Vac / 50 Hz  
Applicable Standard : EN 55032: 2015 + AC:2016-07  
EN 55035: 2017  
EN IEC 61000-3-2:2019  
EN 61000-3-3:2013+A1:2019  
Test Result : Complied

Performing Lab. :

A Test Lab Techno Corp.  
No. 140-1, Changan Street, Bade District,  
Taoyuan City 33465, Taiwan (R.O.C.)  
Tel : +886-3-2710188 / Fax : +886-3-2710190



Taiwan Accreditation Foundation accreditation number: 1330  
<http://www.atl-lab.com.tw/e-index.htm>

The above equipment has been tested by A Test Lab Techno Corp., and found compliance with the requirements set forth in the technical standards mentioned above. The results of testing in this report apply only to the product/system, which was tested. Other similar equipment will not necessarily produce the same results due to production tolerance and measurement uncertainties.

Approved By : Terry Liao  
(Manager) (Terry Liao)