



## Regal Product Warranty and Returns Policy

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 (e.g. 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 as per warranty policies of each specific manufacturer. **Regal has a carry-in Warranty (Product must be brought to a Regal branch for evaluation)**. 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 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.
- On faulty items returned, Regal reserves the right to exchange, credit, repair or replace it with an equivalent model.
- Regal reserves the right to refuse an 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.

---

#### 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

[WWW.REGALSEcurity.CO.ZA](http://WWW.REGALSEcurity.CO.ZA)

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

- 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. The goods 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, faulty items sent in for repair.
- Regal reserves the right to refuse a warranty claim if the damage is caused by 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 repairs sent to 3<sup>rd</sup> parties.
- 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, from date of sale.
- Any other faults occurring will be treated as a separate repair.
- Repaired items will not be returned to the client until outstanding payments have 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/used 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 power outages/loadshedding. Batteries are constantly discharging and recharging which in turn affects the lifespan. Power outages/ loadshedding result in batteries not having enough time to full recharge. As a result of, battery life and back-up times cannot be warranted.

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 or 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. Monitors will be tested at point of sale and checked for cracked screens.
- Monitors will be tested before any monitor is dispatched via courier.
- No monitor will be accepted for replacement with a cracked screen.

### Brand Warranties

Brand	Warranty Period	Brand	Warranty Period
Armatura	See Below	Ajax	24 Months
BPT	12 Months	Centurion	24 Months
Clearline	24 Months	Comb	12 Months
Commax	12 Months	Crow	12 Months
Dace	12 Months	DMP	12 Months
Duxbury	Limited Lifetime Warranty	eLock	12 Months
EZVIZ	12 Months	Fluss	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
Kocom	12 Months	LG	12 Months
MAMI	12 Months	Mecer	12 Months
Mercury	12 Months	Mikrotik	12 Months
Nemtek	24 Months on Energizers/ 12 months on other products	Nice SA	<ul style="list-style-type: none"> <li>• Gate Motors &amp; Accessories - 12 Months</li> <li>• Garage openers – 36 Months (Ts&amp;Cs apply)</li> <li>• Lifetime warranty on RX &amp; TX products</li> </ul>
Optex	24 Months	Optex X Wave	24 Months
Paxton	See Below	Planet	12 Months
Powa-Prod	12 Months	Q-tron	12 Months
Risco	12 Months	Roboguard	12 Months
Seagate Skyhawk and Ironwolf	36 Months	Seagate Skyhawk AI and Ironwolf Pro	60 Months
Securi-Prod	12 Months	Sentry	12 Months
Sherlotronics	24 Months	Skunk	12 Months
SMS Alert	12 Months	Stable Power	12 Months
Takex	24 Months	timeTec	See Below
Ubiquiti	12 Months	Utepo	12 Months
Virdi	12 Months	Wisnetworks	12 Months
W-Link	12 Months	Zartek	12 Months
ZKTeco	See Below		

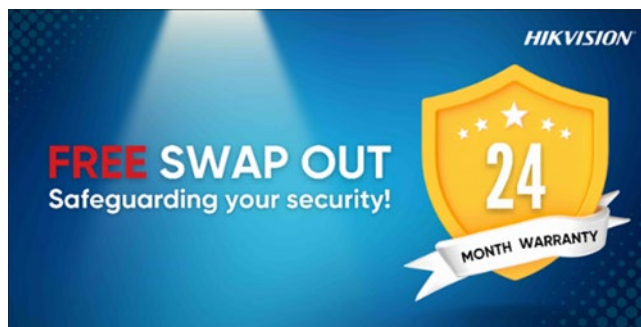
### Armatura:

Armatura warrants that the Products will be free from defects in material and workmanship for a period of thirty-six (36) months from the end user's product receiving date ("Warranty Period").

During the Warranty Period, Armatura will, at its sole discretion, repair or replace Products that are found to be defective in material or workmanship. This Warranty does not cover on-site services, which are the responsibility of Armatura Partners. If Armatura provides on-site services, additional costs will apply and will be determined on a case-by-case basis by Armatura's regional office or its global exclusive distributors.

This Warranty does not cover defects or damage resulting from misuse, abuse, accident, neglect, improper installation, unauthorized modifications, or normal wear and tear.

## Hikvision:



### Product Range allowed for swap 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

### Hikvision Warranty:

Group	Category	Line	Default Warranty (Months)
Analogue	Analogue	Cameras	24
		Lens & Accessories	24
		WebCam	24
	DVR	7 Series	24
		8/9 Series	36
		eDVR	36
	DVS		24
Audio and Sensing Group	Audio	Analog audio	24
		IP Audio	36
		Speakerphones	24
	Sensing	Sensing Product	60
		Fiber Optical Sensing	60
		Hyperspectral Sensing	60
IP Group	IPC	Wireless IPC	12
		1 Series IPC	24
		2 Series IPC	24
		3xx1/3xx7GxE Series IPC	36
		3xx3/3xx5 Series IPC	60
		3xx6/3xx7 Series IPC	60
		6/7/8 Series IPC	60
		Zoom Camera/Zoom Camera Module	36
		Solar-powered Camera Battery	12
	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
		DY3/DY5 Series PTZ Positioner	36
		DY7/DY9/DYH Series PTZ Positioner	60
		Anto-corrosion / Anti-explosion	60
	Thermal Imaging	Black Body	24
		Security Thermal Cameras	60
		Thermography Cameras	60
		Thermal Uncooled Microbolometer Detector	120
	NVR	7 Series NVR	24
		8/9 Series NVR	60
1 Series AcuSense NVR		60	
DeepinMind NVR		60	

		eNVR	36
Centre Group	Commercial Monitor	LED Cabinet	24
		LED Module	12
		LCD	24
		LED	12
		DLP	12
		Interactive Flat Panel Display	Interactive display
	Interactive Display Accessories		12
	Digital Signage		24
	Conference Camera		36
	Monitor	Monitor	24
	Controller	Integrated Platform	24
		Decoder	36
		Video Wall Controller	36
		Keyboard	24
	Transmission	Switch	36
		Wireless Bridge	36
		Wireless Router	36
		APAC	36
		UPS	24
		UPS Battery	12
		Cable	60
All-in-one Server	Blazer	36	
Network Storage	Hybrid SAN	60	
	Cluster storage	60	
Server	DeepinMind Server	36	
	VMS 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
		Radar	24
		RFID	24
	PDA	PDA	24
		PDA Battery	12
	Portable Terminal	PVR System	24
		Portable PTZ Cameras	24
		Body Worn Camera	24
		Body Worn Camera Battery	12
		Others	24
	Entrance and Exit	Entrance & Exit	24
		Parking Guidance	24
City Parking		24	
Mobile Group	Mobile Video Recorder	Mobile DVR	24
		Mobile NVR	24
	Mobile Camera	Mobile Analog Camera	24
		Mobile Network Camera	24
	Mobile Accessories	Mobile Accessories	24
	Dash Cameras	Industry Dash cameras	24
		Consumer Dash cameras	12
	Field Assist System	360 AVM System	24
Four-way Monitoring System		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 Gate / Turnstile	24
	Intercom	Video Intercom	24
		SIP Phone and Server	24
	Alarm	Wireless Panels	24

		Wireless Peripherals and Modules	24
		Wireless Detectors	24
		Wired Panels	24
		Wired Peripherals and Modules	24
		Wired Detectors	24
		Card	24
		Alarm Detector Structure Accessories	24
		Emergency Alarm	24
	Security Inspection	Hand-held Metal Detector	24
		Walk-through Metal Detector	24
		X-ray Inspection	24
		Intelligent Security Analyzer	24
		Wired Panels	24
		Liquid Detection Equipment	24
		Explosive & Narcotics Detector	24
		Under-Vehicle Inspection Equipment	24
		Explosion-proof Equipment	24
		Millimeter Wave Body scanner	24
		HDD	2.5" HDD
Surveillance	36		
3.5" HDD	Enterprise		60 (Only for procurement from Hikvision in China)
UPS			24 Months

- The warranty of products for special projects is subject to sales and purchase agreement.
- The warranty of prototype sold at a discount is subject to sales and purchase agreement.
- The warranty of accessories such as DVD burner, camera power supply and lens is subject to sales and purchase agreement.
- The warranty of unlisted products is subject to sales and purchase agreement or official document.
- Consumables such as mouse, bracket, power cable and data cable are guaranteed for 12 months, and the warranty period starts from the shipment date of the product.

### Paxton Warranty:

Paxton offers a 5year warranty on all products. Follow these three simple steps to log a return on a defective product:

1. Call Paxton Technical Support (021 427 6691) if a problem arises on site, Paxton support will then troubleshoot the issue.
2. If the issue cannot be solved, you will be supplied with a returns number (RMA Number).
3. The faulty product with a copy of the returns reference number to be taken to the distributor for an exchange.
4. If there is stock available the unit will be replaced immediately. If there is not stock available a replacement unit will be ordered from Paxton.

NB: You will only be replaced with what you return.

**timeTec**

TimeTec provides a One (1) Year Limited Hardware Warranty for Chainway C66 Scanners and TimeTec BLE devices to authorized clients, as outlined below:

1. Warranty Coverage

- Defect-Free Assurance: TimeTec warrants that all Chainway C66 Scanners and TimeTec BLE devices are free from manufacturing defects. Additionally, the warranty covers defects in materials and workmanship that result in a material deviation from the published Chainway C66 Scanners and TimeTec BLE technical specifications or customized specifications agreed upon with the client (“Hardware system failure”).
- Repair or Replacement: If a hardware defect arises and a valid claim is received within the warranty period, TimeTec will repair or replace the defective hardware within 15 working days after receiving the faulty unit. The defective hardware must be shipped to TimeTec 5 Regency Drive, Building B, Route 21 Business Park, Centurion, 0157) with pre-paid shipping costs, as TimeTec is not liable for shipping expenses.
- Extended Warranty After Repairs: In the event of any part(s) being repaired or replaced under warranty, the warranty period will continue for the unexpired portion of the original warranty or an additional 60 days, whichever is greater.

2. Warranty Start Date

The warranty begins from the date of the Commercial Invoice or Tax Invoice, or 30 days from the shipment date, whichever occurs first. All claims must be submitted before the expiration of the warranty term.

**ZKTeco Warranty:**

Green Label Product Range	3 Years
Basic Access Run Rate Product Range (Access Control and T&A)	2 Years
Entrance Control Product Range	1 Year
Security & Inspection Product Range	
Smart lock Product Range	
Hotel Lock Product Range	

All ZKTeco warranties are effective from the date of Commercial Invoice or Tax Invoice or 30 days from the date of shipment, whichever occurs first. All warranty claims must be submitted before the expiration date of the warranty term.



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: V1 /2025

