



PRODUCT DEFECT WARRANTY

PERIODS

All Products sold by FOCUS SMART TECHNOLOGIES to CUSTOMERS in Malaysia are covered with the following Factory Defect Warranties unless otherwise Quoted:

Access Control

- 1 Year Warranty – Repair / Replacement

CCTV Surveillance

- 2 Year Warranty – Repair / Replacement

Intercom Systems

- 1 Year Warranty – Repair / Replacement

Transmission / Surge Protection Devices

- 1 Year Warranty – Repair / Replacement

Metal Detectors

- 1 Year Warranty – Repair / Replacement

Intruder Detection Systems

- 1 Year Warranty – Repair / Replacement

Local Area Network Switches

- 2 Year Warranty – Repair / Replacement

Wireless LAN Access Points / Bridges

- 2 Year Warranty – Repair / Replacement

Access Point Controllers / Internet Security Gateways

- 2 Year Warranty – Repair / Replacement

LED Flood Lights

- 3 Year Defect Warranty – Repair / Replacement

LED UFO Warehouse Lights

- 3 Year Defect Warranty – Repair / Replacement

LED All-In-One Solar Street Lights

- 3 Year Defect Warranty – Repair / Replacement

CLAIM PROCEDURE

CUSTOMER Product Defect Claims must be logged via “**WHATSAPP Text Messages**” or using our “**Problem Report Sheet**” and sent to FOCUS. Once Problem Reports are received FOCUS will Schedule and Dispatch On-site Support Staff to investigate, identify cause of Failure and proceed to Repair / Replace with Same or Upgraded Product/s.

COVERAGE

Products that have failed within issued Warranty Periods due to **Miss Handling, Accidents, Incorrect third party Installation, Tampering, Storage / Operation in Out Of Specification Environments, Excessive Power Over Voltage / Fluctuations / Surges, Water Damage, Lighting Induction or Acts of Riot / War** will not be covered.

Focus Smart Technologies

T1-L27B, Boulevards, Jalan SS12/1, Wangsa Baiduri, 47500 Subang Jaya, Selangor, Malaysia

Web: www.focus.com.my



PRODUCT DEFECT WARRANTY

Products repaired / replaced within Warranty Periods by FOCUS will only carry warranty up to the Period provided for by the original purchased product.

The final decision of cause of Product Failure and to Repair / Replace under warranty is with Focus Smart Technologies.

CHARGES

Faulty Products returned to FOCUS covered under our Warranty Statement will be Repaired / Replaced at no Cost.

When FOCUS is required to make On-Site Visit/s to perform On Call Maintenance (Products Covered or Not Covered under Warranty) a minimum Charge of RM 90 Mon-Fri 0900-1800 and RM 180 All Other Times is made for Travel & Expenses within Selangor. When On-Site visits are required outside Selangor, Customers are asked to request a Quote before scheduling our Services.

In situations where Faulty Products are not covered under Warranty, the Customer will be quoted on the Costs to Repair / Replace. Generally, if the Repair Costs are greater than 50% of the Product Cost we recommend that a new Product be purchased.

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