



A. i3 PRODUCTS & SOFTWARE

i3 Products Include:

i3 System

- Digital Video Management System & Video Pilot Matrix Server and VEO standalone (“i3 System”)

i3 Product

- PORTAL™ Card Access
- Power over Internet Network Switches (PoE)
- IP, Analog, High Resolution Cameras
- Monitors
- Brackets & Housings
- Power Supplies (Regular, UTP Transceiver and IP)
- Baluns (UTP)
- Interface Devices
- Communication Devices
- Accessories

Software Includes “i3 Software”

- i3 Server: SRX-Pro, Video Pilot Matrix Server (VPMS)
- i3 Remote: SRX-Pro Remote, SRX-Pro Mobile Remote, i3 Web Remote, Video Pilot Client (VPC), Video Pilot Matrix Client (VPMC)
- VideoLogix (Object Tracking, Human Detection, Door Counting, Qtime/ Dwell Time, Heat Map etc...)
- PACDM (POS, ATM, Card Access Data Management)
- Sentinel LPR (License Plate Recognition)
- Business Intelligent Central Management System (BI CMS)
- Annexus Finder, Annexus Configuration Tool
- Alert Centre
- i3DM
- PORTAL™ Card Access System

B. GENERAL POLICIES

i3 International Inc. (“i3”) aims to satisfy you (the “customer”) completely by providing quality merchandise at reasonable prices – quickly and dependably. Plans and specifications are interpreted as required, but i3 takes no responsibility that the information provided is suitable for the intended purpose. i3 has a policy of product improvement and reserves the right to accept or refuse any order. All information supplied by i3 is believed to be accurate, but i3 is not liable for errors or misinterpretations.

Read all the safety precautions and operating instructions before using the i3 PRODUCT. Keep these instructions for future records.

Caution: Changes or modifications not expressly approved by i3 could void your authority to operate the i3 PRODUCT.

Delivery and shipment dates are estimates only. i3 is not liable directly or indirectly for delays of carriers or delays from labor difficulties, shortages, strikes or stoppages of any sort, fires, accidents failure or delay in obtaining materials or manufacturing facilities, acts of government affecting i3 directly or indirectly, bad weather, or any causes beyond i3’s control, acts of God, force majeure or delays caused by court of law, and the estimated delivery date shall be extended accordingly. i3 will not be liable for any damages or penalties whatsoever, whether direct, indirect, special or consequential, resulting from i3’s failure to perform or delay in performing unless otherwise agreed in writing by an authorized officer of i3.

Training: For up-to-date training information and class scheduling, please contact i3 at 780 Birchmount Road, Unit 16, Scarborough, ON Canada M1K 5H4 (416-221-2266) directly (“i3’s premises”).

Support: For technical support, call i3’s Technical Support Department (1-877-877-7241.) The support line is manned Monday to Friday 9a.m. to 8p.m. EST, except holidays and weekends. After hours i3 policy is to try to respond to calls within 2 hours.



C. PURCHASE ORDERS & PAYMENT TERMS

- All orders are received and processed on a first-come, first-served basis. i3 will attempt to process all orders received before 2:00p.m. (Eastern Standard Time) within the same business day.
- Orders are accepted with the understanding that they will be billed at prices in effect at the time of receipt of Purchase Order (PO) except when firm prices have been quoted.
- Orders will be shipped only to accounts with established credit or for orders that have been prepaid.
- Standard credit terms, net 30 days. Payments are to be made in U.S or Canadian funds.
- In the event of late payment, i3 may charge interest on the amount outstanding before and after judgement at the rate of five (5) percent above the Bank Base Rate in force from the due date until the date of payment. In addition, invoices unpaid for more than 60 days after the invoice date will incur a surcharge of 5% of the outstanding amount.
- If any amount of an invoice is disputed then you shall inform i3 of the grounds for such dispute within seven days of delivery of the goods and shall pay to i3 the value of the invoice less the disputed amount in accordance with these payment terms. Once settlement of the dispute has been agreed, any sum then outstanding shall also be payable in accordance with these payment terms.
- All prices are F.O.B. point of manufacture (You, the customer, are responsible for all shipping costs).
- All discounts are subject to foreign exchange fluctuations, changes in import duties and other applicable taxes.

D. SOFTWARE LICENSE

By installing, copying or using the “i3 software”: SRX-Pro Server, SRX-Pro Remote, SRX-Pro Mobile Remote, Video Pilot Client (VPC), Video Pilot Matrix, Video Pilot Matrix Console including associated media, Central Management System(CMS), PACDM, Business Intelligent, Alert Centre, i3DM, Annexus Finder, Annexus Configuration Tool, i3 Media Server and Portal. YOU AGREE TO BE BOUND BY THE TERMS OF THIS LICENSE. IF YOU DO NOT AGREE, DO NOT INSTALL, COPY OR USE THE i3 SOFTWARE, and promptly return the uninstalled i3 Software to i3 International Inc. (“i3”) at 780 Birchmount Road, Unit 16, Scarborough, Ontario, Canada, M1K 5H4 for a full refund, if applicable.

1. Grant of License. i3 hereby grants to you the following right to install and use the i3 Software for your personal or commercial use, as the case may be, provided that you comply with all terms and conditions of this license. The license granted herein for use of the i3 Software is a commercial license intended only for dedicated commercial purposes by licensed users of i3, and no one may use this i3 Software for any commercial purpose or in any way related to the operation of any business enterprise or revenue generating activities other than as expressly licensed by i3. If you are not a licensed user of i3 or an employee or authorized contractor of a licensed user of i3, you have no rights under this license and are not authorized or licensed to use, sell, lease, license, dispose, copy, modify, or distribute the i3 Software in any manner. If you are not using a licensed copy of the i3 Software, you are not allowed to install or use the i3 Software. Sharing this i3 Software in any way with any other person or entity or allowing any other person to view the contents of this i3 Software is in violation of this license. The i3 Software is licensed as a single product; its component parts may not be separated for use on more than one server, and you agree that this i3 Software may not be used by more than one server at any one time. The documentation that accompanies the i3 VMS is licensed for internal, personal/commercial use reference purposes only. This license does not grant you any rights to any trademarks or service marks or any other intellectual property of i3.

2. Copyright. i3 or its suppliers own the title, copyright and other intellectual property rights in the i3 Software. The i3 Software is protected by Canadian and United States copyright and other intellectual property laws and treaties. Therefore, you must treat this i3 Software like any other copyrighted material.

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i3 Software, or disclose the contents of the i3 Software to any other person. You may not make the i3 Software or copies thereof available in any manner or form or use, copy or transfer the i3 Software, in whole or in part, except as expressly authorized by i3.

4. Internet Based Services. Your use of i3 Internet based services is subject to rules and regulations established by i3, and which may change from time to time. You may not use any i3 Internet based services associated with the i3 Software in any manner that could damage, disable, overburden or impair such services or interfere with any other person's use and enjoyment of them. You may not attempt to gain unauthorized access to any service, account, computer systems or networks associated with the Internet based services. i3 reserves the right to vary or discontinue Internet based services provided to you or made available to you through the use of i3 Software.

5. Health Monitoring. The purpose of Health Monitoring is to ensure all cameras and video/data feeds are operating and that there is nothing related to the i3 equipment and software that is preventing the customer from obtaining/collecting the information/data they require. i3 will provide status updates to the customer but is not responsible for monitoring the content of the video images. The status updates shall include but are not limited to the operation of the cameras, the length of time data is stored, number of log in, defective hard drive. The customer acknowledges that there is an open connection between the customer's server and i3's content management system. i3 shall use commercially reasonable efforts: (a) to provide the Health Monitoring option according to i3's documentation as described in this Agreement under normal use and circumstances, in a manner consistent with the generally accepted industry standards reasonably applicable to the provision of the Health Monitoring option, and (b) to notify the customer on a best efforts basis if i3 becomes aware of any breach of its security relating to the Health Monitoring option. Except as expressly authorized by i3, i3 makes no representation or warranties about the suitability, fitness for a particular purpose, or relevance of the data provided by the Health Monitoring option.

6. Consent to Use of Data. You agree that i3 may collect and use technical information gathered as part of the product support services provided to you, if any, related to the i3 Software. i3 may use this information solely to improve our products or to provide customized services or technologies to you and will not disclose this information in a form that personally identifies you.

7. Links to Third Party Sites. i3 is not responsible for the contents of any third-party sites or services, any links contained in their party sites or services, or any changes or updates to third party sites or services. i3 is providing these links and access to third party sites and services to you only as a convenience, and the inclusion of any link or access does not imply an endorsement by i3 of the third party site or service.

8. Additional Software/Services. This license applies to all updates, supplements, add-on components or Internet based service components of the i3 Software that i3 may provide or make available after the date you obtain your initial copy of the i3 Software, unless they are accompanied by separate terms in which case the separate terms shall govern. To use i3 Software identified as an upgrade, you must first be licensed for the i3 Software identified by i3 as eligible for the upgrade. After installing the upgrade, you may no longer use the original i3 Software that formed the basis for your upgrade eligibility except as part of the upgraded i3 Software.

9. DISCLAIMER OF WARRANTIES. To the maximum extent permitted by applicable law, i3 and its suppliers provide the i3 Software and support services AS IS AND WITH ALL FAULTS, and hereby disclaim all other warranties and conditions, whether express, implied or statutory, including, but not limited to, any (if any) implied warranties, duties or conditions of merchantability, of fitness for a particular purpose, of reliability or availability, of accuracy or completeness of responses, of results, of workmanlike effort, of lack of viruses, and of lack of negligence, all with regard to the i3 Software, and the provision of or failure to provide support or other services, information, software, and related content through the i3 Software or otherwise arising out of the use of the i3 Software. ALSO, THERE IS NO WARRANTY OR CONDITION OF TITLE, QUIET ENJOYMENT, QUIET POSSESSION, CORRESPONDENCE TO DESCRIPTION OR NON-INFRINGEMENT WITH REGARD TO THE i3 SOFTWARE. Without limitation of the foregoing, no oral or written information or advice given by i3, its dealers,



distributors, dealers, agents or employees shall create a warranty or in any way increase the scope of the limited warranty, and you may not rely on any such information or advice. i3 does not warrant, guarantee or make any representation regarding the use or the results of use of the i3 Software or support services (if any) in terms of correctness, accuracy, reliability, timeliness, or that the software will be error free or will perform in an uninterrupted manner or otherwise, and the entire risk as to the results and performance of the i3 Software is assumed by you. If the i3 Software or support services (if any) are defective, you and not i3 or its dealers, distributors, agents or employees assume the entire cost of all necessary servicing, repair or correction other than as expressly described above.

10. EXCLUSION OF INCIDENTAL, CONSEQUENTIAL AND CERTAIN OTHER DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL i3 OR ITS SUPPLIERS NOR ANYONE ELSE INVOLVED IN THE PRODUCTION OR DELIVERY OF THIS PRODUCT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, PUNITIVE OR INCIDENTAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR LOSS OF DATA OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE USE OR INABILITY TO USE SUCH PRODUCT, THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT OR OTHER SERVICES, INFORMATION, SOFTWARE AND RELATED CONTENT THROUGH THE i3 SOFTWARE OR OTHERWISE ARISING OUT OF THE USE OF THE i3 SOFTWARE, OR OTHERWISE UNDER OR IN CONNECTION WITH ANY PROVISION OF THIS LICENSE, EVEN IN THE EVENT OF THE FAULT, TORT (INCLUDING NEGLIGENCE), MISREPRESENTATION, STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY OF i3 OR ANY SUPPLIER, AND EVEN IF i3 HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL i3's LIABILITY HEREUNDER, IF ANY, EXCEED THE PURCHASE PRICE PAID BY YOU FOR THE i3 SOFTWARE.

11. Termination of license. Without prejudice to any other rights or remedies available to i3, this license granted herein may be terminated unilaterally by i3 in the event that you fail to comply with any provision of this agreement. In the event of termination, all licenses granted hereunder shall cease to be effective and you must destroy all copies of the i3 Software and all of its component parts.

12. Governing Law. This agreement shall be deemed to have been made in the province of Ontario and shall be interpreted and construed pursuant to the laws of the Province of Ontario.

E. LIMITED WARRANTY

i3 PRODUCT other than i3 System

i3 warrants that the i3 PRODUCT will perform substantially as specified by i3 for a period of 1 year except 3 years in the case of Fixed Cameras, in each case from the date of your purchase, in accordance with the product specifications published by i3 on i3's website at the time of purchase (www.i3international.com). Customer may purchase extended warranty packages.

i3 System

i3 warrants that the i3 System will perform substantially as specified by i3 for a period of 1 year parts and labor in the case of any 2L, 3L, 4L; and 3 year parts, 1 year labor in the case of all other HVR/NVR units, Veo48016, Veo16, 9V0000/C2/C4/C6 and Annexus Encoders from the date of your purchase, in accordance with the product specifications published by i3 on i3's website at the time of purchase (www.i3international.com). Customer may purchase extended warranty packages.

Notes: See i3's Shipping and Return Merchandise Authorization (RMA) policies below.

- If an i3 System is sent back for RMA, limited warranty still applies from the original invoice.
- Warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair.
- Warranty on the rebuild units where the number of new parts exceeds the number of recycled parts ("overhaul") shall be in effect for a period of one hundred and eighty (180) days following the service repair.
- Customer can contact manufacturer directly if component becomes defective after 90 days.
- Where customer purchases directly from i3, parts warranty is 1 year.
- System upgrades during original warranty period do not affect or extend original system warranty in any way.



This warranty excludes costs for initial technical adjustments (setup) which are the responsibility of the dealer from whom you purchased the unit and also excludes damage due to misuse or neglect. Damages resulting from Electrostatic Discharge (ESD) will not be warranted. i3 will not be responsible for dismantling, reassembly or reinstallation charges. The i3 System must be used with an uninterrupted power supply (with minimum 500 watts) with range protection. Failure to do so will void all warranty.

This warranty does not cover damages beyond i3's control. In no event shall i3 be liable for any direct, indirect or consequential damages, loss of anticipated profits, loss of time or any other losses incurred by you in connection with the purchase, installation, operation or failure of the i3 System. i3 is not responsible for viruses. Users shall install anti-virus programs onto their i3 System at their own risk. For more details on the limitations of this warranty, contact your dealer.

To obtain service you must:

- Comply with i3's Return Merchandise Authorization (RMA) and Shipping Policies – see below.
- Obtain RMA number from i3 by calling the Technical Support Number 1-877-877-7241. i3 System and parts may not be returned without written permission from i3 and without customer obtaining an RMA number.
- Arrange for delivery of your i3 System or parts to i3's premises, 780 Birchmount Road, Unit 16, Scarborough, ON Canada M1K 5H4 in Canada
- All shipments must be shipped prepaid, insured and properly packaged, preferably in the original packaging and accompanied by a letter outlining the defect.
- Supply your warranty registration or bill of sale or other evidence of the purchase date.

F. SHIPPING POLICY

Purchase orders:

- All orders must be submitted in the form of a fully completed Purchase Order (PO) by e-mail to orders@i3international.com or fax to 416-759-7776 / 1-888-222-0559
- Any change in the order after the receipt of the PO must be accompanied by written notification from the customer. Any change may result in shipment delays particularly if the change requires an upgrade or change in components or software.
- POs must be received by 6:00p.m. (Eastern Standard Time) to be processed on the same business day.

Shipment Turnaround:

- i3 HVR/DVR/NVR, cameras, network switches, PoE, accessories, etc... will be shipped out within one (1) business day following the PO confirmation and SO approval by the customer .
- All special orders (i.e. upgrades to standard spec system including POS software, extra hard drives, extra components) will be shipped out five (5) business days following the PO confirmation and SO approval by the customer to allow for building and testing the unit. This time may be extended depending on the difficulty of unit.
- Large orders from 10-15 units will be shipped out approximately seven (7) business days following the PO confirmation and SO approval by the customer. If special components or software are required, the time frame for shipping may be extended.
- High volume orders (16+ units) will be shipped out approximately ten (10) business days following SO approval by the customer.
- Orders are subject to credit checks prior to shipping.
- The customer will be notified of any delays by telephone or email

Shipping Terms:



- Unless otherwise specified, all shipments will be scheduled for standard shipment. Standard shipping in Canada is guaranteed within five (5) business days. Standard shipping to the United States is not guaranteed due to lack of control of Customs Canada and USA. Typically, standard shipments will arrive to the destination within seven (7) business days. Any extra costs incurred as a result of expedited shipments as requested by the customer will be borne by the customer.
- i3 will make every effort to maintain the above schedules for all customers, however, there may be delays encountered when clearing customs and during new hardware or software releases. i3 will notify all affected customers upon delay of an order.

RUSH ORDERS:

- Expedited Orders. The customer has the option to pay an extra US \$100 per unit fee to expedite an order to ship faster than the above specified delivery times. In order to expedite an order, i3 will assign an expeditor to the order to ensure it is placed as a priority item at every stage throughout production and quality assurance. Note, expedite fee does not cover any shipping costs.

Shipping costs:

- Shipping to all customers in the United States and Canada will be collect (paid by consignee) including all brokerage, entry, taxes, import/export and other fees affiliated with shipment across the Canadian/US border.

Future Delivery:

- Orders will be accepted with a future ship date of up to 3 months from the date of order entry. Partial shipment may be made against the original order as long as all items are shipped within the 3 month period. Customers are required to pay full amount for future orders.

Title and Shipping Claims:

- Delivery of i3 System or parts to a carrier from i3's premises constitutes delivery to the buyer and title and all risk of loss or damage in transit shall pass to the buyer at that time. Any short-shipment claim will be verified and legitimate claims will be processed as follows: credit will be processed against the original order for the number of items short-shipped. The buyer must submit a PO for the short-shipped items. If a new PO is not received, credit for product billed against the original order will not be processed.

G. RETURNED/EXCHANGED MERCHANDISE

All items returned to i3 International must be accompanied by an RMA number, without exception.

Merchandise without an RMA number will be refused by i3's receiving department. Any product returned without prior authorization will be sent back to the customer, collect. Please include the RMA number on the waybill or shipping label and write it clearly and prominently on the top right corner of the shipping box.

RMA number can be obtained by sending an email to rmastupport@i3international.com or speaking with i3 Technical Support Department (1-877-877-7241).

The following product information will be obtained:

- Model and serial number
- Date of shipment from i3 Factory, Purchase Order (PO) number, Sales Order (SO) number or i3 invoice number
- Details of defect or reason for return

If the RMA is approved, the RMA number will be issued and provided to the customer. All RMAs must include i3 Invoice number or customer PO number for the product in question, for reference. Without i3 Invoice or customer PO number



reference, no credit can be issued by i3 International. Once the RMA number is issued, the customer will be directed to include the RMA number with the shipment back to i3 International's premises. Please note that RMA number expires 30 days from the date of issue. In that case, contact Technical Support again to issue a new valid RMA number.

** IMPORTANT **

Prior to shipment of replacement or repaired units or parts from i3's premises back to the customer, i3 requires a PO from the customer citing i3's RMA number as confirmation that the customer wishes to have this product sent to their attention. In some cases, customer PO will be required before RMA number is issued. Read RMA Under Warranty section for more information.

Return for Credit

To return i3 products for credit, customers must obtain an RMA number, marked Return for Credit. Provide the reason under "Reason for Return" as well as the customer original PO number or i3 invoice number, for reference. Without i3 Invoice or customer PO number reference, no credit can be issued by i3 International. All products returned for credit are subject to inspection and testing before determination is made to allow credit.

- i3 products may be returned to i3's premises for a full credit, excluding freight costs, provided that:
- the returned products are received at i3 facility within 30 days of the original ship date
- the products are new, unused and in "resale condition"
- product manufacture date is 3 months or less
- products are returned in their original, unopened packaging

Return for Credit products received at i3 facility within **31-90 days** from the original ship date are subject to the 25% restocking fee. A credit memo of 75% of the original invoice, excluding freight, will be issued to the customer provided that all other RMA conditions above are met. No credit returns will be processed beyond 91 days from the product's original ship date.

Shortages, Defects; Losses and Damage in Transit

Shortages and defects must be reported immediately. Claims for losses or damage in transit must be made, as provided by law, to the transportation company by the buyer.

HVR/NVR/DVR - 45-day Advanced Replacement Warranty

All units are covered against failure under Advanced Replacement Warranty for the first 45 days since the original ship date. To qualify for coverage under Advanced Replacement warranty policy, the unit/part/component damage must not be resultant from abuse or neglect, willful or accidental.

Failure of a **major** component within the unit, not resultant from customer abuse or neglect, will result in a unit replacement. Failure of a **minor** component or of the unit accessory, not resultant from customer abuse or neglect, will result in part/component replacement. To qualify for a new replacement unit/part/component under the 45-day Advanced Replacement warranty, the process below must be followed:

- customer obtains RMA number from i3 Technical Support department for the non-working unit/part/component
- customer PO for replacement unit/part/component is received at i3's premises (citing RMA number).
- replacement unit/part/component is shipped to customer with the new invoice.
- faulty unit/part/component is shipped back to i3's attention with RMA form.
- faulty unit/part/component is received at i3 facility (with RMA number indicated on the box) and tested.
- RMA form is sent to i3 accounting, credit memo is generated for the shipped replacement unit.

Bulk RMA Shipments

Customers who wish to accumulate a number of components for a bulk RMA shipment must request an RMA number when ready to ship the product(s). Customers must keep records of Serial, Invoice, and PO numbers per item.



Freight

Customers are responsible for freight costs to ship equipment to i3. i3 International is responsible for return freight costs to ship the equipment back to the customer. Only in case of Advanced Replacement, i3 will pay freight two-ways.

RMA Under Warranty Repairs

Please consult i3's [Limited Product Warranty](#) policy to more information about your i3 product's warranty. Under-warranty products in need of repair must be returned to the i3 facilities, freight charges prepaid, accompanied by an RMA number. Please refer to the *Returned Merchandise Authorization Number* section for more information. Any product returned without prior authorization will be sent back to the customer, collect.

(a) RMA Repairs. Year 1 of Original Warranty

All DVR/HVR/NVR units are covered against failure for 1 year since the original ship date. To qualify for repair coverage under i3 warranty policy, the unit/part/component damage must not be resultant from abuse or neglect, willful or accidental. To qualify for the 1st year RMA repair, the process below must be followed:

- customer contacts i3 Technical Support (1.877.877.7241) and requests a repair RMA Number.
- RMA number is sent to the customer; customer ships the unit to i3; the unit is received at i3 premises.
- unit is repaired by RMA technician.
- repaired unit is shipped back to the customer.

(b) Flat Rate Warranty Repair. Years 2 and 3 of Original Warranty

Select DVR/HVR/NVR models qualify for Flat Rate Warranty Repair during the 2nd and 3rd year of the original unit warranty. Flat Rate Warranty Repair warranty sets the flat rate for repair **labor charges**, depending on unit model, while the cost of parts/replacement components is covered under the unit's original warranty.

Please consult i3's [Limited Product Warranty](#) policy for more information about your i3 product's warranty. To qualify for Flat Rate RMA Repair, the process below must be followed:

- customer contacts i3 Technical Support (1-877-877-7241) and requests a repair RMA Number.
- customer issues PO for repair, in accordance with the Flat Rate Warranty Repair - Labor Fee Structure (see below).
- RMA number is sent to the customer; customer ships the unit to i3; the unit is received at i3 premises.
- unit is repaired by RMA technician.
- repaired unit is shipped back to the customer.
- flat rate RMA repair charges are invoiced under customer's PO.

Flat Rate Warranty Repair - Labor Fee Structure.

Please contact our Customer Care department at 1-866-840-0004 for pricing information.

US Customers:	Canadian Customers:
Rackmount (6x/7x/8x/9x) = Contact Customer Care	Rackmount (6x/7x/8x/9x) = Contact Customer Care
Compact (2i/3P/4P/4i/5x) = Contact Customer Care	Compact (2i/3P/4P/4i/5x) = Contact Customer Care
Veo16 = Contact Customer Care	Veo16 = Contact Customer Care

(c) RMA Out-of-Warranty Request for Repair

DVR/HVR/NVR models not currently under warranty and more than 3 years but less than 5 years old since the manufacturing date can be sent in for repair following the process below.

To qualify for Flat Rate Out-of-Warranty Repair, the process below must be followed:

- customer contacts i3 Technical Support (1-877-877-7241) and requests a repair RMA Number.
- customer issues PO for repair, in accordance with the Flat Rate Out-of-Warranty Repair - Labor Fee Structure



(see below).

- RMA number is sent to the customer; customer ships the unit to i3; the unit is received at i3 premises.
- unit is repaired by RMA technician.
- repaired unit is shipped back to the customer.
- flat rate RMA repair charges are invoiced under customer's PO.

Flat Rate Out-of-Warranty Repair - Labor Fee Structure

Please contact our Customer Care department at 1-866-840-0004 for pricing information.

Important: Flat Rate Out-of-Warranty repair pricing includes only one (1) 1TB HDD (OS). Any additional hard drive replacements are chargeable at the dealer's pricing level.

US Customers:	Canadian Customers:
Rackmount = Contact Customer Care	Rackmount = Contact Customer Care
Compact = Contact Customer Care	Compact = Contact Customer Care
Veol6/Veo48016/Veo12016/Veo12004 = no repairs offered after 3 years	

Limited Warranty on Factory Repairs

The below Limited Warranty is applicable to **factory repairs only** and does not include any on site repairs. ALL products and equipment in need of servicing **MUST** be shipped back to the i3 Service Center(s) at the client's expense in order to qualify for and to comply with the i3 Limited Warranty.

During the labor warranty period, to repair the Product, Purchaser will either return the defective Product; freight prepaid, or deliver it to a i3 International Service Center or to a service facility authorized by i3 International. The Product to be repaired is to be returned in either its original carton or a similar package affording an equal degree of protection. i3 International will return the repaired Product freight prepaid to Purchaser. All freight costs associated with replacement of warranty parts after expiration of the original labor warranty period are the responsibility of the Purchaser. i3 International is not obligated to provide Purchaser with a substitute unit during the warranty period or at any time. For an additional fee, i3 International field service and support at the Purchaser's location is available to Purchaser at i3 International's prevailing per incident billable rates for such service subject to availability.

The limited warranty stated in this policy is subject to all of the following terms and conditions.

TERMS AND CONDITIONS

1. NOTIFICATION OF CLAIMS: WARRANTY SERVICE: If Purchaser believes that the Product is defective in material or workmanship, then written notice with an explanation of the claim shall be given promptly by Purchaser to i3 International but all claims for warranty service must be made within the warranty period. If after investigation i3 International determines that the reported problem was not covered by the warranty, Purchaser shall pay i3 International for the cost of investigating the problem at its then prevailing per incident billable rate. No repair or replacement of any Product or part thereof shall extend the warranty period as to the entire Product. The specific warranty on the repaired part only shall be in effect for a period of ninety (90) days following the repair or replacement of that part or the remaining period of the Product parts warranty, whichever is greater. The specific warranty on the repaired parts only in the rebuild ("overhaul") units, where the number of new parts exceeds the number of recycled parts, shall be in effect for a period of one hundred and eighty (180) days following the repair service.
2. EXCLUSIVE REMEDY: ACCEPTANCE: Purchaser's exclusive remedy and i3 International's sole obligation is to supply (or pay for) all labor necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall i3 International refund to Purchaser the purchase price for such Product. Purchaser's failure to make a claim as provided in paragraph 1 above or continued use of the Product shall constitute an unqualified acceptance of such Product and a waiver by Purchaser of all



claims thereto.

3. **EXCEPTIONS TO LIMITED WARRANTY:** i3 International shall have no liability or obligation to Purchaser with respect to any Product requiring service during the warranty period which is subjected to any of the following: abuse, improper use: negligence, accident, modification, failure of the end-user to follow the operating procedures outlined in the user's manual, failure of the end-user to follow the maintenance procedures in the service manual for the Product where a schedule is specified for regular replacement or maintenance or cleaning of certain parts (based on usage) and the end-user has failed to follow such schedule; attempted repair by non-qualified personnel; operation of the Product outside of the published environmental and electrical parameters, or if such Product's original identification (trademark, serial number) markings have been defaced, altered, or removed. i3 International excludes from warranty coverage Products sold AS IS and/or WITH ALL FAULTS and excludes used Products which have not been sold by i3 International to the Purchaser. i3 International also excludes from warranty coverage consumable items such as fuses and batteries.
All software and accompanying documentation furnished with, or as part of the Product is furnished "AS IS" (i.e., without any warranty of any kind), except where expressly provided otherwise in any documentation or license agreement furnished with the Product.
4. **CUSTOMER DATA**
Customer shall be solely responsible for maintaining backup data necessary to replace Customer data lost or damaged from any cause.
5. **PROOF OF PURCHASE:** The Purchaser's dated bill of sale must be retained as evidence of the date of purchase and to establish warranty eligibility.
6. **PRODUCT REGISTRATION:** Registration of any Product or of this limited warranty is voluntary; failure to register will not diminish any rights available under this warranty.

DISCLAIMER OF WARRANTY

EXCEPT FOR THE FOREGOING WARRANTIES, I3 INTERNATIONAL HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY AND/OR ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTY WITH REGARD TO ANY CLAIM OF INFRINGEMENT THAT MAY BE PROVIDED IN SECTION 2-312(3) OF THE UNIFORM COMMERCIAL CODE AND/OR IN ANY OTHER COMPARABLE STATE STATUTE. I3 INTERNATIONAL HEREBY DISCLAIMS ANY REPRESENTATIONS OR WARRANTY THAT THE PRODUCT IS COMPATIBLE WITH ANY COMBINATION OF NON- I3 INTERNATIONAL PRODUCTS PURCHASER MAY CHOOSE TO CONNECT TO THE PRODUCT.

LIMITATION OF LIABILITY

THE LIABILITY OF I3 INTERNATIONAL, IF ANY, AND PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE. IN NO EVENT SHALL I3 INTERNATIONAL BE LIABLE TO PURCHASER FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER.

H. i3 SYSTEM INSTALLATION

Note: i3 takes no responsibility for the installation of your i3 System. The installation must be performed by a qualified or certified service personnel and must conform to all local codes. Please contact i3 International for the list of certified i3 Dealers in your area.

Installation Requirements

In order to function properly and to its full potential, i3 HVR/NVR Server must be located in a clean dust free room and a well ventilated area with consistent temperatures within the acceptable range of **18-25° Celsius (64-77° Fahrenheit)**. The acceptable temperature range must be maintained for the stability of the i3 HVR/NVR Server. Operating Relative Humidity in the server room should fall within the acceptable range of **20% to 80% (non-condensing)**. In addition, an **Uninterrupted Power Supply (1000 VA)** with a constant power of 118 to 120 AC must be used with each i3 HVR/NVR Server. If the installation environment does not meet the conditions above, there is a risk of system malfunction.



i3 International will only warranty its products if the installation environment meets the conditions above. Should the environmental conditions be not met, the i3 HVR/NVR Server warranty will be voided.

Maintenance Recommendations for i3 HVR/NVR Servers

HVR/NVR Server cleaning is the practice of physically cleaning the interior, and exterior, of an HVR/NVR Server including the removal of dust and debris from cooling fans, power supply, and hardware components.

Recommended maintenance frequency for i3 HVR/NVR units is once every 6 months.

When selecting a storage location for your system, be sure to avoid:

- excessive heat, such as direct sunlight or heating appliances
- moisture, dust, and smoke
- magnetic fields or electrical waves
- temperatures below 5° Celsius or 41° Fahrenheit
- any obstructions to the system's ventilation holes

Before installing this system, always ensure the:

- power source is located within 3 feet or 1 meter of the UPS
- power is switched off (**Do not plug in the DVMS unit)
- system and its connecting cables have sufficient space
- system is placed on an even surface
- system is situated far from electronic equipment such as
- microwaves, radios, fridge compressors, or any type of wireless equipment such as telephones or cell phones)
- system is at room temperature (18° – 25° Celsius or 64° – 77° Fahrenheit)

i3 System Installation Procedure

Once the suitable location is found, begin installing the i3 System:

- Ground yourself.
- Take the main i3 System unit out of the box carefully and place it on a clean, flat area to unpack.
- Once the unit is secure and stable, connect the hardware (mouse, keyboard, etc.) found in the i3 System box.
- Connect the keyboard and mouse to the USB ports, on the back of the i3 System.
- Plug in the main monitor into the DVI or VGA port on the video card (6-series) or into the DVI-I/DVI-D port on the motherboard (2/4/5-series). (Remember to connect your monitor to a power source)
- Connect analog camera inputs (if present) to the HVR.
- Connect the IP camera inputs (if present) to the switch, then connect the switch to the RJ45 network port labeled "IP Cameras" on the back of the i3 System.
- Connect the power cable(s) to an Uninterrupted Power Supply (UPS). UPS must be used to maintain unit warranty.
- Finally, connect the power cable to the Main power supply on your i3 System. If present, put the toggle power switch on the power supply into the ON position.
- The system will power on automatically. If this does not happen, press and hold the toggle button power switch at the front of your unit (if present) for 2 seconds. The system will then power up.).

Important: Only authorized trained personnel may change internal components; replaced components must be identical to the original factory components as well as CE/FCC/UL/ULC recognized in order to maintain UL/ULC certification.



i3 International Terms and Conditions

Last Revised: 16/310

For further information and the name of the nearest authorized i3 International service facility contact:
i3 International Inc., 780 Birchmount Road, Unit 16, Toronto, Ontario, Canada M1K 5H4, Tel: 1.416.261.2266,
Web site: www.i3international.com