

# LIMITED WARRANTY

## Network Video Recorder ESV4/ESV16/ESV16U/32U

The Imaging Systems Division of Toshiba America Information Systems, Inc. ("ISD") makes the following limited warranties with regard to this Network Video Recorder ("Product"). These limited warranties extend to the Original End-User ("You[r]").

**Two (2) Years Limited Warranty of Labor and Parts** ISD warrants that this Product will perform in accordance with specifications for a period of two (2) years from the date of purchase by Original End-User. During this two (2) years period, ISD will repair or replace the Product, if it does not perform as warranted. In order to take advantage of this Limited Warranty, You must: (a) deliver the Product to an ISD Authorized Service Provider ("ASP"); and (b) pay all transportation and insurance charges for shipment of the Product to the ASP.

ISD reserves the right to substitute factory-refurbished parts in place of those in need of repair.

**User's Guide (User's manual):** You should read the User's Guide (User's manual) thoroughly before operating this Product. Before seeking warranty service, you should check the troubleshooting guide in the User's Guide (User's manual) and follow the instructions to correct the problem.

**How to Obtain Warranty Service Step-by-step Procedures:** To obtain warranty service, You should:

1. Contact Toshiba America Information Systems Inc. Technical Support at (877) 855-1349 for operation or installation assistance.
2. A technical support specialist will help diagnose the problem. If the product requires a hardware repair, Toshiba support will provide a RMA to repair or replace the product.
3. Arrange for shipment of the Product to the Toshiba Exchange Center and include the RMA number you received from technical support.
4. Securely pack the Product in the original carton and external shipping pack, include a letter explaining the problem with a copy of the bill of sale or proof of purchase.
5. Prepay all transportation and insurance costs.

**Questions?** If you have any questions, please check our web site at <http://www.toshibasecurity.com>

**Your Responsibilities:** This Limited Warranty is subject to the following conditions:

1. You must provide the bill of sale or proof of purchase at the time that warranty service is required.
2. You must notify Toshiba America Information Systems Inc. Technical Support at (877) 855-1349 within (30) days after you discover that the product does not perform in accordance with the specifications during the Limited Warranty period.
3. All Warranty Service of this product must be by an ISD Authorized Service Provider.
4. You must pack the Product in its original carton using the original packing material. Then insert the original carton containing the Product into another carton with additional packing material before shipping the Product to an ASP.

**Internal hard drives for the ESV product are sold separately by third party companies. For a complete list of recommended hard drives, please visit <http://toshibasecurity.com/pdf/datasheets/ESV16.pdf>.**

**Toshiba, however, is not in any way responsible for internal hard drives produced by any third party and Toshiba is not responsible for loss of data, under performance or unreliability of ESV products caused by or related to the use of these internal hard drives.**