

**R.F. TECHNOLOGIES, INC.
DIGITAL SURVEILLANCE SYSTEM (DSS)
WARRANTY / EXCHANGE / REPAIR POLICY
BD510 & BD1000 SERIES**



www.bigdogsurveillance.com

DSS OEM WARRANTY

With Power Protection: 12 months from date of purchase on DVR and on other major component (cameras, power supply, monitor) parts. Excludes cables and connectors.

TECHNICAL /INFORMATION SUPPORT: Complimentary

DVR ADVANCE EXCHANGE POLICY: A defective DVR may be exchanged for a new unit within 15 days of purchase (not installation) date; free ground shipping using RFT prepaid labels. Customer will be invoiced at cost of new unit and credited upon receipt of defective unit.

Repair or replacement is at RFT's discretion (free shipping to RFT using our prepaid labels; customer pays return shipping). Warranty is non-transferable.

Warranty Disclaimer

Manufacturer does not warrant against:

- Damage related to customer misuse, abuse, or alteration.
- Damage due to fire, wind, water, storm, riot, vandalism, war, act of God, burglary, power line fluctuations (increase or decrease), accident, or negligence.
- Damages or defects arising out of improper or abnormal product handling.
- Damages or defects arising from improper installation (where installation is by persons other than Manufacturer).
- Damage resulting from the failure to render routine attention to equipment such as: maintaining at least three inches of unrestricted space around the equipment to provide for proper air circulation and keeping all equipment free from harmful materials.
- Power damage without RFT **approved power protection**. Power protection sold separately for an additional \$350.
- Heat and / or environmental related damage.

Remote Access Disclaimer

Manufacturer is not responsible for remote connection port forwarding or server accessibility. Server configurations are the sole responsibility of the customer.

Additional Extended & Expanded Warranty

Additional extended & expanded warranty available within 30 days of purchase. Extended and expanded warranty provides 100% coverage of DVR unit and other major component parts to 2 years.

- 4 & 6 Cam Systems - \$500 Parts & Repair Labor; \$325 Repair Labor (Excludes Parts)
- 8 - Cam System - \$525 Parts & Repair Labor; \$350 Repair Labor (Excludes Parts)
- 16 - Cam System - \$575 Parts & Repair Labor; \$400 Repair Labor (Excludes Parts)
- 32 - Cam System - \$675 Parts & Repair Labor; \$500 Repair Labor (Excludes Parts)

DVR Rental

Can be provided if available; customer pays \$140 per week plus shipping (invoiced at cost of new unit and credit memo issued upon receipt).

Manufacturer's employees' or representatives' oral or other written statements do not constitute a warranty, shall not be relied upon by the Buyer, and are not a part of the contract for sale or this warranty.

RFT reserves the right to determine if damage was caused by customer's failure to provide a suitable environment or sufficient coverage for power related issues.



LEGAL DISCLAIMER

LEGAL ISSUES: Regarding Audio Surveillance

United States Codes, Title 18, Section 2510 (2) states: "Oral communication means any "oral communication" uttered by a person exhibiting an expectation that such communication is not subject to interception under circumstances justifying such expectation." By definition of the code section, a person cannot have an expectation of privacy, nor can he or she expect that communication will not be intercepted, if there are public signs posted, indicating that the communication is being monitored. The First Amendment of the Constitution provides that any conversation between individuals is private, unless otherwise notified.

In simple terms, this means that ANY overhearing or recording of a conversation is illegal ... **unless both parties are aware that it is being done.** In order to comply with the law, R.F. Technologies, Inc. notifies all customers that a disclaimer stating, "**AUDIO MONITORING ON THESE PREMISES.**" MUST be affixed, IN PLAIN VIEW, to all entrances where microphones are installed. It is suggested that you notify your customer at the time that you install (or sell) the equipment that **DISCLAIMERS MUST BE IN PLAIN VIEW AT ALL ENTRANCES AND EXITS.**

In that some state laws may vary, it is further suggested that you consult with your local attorney, and become fully aware of the local laws in this regard. R.F. Technologies, Inc. will not be held responsible for any illegal actions committed by illegitimate use of audio/video recording equipment.

LEGAL OVERVIEW: Surveillance & Recording

In general, most video recordings are legal in the U.S. with or without consent. Laws do exist regarding "Invasion of Privacy" which deal with the area of expected privacy. These include areas such as bathrooms, locker rooms, changing/dressing rooms, adult bedrooms, and other areas where a person should expect a high level of personal privacy. While the majority of laws dealing with video recording privacy issues tend to allow surreptitious recording and monitoring of video activity under most circumstances without notification of any of the parties involved, **it is highly recommended that you consult with your local or state law enforcement or an attorney who specializes in this area to comply with all local laws and regulations prior to utilization of video surveillance and monitoring.** It is also advised that notice/disclaimer of "Video Surveillance on These Premises," be prominently displayed in public areas.