



5-Year Warranty

High Product Quality, Five-Year Warranty

5-Year Quality Guarantee

Selected project-based Dahua products shipped on January 1, 2022, onwards are now covered by the upgraded 5-year warranty, free of charge.

Dahua Technology has always placed utmost importance on product quality and customer service. We constantly do our best to ensure that our products have reliable quality, strong performance and innovative functions. In order to optimize the cost for customers and further enhance the usage value of our products, we are extending the warranty of some product lines to five years, free of charge.

Free of Charge & Peace of Mind

This five-year warranty policy is free for customers and does not require any extra payment. Dahua Technology will continue to provide high-quality products, excellent global service system, and stable supply of raw materials, so that customers can avail longer product value without adding to their budget.

Global Services

Dahua Technology has a global marketing and service network system. It has established 57 overseas subsidiaries, representative offices and service networks in Asia Pacific, North America, Europe, Africa and other regions, and has set up more than 150 authorized customer service stations. This excellent service system can help ensure that our customers enjoy the five-year warranty service without worries.

From now on, our customers in a project can enjoy lower cost, longer warranty period, and more reassuring services.

See the table below for the list of products covered by the five-year warranty:

Product Line	Product Series
Network Cameras	WizMind 5 Series, WizMind 7 Series, WizMind 8 Series, WizMind Panoramic Series, WizMind Special Series, Pro 5 Series, Panoramic Series, Special Series
PTZ Cameras	WizMind Series, Ultra Series, Positioning System, Anti-Corrosion Cameras, Explosion-Proof Cameras (except EPC-PTZ)
Network Recorders	WizMind Series, Ultra Series
Storage	EVS Series
HDCVI Cameras	Pro Series, Panorama Series, Micro-size Series
HDCVI Recorders	WizSense Series (4/8 Sata only)
Transmission	Industrial PoE Switch, Aggregation Switch
Intelligent Video Servers	All series of servers
Private Cloud	Metadata Management Server, Storage Node Server, 500 Million Cloud Database Server 2 Billion Cloud Database Server

* The specific products covered by the 5-year warranty vary by country and region. For details, please contact your local sales representative.

* The 5-year warranty does not include consumable items, such as coolers, batteries, other accessories, etc. For details, please contact your local RMA.