

Hectre Spectre Top Down Hardware Service & Maintenance Policy

At Hectre, our commitment is to provide unparalleled quality, both in our innovative products and the service we offer. As you bring our state-of-the-art camera hardware into your operations, it's crucial to understand our service and maintenance policy to ensure a harmonious relationship, efficient operations, and clarity on expectations.

1. Warranty Period:

Standard Warranty: Our camera hardware comes with a three-year warranty, ensuring you receive top-tier performance from day one. **Warranty Void:** Please note that the warranty becomes void if:

The camera unit is tampered with by non-Hectre staff or without our direct supervision.

Components or materials used are not as recommended by Hectre.

Deviation from provided setup and maintenance instructions.

2. Maintenance Guide:

To ensure the longevity and optimal performance of the camera, each client will receive a comprehensive Maintenance Guide upon installation. This guide will offer insights into proper camera handling, our recommended seals, cleaning instructions, and other maintenance tasks. Ignoring these guidelines may affect the warranty status.

3. Expected Hardware Lifespan:

Both the Basler camera and Mini PC come with a manufacturer's warranty of three years. These components are built for durability.

4. Service Costs:

Service charge: \$100 USD/hour.

Should replacements be required due to oversight or after the warranty period, the charges are:

Mini PC: \$800 USD

Camera: \$620 USD

Camera lens: \$250 USD

Camera enclosure: \$600 USD

Power over ethernet injector: \$80 USD

Monitor with HDMI port: \$150 USD

HDMI cable (6ft): \$20 USD

UV-rated Cat6 cable (100ft): \$50 USD

Silicon sealant tube: \$15 USD

UPS power outlet: \$80 USD

5. Training and Onboarding:

An integral part of our service is the onboarding process. We provide comprehensive guidance, including instructions on proper handling, maintenance, and basic troubleshooting of the camera system.

For a deeper understanding, clients can request additional training sessions tailored to their needs.

6. Reporting Issues:

In case of any hardware-related concerns or issues, clients are requested to reach out via email support@hectre.com to our dedicated Support Team for timely resolution.

7. Tampering & External Damage:

Unauthorized tampering, makeshift repairs, or damage resulting from negligence will void the warranty. Any costs for repair or replacement in such instances will be borne by the client.

8. Case Studies for Clarity:

Water Damage: Ensure the usage of Hectre-recommended waterproof seals. A previous incident of non-recommended seal usage led to hardware damage.

Physical Damage: Ensure the camera's secure placement to prevent vehicular or similar damages. Such damages fall outside the warranty.

Relocations: Reach out to us before moving the camera. An incident where a client moved the camera without proper sealing led to damage.

Power Surges: We recommend UPS power outlets to prevent damage from unexpected power spikes, including lightning strike.

9. Relocation & Setup Charges:

Clients have the flexibility to move the camera unit post-installation, with certain conditions in place:

a. **Prior Notification:** Before relocating the unit, please inform our Support Team to ensure a seamless transition. b.

Maintenance Guidelines Adherence: If choosing to relocate the unit yourself, it's paramount to strictly follow the Maintenance Guidelines provided by Hectre. This ensures the hardware's optimal functionality and longevity.

c. **Liability for Self-Setup:** While we empower our clients to move the camera, any damage to the hardware during this process will be the client's responsibility. It's crucial to be meticulous and follow guidelines to avoid potential damages.

d. **Professional Relocation Service:** If you prefer, Hectre offers a relocation service at cost. By opting for this, you ensure that experts handle your equipment, minimizing the risk of damage. Availability dependent.

10. Recommendations & Best Practices:

Use components provided or explicitly recommended by Hectre.

Adhere strictly to the protocols in the Maintenance Guide.

Ensure the placement of the camera is secure and free from potential hazards.

Note: The essence of this policy is to ensure mutual clarity and understanding between Hectre and our valued clients. By being on the same page, we ensure a hassle-free and productive experience for both parties.

For further queries or assistance, our Support Team is at your service. Let's embark on this journey of innovation and growth together, with transparency and trust as our guiding principles.