



ACTAtek Unified Platform — Managing People · Security · Environment · Energy

WARRANTY STATEMENT

Hardware Warranty Statement

ACTAtek Limited Products & Parts

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Contact	support@actatek.com

SUPPORT@ACTATEK.COM · WWW.ACTATEK.COM

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WARRANTY COVERAGE PERIOD

ACTAtek Limited and its affiliates provide warranty for its products and parts. The coverage period starts from the date of purchase and applies only for purchased items. Complimentary items such as promotional gifts are not covered.

Component	Coverage Period	Notes
Device	12 Months	From date of purchase
Power Adapter	12 Months	From date of purchase
Battery	06 Months	From date of purchase

GENERAL WARRANTY CONDITIONS

- The warranty only applies for authorized products. Parallel imports and counterfeit products are not covered and their usage may void your warranty at any time without notice.
- The warranty protects the product against manufacturing defects, excluding shipping handling damage and faulty internal electronic parts/materials. This warranty does not cover defects caused from natural usage/wear of the product, including case, keypad, display, antenna, internal parts, accessories, etc.
- If a check-up or repair is required/requested, the client must present:
 - The original invoice from resellers;
 - Warranty card containing the official sticker with the serial number printed.
- If for any reason the client fails to present the proper documentation, the costs of services/repair will be charged with no excuse.
- Support will be provided for products under warranty. The support department will request the client to describe in detail the issue and provide screenshots. If the issue is due to misconfiguration, a step-by-step tutorial and manuals will be provided.
- The client must maintain personnel with adequate technical expertise and training able to follow technical guidelines in order to assist ACTAtek Limited technicians during the troubleshooting process.
- ACTAtek Limited will not provide support if there is no suitable personnel available to follow its instructions and guidelines. ACTAtek Limited will diagnose the problem and provide instructions on how to solve it properly—rather than working directly hands-on.
- The client can address issues via email or phone; however, solutions will only be provided through guidelines, step-by-step tutorials, and videos when available, sent by email within 24 hours (except weekends). Instant phone or remote access support lies outside the hardware warranty scope and is governed by the Optional Support Statement.
- If the client does not have adequate technical personnel or needs immediate remote support, optional support charges will apply. Please refer to the Optional Support Statement for details.

OUT-OF-SCOPE SUPPORT REQUESTS

Clause 11: The following are samples of support requests that are considered outside the hardware warranty scope:

#	Out-of-Scope Support Request
1	All inquiries related to End of Life (EOL) products
2	All out-of-warranty products or software, including trainings on how to use them
3	Migration of AMS from an old or faulty server (which requires a new full license)
4	Technical support with database, server, network and other third-party devices
5	Support for issues of connection or syncing between devices and AMS
6	SOAP or AMS API assistance
7	Integration assistance with third-party systems
8	AMS, TA or other software or system installation
9	Windows installation and setup as a server (IIS)
10	Customization of reports to facilitate integration

RMA & REPAIR PROCESS

12. When a repair/check-up request is accepted by an ACTAtetek Limited Service Centre, an RMA [Return Merchandise Authorization] number will be assigned, allowing better control of the request.
13. The client is responsible for transportation/shipping charges from their location to the authorized ACTAtetek Limited Service Centre, including any applicable customs/duties.
14. After the repair, ACTAtetek Limited will bear the transportation charges from the Service Centre back to the client's address, not including customs/duties.
15. ACTAtetek Limited or its Service Centers reserve the right to return or scrap the unit three (3) months after receipt of the RMA when:
 - The client refuses to pay the repair charges;
 - The client does not acknowledge the notice informing of repair charges.
16. ACTAtetek Limited will not be liable for any loss directly or indirectly caused by the scrapping of the item.
17. The client must return the original defective product within 10 business days from the day the replacement device was received, failing which ACTAtetek Limited will have full right to charge and invoice for the device as sold.
18. All parts replaced under warranty are the property of ACTAtetek Limited, which reserves the right to handle those parts whenever judged necessary.
19. Data stored in the hardware may be lost after/during the repair. ACTAtetek Limited strongly recommends that the client backup their database properly before sending the product.
20. ACTAtetek Limited will not be responsible for any data loss or system corruption during the repair or transportation process, including damages due to the forces of nature.

WARRANTY VOID CONDITIONS

WARNING — WARRANTY VOID CONDITIONS

The warranty will be voided without notice and ACTAtek Limited reserves the right to refuse support and/or demand charges for any optional service when any of the following conditions apply:

- Product has been tampered with or received unauthorized repair by third parties;
- Improper installation, alteration or modification of the product;
- Damage, tearing, removal, or modification of the warranty sticker;
- Defects arising from misuse, mishandling, abuse, accident, negligence, or damage caused by fire, flood, liquid, corrosion, war, riot, civil commotion, or any similar force;
- The content of the warranty statement has been modified without authorization.

GENERAL PROVISIONS & WARRANTY EXTENSION

22. ACTAtek Limited reserves the right to terminate or modify the terms and conditions of this warranty policy without prior notice. Exceptional cases are subject to ACTAtek Limited's own investigation.
23. ACTAtek Limited will not be liable for any loss directly or indirectly caused by the breakdown of the product.
24. ACTAtek Limited and its authorized Service Centers reserve the right to use refurbished or reconditioned parts or whole products of the same or equivalent functional model when conducting repairs or replacements.
25. Any claims on compensation cannot exceed the amount stated in the original purchase invoice.
26. ACTAtek Limited offers an extended warranty period. The client must request/accept the warranty contract renewal within 60 days before the expiration of the current period, to avoid a contract reinstatement charge.
27. The extended warranty is billed annually and must be paid in advance.
28. If the client fails or does not desire to renew the warranty and later requests support, the following options are available:
 - 28a. Request optional support service, governed by the Optional Support Statement;
 - 28b. Purchase an extended warranty service, including back-payment for all years without coverage;
 - 28c. Purchase a new product, which comes with a new standard warranty—highly recommended as ACTAtek Limited is constantly improving its technology.

IMPORTANT NOTE

As an IoT cloud solution, all software and hardware MUST be under warranty for any support services. Problems often occur due to end-user network settings, not ACTAtek Limited products. If only software is under warranty, ACTAtek Limited will ONLY support the software and WILL NOT service any hardware-related issue, and vice versa.

E N D O F S T A T E M E N T**THE AMERICAS**

200-11800 Voyageur Way
Richmond, British Columbia
Canada, V6X 3G9

THE EUROPEAN

Unit 7 Lighting Way
West Heath, Birmingham
United Kingdom, B31 3PH

THE ASIAN

Unit 901-2, 9/F, Fo Tan Industrial
Centre
26-28 Au Pui Wan Street
Shatin, Hong Kong