



NVR Series Limited Warranty

Dotworkz Systems offers a 1-year or 3-year limited warranty on our NVR Series Machines. This limited warranty covers defects in material and workmanship. All sales are final and may not be returned for credit, refund, or exchange.

Technical Support

Dotworkz Technical Support department is open Monday through Friday from 9am to 6pm PST and can be contacted by either calling us at (866) 575-4689 or by emailing us at support@dotworkz.com. Support offerings are very flexible. We will work with you to troubleshoot and diagnose a problem, or if you have already identified the problem we can go directly to hardware replacement. All requests must be made by the customer and not the end user.

Hardware Support Methods:

Advanced Parts Replacement

Once diagnosis is complete we can ship replacement components direct to you or your end user. This program is included at no additional cost and is the most price effective as return shipping is typically very inexpensive. All requests must be received and acknowledged by 4pm CST for the replacement part to ship same day. Replacement parts may be subject to delay due to availability. Client is responsible for shipping defective parts back to the warehouse.

Warranty Depot Repair

You can ship the system to our repair depot and we will diagnose on the system to identify the failed component and replace it. This program is also included at no additional cost. Client is responsible for shipping defective parts back to the warehouse.

Advanced System Replacement

This program is limited to customers with an active stocking agreement with Dotworkz Systems. With this program we take a system from your RMA pool and ship it out as a replacement. Once the defective system arrives at Dotworkz we diagnose and repair the system, and return it to your RMA pool in our warehouse. If you do not have any RMA systems available, one of your new stock systems will be used as a replacement. This allows the number of warranty systems on hand to grow organically with the number of systems you have deployed in the field. With this program all requests must be received and acknowledged by 4pm CST for the replacement system to ship same day. All replacement systems requiring final configuration will ship by the next business day. If a replacement system is not available the request may be delayed until one becomes available.



NVR Series Limited Warranty

RMA Information

A valid RMA number is required to return any product to Dotworkz Systems. To obtain an RMA please contact our support department. For advanced parts replacement a charge will be placed on the customer's account or card on file for the product. Once the RMA is received and processed, the charge will be reversed within 5 to 7 business days. We reserve the right to use remanufactured or refurbished product to replace defective products. In the event a product has become end of life and is no longer available we will work with you to choose a mutually agreed upon replacement product.

- The RMA number must be clearly marked on the outside of the packaging.
- All RMAs must be shipped using adequate packaging.
- All RMAs should be shipped using a reputable carrier that offers package tracking and insurance.
- Any shipping damage or lost RMAs will be the responsibility of the customer.
- Defective parts must be received within 15 days of RMA issuance.
- All defective parts returned after 30 days are subject to a restocking fee, after 45 days the product is no longer returnable for credit.

Information needed for an RMA Request

- System Serial number
- Customer contact name, phone number, email
- End user contact name, phone number, email (if end user contact is desired)
- Description of problem and any troubleshooting already performed
- Level of service requested (ie: part to be replaced, full system replacement, etc.)
- Shipping service requested (if expedited to what level)
- Shipping address

Turnaround Time

Note: All times are estimates and are not guaranteed. Times vary based on parts availability and the extent of the problem. Estimates represent repair time in business days and do not include shipping time.

- DOA Systems (1 – 3 days)
- Warranty Repair Systems (3 – 5 days)
- Stock and Trial Management Systems (5 – 7 days)

Software Support

Dotworkz Systems will assist with basic problems and troubleshooting for any software you purchase from us. If the problem is beyond the scope of our standard support we may refer you to the software



NVR Series Limited Warranty

manufacturer or escalate the call to our engineering department for assistance on a charge per hour basis. Any RMA considered a software problem will be billed at normal rates.

Modified Components

Modifying a component voids the warranty with the manufacturer of that component. In the event Dotworkz is requested to modify a component the customer assumes the responsibility to replace the modified component should it fail.

Shipping Charges

In the event an RMA is needed for a defective product, Dotworkz Systems will cover the cost for domestic UPS ground shipping to the customer or end user. All inbound domestic and international shipping and outbound international shipping is the responsibility of the customer. Expedited shipping is available for an additional charge. In the event a product is returned and is deemed non defective, warranty denied, or not authorized there will be a charge to ship the product back to the customer. This fee will vary based on the returned item. All fees are billed to the customer and not the end user. Special considerations exist for DOA product. See DOA warranty section for further information.

Shipping Damage

Dotworkz Systems insures all products it ships. If an item is damaged in shipping it is the responsibility of the customer to notify Dotworkz of the shipping damage immediately. All original packaging must be retained for proper inspection in the claims process. Failure to retain original packaging or to contact Dotworkz Systems within 14 days of delivery will result in a denied claim. If a 3rd party shipping number is used it is the responsibility of the 3rd party to handle the claims process and replacement product.

DOA Coverage

A system is considered DOA if within the first 30 days of the warranty there is any hardware or workmanship defects in the product supplied by Dotworkz Systems. Dotworkz Systems will cover the cost of domestic shipping to the customer or end user via the original ship method.

Warranty Exclusions

While Dotworkz Systems strives to provide a complete and comprehensive warranty there are items and special circumstances that are not covered by our warranty. Dotworkz Systems is not responsible for lost data on storage media such as hard drives, tape devices, and disk on modules. While we do not discourage adding additional components to the systems, any damage done due to these added components, is not covered by our warranty.

Items not covered

- Components not installed by Dotworkz Systems
- Customer Supplied Product installed by Dotworkz Systems
- Products damaged by accident, misuse, abuse, improper handling, or environmental conditions



NVR Series Limited Warranty

- Products that have been physically damaged, written on, or altered/reworked in any way
- Products that have been defaced or had their labels or serial tags removed
- Products that show evidence of tampering
- External components such as keyboards, mice, cables
- Any software sold with the system or individually

Out of Warranty Repair

Out of warranty systems can be repaired via several means.

- The system may be sent to Dotworkz for Depot repair. An hourly charge at our current hourly rate will be charged in addition to the cost of replacement parts needed.