

Dome Repair Warranty / Advance Replacement

Dennard 2060 supplied prior to 1 September 2007 are guaranteed for 2 years from the date of purchase against faulty workmanship or defective materials.

Dennard 2060 domes supplied after 1 September 2007 are guaranteed for 4 years from the date of purchase against faulty workmanship or defective materials.

Oracle domes are guaranteed for 4 years from the date of purchase against faulty workmanship or defective materials.

For warranty claims:

1. Within the first 6 months UK customers should contact the Distributor who sold the dome, and customers in all other countries should contact their local DM Office, to obtain a brand new advanced replacement dome in exchange for the defective dome.
2. Within warranty claims in months 7 to 48 customers in the UK should contact the DM Service Centre, customers in all other countries should contact their local DM Office, to obtain advanced replacement fully refurbished dome from service stock in exchange for the defective dome.
3. Customer should have the model and serial if possible, for an RMA (Returns Materials Authorisation) number to be issued.
4. Purchase Order number is required to secure an advanced replacement dome¹, if dome is confirmed within warranty then no fixed charge² will be applied.
5. Domes returned that are found to be out of warranty will have a fixed service charge² applied, and the customer will be notified. Non-direct account holders can pay by credit card or proforma invoice. Domes found to have been damaged and warranty void or beyond economical repair (BER) in accordance with the Dedicated Micros warranty statement will be returned or have a fixed service charge² applied.

For Non-Warranty claims:

1. Contact DM Service directly or your local DM Office or Distributor with model and serial if possible, for an RMA (Returns Materials Authorisation) number to be issued.
2. Purchase Order number is required to secure an advanced replacement dome.¹
3. A standard fixed service charge² will be made for an advanced service replacement dome, which will be shipped in advance of the failed dome being returned to DM, domes received that are found to be in warranty will have the fixed charge² credited.
4. A non-return fixed service charge² will be made if any failed dome that is not returned to DM within 1 calendar month, or otherwise agreed with Dedicated Micros Service Centre. Non-direct account holders will have to pay by credit card or proforma invoice.

All Repairs conducted on a 2060 prior to 1st April 2008 will have a valid warranty on the repair of 6 months. All Repairs conducted on a 2060 post the 1st April 2008 will have a valid warranty on the repair of 12 months from date of return from Dedicated Micros.

Legacy Dome Repairs:

Dennard 2050, 2055 domes are not included in the advanced replacement scheme.

Repairs are no longer supported by Dedicated Micros directly, Maxey Moverley has been appointed as an authorized independent repair centre for Legacy Dennard CCTV dome cameras. Maxey Moverley works closely and under guidance of Dedicated Micros to offer a high quality repair service utilizing genuine Dedicated Micros Component parts, functional test facilities and the technical expertise.

Email enquiries@maxeymoverley.com

Web www.cctvrepairs.com

¹ Replacement of dome in advance of failed dome having been returned to Dedicated Micros.

² Fixed Service & Non Return charges are available upon request from the DM Service Centre.