

# Body Worn Cameras

## 2023 Warranty, Maintenance and Service

Subject to change without notice.



# Key Warranty Statement

Our products are designed and manufactured to be used by Emergency services and Frontline security. Audax have developed a system that the user can be responsible for which requires minimum maintenance. All of our devices come with a 'no-quibble' Return to Base, Free of Manufacturers defects 24-month Guarantee. This period of 24 months starts from the date that the goods are despatched from Audax's premises.

This does not include device batteries, though these are covered under a separate 6 month Return to Base Guarantee.

## Software.

Audax DEMS and CMS software support includes:

- Telephone and email access to our UK service support team (see section below).
- 24hr available access to our online support. <https://audaxsecurity.co.uk/instruction-manuals/> / <https://www.youtube.com/@audaxBWV> / <https://vimeo.com/audaxglobal>
- Access to any software updates and enhancements.
- Access to any software upgrades and new releases with new features and Camera firmware's.

## Hardware.

A Manufacturer's Warranty is included with all Audax BWV Systems, and generally provides a level of cover for a period of 24 months from the date of purchase. Should the device(s) fail within the warranty period because of a manufacturer fault, then this will be replaced.

You are covered for the costs associated with repairing and/or replacing the device owing to a component failure or manufacturing defect.

If a warranty replacement is reported prior to 1000 hrs (UK) on a business day, we would endeavour to ship a replacement the next business day. Any problems reported after 1000 hrs (UK) could be replaced within 48 hours.

Specifically:

- This cover extends to all component parts of the Audax BWV System, including the Docking Stations.
- The cover extends to the Lithium-Ion battery for only 6 months, but Damage to the Lithium-Ion battery arising from over-charging is not covered. A battery charge from "empty" to full takes 4 hours. Leaving a camera on charge for longer periods will, over a period of time, cause damage.
- Our batteries are manufactured to cope with the normal demands that will be placed upon them.
- Where it is not possible to replace the device at the same specification level to that purchased you will be offered a free upgrade to a device of a higher specification.

You will not be covered under this warranty in the following circumstances:

- Other accessories not included as part of the “original purchase” but does include the Docking Station.
- Damage or failure arising from deliberate/accidental misuse and/or treatment.
- Damage to the Lithium-Ion battery arising from over-charging. A battery charge from “empty” to full takes 4 hours. Leaving a camera on charge for longer periods will, over a period of time, cause damage.
- Any actual or attempted opening of the device casing, and or interference with internal components.
- Any actual or attempted manipulation, reverse-engineering of the device firmware or internal associated software or code.
- Any courtesy/loan devices for the period, whilst your claim is being dealt with.
- Costs associated with postage to return items for warranty claim to Audax Global Solutions Limited
- You make any modifications to the Products or their packaging.
- You alter, remove or attempted removal or tampering with any Trade Marks, numbers, or other means of identification used on or in relation to the Products.
- You use any of the Trade Marks in any way which might prejudice their distinctiveness or validity or the goodwill of the Manufacturer;

This limited warranty shall not apply to any product or item subjected to misuse, including static discharge or failure by the user to follow User Guide instructions, product modification, ordinary wear and tear, negligence, or improper use/operation.

This limited warranty is also voided if the Camera is found to have an altered or tampered with serial number or if access or attempted access to the internal memory is suspected.

If it is found that units are being repaired because of damage relating to the user, Audax reserve the right to invoice for relevant charges for repair / carriage etc.

Audax advise the Buyer to test any Goods before applying them to or using them in connection with any other products. The Buyer is strongly recommended to obtain appropriate training about the operation, use, maintenance and security of the Goods. Audax shall have no liability in respect to any problems that arise with the Goods in circumstances where the Buyer did not test the Goods and/or obtain recommended training and the problem(s) which arose could have been resolved had training been given.

## How to make a claim

1. Stop using the device, and power it down.
2. Return the device to Audax Global Solutions Limited (You must cover any shipping costs)
3. Audax Global Solutions Limited will assess and process your claim within 2 working days of receiving the goods.
4. Should there be no valid claim under this warranty, the expense incurred for any dismantling or testing of the device may be your responsibility.

# AUDAX Support

## Outline of Support Process

All requests for assistance should first be logged at the Service Desk (Contact details below) who will manage the calls to resolution. Calls will be categorised as either Incidents, Jobs or Service Requests. In general, resolution of cases takes precedence over fulfilment of Jobs and Service Requests.

**Incidents.** An incident is where an error or disruption to an existing service has occurred that requires resolution to enable normal working to continue. Incidents are allocated priorities according to the business impact and urgency of the situation.

**Jobs.** These are requests for a service such as provision of new hardware, installing a new server, providing training or upgrading software that fall outside the SLA.

**Service Requests.** These are project related requests which comprise of multi jobs that constitute a Service project and fall outside the SLA.

Audax Support comprises two main elements:

**First tier support** – The Audax Service Desk provides the first line and second line support and can be contacted by telephone, email, web forms or face to face.

**Second tier support** – The second-tier teams include technical specialists who are responsible for the development of Services. Second tier support will resolve in-depth support issues which cannot be resolved by first tier team.

# AUDAX Repair

## Outline of Repair Process

We understand that accidents sometime happen, but getting your product repaired shouldn't be hard work. Here is what to do :

All requests for repair assistance should first be logged at the Service Desk (Contact details below) who will log the repair request and assist.

Return the items (s) to Audax (address details below)

Upon receipt and within 48 hrs, Audax will assess the item and contact you to provide a quote for repair.

Example costs = Battery replacement is £35 + vat and carriage inclusive of labour and parts.

New Screen replacement is £45 + vat and carriage inclusive of labour and parts.

Both of these repairs are normally conducted and the item returned to you within 48 hrs.

# Getting in touch

You can contact us at:

Audax Warranty, Unit 16, Mary Seacole Road, The Millfields, Plymouth, Devon PL1 3JY

**By telephone:** 01752 264950

Service Availability: Normal Service Hours

Telephone lines are open Monday to Friday 9am–3pm, excluding Bank/Public Holidays.

**By email:** [support@audaxuk.co.uk](mailto:support@audaxuk.co.uk)

**Online Support:** 24/7 365 Days <https://audaxsecurity.co.uk/instruction-manuals/>

**On-site support:** Negotiated.

Support available to third parties: Yes.

Online Video support and training: <https://vimeo.com/showcase/audaxglobal>

Bio-AX Training: <https://vimeo.com/showcase/bioaxtraining>

20-1 Training: <https://vimeo.com/showcase/audax201training>

## Out of Hours Cover - Under separate contract / Support agreement.

Out of Hours Cover (OHC) is intended to cover restoration of systems which have failed outside of normal business hours and are essential to the running of business-critical services. For example, if an Audax Cloud server fails this would be dealt with if possible, but not a fault an individual customer is having with say a camera fault. Incidents covered by OHC would be Priority 1 incidents under the Audax SLA if they occurred during normal business hours.

Mon – Fri	09.00 – 15.00
Sat, Sun, Bank Holiday*	None

The OHC cover does not guarantee that any fault reported will be fixed out of hours as this may require more resource than is available, e.g., an external 3rd party company and could be chargeable. OHC falls outside of the SLA level of cover offered.

\* No cover Christmas, Boxing or New Year's Day or UK Bank Holidays

## Making contact with the Out of Hours Cover (OHC) / Emergency Support

The Out of Hours Cover (OHC) will act as an interface between the customer and the Audax support teams.

Customer email – [info@audaxit.co.uk](mailto:info@audaxit.co.uk) - Emergency contact details of named staff will be provided in the contract.

The relevant Audax engineer will require a name and contact details of the customer to ensure they are covered through the support agreement, before asking for details of the incident, obtaining as much detail as possible, and logging the call. Part of the role of OHC is to screen the call to ensure it is of appropriate level of criticality and is covered under OHC; if not the call will not be accepted.

Once accepted the OHC engineer will call if necessary, the appropriate Audax staff, who will check the fault out and deal with it as appropriate.

## Remote Access and Support

In order for Audax Global Solutions Ltd to provide a dedicated and professional service there may be times when you will request assistance in the configuration of your server. To ensure ease of access, speed, and security we run AnyDesk support, which will provide you with a full system log of the events logged whilst on the server and will allow you to watch as we support you in this session.

Support levels: AUDAX provides a support guarantee in the form of a Service Level Agreement (SLA). This is a contractual commitment to our CLOUD customers in terms of application uptime (99.99%) and customer service response and resolution times. To prioritise support, AUDAX categorises issues into severity levels. Severity 1: Business critical function is down, Material impact to Customer's business, no workaround exists. Severity 2: Business critical function is impaired or degraded, there are time sensitive issues that materially impact ongoing production, Workaround exists, but it is only temporary. Severity 3:

Non-critical function down or impaired, does not have significant current production impact, performance is degraded. Please see <https://audaxsecurity.co.uk/support-and-warranty/>

AUDAX provide a dedicated Account Manager with technical experience and access to systems engineers and other technical resources if needed. The Account Manager is a post-deployment resource that will have comprehensive knowledge of the customer's solution. They are available for high level support and will serve as a liaison voicing customer feedback and comments to the AUDAX product teams. Using that feedback, we are able to adjust future developments, operations, and support strategies to ensure your ongoing satisfaction.

## Incident Management

The primary goal of the Incident Management process is to restore normal service as quickly as possible, to minimise the adverse impact to your business.

Incidents are defined as an unplanned interruption to a Service or a reduction in the quality of a Service.

Incidents are given a priority to help Audax plan and allocate work, especially in busy periods. Each priority has target times. Each priority has target times relating to response (i.e., confirmation to the customer that action is being taken) and resolution.

## Priority Allocation

The priority given to an incident is determined by a combination of its impact (on the business, Department or individual), and urgency.

The definitions below are used to establish the priority.

<b>Impact</b>	<b>Definition</b>
High	A Key Service* has failed or is degraded affecting all users or A service is at risk owing to a threat or potential event e.g. server failure or Significant risk may result from the incident, e.g., loss of revenue, reputation or security
Medium	A Key Service* has failed or is degraded affecting a single user or A non-key service has failed or is degraded impacting multiple locations or users or A user's Docking Station has failed Equipment problem but unit is still operable.
Low	A non-key service has failed. Fault does not impact on day-to-day use / Cosmetic fault a single user

<b>Urgency</b>	<b>Definition</b>
High	Critical deadline(s) are at risk and no workaround is available to the customer(s)
Medium	No immediate deadline and no workaround is available to the customer(s)
Low	No immediate deadline or a workaround is readily available to the customer(s)

Priority Allocated		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P5



All Priority 1 and 2 incidents must be reported by telephone / email initially.

All other priorities can be reported by email.

If a person believes that their call should receive a higher priority than allocated, they should raise the issue with the Service Desk Manager.

## Incident Response and Resolution

Response and resolution times are listed below according to priority of the incident. It is important to note that these are maximum times rather than standard or normal times and that all incidents will be resolved as quickly as possible.

The times relate to the normal service hours of the Service Desk, i.e. from 0900 to 1600 Monday to Friday on business days.

Priority	Max Response	Time Response	Target Max Resolution	Time Resolution Target
<i>P1</i>	<i>30 minutes</i>	<i>90%</i>	<i>4 hours</i>	<i>90%</i>
<i>P2</i>	<i>1 Hour</i>	<i>90%</i>	<i>8 Hours</i>	<i>85%</i>
<i>P3</i>	<i>4 Hours</i>	<i>80%</i>	<i>End of next working day</i>	<i>75%</i>
<i>P4</i>	<i>1 Day</i>	<i>80%</i>	<i>5 Days</i>	<i>75%</i>
<i>P5</i>	<i>2 Days</i>	<i>80%</i>	<i>10 Days</i>	<i>75%</i>

### Priority 1 and Major Incidents

Priority 1 incidents which have a business wide impact are treated as Major Incidents and are handled via the Major Incident Procedure, which includes a communication process to keep customers and senior AUDAX managers informed.

Priority 1 incidents where the impact is more contained e.g., within a single Department, are also handled specially but only the Departmental IT Representative, Faculty Support and Site Managers are informed.

In both cases resolution takes precedence over other activities where there is a requirement for the same resource.



## Escalation

The escalation process is invoked when there is a possibility that the service target for a particular incident is likely to be exceeded.

Escalation will expedite support activity so that incidents receive the necessary attention. All times are in working hours/days.

Priority	Max Resolution	Service Desk Manager	Company Director
P1 (Critical)	4 hours	Immediate	Immediate
P2	1 day	75% Elapsed	Breach +50%
P3	2 days	75% Elapsed	Regular Breach Reports
P4	5 days	75% Elapsed	Regular Breach Reports
P5	10 days	75% Elapsed	Regular Breach Reports

'Breach' means expiry of maximum resolution time.

In addition, customers are advised to contact the Support desk if they are concerned about a particular incident. If they are unavailable, please contact the Service Desk manager

## Complaints Procedure

If there is still an outstanding issue about the service after discussion with the Support Team Manager, then the customer should contact the AUDAX Support Desk Manager who will discuss the concern with the customer and if appropriate, the Operations Director of AUDAX in order to agree the appropriate action. If the issue is still outstanding after this process, the customer should contact the people below in sequence to escalate and resolve the matter:

Operations Director of Audax – Natalie Powell  
 Managing Director of Audax – Adam Liardet

## Terms & Conditions

1. In opening and using images, literature and information supplied, you are agreeing to the Audax terms & conditions of use. The images and intellectual property rights always remain the property of AUDAX<sup>®</sup> and their use thereof, without permission, is strictly forbidden. The Buyer expressly acknowledges that the Audax name and registered distinctive signs, its graphic composition and know-how relating to the supplied products are Audax intellectual and industrial property.
2. Audax only guarantees the Products it distributes against possible flaws deriving from production defects therefore gives no such warranties, express or implied, as to the quality of the Goods and all such warranties are hereby excluded from the contract. Upon written request from the Buyer, Audax shall endeavour, but shall not be obliged to, transfer to the Buyer the benefit of any warranty or guarantee given to Audax by the manufacturer but only insofar as any such warranty or guarantee has been given to Audax. Audax guarantees start from the date of Audax delivery and not from the date of Customers first use.
3. Placing an order with Audax means you are accepting our terms and conditions in full. All prices are ex-works, exclude any VAT, Duties and Taxes. E&OE.
4. All samples, drawings, descriptive matter, specifications (including size, weight and colouring) and advertising issued or made available by Audax and any descriptions or illustrations contained in Audax's brochures or literature are issued or published for the sole purpose of giving an approximate idea of the Goods described in them. They shall not form part of a Contract.
5. Audax gives no warranty, express or implied, regarding the suitability of the Goods for the purpose for which Buyer has chosen them.
6. The Buyer recognises that variation may occur with components used in the manufacture of Technology Products from one batch to another and Audax shall not be liable for any such variation.
7. All our devices come with a 'no-quibble' Return to Base, Free of Manufacturers defects 24-month Guarantee. This period of 24 months starts from the date that the goods are despatched from Audax's premises. This does not include device batteries, though these are covered under a separate 6 month Return to Base Guarantee. This warranty / Guarantee is void if the defect is caused by the end-user/customer/dealers improper handling, misuse, neglect, or unauthorised repair or modification of the products in question. Further information can be found on our website <https://audaxsecurity.co.uk/wp-content/uploads/2019/10/011-Maintenance-Service-and-Service-Level-Agreements.pdf>

## Terms & Conditions (cont.)

Audax advise the Buyer to test any Goods before applying them to or using them in connection with any other products. If the Goods are equipment that the Buyer is going to use, the Buyer is strongly advised to obtain proper training about the operation, use, maintenance and security of the Goods. Audax shall have no liability in respect of any problems that arise with the Goods in circumstances were the Buyer did not test the Goods and/or obtain proper training and the problem(s) which arose could have been resolved had training been given.

Specifications and Prices are subject to revision at any time and without Notice.

This limited warranty shall not apply to any product or item subjected to misuse, including static discharge or over charge, failure by user to follow User Guide instructions, product modification, ordinary wear and tear, negligence, or improper use/operation.

This limited warranty is also voided if the Camera is found to have an altered or tampered with serial number or if access or attempted access to the internal memory is suspected.

### **FCC Warning Statement**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Full details of our Terms and Conditions can be found on our website [www.audaxuk.com](http://www.audaxuk.com).

This Product is exclusively distributed Worldwide by Audax Global Solutions Ltd and all claims, questions and contact should be with Audax in the first instance.

© Audax Global Solutions Ltd 2021

This document is not to be reproduced in part or in whole without the prior permission of Audax Global Solutions Ltd.