STONE SECURITY

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Manufacturer Warranty Summary

This document summarizes the standard manufacturer warranty coverage that applies to the equipment brands Stone Security installs, along with Stone Security's own workmanship warranty. These terms are provided for reference; manufacturer warranties are governed exclusively by each manufacturer's published policy in effect at the time of shipment, and are subject to change without notice. Stone Security recommends registering products with each manufacturer where applicable and retaining proof-of-purchase / shipment documentation to support any future warranty claim.

Stone Security Workmanship Warranty

Stone Security warrants all labor and installation workmanship performed by Stone Security personnel to be free from defects for a period of 90 days from the date of substantial completion / system turnover. During this period, Stone Security will repair, at no additional labor charge, any installation defect resulting from Stone Security's workmanship. This workmanship warranty is separate from, and does not extend, replace, or modify, any manufacturer product warranty listed below. It does not cover damage resulting from misuse, unauthorized modification, acts of God, power surges, or normal wear and tear.

Manufacturer Product Warranties

The table below lists the standard warranty term published by each manufacturer for the equipment lines Stone Security supplies. Where a manufacturer offers different terms by product family, the most common/standard term is listed with exceptions noted.

Manufacturer	Products / Scope	Standard Warranty Term	Notes
LenelS2	Branded access control hardware	3 years	BlueDiamond readers: 5 years. Access cards: 3 years. OnGuard software/modules: 1 year. Third-party manufactured components (PCs, locksets, power supplies, etc.) carry the original third-party manufacturer's warranty, not LenelS2's. Warranty period begins from date of shipment.
ACP Video Recording Servers	VMS recording servers built on enterprise-class hardware platforms (HPE, Dell, Lenovo)	3 years	ACP recording servers are built on tier-one enterprise server hardware; the standard hardware warranty follows the underlying OEM platform (typically 3-year limited/on-site coverage). Exact term and service level (e.g., next-business-day) vary by model/configuration — confirm against the specific server's documentation.
HES Locks (ASSA ABLOY)	Electric strikes	5 years	SecuriCare no-fault, no-questions-asked warranty. Extends to 10 years when an HES strike is installed with a Smart Pac III controller. HES 1500/1600 series strikes also carry the 10-year SecuriCare term.

Manufacturer	Products / Scope	Standard Warranty Term	Notes
HID Global Hardware	Readers, controllers, and general hardware	1 year	Standard HID Global General Warranty Policy term from date of shipment. Select product lines (e.g., certain iCLASS/prox readers, embedded smart cards, AC Series controllers) carry a Lifetime Warranty per HID's published Exhibit A; card/badge printers and print heads carry separate 2–3 year terms. Confirm per model.
Life Safety Power Hardware	Unified Power Solutions, ProWire, Traditional Power, Helix Redundant Power, Rackmount, PoE solutions, enclosures, boards & components	Lifetime (North America)	International customers: 5 years from date of invoice. LED Light Kits: 3 years. Batteries, transformers, and enclosures are excluded from the warranty; removal/installation labor is not covered.
Axis Communications Hardware	All Axis hardware products	5 years	Covers defects in design, workmanship, and material under normal use, from date of shipment from Axis. Applies to purchases shipped from Axis to the original purchaser on or after April 1, 2020.
Bosch Hardware	Video surveillance (CCTV), access control, and fire/intrusion products	3 years	Standard Bosch Building Technologies warranty term. Exceptions: Pan/Tilt units and ID cards — 1 year; Aegis Super LED / UF LED illuminators — 5 years. Warranty extensions of up to 2 additional years are purchasable on select product lines (max. 5 years total).
CommScope Material	Cable, connectivity, and infrastructure components	1 year (standard limited warranty)	Standard CommScope Limited Product Warranty is 1 year from date of original shipment. Structured cabling installed and registered under CommScope's SYSTIMAX®/NETCONNECT® program may qualify for an Extended Product & Application (System) Warranty of up to 25 years, covering materials, labor, and application performance — registration and certified installation requirements apply.
Pedestal Pro Hardware	Standard camera poles, pedestals, mounts, cabinets, and enclosures	60 days	Covers defects in material and workmanship under normal use; limited to repair or replacement at Pedestal PRO's discretion. Stainless steel products carry a separate 1-year, materials-only warranty (labor not included). Batteries, light bulbs, and external accessory transformers are considered maintenance items and are excluded.

Important Notes

• Manufacturer warranty periods generally begin on the date of shipment or invoice from the manufacturer, not the installation date — refer to each manufacturer's policy for the exact trigger date.

• Warranty claims for manufacturer-supplied equipment are handled through the manufacturer's Return Material Authorization (RMA) process. Stone Security can assist in initiating and coordinating these claims on the customer's behalf.

• Extended warranty options are available from several manufacturers listed above (e.g., Bosch, CommScope, ACP/OEM server platforms) and can be quoted separately upon request.

• Warranty terms are current as of the date of this document and are subject to change by each manufacturer. Stone Security recommends confirming current terms directly with the manufacturer prior to relying on this summary for a specific claim.