

**CANON VISUAL COMMUNICATION PRODUCT LIMITED WARRANTY**  
For The U.S.A. and Canada Only

The limited warranty set forth below is given by Canon U.S.A., Inc. (Canon USA) in the United States or Canon Canada Inc. (Canon Canada) in Canada with respect to the Canon Visual Communication Product (the 'Product') accompanying this limited warranty in the Product's original container, when purchased and used in the United States or Canada, as applicable. This limited warranty is only effective upon presentation of your Bill of Sale or other proof of purchase.

Canon U.S.A., Inc. and Canon Canada Inc. (collectively "Canon") warrant to the original end-user purchaser, when delivered in new condition in its original container, that the Product will be free from defects in materials and workmanship under normal use and service for a period of ONE YEAR for Products which are PTZ Cameras\* and THREE YEARS for Products which are Fixed Cameras\*\* from the date of original purchase. When returning Product under this warranty, you must enclose a copy of the Bill of Sale or other proof of purchase with a complete explanation of the problem. Product returned to a Canon repair facility, and proven to be defective upon inspection, will be, without charge,:

- (a) repaired utilizing new or comparable refurbished parts, or
- (b) exchanged for refurbished or new Product

as determined in the Canon repair facility's sole discretion. The repaired or exchanged Product will be shipped back to you free of charge. Warranty exchange or replacement does not extend the original warranty period of the Product. For repairs after the warranty period has expired, an estimate of the cost of repair and an opportunity to approve or reject the repair expense before it is incurred will be provided. If you approve, repairs will be made and the Product will be returned at your risk and expense. If you reject, the Product will be returned to you at no charge to an address within the United States or Canada.

\* PTZ (Pan/Tilt/Zoom) and PT(Pan/Tilt) Camera Models: VB-S30D, VB-S31D, VB-H41, VB-M40, VB-C60, VB-C300, VC-C50i and VC-C50iR

\*\* Fixed Camera Models: VB-S800D, VB-S900F, VB-H610VE, VB-H610D, VB-H710F, VB-M600VE, VB-M600D and VB-M700F

**This limited warranty only applies if the Product is used in conjunction with compatible computer equipment and compatible software, as to which items Canon will have no responsibility. Canon will have no responsibility**

**under this limited warranty for use of the Product in conjunction with incompatible peripheral equipment and/or incompatible software. Non-Canon brand peripheral equipment and software which may be distributed with, or be factory loaded on, the Product, are sold 'AS IS' without warranty or condition of any kind by Canon USA or Canon Canada, including any implied warranty regarding merchantability or fitness for a particular purpose. The sole warranty with respect to such non-Canon brand items is given by the manufacturer or producer thereof. If the Product contains a hard disk drive, Canon recommends that data stored on that drive be duplicated or backed up to prevent its loss in the event of failure or other malfunction of such drive.**

In order to obtain warranty service:

### **Canon U.S.A.**

You may obtain technical support\*\*\* for your Product as follows:

E-mail support via our Web site at [www.usa.canon.com/support](http://www.usa.canon.com/support)

Telephone assistance from a Canon U.S.A. Customer Care representative free of charge during regular business hours at 1-800-OK-CANON (1-800-652-2666)

### **Canon Canada**

You may obtain technical support\*\*\* for your Product as follows:

Telephone assistance from a Canon Canada Customer Care representative free of charge during regular business hours at 1-800-OK-CANON (1-800-652-2666)

\*\*\* Technical support program specifics subject to change without notice.

This Limited Warranty covers all defects encountered in normal use of the Product and does not apply in the following cases:

- A. Loss or damage to the Product due to abuse, neglect, mishandling, electric current fluctuation, accident, improper maintenance, use of non-Canon accessories or failure to follow operating, maintenance or environmental instructions prescribed in Canon USA's or Canon Canada's user's manual;
- B. If the Product is defective as a result of leaking batteries, sand, dirt or water damage;
- C. If defects or damages are caused by the use of parts or supplies (other than those sold by Canon USA or Canon Canada) that cause damage to the Product

- or that cause abnormally frequent service calls or service problems;
- D. If defects or damages are caused by service other than by Canon's factory service centers or authorized service facilities;
- E. Any internal modification to product hardware or firmware;
- F. Any maintenance of the Product, including any fee for such maintenance;
- G. If the Product has had its serial number or dating altered or removed.

This Limited Warranty does not apply to Product purchased outside the United States or Canada. This Limited Warranty does not apply to accessories or consumables for the Product, which are sold "AS IS", without warranty or condition of any kind by Canon USA or Canon Canada. Please retain this warranty card and your Bill of Sale as a permanent record of your purchase. This card ensures that you are contacted promptly should there be a safety inspection, modification or product recall under applicable laws or regulations.

**NO IMPLIED WARRANTY OR CONDITION, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THIS PRODUCT AFTER THE APPLICABLE PERIOD OF EXPRESS WARRANTY OR GUARANTY UNDER THIS WARRANTY (EXCEPT AS MENTIONED ABOVE). SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. CANON USA AND CANON CANADA SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, EXPENSE FOR SUBSTITUTE PRODUCT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, INCLUDING WITHOUT LIMITATION, LOSS OR CORRUPTION OF DATA STORED ON THE EQUIPMENT'S HARD DRIVE, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON USA OR CANON CANADA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR CANON CANADA BE GREATER THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY CANON USA OR CANON CANADA AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF USE, MISUSE OR INABILITY TO USE THE PRODUCT NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF CANON USA OR CANON CANADA (SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU).THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF**

**THIS PRODUCT OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT.**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state (or province to province in Canada).

CANON U.S.A., INC  
CANON CANADA INC.