



We provide a first year standard Hardware Warranty  
with each VISTA camera purchased.

**VISTA Standard Hardware Warranty**

- Complete Hardware Protection – Factory Repair (not on-site)
- Covers Hardware & Components (*excluding cables, mounting devices or damages*)
- Allows Any User Immediate Access to Service & Repairs
- Advanced Replacement Program – Ships Within 24 Hours
- Unlimited Phone Support
- Free Remote Technical Support – VPN Access Required
- Component Batteries Included
- UPS Shipping & Return Labels Included

**Unlimited, No-Fault Warranty / Evidence Library Software  
Maintenance"Bundle" for VISTA HD Body Camera**

"Body-worn cameras live in a harsh environment. We designed VISTA with robust, military-grade and industrial-rated materials to withstand the daily beating that a camera takes during an officer's shift. Our no-fault warranty covers the extreme circumstances an officer may encounter in the line of duty."

*"A motorcycle officer was rear-ended and skidded chest first across the highway. Thankfully the officer survived, as did the video, but the camera was damaged. With WatchGuard's no-fault warranty, the replacement was covered and shipped out same-day."*

To extend coverage beyond the limited standard hardware warranty, we are offering "No Fault" extended Warranty on your new VISTA body cameras. If you choose to place the order for the bundle before the first year standard warranty has expired, then you would have the "no fault" coverage from the day you authorize it through the end of the 3<sup>rd</sup> year

- *This Warranty goes beyond the factory one year warranty, giving protection on anything that can potentially happen to your unit such as, neglect or abuse, accidents, scratched screens, broken or damaged mounting hardware, cables, water damage, etc.*
- In fact, *no matter what happens*, as long as you can send the unit (or pieces) in, we will replace it; *no questions asked!*
- Unlimited Replacements

***Hardware Warranty & Evidence Library Software Maintenance\****  
*Bundled and discounted for units connected to Evidence Library full version:*

**Pricing: 580.00 per VISTA for coverage through the end of year 3**

This is only being offered before the first-year expires  
(all current or future VISTA units must be covered)

**4RE HARDWARE WARRANTY / EVIDENCE LIBRARY SOFTWARE MAINTENANCE**  
**Budgeting Guide**

We provide a one-year Hardware Warranty with each 4RE In-Car-Video system at no charge. Like most Hardware and Software Products, we offer extended Warranties / Maintenance for additional years. Hardware Warranty and Software Maintenance are separate entities. 2<sup>nd</sup> - 5<sup>th</sup> Year "Bundle" available

See rates *per unit / per year* on the reverse side of this document to use as a guide for budget planning.

Please let us know if you have any questions, requests or need a synopsis / quote or invoice.

Parts, Labor, Shipping, downtime & other related expenditure can be costly; a whole lot more expensive that the cost of Warranty & Maintenance!

**4RE Hardware Warranty**

- Complete 4RE Hardware Warranty – Factory Repair (not on-site)
- Covers In-Car Wireless Hardware and Components
- Allows Any User Immediate Access to Service & Repairs
- Advanced Replacement Program – Ships Within 24 Hours\*
- Unlimited Phone Support
- Free Remote Technical Support – VPN Access Required
- Component Batteries Included
- Covers Building Related Wi-Fi Access Points (If purchased from WG)
- UPS Shipping / Return Labels Included

\*Without Warranty; all parts, labor, shipping and other charges will be billed on a case-by-case basis\*

\*Only units with an active Warranty will have replacement parts, repair parts or an Advanced Replacement Unit Shipped within 24 Hours, when needed  
Otherwise, without Warranty Protection the Normal Repair Time backlog is 3-5 Weeks

**Evidence Library Software Maintenance**

- Complete EL Software & Firmware Maintenance
- Includes All New Upgrades to Evidence Library (Major Upgrade coming)\*\*
- Firmware Updates to the DVR are pushed out from the Server (New Features and Benefits are constantly being released)
- Evidence Library Server Updates
- Evidence Library Transfer Client Updates
- Access to EL4 Cloud Share, Utilizing a CJIS Compliant Data Center

\*\*Without Software Maintenance; all Software Upgrades / Firmware Updates and other charges would be billed on a case-by-case basis\*

Software Maintenance covers not only the Evidence Library software but also the firmware on the 4RE DVR / VISTA units. Software Maintenance is billed and charged annually on a per unit basis (regardless if they are 4RE or VISTA body cameras) in service making use of Evidence Library. All units must be covered in order to receive Evidence Library software / 4RE and VISTA firmware upgrades with no additional costs incurred.