SENTINEL SYSTEMS

Service & warranty policy

Effective October 1, 2026

We're here to make the service process as easy as possible for you. This policy explains what our warranty covers, how to return equipment, and what to expect along the way.

Timeframe	What happens
Within 30 days of ship date	**Warranty exchange.** We ship a replacement right away and cover standard ground shipping.
31 days to 1 year	**Warranty evaluation.** Send the item in for testing. If it's defective, we repair or replace it at no charge.
After 1 year	**Out-of-warranty service.** Call us for advice or a repair quote.
Returns for credit	Contact your salesperson **within 30 days of ship date.** A restocking fee of up to 20% applies.

Our warranty

Sentinel Systems warrants that its products are free from defects in materials and workmanship under normal use for **one (1) year from the original ship date**. We use your product's serial number to verify the ship date.

Repaired or replacement products are covered for the rest of the original warranty period or 90 days from the date we ship them back to you, whichever is longer.

This warranty applies only to the original purchaser of the equipment from Sentinel Systems and is not transferable. Dealers and integrators may support their own customers, but all warranty claims must be submitted to us by the original purchaser.

Our products are designed to be installed at a specific site, so warranty coverage applies **only to equipment at its original installation site.** Equipment that is removed from its original site and reinstalled at a different location is not eligible for warranty service.

Getting started: request an RMA number

Every return, whether for warranty service or for credit, needs a Return Merchandise Authorization (RMA) number. Before sending any equipment to us, please call our toll-free number **(866) 351-4423**. Please have the following ready:

- The product's serial number
- Your invoice or purchase order number
- A short description of the problem

RMA numbers are valid for **30 days.** Please ship your equipment within that time to avoid additional charges. Items that arrive without a valid RMA number may be refused and returned at the sender's expense.

Shipping your return

- Write your RMA number clearly on the outside of the box, and include a paper or note with the RMA number inside the box.
- Ship to the address provided with your RMA number.
- Pack items securely.
- Unless stated otherwise below, you're responsible for shipping costs to Sentinel Systems and for any loss or damage in transit. We recommend a trackable, insured shipping method.

Warranty exchange: within 30 days of ship date

If your product has a manufacturer's defect and you contact us **within 30 days of the original ship date**, we'll send you a replacement and cover standard ground shipping, at no charge to you.

A few things to know

- We'll need your product serial number or original purchase invoice to verify the original ship date.
- If you need faster shipping, you're welcome to choose an expedited option at your own cost.
- We'll bill you for the replacement and issue a credit once we receive the defective item back.
- Please return the defective item **within 30 days of receiving your replacement** to receive that credit. Items that aren't returned, or that show damage not covered by warranty, will be billed at the current price.

Warranty evaluation: 31 days to 1 year after ship date

If you believe a part or piece of equipment is defective, you may send it in for testing and evaluation up to **one year after the original ship date**. Once our team has inspected the item, we'll determine whether it qualifies for warranty service.

- **Defective:** If the item is defective due to a manufacturer's issue, we'll repair or replace it, at our option, at no charge and ship it back to you by standard ground shipping at our cost.
- **Discontinued models:** If the same model is no longer available, we may replace it with an equivalent or newer product with equal or greater function.
- **No problem found:** If we find no defect, we'll return the item to you. It may be subject to an evaluation fee and return shipping charges.

Out-of-warranty service

If your equipment is past its warranty period or was damaged by something the warranty doesn't cover, please contact us. We'll do our best to advise you on next steps and can provide a repair or replacement quote where possible. We won't perform any billable work without your approval.

Software and program support

Warranty service covers hardware only. It **does not include program support**, such as software setup, programming, configuration, or software troubleshooting.

Program support is available to customers on a current Sentinel Systems SaaS product or covered by an active service agreement. For customers without either, program support may not be provided.

Winsen: Program support for Winsen was discontinued as of **September 1, 2026.**

If you're installing new access control components, we strongly encourage upgrading to the newest software version. This ensures your system can be supported for both hardware and software needs. Your salesperson can help with upgrade options.

What the warranty doesn't cover

This warranty does not cover equipment failures or damage caused by:

- Lightning, power surges, or other electrical events
- Improper wiring, installation, or configuration, or use with incompatible equipment
- Vandalism, misuse, abuse, neglect, or accidents
- Floods, fires, or other acts of God
- Operation outside normal operating conditions or published product specifications
- Repairs or modifications not performed or authorized by Sentinel Systems, or removed or altered serial number labels
- Normal wear, cosmetic damage, or consumable items such as batteries
- Removal from the original installation site and reinstallation at a different location
- Damage during shipment to Sentinel Systems due to inadequate packaging

The warranty also does not cover program support, labor, on-site service, trip charges, or the cost of removing or reinstalling equipment.

Returning a product for credit

If you'd like to return a product for a refund or credit, please reach out to your salesperson **within 30 days of the original ship date.** You'll need an RMA number (same process as above) and will be responsible for return shipping costs.

- Items must be new, unused, uninstalled, complete, and in their original packaging, in resaleable condition.
- A **restocking fee of up to 20%** applies.
- Approved returns are issued as a credit to your account or a refund to your original payment method.

Damaged in shipping

Please inspect every shipment when it arrives. If a box or product is visibly damaged, note it with the carrier at delivery and let us know **within 5 business days** so we can help with a claim.

Installation and life safety

Sentinel Systems products must be installed by qualified personnel according to our installation instructions and should follow all applicable local codes and regulations. The installer is responsible for code compliance.

Sentinel Systems products provide automated access control. They manage gate codes and door activity for a site. They do not monitor the property, and access activity is only reviewed when an operator checks it within the software.

No access control system can guarantee it will prevent unauthorized entry, theft, property damage, or injury. The property owner or operator remains responsible for keeping the property secure, and our products are not a substitute for insurance, security monitoring, or on-site security personnel.

Limitation of liability

> **THE WARRANTY IN THIS POLICY IS EXCLUSIVE AND IS GIVEN IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**
>
> Your sole remedy under this policy is repair, replacement, or credit of the product, at Sentinel Systems' option. Sentinel Systems is not responsible for on-site costs, labor, service fees, trip charges, removal or reinstallation costs, property damage, lost revenue or profits, or any indirect, incidental, special, or consequential damages related to our products or services. In no event will Sentinel Systems' total liability exceed the price paid for the product involved.
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> By using Sentinel Systems products, customers agree to hold Sentinel Systems LLC harmless from any related expenses or losses.

Changes to this policy

Sentinel Systems may update this policy from time to time. The version in effect on the date of your RMA request applies.

Questions? Call us anytime at **(866) 351-4423**. We're happy to help.