

Manufacturer	Replace from Stock?	Process	Next Steps	Contact Information
Hanwha	Yes – Up to 2 months from date of invoice. Then it will be a service replacement depending on partnership.	Customer to contact Hanwha for a case reference.	Customer to contact Norbain CS with tech refence	customerservices@norbain.com 01253 888012 European CCTV Support eucctv.help@hanwha.com
Hikvision	Yes- Up to 3 years from invoice date.	Contact Norbain customer services		customerservices@norbain.com 01253 888012
Axis	No	Axis deal with all warranty claims directly.	Please raise your support case with Axis Tech Support Team.	https://www.axis.com/en-gb/support/helpdesk
Paxton	Yes-we replace up to 5 years from our stock	Customer must contact Paxton for a Return Reference	Customer must Contact Norbain CS with Paxton reference	customerservices@norbain.com 01253 888012 Paxton 01273 811011
Bosch	No – Bosch replace with Service exchanges	Contact Norbain CS for Service Exchange of Warranty repair		customerservices@norbain.com 01253 888012
Milestone	No	Milestone deal with all warranty claims directly.	Please raise your support case with Milestone Tech Support Team.	For technical support, please inform you partner ID or Care Premium ID +44 (0)11 84 02 47 26 emeasalessupport@milestonesys.com
Vista	Yes – for 36 months from invoice date.	Customer must contact Norbain technical to obtain a Hash reference to confirm goods are faulty	Customer to contact Norbain CS with vista reference	customerservices@norbain.com 01253 888012 Vista Tel; 01189 125216 tsgmail@norbain.com

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Pelco (Motorola)	Yes- 3 months from our stock then warranty repair.	Customer must contact Pelco technical for a case reference	Customer to contact Norbain CS with Pelco reference	customerservices@norbain.com 01253 888012 www.pelco.com/support on the many options to get help on your issues, including: Self Service Knowledge Base Web to Case
HID	No	Customer to contact HID Technical or Norbain CS	Customer to contact Norbain CS	customerservices@norbain.com 01253 888012 eusupport@hidglobal.com HID Tel; 01440711822
Honeywell	Yes- 1 - 2 years warranty replace for first year then repair. 3 years warranty onwards replace for the first 2 years then repair.	Customer to contact Honeywell technical for tech ref.	Customer to contact Norbain CS with Honeywell tech ref	customerservices@norbain.com 01253 888012 Honeywell Tel; 01344 238 266
Texecom	Yes – Up to 24 months from Invoice.	Customer to contact Texecom for RMA	Customer to contact Norbain CS with Texecom ref	customerservices@norbain.com 01253 888012 Texecom Tel; 01706 595485
Secure logiq	NO -Secure logic deal direct with customer. we do not warranty replace unless advised by them	Customer must contact Secure Logiq		Secure logiq Tel; 02034755743 support@securelogiq.com
Western Digital	Yes - for 36 months from invoice date	Customer must contact Norbain CS		customerservices@norbain.com 01253 888012

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SSP	Yes - for the first 6 months from invoice date then warranty repair	Customer must contact Norbain CS		customerservices@norbain.com 01253 888012
Vanderbilt	Yes - for 24 months from invoice date then warranty repair	We like the customer to confirm faulty with technical but not a necessity.	Customer to contact Norbain CS	customerservices@norbain.com 01253 888012 Support.uk@acre-int.com
Veracity	Yes – 12 months from invoice date then warranty repair	Customer to contact Norbain CS		customerservices@norbain.com 01253 888012
Yuasa	Yes – 12 months from invoice date	Customer to contact Norbain CS		customerservices@norbain.com 01253 888012
Videx	Yes – 24 months from invoice date.	Customer must contact Videx technical support for a reference number and part number to replace goods with.	Customer to contact Norbain CS with Videx ref and part number to replace with.	customerservices@norbain.com 01253 888012 Videx Tel; 0870 300 1240
IDIS	No- Replacements come from supplier	Customer to ring IDIS for technical reference	Customer to contact Norbain CS with tech ref.	customerservices@norbain.com 01253 888012 IDIS Tel; 0808 168 6312
Contract locking	Yes - for the first 6 months from invoice date then warranty repair	Customer must contact Norbain CS		customerservices@norbain.com 01253 888012
Pac (comelit)	Yes- for warranty duration from invoice date.	Customer to contact Pac for call log	Customer to contact Norbain CS with call log	customerservices@norbain.com 01253 888012 Pac Tel; 0845 206 3400 and select Option 2
Elmdene	No	Customer to contact Norbain CS		customerservices@norbain.com 01253 888012
Suprema	No	Customer to contact Suprema direct		tech_uk@supremainc.com 08003688123 Ext. 2 Or 3