WARRANTY INFORMATION – EINAR ANPR CAMERA

Einar is now available with 10-year warranty*.

Frequently Asked Questions (FAQ)

I use Carmen on a server, and I only need the Einar without onboard ANPR. Can I extend the warranty?
The extended warranty is currently only available for Einars with onboard ANPR.

What extended warranty periods are available?
Warranty can be extended to a maximum of 10 years by paying the software update in a lump sum in advance. For example, if you choose 5 years of update, your warranty will be extended to 6 years (as one year of software update is already included in the initial purchase).

Is the extended warranty available for year-by-year renewals?
The warranty can only be extended once, in a time frame of six months after the initial purchase.

I bought my camera 7 months ago. Can I purchase the software update package and extend the warranty?
The promotion is valid only if the purchase was less than six months ago. This allows time for the project to be fully finished, including sales, logistics, and installation. Your client can decide whether they would like to extend the warranty. This way, you don't need to invest money in a warranty extension for a device while in storage.

I bought a camera with ANPR+MMR software. Can I purchase the software update only for ANPR?
You can only extend the warranty by purchasing an ANPR+MMR software update.

I purchased a gen 1 Einar less than 6 months ago. Can I avail of the extended warranty?
The extended warranty is only available for gen 2 Einar cameras.

I purchased an Einar without license less than 6 months ago. Can I avail of the extended warranty?
Yes. If you purchase an onboard ANPR or ANPR+MMR license with software update extension, you can avail of the extended warranty.

* The 10 year warranty is added to all Einars when the following conditions are met:
The device was purchased within the last six months
It was purchased with onboard ANPR or ANPR+MMR
Software update subscription is purchased for the entire warranty period