

# WARRANTY INFORMATION – EINAR ANPR CAMERA

**Einar warranty can be extended up to 10 years.**

Einars sold with ANPR or ANPR+MMR come with 3 years of manufacturer's warranty, and 1 year of license update by default.

However, you can flexibly extend the warranty up to 10 years by purchasing a license extension.

The warranty extension is added to all Einars when the following conditions are met:

- The product was purchased with onboard ANPR or ANPR+MMR
- The license extension is added within six months of the Einar purchase
- License update subscription is added in a single purchase for the entire warranty period

## Frequently Asked Questions (FAQ)

**I use Carmen on a server, and I only need the Einar without onboard ANPR (ANPR+MMR). Can I extend the warranty?**

The extended warranty is currently only available for Einars with onboard ANPR (ANPR+MMR).

**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 and 3 years of hardware warranty are 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 for the original setup 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?**

Yes. If you purchase an onboard ANPR or ANPR+MMR license with software update extension, you can avail of the extended warranty.

**What do you mean by purchased in the last 6 months? Why don't you put an exact date?**

6 months is a rolling time-frame that is different for each camera. E.g. A camera purchased on March 1st is eligible for the extended warranty until September 1st.

**Are all cameras purchased after a certain date eligible for the extended warranty regardless of when they were purchased?**

6 months is a rolling time-frame that is different for each camera depending on when it was purchased. E.g. A camera purchased on March 1st is eligible for the extended warranty until September 1st.

**I purchased several Einars at different dates: some more than 6 months ago, and some within the last 6 months. Can I avail of the extended guarantee on all of them?**

Each camera is eligible for the extended guarantee for 6 months after purchase. In this case, the Einars bought in the last 6 months are eligible for the warranty extension.