

THRUVISION



WARRANTY & SUPPORT

THRUVISION.COM

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A Thruvision camera is a valuable asset, which will provide many years of trouble-free service if properly maintained.

All Thruvision cameras come with a 1-year parts and labour warranty as standard. But what happens after that first year? What would the impact on your business be should any issues occur?

A Thruvision Warranty & Support package provides complete protection against failures and ensures that help is at hand when your business needs it.

NO SUPPORT PACKAGE?

Thruvision will be pleased to provide a full quotation for any services required on a case-by-case basis. We may require you to return affected equipment to an authorised Thruvision service centre for technical appraisal, at your own expense, prior to quote generation.



SUPPORT PACKAGE BENEFITS & OPTIONS



SUPPORT PACKAGE BENEFITS

All Thruvision Warranty & Support packages provide access to:

REPAIR

Repair services, including the cost of parts, labour and return shipping

SOFTWARE

Software maintenance releases to keep your system software running smoothly

QUERY

Contact our qualified support engineers, via website and email, with guaranteed query response times

Our more advanced packages provide enhanced services for additional peace-of-mind:

VISITS

Annual planned maintenance visits, including refresher training provision

SERVICE

Remote diagnostic services to quickly determine the cause of issues without needing a physical site visit

HOT-SWAP

Hot-swap system provision

MANAGER

Named Support Manager

CALL-OUT

Guaranteed call-out response times

UPGRADES

Software functionality upgrades to add new features and capabilities

OPTIONS

		WARRANTY ONLY	STANDARD SUPPORT ⁶	ENHANCED SUPPORT ⁶
Contact Channels	Website	✓	✓	✓
	Email	✓	✓	✓
	Phone	✗	✗	✓
Query Response Times (Hours)		48	24	12
Support Contact Availability	GMT timezone (UTC)	08:00 - 18:00	08:00 - 22:00	08:00 - 22:00
	EST timezone (UTC -5)	08:00 - 18:00	08:00 - 18:00	08:00 - 18:00
Remote Diagnostics Services ¹		✗	✓	✓
Software	Maintenance releases	✓	✓	✓
	Free functionality upgrades ²	✗	✗	✓
Est. Repair Time From Factory Receipt (Days)		30	14	7
Named Support Manager		No	No	Yes
Planned Site Visits Per Annum ³		0	1	2
Onsite Callout Response Times (Days)		N/A	3	1
Repair Costs Covered ⁴	Parts & Labour	✓	✓	✓
	Shipping	Return Only	Return Only	Return Only
Hot Swap System Provision ⁵		✗	✗	✓

Support tickets can be submitted via email or web outside the stated hours.

¹ Subject to customer network access

² A valid licence must be held for free functionality up-grades. Upgrades will take place at the on-site PPM visit

³ Covering Preventative maintenance and Top-up Training

⁴ Subject to Standard Warranty Terms and Conditions

⁵ Hot Swap system to be despatched from Thruvision Repair Facility within 48 hours of fault being reported

⁶ Applies in UK, EU and US only - applicability in other territories subject to local partner availability - contact Thruvision for further details

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