

5-Year Warranty

on Premium Project-oriented Products



New 5-year warranty

Hikvision prioritizes quality and puts ample effort into ensuring our products are both innovative and reliable. We understand that extra support on certain product series is welcomed by customers for peace of mind and cost control, so we have developed a new 5-year warranty for these product lines. Products ordered from Hikvision on **1 January 2022** and onward now have an extended manufacturer warranty of five years in total.

Get first-class support

Our new 5-year warranty support comes free of charge, automatically applied upon purchase, with no action required from customers. In addition to the high quality production that Hikvision is committed to, customers will also be assured of Hikvision's industry-leading technologies, a global service network, and a stable supply chain of materials and components.

Get started today to enjoy reduced costs over the duration of a project!

Product series that qualify for the 5-year warranty are listed in the chart below. Specific products covered by the 5-year warranty may vary across countries and regions. Contact your local sales representative for detail.

[🔗 Click on a series to open its product page.](#)

Product Lineups	Product Series
Network Cameras	DeepinView Series , Panoramic Series , Solar-powered Series , Ultra Series , Special Series
PTZ Cameras	Ultra Series , Special Series
Thermal Cameras	Security Thermal Cameras , Thermography Cameras
Explosion-Proof & Anti-Corrosion Cameras	Explosion-Proof Series , Anti-Corrosion Series
Network Video Recorders	DeepinMind Series , Pro Series with AcuSense , Ultra Series
Storage	Hybrid SAN , Cluster Storage

*The 5-year warranty does not cover batteries, coolers, and other accessories, as well as temperature calibration services.