

Bharat Secure L1 Fingerprint Scanner

Warranty, Support & Service Policy

1. Limited Warranty Terms

- **Coverage & Eligibility:** This warranty is valid only for the original purchaser and is non-transferable.
- **Warranty Period:** Standard warranty is 12 months from the date of purchase.
- **Scope:** Covers manufacturing defects, sensor failures, firmware-related issues, and hardware malfunctions under normal usage.
- **Exclusions:** Misuse, negligence, unauthorized repairs, accidents, physical damage, and software issues unrelated to the hardware.
- **Repair & Replacement:** Repairs will be carried out only by authorized personnel; replacements may be new or refurbished. Remaining warranty period applies.
- **Liability:** The company is not liable for indirect or consequential damages; maximum liability is 50% of purchase price.
- **Service & Transportation:** Inbound shipping by customer; outbound shipping by company.
- **Spares & Depreciation:** If parts are unavailable, depreciation policy applies and a commercial solution will be offered.
- **Compliance:** The product must not be used in violation of applicable laws or third-party rights.

2. Support & Escalation Matrix

We provide a structured multi-level escalation system to ensure quick resolution of any technical or operational issue.

Level	Handled By	Scope of Support	Response Time	Resolution Time
L0	End-user / Field Staff	Basic troubleshooting (power, RD renewal)	Immediate	<30 min
L1	Helpdesk Support	Remote assistance for installation, drivers	2 hrs	8 hrs
L2	Technical Support	Advanced diagnostics, onsite visits	4 hrs	2 days
L3	OEM Engineering	Complex defects, replacement authorization	1 day	3–5 days

3. Device Service TAT

- Remote troubleshooting (L1) → Same day (within 8 working hours)
- Basic service center repair (L2) → 2– 4 working days
- Major repairs requiring parts (L3) → 5 -7 working days
- Device replacement (if unrepairable) → 8 –10 working days
- Warranty claim approval → Within 2 working days