

Guide

Technical Support and RMA process for Milestone Husky NVRs

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Introduction

About this guide

This guide describes Milestone’s return merchandise authorization (RMA) processes for Milestone Husky NVR products. The primary objective is to provide guidance to Milestone channel partners on how to service and handle warranty claims on the Milestone Husky NVR product line. The guide can also be used by end-customers to understand how warranty claims are handled.

The guide further outlines the responsibilities and activities for the different involved parties, here under the End-customer, Milestone Reseller, Milestone Distributor and Milestone.

Process overview

As illustrated below, the RMA process consists of two principal activities; problem assessment and mitigation, and hardware replacement. In the *problem assessment and mitigation* phase, steps are taken to understand the nature and source of a hardware issue. This analysis starts with a first assessment by the end-customer and may involve the Milestone Reseller and Milestone Support, if and when required.

The second activity is the *replacement process* through which a defect Husky NVR unit, or parts here of, is replaced, and involves both the dispatchment of the replacement unit/part and the return of the failing unit/part.



Customer support

With the aim to provide best possible support on our Husky NVR products, End-customers shall always contact the Milestone Reseller from whom the Husky unit was purchased as the first point of contact regarding any questions or support requests. To support the first level analysis of a potential issue Milestone provides a range of support resources for both End-customers and Milestone Resellers:

<https://www.milestonesys.com/Husky-support>.

Please note that any warranty obligations are conditioned by an intact warranty seal, indicating that the actual Husky unit has not been opened. It is therefore important that the unit is not opened by the End-customer or the Milestone Reseller during the initial diagnostics phase, unless specific instructions have been received from Milestone Support.

Milestone Husky Limited Warranty

All Milestone Husky NVR units are covered by a limited hardware warranty that covers defects in components, materials and workmanship in Milestone Husky NVR products, and storage drives purchased from Milestone. The warranty period is three years, unless otherwise is agreed and specified, where the warranty period starts the date when Milestone ships the unit. For full details on the actual terms and conditions for the limited warranty see the [Milestone Husky Limited Warranty Agreement](#).

If Milestone determines that an issue is the result of a defect in materials or workmanship, but the issue is not possible to be resolved remotely, Milestone, may agree to replace the product or part, under the limited warranty.

Please refer to the order confirmation and purchase invoice for details about the period the warranty coverage period. Milestone Resellers may contact Milestone Reseller Support and Sales Support team to validate whether a specific unit or component is covered by Warranty, or not.

What is replaced?

Milestone will, unless otherwise have been agreed (see Data Protection Replacement option) below), replace the complete Milestone Husky unit (including HDD) as per the original purchase from Milestone. Dependent on the nature and extent of the specific hardware issue, Milestone reserves the right to replace individual components that are hot-swappable and accessible without opening the Husky NVR unit itself. When returning an individual HDD, both the HDD and the tray shall be returned.

Data Protection Replacement option

If the hardware issue concerns the barebone unit and the HDD are fully operational, the End-customer can request a Data Protection Replacement, where the End-customer keeps the original HDD and only replaces the barebone unit. This allows the end-customer to protect and retain the control of any recorded video data, while replacing the barebone unit.

For Milestone Husky M series units, Milestone always sends replacement units with new HDDs. If an End-customer has requested Data Protection Replacement, the HDD mounted in the replacement unit shall be swapped with the End-customer's existing HDD before returning the failed unit. In this way the failed unit is returned with the HDD set received with the replacement unit, while the End-customer retains original disks and data to be used in the new replacement unit.

When End-customers' requests Data Protection Replacement on Milestone Husky X series units, Milestone will only ship a new barebone unit to the customer. This allows the End-customer to shift the original HDD to the new replacement unit, before the failed unit is returned.

The data protection handling shall be agreed with Milestone Support before the replacement is authorized and initiated. It is the Milestone reseller's responsibility to ensure that the correct products are returned according the return authorization.

Packaging and condition of returned goods

Units and components that are returned to Milestone under this return merchandise authorization (RMA) processes shall be returned in the shipment packaging in which the replacement unit was received. If this is not possible to reuse the shipment packaging, Milestone Support shall be notified and alternative packaging shall be provided by the Milestone Reseller.

It is the responsibility of the Milestone Reseller that:

- Correct product(s) are returned to Milestone according to the return authorization given by Milestone. Any discrepancies are to be covered by the Milestone Reseller
- Product(s) are packaged and shipped correctly and justifiably according the Milestone's directions. Milestone reserves the right to accept units that have been damaged under transport, due to flaw full or incorrect packaging or shipment methods.

Shipment

Milestone covers both the shipment of the replacement component/unit and the return shipment of the failed component/unit. The return shipment shall be made via the freight service prepaid by Milestone. Milestone uses different freight companies in different regions and includes companies such as: UPS and FedEx. It is the responsibility of the Milestone Reseller to arrange pickup of the failed component/unit with the appointed freight company within five business days after the reception of the replacement component/unit.

Validation of received products

As a part of the RMA process, Milestone will make a root-cause analysis of the failed products upon reception. This verification includes, but are not limited to, examination of:

- Verification of product serial numbers
- Physical damages (originating from transport, incorrect mounting or otherwise unintended use)
- Intact and unbroken warranty seal
- Validation of the information provided to Milestone Support by the Milestone Reseller during the problem assessment phase

This validation process normally takes up to 10 business days, but there may be isolated situations where this validation takes longer time.

Once the unit has been validated the RMA procedure will continue.

Out of warranty handling

If the validation process (described above) proves that the problem with the product is due to reasons outside Milestones limited hardware warranty (for full details on the actual terms and conditions for the limited warranty see the [Milestone Husky Limited Warranty Agreement](#)) the warranty may be voided by Milestone at Milestone's sole discretion.

In the event that the warranty has been voided, Milestone will require payment for any replacement unit sent to the End-customer as a part of the RMA process:

- **Advance RMA**
In the Advance RMA handling, Milestone will issue a separate invoicing of the Milestone Reseller for the replacement unit.
- **RMA**
Milestone will not issue a credit note to the Milestone Distributor for the purchased replacement unit.

The End-customer can decide to have the product repaired by Milestone on separate expense, or have the failed product returned. Any further shipment costs related to the failed unit is to be covered by the End-customer.

Geographical variations in the replacement process

While the *problem assessment* is the same globally, Milestone applies geo-specific *replacement processes* to be able serve the end-customer in the best possible way. The RMA process is divided in to the following two geographical groups:

Process	Principal Flow	Geographical Areas	Replacement Time
Advance RMA	Milestone will ship a replacement unit to the Milestone Reseller as soon as failing Husky NVR unit has been diagnosed and assessed to qualify for Warranty replacement.	United States, European Union, Australia and New Zealand	Milestone will ship a replacement unit within three business days after authorization by Milestone Technical Support. Shipment time will depend on country and specific shipment method.
RMA	The Milestone Distributor places an intermediate order for a replacement unit. Once Milestone has received and validated the failing unit Milestone will credit the Milestone Distributor for the purchase of the replacement unit.	Rest of the world	Milestone will ship a replacement unit within business days after reception of replacement order. Shipment time will depend on country and specific shipment method.

Milestone may work with service partners to provide parts of the RMA service described in this document in some regions.

Milestone Resources

Milestone provides a range of support resources for both End-customers and Milestone Resellers on Milestone website: <https://www.milestonesys.com/Husky-support>. All material listed in the RMA processes in the subsequent sections are available on this support page.

Problem assessment and mitigation process

The table below describes the principal steps to be taken in the event that a Milestone Husky NVR unit is exhibiting operational issues.

Step	Stakeholder	Actions	Milestone Resources
1	End-customer	Conduct initial fault diagnostics and verify that the unit is used in accordance with the guidelines provided by Milestone in the Getting Started Guide. The Hardware and Maintenance Guide provides hints and suggestions to simple fault diagnostics and provides links to other self-help resources. Do not attempt to open the unit, as this will void the warranty.	Getting Started Guide Hardware and Maintenance Guide Milestone Knowledge Base Milestone Support Community
2	End-customer	Locate the serial number of the unit	
3	End-customer	Contact the Milestone Reseller from whom the unit was purchased.	
4	Milestone Reseller	Conduct a basic diagnostic of the unit together with the End-customer. This may involve a site visit, remote connection to the End-customer's system, and other forms for documentation of the issue. Provide photo evidence of intact unbroken warranty seal (in the rear of the unit) and any possible physical damages to the unit. Do not attempt to open the unit as a part of the diagnostic work, unless Milestone Support specifically given instructions about this.	Hardware and Maintenance Guide Milestone Knowledge Base Milestone Support Community
5	Milestone Reseller	Assess the nature of the issue (software or hardware)	Hardware and Maintenance Guide Milestone Knowledge Base Milestone Support Community
6	Milestone Reseller/ End-customer	Prepare a diagnostic file	
7	Milestone Reseller	Verify that all prerequisites for a warranty claim are fulfilled, including use of approved HDDs and unbroken Warranty seal. For full list, please refer to the Warranty Agreement.	Warranty Agreement
8	Milestone Reseller	Raise a support case with Milestone Support	Milestone Care Partner Portal
9	Milestone Support supported by: Milestone Reseller/ End-customer	Conduct diagnostics and analysis of the hardware issue. The Milestone Reseller shall be prepared to assist Milestone Support in the investigation. Analyze the root cause of the issue and verify that all prerequisites for a warranty claim are fulfilled, If the issue is due to a software problem, provide instructions on how to mitigate. If Milestone Support deems that the issue is caused by defects in components, materials or workmanship of the Husky NVR, and other warranty prerequisites are met, the unit or defect component, qualifies for replacement under the warranty agreement.	Remote Connection Warranty Agreement

Advance RMA process

The table below describes the principal steps to be taken when returning a Husky unit, or Husky component, for RMA. The RMA process can be initiated by Milestone Support once a Husky unit has been authorized for RMA handling under Milestone Husky Limited Warranty Agreement.

Step	Stakeholder	Actions	Milestone Resources
1	Milestone Support Milestone Reseller End-customer	Agree on the type of RMA: <ul style="list-style-type: none"> • Standard replacement Failing Husky NVR unit is returned with HDDs • Data Protection Replacement End-customer keeps HDD and the failing Husky NVR unit is returned without storage drives (available for Husky X series units only) • Component replacement, return of individual hot swappable HDD or power supply units. 	
2	Milestone Support	Issue Advance RMA e-Sign agreement to the Milestone Reseller.	RMA e-Sign agreement
3	Milestone Reseller	Accept and return RMA e-Sign agreement to Milestone Support	RMA e-Sign agreement
4	Milestone	Dispatch a replacement unit/component corresponding to the agreed replacement in the RMA e-Sign agreement.	
5	Milestone Reseller	Upon reception of the replacement product/component, unpack and install it with the End-customer. Note that the replacement can be pre-loaded with a different XProtect VMS release version than the original unit, whereby the software on the replacement unit may require to be upgraded/downgraded to match the End-customers installation and XProtect VMS license.	Getting Started Guide Hardware and Maintenance Guide
6	Milestone Reseller	Package the failed unit/component in the shipment packaging in which the replacement unit/component was received. Send the failed unit/component to Milestone within five business days after the reception of the replacement unit/component.	

RMA process

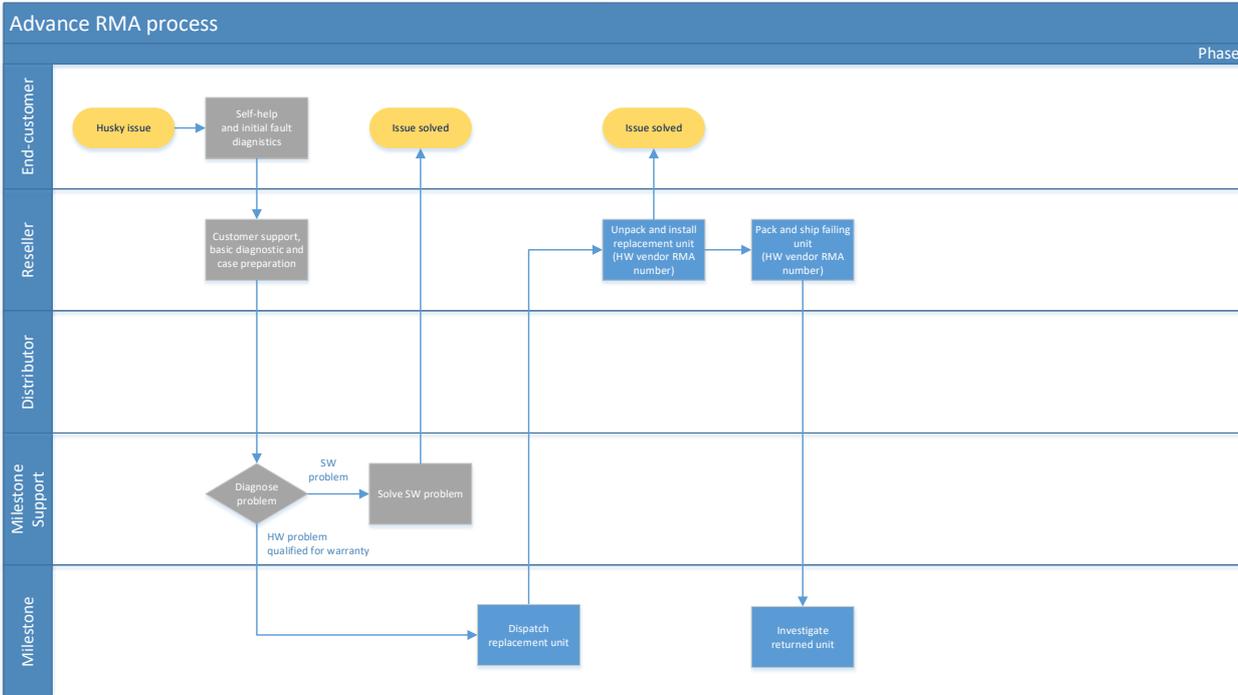
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Step	Stakeholder	Actions	Milestone Resources
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2a	Milestone Reseller Region: South and Latin Americas	Request a purchase for a replacement unit/component corresponding to the agreed replacement. The purchase request is sent to the Milestone Distributor serving the Milestone Reseller. The purchase order shall include the RMA number from Milestone	
2b	Milestone PSSS Region: Rest of the Worlds	Request a purchase order for a replacement unit/component corresponding to the agreed replacement. and is sent to the Milestone Distributor serving the Milestone Reseller. The purchase order shall include the RMA number from Milestone	
3	Milestone Distributor	Issue a purchase order for a replacement unit/component corresponding to the agreed replacement. The purchase order shall include the RMA number from Milestone	Milestone Store
4	Milestone	Dispatch a replacement unit/component corresponding to the purchase order. Send invoice to Milestone Distributor.	
5	Milestone Reseller	Upon reception of the replacement product/component, unpack and install it with the End-customer. Note that the replacement can be pre-loaded with a different XProtect VMS release version than the original unit, whereby the software on the replacement unit may require to be upgraded/downgraded to match the End-customers installation and XProtect VMS license.	Getting Started Guide Hardware and Maintenance Guide
6	Milestone Reseller	Package the failed unit/component in the shipment packaging in which the replacement unit/component was received. Send the failed unit/component to Milestone within five business days after the reception of the replacement unit/component. Use the freight service prepaid by Milestone.	

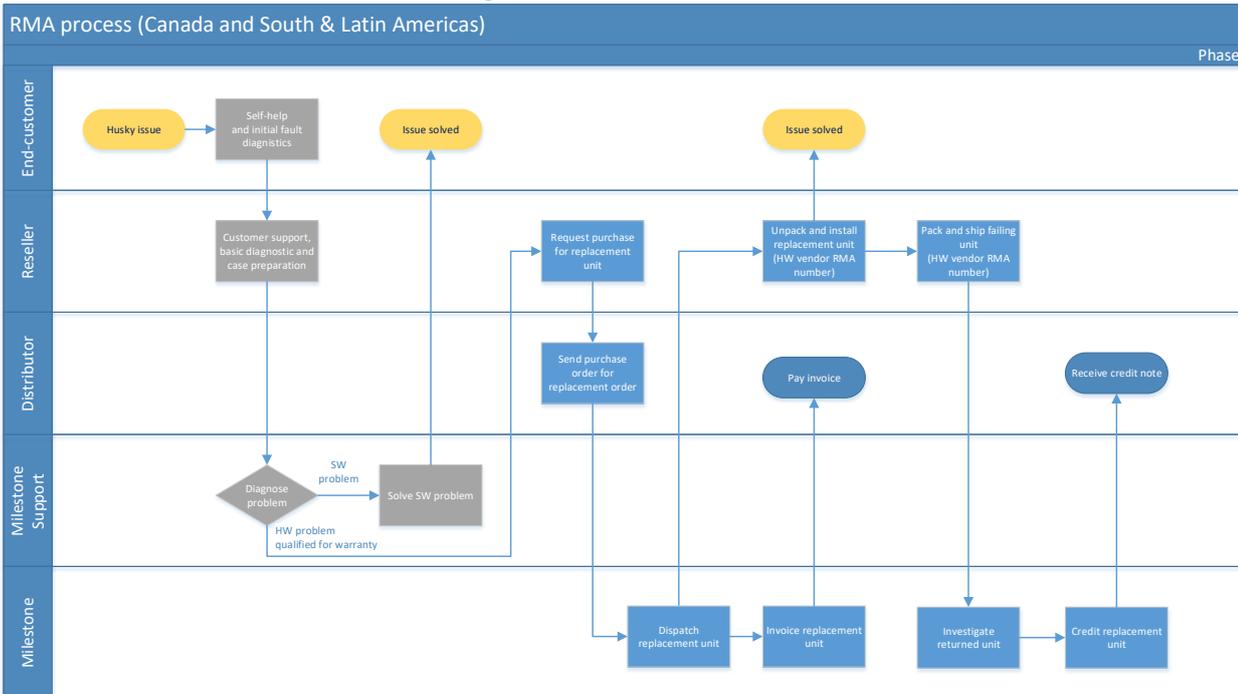
7	Milestone PSSS	<p>Once Milestone has received and validated the failed unit/component, Milestone will issue a credit note on the purchase of the replacement unit. For further information on the validation process, please refer to section: Shipment</p> <p>Milestone covers both the shipment of the replacement component/unit and the return shipment of the failed component/unit. The return shipment shall be made via the freight service prepaid by Milestone. Milestone uses different freight companies in different regions and includes companies such as: UPS and FedEx. It is the responsibility of the Milestone Reseller to arrange pickup of the failed component/unit with the appointed freight company within five business days after the reception of the replacement component/unit.</p> <p>Validation of received products above.</p>	
8	Milestone Distributor	Receive credit note.	

Process Flows

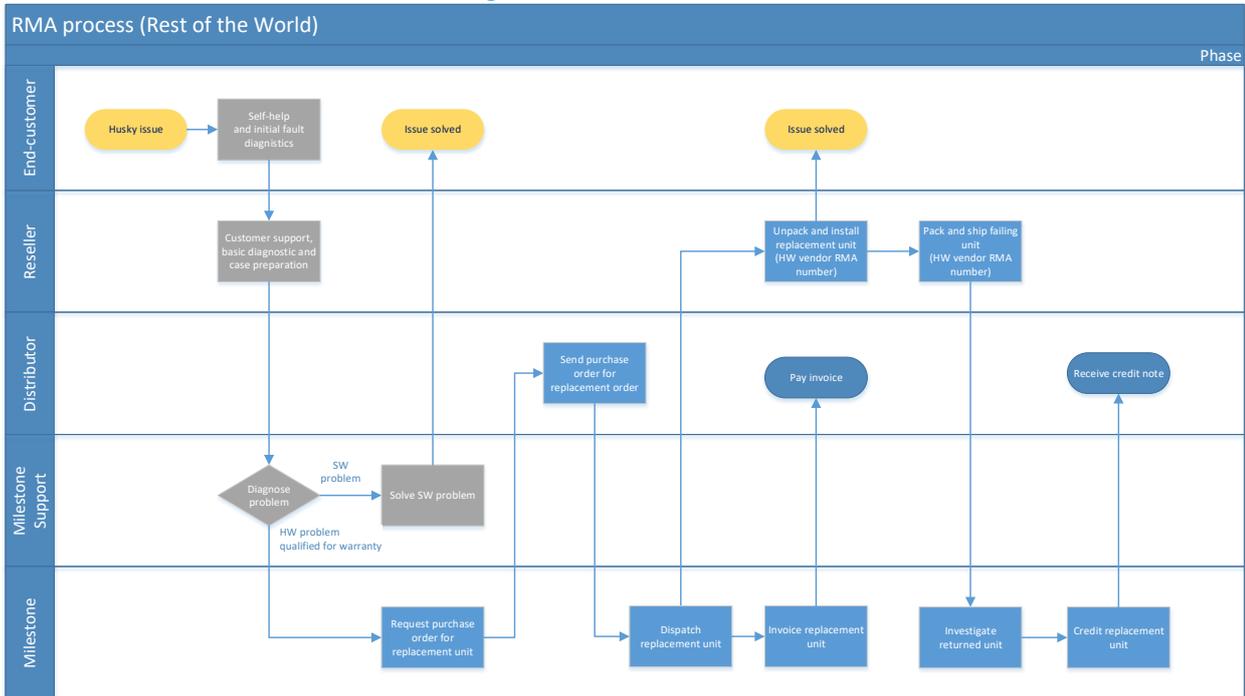
Problem Assessment and Advance RMA handling

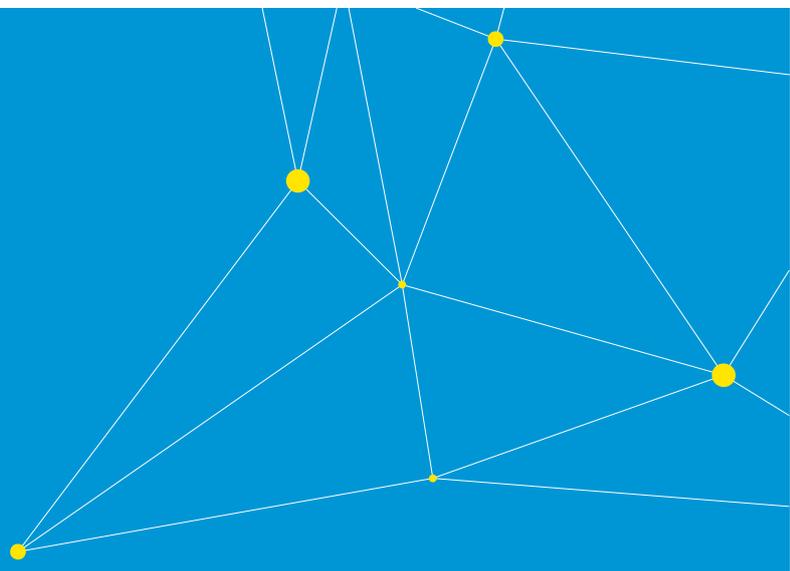


Problem Assessment and RMA handling (Canada and South & Latin America)



Problem Assessment and RMA handling (Rest of the World)





Milestone Systems is a leading provider of open platform video management software; technology that helps the world see how to ensure safety, protect assets and increase business efficiency. Milestone enables an open platform community that drives collaboration and innovation in the development and use of network video technology, with reliable and scalable solutions that are proven in more than 150,000 sites worldwide. Founded in 1998, Milestone is a stand-alone company in the Canon Group.