

An abstract graphic on the left side of the page, composed of several overlapping, semi-transparent gray triangles of various sizes, creating a star-like or crystalline shape.

RMA PROCEDURE

Produkter från HIKVISION som innefattas av reparation vid retur av felaktig produkt.

Denna lista kommer att uppdateras med jämna mellanrum.

Kameror (gäller alla i 4/5/6/7/8-serierna)

Fisheye

50000172	Kamera 6MP Fisheye DS-2CD6365G1-IVS 1,16mm	311324116
50000817	Kamera 12MP 1,29mm Fisheye DS-2CD63C5G1-IVS	311324115

Specialkameror

50000665	Värmekamera Radar Health Care HM-TD1018-1/QR	305401987
50458721	Kamera 2MP 3,7mm dold DS-2CD6425G1-20 8m	311318352
50462697	Kamera 8MP 4 och 10-50mm iDS-2CD8A86G0-XZS	311320551
50461784	Kamera 4mp 8-32/ 4 mm iDS-2CD8A46G0-XZHSY	311320548
50460523	Kamera 4.7-118mm 4MP iDS-2CD7A45G0-IZHSY(O-STD)	311318444
50457695	Kamera 4MP 8-32 mm iDS-2CD7A46G0/P-IZHSY(C)	311317285
50457696	Kamera 4MP 2.8-12mm iDS-2CD7A46G0/P-IZHSY(C)	311316487
50000816	Kamera 4x4MP 2.8-12mm DS-2CD6D44G1H-IZS	311324987
50460097	Kamera 4MP 2.8mm DS-2XC6142FWD-IS (C) rostfri	311318451

Värmekameror och Bi-spectrum (gäller alla värmekameror)

50457621	Värmekamera Bi-spectrum DS-2TD2628-7/QA	305401574
50457622	Värmekamera Bi-spectrum DS-2TD2628-3/QA	305401573
50457623	Värmekamera Bi-spectrum DS-2TD2628-10/QA	305401575
50457629	Värmekamera Bi-spectrum DS-2TD1228-7/QA	305401566
50457630	Värmekamera Bi-spectrum DS-2TD1228-3/QA	305401565
50457631	Värmekamera Bi-spectrum DS-2TD1228-2/QA	305401564
50460366	Värmekamera Bi-spectrum DS-2TD2628T-7/QA	305401692
50460372	Värmekamera Bi-spectrum DS-2TD1228T-3/QA	305401680

PTZ (gäller alla i DE4/5/7 samt DF och SE-serien)

50457788	Kamera 4MP PTZ DS-2DE4425IW-DE(T5)	327000240
50457780	Kamera 4MP PTZ DS-2DE7A432IW-AEB(T5)	327000243
50464818	Kamera PTZ DS-2SE7C432MWG-EB/26(F0)(O-STD)	327001129
50462842	Kamera 4MP PTZ DS-2DE4A425IWG-E	327000856
50462068	Kamera 4MP TandemVu DS-2SE4C425MWG-E P0	327000910
50460448	Kamera 4MP TandemVu DS-2SE7C432MW-AEB(14F1)(O-STD)	327000607
50459729	Kamera 4MP PTZ DS-2DE5425IW-AE(T5)	327000458

NVR/DVR (gäller alla i NVR 76/77-I/M och 8/9-serierna)

50150119	NVR 64 kanaler DS-96064NI-I16	303606496
50133984	NVR 256 kanaler DS-96256NI-I16	303604463
50000495	NVR 128 kanaler DS-96128NI-M16	303617493
50000493	NVR 8 kanaler DS-7608NXI-I2/8P/S(E)	303618728
50000494	NVR 32 kanaler DS-7732NXI-I4/S(E)	303618605
50000496	NVR 16 kanaler DS-7616NXI-I2/16P/S(E)	303618732
50464899	NVR 8 kanaler DS-7608NXI-I2/S(E)	303618726
50462665	NVR 32 kanaler DS-9632NI-M8	303616638
50462671	NVR 32 kanaler DS-7732NI-M4	303616304
50462552	NVR 64 kanaler DS-9664NI-M8	303616640
50461889	NVR 16 kanaler DS-7616NI-M2	303616294
50132175	NVR 128 kanaler DS-96128NI-I16	303604447
50118691	NVR 64 kanaler DS-9664NI-I8	303602764
50462247	HDTVI DVR iDS-7316HUHI-M4/S	300228315

Keyboard (gäller alla varianter)

50130829	Tangentbord DS-1200KI	302600140
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50118538	Tangentbord DS-1005KI	302600066
HIKCentral (gäller allt inom HIKCentral)		
50156508	HikCentral Workstation 32	310804823
50141647	Mjukvara HikCentral-VSS-1Camera	400101055
50141656	Mjukvara HIK Central-VSS-Base/16Ch	400101054
Konferens		
50462191	Trådlös Konferenstelefon DS-UAC-S1	327700022
Access/porttele		
50154679	Ansiktsscanner DS-K1T341AMF-S(O-STD)	302917455
50153503	Tempscanner DS-K1TA70MI-T	302917212
50152973	Ansiktsscanner DS-K5671-3XF/ZU	302917213
50152974	Ansiktsscanner DS-K1T671TM-3XF	302917210
50152975	Ansiktsscanner DS-K5604A-3XF/V	302917211
50150965	Ansiktsscanner DS-K5671-ZU	302913782
50150966	Ansiktsscanner DS-K5671-ZV	302912710

Appendix 1

Material category	Material Group		Material details	RMA solution
D-Front-end	Turbo HD Cameras	Turbo HD Cameras	Turbo HD CXT Series/720P	Credit
			Turbo HD DXT Series/1080P	Credit
			Turbo HD HXT Series/5M	Credit
			Turbo HD KXT Series/3K	Credit
			Turbo HD UXT Series/4K	Credit
		Turbo HD Cameras HILOOK	Turbo HD Hilook 720P	Credit
			Turbo HD Hilook 1080P	Credit
			Turbo HD Hilook 3K	Credit
	IPC-D	IPC 1 Series	1 Series/2M	Credit
			1 Series/4M	Credit
			1 Series/6M	Credit
			1 Series/8M	Credit
		IPC 2 Series	2 Series/2M	Credit
			2 Series/4M	Credit
			2 Series/6M	Credit
			2 Series/8M	Credit
			2 Series/12M	Credit
		IPC Cable-Free Series	WiFi Series	Credit
			4G Series	Credit
			Solar Series	Credit
			EC Series	Credit
		IPC Hilook	Hilook/2M	Credit
			Hilook/4M	Credit
			Hilook/6M	Credit
			Hilook/8M	Credit
			Hilook Cable-Free Series	Credit
	Front-end Accessory	Front-end Accessory	Camera Lens	Credit
			Power Adaptor	Credit
			Housing/Bracket	Credit
			Front-end Accessory & Others	Credit
P-Front-end	IPC-P	IPC-P	IPC 3 Series	Credit
			IPC 4/5/7/8 Series	Repair
			IPC 6 Series	Repair

			IPC Anti-corrosion/Explosion-proof Series	Repair
	PTZ	Zoom Camera & Module	Zoom Camera & Module	Credit
		Turbo HD PTZ	Turbo HD PTZ	Repair
		IP PTZ	PTZ DE Series-4/5/7	Repair
			PTZ DE Series-1/2/3	Credit
			IP PTZ HILOOK	Credit
			PTZ DF Series	Repair
			Positioning System	Repair
			PTZ Anti-corrosion/Explosion-proof Series	Repair
			PTZ TandemVu Series	Repair
Back-end Product	DVR	DVR	DVR HG Series/720P	Credit
			DVR HQ Series/1080P	Credit
			DVR HU Series/5M	Credit
			DVR HT Series/4K	Credit
			DVR 73/81/90 Series + DVS/Board Card	Repair
		Hilook DVR	DVR HILOOK 720P	Credit
			DVR HILOOK 1080P	Credit
			DVR HILOOK 5MP	Credit
		SSD DVR	SSD DVR	Credit
		Turbo HD KIT	Turbo HD KIT HIK	Credit
			Turbo HD KIT HILOOK	Credit
	NVR	NVR-D	NVR 71 Series	Credit
			NVR 76/77-K/Q Series	Credit
			NVR WiFi Series	Credit
			SSD NVR	Credit
			NVR HILOOK	Credit
		NVR-P	NVR 76/77-I/M Series	Repair
			NVR 8/9 Series	Repair
		IP KIT	IP KIT HIK	Credit
			IP KIT HILOOK	Credit
	Storage	Storage	Hybrid SAN	Repair
			Cloud Storage	Repair
			easy CVR	Repair
	Backend Monitoring Level Hard Drive	Backend Monitoring Level Hard Drive	Backend Monitoring Level Hard Drive	Credit
	Backend Enterprise Level Hard Drives	Backend Enterprise Level Hard Drives	Backend Enterprise Level Hard Drives	Credit
	Data Center	Intelligent Server	Intelligent Server	Repair
	Intelligent Product		Universal Intelligence	Repair

Commercial Display and Control		Edge Intelligent Products	Fragmented Intelligence	Repair
		Integrated Products	All-in-one machine	Repair
	Back-end Accessory	Back-end Accessory	Back-end Accessory	Credit
	LCD Display	LCD	LCD	Repair
	LED Display	Indoor LED	Indoor-600*337.5	Repair
			Indoor-500*500	Repair
			Indoor-640*480	Repair
		Outdoor LED	Outdoor LED	Repair
		LED Module	Indoor LED Module	Repair
			Outdoor LED Module	Repair
			Receiving Card and accessory	Credit
		Rental LED	Rental LED	Repair
		Special LED and Accessory	Special LED and Accessory	Repair
	Control	Decoder	Decoder	Repair
		Controller	Video Wall Controller	Repair
			LED Controller	Repair
		Keyboard	Keyboard	Repair
Smart Display and Video Conference	Smart Display	Smart Display	Education Series	Repair
			Conference Series	Repair
			Projection series	Repair
			OPS	Repair
			Supporting Bracket	Credit
			Auxiliary Product	Credit
	Digital Signage	Digital Signage	Hanging	Repair
			Wardrobe	Repair
			Education board	Repair
			Message box	Repair
	Video Conference System	Video Conference System	Video Conference System	Repair
			Webcam	Credit
			Video Conference Camera	Credit
Access Control and Video Intercom	Access Control	MinMoe Terminal	6 series MinMoe Terminal	Repair
			3 series MinMoe Terminal	Repair
			MinMoe Temperature Screening Terminal	Repair
		Access Control	Access Control Terminal	Credit
			Access Controller	Credit
			Reader	Credit
			Smart Lock	Credit

		Access Control Accessory	Electrical Lock	Credit
			Access Control Accessory and Others	Credit
	Video Intercom	IP Series	IP Series-Ultra	Credit
			IP Series-Pro	Credit
			IP Series-Value	Credit
			IP Series-Hilook	Credit
		2-wire Series	2-wire Series-IP	Credit
			2-wire Series-HD	Credit
			2-wire Series-Analog	Credit
			2-wire Series-Hilook	Credit
		4-wire Series	4-wire Series	Credit
			4-wire Series-HD	Credit
			4-wire Series-Hybrid	Credit
			4-wire Series-Hybrid HD	Credit
			4-wire Series-Hilook	Credit
		Emergency Intercom	Emergency Alarm Column	Credit
			Emergency Alarm Box	Credit
		SIP Terminal	SIP Phone	Credit
			SIP Server	Credit
		Intercom Accessories	Intercom Accessories and Others	Credit
	Turnstile	Speed Gate and Turnstile	Swing Barrier	Repair
			Flap Barrier	Repair
			Tripod Turnstile	Repair
			Full Height Turnstile	Repair
		Door Operator	Swing Gate	Repair
			Door Operator	Repair
		Turnstile Accessories and Others	Door Wings and Fixed Base	Repair
			Turnstile Accessories and Others	Repair
Alarm	HIK Alarm	Wireless Control Panel	Wireless Control Panel	Credit
			Wireless Expander and Peripherals	Credit
			Wireless Detector	Credit
		Hybrid Control Panel	Wired Control Panel	Credit
			Wired Expander and Peripherals	Credit
			Wired Detector	Credit
		Intrusion Accessory	Control Panel-Battery	Credit
			Control Panel-Card	Credit
			Detector Structural Accessory	Credit

		Perimeter Alarm	Detector-Battery	Credit
			Electronic Fence	Credit
			Active Infrared	Credit
	SHL Alarm	SHL Alarm	Pyronix Control Panel	Credit
			Pyronix Detector	Credit
			Pyronix Accessories and Others	Credit
			MSL Product	Credit
ITS and Mobile	Traffic	Traffic Camera	Traffic Camera	Repair
		Traffic Server	Traffic Server	Repair
		Supplement light & Accessory	Supplement light & Accessory	Repair
		Traffic Radar	Radar	Repair
		Signal Control System	Signal Control System	Repair
	M&T Accessory & Others	M&T Accessory & Others	M&T Accessory & Others	Repair
	Entrance & Exit Parking	Entrance & Exit	Entrance & Exit Camera	Repair
			Entrance & Exit Radar	Repair
			Barrier gate	Repair
			Entrance & Exit Control	Repair
		Parking	Parking Guidance Cameras	Repair
			Roadside Parking Cameras	Repair
			Parking Guidance Terminals	Repair
		Entrance & Exit Accessory	Parking Guidance Others	Repair
	Charging pile	EV Charger	Entrance & Exit Accessory	Repair
			EV Charger	Repair
	PDA	PDA	Scanning Code Handheld Terminal	Repair
			Engineering Treasure	Repair
			Material Management	Repair
			Barcode scanner	Repair
			PDA Accessory	Repair
	Portable	Body Worn Camera	Body Worn Camera	Repair
		Portable Cameras	Portable Cameras	Repair
		Portable Products Accessory	Portable Products Accessory	Repair
Networking	Network Switch	D-Switch	Unmanaged Series	Credit
			Cloud Tube EI Series	Credit
			MCU Series	Credit
		P-Switch	Cloud Tube SI Series	Credit
			Cloud Tube HI Series	Credit
			Industrial Series	Credit

			Enterprise Park Series	Credit
	Wireless Bridge	Wireless Bridge	Elevator Series	Credit
			Outdoor Series	Credit
	AP&AC	Access Point	AP	Credit
		AC Router	AC Router	Credit
	Wireless Router	Wireless Router	4G/WIFI 4/5Series	Credit
			WIFI 6 Series	Credit
	Network Accessories	Repeater	Wireless/POE Repeater	Credit
		Optical Module	Optical Module	Credit
Audio and Sensing	Audio	Public Address	Network Speaker	Credit
			Analog Speaker	Credit
			Network Amplifier	Credit
			Analog Amplifier	Credit
			Paging Microphone	Credit
			Accessories	Credit
		Pro-Audio	Video Conference	Credit
			Professional Speaker	Credit
			Professional Microphone	Credit
			Professional Processor	Credit
			Professional Amplifier	Credit
			Professional Mixing Console	Credit
			Accessories	Credit
	Sensing	Acoustic Sensing	Acoustic Imager	Repair
		Optical&Laser Sensing	Vibration fiber optic sensing	Repair
			Temperature measuring optical fiber sensing	Repair
			Auscultation fiber optic sensing	Repair
		Spectral Sensing	Hyperspectral gas detection	Repair
			Hyperspectral vegetation detection	Repair
			Hyperspectral water quality detection	Repair
		Spatial Positioned Sensing	UWB	Repair
		Other Sensing	Others	Repair
		Sensing Accessories	Accessories	Repair
Server	Rackmount Server	Two-Socket Server	Two-Socket Server	Repair
		One-Socket Server	One-Socket Server	Repair
	Tower Workstation	Tower Workstation	Tower Workstation	Repair
	Others	X86 Hardware	X86 Hardware	Repair

		Other Servers (not Dell)	Other Servers (not Dell)	Repair
		Accessories&Others	Accessories&Others	Repair
	VMS Server	HikCentral Series	HikCentral Series	Repair
		Others (Big Data Server etc.)	Others (Big Data Server etc.)	Repair
Premises Distribution System	Monitor	CCTV Monitor	Entry level	Credit
			Professional level	Credit
		SOHO Monitor	Entry level	Credit
			Professional level	Credit
		Monitor Accessories	Brackets	Credit
	Copper	Copper Cable	CAT5E	Credit
			CAT6	Credit
		Patch Cord	Network Patch Cord	Credit
		Coaxial cable	Coaxial Cable	Credit
			Siamese Cable	Credit
		Accessories	RJ 45 Connector	Credit
			Adapter	Credit
			Balun	Credit
			Keystone Jack	Credit
			Face Plate	Credit
			Cable Management Panel	Credit
			Patch Panel	Credit
			RJ45 Crimping Tool	Credit
	Fiber	Fiber Cabels	Fiber Cabels	Credit
		Fiber Patch Cord	Fiber Patch Cord	Credit
		Accessories	Fiber Optic Patch Panel	Credit
			Adapter	Credit
	Power	Alarm Cables	Alarm Cables	Credit
Radar	Security Radar	Security Radar	Security Radar	Repair
	Industry Radar	Industry Radar	Industry Radar	Repair
	Indoor Radar	Indoor Radar	Indoor Radar	Repair
Software	Public Safety and Transportation	Hikcentral Master	Hikcentral Master	Repair
			ALL in one Server(HCM)	Repair
	Business	Hikcentral Enterprise	Hikcentral Enterprise	Repair
			ALL in one Server(HCE)	Repair
	Common	Hikcentral Professionall	Hikcentral Professional	Repair
			ALL in one Server(HCP)	Repair
		Convergence Cloud	Hikcentral Connect	Repair
			Hik-Partner Pro	Repair
	HDD and Outsourcing	HDD and Outsourcing	HDD	Credit

HDD and Outsourcing			Outsourcing Hardware	Credit
			Outsourcing Software	Credit
			Outsourcing Service	Credit
HIKAUTO	AET Back-end		AET Mobile Camera	Credit
			AET Mobile Video Recorder	Repair
			Automobile Data Recorder	Credit
			Consumer Data Recorder	Credit
			AET Visual Assist System	Credit
			AET Back-end Accessory & Others	Credit
	AET Front-end		AET Front-end	Credit
			AET Front-end Accessory & Others	Credit
HIKMICRO	Thermal	Security thermal cameras	Thermal Box Series	Repair
			Thermal Bullet Series	Repair
			Thermal Speed Dome Series	Repair
			Thermal PTZ Series	Repair
			Thermal Module	Repair
			Thermal Smart Linkage Tracking Series	Repair
			Thermal fixed Temperature screening Series	Repair
			Thermal HeatPro series	Repair
			Thermography Automation Series	Repair
			Thermal presence detector	Repair
			Thermal solar panel kits	Repair
			Commercial vision thermal cameras	Thermal Monocular Series
		Thermal Binocular Series		Repair
		Thermal Scope Series		Repair
		Thermal Advanced Driving Assistance System Series		Repair
		Thermal Camera Module Series		Repair
		Temperature Screening Module Series		Repair
		Smartphone Module Series		Repair
		CMOS Monocular Series		Repair
		CMOS Scope Series		Repair
		Trail Camera Series	Repair	

			Portable Power Station	Repair
		Thermography thermal cameras	Thermal Smartphone Module Series	Repair
			Thermal Pocket Series	Repair
			Thermal Entry Level Series	Repair
			Thermal Master Series	Repair
			Thermal Genius Series	Repair
			Thermal Specialist Series	Repair
			Acoustic Imaging Series	Repair
			Acoustic Detection Series	Repair
			Thermal Firefighting Series	Repair
			Thermal Handheld Accessory & Others	Repair
			Handheld Temperature Screening Series	Repair
		Measuring Instruments	Pyrometer	Repair
			Electromagnetic Flowmeter	Repair
			Pressure Transmitter	Repair
			Radar Level Meter	Repair
		Thermal Accessory Series	Thermal Accessory Series & Others	Repair
	Lithographic	Lithographic	Lithographic Product	Repair
		Lithographic Accessory	Lithographic Accessory & Others	Repair
Security Inspection	Walk through Metal Detect Door	Metal Detection Series	Universal Security Gate	Repair
			Special Security Gate	Repair
			Hand-held Metal Detector	Repair
		Millimeter Wave Series	Millimeter Wave Body Security Apparatus	Repair
		Walk through Metal Detect Door Accessory & Others	Walk through Metal Detect Door Accessory & Others	Repair
	X-Ray Security Inspection	X-Ray Security Inspection	Universal Security Checking Machine	Repair
			Intelligent X-Ray Security Inspection	Repair
		X-Ray Security Inspection Aid & Accessory	Intelligent X-Ray Analysis Terminal	Repair
			Item Security Assistance	Repair
			X-Ray Security Inspection Accessory & Others	Repair