

# TranscendX Warranty Plan

One plan. Total system confidence.

Cover your camera, access control, intercom, alarm, sensor, or guest management investment with **TranscendX**— a warranty program backed by Transcend Security's expert service team.

Predictable pricing. No surprise labor costs. No downtime stress.

## Pricing Tiers

Site Size	Flat Rate (Annual)
<b>Small</b> (1–10 cameras)	\$999
<b>Medium</b> (11–25 cameras)	\$1,499
<b>Large</b> (26–50 cameras)	\$1,999
<b>Enterprise</b> (51+)	Custom Quote

## Warranty Alignment

**Verkada's manufacturer warranty** includes:

- 10-Year Hardware Coverage for most devices
- 5-Year Warranty for PTZ cameras and Command Connector hardware

**TranscendX** ensures:

- Full warranty claim handling
- No-cost replacement installation
- Labor and materials included for eligible replacements

## What's Included?

### Annual On-Site System Inspections & Standard Service Repairs

Thorough inspection of Verkada systems and two on-site repair visits<sup>1</sup> per year for troubleshooting or hardware issues.

### Priority Dispatch & Scheduling

Preferred or priority status for service scheduling and technician dispatching.

### Camera Cleaning, Health Verification, and Recording and Retention Checks

Camera lens cleaning and device health checks as well as video recording function and retention checks or updates.

### Structured Cabling Coverage

Troubleshooting and replacement<sup>2</sup> of cabling and supported PoE switches.

### Customer Service Support & Training

Dedicated TranscendX Support Team with annual remote training<sup>3</sup> sessions.

### Warranty Handling & Hardware Swaps

Full support for warranty claims and no-cost replacement hardware installations.

### Remote System Optimization Checks

Ongoing optimization of connectivity, firmware updates, and retention status.

<sup>1</sup> Up to 2 hours each; lift rental billed separately if required.

<sup>2</sup> Applies to failures due to installation defect, cable degradation, or malfunction. Excludes damage from third-party contractors, interference, or rodent activity.

<sup>3</sup> Up to 1 hour; training covers user management, permissions, retention settings, alerts, and access control basics.