

The NACE Hardware Service Department

NACE Hard Drive and Data Devices Repair Service Agreement

Data

- Customer is responsible for data backup before sending in for repair.
- Hardware Service Department is **NOT** responsible for data loss for **any** reason including:
 - In the event of a DVR, NVR, HVR, computer or any other data retaining device (the device) failure while in service
 - In the event the hard drive is formatted to repair the operating system software.
- Hardware Service Department reserves the right to erase the computer's hard drive to ensure proper repair of the unit by eliminating software as a variable whenever Hardware Service Department deems it necessary.

Software

- Software errors or corruption that causes poor performance or loss of functionality of the device is **NOT** covered by **ANY** manufacturer's warranty.
- Hardware Service Department does not support any applications or software except for SecurityTronix applications and software.
- Customer is responsible for determining application compatibility with any operating system they've enlisted Hardware Service Department to install or upgrade to.

Security

- Customer is responsible for removing password(s) on the system prior to sending to NACE for repair and removing any sensitive data from the device.
- Customer is responsible for firmware upgrades, updating definitions to antivirus software and applying security patches to the operating system after the date of repair on the unit.
- Hardware Service Department is **NOT** responsible for viral infections of the unit or any security compromises to the unit, including compromises due to weak passwords after the date of repair.

While North American Cable Equipment, INC. (NACE) will take great precaution to preserve your data, NACE will not be held liable for data loss under any circumstances. If you have data that must be preserved we recommend you make multiple backups and that you store these backups in multiple locations to avoid loss from fire, flood, theft or other circumstance. The customer is responsible for backing up all software and data on their network, computers, and other data storage devices before repairs are scheduled to be performed by NACE. NACE shall not be held responsible at any time under any circumstances for any loss or corruption of any software, data, operating system, or files