

Press Release

We MOVE with Trust

Hanwha Techwin unveils
its new Service & Support Center for INDIA



INDIA: 01st October 2022:

Dear Valued Customers,

Hanwha Techwin announces the opening of their Product Repair & Return Merchandise Authorization (RMA) India Service Center at Plot Number: R-591, T.T.C Industrial area, M.I.D.C, Rabale, Navi Mumbai, Maharashtra- 400701.

The opening of this new service center intends to improve customer satisfaction through providing better product maintenance and support thus demonstrating Hanwha Techwin's ongoing commitment to grow within the region.

In the past, all Hanwha Techwin's WISENET products were serviced and maintained by authorized third-party vendors. However, the company feels that it is now the time for them to set up a centralized service center to cater to the growth of customer needs and demand.

"Our expansion and growth in India market means that we have to step up in providing better customer service for a one stop solution approach. We have been in India market for over 5 years, where our products and solutions are used in various sectors. Having this service center to support our Sales force spread nationwide will enable us to serve our partners and customers in shorter delivery time," stated **Soumik Ghosh, Head Of Product & Marketing, Hanwha Techwin**

Warranty Period***

- Analog Products (Cameras & DVRs) : **2 years**



- Network products (Cameras & NVRs) : **3 years**



The target models that can be serviced at the service center are products that are manufactured after Jan' 2022.

Alternatively, even if the product was manufactured before Jan'2022, customers can still receive service at the service center provided they have the proof of purchase invoiced after Jan'2022.

The Warranty period start day is calculated from the official purchase invoice date.

If the last day of the warranty period is a statutory holiday, the next day shall be the last day of the warranty period.

Hanwha's Technical Support department can be contacted by email using the details below,

Email: support@hanwhatechwinindia.zendesk.com to get support from us.

Service center Timing: **Monday to Friday from 9.30 am till 5.30 pm (IST)**

After-Sales Service:

- The buyer (System Integrator/Dealer) can receive the product to be repaired at the place of purchase (**Hanwha Techwin** Authorized India Distributor) and send the product to our India Service center.
- **Hanwha Techwin** provide service by a defined service system (4CUST system ~ Distributor Login Only)
- Service RMA request need to be online applied in 4CUST System by the distributor.
- Service will be provided at our **Hanwha Techwin** Service center with RMA approvals.
- The Shipping cost for the product send to Service Centre for Repair will be paid by the sender
For Example: When the SI /Dealer sends the faulty product to the center, the SI/dealer have to pay for the Shipping cost & when the repair center sends it to the SI/dealer, the RMA center pay for the shipping cost.

***Warranty Exclusions: Kindly check with **Hanwha Techwin** Service Centre or refer to our service policy.

Hanwha Techwin reserves the right to examine and test any returned product(s) to determine the actual cause of damage and/or defect & we reserve the right to deny Warranty /RMA coverage for any damage caused by failing to meet the service policy guidelines.

Media Contacts:
For Hanwha Techwin
Soumik Ghosh, Soumik.ghosh@hanwha.com

About Hanwha Techwin

Hanwha Techwin is a subsidiary of **Hanwha Corporation**, a South Korean based company. **Hanwha Techwin** offers total security solutions which encompass cameras, recording solutions, video management software and compression technologies. **Hanwha Techwin** has solidified its leadership position in security solutions by building self-developed SoC chipset along with the optical, manufacturing and image-processing technologies accumulated over 30 years. Now, **Hanwha Techwin** is preparing for the future by continuously investing in AI and cyber security in order to provide convenient and safe security solutions to customers. With the representative brand, Wisenet, **Hanwha Techwin** will strive to serve security solutions that customers can trust.

For more information, please visit our website www.hanwha-security.com.