



Samsung Techwin America

WiseNetIII Advanced Replacement Program Launch

Samsung is pleased to announce a significant enhancement to their Diamond and Gold STEP Partner out-of-box failure (OBF) return program. Effective immediately Samsung will provide a one year advance replacement program for their entire line of WiseNetIII cameras (listed below).

Key benefits of the program are:

- Web based request form with automatic entitlement validation
- Free Next Day Air shipment
- Prepaid return label included with replacement unit
- Optional (but strongly recommended) to contact Tech Support for troubleshooting assistance first
- No cost to participate*
 - Valid credit card is required as security
 - Replacement units may be new or refurbished at Samsung's sole discretion and carry the balance of the defective unit warranty period. Refurbished units meet original factory specifications.
 - The card will be charged the then published MSRP in the event that the defective camera is:
 - not received back within the specified time period
 - received back but has been physically damaged

How to request an Advance Replacement unit:

- Eligibility Requirements
 - Diamond and Gold partners only
 - Unit must be within (1) year of date of purchase from an authorized STEP distributor
- Have your STEP Partner ID number and a valid credit card available, If you do not know your account #, please send an email to insidesales@samsung.com with your company name, address and contact information.
- To access the Advance Replacement via the Samsung-security.com → Support → Repair Form, or click [HERE](#) .
- Complete the form. Upon submission the system will generate an email to you.
 - Request Confirmation – Your request has been validated and is processing for shipment. Upon shipment you will receive a “shipping advice” email. This email is also your RMA form to return the defective unit.
 - Request Acknowledgement – Your request could not be validated and has been forwarded to a Customer Service Specialist for review.

For additional information regarding eligibility or other program terms and conditions contact insidesales@samsung.com.

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WiseNetIII Camera Line Up

SNB-7004 - 3MP Box

SND-7084R - 3MP IR Dome

SNF-7010V - 3M Fisheye Dome

SNF-7010VM - 3M Fisheye Dome

SNO-7084R - 3MP IR Bullet

SNB-6005 - 2MP Box

SNB-6010N/EX - 2MP Pinhole

SNB-6010AN/EX - 2MP Pinhole Camera

SNZ-6320 - 2MP 32x Zoom Box

SNO-6011R - 2MP IR Bullet

SND-6083 - 2MP Dome

SND-6011R - 2MP IR Dome

SNP-6321H - 2MP 32x PTZ

SNV-6013 - 2MP Compact Dome

SNV-6084R - 2MP Vandal IR Dome

SND-5084 - 1.3MP Dome

SNO-5084R - 1.3MP IR Bullet

SNP-5321H - 1.3MP 32x PTZ

SNV-5084 - 1.3MP Vandal Dome

SND-7084 - 3MP Dome

SNF-7010 - 3M Fisheye Dome

SNV-7084 - 3MP Vandal Dome

SNV-7084R - 3MP IR Vandal Dome

SNB-6004 - 2MP Box

SNB-6003 - 2MP Box

SNB-6011N/WF - 2MP Network Covert

SNB-6011N/EX2MP - Network Covert

SNO-6084R - 2MP IR Bullet

SND-6084 - 2MP Dome

SND-6084R - 2MP IR Dome

SNP-6321 - 2MP 32x PTZ

SNV-6084 - 2MP Vandal Dome

SNV-6012M - 2MP Mobile Dome Camera

SNB-5004 - 1.3MP Box

SND-5084R - 1.3MP IR Dome

SNP-5321 - 1.3MP 32x PTZ

SNV-5084R - 1.3MP Vandal IR Dome