

DATAVIDEO PRODUCTS WARRANTY

Thank you for choosing a Datavideo product.

Datavideo 1-Year Warranty

Components with naturally limited service life — including LCD panels, DVD drives, hard drives, solid-state drives, SD cards, USB thumb drives, lighting equipment, non-PCIe cards, and third-party PC components — are covered by a 1-year warranty and are not eligible for the extended warranty.

Datavideo 3-Year Warranty

Camera modules are covered by a 3-year warranty from the date of purchase.

5-Year Warranty Program

Extended Product Warranty: Starting January 1, 2026, all Datavideo products that are successfully registered on the Datavideo official website will receive a free four-year extended warranty, in addition to the standard one-year warranty, for a total of five years of coverage.

Warranty Registration Requirement: Only products registered on the Datavideo official website qualify for the five-year warranty.

Register Your Product: To enjoy the five-year warranty, simply create an account and [register](#) your product online. Create an Account / Log In below to register your product

STANDARD WARRANTY

- Datavideo equipment is guaranteed against manufacturing defects for one (1) year from the date of purchase.
- A valid purchase invoice or other proof of purchase must be provided when requesting warranty service.
- The warranty period begins on the actual purchase date. If the purchase date cannot be verified, the warranty period will begin thirty (30) days after shipment from a Datavideo office.
- Non-Datavideo branded products (products without the Datavideo logo) are covered by a one-year warranty from the date of purchase.

- Damage caused by accident, misuse, unauthorized repair, or exposure to sand, grit, or water is not covered under warranty.
- Virus or malware infections on computer systems are not covered under warranty.
- Any issues caused by unauthorized third-party software installations that are not required by Datavideo systems are not covered under warranty.
- All shipping, mailing, or transportation costs, including insurance, are the responsibility of the owner unless otherwise stated.
- Teleprompter glass is not covered under warranty.
- Your statutory rights remain unaffected.
- Accessories, including headphones, cables, batteries, metal parts, housings, protective cases, cable reels, and consumable items, are not covered under warranty.
- Warranty is valid only in the country or region of purchase.
- All other claims not explicitly stated are not covered.