



**Asunto:** Aclaración sobre el período de garantía del producto

**Fecha:** 08/06/2026

Estimado cliente:

La presente carta tiene como objetivo aclarar formalmente una cuestión relativa al período de garantía de los productos de las series Outdoor e Industry de la marca HIKMICRO, incluidos en el anexo de este documento, vendidos en España y Portugal desde el 1 de enero de 2024. Debido a un error técnico en nuestro sistema interno de gestión de garantías, el período de garantía mostrado en el sistema podría no reflejar con exactitud el período de garantía real aplicable a sus productos.

Tenga en cuenta que las condiciones de garantía de sus productos se basan en la Garantía Limitada oficial de HIKMICRO, que puede consultarse en:

<https://www.hikmicrotech.com/en/support/limited-warranty/>

Hemos iniciado ya las medidas oportunas para subsanar este error en nuestro sistema. El período de garantía actualizado se ajustará a lo establecido en la Garantía Limitada de HIKMICRO. Le rogamos que, para cualquier asunto relacionado con la garantía, consulte el período de garantía corregido.

Lamentamos cualquier confusión o molestia que esto pueda haberle causado. Le agradecemos profundamente su comprensión. Si necesita más aclaraciones o asistencia, no dude en ponerse en contacto con nosotros.

Gracias por su confianza, apoyo y colaboración durante este año. HIKMICRO seguirá ofreciéndole, como siempre, productos y servicios de alta calidad.

Atentamente,

En nombre y representación de Hangzhou Microimage Software Co., Ltd.

## APPENDIX

The specific models of the products are as follows.

<b>HIKMICRO Outdoor Series Products</b>	
HM-TR3F-50S2/WV-A50EL	HM-TR76-35S2G/WL1-TQ35CL 3.0
HM-TS02-10S1G/W-LE10S	HM-TR56-35S1G/W-TQ35C 2.0
HM-TR3F-50S2/WV-A50E	HM-TR56-50S1G/W-TQ50C 2.0
M15	HM-TR26-35S1G/W-PQ35L 2.0
HM-TS02-15S1G/W-LE15S	HM-TR33-35XG/W-SH35
HM-TS83-19S1GW-LH19 2.0	HM-TR53-35S1G/W-TH35PC 2.0
HM-TS43-35XG/W-FH35	HM-TR23-50S1G/W-PH50L 2.0
HM-TS92-25S2G/W1LVE-HE25L	HM-TR53-25S1G/W-TH50Z 2.0
HM-TS83-25S1GW-LH25 2.0	HM-TR56-3560S1G/W-TQ60Z 2.0
HM-TR3D-50Q/WV-A50T	HM-TR76-50S2G/WL-TQ50CL 3.0
HM-TR3D-50Q/WV-A50TN	HM-TR53-25S1G/W-TH25P 2.0
HM-TS83-15S1GW-LH15 2.0	HM-TSB3-35S2G/W1-FH35 2.0 (样机)
HM-TS92-25S2G/W1LVN-HE25LN	HM-TSF3-35Y1G/W1-LH35 3.0
HM-TSB6-50S2G/W1-FQ50 2.0	HM-TR9G-50Y1/WLV-A50PL
HM-TSB6-35S2G/W1-FQ35 2.0	HM-TSF3-25Y1G/W1-LH25 3.0
HM-TS46-50XG/W-FQ50	HM-TSF2-15Y1G/W1-LH15 3.0
HM-TS43-25GG/W-FH25	HM-TSE2-25Y1G/W1LVN-HE25L 2.0
HM-L129IR	HM-TSF2-10Y1G/W1-LE10 3.0
HM-TS03-25S1G/W-LH25S	HM-TSF3-19Y1G/W1-LH19 3.0
HM-TSA6-50S2G/W1LVE-HQ50L	HM-TSF6-35Y1G/W1-LQ35 3.0
HM-TR86-50S2G/WL-SQ50L 3.0	HM-TSF2-15Y1G/W1-LE15 3.0
HM-TR83-35S2G/WL-SH35L 3.0	HM-TR9G-50Y1/WV-A50P
HM-TR3F-40Y1/WLV-A40EL	HM-TSF6-35Y1G/W1L-LQ35L 3.0
HM-TS63-35QG/WL-CH35L	HM-TR32-25Y1G/W1L-NH25L
HM-TR52-19S1G/W-TE19 2.0	HM-TR33-35Y1G/W1L-NH35L
HM-TSA6-50S2G/W1LVN-HQ50LN	HM-TR8C-60S2G/WL-SX60LS 3.0
HM-TR73-35S2G/W-TH35C 3.0	HM-TSAC-60S2G/W1LVE-HX60LS
HM-TS63-25QG/WL-CH25L	HM-TR3F-40Y1/WV-A40E
HM-TS73-35S2G/WLVE-HH35L	DS-2TS36-100VI/WL
HM-TSAC-60S2G/W1LVE-HX60L	HM-TS03-15XG/W-LH15
HM-TSB6-50S2G/W1L-FQ50L 2.0	HM-TR2E-32Q/W-C32F-RL
HM-TS96-35S2G/W1LVE-HQ35L	HM-TS43-25XG/W-FH25
HM-TSD6-35S2G/W1L-CQ35L 2.0	HM-TS46-35XG/W-FQ35
HM-TR52-19S1G/W-TE19C 2.0	HM-TR3D-50Q/WV-A50T-S
HM-TS73-35S2G/WLVN-HH35LN	HM-TS76-35S2G/WLVE-HQ35L
HM-TSAC-60S2G/W1LVN-HX60LN	HM-TS01-06S1F/W-LC06S
HM-TR52-25S1G/W-TE25 2.0	HM-TS83-35S1GW-LH35 2.0

HM-TSD6-50S2G/W1L-CQ50L 2.0	HM-TS66-50QG/WL-CQ50L
HM-TR76-35S2G/W-TQ35C 3.0	HM-TS76-35S2G/WLVN-HQ35LN
HM-TR76-50S2G/WL1-TQ50CL 3.0	HM-TS46-50GG/W-FQ50
HM-TS56-75QG/WLVE	HM-ASCH03-5202
HM-TS03-15S1G/W-LH15S	HM-TM42-10RG/T-E20Plus
HM-TR76-50S2G/W-TQ50C 3.0	HM-TS46-35GG/W-FQ35
HM-TR86-35S2G/WL-SQ35L 3.0	HM-TR8C-60S2G/WL-SX60L 3.0
HM-TR83-35S2G/WL-SH35 3.0	HM-TS66-35QG/WL-CQ35L
HM-TR83-50S2G/WL-SH50L 3.0	HM-TR56-50S1G/W-TQ50 2.0
HM-TR26-50S1G/W-PQ50L 2.0	HM-TR36-50S2G/W-SQ50 2.0
HM-TR56-35S1G/W-TQ35 2.0	HM-TR53-35S1G/W-TH35P 2.0
HM-TR23-35S1G/W-PH35L 2.0	HM-TS01-06XF/W-LC06
HM-TS43-35GG/W-FH35	HM-L128IR
<b>HIKMICRO Industry Series Products</b>	
HM-TP23-7QF/W-M31	HM-TP96-Q/W-SP60-L12/25
HM-TJ52-3AQF/W-MiniX	HM-SP01-POUCH
HM-TP73-15SVF/W-G31	HM-G630-LENS1
HM-TP22-3AQF/W-M20W	HM-TP96-Q/W-SP60-L50
HM-TP26-15QF/W-M60	HM-TJ33P-10RF-Mini3R
HM-TP23-10VF/W-M30	DS-2TD2637T-15/QY
HM-TP42-3AQF/W-Pocket2	HM-TD2067T-15/X
HM-TP52N-3AQF-BX20	HM-TD3028T-3/Q
HM-TP22-7QF/W-M20	HM-TP94-Q/W-SP40-L37
HM-TJ32-7RF-Mini2Plus V2	HM-TP74H-25SVF/W-G41H
HM-TD3028T-3/Q (B)	HM-TP96H-Q/W-SP60H-L25
HM-TP23A-7QF/W-M31T	HM-TD2638T-4/G0/T1Y
HM-TP76-25SVF/W-G61	HM-TP94-Q/W-SP40-L6/19
HM-AP21-AD21P	HM-TP9CH-W/W-SP120H-L50
HM-AP56-W/W-AI56	HM-TP9CH-W/W-SP120H-L8/25
HM-TJ12-3ARF-Mini2 V2	HM-TP74-25SVF/W-G41
HM-TJ33-10RF-Mini3	HM-TP94-Q/W-SP40-L9/37
HM-TD3028T-2/Q (B)	HM-TP9CH-W/W-SP120H-L12/25
HM-AP21-AD21	HM-TD5537T-15/W
HM-AP5DN-W/W-AI76	DS-2TD2137T-4/QY
HM-TP96-Q/W-SP60-L25/50	HM-TD2068T-5/Q
HM-TP94-Q/W-SP40-L19	HM-TP96H-Q/W-SP60H-L25/50
HM-TP94-Q/W-SP40-L9/19	DS-2TD6237T-25H4L/W
HM-TP76H-25SVF/W-G61H	HM-TP96-Q/W-SP60-L8/25
HM-TP9CH-W/W-SP120H-L25	HM-5202ZC
HM-TD2037T-7/X	HM-G330-LENS1
HM-G605-LENS1	HM-TP94-Q/W-SP40-L19/37



HM-TF52-3AQF-FB21	HM-TP96H-Q/W-SP60H-L50
HM-TD5537T-25/W	AHCH01-5202
HM-G620-LENS1	HM-TD2D67E-7/Q
HM-TD2038T-4/Q	HM-AP21-AD22P-I/O
HRYXBSZ-256-FP21	HM-TP76-25SVF/W-G60



**Subject:** Clarification Regarding Product Warranty Period

**Date:** June 8, 2026

Dear Valued Customer,

This letter serves to formally clarify an issue concerning the warranty period of HIKMICRO branded products of Outdoor Series and Industry Series, as listed in the appendix of this letter, sold within Spain and Portugal since January 1, 2024. Due to a technical error in our internal warranty management system, the warranty period displayed in the system may not have accurately reflected the actual warranty period applicable to your products.

Please note that the warranty terms for your products are based on the official *HIKMICRO Limited Warranty*, which can be accessed at: <https://www.hikmicrotech.com/en/support/limited-warranty/>

We have initiated corrective measures to correct this error in our system. The updated warranty period will align with the provisions set forth in the *HIKMICRO Limited Warranty*. We kindly ask you to refer to the corrected warranty period for any warranty-related matters.

We sincerely apologize for any confusion or inconvenience this may have caused. Your understanding is greatly appreciated. Should you require further clarification or assistance, please do not hesitate to contact us.

Thank you for your trust, support and cooperation during this unprecedented year. HIKMICRO will continue to provide you with high-quality products and services as always!

Sincerely,

For and on behalf of Hangzhou Microimage Software Co., Ltd.

## APPENDIX

The specific models of the products are as follows.

<b>HIKMICRO Outdoor Series Products</b>	
HM-TR3F-50S2/WV-A50EL	HM-TR76-35S2G/WL1-TQ35CL 3.0
HM-TS02-10S1G/W-LE10S	HM-TR56-35S1G/W-TQ35C 2.0
HM-TR3F-50S2/WV-A50E	HM-TR56-50S1G/W-TQ50C 2.0
M15	HM-TR26-35S1G/W-PQ35L 2.0
HM-TS02-15S1G/W-LE15S	HM-TR33-35XG/W-SH35
HM-TS83-19S1GW-LH19 2.0	HM-TR53-35S1G/W-TH35PC 2.0
HM-TS43-35XG/W-FH35	HM-TR23-50S1G/W-PH50L 2.0
HM-TS92-25S2G/W1LVE-HE25L	HM-TR53-25S1G/W-TH50Z 2.0
HM-TS83-25S1GW-LH25 2.0	HM-TR56-3560S1G/W-TQ60Z 2.0
HM-TR3D-50Q/WV-A50T	HM-TR76-50S2G/WL-TQ50CL 3.0
HM-TR3D-50Q/WV-A50TN	HM-TR53-25S1G/W-TH25P 2.0
HM-TS83-15S1GW-LH15 2.0	HM-TSB3-35S2G/W1-FH35 2.0 (样机)
HM-TS92-25S2G/W1LVN-HE25LN	HM-TSF3-35Y1G/W1-LH35 3.0
HM-TSB6-50S2G/W1-FQ50 2.0	HM-TR9G-50Y1/WLV-A50PL
HM-TSB6-35S2G/W1-FQ35 2.0	HM-TSF3-25Y1G/W1-LH25 3.0
HM-TS46-50XG/W-FQ50	HM-TSF2-15Y1G/W1-LH15 3.0
HM-TS43-25GG/W-FH25	HM-TSE2-25Y1G/W1LVN-HE25L 2.0
HM-L129IR	HM-TSF2-10Y1G/W1-LE10 3.0
HM-TS03-25S1G/W-LH25S	HM-TSF3-19Y1G/W1-LH19 3.0
HM-TSA6-50S2G/W1LVE-HQ50L	HM-TSF6-35Y1G/W1-LQ35 3.0
HM-TR86-50S2G/WL-SQ50L 3.0	HM-TSF2-15Y1G/W1-LE15 3.0
HM-TR83-35S2G/WL-SH35L 3.0	HM-TR9G-50Y1/WV-A50P
HM-TR3F-40Y1/WLV-A40EL	HM-TSF6-35Y1G/W1L-LQ35L 3.0
HM-TS63-35QG/WL-CH35L	HM-TR32-25Y1G/W1L-NH25L
HM-TR52-19S1G/W-TE19 2.0	HM-TR33-35Y1G/W1L-NH35L
HM-TSA6-50S2G/W1LVN-HQ50LN	HM-TR8C-60S2G/WL-SX60LS 3.0
HM-TR73-35S2G/W-TH35C 3.0	HM-TSAC-60S2G/W1LVE-HX60LS
HM-TS63-25QG/WL-CH25L	HM-TR3F-40Y1/WV-A40E
HM-TS73-35S2G/WLVE-HH35L	DS-2TS36-100VI/WL
HM-TSAC-60S2G/W1LVE-HX60L	HM-TS03-15XG/W-LH15
HM-TSB6-50S2G/W1L-FQ50L 2.0	HM-TR2E-32Q/W-C32F-RL
HM-TS96-35S2G/W1LVE-HQ35L	HM-TS43-25XG/W-FH25
HM-TSD6-35S2G/W1L-CQ35L 2.0	HM-TS46-35XG/W-FQ35
HM-TR52-19S1G/W-TE19C 2.0	HM-TR3D-50Q/WV-A50T-S
HM-TS73-35S2G/WLVN-HH35LN	HM-TS76-35S2G/WLVE-HQ35L
HM-TSAC-60S2G/W1LVN-HX60LN	HM-TS01-06S1F/W-LC06S
HM-TR52-25S1G/W-TE25 2.0	HM-TS83-35S1GW-LH35 2.0

HM-TSD6-50S2G/W1L-CQ50L 2.0	HM-TS66-50QG/WL-CQ50L
HM-TR76-35S2G/W-TQ35C 3.0	HM-TS76-35S2G/WLVN-HQ35LN
HM-TR76-50S2G/WL1-TQ50CL 3.0	HM-TS46-50GG/W-FQ50
HM-TS56-75QG/WLVE	HM-ASCH03-5202
HM-TS03-15S1G/W-LH15S	HM-TM42-10RG/T-E20Plus
HM-TR76-50S2G/W-TQ50C 3.0	HM-TS46-35GG/W-FQ35
HM-TR86-35S2G/WL-SQ35L 3.0	HM-TR8C-60S2G/WL-SX60L 3.0
HM-TR83-35S2G/WL-SH35 3.0	HM-TS66-35QG/WL-CQ35L
HM-TR83-50S2G/WL-SH50L 3.0	HM-TR56-50S1G/W-TQ50 2.0
HM-TR26-50S1G/W-PQ50L 2.0	HM-TR36-50S2G/W-SQ50 2.0
HM-TR56-35S1G/W-TQ35 2.0	HM-TR53-35S1G/W-TH35P 2.0
HM-TR23-35S1G/W-PH35L 2.0	HM-TS01-06XF/W-LC06
HM-TS43-35GG/W-FH35	HM-L128IR
<b>HIKMICRO Industry Series Products</b>	
HM-TP23-7QF/W-M31	HM-TP96-Q/W-SP60-L12/25
HM-TJ52-3AQF/W-MiniX	HM-SP01-POUCH
HM-TP73-15SVF/W-G31	HM-G630-LENS1
HM-TP22-3AQF/W-M20W	HM-TP96-Q/W-SP60-L50
HM-TP26-15QF/W-M60	HM-TJ33P-10RF-Mini3R
HM-TP23-10VF/W-M30	DS-2TD2637T-15/QY
HM-TP42-3AQF/W-Pocket2	HM-TD2067T-15/X
HM-TP52N-3AQF-BX20	HM-TD3028T-3/Q
HM-TP22-7QF/W-M20	HM-TP94-Q/W-SP40-L37
HM-TJ32-7RF-Mini2Plus V2	HM-TP74H-25SVF/W-G41H
HM-TD3028T-3/Q (B)	HM-TP96H-Q/W-SP60H-L25
HM-TP23A-7QF/W-M31T	HM-TD2638T-4/G0/T1Y
HM-TP76-25SVF/W-G61	HM-TP94-Q/W-SP40-L6/19
HM-AP21-AD21P	HM-TP9CH-W/W-SP120H-L50
HM-AP56-W/W-AI56	HM-TP9CH-W/W-SP120H-L8/25
HM-TJ12-3ARF-Mini2 V2	HM-TP74-25SVF/W-G41
HM-TJ33-10RF-Mini3	HM-TP94-Q/W-SP40-L9/37
HM-TD3028T-2/Q (B)	HM-TP9CH-W/W-SP120H-L12/25
HM-AP21-AD21	HM-TD5537T-15/W
HM-AP5DN-W/W-AI76	DS-2TD2137T-4/QY
HM-TP96-Q/W-SP60-L25/50	HM-TD2068T-5/Q
HM-TP94-Q/W-SP40-L19	HM-TP96H-Q/W-SP60H-L25/50
HM-TP94-Q/W-SP40-L9/19	DS-2TD6237T-25H4L/W
HM-TP76H-25SVF/W-G61H	HM-TP96-Q/W-SP60-L8/25
HM-TP9CH-W/W-SP120H-L25	HM-5202ZC
HM-TD2037T-7/X	HM-G330-LENS1
HM-G605-LENS1	HM-TP94-Q/W-SP40-L19/37



HM-TF52-3AQF-FB21	HM-TP96H-Q/W-SP60H-L50
HM-TD5537T-25/W	AHCH01-5202
HM-G620-LENS1	HM-TD2D67E-7/Q
HM-TD2038T-4/Q	HM-AP21-AD22P-I/O
HRYXBSZ-256-FP21	HM-TP76-25SVF/W-G60