

EWAR

Early Warning, Alert and Response

AI Driven Contactless Thermal Screening

Multi-Camera Connectivity

Real-time Health Alerts

Cloud Analytics

Real-time Escalation and Tracing



Terms and Conditions

1. The above quote is for **standard installations** around Klang Valley or outside Klang Valley only. Quotation for non-standard installation or installations shall be provided after site survey.
2. **1 month deposit** and **1 month advanced payment** shall apply before delivery. This is applicable for subscription packages only.
3. For subscription **renewal or termination**, kindly inform us **14 days before the end of your contract**.
4. CAPEX option includes software support **for 1st year**. Additional software support @ RM6,000/year for EWAR Crowd and RM750/year for EWAR Compact must be purchased for 2nd year and beyond.
5. **Optional items** eg. LCD screen, WiFi router, Laptop, Internet Connectivity, onsite support, etc. shall be quoted separately if required.
6. Customers shall be responsible to handle the equipment with care at all times. **Damaged or lost** of equipment shall be charged **RM80,000/unit for EWAR Crowd** and **RM7,000/unit for EWAR Compact** . This is applicable for subscription packages only.
7. Customers shall use the EWAR solution for **lawful purposes ONLY**.
8. **Includes online support. On-call support rate charges apply.**
9. TMR&D shall continue to maintain the **technology roadmap** of the solution and future updates shall be deployed as they become available.
10. Quotation is **valid for 2 weeks** or until stocks last. Please state our Quotation Ref. No. in your Purchase Order (PO) for our reference. Prices quoted are in Ringgit Malaysia (RM).
11. Work will commence upon receipt of Purchase Order (P.O). Please send the original P.O to TMR&D for further processing.



Limited Warranty Terms

1. Limited warranty starts from the date of delivery and covers the thermal camera for 12 months period. All accessories/consumables (e.g. Connectors, Cables, Embedded PCs, Stands, Mountings, etc.) are not covered.
2. TMR&D liability hereunder is limited to replacement or repair of the product, at TMR&D's sole discretion.
3. Limited warranty is considered void if the product has been damaged by accident, unreasonable use, neglect, tampering or any other causes not arising from defects in manufacturing.
4. To the maximum extent permitted by law, TMR&D disclaims all other warranties with respect to the product, whether express or implied, including without limitation, warranties of merchantability or fitness for a particular purpose. No oral or written information, advice or representation provided by TMR&D , its distributors, dealers, agents or personnel shall create another warranty or modify this limited warranty.
5. Upon receipt of warranty claim, TRMR&D at its discretion will:
 1. Determine whether the product is infact defective or otherwise damaged.
 2. If the product is within-warranty, determine whether the defect or damage is covered by warranty.
 3. If the product is out-of-warranty, determine whether the product can be repaired. TMR&D will then advise the Customer of available options and proceed accordingly.
6. TMR&D may, at its discretion, use new, refurbished, or comparable parts or units in connection with the repair or replacement of any returned products.
7. Warranty replacements or repairs are only available during the active support life of the product.
8. To claim warranty, contact TMR&D support through FIRAS.