

Cloudvue – Determine Warranty Status

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Introduction

Cloudvue Cameras and Gateways are covered by a **3-year limited warranty**. Cloudvue warrants that all products will be free from defects in materials or workmanship under normal use and service for a period of **three (3) years from the original purchase date**.

Customers are responsible for all shipping costs to Cloudvue for product inspection and repair.

Warranty Verification Process

Warranty status is determined by verifying the **Build Date** or the **Proof of Purchase**, depending on the product type.

Cloudvue Gateways

Steps to Determine Warranty Status

1. Access the **Cloudvue Gateway** via **Cloudvue Manager**.
 2. Locate the **Build Date** of the device.
 3. Validate warranty eligibility:
 - **Within last 3 years** → **Under Warranty**
 - **Older than 3 years** → **Out of Warranty**
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C2C (Camera-to-Cloud) Devices

Steps to Determine Warranty Status

1. Access the **Cloudvue Gateway** via **Cloudvue Manager**.
2. Locate the **Build Date** for the associated C2C device.

3. Apply the standard warranty window:
 - **Within last 3 years → Under Warranty**
 - **Older than 3 years → Out of Warranty**
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C2G (Camera-to-Gateway) Devices

Steps to Determine Warranty Status

1. Obtain one of the following from the customer:
 - Invoice
 - Purchase Order (PO)
 - Sales Order
2. If customer is unable to provide verification, contact the **Cloudvue Nashville Office** to query the corresponding Sales Order(s).