

Exacq Data Preservation, Transfer & Offload – Important Information

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Overview

This article outlines important considerations regarding data preservation, backup, and transfer when Exacq equipment is being serviced, repaired, or returned. Our goal is to help customers understand their options and responsibilities so they can take appropriate steps to protect their data.

Important Notes on Data Backup and Preservation

1. Customer responsibility for data backups

Customers are responsible for backing up all recorded video, configuration settings, logs, and any other critical data prior to submitting equipment for service, repair, or replacement.

2. Service processes may affect stored data

As part of standard diagnostic, evaluation, or repair procedures, Exacq hardware may need to be restored to factory default settings. When this occurs, all existing data on the system may be permanently erased.

3. Data transfer and preservation services are not included

Exacq does not provide services to back up, extract, migrate, transfer, or preserve data from customer systems as part of the repair or RMA process. However, support can help answer questions or point customers toward general best-practice guidance before equipment is shipped.

4. No guarantees on data integrity or recoverability

Because data may be erased during service and because storage media can be affected by hardware issues, Exacq cannot guarantee the integrity, preservation, or recoverability of any data stored on customer systems.

5. Liability disclaimer

Exacq is not responsible for data loss resulting from hardware failure, service processes, customer actions, or third-party equipment. Customers are encouraged to ensure all required data has been safely backed up before equipment is sent in for service.

Example Scenario

Scenario:

A customer submits an NVR to Exacq for troubleshooting intermittent reboot issues. Before shipping the system, no backup is created for recorded video or configuration settings.

During standard diagnostic testing, restoring the system to factory defaults is required to isolate the issue. As a result, all stored recordings and customized configuration settings are removed. Because data backup and extraction are not part of the service process, this data cannot be recovered.

This scenario highlights why performing a full backup prior to shipment is critical.