



## Rapid Eye™ Recycle & Refresh Program

Honeywell offers a Recycle & Refresh Program for the Rapid Eye™ family of digital video recorders (DVRs).



The Rapid Eye DVRs have been robust, reliable workhorses that tended to last years beyond the warranty period. The Recycle & Refresh Program will give Rapid Eye users the opportunity to return an out of warranty unit (working or not) for a trade in allowance on a new MAXPRO® NVR or NVR Hybrid that provides the latest technology and efficiencies.

### Why recycle your Rapid Eye unit?

*It's the right thing to do!*

In addition to the financial advantages, waste prevention is the right thing to do. Preventing waste lessens pollution, making your neighborhood and community a safer, healthier place to live. In the end, you benefit, the environment benefits, the community benefits, and your company establishes itself as a good corporate citizen, providing immeasurable, lasting rewards.

### How do you get started?

1. Gather records for the number of out of warranty Rapid Eye DVRs in the field
2. Contact your Honeywell sales representative to provide:
  - a. Quantity of the Rapid Eye recycle units
  - b. Serial numbers of the Rapid Eye recycle units
  - c. Replacement MAXPRO NVR part numbers
  - d. PO number for MAXPRO NVRs
3. Honeywell will provide:
  - a. Trade-in allowance amount per Rapid Eye unit
  - b. RMA number for Rapid Eye recycle units
  - c. Call tag for Rapid Eye recycle units (Honeywell pays freight on returned units)
  - d. Order placement

## FAQs

**1. What is my trade-in allowance per unit?**

15% off normal purchase price.

**2. Do I have to trade-in a Rapid Eye unit or can it be any other DVR/NVR?**

At this time, this program is set up to trade-in Rapid Eye units only. Check with your Honeywell sales representative for information on additional recorder refresh programs.

**3. May I use my trade-in allowance toward any DVR / NVR?**

The program is set up for MAXPRO NVRs, but other units may be discussed on a one on one basis.

**4. Do I have to return my old Rapid Eye unit to receive the trade in allowance?**

Yes, but the process is easy. We issue a call tag for your Rapid Eye unit, so the return freight is paid by Honeywell.

**5. What units can I purchase for replacement in the program?**

Any MAXPRO NVR XE, SE, or PE model  
Any MAXPRO NVR Hybrid XE, SE, or PE model

**6. How do I remove data from the unit before I return it?**

See the *Common Operations Guide* available in the [Rapid Eye product manuals](#).

**7. I returned a unit without removing my HD data and now I need it.**

Unfortunately, that data is irretrievable. When the units are returned, all hard drives are wiped clean and the units are then sent to be recycled.

**8. I returned a unit without removing my HD data. I don't need it, but is it secure?**

Rest assured your data will be wiped from the unit. If by some chance it does make it to the recycler with data, it will still remain secure. The recycler is certified in handling sensitive information.

**9. Is there a limit to the quantity of Rapid Eye DVRs I can recycle for trade in allowance?**

No, there is no limit, but the return must be associated with a new MAXPRO NVR purchase to receive the allowance.