

Cloud-Managed Security Trailer Warranty Coverage

Verkada Warranty Scope

The Verkada Cloud-Managed Security Trailer includes a five-year, parts-only warranty for only the hardware components listed below (covering the chassis, power system, and included electronics). Please note that this warranty does not cover any on-site labor, routine servicing, or field installation of replacement parts. All on-site trailer maintenance and warranty part installations are handled exclusively through the Verkada Qualified Trailer Partner (QTP) network. To ensure comprehensive coverage, we recommend that customers purchase an ongoing support and maintenance plan directly from their QTP to cover any field labor and deployment needs.

Verkada devices mounted on the head unit (such as cameras, gateways, speaker horns, and mounting accessories) are sold separately and retain their [respective product warranties](#) lasting up to ten years. For more information on trailer hardware, see the [MT81 datasheet](#).

Category	Components
Frame and fixtures	Chassis, mast, electric winch, mounting arms, drop pipes, blue strobe light, trailer lighting (brake, turn, and marker) mounts and fixtures.
Battery system	Batteries, battery housing, and battery charger.
Power and control system	Solar panels, solar controller, solar communicator, Verkada trailer controller (VTC), power inverter, managed PoE switch, cabling, wiring, terminations, control box.

Warranty Exclusions

Verkada is not responsible for addressing damage caused by normal wear and tear and by incidents (outlined below) that occur after shipment from the manufacturing facility, including those due to non-compliance with the security trailer reference guides. The following is a non-exhaustive list of warranty exclusions.

Category	Description
Consumables and wear items	Tires, fuses, trailer lighting LEDs, and paint finish/coating.
Operational damage	Damage caused by accidents, negligence, tampering, use outside specified operating conditions, or other misuse.
Improper installation or servicing	Damage caused by improper installation, servicing, or modification — including that of third-party devices or accessories.
Shipping and handling	Damage sustained during shipment, transportation, or off-loading.