



ENHANCED MULTILAYERED SECURITY

Guidebook

EXPLORE

SECURE WHAT MATTERS



See more. Know more. Act faster.

Security no longer relies on isolated systems or reactive responses. As sites expand, operations extend, and risks become harder to predict, visibility alone is not enough. What matters today is understanding; knowing what's happening, why it matters, and what needs to be done next.

Across critical infrastructure, industrial sites, transport networks and high-value facilities, the challenge is consistent: detect issues early, interpret them accurately, and respond with confidence, without hesitation.

This requires more than data. It requires insight. The ability to turn information into clear, actionable decisions in the moment.

Our multilayered approach connects detection, identification, tracking and response into a continuous view of the environment.

Risks are identified sooner. Alarms are verified with greater certainty. Movement is tracked without interruptions. Decisions are made faster, and with more control.

The outcome is not just stronger protection, but greater confidence:

- Confidence in what you are seeing
- Confidence in how you respond
- Confidence that operations remain secure, efficient, and resilient.

The following sections show how this approach works in practice, from early detection through to decisive action, in real-world conditions.

Flir's multilayered approach ensures not just stronger protection but greater confidence.



Detect



Respond

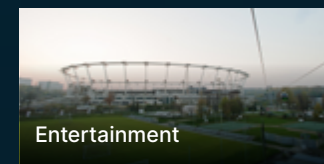
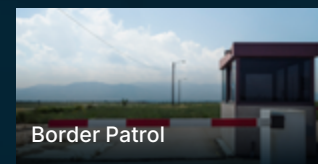
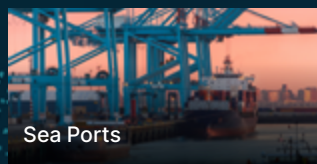
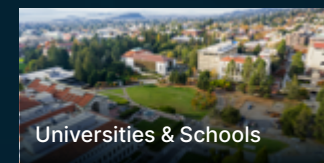
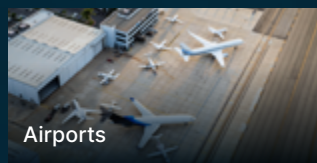
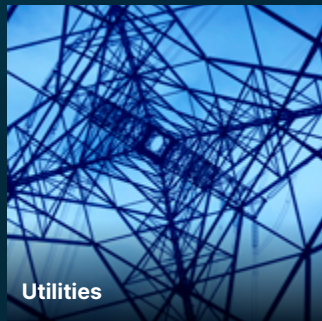


Protect





Areas of Interest



DETECT >> IDENTIFY TRACK ACT

See threats early. Detect with confidence.

Detecting risk early depends on accuracy, range and reliability. In complex, 24/7 operations, uncertainty at the point of detection increases disruption and cost.

Our approach starts at the source. High-performance thermal sensing, sharper optics and precise calibration capture clearer data at longer distances, revealing subtle temperature differences and early signs of activity before issues escalate.

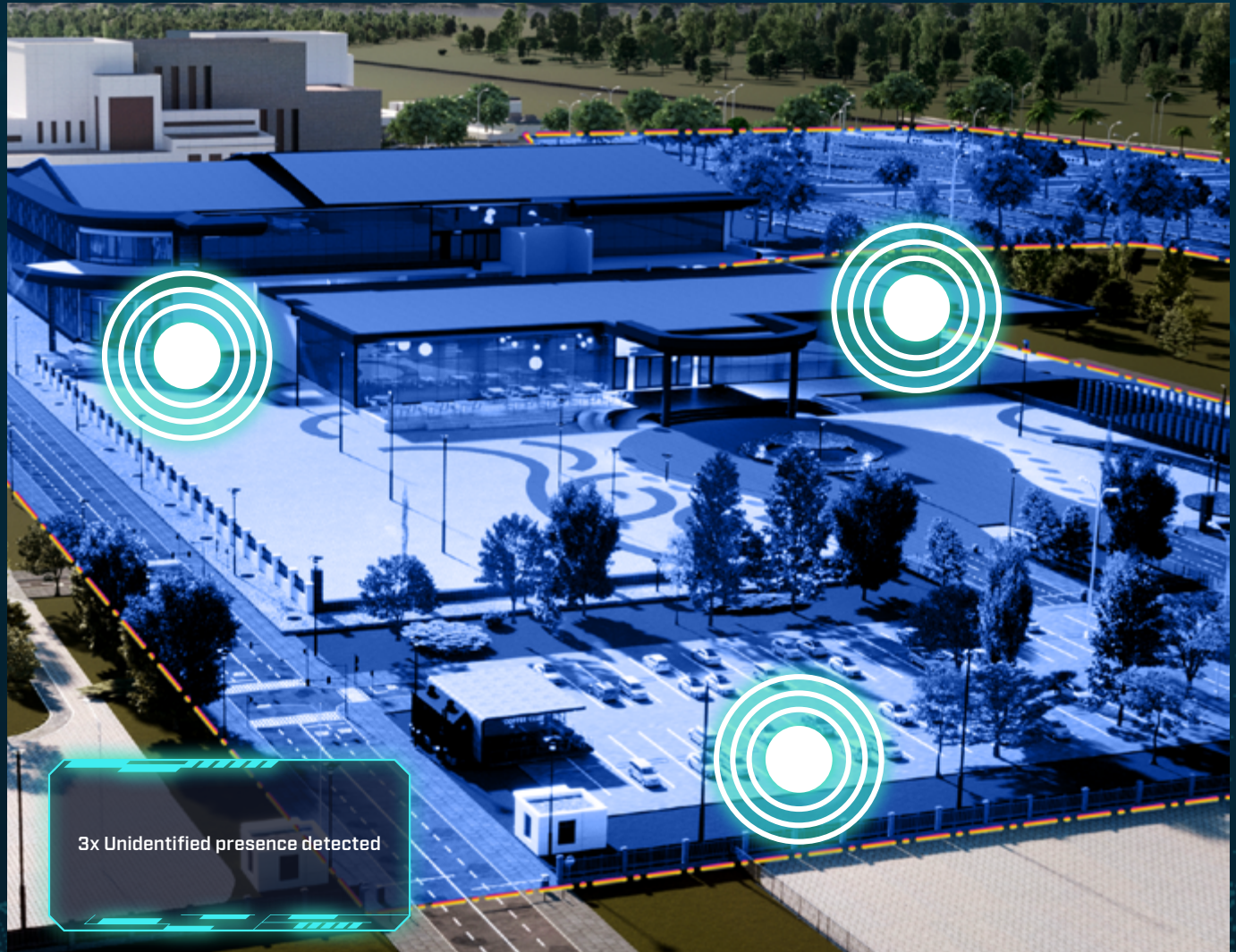
Multispectral cameras combine best in class thermal and 4k visible imaging, capturing events in real-time and maintaining detection capability in darkness, weather and visually cluttered environments.

AI-driven analytics add another layer of certainty, using highly sensitive motion analysis to detect subtle movement at extended ranges, improve classification accuracy and reduce false alarms.

This means detection is no longer reactive; it is proactive, intelligent and precise.

“We offer different layers of short, mid and long-range detection ... with different types of technologies; radar, thermal cameras, visible cameras and connectivity with pan tilt zoom cameras”.

— Michael Deruytter,
Director of Product Management



DETECT << IDENTIFY TRACK ACT

Products

FCB-Series AI



See through fog, drizzle, and darkness with industry-leading thermal sensitivity (<20 mK) — onboard AI eliminates false alarms by distinguishing people and vehicles from environmental clutter. Nexus™-enabled PTZ handoff delivers seamless site-wide tracking, while IP67-rated housing and flexible lens options ensure reliable coverage across any layout.

CB-6505-11-1A / 21-1A



5MP or 4K Ultra HD outdoor security with Deep Neural Network (DNN) Edge AI analytics for accurate human and vehicle classification. Seamlessly integrates with Flir United VMS and third-party systems for a true end-to-end solution.

R-190/R-290 Radar



A wide-area radar that tracks up to 32 vehicles and personnel simultaneously in any weather or lighting — with geolocation, real-time mapping, and automatic PTZ cueing for instant visual verification and maximum response time.



“Norman Y. Mineta San Jose International Airport has used Flir cameras and Latitude products for many years. We appreciate our Flir end-to-end solution and the ability to expand our current camera system with new perimeter cameras to enhance our current video monitoring and provide additional perimeter intrusion detection.”

—Bob Lockhart,
Deputy Director of Operations



Westchester County Airport (HPN) added Flir thermal cameras to their security setup to clearly detect people, vehicles, aircraft and infrastructure in total darkness.

DETECT IDENTIFY >> TRACK ACT

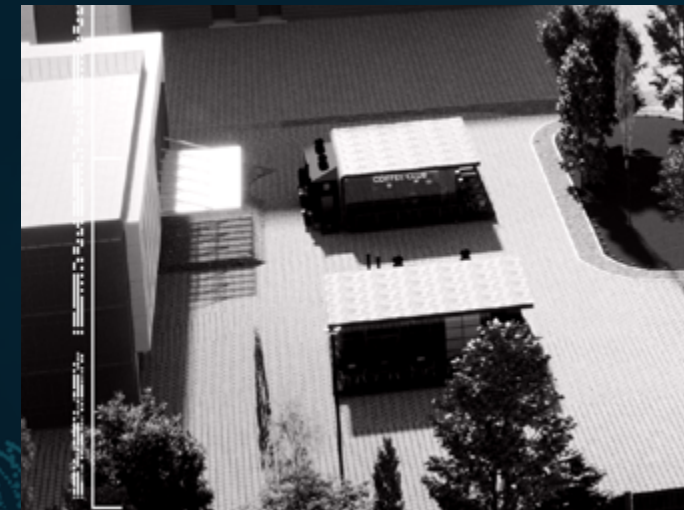
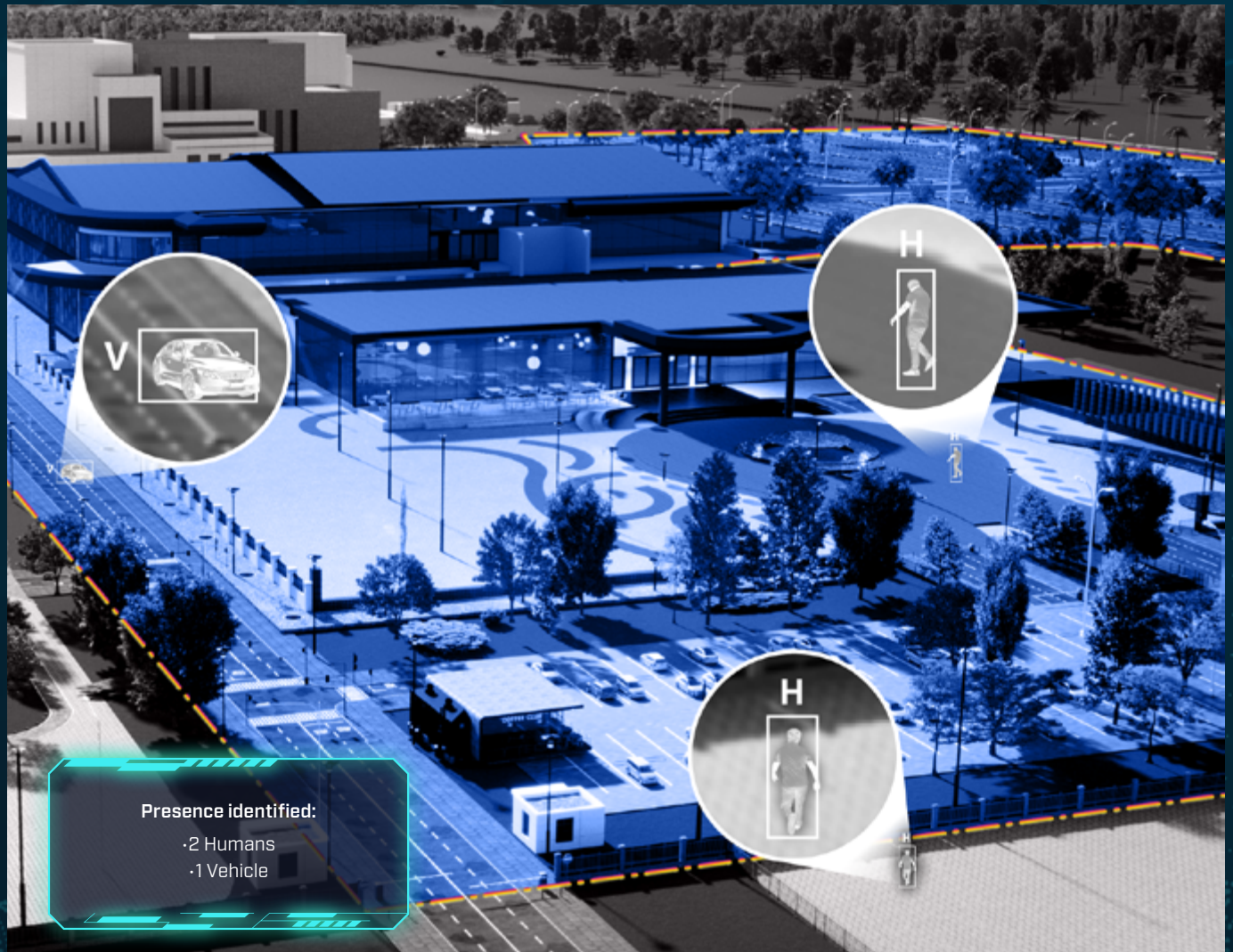
Identify what you're seeing and why it matters

Knowing what you're looking at is what turns alerts into decisions. Once activity has been flagged, identification is about understanding what is happening and whether it matters. In busy, operational environments, uncertainty at this stage slows verification and increases the burden on control rooms.

Our motion-based analytics and classification technologies help distinguish between people, vehicles and benign activity in real time. By analysing behaviour, movement and context, systems reduce ambiguity and support faster, more consistent decisions.

Accurate identification turns raw alerts into actionable insight, enabling informed decisions and rapid response in seconds, not minutes.

This means more confidence in every alert, reduced verification time and fewer unnecessary escalations, helping your team respond decisively once a genuine risk has been confirmed.



DETECT IDENTIFY << TRACK ACT

Products

DX-Series



A multispectral PTZ camera built for the harshest conditions — delivering reliable detection and identification day or night, in any weather, across critical infrastructure and remote sites.

FH-ID

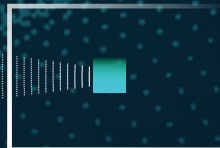


The FH-Series ID is a rugged multispectral fixed camera combining industry-leading thermal imaging with 4K visible video for reliable perimeter intrusion detection. Built-in DNN analytics accurately classify people and vehicles at any speed, reducing false alarms and operating costs. Custom schedules let analytics run on visible video by day and thermal imaging at night, ensuring optimized security coverage in all lighting conditions.

Flir enables a proven two stage tracking security approach that improves accuracy and reliability through layered detection and confirmation, delivering early awareness and confident response.

Initial Detection (Stage 1)

Flir radars provide the first line of perimeter detection, creating configurable alarm zones that deliver early indication of potential threats. Correctly deployed, they offer long range coverage well beyond the fence line.



After evaluating six different technologies for their perimeter fence line, Norman Y. Mineta San Jose International Airport decided to install a FLIR end-to-end perimeter intrusion detection system composed of 57 thermal bullet cameras with on-board analytics, 50 visual light bullet cameras, and 4 PT-Series premium multispectral PTZ cameras.

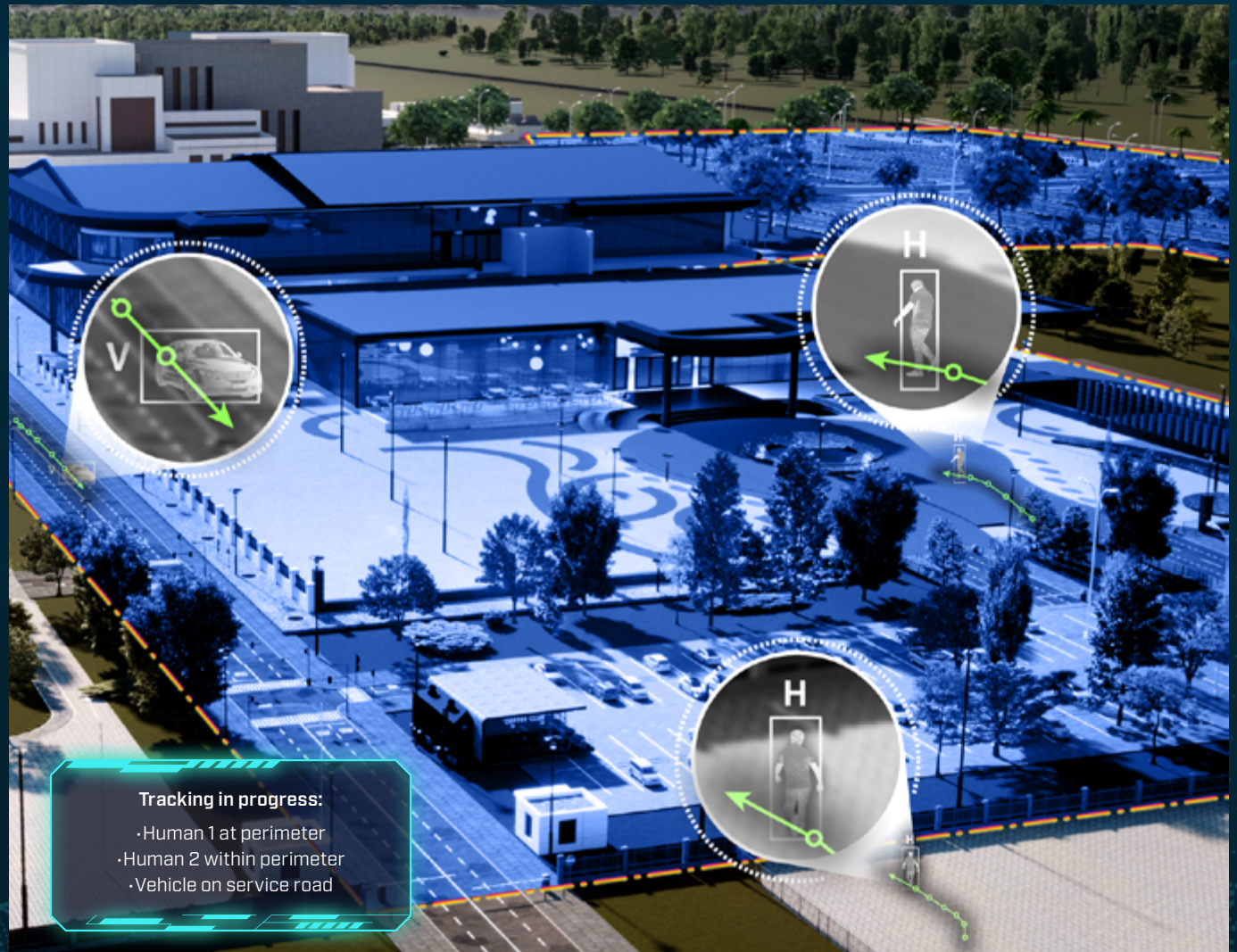
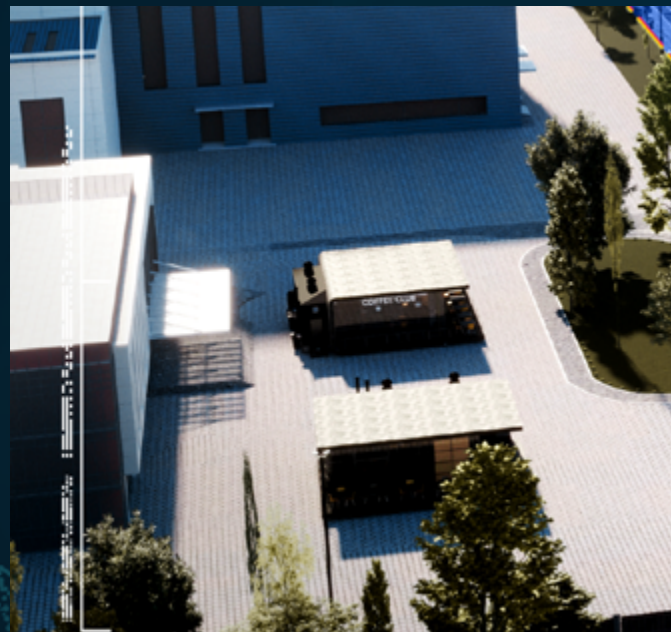
DETECT IDENTIFY TRACK >> ACT

Maintain visibility. Track without interruption.

Once a potential threat is confirmed, maintaining visibility becomes critical. Losing sight of an individual or vehicle, especially when there are multiple targets moving across a site, can delay verification and narrow response options.

Tracking isn't simply about watching movement. It's about maintaining control as situations change. By sharing location data and visual context across connected systems, teams can follow a target from first detection through movement across the site, with consistent accuracy and clearer situational awareness.

Flir's Nexus™ communication protocol supports this by enabling compatible sensors to share key information over the network, improving coordination between devices and helping maintain continuous visibility as a target moves.



DETECT IDENTIFY TRACK << ACT

Products

[PT-Series AI SR](#)



Our most advanced multi-sensor camera, combining a 640×512 thermal sensor with 4K visible-light imaging and 25× optical zoom. Powered by Flir Fusion AI analytics for precise edge-based detection and classification, and paired with Flir Nexus™ for uninterrupted target tracking beyond radar's field of view — in any condition, across any environment.

[DX-Series + Radar Detection with Nexus™ Logic](#)



The Nexus™ Bundle pairs a DX-Series multispectral PTZ camera with a R-290 ground radar for complete situational awareness in extreme environments. Radar, thermal, and visible imaging deliver coverage in darkness, glare, and bad weather. The DX-Series enables reliable detection and identification, while the R-290 radar tracks vehicles to 400m and people to 200m, guiding PTZ cameras for rapid visual verification.

[UVMS](#)



United VMS is a family of products including Latitude software plus Horizon and Meridian network video recorders—built on common core components. Users can monitor any number of devices sharing the same familiar user-interface, enhancing operational efficiency and improving ROI.



Verification and Active Tracking (Stage 2)

When a threat is detected, Flir radars automatically cue Flir PT AI cameras via Nexus™, directing them to the target's exact location. This integration enables immediate visual verification and, with analytics enabled, accurate target classification such as confirming human presence, while maintaining active tracking.



DETECT IDENTIFY TRACK ACT >>

Act with speed and confidence.

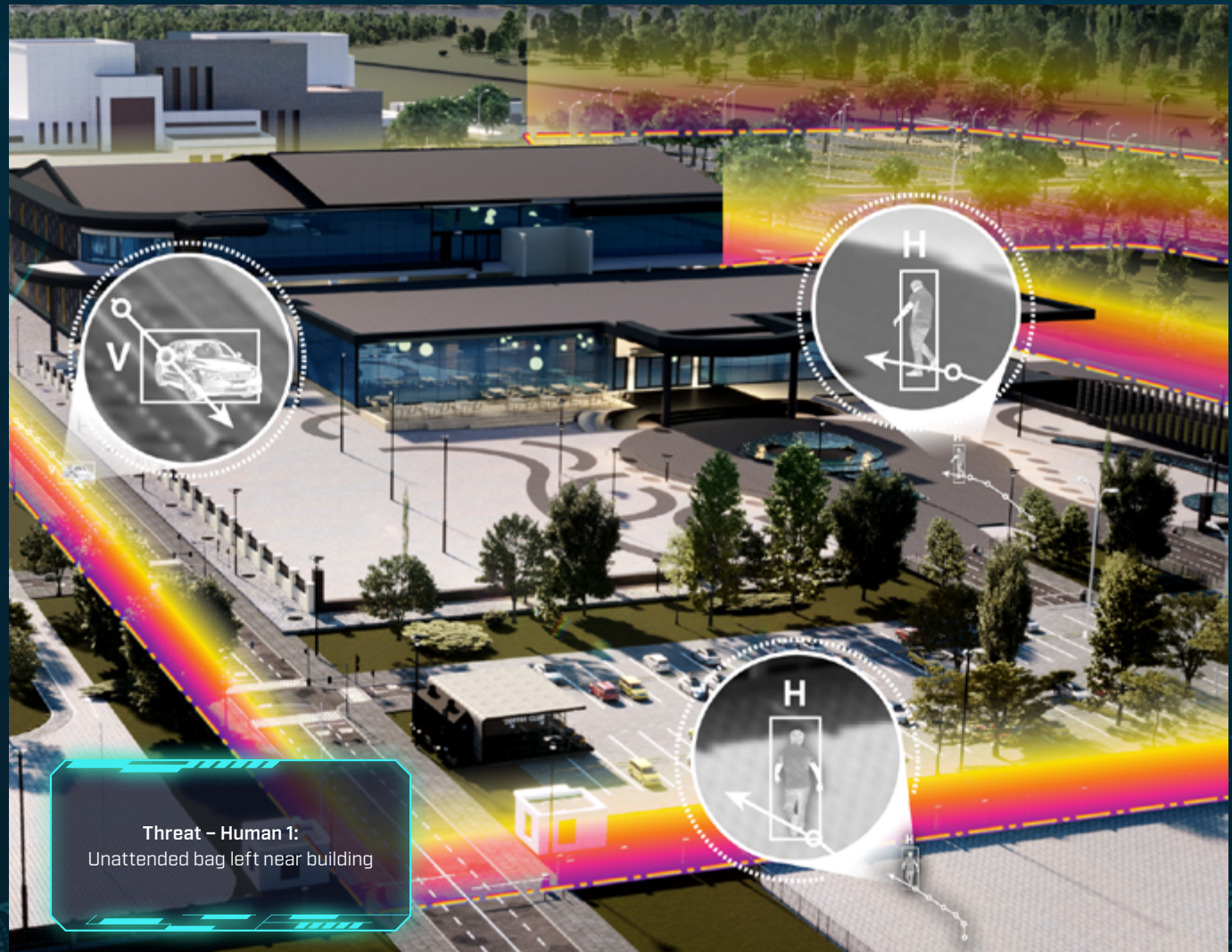
Effective security comes down to taking the right action at the right time, based on information teams can trust.

Flir brings sensing, imaging and analytics together into a connected flow, so events arrive with context, not uncertainty. Activity is verified, classified and understood in real time, allowing your team to act on what matters without hesitation.

At this stage, it's no longer about seeing or identifying, but responding with control. Alerts carry the detail needed to prioritise, escalate or dismiss events immediately, keeping actions precise and proportionate.

This is where the full value of the system is realised. Decisions are made faster. Responses are more accurate. Your people spend less time interpreting and more time acting.

The result is security that operates with clarity, consistency and confidence; no matter the conditions, no matter the context.



DETECT IDENTIFY TRACK ACT <<

UVMS

Latitude™



This enterprise-level IP surveillance system combines forensic-quality imaging with user friendly operations. The scalable architecture efficiently supports systems of any size and can be implemented throughout an enterprise spanning multiple sites, cities, and continents.

Horizon™



This NVR delivers best-in-class performance, stability, and unique price positioning for security video installations of up to 150 cameras. Horizon is ideal for securing small-to-medium-sized businesses with independent or multiple sites.

Meridian™



This compact, all-in-one NVR provides a convenient plug-and-play video surveillance system—perfect for small security installations with 8, 16, or 24 cameras using the Flir USS Edge Appliance.

“As a potential threat moves through the scene, Nexus™-enabled devices communicate the geodata to other Nexus™ devices and provide seamless hand-offs for continuous tracking. This capability ensures you have complete situational awareness to make informed decisions.”

—Ignacio Vilches Rojo,
Embedded Software Manager



NEXUS™



Nexus™ isn't just Flir's communication protocol, it's the intelligence layer that transforms every device into an active decision maker.

Traditionally, cameras acted as isolated sensors, relying on operators and central software to interpret incidents. Nexus™ changes that. By enabling Flir edge devices to share live, location rich intelligence directly with one another, it turns the entire perimeter into a fast, self-coordinating ecosystem.

It allows Flir Nexus™ enabled cameras to seamlessly communicate between devices and solutions for accurate detection and tracking of targets.

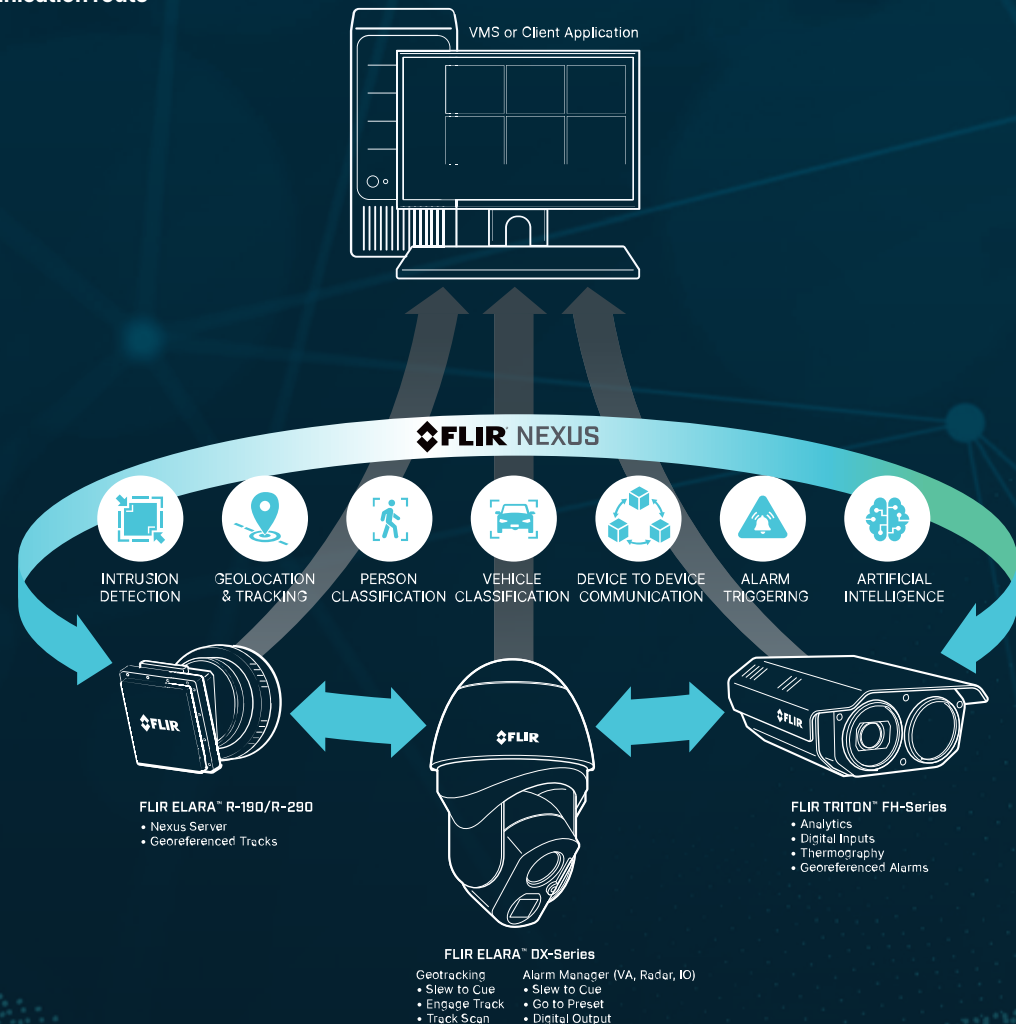
When a fixed camera detects an intrusion, Nexus™ instantly passes geodata to a nearby PTZ, triggering autonomous slew to cue tracking, raising alarms, and updating every relevant device across the network. This ensures no response is dependent on middleware, servers, or manual intervention, communication is direct, swift, and platform agnostic, removing any blind spots, delays, and missed incidents.

Act with the Flir Security Advantage

Nexus™ enabled devices don't just see; they understand and react. With visual, thermal, multispectral, and radar sensors all speaking the same language, the ecosystem adapts to complex threats, harsh environments, and evolving technology.

From bullet and pendant cameras to PTZs and ground radar, Nexus™ ensures every component works in unison to deliver a fully connected, high precision security solution tailored to any site or scenario.

Nexus™ communication route





RAVEN



[Raven](#) is the comprehensive planning tool that enables users to simulate and optimise Flir security camera layouts across real-world maps for precise coverage modelling, real-time collaboration, and instant reporting.

Delivering a productive, streamlined design that enhances performance and reliability, long before equipment is deployed. Creating a single unified platform for mixed-sensor security planning.

Precision planning

Raven uses Google Maps satellite imagery to place Flir cameras anywhere on Earth with coordinate-level precision. Providing an instant, realistic preview of coverage, blind spots, and detection ranges to reduce the guesswork in location planning.

Risk- Free simulation

The ability to test various types of coverage, camera set-ups, models and configurations, and environmental factors means the planning will simulate real-world performance, without buying or installing any hardware. Ensuring your design works exactly as intended.

Faster Design

Raven reduces risk and shortens the planning process by supplying real-time performance visualisation, drag-and-drop camera placement, instant distance calculations, and colour-coded detection zones.

Live Collaboration

Raven enables real-time collaboration through simultaneous access to single plans for multiple users. This means planners, engineers and all factors in the process can work together and make decisions in real-time, avoiding extended delays.

Instant Outputs

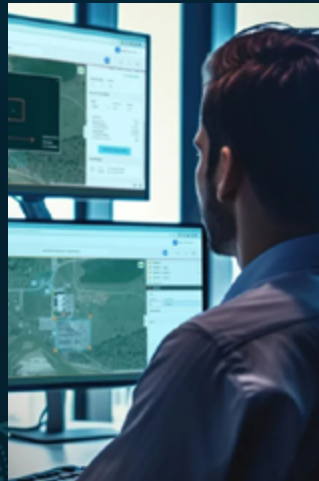
Once the design is complete, Raven takes operations a step further with the ability to automatically produce a polished PDF report, exact GPS locations, a bill-of-materials, and a direct quote request to Flir. This speeds up processes and reduces the amount of manual documentation needed to be completed.

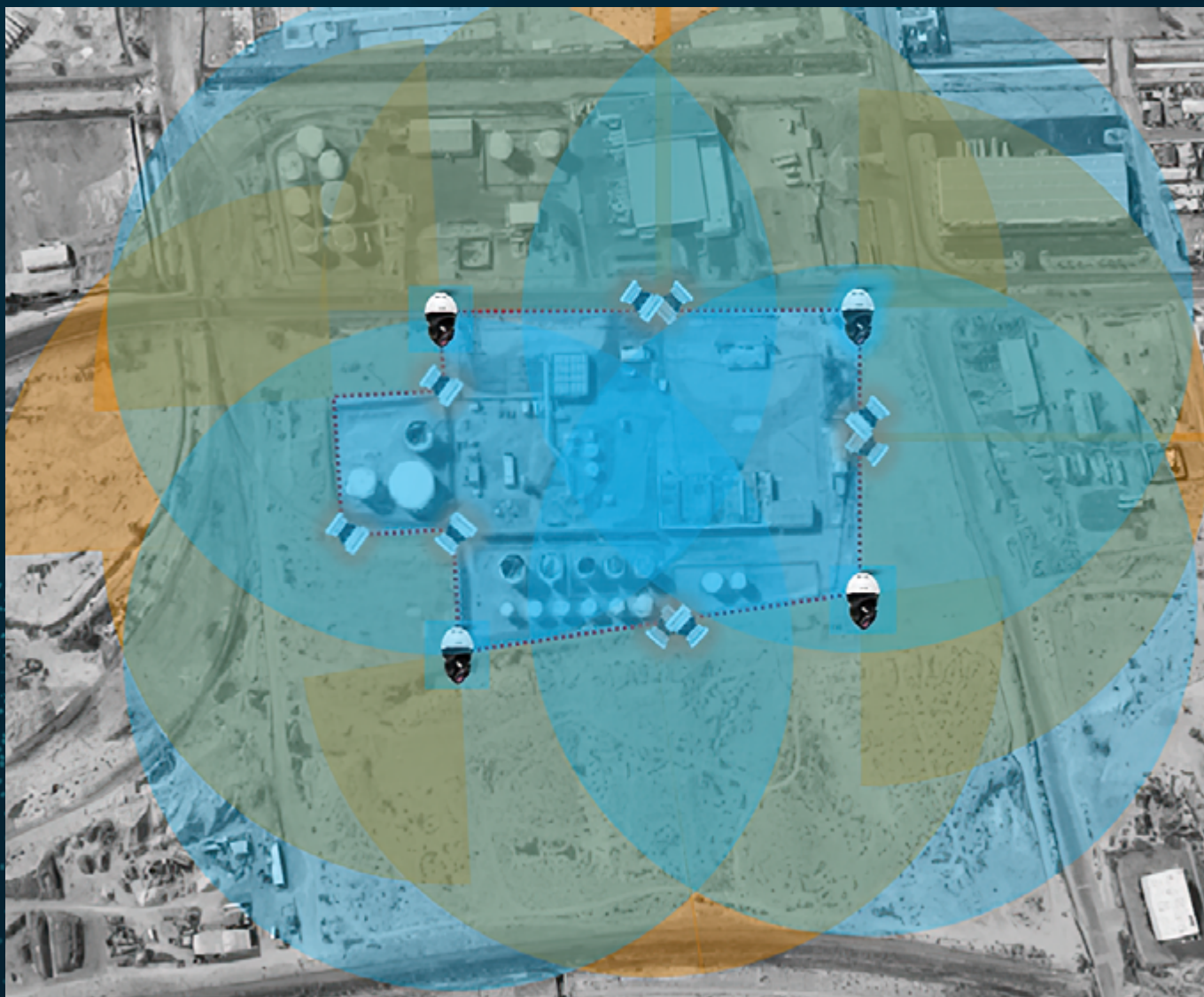
Multi-sensor integration

Raven's compatibility with Flir technologies isn't limited to one type of sensor, it works with:

- Thermal imaging cameras
- Visible PTZ cameras
- Multispectral cameras
- Radar systems
- ITS cameras

Creating a single unified platform for mixed-sensor security planning.





CASE STUDIES



San Jose Airport Secures Perimeter with Flir End-to-End Solution

The Norman Y. Mineta San Jose International Airport, commonly referred to as SJC, is located in the heart of the Silicon Valley, where Fortune 500 enterprises—such as Apple, Google, Facebook and Intel—have been based for over half a century. The airport serves more than 15 million passengers annually and is recognized as one of the fastest-growing major airports in the country.

The vast airport occupies 1,050 acres of land, and its perimeter spans six miles. With a key need to enhance its perimeter protection, SJC sought to bolster its fence line with state-of-the-art video and detection systems. For this, they looked to FLIR Systems.

The Deployment: Nuts and Bolts

After evaluating six different technologies for their perimeter fence line, SJC decided to install a FLIR end-to-end perimeter intrusion detection system.

This advanced ecosystem of devices was designed to deliver superior threat recognition and response. When objects are detected approaching the fence line, an analytic alarm hand off initiates PT-Series cameras to auto-track the object, while FLIR HD cameras provide a color visual of the target to identify and verify that there is a threat. Through the Latitude VMS, security operators are able to further disperse notifications and alarms and decide how best to move forward.

The Deployment: Feedback

Product installation began in December 2016 and had an initial construction schedule of 150-days. Airport Deputy Director of Operations Bob Lockhart explained that the deployment allowed the airport's security division to stay one step ahead of any potential threat.

"SJC has used FLIR cameras and Latitude products for many years," Lockhart said. **"We appreciate our FLIR end-to-end solution and the ability to expand our current camera system with new perimeter cameras to enhance our current video monitoring and provide additional perimeter intrusion detection."**

Ken Castle, vice president of business development at Ojo Technology, the systems integrator which oversaw the project commented:

"With thermal cameras, the embedded analytics can immediately distinguish between an animal at 50 yards and a human at 300 yards, following their direction of movement. The viewing trajectory can be narrowed to cover just the fence or widened to include territory in front of or behind the fence. The bottom line is that thermal analytics provide definitive visual information and virtually eliminate unnecessary or inconsequential alerts."

Castle also commented on the convenience of integrating a solution that used components provided by FLIR,

suggesting that open platform models can be challenging, as different brands of firmware in varying camera models and manufacturers don't always provide consistent levels of performance.

"This can be avoided entirely by deploying one end-to-end solution from a single manufacturer. An all-Flir system provided a tight integration to accomplish the goal of heightening security for the airport," Castle said. **"Bottom line is that the safety of passengers, airline employees and service workers is greatly enhanced."**

Scan the QR code



to read the full case study





Enhancing Port Security: How DP World Yarimca relies on Flir Security Solutions for efficient and secure port operations

DP World Yarimca is one of the largest container terminals in the Gulf of İzmit, Turkey, and plays a critical role in supporting overseas trade for Turkish businesses across Anatolia. As port activity increases, maintaining uninterrupted operations and a high standard of safety has become increasingly complex.

To meet these demands, DP World Yarimca has invested in advanced security technologies that enable continuous monitoring of both land- and sea-based activity across the site. As illegal fishing, diving and mussel poaching became more frequent in the surrounding waters, the port required a solution that could improve visibility, detection and response capabilities without disrupting operations.

The port can berth four vessels, or two ultra-large container ships, at the same time, making it one of Turkey's fastest and most efficient terminals. Ensuring safe access for vessels and protecting infrastructure is therefore a top operational priority. However, illegal activity along the shoreline was creating new risks.

The Challenge: Illegal fishing & Structural Damage

Mussels grow abundantly on the piles supporting the port's berths, attracting poachers who dive beneath the infrastructure to harvest them.

Aside from being illegal, this activity presents serious safety risks and threatens the port's cathodic protection system, which prevents corrosion on submerged metal structures. Illegal divers and fishermen were also entering vessel manoeuvring areas, causing delays to berthing and departures and increasing the risk of incidents.

Finding the Right Port Security Monitoring Solution

When the port's existing security monitoring system reached the end of its lifecycle, DP World Yarimca began searching for a new solution capable of detecting intrusions on land and at sea, in all conditions. Through Turkish distributor and integrator IRMARINETECH, the security team was introduced to Flir's thermal and visible security monitoring technologies. Following demonstrations and proof-of-concept trials, DP World Yarimca selected Flir as its security partner.

Enhancing Port Security with Flir's Thermal and Visible Camera Systems

The introduction of thermal camera systems significantly enhanced the port's ability to monitor activity during darkness, poor weather and at long distances. According to Ismail Karaçam, HSSE Manager at DP World Yarimca, illegal operators had adapted their methods by using black-painted boats to avoid detection at night. Thermal

imaging eliminated this advantage, allowing the security team to clearly identify vessels and individuals regardless of lighting conditions.

Today, the port uses thermal and visible cameras to monitor its shoreline and surrounding waters around the clock. These systems support the detection of unauthorised access, man-overboard situations and potential environmental incidents such as oil spills. Security patrols also use thermal handheld cameras to detect divers hiding under rocks or beneath berths in complete darkness.

Thermal and visible camera systems are also used to support perimeter security and monitor activity across container handling areas, improving situational awareness for security teams and operators alike.

The Future with Flir

As part of its wider commitment to digital transformation, DP World Yarimca continues to explore how technology can strengthen its physical infrastructure and operational resilience. Working closely with Flir, the port has already implemented some additional applications, such as thermal fire detection cameras and boom cameras, that will further enhance safety and security as operations continue to expand.



“The illegal fishermen and divers had proven to be very resourceful in their activities, one of their tactics was to paint their boat black, so they were invisible at night for our current camera systems. That’s when we knew we needed thermal camera technology. With the thermal cameras from Flir, we can now monitor any illegal activity at night, in challenging weather conditions like rain or fog, and from a long distance.”

Scan the QR code



to read the full case study



PRODUCT SUITE



Visible

[CB Series](#)



The CB Series Cameras offers 5 MP or 4K Ultra HD visual security coverage for demanding outdoor environments. Capture critical evidential video and accurately classify humans and vehicles with the Deep Neural Network (DNN) based Edge AI video analytics. These cameras integrate with Flir's United VMS as well as third-party video management systems for an open, true end-to-end security solution.

Key Features

- Large coverage area, small footprint
- Flir Nexus™ capabilities
- Cost-effective and scalable

Thermal

[FCB-Series AI](#)



The FCB-Series AI thermal security camera turns cluttered sites into clear, actionable views. With <20 mK thermal sensitivity, it sees through fog, drizzle, and night glare, so people moving between objects or along dark fence lines stay visible. Onboard AI separates people and vehicles from trees or rain, cutting nuisance alarms. Nexus™ geolocation and PTZ handoff enable click-and-track coverage, while flexible lenses and an IP67 housing suit real-world sites.

Key Features

- Large coverage area, small footprint
- Flir Nexus™ capabilities
- Cost-effective and scalable

Nexus™ Bundle

[DX-Series + Radar Detection with Flir Nexus™ Logic](#)



The Nexus™ Bundle pairs a DX-Series multispectral PTZ camera with a R-290 ground radar for complete situational awareness in extreme environments.

Radar, thermal, and visible imaging deliver coverage in darkness, glare, and bad weather. The DX-Series enables reliable detection and identification, while the R-290 radar tracks vehicles to 400m and people to 200m, guiding PTZ cameras for rapid visual verification.

Key Features

- Multispectral surveillance in any conditions
- Real-time communication across Flir edge devices
- Integrates with existing systems quickly and cost effectively

Visible

[CM Series](#)



CM-Series Mini-Dome cameras are the economical solution to security at critical infrastructure and commercial locations. With 5 MP and 4K visual-spectrum resolutions, IR illumination, and Shutter Wide Dynamic Range, CM-Series cameras can handle the most challenging motion and lighting conditions. Thanks to the simplified web interface, CM-Series cameras are easy to set up and begin streaming, improving efficiency and reducing total cost of ownership.

Key Features

- Contactless hot spot detection
- Industry-leading thermal imaging
- Intelligent alarms and easy integration

Thermal

[FC-Series AI](#)



The Flir FC-Series AI-R is a rugged thermal radiometric camera for early fire detection in harsh and remote sites. With <35 mK NETD and DNN motion analytics, it identifies hot spots and abnormal temperature rises in high-risk areas such as containers, waste piles, warehouses, and landfills. When thresholds are exceeded, it sends instant alarms to the VMS for rapid response. Flexible lenses and cyber-hardened integration with Flir and third-party VMS support asset protection.

Key Features

- Discrete security monitoring
- Enhanced perimeter protection
- Simplified installation and integration





Radar

R-190



The Flir R-190 is a compact ground radar delivering early intruder detection as part of a broader surveillance system. It tracks targets in all weather and lighting, mapping real-time position data for enhanced situational awareness. With a 90° field of view, up to 300m vehicle range and 125m human range, it tracks up to 32 targets, triggering alarms and guiding PTZ cameras for rapid visual verification and extended threat response time.

Key Features

- Detect intrusion faster
- Expand situational awareness
- Integrate quickly and cost effectively

Multispectral

FH-Series ID



The FH-Series ID is a rugged multispectral fixed camera combining industry-leading thermal imaging with 4K visible video for reliable perimeter intrusion detection. Built-in DNN analytics accurately classify people and vehicles at any speed, reducing false alarms and operating costs. Custom schedules let analytics run on visible video by day and thermal imaging at night, ensuring optimized security coverage in all lighting conditions.

Key Features

- Always ready, always working
- High-accuracy intrusion detection
- Easy integration

Multispectral

PT-Series AI SR



The Flir PT-Series AI SR is a flagship multi-sensor PTZ camera combining a <25 mK NETD 640×512 thermal sensor with a 4K visible camera and 25x optical zoom. Flir Fusion AI analytics deliver reliable edge-based human and vehicle detection at long range. Integrated with Flir Nexus™, it enables seamless target tracking beyond radar coverage, with easy integration into United VMS and other major platforms for critical infrastructure protection in any conditions.

Key Features

- Advanced multi-sensor imaging for all conditions
- Edge AI analytics for smart threat detection
- Precision pan/tilt capabilities

Control Room Solutions

UMVS



Flir United VMS delivers best-in-class video management that can grow with your security needs – from a single location to multiple sites around the world. United VMS is a family of products including Latitude software plus Horizon and Meridian network video recorders – all built on common core components. Users can monitor any number of devices sharing the same familiar user-interface, enhancing operational efficiency and improving ROI. [Learn more about UMVS.](#)

Key Features

- Rapid detection and visual verification
- Intelligent alarms
- Easy integration

Multispectral

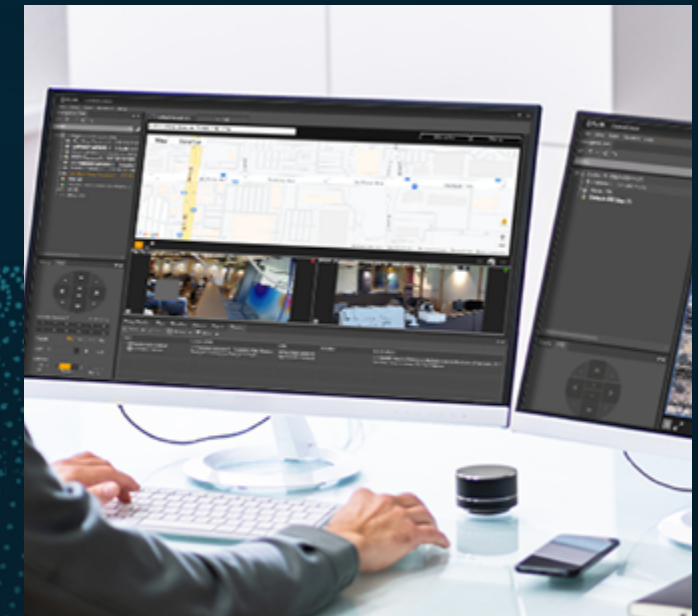
FH-Series R



Flir FH-Series R multispectral fixed cameras combine industry-leading thermal imaging with 4K visible video for early fire detection and rapid visual verification. When hot spots or temperature changes are detected, contactless temperature data is sent to the VMS for immediate assessment and response. Intelligent vehicle detection helps filter false alarms from hot exhausts, while custom scheduling lets operators enable or disable alarms based on hours or seasonality.

Key Features

- Rapid detection and visual verification
- Intelligent alarms
- Easy integration



TRAINING AND SUPPORT



Expand knowledge

Flir offers a world class training courses and certification on thermal imaging technology and sensors, available through on-line and in person learning

Explore our library of on-demand security webinars, designed to help you stay ahead of evolving threats and technologies. Featuring expert-led sessions, practical insights, and real-world applications, these recordings cover everything from thermal imaging and perimeter protection to video management and system integration—so you can learn at your own pace, anytime.

[Recorded Security Webinars](#) | [Flir](#)



Professional Services

Our team of experts have got you covered, we deliver technical support and training both on-site and remotely, helping you ensure successful system delivery and confident long-term use.



New System Deployments

Fast, compliant system commissioning with testing and ongoing support from our team.



Upgrade Planning and Execution

Our team takes a proactive approach to system upgrades by assessing your current set-up, helping you minimise downtime and keep systems up to date.



Dedicated Support Resource

An assigned specialist will offer support to your unique environment. Taking a holistic approach, they will ensure your system operates at peak performance.



Project Management

Once the design is complete, Certified project management ensuring clear communication and smooth delivery.



System Training

We provide practical training for system integrators, helping you reduce risk and maximise system value.



Flir Security Product Warranties

Product Registration: [Register your thermal security camera.](#)

Warranty Return, Repair and Replacement. To be eligible for Warranty repair or replacement, Purchaser must:

- Notify Flir within thirty (30) days of discovering of any apparent defect in materials or workmanship or failure to conform to the published specifications; and
- Obtain a returned material authorization (“RMA”) number from Flir.

(Notifications and requests are to be submitted at <https://customer.Flir.com>. Purchaser is solely responsible for complying with all RMA instructions provided by Flir including but not limited to adequately packaging the Qualified Product for shipment to Flir and for all packaging and shipping costs. Flir will pay shipping charges associated with the return to Purchaser of Products that are repaired or replaced under warranty).

Internet Alert - A warning to our valued customers Flir Professional Security products are sold exclusively through installing dealers and integrators who purchase Flir products from Authorized Distributors. These professional dealers and integrators provide exceptional installing, as well as post-sales and service support for Flir products.

Please be advised that only Flir products purchased through an Authorized Distributor will be eligible for any warranties. Flir will not honor any warranty for Flir Professional Security products purchased from an Internet distributor that is not an Authorized Distributor.

Be aware that unauthorized Internet distributors often offer a warranty on a Flir product to unsuspecting customers that is not valid. These products are not covered under any manufacturer's warranty. We urge you to use caution when purchasing Flir Professional Security products through unauthorized Internet distributors. Please check the complete list of Flir Authorized Distributors [here](#).

Warranties

Our extended warranty and service packages are designed to give you total peace of mind—offering up to four years of comprehensive component coverage, and an industry-leading up to ten years on uncooled sensors for long-term confidence and performance.

Maintenance & Repair

Ignoring routine maintenance could result in unexpected breakdowns. The Flir service team provides quality warranty and non-warranty repair. Our expert technicians who will help you update any firmware and often, provide added features.



CONTACT US

Need assistance?

For technical support, product enquiries, or additional information, please contact our support at:

support.security@flir.com

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