

According to the company's technical investigation, the vast majority of failure is not the camera itself fault. In order to your higher work efficiency, please you before the camera repair, check the following items are using the correct, if cannot function properly, please contact the appropriate vendors or corresponding authorized maintenance personnel.

1. There is no image on the monitor

Are all connected devices connected to the power supply?

Voltage is correct?

Are the positive and negative polarity of the equipment used in the DC power supply correct?

The signal connection cable is used to connect the cable, the signal output to the monitor's route is open, short circuit, connection BNC is good?

Monitor brightness adjustment is normal?

Is there any object in front of the camera lens?

2. Image is not clear

Is the monitor correct? After the focal position is correctly adjusted?

Is the focal length of the lens adjusted correctly?

Is the lens surface clean?

If there is dust and fingers printed in the lens, the image quality will be poor, please use a soft cloth clean lens.

3. Image interference

If there is a strong magnetic field near the camera?

Is the ground wire good?

Correct wiring is correct.

4. Image distortion or geometric distortion

General can adjust the line synchronization can be;

If it is night vision infrared light open and cameras to check the voltage and current of power is normal, check all cable or other connecting the characteristic impedance of the equipment is not 75Ω?

5. The picture appeared in several black bar in vertical direction

In this case, the power supply voltage of the DC power supply voltage is too much, should take good performance of the DC voltage regulator current.

6. The vertical bars of multi-channel images

This may be the cause of radiation caused by the characteristics of the external video line or the device with the camera does not match the camera, should pay attention to the characteristics of the selected video line and other connection processing equipment is 75Ω?

7. The big picture

Camera internal circuit board is not bad;

Video amplitude output is not enough;

Environmental light intensity is not enough;

Whether the cable is in contact with the optical fiber or the short circuit;

The monitor itself is better than a bad signal to noise.

Dear customer, thank you for your use, in order to strengthen the customer service, a special order of the warranty regulations, please read and provide your valuable advice and suggestions.

1. this product is entitled to 12 months of free warranty service from the date of sale. After the warranty period, the company will charge the cost of parts for the product failure.

2. repair products, please properly packed and shipped, transported such loss or damage, the company will not be responsible for.

3. in the event of a free warranty period, the company has the right to refuse to serve or to charge fees, service fees and charges:

(1) Failure or damage caused by improper use of the user;

(2) Voltage or improper installation lead to burnout;

(3) Self repair, demolition of the failure and the occurrence of failure;

(4) Product quality assurance label;

(5) Unable to produce a warranty card or product name, serial number and dealer unknown.

4. Please read the product specification carefully before installing the product.

5. Manufacturers to retain the appearance of the design and function of the upgrade of the rights and interests, products if there is a change, without notice, please forgive.