高清红外球型网络摄像机

Network IR Speed Dome Camera

KEDACOM

快速安装指南

Quick Start Guide

一 前言

感谢您购买我司产品，如对本公司产品有疑问或需要，请随时和我们联系。我们尽最大努力来保证本手册信息的正确性，如因升级等原因发生信息修改，恕不另行通知。本手册中的产品外观图仅供参考，请以实物为准。

本产品使用光盘内IPCSearch激活后方能使用，激活时请填写有效邮箱，方便找回密码。强烈建议您将密码设置为强密码：由数字、大/小写字母或特殊符号中两种或两种以上类型组合而成，且密码长度满足8-16位。请您定期更改用户名的密码，建议每3个月更新一次密码。如果设备在较高安全风险的环境中使用，建议每月或每周更新一次。请妥善保管好您的用户名与密码。

如需获取最新文档，请至官网下载，官网地址www.kedacom.com。

二 安全说明

此手册的目的是确保用户正确使用本产品，以避免危险或财产损失。在使用产品之前，请认真阅读此手册并妥善保存以备日后参考。如果用户因没有按照以下安全说明，致使设备不能正常使用或损坏等情况，我司概不负责，感谢您的配合。

- 请使用产品随机附带的电源适配器，使用不符合要求的电源适配器有可能造成设备受损。
- 设备使用过程中若遇到任何问题，请您及时与当地服务中心联系。请勿以任何方式随意拆卸或修改设备。
- 请勿将任何物品摔落到设备上或强烈敲击设备。
- 清洁镜头时，须使用吹气球或专业镜头布除去镜头上的污垢。清洁透明球罩时，须使用足够柔软、干燥的布擦拭，切勿使用含酒精、苯等清洁剂洗涤。
- 避免将摄像机对准强光（如灯光照明、太阳光等处）聚焦，否则容易引起过亮或漏光现象 (这并非摄像机故障) 也将影响摄像机寿命。
- 避免将产品暴露在非用户手册所示的工作环境下使用。
- 请您确保设备在允许的温度及湿度范围内工作，避免将设备置于挤压、振动、潮湿、多尘、极热、极冷、强电磁辐射等的场所或场景。
- 使用时不可让水或任何液体流入摄像机。安装时请严格遵守防水要求，因未做好防水而引起的设备进水故障，我司概不负责。
- 当运送摄像机时，请重新以出厂时的包装进行包装，或用等品质的材质包装。
- 需要替换部件时，请事先与经销商联系，更换指定型号的部件，或与原部件具有相同特性的部件。擅自使用其他部件进行替换，后果将由您自行负责。

- 针对具有激光器的设备,设备正常工作室,请不要近距离直视激光窗口。请勿眼睛直视或镜面反射观察。
- 一般情况下,本设备安装在室外,请确保设备连接处采取有效的防水、防潮气、防沙尘措施(特别是设备连接处的螺钉必须拧紧,确保整体密封性)。为防止雷击,请安装避雷器。
- 在周转、运输过程中,对前脸需要特别防护,避免摩擦、划伤、污染等。为了保持前脸清洁,请您在安装过程中不要取下前脸的透明保护膜,确认安装完成后取下该透明保护膜。
- 本手册能作为多个型号产品的使用指导,但不一一列举每个产品的使用情况,请您根据实际产品自行对照。
- 本公司保留在没有任何通知或者提示的情况下对本手册内容进行修改的权利,但并不确保手册内容完全没有错误。

安装环境		
供电要求	AC24V±10%	
环境要求	防水、防干扰、防雷击	
温湿度	工作温度	-40℃~70℃
	工作湿度	10%~95%(相对、无凝结)

【说明】IPC425-G系列球机的工作温度为-30℃~60℃。

防水

- 室外安装推荐使用支架横臂有一定向上角度的壁装支架。
- 用户自选支架安装推荐使用连接口为内螺纹的支架,同时须确保支架的防水性能;用户自选支架安装若选用外螺纹支架,须确保支架与球机连接的转接器件的防水性能。
- 安装时螺纹口需缠绕生料带,并确保螺纹密封;对准螺纹,不能出现明显偏位及滑丝。
- 球机透明球罩上的密封胶圈必须安装,防止水蒸气及灰尘进入设备。

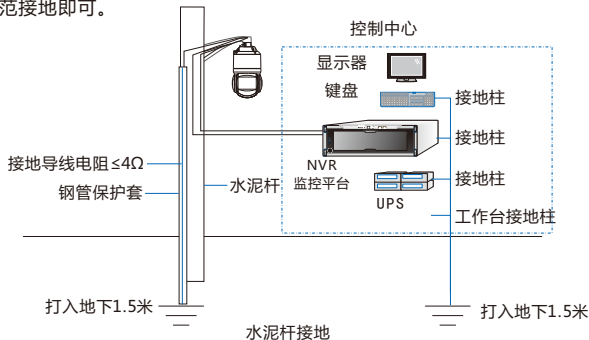横臂上不能有开口或裂纹

横臂上有一定
向上角度

横臂上不能有
开口或裂纹

一体成型的
横臂和立杆
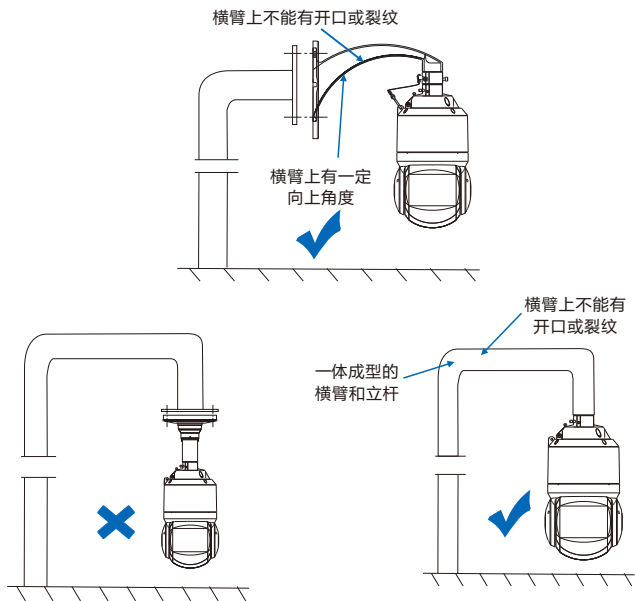
防静电、防干扰、防雷、防浪涌

- IPC安装不进行接地可能会因为静电造成电子器件损坏。

- 在雷电多发地区，需要对IPC进行就近接地，释放雷击等高能量，防止IPC损坏。

- 在电压不稳地区，需要对IPC进行接地，释放浪涌等高能量，防止IPC电源烧坏。

- IPC安装防雷接地线不能替代安全接地线。在采用接地不良的立杆，如木杆、水泥杆，需要安装安全接地线，泄放漏电流以确保IPC或立杆不引起安全事故。
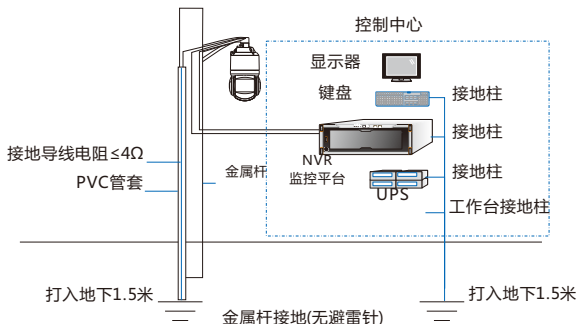
- IPC安装防雷接地线不能借用附近的其他电子设备接地线入大地，必须单独接地。

3

【水泥杆接地】

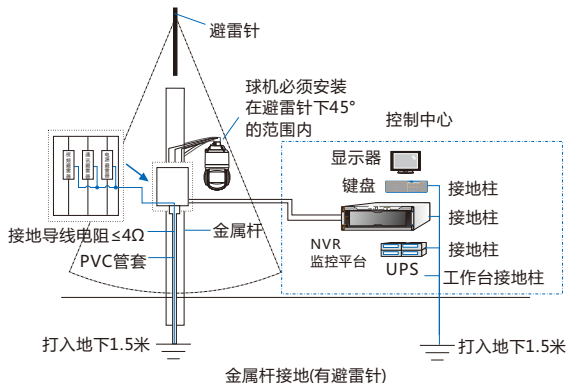水泥杆方式需要配置钢管护套用于接地线穿管，如图所示，球机接地线从钢管内部穿过接地。控制中心本地进行规范接地即可。

控制中心
显示器
键盘
接地柱
接地导线电阻 ≤4Ω
水泥杆
钢管保护套
NVR
监控平台
接地柱
接地柱
UPS
工作台接地柱
打入地下1.5米
水泥杆接地
打入地下1.5米

【金属杆接地】

金属杆方式采取PVC管穿接地线。没有安装避雷针的金属立杆，采用接地线（穿PVC管套）靠近金属杆的位置固定后实施接地，如图所示。

控制中心
显示器
键盘
接地柱
接地导线电阻 ≤4Ω
金属杆
PVC管套
NVR
监控平台
接地柱
接地柱
UPS
工作台接地柱
打入地下1.5米
金属杆接地(无避雷针)
打入地下1.5米

安装了避雷针的金属杆，采用金属杆内穿接地线（穿PVC管）的方式接地，且PVC管需要与金属杆内避雷保持尽量大的绝缘距离，如图所示。

避雷针

球机必须安装
在避雷针下45°
的范围内

控制中心

显示器

键盘　　接地柱

接地柱

接地导线电阻≤4Ω　金属杆

NVR
监控平台　UPS

接地柱

工作台接地柱

PVC管套

打入地下1.5米

打入地下1.5米

金属杆接地(有避雷针)

【注意】如果IPC传输过程中使用了光端机或者防雷器等中间件，需确保中间件接地良好，同时
需确保IPC的连接线缆通过中间件也能接地良好。

三 安装检查
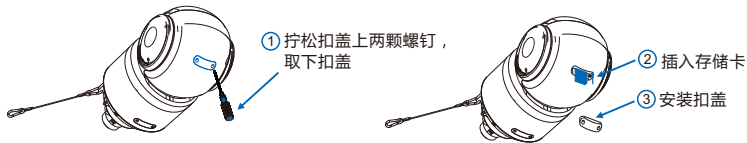
安装球机前，须对安装墙面/天花板进行安装强度检查。

- 墙壁/天花板厚度可支持安装膨胀螺钉。

- 墙壁/天花板可承受8倍球机加支架等附件的总重量（球机最大净重：6.1Kg）。

- 安装前请留出足够安装空间（球机高度：376mm；球机直径：Ø202mm）。

四 球机安装

1. 安装存储卡

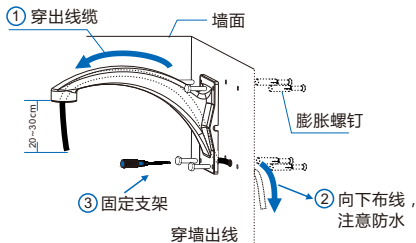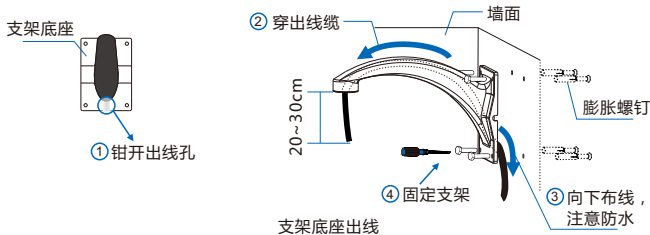在球机球型结构上打开扣盖，安装存储卡，最高可支持32G容量存储卡。

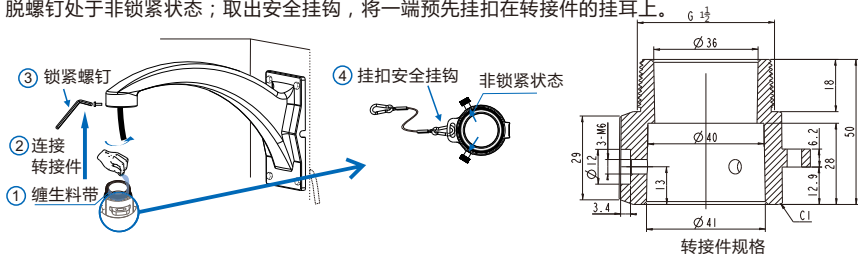① 拧松扣盖上两颗螺钉，
取下扣盖

② 插入存储卡

③ 安装扣盖

【说明】存储卡安装位置以具体设备上所贴标签为准。

2. 壁装支架安装

1) 将线缆从支架穿出，线缆请留出足够长度，以便连接到球机内线缆（推荐预留20cm~30cm）。
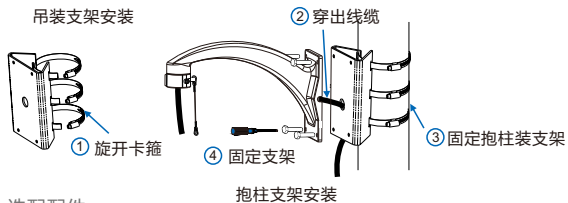
2) 根据安装贴纸在墙面打好孔并塞入膨胀螺钉，将支架底座的孔对准墙面上的孔，放入螺钉，锁紧。

支架底座出线

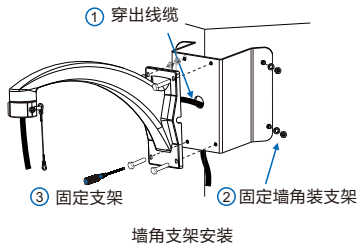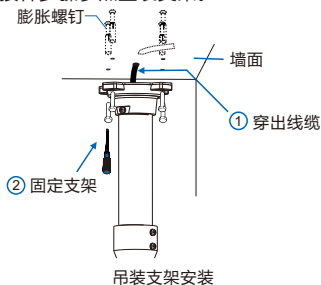

穿墙出线

3) 在转接件螺纹处缠上生料带，将转接件旋紧到安装支架上，锁紧支架上的螺钉，并确认转接件上防脱螺钉处于非锁紧状态；取出安全挂钩，将一端预先挂扣在转接件的挂耳上。

转接件规格

3. 其他支架安装

装配转接件步骤参照壁装支架。

膨胀螺钉
墙面
① 穿出线缆
② 固定支架

吊装支架安装

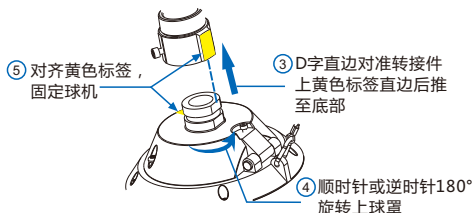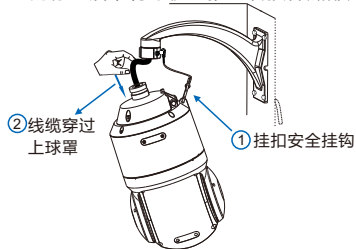① 穿出线缆
③ 固定支架
② 固定墙角装支架

墙角支架安装

② 穿出线缆
① 旋开卡箍
④ 固定支架
③ 固定抱柱装支架

抱柱支架安装

【说明】支架均为选配配件。

4. 球机安装

1) 先将支架上的安全挂钩另一端挂扣到球机上，线缆穿过上球罩；球机安装柄的D字直边对准转接件上的标签后，将球机上推进转接件底部并旋转180°至黄色标签对齐，此时球机已固定。

② 线缆穿过上球罩
① 挂扣安全挂钩

⑤ 对齐黄色标签，固定球机
③ D字直边对准转接件上黄色标签直边后推至底部
④ 顺时针或逆时针180°旋转上球罩

2) 锁紧转接件上的两颗防脱螺钉。

锁紧防脱螺钉
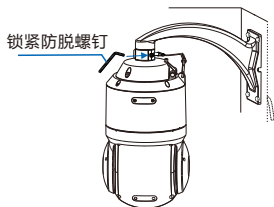
3) 拧开上球罩上两颗固定螺钉，打开上球罩，并将挂扣在上球罩上的安全挂钩小孔端挂扣在上球罩凸起的螺钉上。

① 旋开螺钉

② 打开上球罩

③ 将安全挂钩小孔挂扣在螺钉上
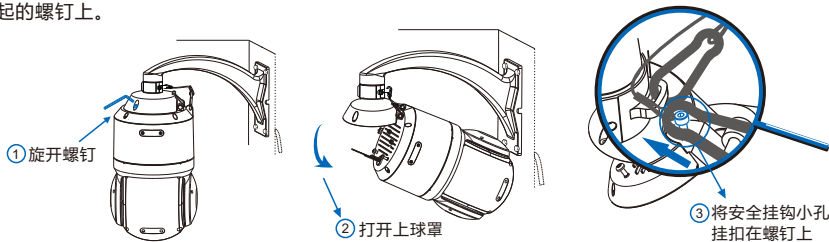
4) 按照球罩内所贴标签连接线缆，线缆连接见附录，连接完成后检查并整理各类线缆，线缆接口处用绝缘胶布缠绕牢固，务必将线缆整理好并用束带捆绑住，束带穿过束带固定件并拉紧束带。

连接线缆
并用绝缘胶布缠牢

固定线缆
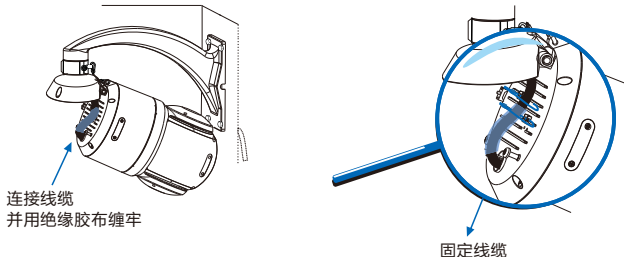
5) 摘下挂扣在上球罩螺钉上的安全挂钩，盖扣上球罩并拧紧上球罩上两颗固定螺钉。

五 设备上电

● 安装完成后，请再次检查，确保球体密封。

● 设备上电，并使用IPCSearch进行初始配置和登录。

附录

外设连接示意图

根据线缆标签连接相应设备

剪短端子台连线

RS485 连接监控键盘或告警扩展器等

告警输出

告警输入

音频输出

音频输入

AC24V 电源

网口

客户端

LAN

【说明】具体线缆连接以实际设备上所贴线缆标签为准。

线缆识别

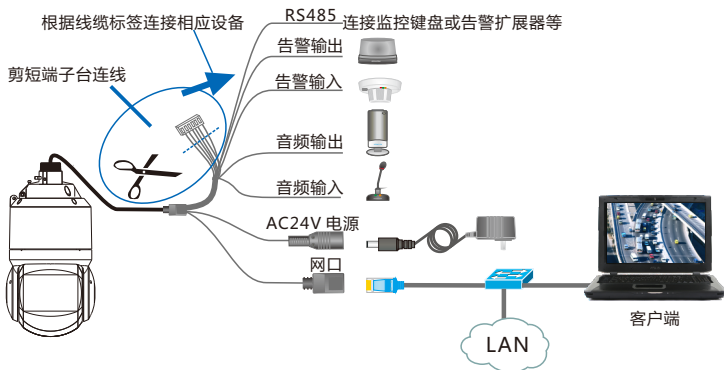| 线序	标签标示	颜色		组别	注释
		线缆识别1			
1	RS485_A		黑		RS485串口A
2	RS485_B		红		RS485串口B
3	AUDIO_IN		灰	一组	音频输入
4	AUDIO_OUT		黄		音频输出
5	AUDIO_GND		蓝		音频接地
6	ALARM_IN 1		白		告警输入1
7	ALARM_IN 2		紫		告警输入2
8	ALARM_IN 3		橙	一组	告警输入3
9	ALARM_IN 4		棕		告警输入4
10	ALARM_IN_GND		绿		告警输入接地
11	ALARM_OUT 1A		黑/白		告警输出1，两个端子不分正负
12	ALARM_OUT 1B		红/白		
13	ALARM_OUT 2A		粉红	一组	告警输出2，两个端子不分正负
14	ALARM_OUT 2B		棕/白		
15	Reserved		紫/白		悬空保留

线序	标签标示	颜色		组别	注释
		线缆识别2			
1	AUDIO_IN		红		音频输入
2	AUDIO_OUT		灰	一组	音频输出
3	AUDIO_GND		黑		音频接地
4	ALARM_IN 1		蓝		告警输入1
5	ALARM_IN 2		白		告警输入2
6	ALARM_IN_GND		黄	一组	告警输入接地
7	ALARM_OUT 1A		紫		告警输出1，两个端子不分正负
8	ALARM_OUT 1B		绿		

【说明】1)不同子型号线缆规格有区别，请用户根据线缆数量参照上表进行识别。
2)电源AC 24V和电源接地，在电源线标签上有标示。

保修说明

本保修卡适用于您购买的本公司系列产品。

1.免费保修期一年（仅限中国大陆地区，中国大陆以外地区请参考英文说明）。

2.凡保修期内，由于本产品自身引起的故障，请与公司售后服务部联系。

3.保修时我们将使用您的保修卡信息，请认真填写。

4.以下情况，属于有偿保修范围：

   -人为原因造成的设备故障

   -因使用环境不符合本产品要求造成的故障

   -因不可抗力造成的产品损坏

   -无保修卡

   -已过免费保修期

用户信息

用户名称：

详细地址：

传真：   电话：

邮箱：   邮编：

产品名称：

产品型号：

购买日期：

1. Preface

Thank you for purchasing our product. If there are any questions, or requests, please do not hesitate to contact us. Every effort has been made to ensure the accuracy and validity of this Guide. Any update of this Guide is subject to change without notice.

Product appearance is subject to the actual products and those in the Guide are for your reference only.

This product can be used after being activated through IPCSearch in the attached CD. When activating it, fill a valid email address for claiming password. It is strongly recommended that user set a strong password which is composed of at least 2 kinds of the following, digits, case-sensitive letters or specific symbols, and whose length ranges from 8 to 16 bits. Please modify the password periodically and once every 3 months is recommended. If the device is used in highly risky environment, suggest modifying the password monthly or weekly. Please keep your user name and password safe.

For latest documents and manuals, please go to www.kedacom.com and download.

2. Safety Instruction

The intention of writing this Guide is to ensure that user can use the product correctly to avoid danger or property loss. Please read this Guide carefully before using, and keep it properly for future reference. If the product cannot work normally or is damaged because the user does not follow the safety instructions, we shall not assume any responsibility. Your cooperation will be highly appreciated.

- Please use the attached power adaptor, otherwise the device may be damaged.
- Any problem of the device during using, please contact our local service center in time. Never attempt to disassemble or repair the product by yourself in any way.
- Do not drop any object onto the device or subject it to any physical shock.
- When cleaning the lens, please use a rubber dust blower or lens cleaning cloth to remove the dirt. When cleaning the transparent dome, please use clean cloth soft and dry enough to wipe gently. Never apply any cleanser with ethanol or benzene in it.
- Avoid focusing the camera lens on strong light such as the sun or incandescent lamp. The strong light can cause overexposure or light leak (not camera malfunction), which may shorten camera lifetime.
- Do not expose the camera in the environment not defined in this Guide.
- Please make sure the device works in specific temperature and humidity and avoid putting it at squeezing, vibrating, damp, dusty, extremely hot or cold places or place with strong electromagnetic radiation.
- Keep the camera away from water or any liquid. Please strictly follow the waterproofing request during installation. We shall not be responsible for any malfunction of water leakage caused by failure of waterproofing.
- While shipping the camera, pack it in the factory packing or use materials with equivalent quality.

- When it is necessary to replace a part, please contact your dealer in advance and replace the part with specified model or part with same features. We shall not assume any responsibility for problems caused by unauthorized replacement.

- For devices with laser, when it is working normally, never look into the laser window directly in short distance. Neither look at it directly with eyes nor observe it by mirror reflection.

- Usually, the device is installed outdoor, so please make sure that the connection parts have been efficiently made waterproof, dampproof and dustproof, especially that the screws at connection parts must be tightened up to ensure the general tightness. Please install a lightning arrester to prevent lightning stroke.

- During transportation, protect the front side of the device specially to avoid friction, scratch and pollution. To keep the front side clean, please do not peel off the transparent protective film during installation and take it off after finishing installation.

- This Guide is made as reference for multiple models but it will not list their installations one by one. Please refer to it according to the actual model by yourself.

- This company reserves the right to modify the content of the Guide without any notice or prompt, but we do not assure that all the content is completely correct.

Operating Environment		
Working Voltage	AC24V±10%	
Environment	Waterproof, Anti-interference, Anti-thunder	
Temperature & Humidity	Temp.	-40℃~70℃
	Humidity	10%~95% (RH, non-condensing)

[Note]: The temperature range for IPC425-G series is -30℃~60℃

Waterproof

- For outdoor mounting, suggest applying wall mounting bracket whose beam has an upward angle.

- If user uses their own brackets, suggest applying those waterproof ones with internal thread connector. If user selects brackets with external thread, make sure of the waterproofness of the connecting part between the bracket and the dome camera.

- The thread connector needs to be bound with thread seal tape to ensure the sealing tightness. When mounting it, align to the screw thread to avoid obvious deviation or slipping.

- The O-ring seal must be mounted onto the transparent housing of the dome camera to prevent moisture and dust.

Beam without crack or split

Beam with an upward angle

Beam without crack or split

All-in-one beam or pole
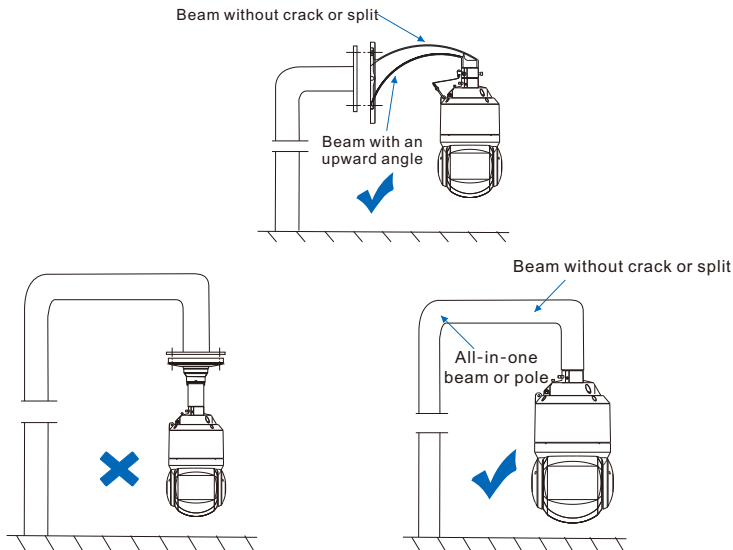
Anti-static, Anti-interference, Anti-thunder, Anti-surge

- The camera should be grounded, or ESD may damage the electrical parts.
- In thunder and lightning area, camera should be grounded nearby to release the heavy energy of thunder strike so as to prevent camera from damage.
- In area with unstable voltage, camera should be grounded to release the heavy energy of electrical surge so as to prevent power source from burning.
- Camera anti-thunder ground lead cannot replace safety ground lead. When applying poles with imperfect grounding, such as wooden pole and cement pole, camera should connect the safety ground lead to release leaked current so as to ensure the safety of camera or pole.
- Camera anti-thunder ground lead must be grounded independently, rather than being grounded through other electrical device nearby.

[Cement Pole Ground]

Cement pole mounting needs protective steel pipe to lead the ground wire. As the picture shows, the ground wire of dome camera goes through the steel pipe and grounds. The Command Center just has to ground locally according to the norms.

Command Center

Monitor

Keyboard — Ground Rod
NVR/VMS

Ground Rod

Ground Wire Resistance ≤4Ω

Ground Rod

Protective Steel Pipe — Cement Pole — UPS

Workbench
Ground Rod

Underground 1.5 m   Underground 1.5 m
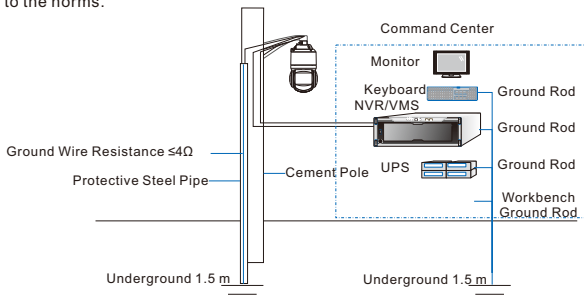
Cement Pole Ground

[Metal Pole Ground]

Metal pole mounting needs PVC pipe to lead the ground wire. Metal pole without lightning rod applies PVC pipe to lead ground wire. Fix the ground wire near the metal pole and ground it, as the picture shows.

Command Center

Monitor

Keyboard — Ground Rod
NVR/VMS

Ground Rod

Ground Wire Resistance ≤4Ω

Ground Rod

PVC Pipe — Metal Pole — UPS

Workbench
Ground Rod

Underground 1.5 m   Underground 1.5 m
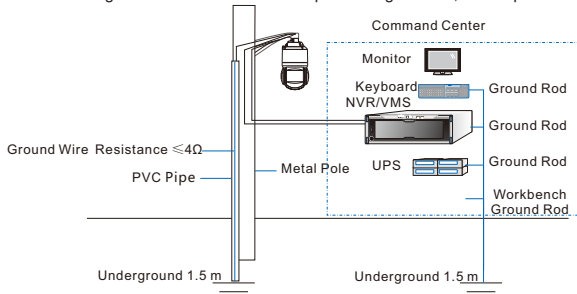
Metal Pole Ground (without lightning rod)

Metal pole with lightning rod applies inside PVC pipe to lead ground wire, and the PVC pipe should keep an insulation distance from the inner wall of metal pole as far as possible, as the picture shows.

4
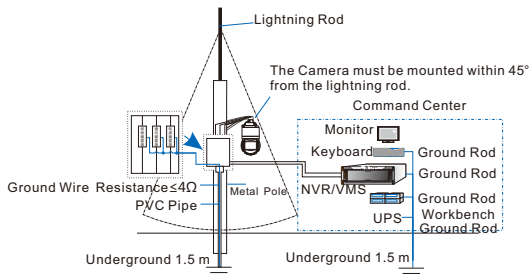
Metal Pole Ground (with lightning rod)

[Note]: If there is middleware installed, such as optical transceiver or anti-thunder device, the middleware should be well grounded as well as the camera if the cable goes through the middleware.

3. Installation Inspection

Before installation, inspect the strength of the installation wall or ceiling.

- The wall or ceiling should be thick enough to support anchoring.
- The wall or ceiling should be strong enough to bear weight as 8 times of the total weight of the dome camera and the accessories like the bracket. The max net weight of the dome camera is 6.1 kg.
- Reserve enough space before installation. (Camera height: 376 mm, diameter: Ø202 mm)

4. Dome Camera Installation

SD Card Installation

Open the cover on the dome and insert SD card, max supporting 128G.

① Loosen the screws, and take down the cover.

② Insert SD card

③ Screw up the cover
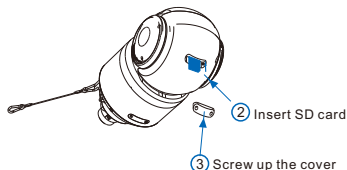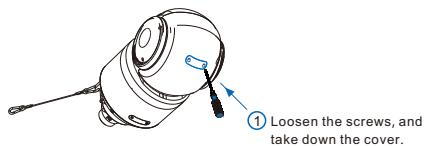
[Note]: The SD card slot location is subject to the actual cameras.

Wall Mounting

1. Lead the cable through the bracket with an extra length for connecting with the internal wire of the dome camera (20 cm to 30 cm is recommended);

2. Drill holes on the wall according to the installation sticker, insert anchoring, align the holes on the holder to the holes on the wall, insert screws and tighten up;

Cable goes through the holder

Cable goes through the wall

3. Bind thread seal tape around the thread part of the connector, screw up the connector onto the bracket and tighten the screws onto the bracket. Make sure that the anti-off screw on the connector is loose. Take out the hook and hang it on the hanger of the connector.

Specifications of the connecter:

Other Bracket Mounting

Steps to install the connector are the same as that for wall mounting.

Anchoring

① Lead the cable

Wall

① Lead the cable

② Fix Bracket
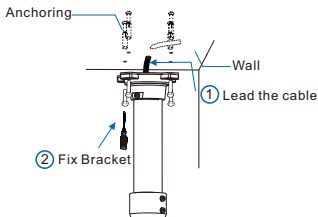
Ceiling Bracket Mounting

③ Fix bracket

② Fix corner bracket

Corner Bracket Mounting

② Lead the cable

① Unscrew the hook

④ Fix bracket

③ Fix the pole to mount bracket
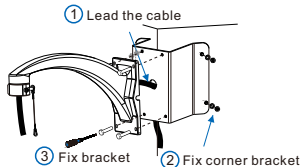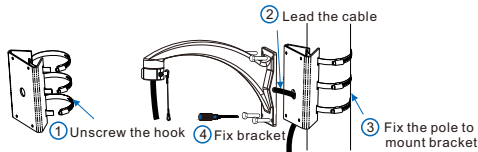
Pole Bracket Mounting

[Note]: All brackets are optional.

Camera Installation

1. Hang the other end of the safety hook to the dome camera and lead the cable through the upper housing. Align the flat side of the D-shaped head to the connector sticker, then push it till the end and rotate by 180° so as to align it to the yellow sticker. Then the dome camera is fixed.

② Lead cable through the upper housing

① Hang safety hook
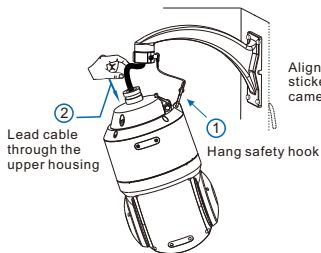
Align to the yellow sticker to fix the dome camera

⑤

③ Align the flat side of the D-shaped head to the yellow sticker, then push it till the end

④ Rotate the dome by 180° to fix it
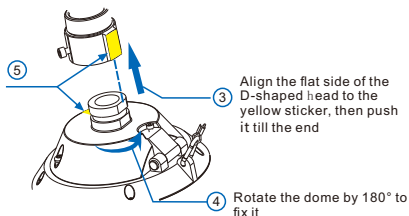
2. Tighten 2 anti-off screws.

Tighten anti-off screws
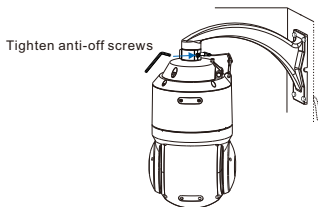
3. Twist off the 2 positioning screws on the upper housing to open it. Hang the safety hook on the convex screw on the housing.

① Loosen screws

② Open the upper housing

③ Hang the safety hook on the screw
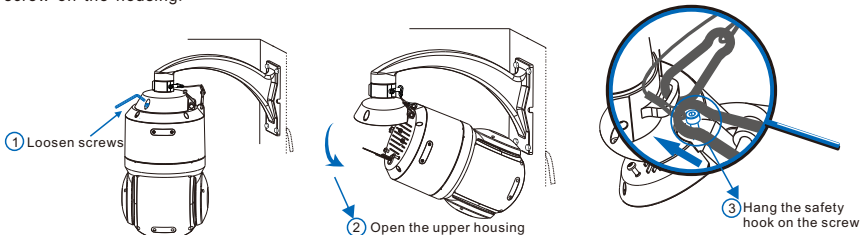
4. Connect cables as the sticker inside the dome camera indicates, and detailed diagram can be referred to in the Appendix. Afterwards, examine and sort all cables, tighten the connecting parts with insulating tape. Make sure that cables are well sorted and bound. Lead the bound cables through the positioning part and pull them tight;

Connect cables and tighten them with insulating tape

Fix cables
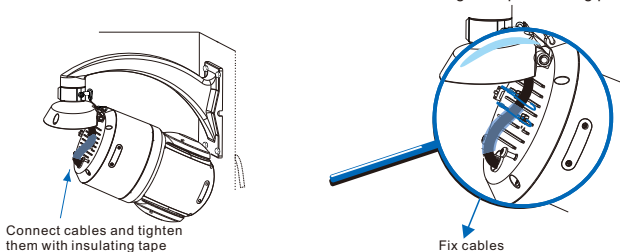
5. Pick off the safety hook hanged on the screw on the upper housing. Cover the housing and tighten the 2 positioning screws on it;

5. Power On

- After installation, please recheck to ensure the sealing of the dome camera.
- Power on the camera, use IPCSearch to perform initial configurations and login.

Appendix

Connection Diagram of External Devices
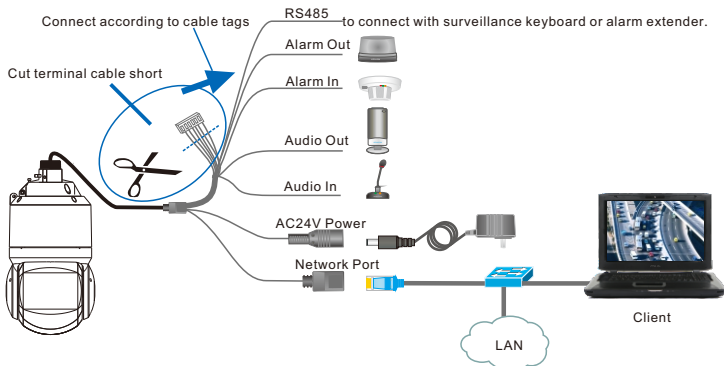
[Note]: Actual cable connection is subject to the actual cable tags on the devices.

Kedacom Two (2) Year Limited Hardware Warranty

WHAT IS COVERED BY THIS WARRANTY?
Kedacom warrants the Kedacom-branded hardware product and accessories contained in the original packaging (hereinafter referred to as "Kedacom Product") against defects in materials and workmanship when used normally in accordance with Kedacom's published guidelines for a period of TWO (2) YEARS from the date of original retail purchase in areas other than mainland China by the end-user purchaser (hereinafter referred to as "Warranty Period"). For the Kedacom Product purchased in mainland China, see the simplified Chinese version of this warranty for details. Kedacom's published guidelines include but are not limited to information contained in technical specifications, user guides, and service communications
The preceding applies unless otherwise agreed in the contract.

WHAT IS NOT COVERED BY THIS WARRANTY?
This warranty does not apply to any non-Kedacom branded hardware products or any software, even if packaged or sold with Kedacom hardware. Manufacturers, suppliers, or publishers, other than Kedacom, may provide their own warranties to you but Kedacom, in so far as permitted by law, provides their products "AS IS". Software distributed by Kedacom with or without the Kedacom brand (including, but not limited to system software) is not covered by this warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Kedacom does not warrant that the operation of the Kedacom Product will be uninterrupted or error-free. Kedacom is not responsible for damage arising from failures to follow instructions relating to the Kedacom Product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by acts outside the control of Kedacom, including without limitation acts of God, accidents, abuse, misuse, fire, storms, earthquakes, flood, or other external cause; (e) to damage caused by exposure of the product to heat, bright light, sun, liquids, sand, or other contaminants; (f) to damage caused by operating the Kedacom Product outside Kedacom's published guidelines; (g) to damage caused by service (including upgrades and expansions) performed by anyone other than a representative of Kedacom, Kedacom employee, or authorized Kedacom agent; (h) to an Kedacom Product that has been modified to alter functionality or capability without the written permission of Kedacom; (i) to defects caused by normal wear and tear or otherwise due to the normal aging of the Kedacom Product, or (j) if any serial number has been removed or defaced from the Kedacom Product.

YOUR RESPONSIBILITIES
If your Kedacom product is capable of storing data and other information, you should make periodic backup copies of the information contained on the storage media to protect the contents and as a precaution against possible operational failures.

Before receiving warranty service, Kedacom or its authorized agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues, and follow Kedacom's procedures for obtaining warranty service. Before submitting your Kedacom Product for warranty service, you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect, and disable all security passwords.

During warranty service, it is possible that the contents of the Kedacom product's storage media will be lost, replaced or reformatted. In such an event, Kedacom and its authorized agents are not responsible for any loss of data or other information contained on the storage media or any other part of the Kedacom product serviced.

Following warranty service, your Kedacom Product or a replacement product will be returned to you as your Kedacom Product was configured when originally purchased, subject to applicable updates. You will be responsible for reinstalling all other data and information. Recovery and reinstallation of other data and information are not covered under this warranty.

WHAT WILL KEDACOM DO IF THE WARRANTY IS BREACHED?

If during the Warranty Period, you submit a valid claim to Kedacom or an authorized Kedacom agent, Kedacom will, at its option, (i) repair the Kedacom Product using new or previously used parts that are equivalent to new in performance and reliability, or (ii) exchange the Kedacom Product for a refund of your purchase price.

A Kedacom replacement part or product, including a user-installable Kedacom part that has been installed in accordance with instructions provided by Kedacom, assumes the remaining warranty of the Kedacom Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes Kedacom's property.
Kedacom reserves the right to refund the purchase price as its exclusive warranty remedy.

HOW TO OBTAIN WARRANTY SERVICE?

To seek warranty service, please contact a local authorized Kedacom agent. When contacting the agent via telephone, other charges may apply depending on your location.

User Information

Complete the form below and keep for ready reference.

User Name:		
Address:		Postal Code:
Tel:	Mobile:	
Fax:	E-Mail:	
Product Name:	Product Model:	
Date of Purchase:		

客户咨询热线：**800-828-2866**   **400-828-2866**
Overseas Hotline: +86-0512-8896 9861

KEDACOM
苏州科达科技股份有限公司
Suzhou Keda Technology Co.,Ltd.

中国: 江苏省苏州市高新区金山路131号(215011)
Tel: +86-512-6841 8188   Fax: 86-512-68412699
Suzhou Keda Technology Co.,Ltd.
Singapore: 627A Aljunied Road, #09-07, BizTech Centre, Singapore 389842
Tel: +65-6842-5700 Fax: +65-6842-5900