高清单目全景红外摄像机

HD Panorama IR 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。

此内容（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，我司恕不负责，感谢您的配合。

二 安全使用注意事项

1.电源要求

- 请在安装使用设备过程中，严格遵守当地各项电气安全规定。
- 请使用满足安全电压要求的电源，在设备运行之前检查供电电源是否正确。
- 请在安装配线时装入易于使用的断电设备，以便必要时进行紧急断电。请保护电源软线免受踩踏或紧压，特别是在插头、电源插座和从装置引出的接点处。
- 请在断电状态下连接电源、告警、音频、RS485等线缆，严禁在设备上电的情况下连线。

2.使用环境要求

- 请勿将摄像机对准强光（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。
- 请在允许的湿度和温度范围内运输、使用和存储设备。
- 请勿将设备置于潮湿、多尘、极热、极冷、强电磁辐射或照明条件不稳定等场所。
- 请勿让任何液体流入设备，以免内部元件受损。
- 请勿阻挡设备附近的通风口，以免热量积蓄。
- 请在运送设备时，重新以出厂时的包装进行包装，或用同等品质的材质包装。
- 请勿在运输、存储及安装过程中重压、剧烈震动、浸泡设备。

工作环境	
工作电源	DC12V±10%/POE（IEEE802.3at)
功耗	20W Max
温度	-40℃ ~ +70 ℃
湿度	10%~95% (无凝结)
海拔高度	-60m~3000m
大气压	86kPa~106kPa

3.日常维护与保养

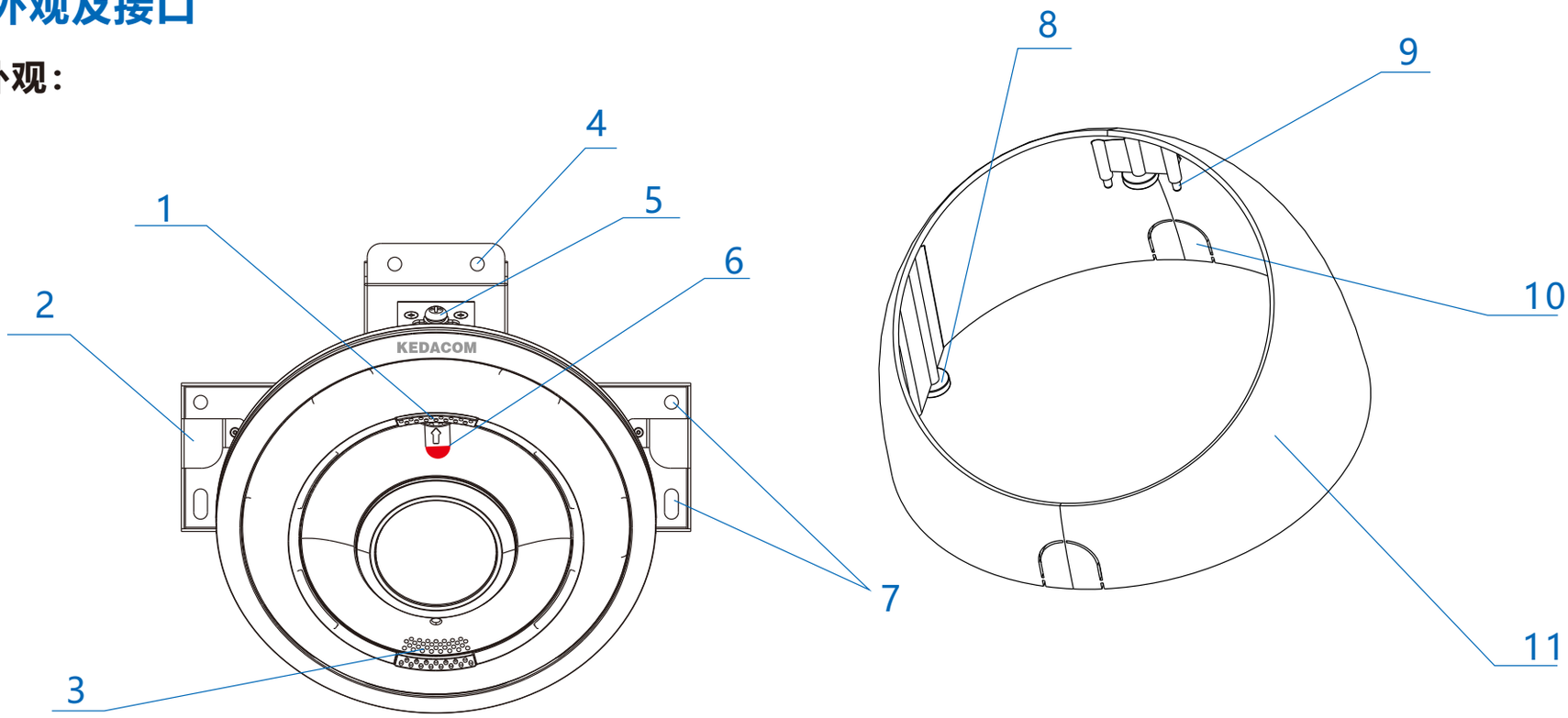
- 请勿直接触碰设备发热部件，以免烫伤。
- 镜头沾染灰尘或油脂时，用棉布或镜头清洁布擦拭。若遇污垢难以清除，蘸上少量镜片清洁液，自镜头中心向外旋转轻轻擦拭，直到干净为止。禁止使用有机溶剂（苯、酒精等）对镜头和护罩前脸进行除尘、清洁。
- 请不要以任何方式拆卸或修改产品。（对未经认可的修改或维修导致的问题，本公司不承担任何责任）。
- 如果设备工作不正常，请联系经销商或最近的服务中心。

4.特别声明

- 本手册中的图示仅供参考，产品请以实物为准。
- 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。
- 本产品使用IPCSearch激活后方能使用，激活时请填写有效邮箱，方便找回密码。IPCSearch请至官网下载，下载地址：https://www.kedacom.com/cn/softtools/index.jhtml
- 为了提高产品网络使用的安全性，建议您设置高强度密码：密码长度必须达到8-16个字符，且至少由数字和字母或特殊字符中的两种或两种以上类型组合而成。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。
- 将本产品接入互联网需自担风险，包括但不限于产品可能遭受的网络攻击、黑客攻击、病毒感染等，本公司不对因此造成的产品工作异常、信息泄露等问题承担责任，本公司将及时为您提供产品相关技术支持。
- 如需获取最新文档，请至官网下载，官网地址www.kedacom.com。

三 外观及接口

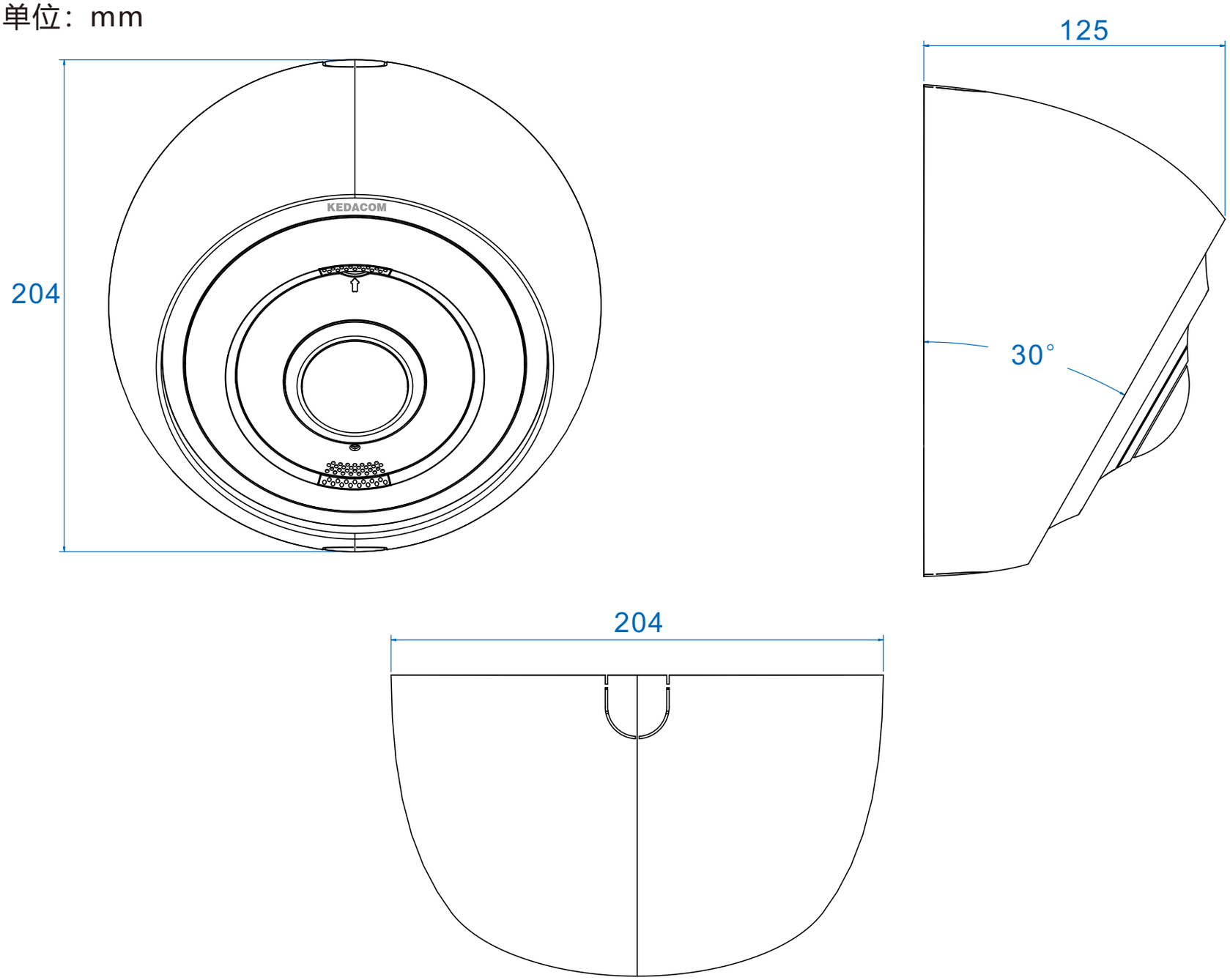
外观：



编号	部件名称
1	mic
2	安装支架
3	扬声器
4	定位孔x2
5	摄像机角度固定螺钉x4
6	塑料贴纸
7	安装孔x4
8	磁铁x3
9	定位柱x2
10	出线孔x2
11	外罩

尺寸：

单位：mm



尾线：

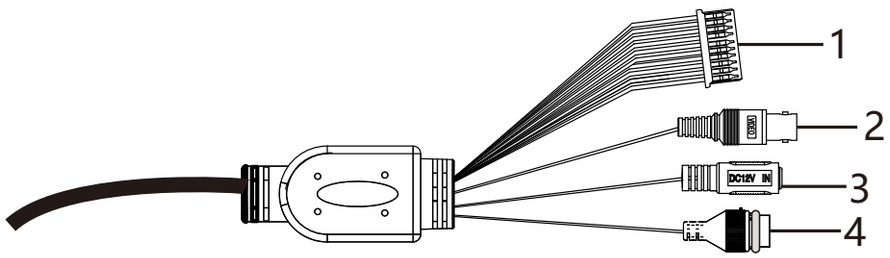


表1 线缆接口介绍

接口	接口名称	功能描述
1	用户线缆组合	包含告警输入/输出，音频输入/输出，RS485串口等
2	视频输出接口	本地视频输出复合视频信号，BNC接口
3	电源接口	连接DC12V电源
4	网络接口	连接交换机等网络接入设备

表2 用户线缆组合接口介绍

接口名称	序号	颜色	接口名称	功能描述	
用户线缆组合	1	黄	DC 12V OUT+	直流12V输出正极	输出电流0.1A
	10	橙	DC 12V OUT-	直流12V输出负极	
	2	粉	LINE IN	音频输出入接口，输入音频信号或进行语音对讲 可连接的设备：拾音器等	
	3	白	LINE IN GND	音频输入接地	
	4	白棕	ALARM IN-2	告警输入接口，输入告警信号 可连接的设备：烟感器、声控开关等	
	5	浅绿	ALARM IN GND	告警输入接地	
	6	白橙	LINE OUT	音频输出接口，输出音频信号 可连接的设备：音箱等	
	7	灰	LINE OUT GND	音频输出接地	
	8	黑	RS-485-B	RS485串口，与外界设备交互控制，如控制第三方设备	
	9	红	RS-485-A		
	13	白黑	ALARM IN-1	告警输入接口，输入告警信号 可连接的设备：烟感器、声控开关等	
	14	白红	ALARM IN GND	告警输入接地	
	15	白蓝	ALARM OUT-2	告警输出接口，输出告警信号 可连接的设备：报警灯等	
	16	白黄	ALARM OUT-1		

【说明】1）尾线接口请根据具体型号支持为准，上表所示为接口最全的型号。

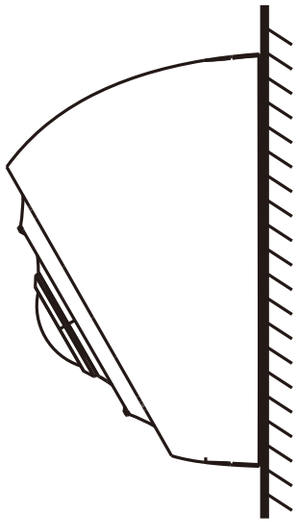
2）ALARM OUT-1和ALARMOUT-2不分正负极，组成一路告警输出。

四 设备安装

设备支持壁装，安装效果如下图所示。

在安装过程中请勿撕下摄像机保护膜，同时需保证装饰盖内壁清洁，以免装饰盖脏污影响图像效果，待安装完毕后撕下保护膜。

整机重量：1.1KG（不含包装）

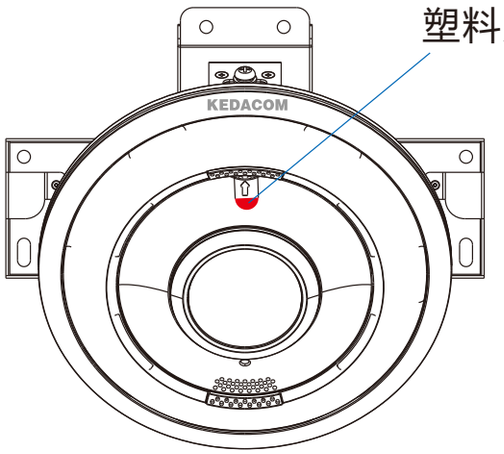


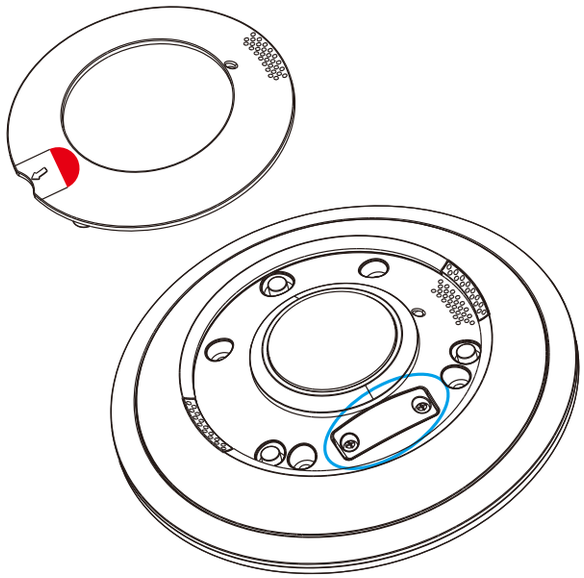
壁装示意图

安装存储卡（可选）

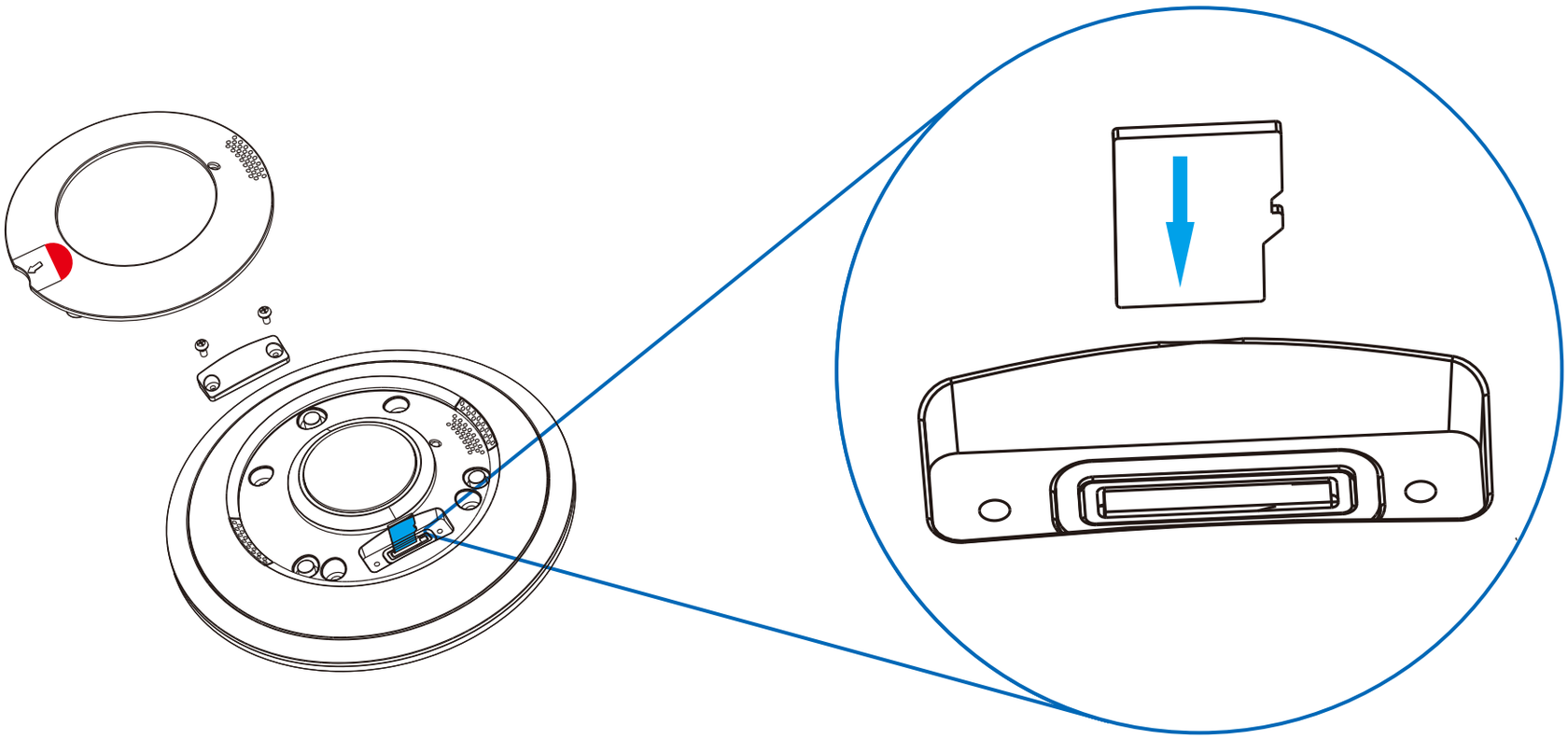
micro SD卡容量最大支持256G，插入micro SD卡后，不建议对其进行热插拔，首次使用时需格式化。

1.轻拉塑料贴纸取下装饰盖，露出存储卡上盖。

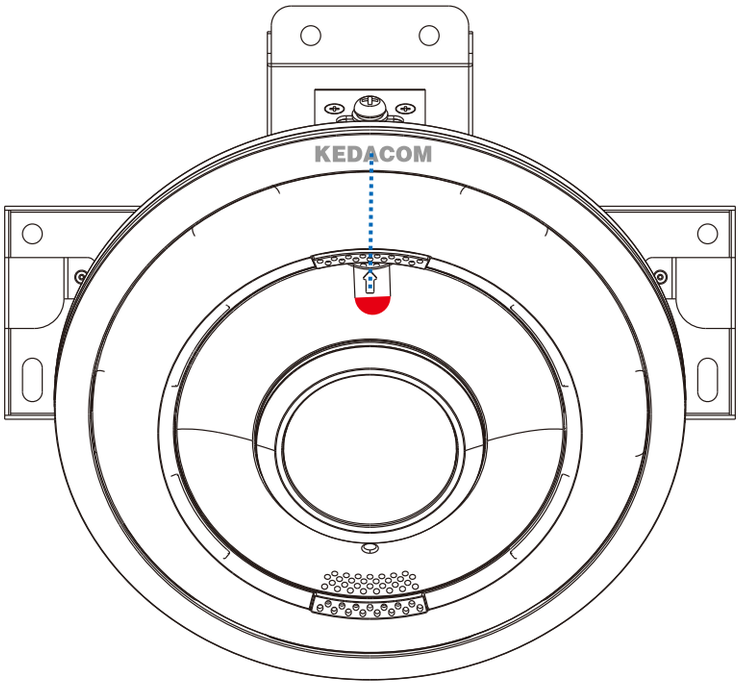




2.拧松螺钉取下存储卡上盖，插入micro SD卡。



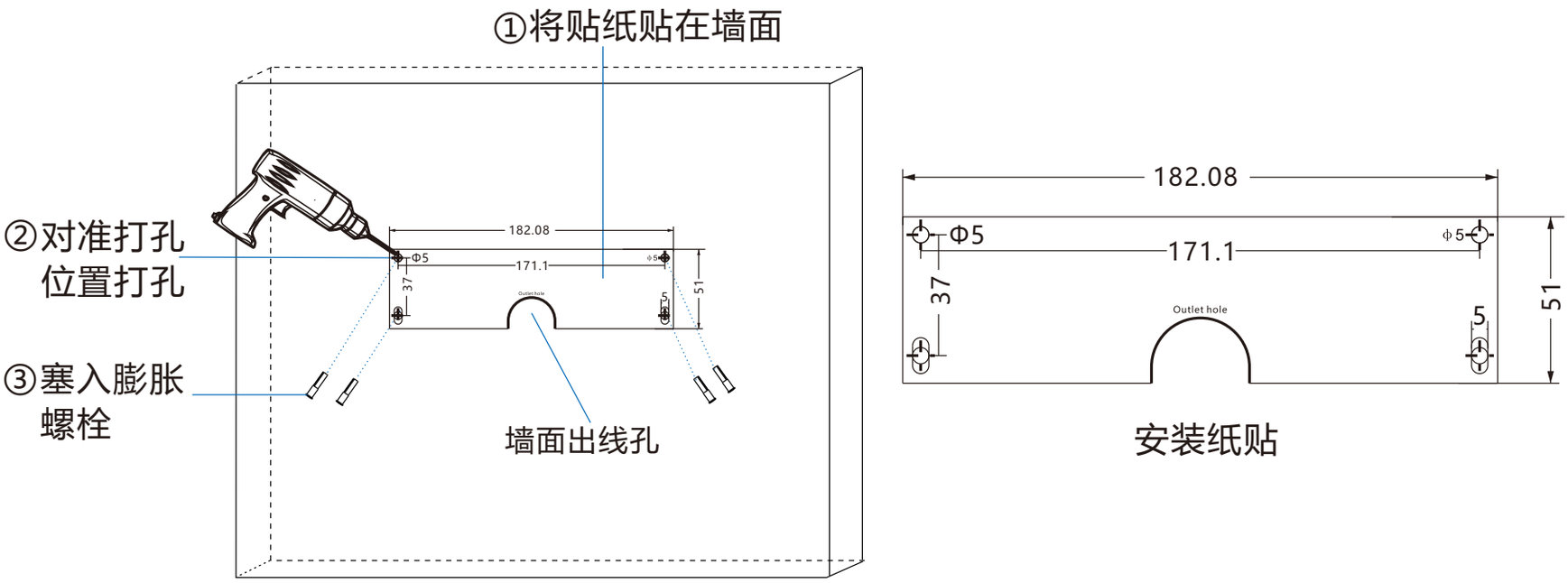
3.拧紧螺钉固定存储卡上盖，将设备装饰盖上的箭头对准Logo位置，固定上盖。



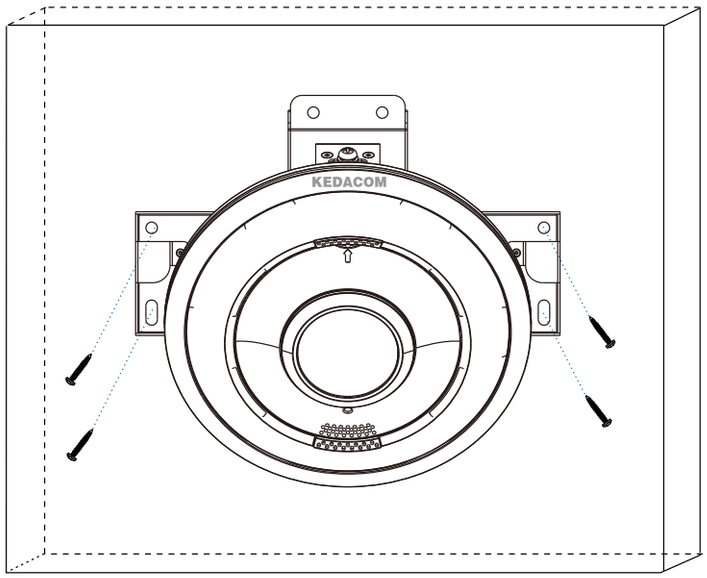
安装步骤

1.安装面打孔。取出包装箱中的安装贴纸贴在安装面上。根据贴纸所示的打孔位置在墙面打孔，将四颗膨胀螺栓完全塞入到安装孔中。

【说明】如果在安装线缆时采用从安装墙面出线的方式，还需要在安装贴纸中间的出线孔位置打一个线缆出孔开口。

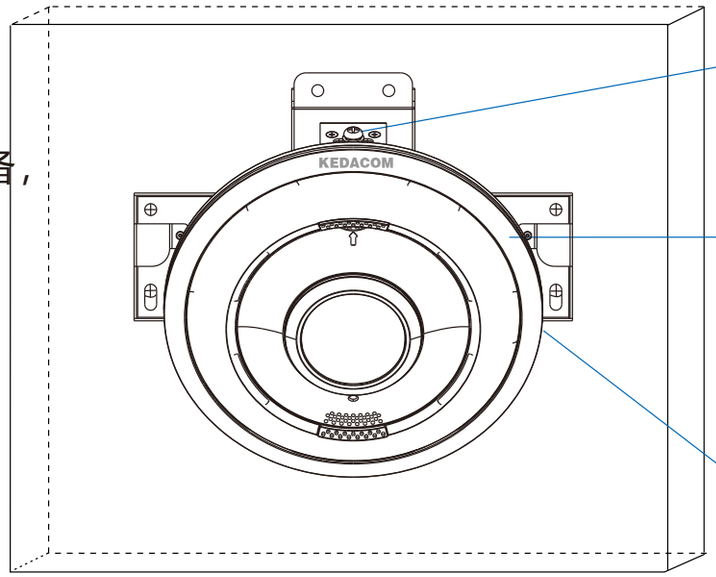


2.将设备固定在墙面。将设备支架上的四个螺丝固定孔对准安装面上的四个膨胀螺栓孔，将四颗自攻螺钉穿过支架拧紧到四个膨胀螺栓中，并锁紧，将设备固定在安装面上。



3.角度调整。设备固定在墙面后，参考本手册的尾线说明部分进行尾线连接，然后参考登录客户端部分登录Web客户端，根据客户端图像调整设备安装角度。

设备角度可调整范围：
在上下左右处分别轻按设备，
可调节俯仰角各±5°
旋转设备可调节角度为10°

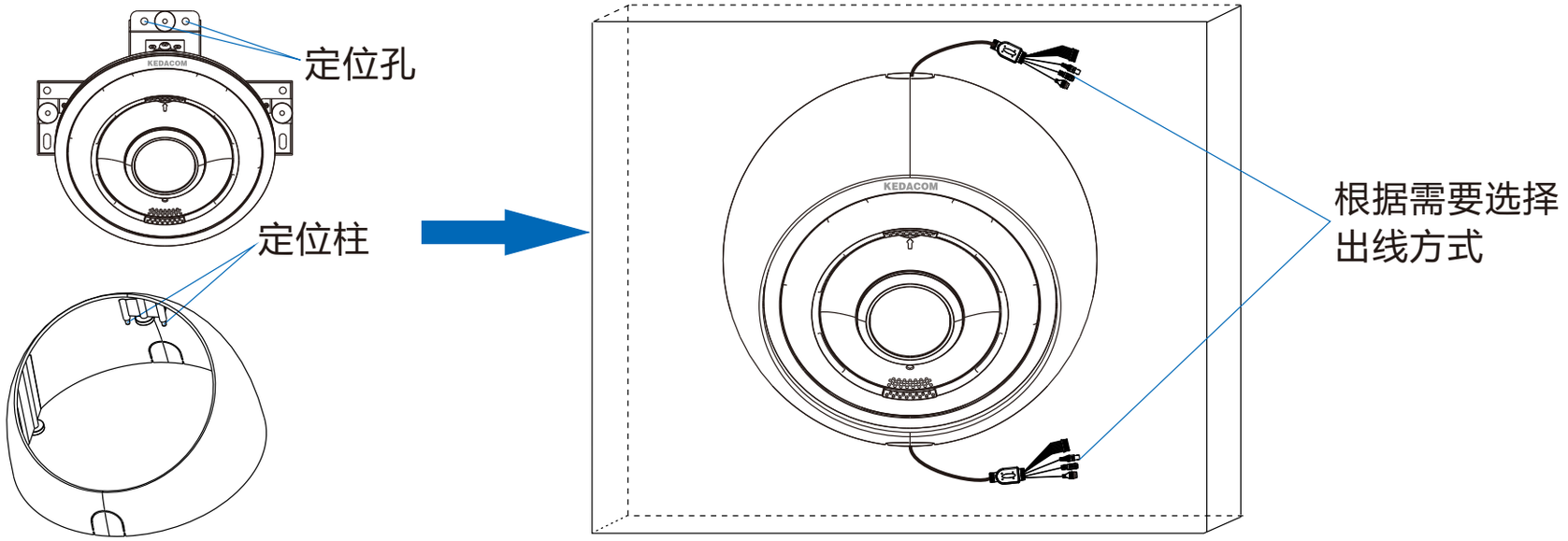


①根据需要拧松四个设备角度固定螺钉

②双手握住摄像机，调整设备角度

③拧紧螺钉

4.安装外罩。双手握住外罩，使外罩内侧的两个定位柱对准设备支架上的两个定位孔，推动外罩，由于磁铁的吸附作用，设备左侧、右侧、上侧支架将分别吸附在外罩内的左侧，右侧和上侧。
安装外罩时，根据需要将设备尾线从上方/下方出线孔穿出（掰开出线孔挡片，将尾线穿出）或从墙面出线孔穿出。



五 登录客户端

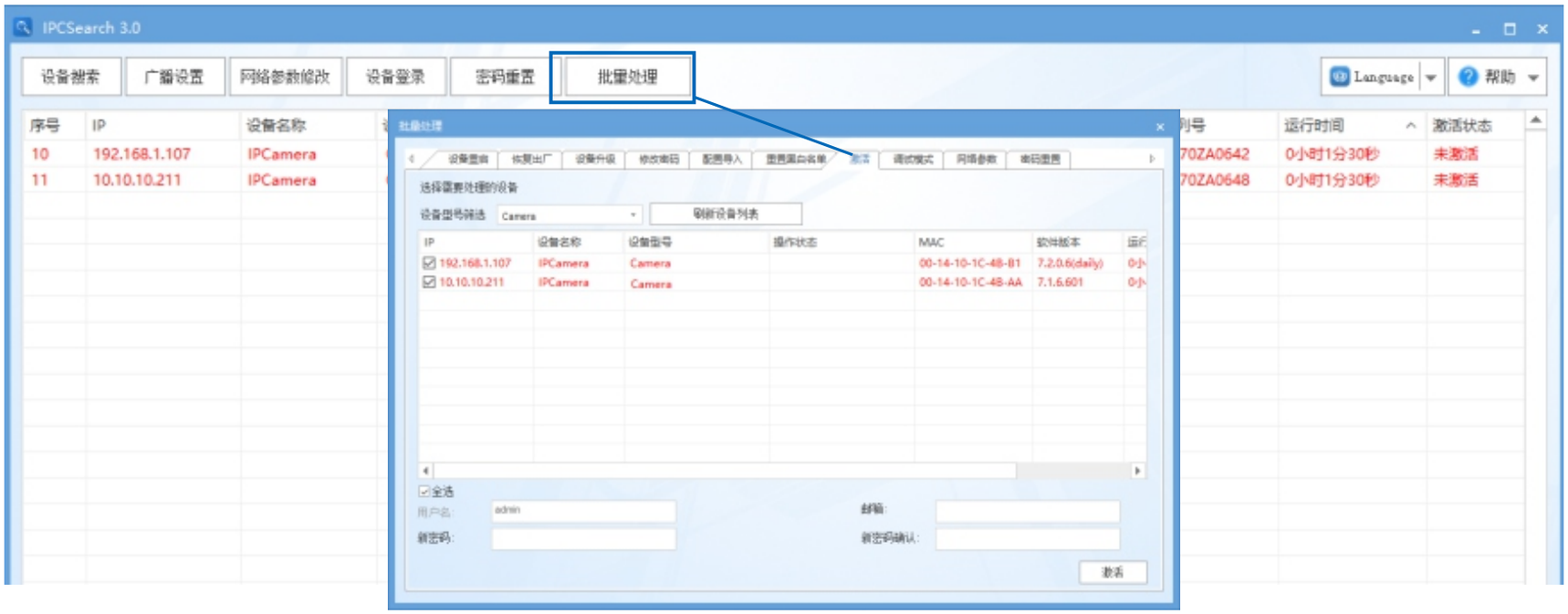
1.最低配置和系统环境

- 处理器：Intel酷睿i5 7500系列及以上或相同性能的其他处理器
- RAM内存：8GB DDR4及以上
- 操作系统：WindowsXP操作系统或更高版本
- 浏览器：推荐使用IE内核浏览器，使用其它内核浏览器会影响客户端部分功能的使用
- DirectX：9.0c

2.设备激活

第一次使用时请运行IPCSearch，在IPCSearch中将显示设备的IP地址、网关等信息。若IPC设备所接入的网络有DHCP服务，DHCP服务器将自动给IPC分配IP地址。

- 批量激活：在IPCSearch中选中设备，点击**批量处理**，在弹出的界面中设置admin用户的密码和找回密码时需要用的邮箱，点击**激活**按钮激活设备。设备将自动重启。
- 单个激活：在IPCSearch中选择设备，单击右键，选择**设备激活**。填写用户名、密码、找回密码时需要用到的邮箱。点击**激活**按钮激活设备。设备将自动重启。
- Web客户端激活：也可以通过Web客户端激活。将PC机与设备设为同一网段，登录Web界面。可在界面设置管理员密码和密码恢复邮箱，点击**激活**。



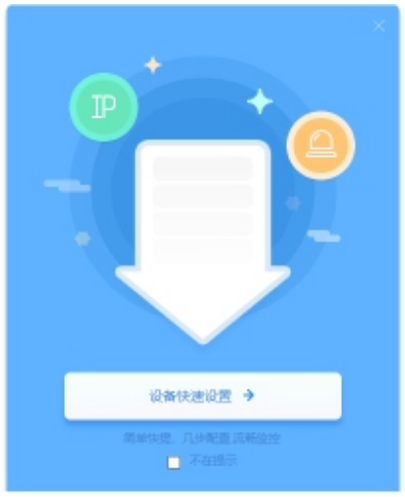
3.修改设备IP

点击**修改网络参数**，在弹出的界面中配置网络参数。静态分配IP地址时，请选择自定义地址，填写以太网参数。修改参数配置，需要填写管理员用户用户名（admin）及激活设备时所设置的密码。完成IP配置后，设备将自动重启。

4.登录设备

1）在IPCSearch中双击设备或点击**登录设备**，输入用户名和密码，登录Web客户端。

2）弹出快速设置界面。点击**设备快速设置**，根据界面提示对设备参数进行快速设置，或直接关闭快速设置界面，进入浏览界面。

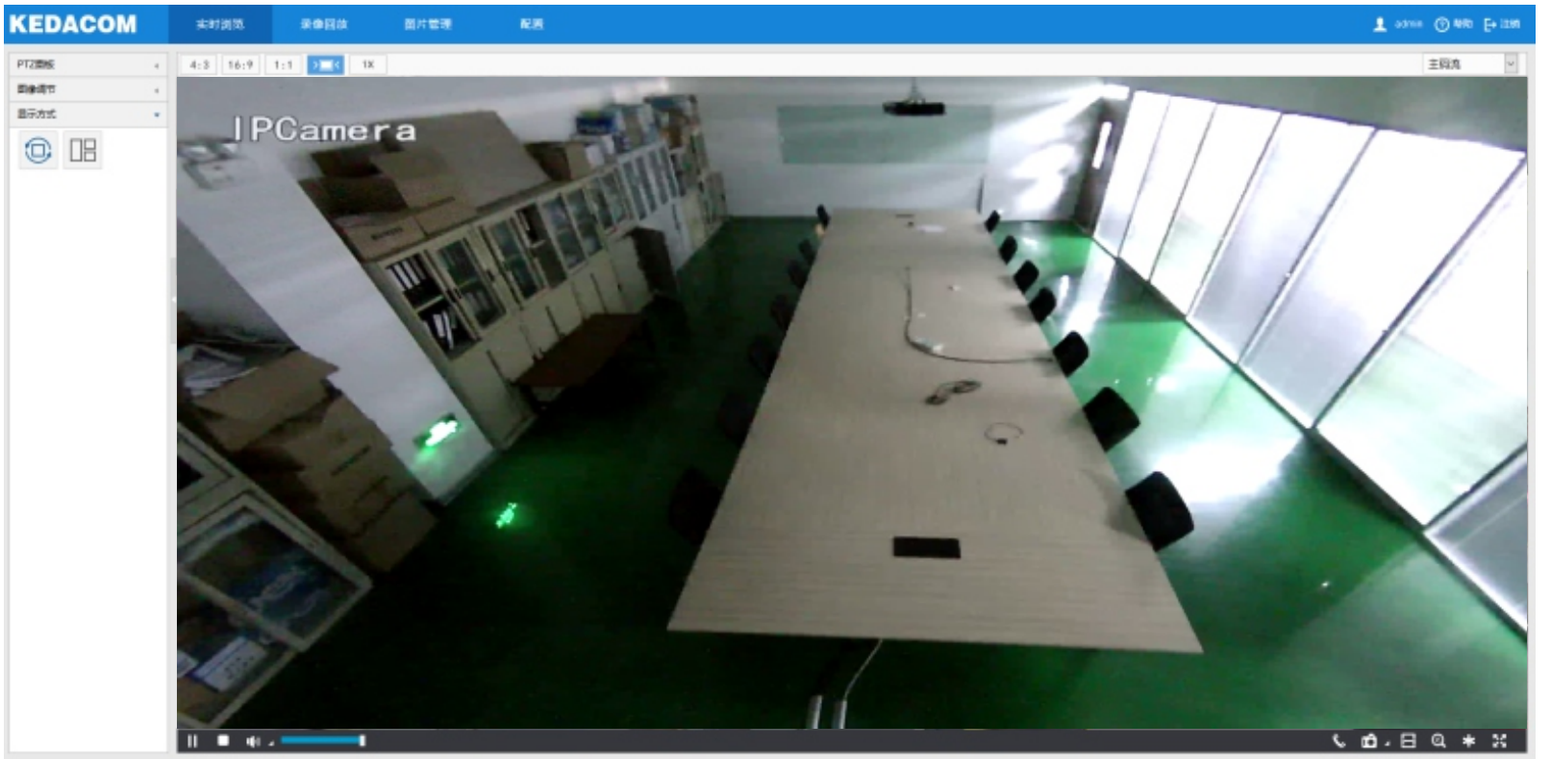


3）登录成功后，下载并安装视频插件（IE内核浏览器）。

4）进入客户端后，直接浏览图像。

【说明】不同型号，浏览界面略有差异，请以实际界面为准。更多客户端说明请参考客户端帮助文档。

在Web客户端上，可以进行浏览、回放、图片管理、参数配置等操作。



附录A DC12V线径与传输距离关系表

当线径大小一定, DC 12V电压损耗率低于10%时，不同传输功率推荐的最大传输距离。（对于DC 12V直流供电设备，其最大允许电压损耗率为10%。下面表格中所用线缆均为铜线，铜的电阻率为ρ = 0.0175Ω *mm²/m）

距离m (feet) 线径 mm 功率W	0.8（20AWG）	1.0(18AWG)	1.25(16AWG)	2.0(12AWG)
5	38（125）	61（199）	96（315）	244（801）
10	19（63）	30（99）	48（157）	122（400）
15	13（42）	20（66）	32（105）	81（267）
20	10（31）	15（50）	24（79）	61（200）
25	8（25）	12（40）	19（63）	49（160）
30	6（21）	10（33）	16（52）	41（133）
35	5（18）	9（28）	14（45）	35（114）
40	5（16）	8（25）	12（39）	31（100）
45	4（14）	7（22）	11（35）	27（89）
50	4（13）	6（20）	10（31）	24（80）
55	3（11）	6（18）	9（29）	22（73）
60	3（10）	5（17）	8（26）	20（67）
65	注1	5（15）	7（24）	19（62）
70	注1	4（14）	7（22）	17（57）
75	注1	4（13）	6（21）	16（53）
80	注1	4（12）	6（20）	15（50）
85	注1	4（12）	6（19）	14（47）
90	注1	3（11）	5（17）	14（44）
95	注1	3（10）	5（17）	13（42）
100	注1	3（10）	5（16）	12（40）

【备注】1.传输功率超过60W， 需要用1.0（18AWG）或以上线径。

2.线径要求适用于单根、实心、圆形的铜线，多股绞线的电缆AWG 值是由所有线的总横截面积决定。

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：

I. Preface

Thank you for purchasing our product. If there is any question, please do not hesitate to contact us.

These instructions are intended to ensure that the user can use the product correctly to avoid danger or property loss. Please read this Guide carefully before using the product, 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. Thanks for your cooperation.

II. Safety Instruction

1. Power Supply

- During installing and using the device, please follow local electrical safety regulations strictly.
- Please use power supply in the safe voltage range of our product. Make sure if the power supply is correct before running the device.
- Please install an easy-to-use breaker during installation and wiring in case it is necessary to make an emergency break.
- Please connect cables of power, alarm, audio and RS-485 with the power off. Hot-line wiring is not allowed.

2.Working Environment

- Do not focus the camera lens on strong light such as the sun or incandescent lamp; otherwise the strong light will cause overexposure or light leak (not camera malfunction), which may shorten camera lifetime.
- Please transport, use and store the device within defined humidity and temperature ranges.
- Do not expose it in damp, dusty, extremely hot or cold places or places with intense electromagnetic radiation or with unstable lighting.
- Keep the camera away from water or any liquid to avoid damage to internal components.
- To avoid heat accumulation, please do not block the ventilation around the device.
- While shipping the camera, pack it in the factory packing or use materials with equivalent quality.
- When shipping, storing and installing the device, try to prevent it from damages caused by pressure, violentvibration and soaking.

Working Environment	
Power Supply	DC12V±10%/PoE (IEEE802.3at)
Power Consumption	20W Max
Temperature	-40˚C~+70˚C
Humidity	10%~95% (non-condensing)
Altitude	-60m~3000m
Pressure	86kPa~106kPa

3. Daily Maintenance

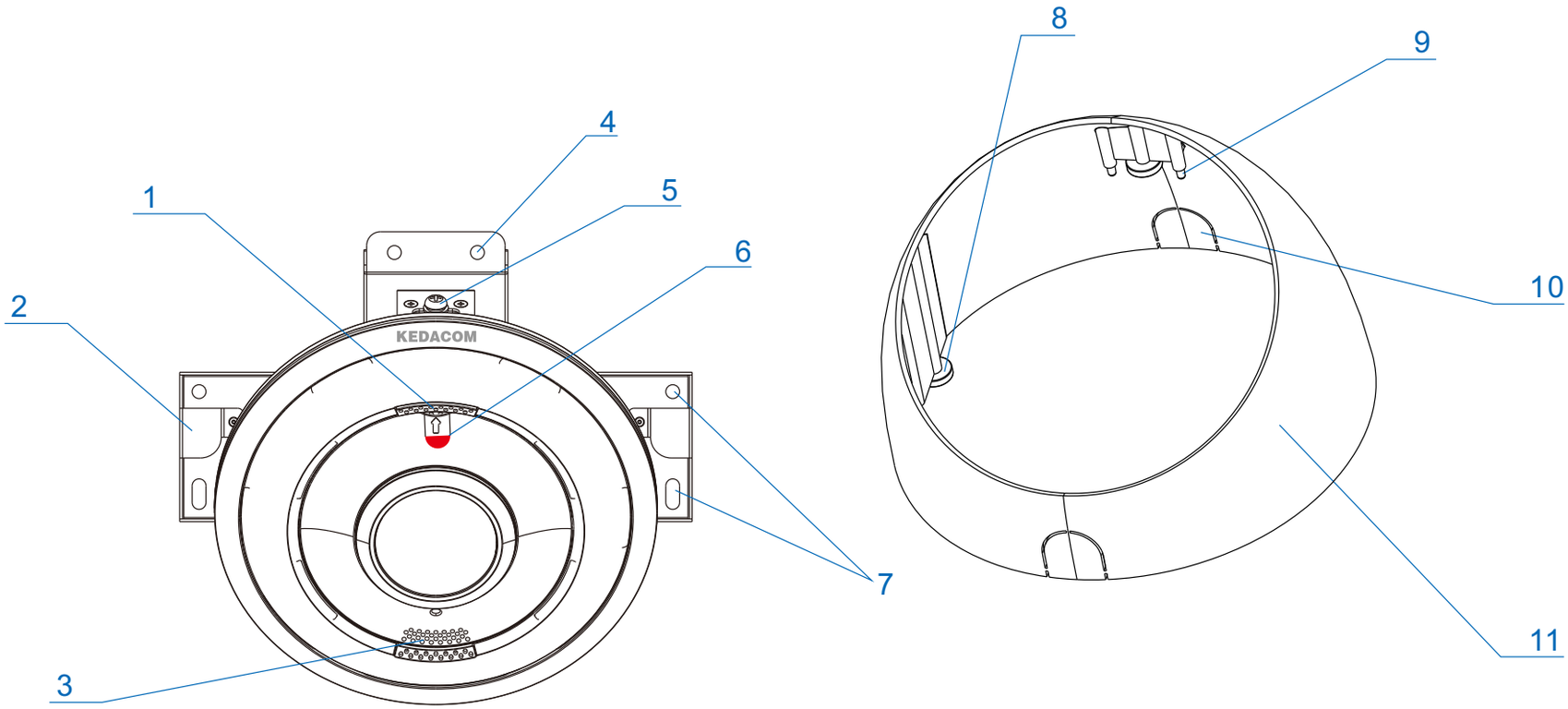
- Do not touch the heat component of the device directly to avoid empyrosis.
- When the lens is contaminated by dust or grease, use cotton cloth or lens clean cloth to wipe it off. When it is hard to clean, dip some lens cleanser and wipe gently and rotate outward from the middle until it is clean. Never apply any organic solvent with ethanol or benzene to clean the lens and housing.
- Do not disassemble or repair the device in any way by yourself. We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.
- If the product does not work properly, please contact your dealer or the nearest service center.

4. Special Statement

- The product appearance is subject to the actual device and picture in this Guide is for reference only..
- Every effort has been made to ensure the accuracy and validity of this Guide. Any update of this Guide caused by version upgrade is subject to change without notice.
- This Guide is made for multiple models but it will not illustrate one by one. Please refer to it according to the actual products you are using.
- This device can be used after being activated through IPCSearch**.** During activation please fill a valid email address for finding back the password**.** Please download IPCSearch from our web: https://www.kedacom.com/softtools/index.jhtml**.**
- To ensure the safety of device on internet, it is strongly recommended that you 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.
- Accessing this device to the internet is at user's own risk, including but not limited to the possible network attack, hacker attack, virus infection and etc. This company will not assume any responsibility for problems of product abnormality and information disclosure caused thereof. We shall provide technical support relating to the products in time.
- For the latest documents, please download at our website www.kedacom.com.

III. Appearance and Interface

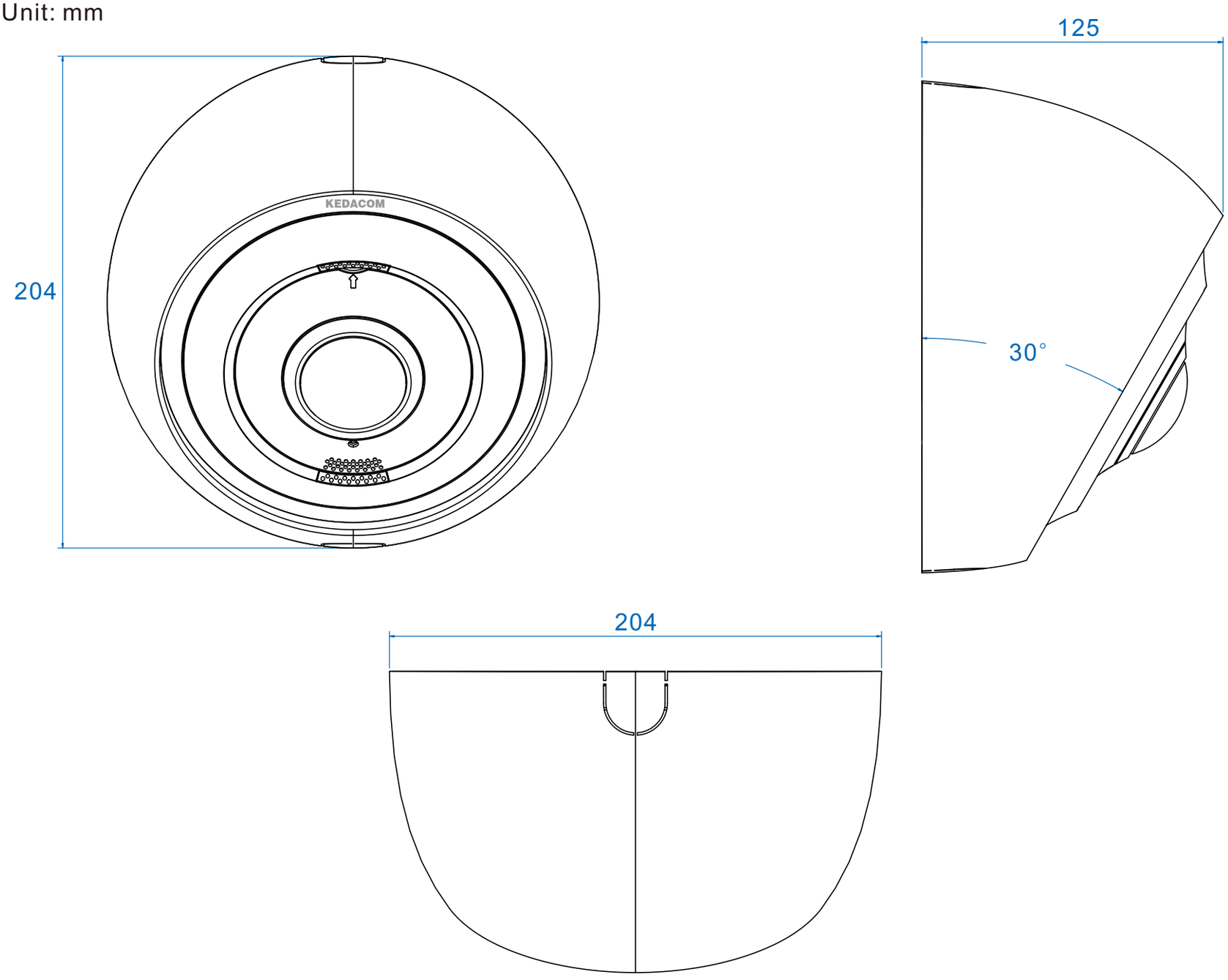
Appearance:



No.	Component Name
1	Mic
2	Bracket
3	Loudspeaker
4	Positioning Hole *2
5	Camera Angle Fixing Screw *4
6	Plastic Sticker
7	Mounting Hole *4
8	Magnetic Iron *3
9	Positioning Stud *2
10	Cable Hole *2
11	Housing

Dimensions:

Unit: mm



Buttcock Line:

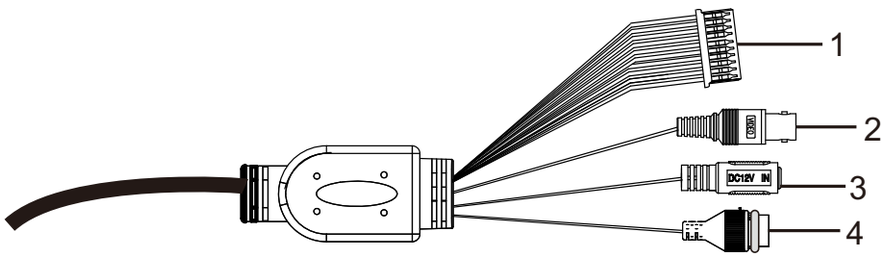


Table 1 Wiring Interface

Interface	Interface Name	Function
1	User cable group	Including alarm in / out, audio in / out, RS-485 serial port and etc.
2	Video output port	Local video output composite video signal, BNC port
3	Power supply port	Connect to power supply of DC12V
4	Network port	Connect to network access devices like a switch

Table 2 Cable Group Interface

Name	No.	Color	Interface	Function
User Cable Group	1	Yellow	DC 12V OUT+	DC12V output positive, output current 0.1 A
	10	Orange	DC 12V OUT-	DC12V output negative, output current 0.1 A
	2	Pink	LINE IN	Audio input, inputting audio signal or talking back Connect to sound pick-up and etc.
	3	White	LINE IN GND	Audio in grounding
	4	White Brown	ALARM IN-2	Alarm input port, for inputting alarm signal. Connect to smoke detector and voice-operated switch.
	5	Light Green	ALARM IN GND	Alarm input grounding
	6	White Orange	LINE OUT	Audio output port, for outputting audio signal. Connect to loudspeaker box.
	7	Gray	LINE OUT GND	Audio output grounding
	8	Black	RS-485-B	RS-485 serial port, connect to external devices for control such as controlling a third-party device.
	9	Red	RS-485-A	
	13	White Black	ALARM IN-1	Alarm input port, for inputting alarm signal. Connect to smoke detector and voice-operated switch.
	14	White Red	ALARM IN GND	Alarm input grounding
	15	White Blue	ALARM OUT-2	Alarm output port, for outputting alarm signal. Connect to alarm light.
	16	White Yellow	ALARM OUT-1	

[Note]: 1) Buttcock lines connection is subject to actual capabilities of the product. The above form shows the fullest interface.

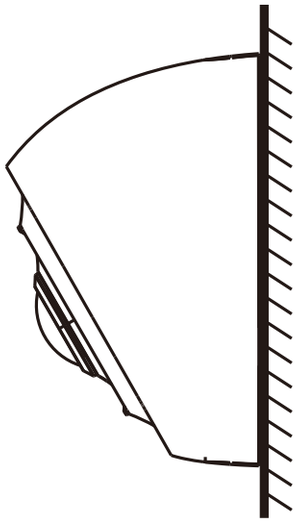
2) Alarm output ALARM OUT-1 and ALARM-OUT-2 are regardless of positive and negative polarities and they form a group of alarm output.

IV. Installation

The camera supports wall mount.

Do not peel off the protective film on the decorative cover of the camera during installation, and ensure the inside of the decorative cover is clean; otherwise, the dirt will affect image effect. Peel off the protective film after finishing installation.

Camera net weight: 1.1 KG

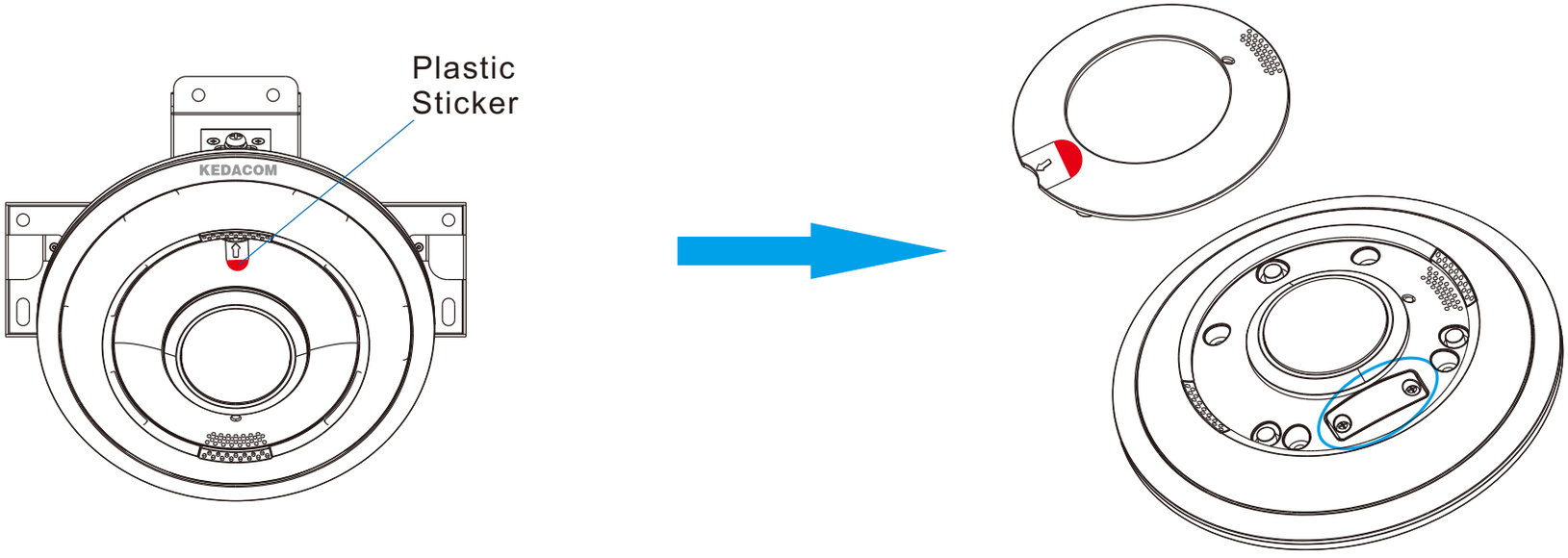


Wall Mount

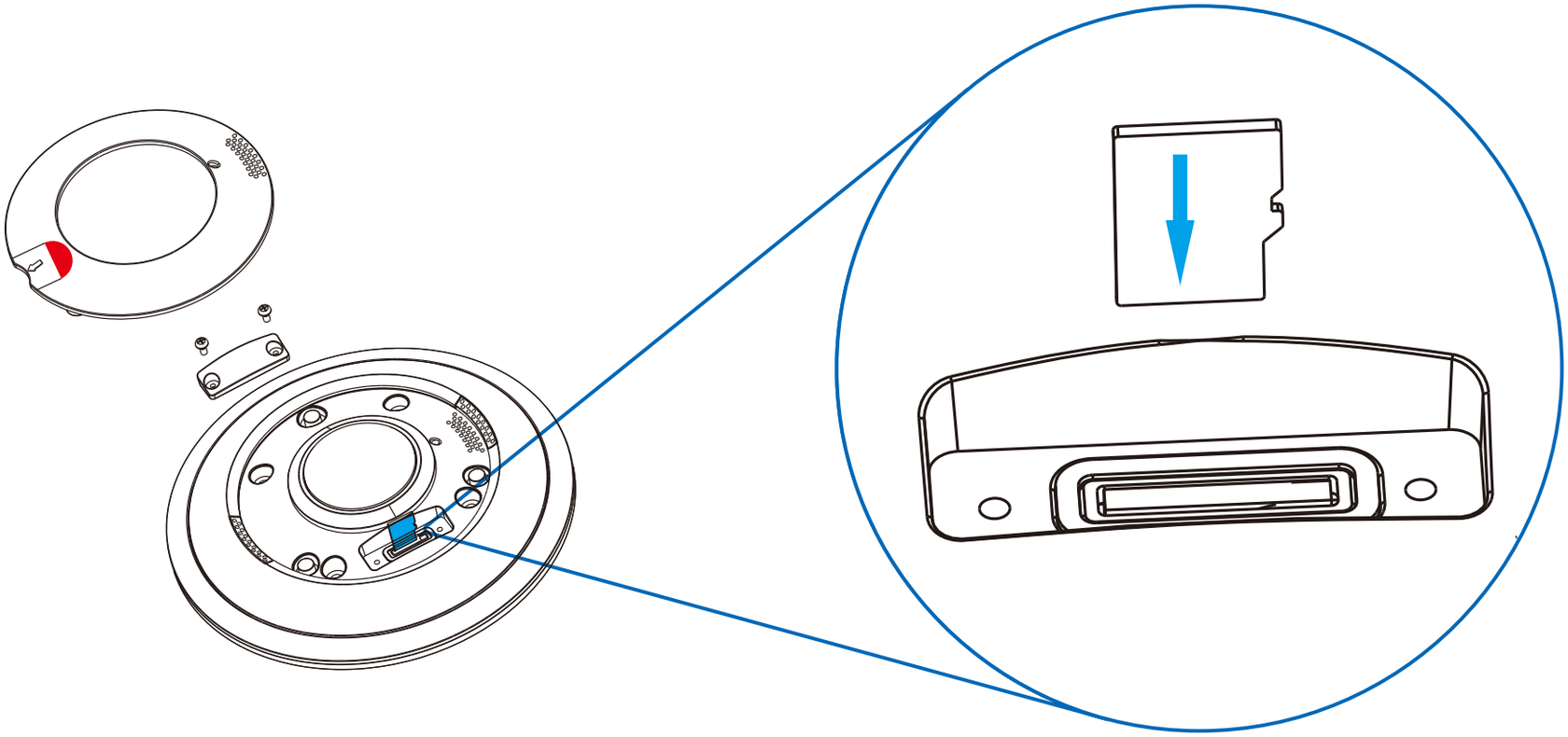
Install Storage Card (Optional)

It supports max 256G micro SD card. After inserting micro SD card, hot-swapping of it is not recommended. During first use, format the SD card.

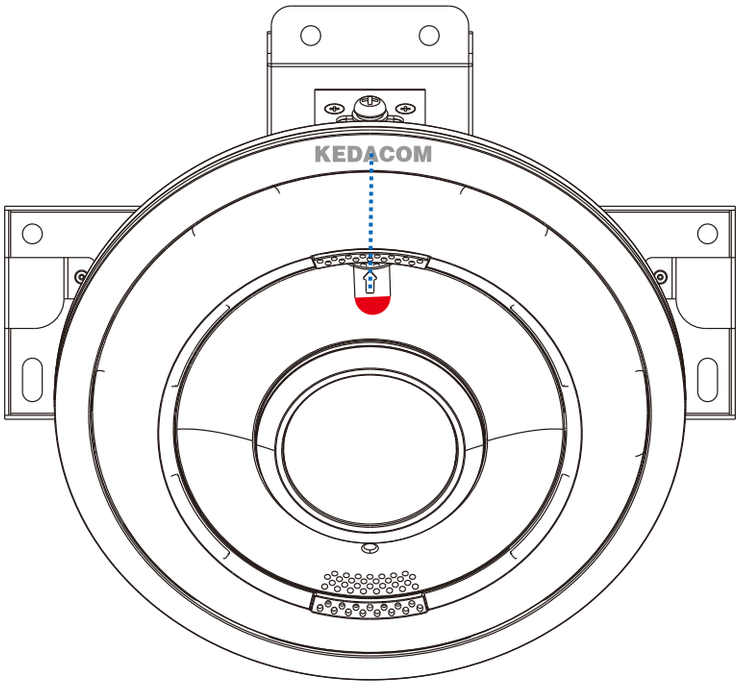
1. Pull the plastic sticker slightly and take off the decorative cover to expose the lid of storage card.



2. Loosen the screws and take off the lid of storage card, and then insert micro SD card.



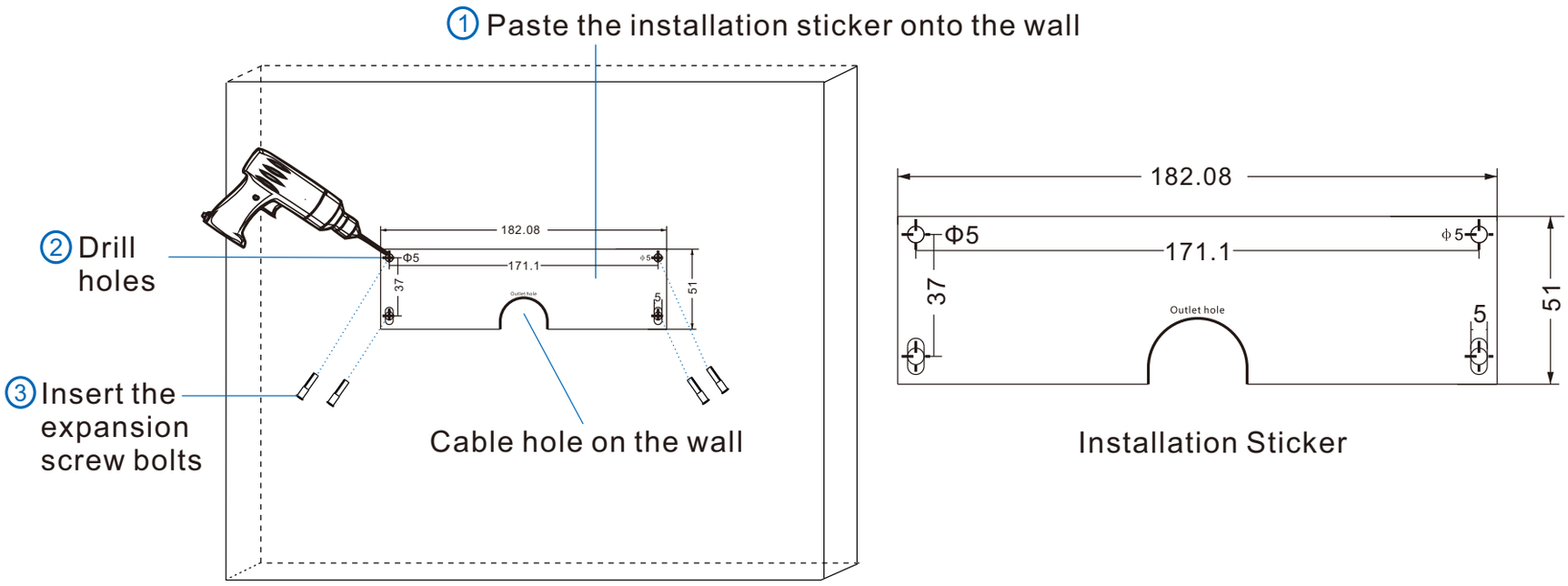
3. Tighten the screws to fix the lid of storage card, and align the arrow on the decorative cover of the camera to the logo and then fix the lid.



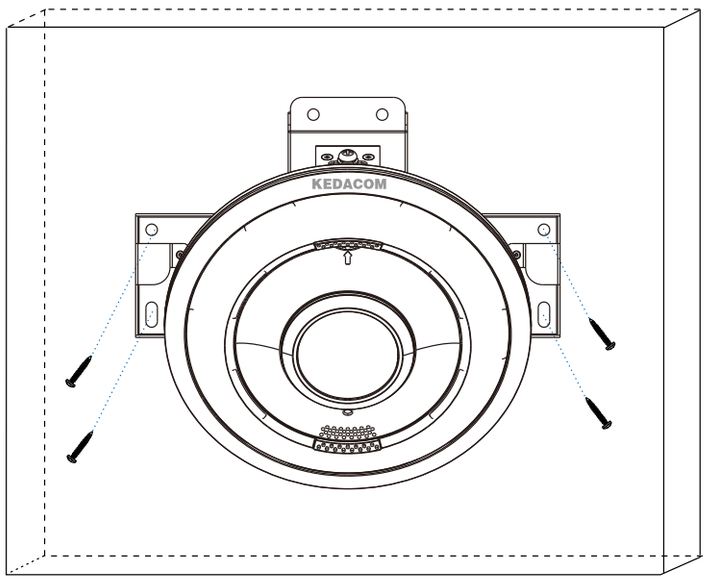
Installation Steps

1. Drill holes on the mounting surface. Take out the installation sticker from the packing and paste it on the mounting surface. Drill holes on the wall according to the indication on the sticker and insert the 4 expansion tubes fully into the holes.

[Note] If threading wires from the wall surface, it's necessary to drill a cable hole at the indicated position on the installation sticker.



2. Fix the camera onto the wall. Align the 4 screw holes on the bracket to the 4 expansion tubes on the mounting surface and insert 4 tapping screws through the bracket into the expansion tubes and make them tight. Fix the device onto the mounting surface.

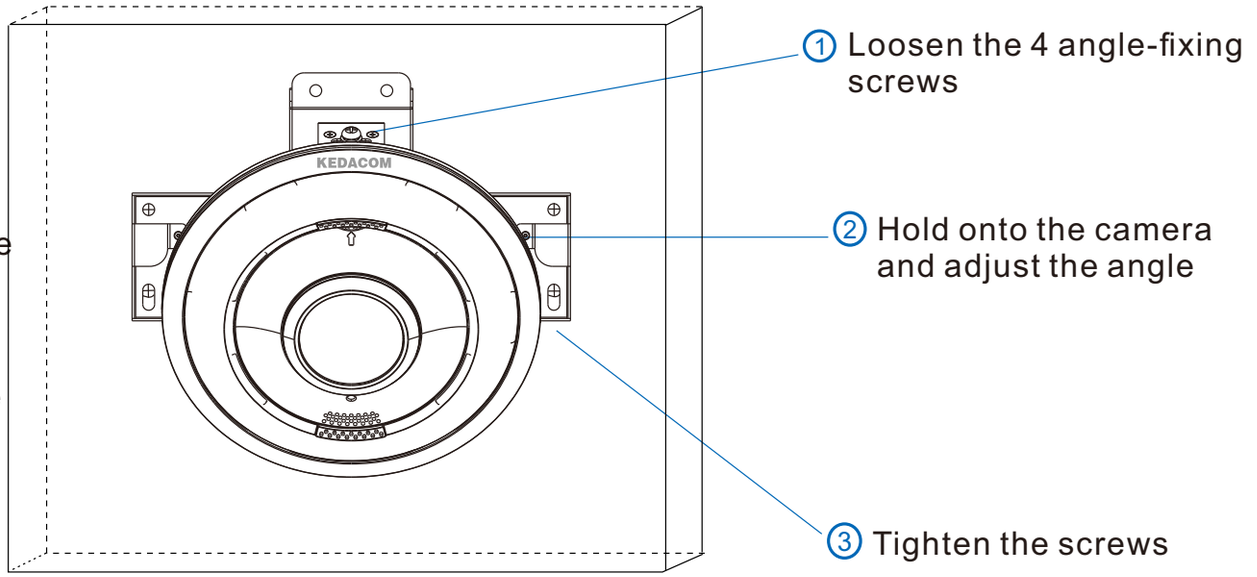


3. Adjust the surveillance direction. After the device is fixed onto the wall, connect the buttcock lines according to the instructions in this guide and log into the web client to adjust the camera lens to a proper angle by viewing the image on the web client.

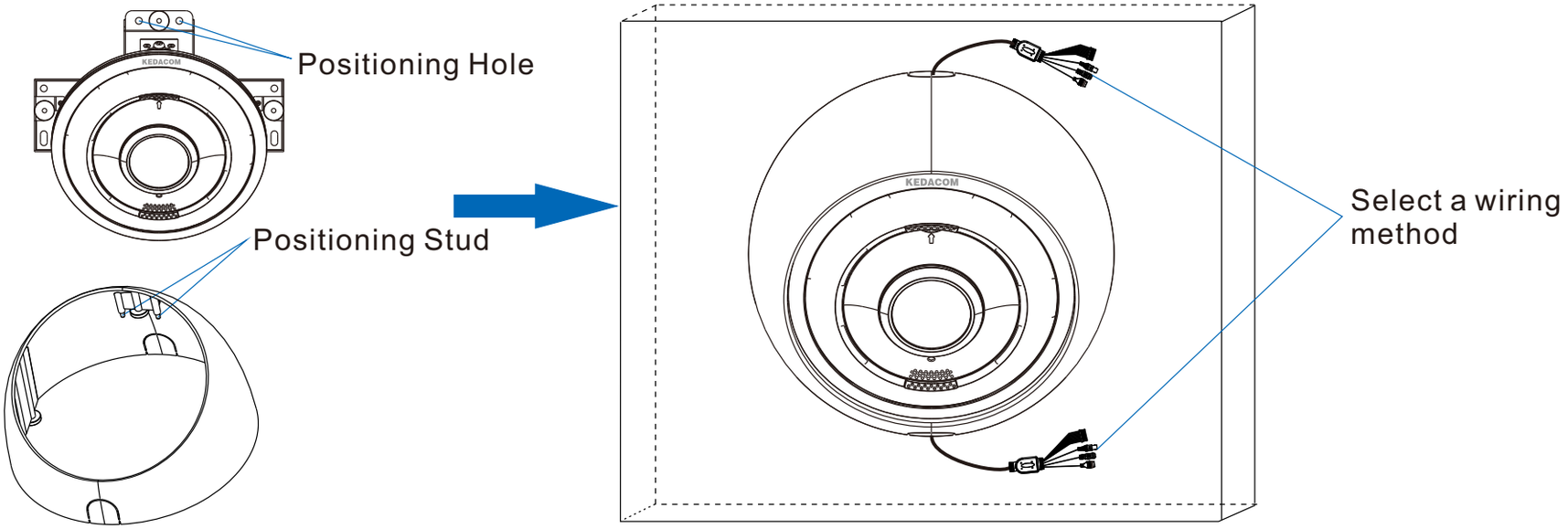
Camera angle adjustment range:

Press the device slightly on the left, the right, the top and the bottom and the angle of pitch can be adjusted by ±5°.

Rotate the device to adjust the angle by ±10°.



4. Install the housing. Hold onto the housing so that the 2 positioning studs inside the housing will align to the 2 positioning holes on the bracket. Push the housing and the left, the right and the top of the device will be adsorbed onto the left, the right and the top of the housing because of the magnetic irons. When installing the housing, thread the buttcock lines from the hole at the top or the bottom by request (move the block piece away to thread wires), or from the hole on the wall.



V. Login to Client

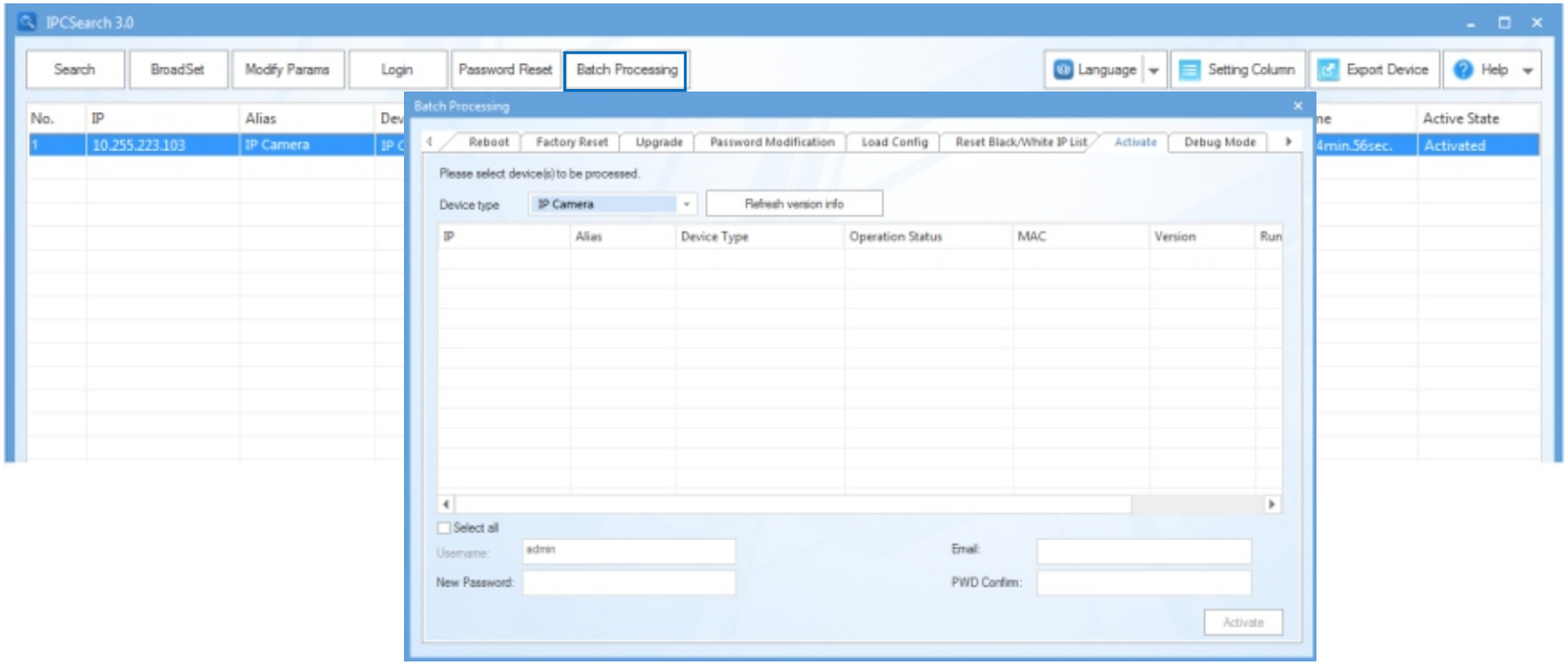
1. Minimum configurations and system requirements:

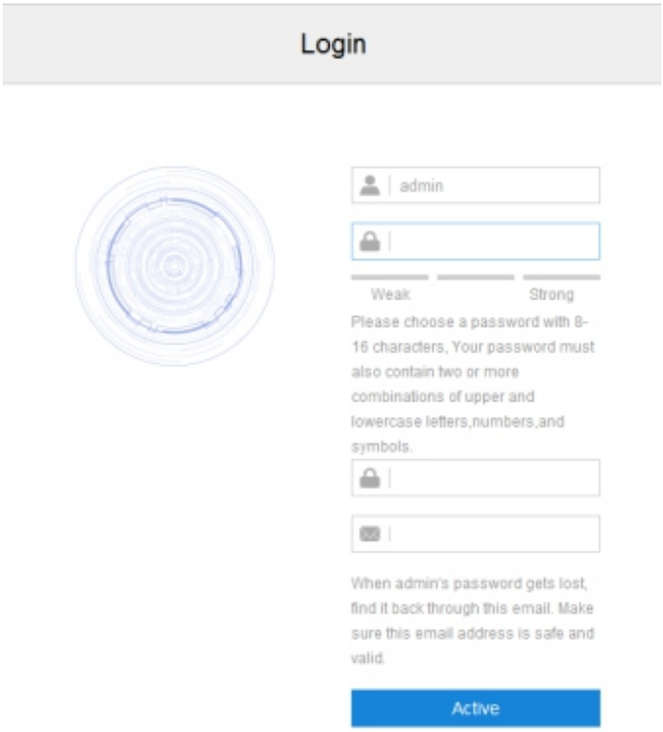
- Processor: Intel CORE®i5 7500 series or other equivalent processors
- RAM Memory: 8GB DDR4 or above
- Operating System: Windows XP or newer version
- Browser: suggest using IE Kernal browser, other Kernal browsers may affect some functions of the client
- DirectX：9.0c

2. Device Activation

When using the device for the first time, run IPCSearch in the attached CD: it will search devices in LAN automatically and display the list of device IP address, gateway and etc. If the network provides DHCP service, DHCP server will distribute an IP for the camera automatically.

- Batch: Select the device in IPCsearch and click “**Batch processing**”. In the popup interface, set admin user password and the email address to find back the password. Click “**Activate**” and it will reboot automatically.
- Individual: Select the device from IPCSearch and right click to select “**Activate**” . Fill admin user name and password and the e-mail address to find back the password. Click “**Activate**” and it will reboot automatically.
- Web client: The device can also be activated through the web client. Set PC and the device in the same network segment and login to the web. User can set admin password and password reset email on the interface and click "**Activate**".



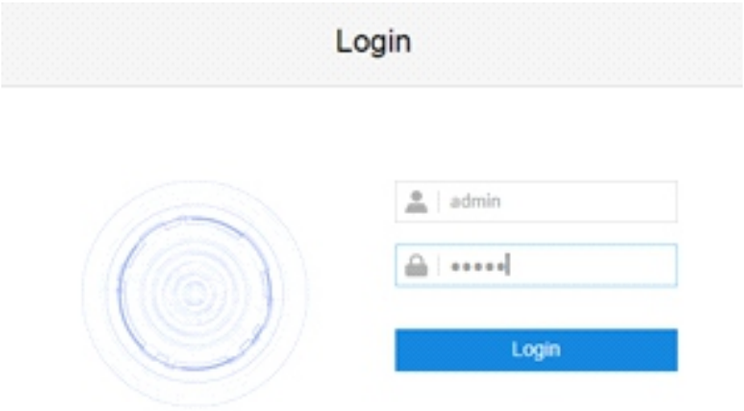


3. Modify device IP address

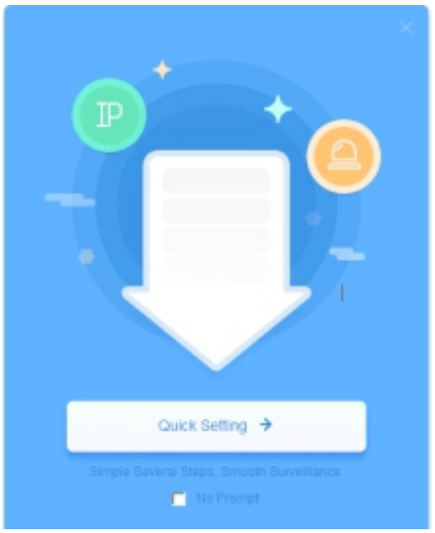
Click "**Modify Params**" and set the network parameters. When configuring a static IP for the camera, please check "Custom device address (Close DHCP)" and fill the Ethernet parameters. During modification, the username (admin) and the password set during activation should be entered. After configuration, the camera will reboot automatically.

4. Login to the device

1) Double click the device in IPCSearch or click **"Login"**. Enter username and password to login the web client.



2) An interface of quick setting pops up. Click "**Quick Setting**" and perform quick settings as the interface indicates, or close the window and go to live view interface directly.

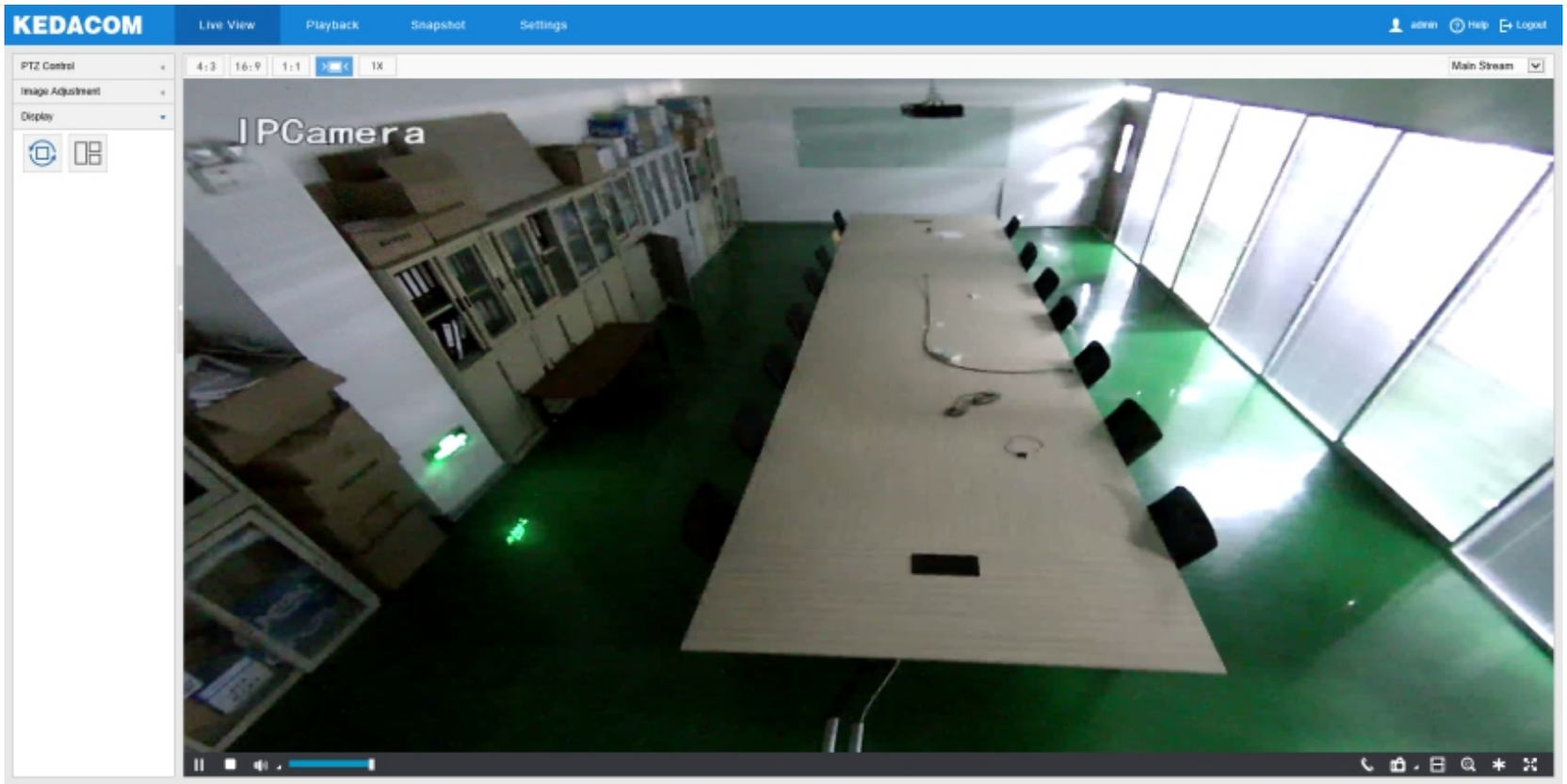


3) After login successfully, download and install the plug-in (IE Kernal browser).

4) Re-login to the web client and view live video directly.

[Note]: Interfaces of different models may differ. Please subject it to the actual products. Please refer to the *Help* file for detailed explanation.

On the web client, you can view live video, playback records, manage snapshots or configure settings.



Appendix: DC12V Wire Diameter VS. Transmission Distance

The recommended max transmission distance when the wire diameter is certain and the DC12V voltage loss rate is less than 10%

(For DC12V powered devices, the maximum allowed voltage loss rate is 10%. All the wires in the following table are cooper wires, whose electrical resistivity is ρ = 0.0175Ω*mm²/m)

Diameter mm / Distance m (feet) / Power W	0.8 (20AWG)	1.0 (18AWG)	1.25 (16AWG)	2.0 (12AWG)
5	38 (125)	61(199)	96(315)	244(801)
10	19(63)	30(99)	48(157)	122(400)
15	13(42)	20(66)	32(105)	81(267)
20	10(31)	15(50)	24(79)	61(200)
25	8(25)	12(40)	19(63)	49(160)
30	6(21)	10(33)	16(52)	41(133)
35	5(18)	9(28)	14(45)	35(114)
40	5(16)	8(25)	12(39)	31(100)
45	4(14)	7(22)	11(35)	27(89)
50	4(13)	6(20)	10(31)	24(80)
55	3(11)	6(18)	9(29)	22(73)
60	3(10)	5(17)	8(26)	20(67)
65	-	5(15)	7(24)	19(62)
70	-	4(14)	7(22)	17(57)
75	-	4(13)	6(21)	16(53)
80	-	4(12)	6(20)	15(50)
85	-	4(12)	6(19)	14(47)
90	-	3(11)	5(17)	14(44)
95	-	3(10)	5(17)	13(42)
100	-	3(10)	5(16)	12(40)

[Note]:

1. When the transmission power is over 60W, you must use wires with diameter of 1.0 (18AWG) or above;

2. The requirements of diameter apply to single, solid and round cooper wire. The AWG value of multi-stranded wires is dependent on the total CSA (Cross Sectional Area) of all wires.

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：**400-828-2866**

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

05.03.800928 (V1.2) 20200511