高清网络摄像机

HD IP 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、储存及安装过程中重压、剧烈震动、浸泡设备。
- 本产品非密封防水设备，不能单独工作于室外露天环境。

工作环境	
工作电源	DC12V±25%/POE（802.3af）,1A
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，用棉布或镜头擦拭布擦拭。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。

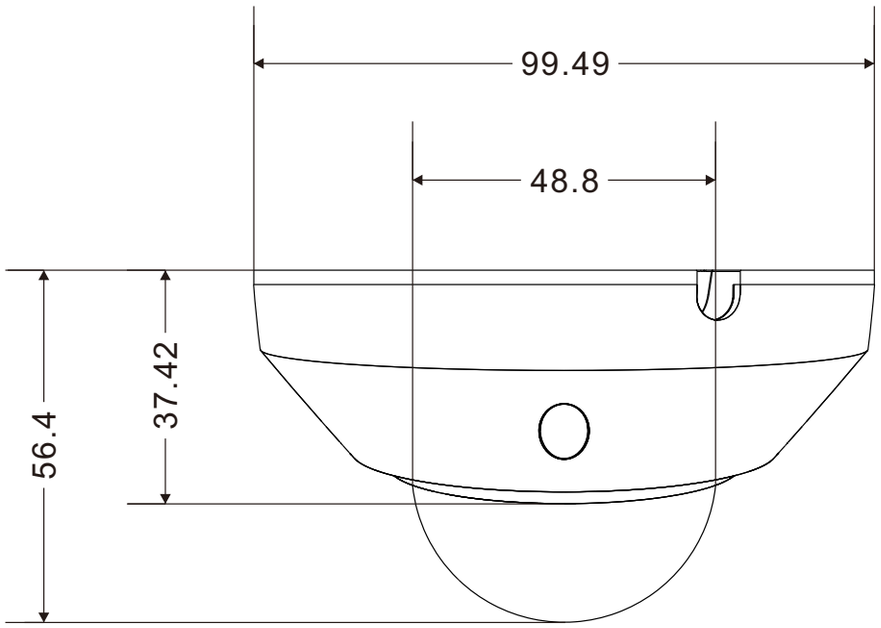
4. 特别声明

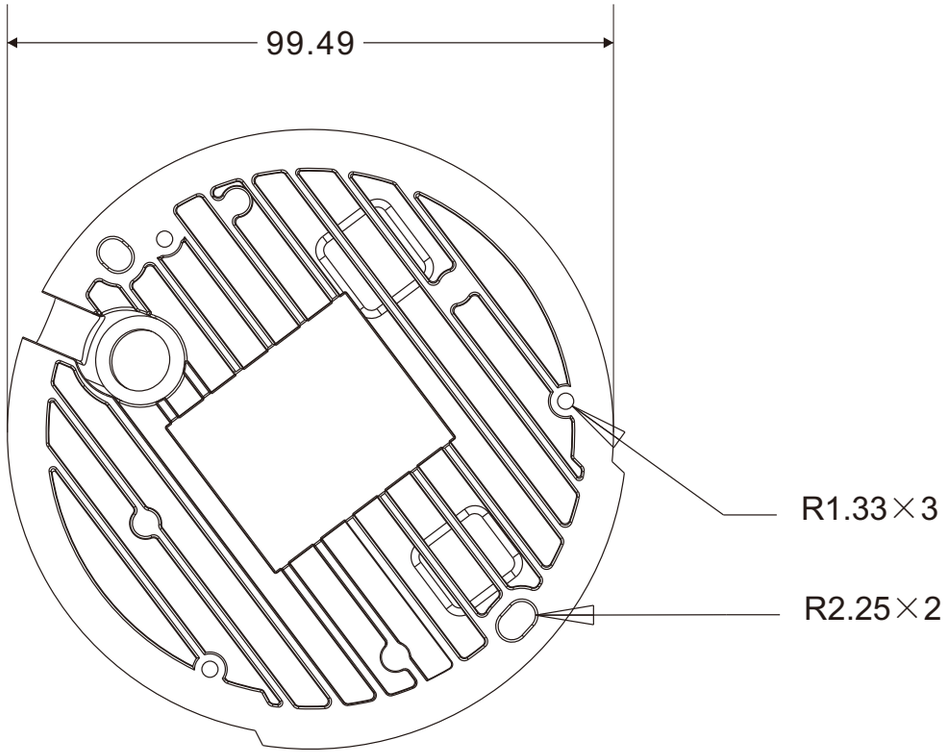
- 本手册中的图示仅供参考，产品请以实物为准。
- 我们尽最大努力来保证本手册信息的正确性，如因升级等原因发生信息修改，恕不另行通知。
- 本手册能作为多个型号产品的使用指导，但不一一列举每个产品的使用情况，请您根据实际产品自行对照。
- 本产品使用光盘内IPCSearch激活后方能使用，激活时请填写有效邮箱，方便找回密码。
- 为了提高产品网络使用的安全性，建议您设置高强度密码：密码长度必须达到8-16个字符，且至少由数字和字母或特殊字符中的两种或两种以上类型组合而成。请您定期更改用户名的密码，建议每三个月更新一次密码。如果设备在较高安全风险的环境中使用，建议每月或每周更新一次。请妥善保管好您的用户名与密码。
- 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。

  【说明】更多信息见附带光盘中的《高清网络摄像机用户手册》

三 外观及接口

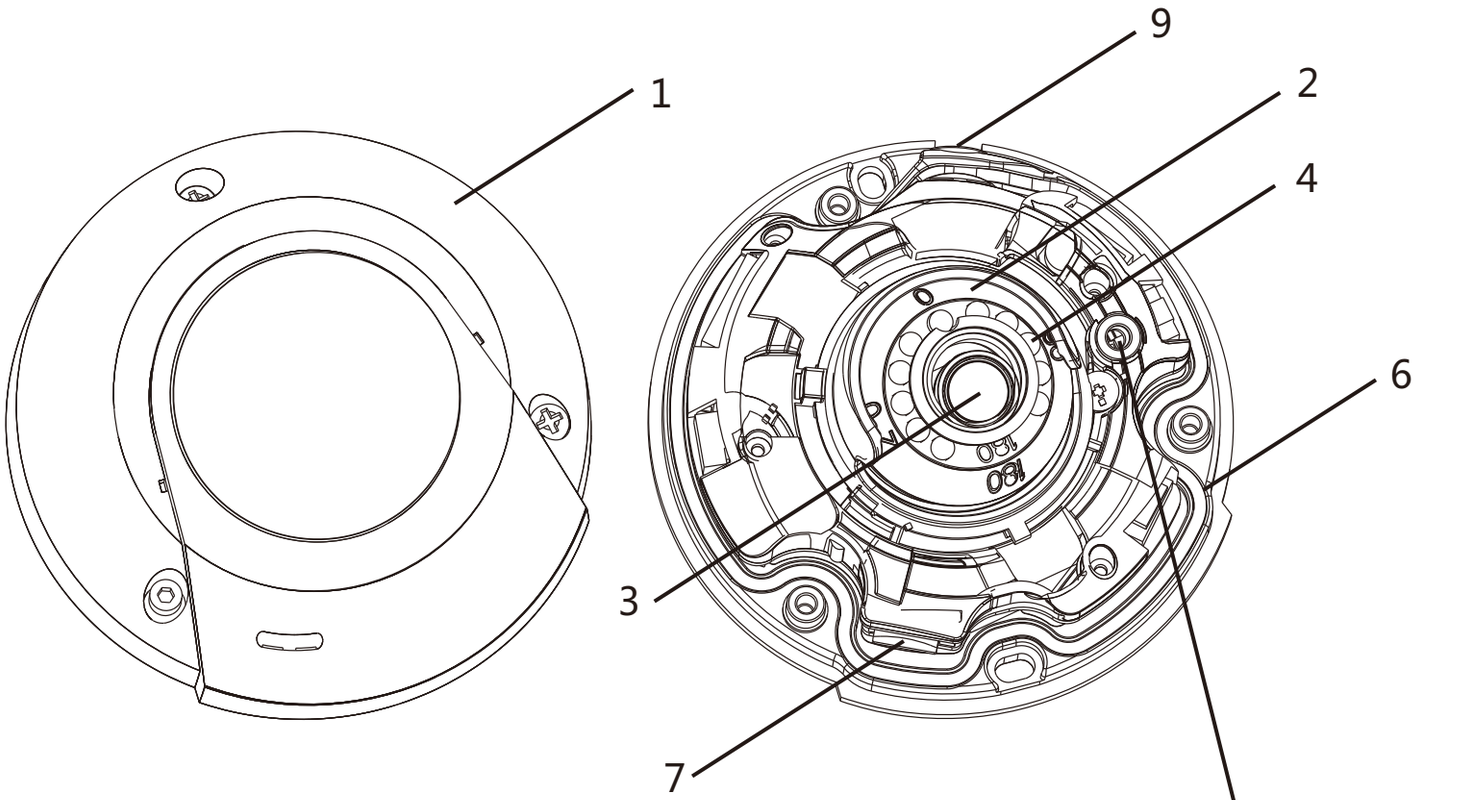
外观尺寸：





单位：mm

外观部件：



部件	部件名称
1	半球护罩
2	半球机芯模块
3	镜头
4	红外灯
5	镜头调节螺钉
6	半球底座
7	TF卡插槽
8	MIC：麦克风
9	侧出线孔

尾线：

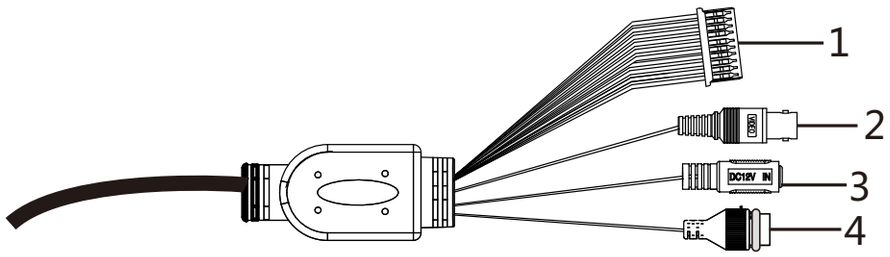


表1 线缆接口介绍

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

线缆名称	序号	颜色	接口名称	功能描述
用户线缆组合	1	蓝	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
	2	紫	ALARM IN-2	
	3	灰	ALARM IN GND	告警输入接地
	4	白	ALARM OUT-1	告警输出接口，输出告警信号 可连接的设备：报警灯等
	5	粉红	ALARM OUT-2	
	6	绿	RS485-B	RS485接口，与外界设备交互控制，如控制第三方设备
	7	黄	RS485-A	
	8	黑白	AUDIO GND	音频接地
	9	浅绿	AUDIO IN	音频输入接口，输入音频信号或进行语音对讲 可连接的设备：拾音器等
	10	红白	AUDIO OUT	音频输出接口，输出音频信号 可连接的设备：音箱等

四 DC12V线径与传输距离关系表

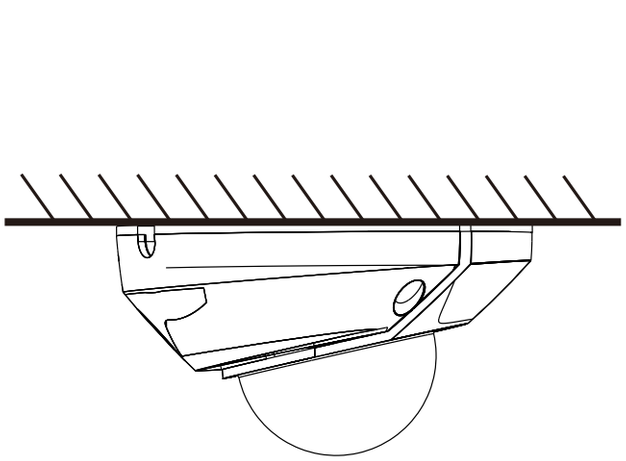
当线径大小一定，DC12V电压损耗率低于25%时，推荐的最多传输距离。

不同线径的电源线最大长度和功率要求（仅供参考）。

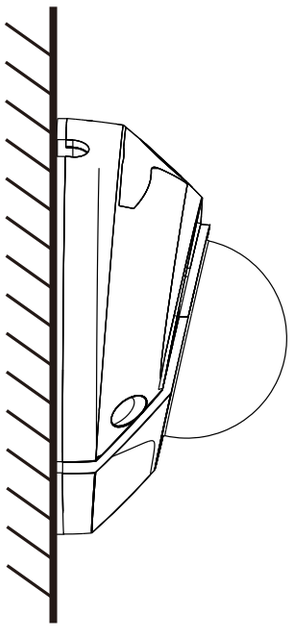
距离m / 线径mm / 功率W	0.80 (AWG20)	1.00 (AWG18)	1.25 (AWG16)	1.63 (AWG14)	2.00 (AWG12)
10	36	56	87	148	223
15	24	37	58	99	149
20	18	28	43	74	112
30	12	19	29	49	74
40	-	14	22	37	56
50	-	-	18	30	45
60	-	-	-	25	37
70	-	-	-	21	32
80	-	-	-	-	28
90	-	-	-	-	25
100	-	-	-	-	22

五 设备安装

设备支持吸顶安装和墙面安装。



吸顶安装



墙面安装

吸顶安装：

吸顶安装和墙面安装方式相同，本节以吸顶安装为例介绍其安装步骤。安装过程中请注意透明球罩的内外清洁。

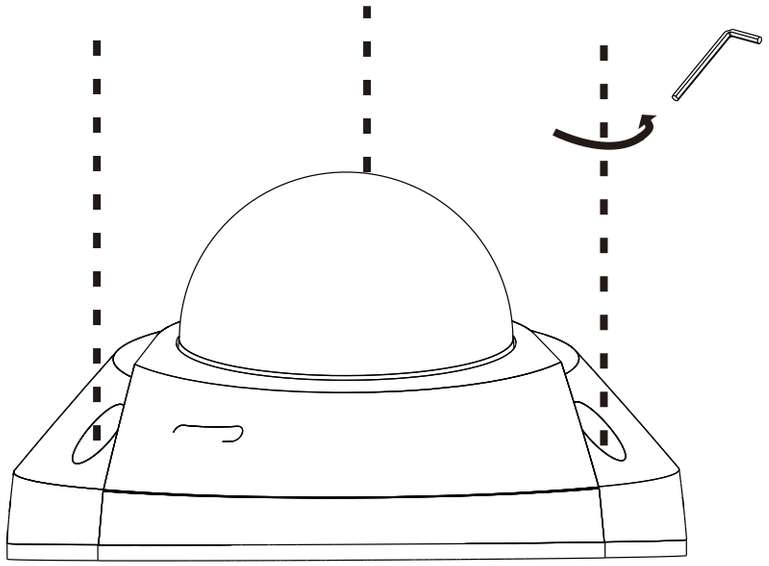
当设备安装的墙体或天花板厚度和硬度适合固定自攻螺钉，同时其强度也能够承受设备的重量时，您可以进行吸顶安装或墙面安装。

1. 取下护罩。用螺丝刀拧开半球护罩上的三颗内六角防掉落螺钉，取下半球护罩。

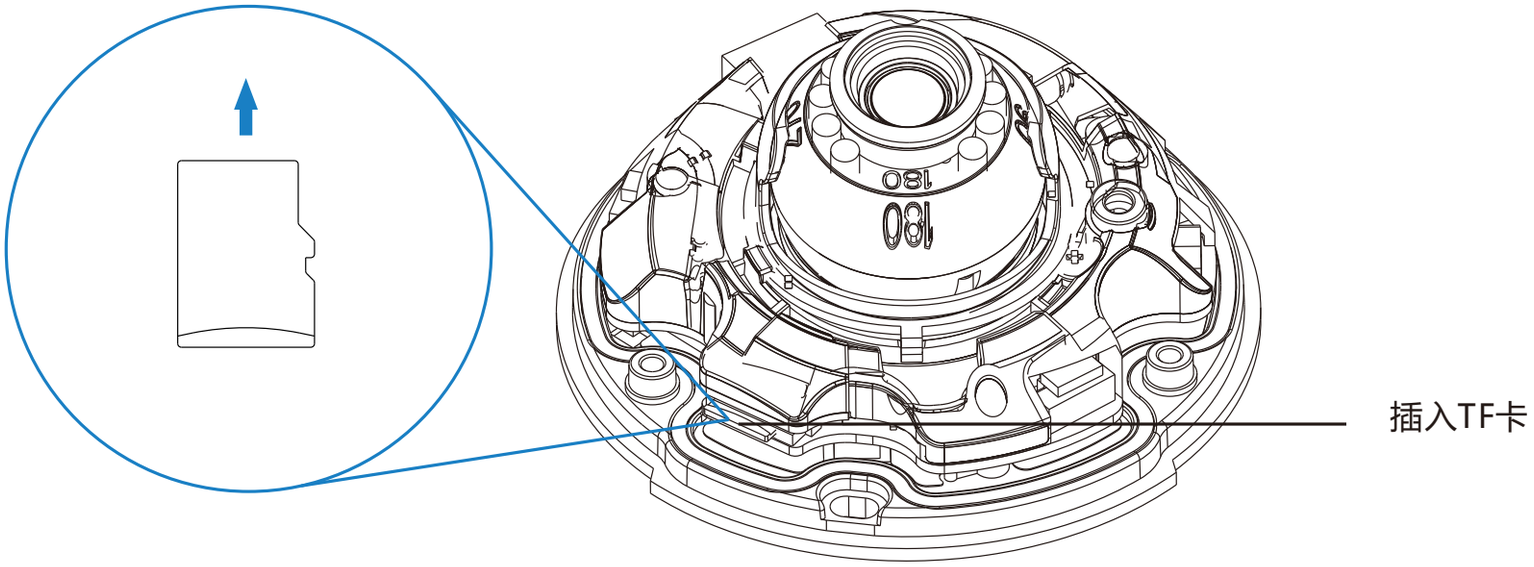
【说明】安装过程中注意保留球罩内外的保护膜，待安装完成后再撕。

护罩取下后放置时应避免透明球罩与桌面、地面接触，以防刮花。

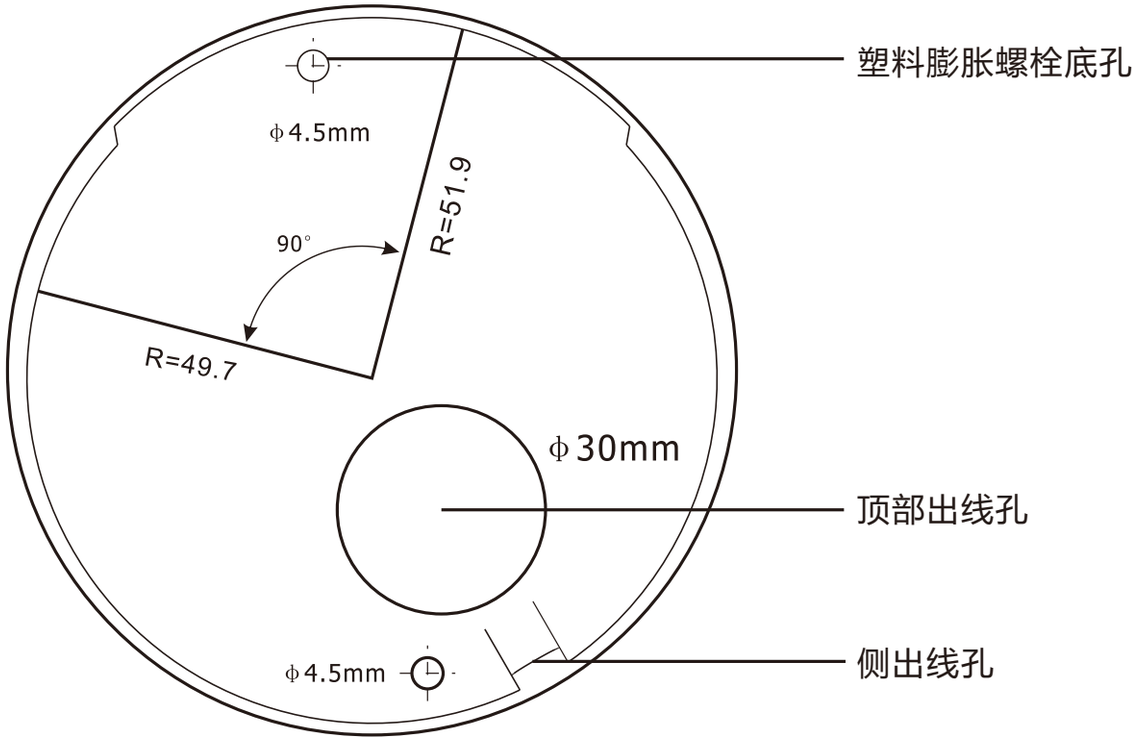
操作过程中，不要让螺丝刀划伤球罩内部，否则会影响图像效果。



2. 安装TF卡（可选）。在如下图所示TF卡槽位置插入TF卡。TF卡容量最大支持256G，插入TF卡后，不建议对其进行热插拔。



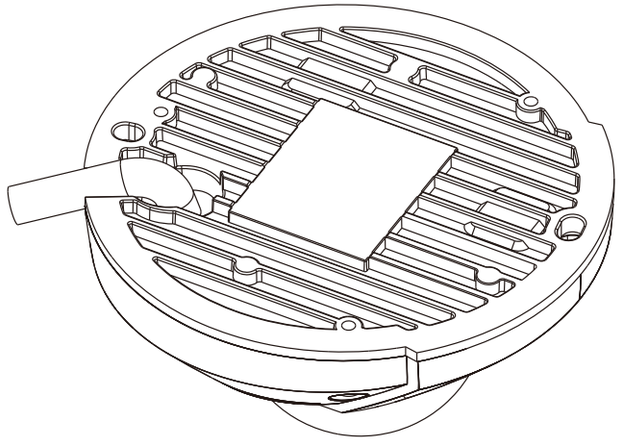
3. 安装贴纸。取出设备附件中的安装贴纸，根据监控区域，将其粘贴在天花板或者墙壁等安装面上。贴纸尺寸如下图所示。



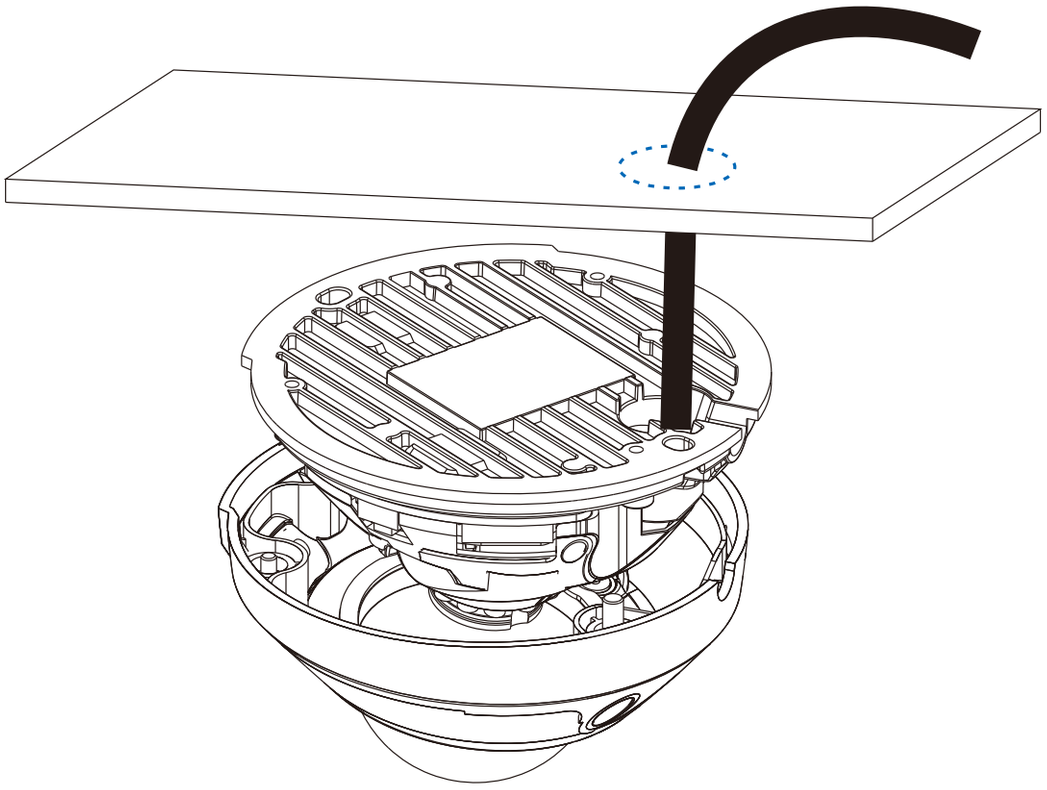
4. 打孔。在安装定位图上带有“十字”标记的两个孔位处，打出两个塑料膨胀螺栓底孔，将两颗膨胀螺栓完全塞入安装孔中。

【说明】如果在安装线缆时采用从安装面顶部出线的方式，还需要在安装贴纸顶部出线孔的位置打一个线缆出孔开口。

如果采用设备侧面出线的方式，需要通过半球底座上的U型线缆通道侧口，将线缆引出。

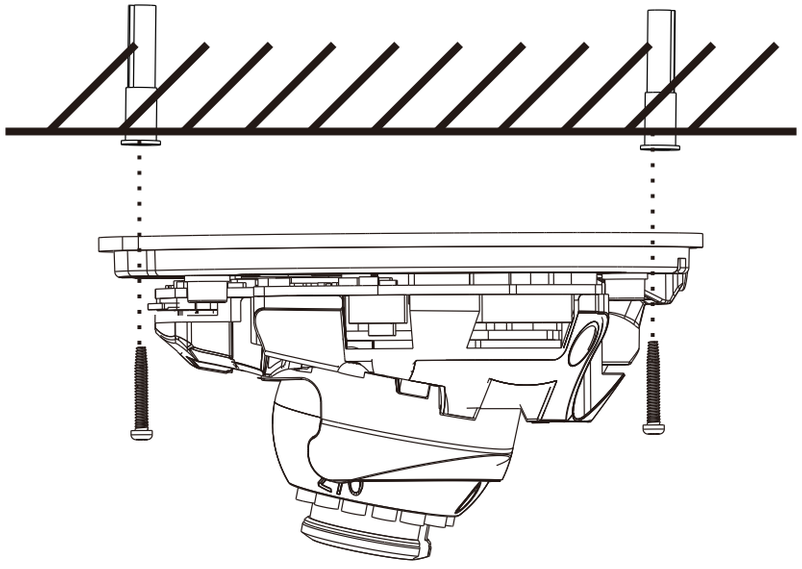


侧出线孔出线



顶部出线

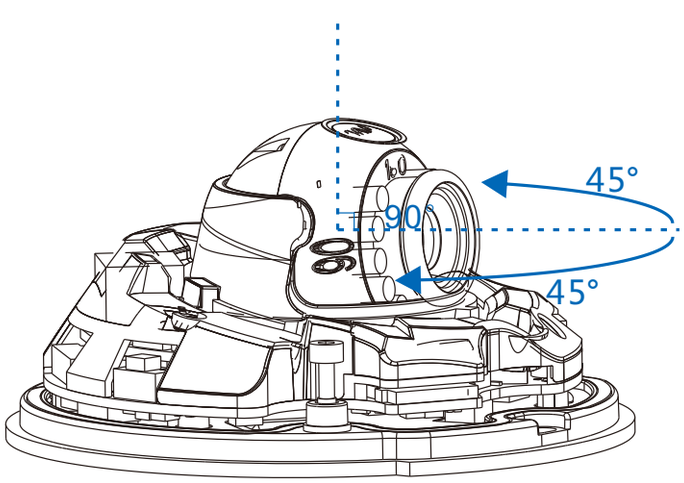
5. 将设备底座固定在墙面。调整好设备安装底座的位置，将线缆引入安装面上的出线孔中，再将设备安装底座上的两个螺丝固定孔对准安装面上的两个塑料膨胀螺栓固定孔，然后将两颗自攻螺钉拧紧到两个塑料膨胀螺栓中，并锁紧，将半球固定在安装面上。

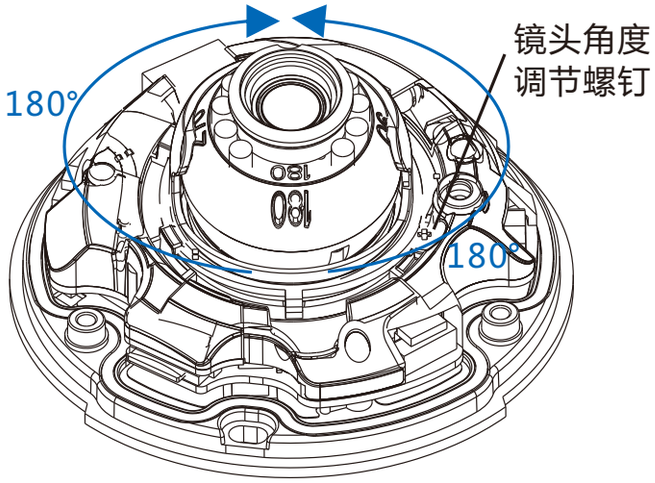


6. 调整镜头的监控方向。拧松镜头角度调节螺钉，手动旋转球体，镜头能够水平、垂直转动（水平90°，垂直90°）。调整时不宜用力过猛，以免损伤部件。调整完成后拧紧镜头角度调节螺钉。

   走廊模式：保持镜头水平和垂直方向位置不变，参照镜头旋转机芯上的刻度旋转镜头，将0°刻度转动到原90°刻度处；登录客户端，点击**配置-摄像机-图像效果-翻转与回显**，开启走廊模式。

   【说明】进行水平调整时，需同时转动镜头固定组件，避免产生视野遮挡。

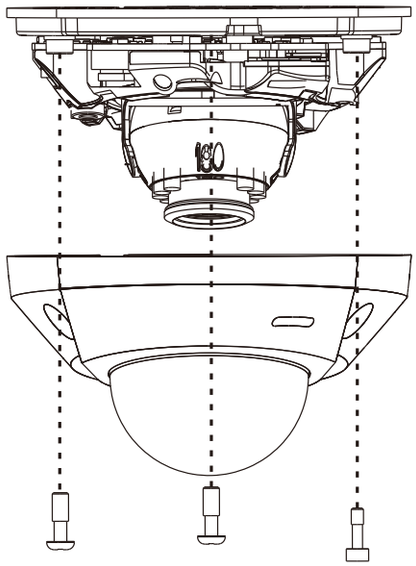




7. 连接线缆并上电。

   【说明】可登录客户端浏览图像，调整设备方向和镜头角度，直到浏览画面达到预定要求。

8. 安装球罩。拿起半球防护外罩，撕下透明罩里面的保护膜，对准半球外罩与底座的螺钉孔位，盖上外罩。然后用螺丝刀将三颗十字盘头防拆螺钉拧紧，将半球防护外罩固定在底座上。最后撕下半球透明罩外面的保护膜。



六 登录客户端

1. 最低配置和系统环境：

处理器：3.3GHz酷睿®i3系列及以上或相同性能的其他处理器

RAM内存：4GB及以上

操作系统：WindowsXP操作系统或更高版本

浏览器：IE7.0及以上版本（不支持Microsoft Edge），Firefox（51及以下版本），Google Chrome（41及以下版本）

DirectX：9.0c

2. 设备激活

第一次使用时请运行光盘中附带的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。待设备重启。
- 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、找回密码时需要用的邮箱，点击激活按钮**激活**设备。待设备重启。
- 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

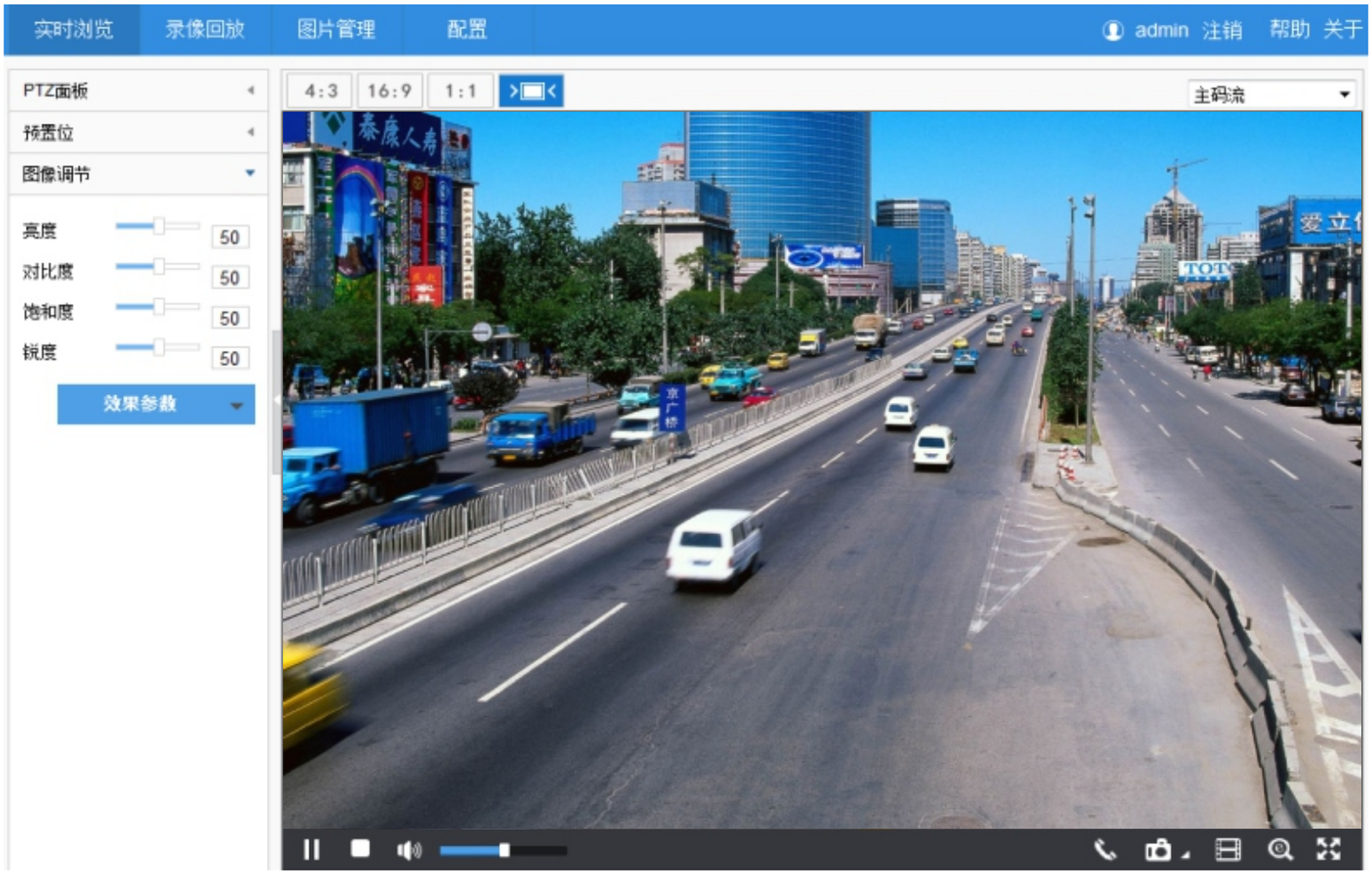
1）在IPCSearch中双击设备或点击**设备登录**，输入用户名和密码，登录Web客户端。

2）登录成功后，下载并安装视频插件。

3）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。

调整设备方向，在Web客户端上进行参数调整，直到浏览画面达到预定要求。



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 prevent the power cord from being trampled or pressed especially the plug, socket and the connecting part led out from the device.
- 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, violent vibration and soaking.
- This product is not water-proof and cannot be used outdoor alone.

Working Environment	
Voltage	DC12V±25% / POE (802.3af), 1A
Temp.	-40℃~+70℃
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.

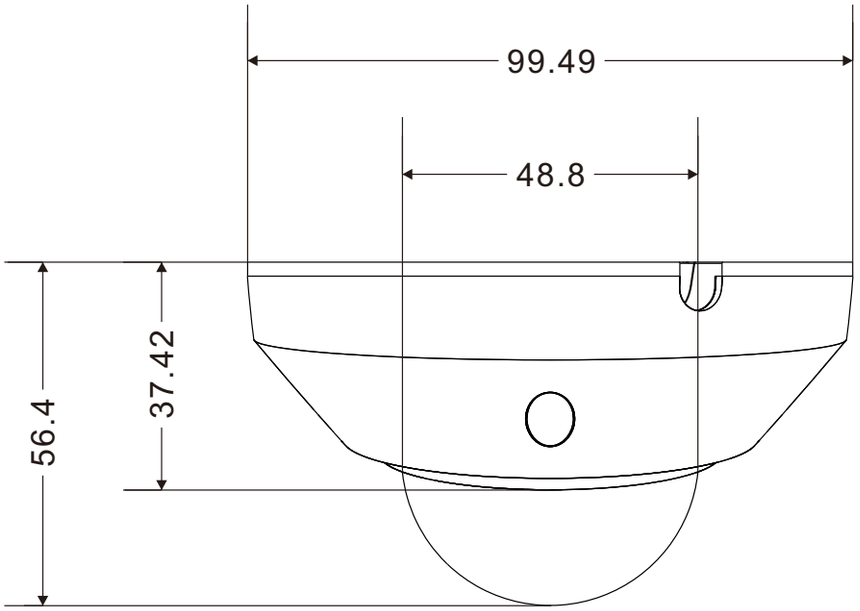
4. Special Statement

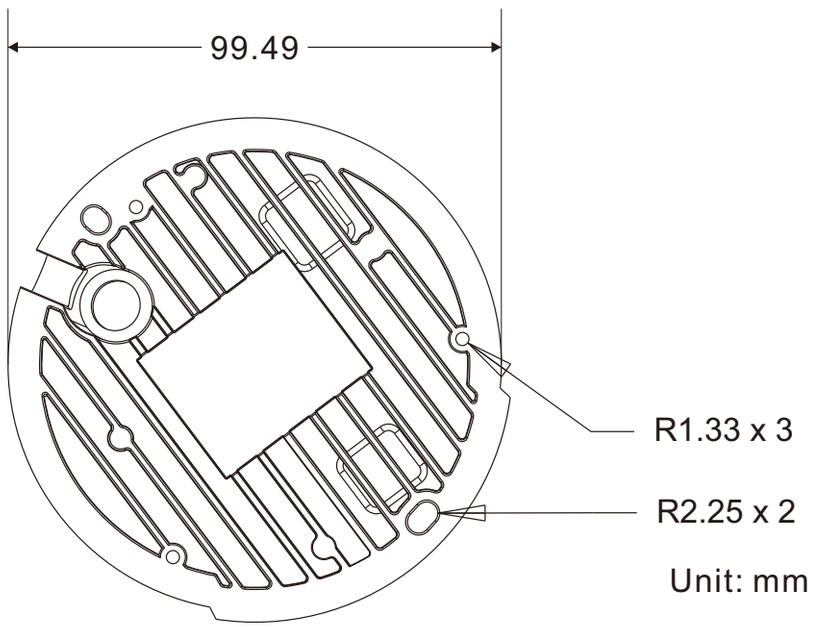
- The product appearance is subject to the actual device and picture in this Guide is for reference only..
- Every effort has been made to ensure the accuracy and validity of this Guide. Any update of this Guide caused by version upgrade is subject to change without notice.
- This Guide is made for multiple 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 in the attached CD. During activation please fill a valid email address for finding back the password.
- 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.

[Note]: For more information, please refer to the *User Manual for HD IP Camera* in the attached CD.

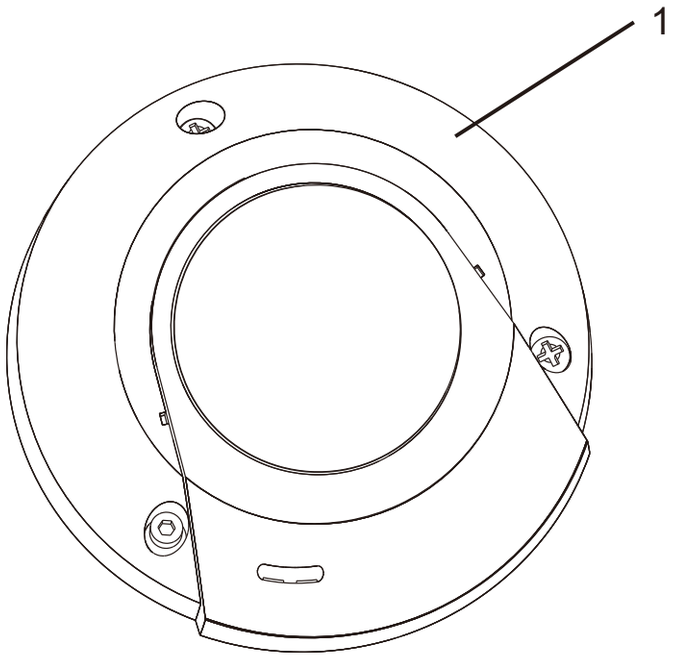
III. Appearance and Interface

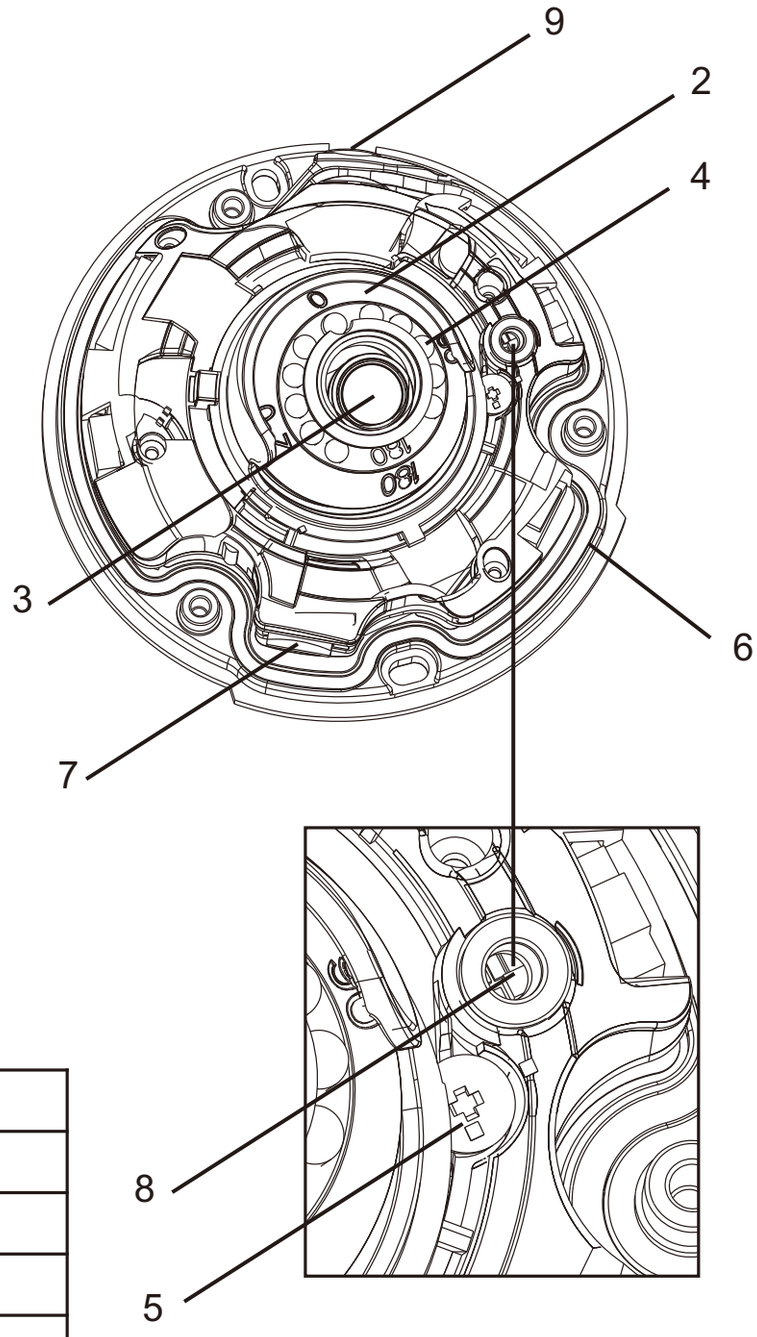
Dimensions:





Components:





No.	Component Name
1	Semi-Dome Housing
2	Semi-Dome Movement
3	Lens
4	IR Light
5	Lens Adjustment Screw
6	Semi-Dome Base
7	TF Card Slot
8	MIC: microphone
9	Side Wiring Hole

Tail Circuit:

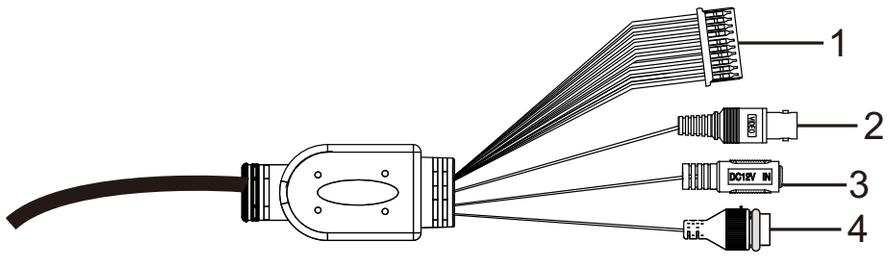


Table 1 Wiring Interface

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

Table 2 User Cable Group Interface

Interface	No.	Color	Name	Function
User Cable Group	1	Blue	ALARM IN-1	Alarm input port for inputting alarm signal, connect to: smoke detector and voice-activated switch
	2	Purple	ALARM IN-2	
	3	Gray	ALARM IN GND	Alarm input grounding
	4	White	ALARM OUT-1	Alarm output port for outputting alarm signal connect to: alarm light
	5	Pink	ALARM OUT-2	
	6	Green	RS-485-B	RS-485 serial port to control peripheral devices such as third-party device
	7	Yellow	RS-485-A	
	8	Black/White	AUDIO GND	Audio grounding
	9	Light Green	AUDIO IN	Audio input port for inputting audio signal or intercom connect to: pick-up
	10	Red/White	AUDIO OUT	Audio output port for outputting audio signal connect to: loudspeaker box

IV. DC12V Wire Diameter VS. Transmission Distance

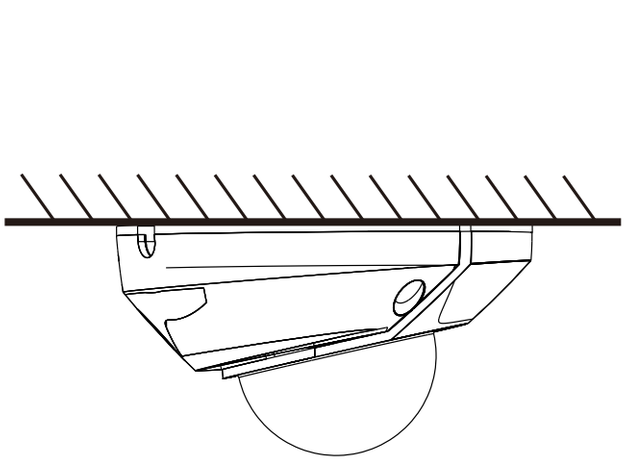
The recommended max transmission distance when the wire diameter is certain and the DC12V voltage loss rate is less than 25%

Requirements of max length and power for power cords of different diameters (for your reference).

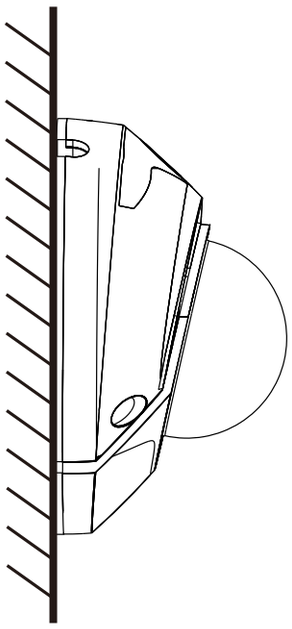
Diameter (mm) / Distance (m) / Power (W)	0.80 (AWG20)	1.00 (AWG18)	1.25 (AWG16)	1.63 (AWG14)	2.00 (AWG12)
10	36	56	87	148	223
15	24	37	58	99	149
20	18	28	43	74	112
30	12	19	29	49	74
40	-	14	22	37	56
50	-	-	18	30	45
60	-	-	-	25	37
70		-	-	21	32
80	-	-	-	-	28
90	-	-	-	-	25
100	-	-	-	-	22

V. Installation

The camera supports ceiling mount and wall mount.



Ceiling Mount



Wall Mount

Ceiling Mount:

The installation steps of ceiling mount and wall mount are the same. This part will take ceiling mount as an example to introduce the installation steps. During the installation, please keep the transparent dome clean both inside and outside.

You can perform ceiling or wall mount when the wall or ceiling are thick and solid enough for fixing self-tapping screws and meanwhile strong enough for bearing the device.

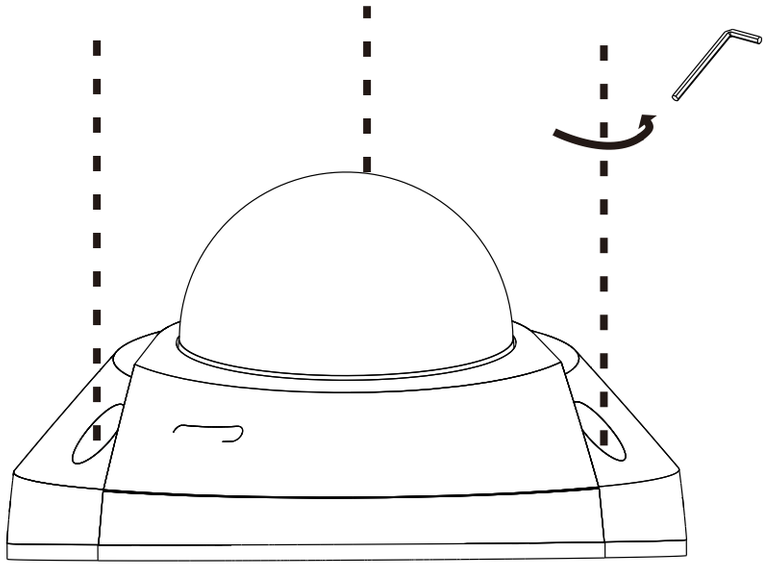
1. Take down the semi-dome housing. Use a screw driver to screw off the 3 hexagonal anti-drop screws and take down the semi-dome housing.

[Note]:

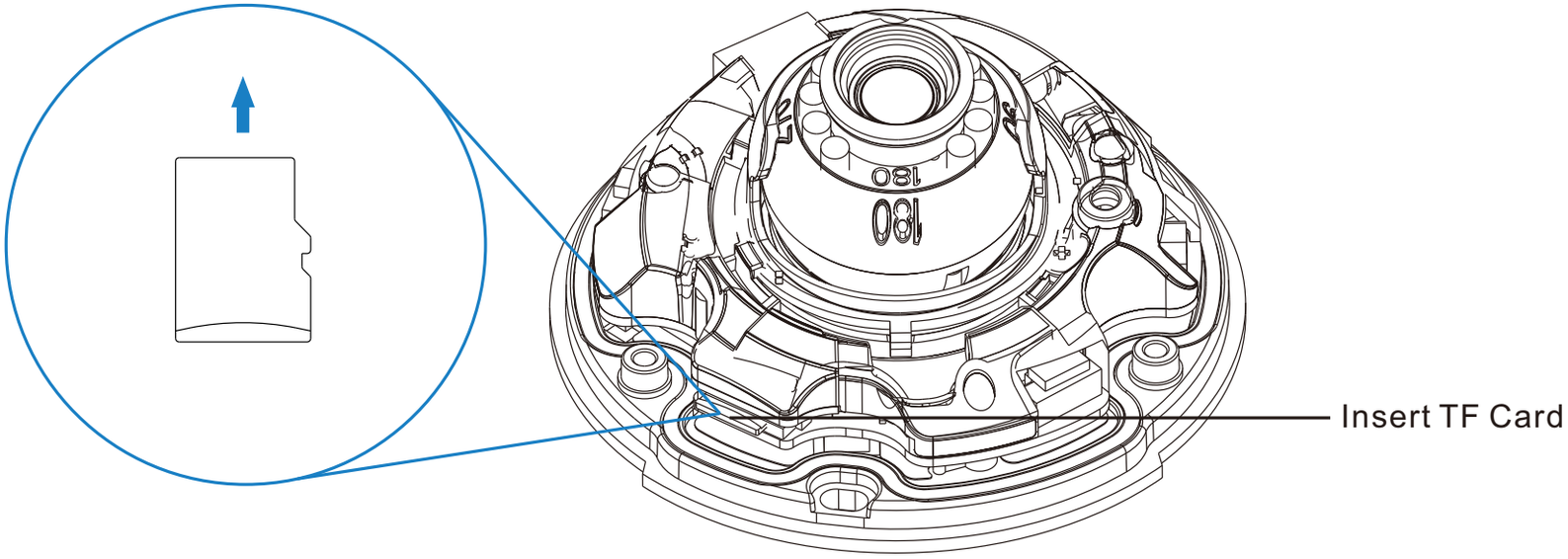
Do not peel off the protective film inside and outside the housing until finishing installation.

Do not put the semi-dome housing on the desk or ground when taking it down to avoid scratching.

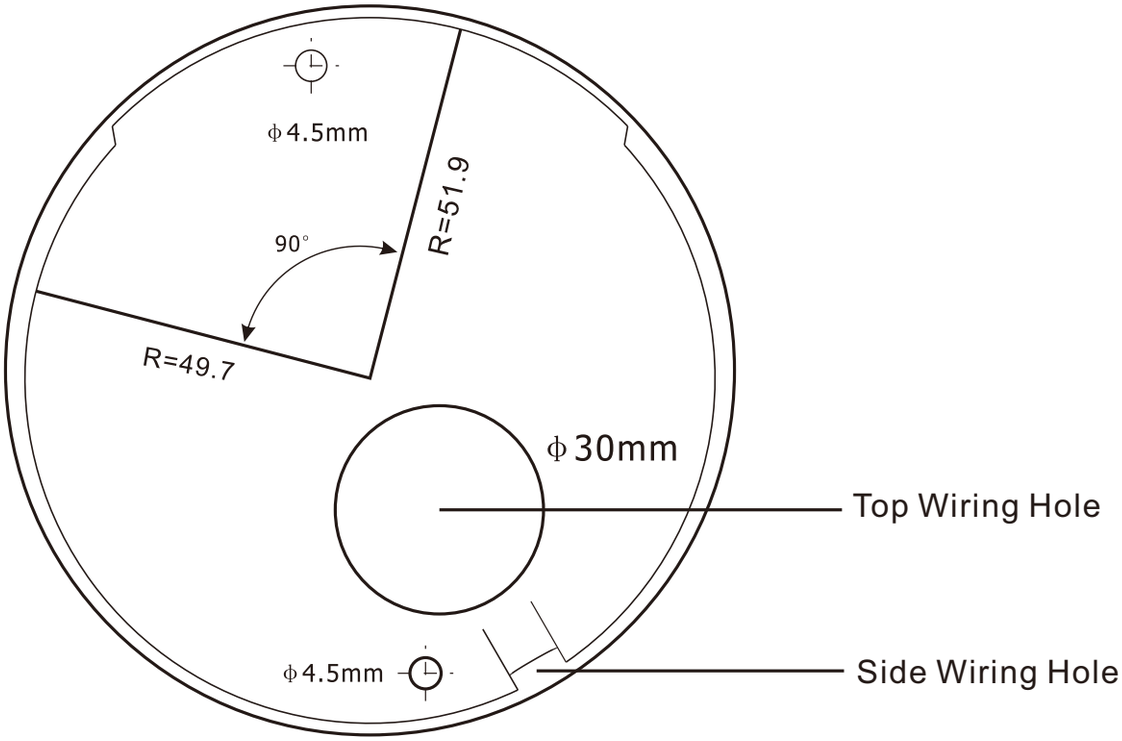
Do not scratch the internal of the housing with screw driver during operation; or the image will be affected.



2. Install TF card (optional). Insert a TF card into the slot as shown in the following picture. The max supported memory of TF card is 256G. After insertion, hot-swapping of the TF card is not recommended.



3. Paste the installation sticker. Pick out the installation sticker from the attachment and stick it to the ceiling or wall according to the surveillance area. Size of the sticker is shown in the following picture.

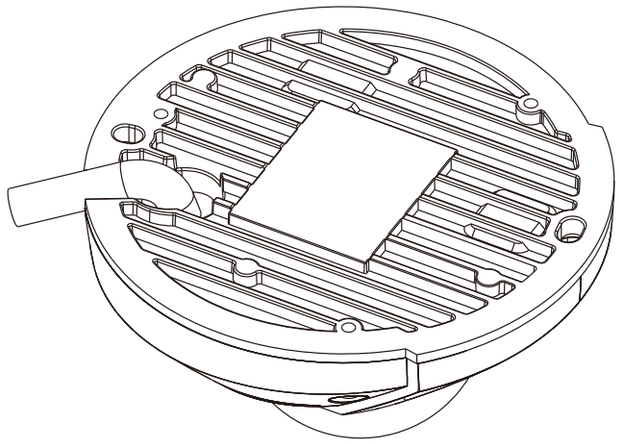


4. Drill holes. Drill two bottom holes with plastic expansion screw bolts at the two "cross" hole marks on the sticker and insert the two expansion screw bolts thoroughly into the holes.

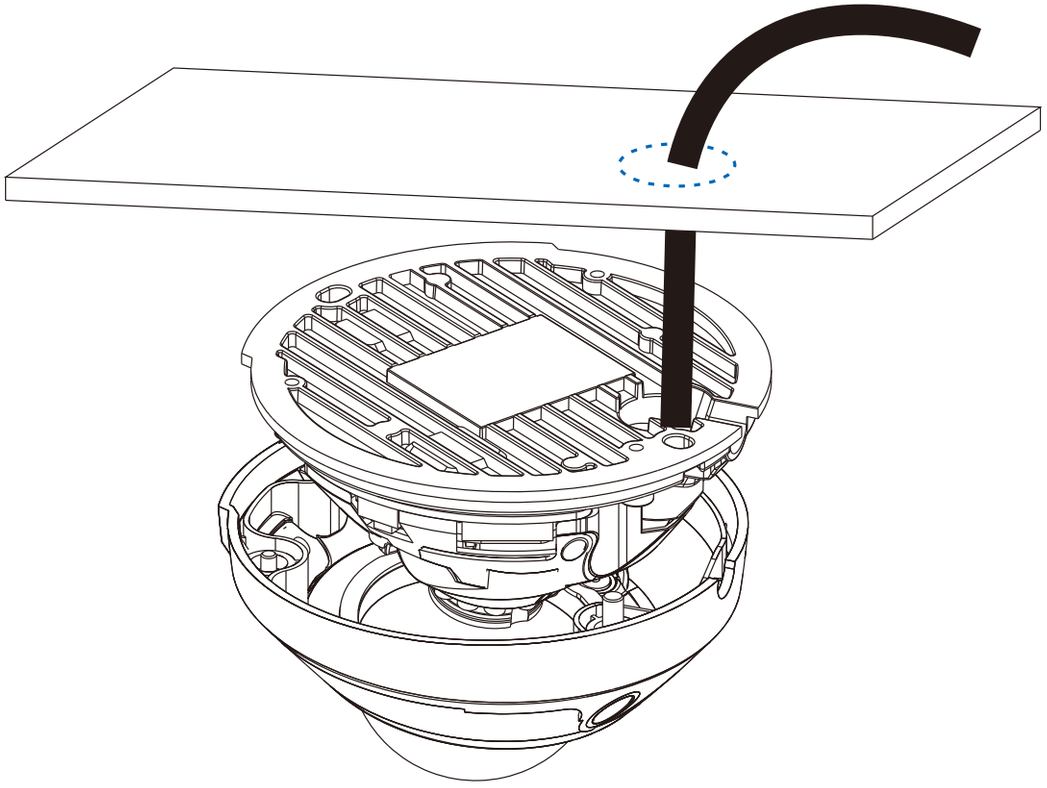
[Note]

If threading wires from the top of the mounting surface, a wire outlet hole is also needed at the part of "Top Wiring Hole" on the sticker;

If threading wires from the profile side of the device, lead the cables out through the U-shaped groove at the side of the semi-dome base.

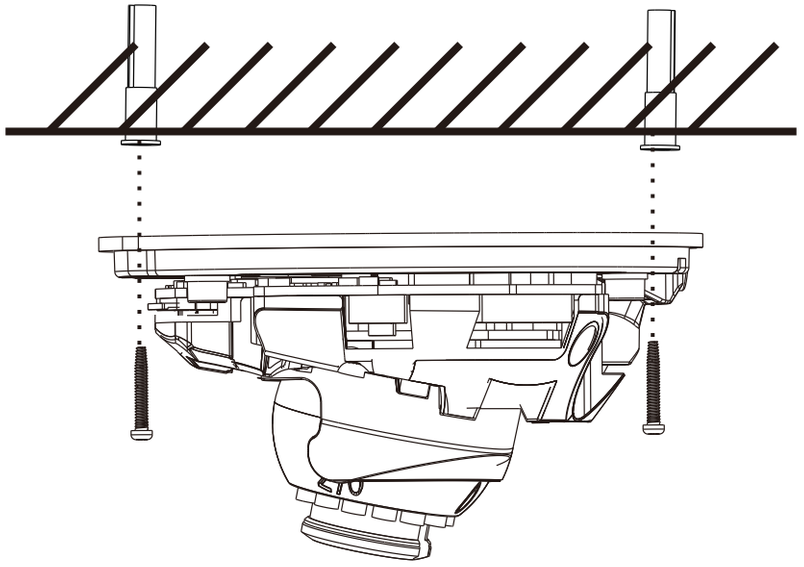


Side Wiring Hole



Top Wiring Hole

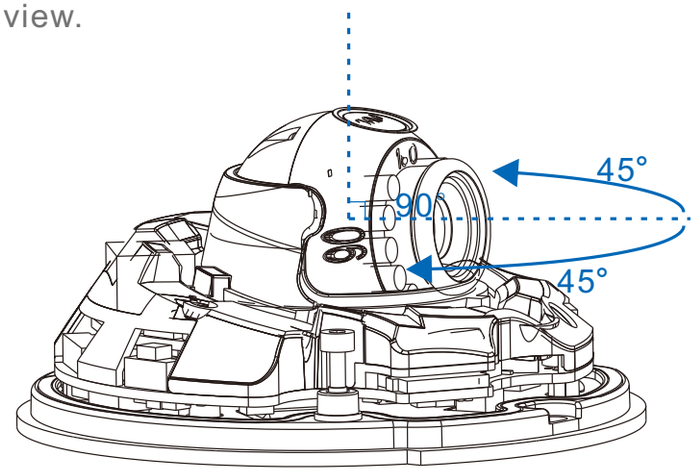
5. Fix the device base onto the wall. Adjust the base of the device, thread the wires through the wiring hole, align the two screw holes on the device base to the two plastic expansion screw bolts on the mounting surface, tighten the two tapping screws into the expansion screw bolts and fix the semi-dome camera onto the mounting surface.

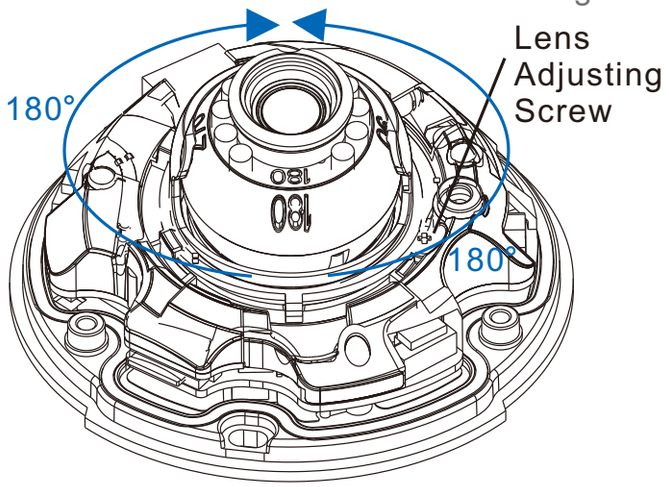


6. Adjust the surveillance direction of the lens. Loosen the lens angle-adjusting screw, rotate the dome manually and the lens will rotate in pan and tilt directions by 90˚. It's advised not to rotate too hard during adjustment to avoid damage to the parts. After finishing adjustment, tighten the lens angle-adjusting screw.

Corridor mode: remain the lens position in pan and tilt and rotate the lens according to the scale on the lens rotation movement, rotating the scale 0˚ to the original 90˚; login to the client and click **Settings > Camera > Image > Rotate and BNC**, and enable corridor mode.

[Note] When adjusting in pan direction, you need to rotate the lens fixture as well to avoid blocking the field of view.

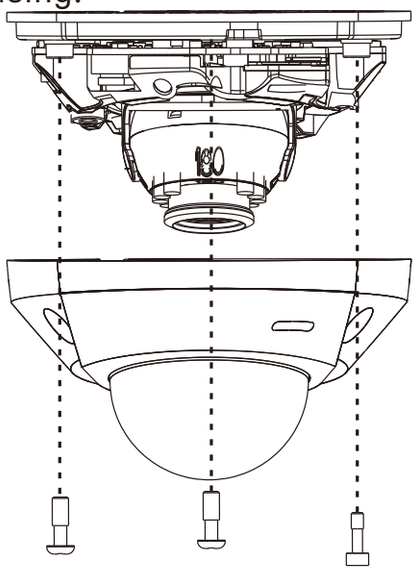




7. Connect cables and power on the device.

[Note] You can login to the client to view the image and adjust the angle of the device and lens till reaching the requirements.

8. Install semi-dome housing. Pick up the housing, peel off the protective film inside the transparent dome, align the screw holes on the housing to that on the base and cover the housing. Tighten the three cross recessed pan tamper screws with a screw driver and fix the housing onto the base. Finally, peel off the protective film outside the transparent housing.



VI. Login

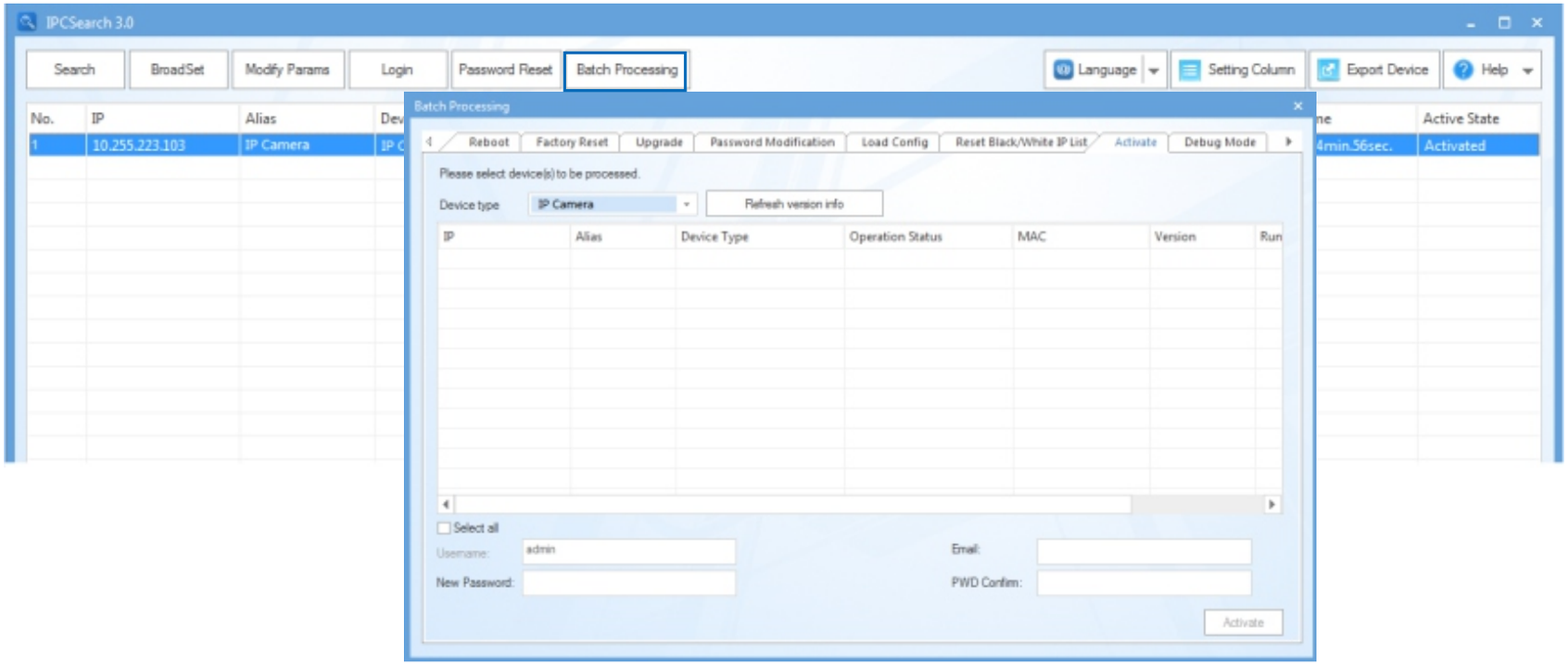
1. Minimum configurations and system requirements:

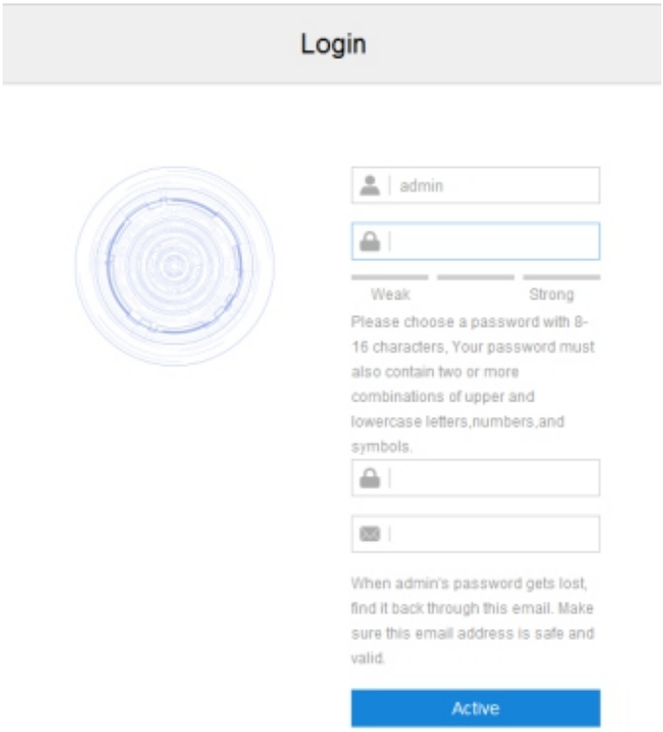
- Processor: 3.3 GHz CORE®i3 series or other equivalent processors
- RAM Memory: 4GB or above
- Operating System: Windows XP or newer version
- Browser: IE7.0 and newer version（excluding Microsoft Edge）, Firefox（51 and lower）, Google Chrome (41 and lower)
- DirectX：9.0c

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 assign IP for the camera automatically.

- Batch: Select the device and click "**Batch processing**". In the popup interface, set admin user's password and the email address to find back the password. Click "**Activate**" and wait for rebooting.
- Individual: Select the device from IPCSearch and right click to select "**Active**" . Fill admin user name and password and the e-mail address to find back the password. Click "**Activate**" and wait for rebooting.
- 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**".



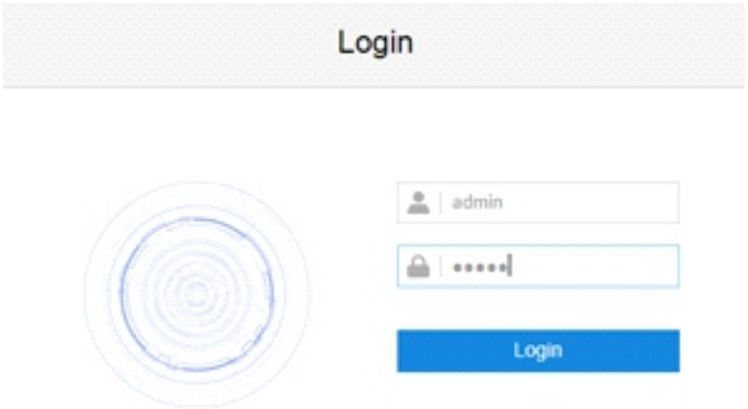


3. Modify device IP address

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.

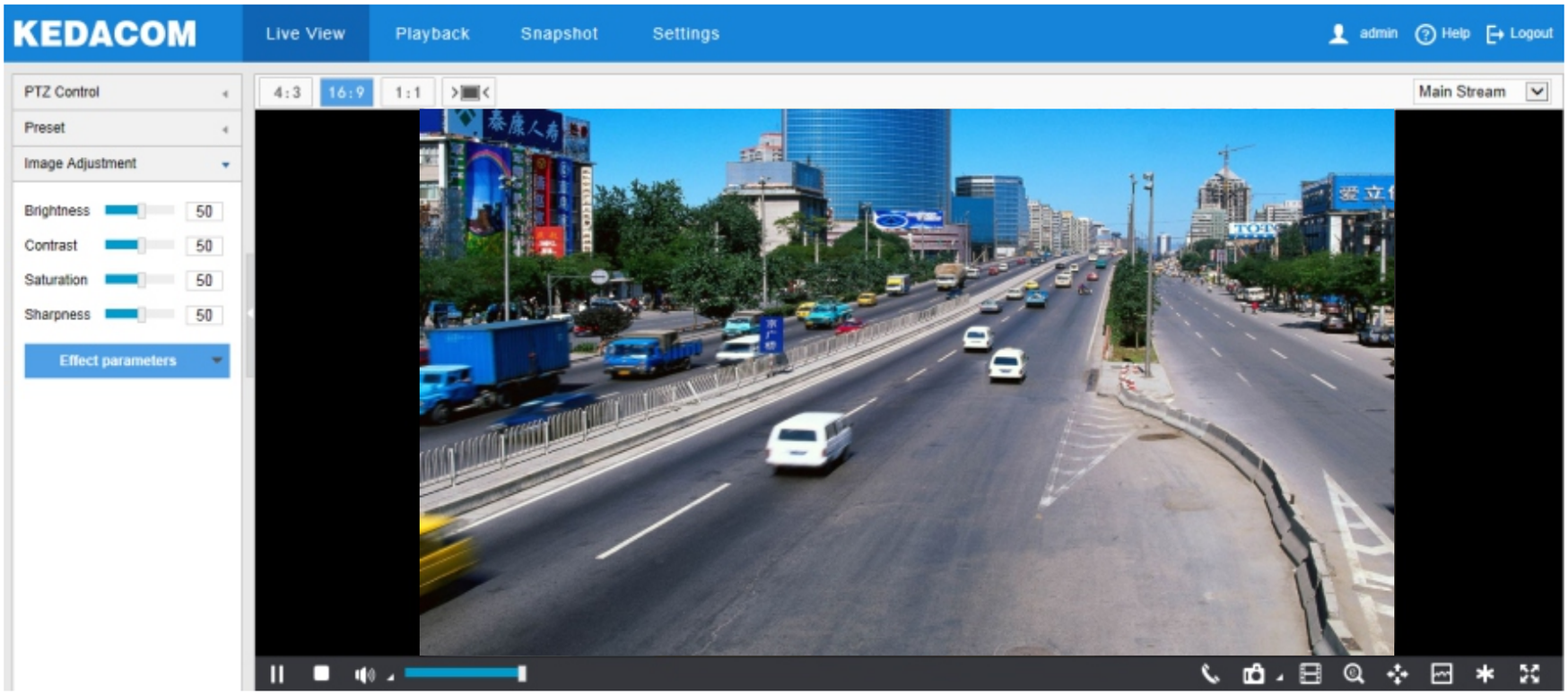


2) After login successfully, download and install the plug-in.

3) 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.

Adjust lens direction and edit parameters on the web client until the image reaches requirements.



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

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