Request For Help - RFH-01 Cameras

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If you are struggling with a product and wish to return it for us to look at you need to fill in a Request For Help form. This helps us confirm that you have done some basic fault finding on-site prior to it being returned to us, and we have fewer items returned that are no-fault-found "NFF".

Often the simplest of things can cause non-performance of a camera. The most common cause is voltage drop on cables due to long runs and IR loads (sometimes after introducing a new camera). Earth loops, caused by a BNC not crimping the outer braid resulting in the video signal finding an alternative route, can lead to interference on a camera's picture. Similarly, unregulated (Alarm PSUs) or failed PSUs will also cause cameras to give poor results.

For us to help you, please fill in and return both sides of the following form so we can then take the next steps to help you. You can fill in an electronic version of this form and email it back if you wish. Simply go online to get the form or scan the QR code to the right.

To fill in this form you need the latest version of Adobe reader which can be downloaded from the link below!
get.adobe.com/uk/reader/

How The Request For Help Process Works

1.   Return a completed copy of this form to System Q by email, fax or post (Incomplete forms may be refused an RMA number).
2.   System Q will examine your description, contact you to discuss the fault and issue an RMA Number.
3.   When you have an RMA number, place this completed form in the box with the goods you are returning.
4.   Ensure the goods are well packaged and protected then write the RMA number clearly on the outside of the package and return to System Q within 21 days. (RMA Numbers are only valid for 21 days from the date of issue. Goods returned without an RMA number will be refused delivery or disposed of.)

Section 1. Your Details

Company name

Address

Postcode

Email address

Telephone number   **Mobile number**

Fax number

Contact name   **Date**

Section 2. Product Details

Model number   **Serial number**

Description of product

Invoice number *(if known)*   **Date purchased** *(if known)*

Description of fault

What have you done to prove the item is faulty in addition to section 3?

I confirm that I have carried out the tests outlined and my own fault finding and believe the item to have the fault listed above. I understand a small service charge may be levied if the item is found not to be faulty.

Signed   **Name**   **Date**

Section 3. Testing (Please fill in all the tests below)

Test 1 - Volt Drop / Video loss on long cable runs*

Cameras will not function correctly if the voltage to them is low caused by volt drop in the cable run to it. IR LEDs at night will increase that volt drop.

So you must check the Voltage at the camera with the camera connected so the cable is loaded. If the camera has IR LEDS you also need to force these on. You can do this by covering the camera in kitchen foil or similar to make the camera think it's dark. Testing the voltage with no camera connected will give a false reading and be identical to the PSU voltage regardless of cable distance.

Voltage checked under load

This test is not applicable because

Reading was

(If lower than 10V this could be the cause)

*Symptoms: B&W pictures, no IRs, no picture.

Test 2 - Site Issues

Test the camera direct to a monitor (needs to be same type as camera i.e. TVI, Analogue etc) -

If the camera will not operate in situ you can test it locally to a DVR or monitor. This removes site issues such as long cable runs and video loss, voltage drop or loose connections and earth loops. If the camera works when powered locally and connected direct to a monitor then it is not faulty (connected locally to a DVR with other cameras would not necessarily eliminate earth loops so disconnect all other cameras from the DVR)

I connected the camera directly to a monitor on a short cable run and powered locally

It now worked

This test is not applicable because

It was still faulty

Test 3 - Incorrect Settings

Modern CCTV cameras have multiple options and software in them to get them to function in different conditions. These are useful options but if set incorrectly the camera may not perform as expected. You can try looking through the menus and adjusting the camera but the fastest way is simply to go into the camera OSD menu to "reset" and default the camera and start again. If your camera is displaying incorrect colour balance you need to set it up in the menus. Similarly if you need to boost the low light performance you may need to turn up the sensitivity and gain. Make sure the appropriate lens selection is made in the OSD.

I confirm I have defaulted the camera and have adjusted the settings

This test is not applicable because

Section 4. Self Help

Condensation - How To Cure It

If your camera has condensation in it (misting) this is caused by moist air in the camera condensing on the cold glass under certain temperature changes just like inside a car or house. It does not mean your camera is faulty and under most circumstances you can clear this yourself. See online TIP369 or scan the QR code below.

Technical Tips

We have a wide range of technical tips available online which offer expert advice on installing, maintaining and trouble shooting CCTV systems. A few handy tips relating to CCTV cameras have been included below. To view the tips simply scan the QR code with your mobile device or log-on to **www.systemq.com** and head to '**Tech Support**' where you can find all of our free technical tips.

TIP369 - Condensation - How to cure it

TIP140 - How to combat volt drop

TIP159 - How to cure earth-loops

TIP295 - Camera adjustments & what they do

Section 5. System Q Use Only

Issued by

Your RMA number is