



Request For Help - Ancillary Equipment

Form ref: RFH-04

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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 reduce items returned that are no-fault-found "NFF".

Just because an item doesn't perform as you expect it to it doesn't mean it's faulty. Non-performance of a product is frequently related to a simple causes such as excessive cable lengths, incorrect settings or misunderstanding of functionality of an item. So please check the basics and re-read the product instructions.

For us to help you, please fill in and return both sides of the following form so we can then take the next step 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 and 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 - Check It's Receiving Power

Seems obvious but if the item isn't powered up, it won't work. Sometimes a connection or cable can get damaged or the PSU itself has failed and not the item itself.

I have checked it is receiving power and the power supply is working

This test is not applicable because

Test 2 - Voltage Drop

If you are powering a device remotely on a long cable run then the volt drop in the cable may cause the product to not function as expected. So check the voltage with the item connected.

Voltage under load at the item is

(If it's a 12V product and it receives less than 10V this may be the issue)

This test is not applicable because

Test 3 - No Picture On A Monitor?

This is usually caused by the monitor and DVR/NVR not having the same resolution settings.

Please check that the DVR resolution settings match the monitor setting.

DVR resolution is set at

Monitor resolution is set at

This test is not applicable because

(Please note - if you are using HDMI leads you will lose the picture after around 12-15mtrs as this is the limit of the HDMI signal without amplification)

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.



TIP127 - Balun troubleshooting



TIP239 - Video transmission. What is line of sight



TIP281 - Dos & dont's when running Co-ax Cable



TIP259 - Dos & dont's of power supplies

Section 5. System Q Use Only

Issued by

Your RMA number is