



**FT8301A/FR8301A  
Fiber Transmitter  
and Receiver**



**Single-Channel Digitally Encoded Video**

**C1679M (1/06)**



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# Important Safety Instructions

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1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the points where they exit from the apparatus.
11. Only use attachments/accessories specified by the manufacturer.
12. Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
14. Apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases shall be placed on the apparatus.
15. **WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
16. Installation should be done only by qualified personnel and conform to all local codes.
17. Unless the unit is specifically marked as a NEMA Type 3, 3R, 3S, 4, 4X, 6, or 6P enclosure, it is designed for indoor use only and it must not be installed where exposed to rain and moisture.
18. Use only installation methods and materials capable of supporting four times the maximum specified load.
19. A CCC-approved power cord must be used to power this equipment when used in China.
20. **CAUTION:** These servicing instructions are for use by qualified service personnel only. To reduce the risk of electric shock do not perform any servicing other than that contained in the operating instructions unless you are qualified to do so.

The product and/or manual may bear the following marks:



This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.

<b>CAUTION:</b>
RISK OF ELECTRIC SHOCK. DO NOT OPEN.

# Regulatory Notices

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## **RADIO AND TELEVISION INTERFERENCE**

This equipment has been tested and found to comply with the limits of a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Changes and Modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commission's rules.

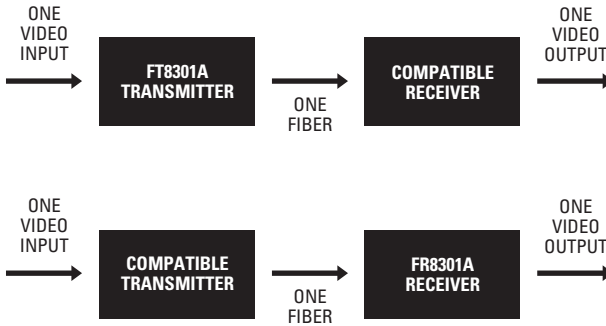
This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

# Product Overview

## DESCRIPTION

The FT8301A/FR8301A fiber transmitter and receiver provide the ability to transmit one composite video channel over one optical fiber (refer to Figure 1).



**Figure 1.** Single-Channel Video FT8301A Transmitter and FR8301A Receiver

In addition to compatibility with each other, the FT8301A transmitter and the FR8301A receiver are compatible with other fiber models:

- The FT8301A transmitter is compatible with the FR8302A receiver and is also backward compatible with the FR8301 receiver.
- In addition to compatibility with the rack-mountable FT8301A transmitter discussed in this manual, the FR8301A receiver is compatible with the miniature FT8301A transmitter and is also backward compatible with the FT8301 transmitter.

Features of the FT8301A/FR8301A fiber optic transmission system include the following:

- 8-bit digitally encoded video for high-quality video transmission over a single fiber
- Multimode fiber support for distances up to 6 km (3.7 mi)
- Single-mode fiber support for distances up to 46 km (28.6 mi)
- Exceeds all requirements for the RS-250C Medium-Haul Transmission specification
- Compatible with NTSC, PAL, and SECAM video standards
- Designed to meet NEMA TS 2 and Caltrans traffic signal control equipment standards for ambient operating temperature, mechanical shock and vibration, humidity with condensation, high-line/low-line voltage conditions, and transient voltage protection

**NOTE:** Conformal coating is required for operation in environments with relative humidity above 95% (condensing).

- No performance adjustments required
- 12 VDC or 24 VAC power supply
- LED indicators for monitoring of signal status, laser status, and operating power

The FT8301A transmitter/FR8301A receiver is a Class 1 laser product that complies with FDA radiation performance standard 21CFR Subchapter J and with IEC 60825-1 Edition 1.2, 2001-08.

## MODELS

The FT8301A/FR8301A fiber transmitter and receiver consist of the following series of models:

### Multimode Models:\*

FT8301AMSTR	Single-channel fiber optic video transmitter; multimode, ST connector; transmission distance up to 2 km
FR8301AMSTR	Single-channel fiber optic video receiver; multimode, ST connector; transmission distance up to 2 km
FT8301AMSTRE	Single-channel fiber optic video transmitter; multimode, ST connector; transmission distance up to 6 km (extended distance)
FR8301AMSTRE	Single-channel fiber optic video receiver; multimode, ST connector; transmission distance up to 6 km (extended distance)

### Single-Mode Models:\*

FT8301ASSTR	Single-channel fiber optic video transmitter; single-mode, ST connector
FR8301ASSTR	Single-channel fiber optic video receiver; single-mode, ST connector
FT8301ASFCR	Single-channel fiber optic video transmitter; single-mode, FC connector
FR8301ASFCR	Single-channel fiber optic video receiver; single-mode, FC connector

\*For conformal coated models, replace the first letter *F* in the model number with the letter *C*. The conformal coated version of FT8301AMSTR, for example, is CT8301AMSTR.

## OPTIONAL ACCESSORIES

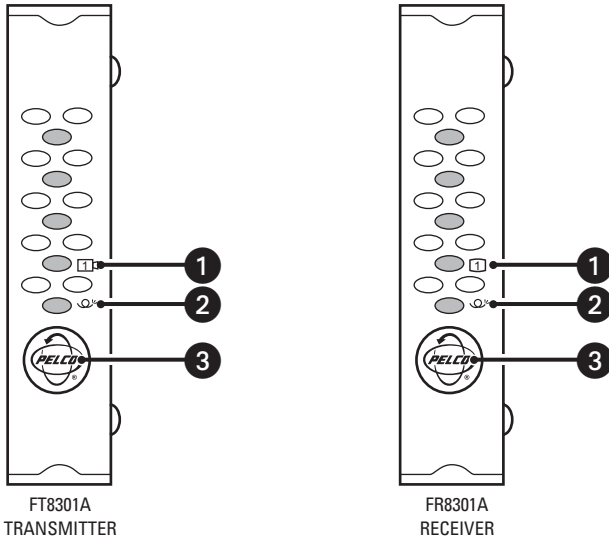
The following optional accessories are available:

WM5001-3U	Wall mount base kit for single-width module
WM5001-3UEXP	Wall mount expansion kit for single-width module
RK5000-3U	19-inch rack mount chassis for 14 slots (no power), 3 RUs
RK5000PS-3U	19-inch rack mount chassis for 12 slots with power, 3 RUs
EPS5000-120	External rack power supply, 1 RU, dual 120 W power outputs
RK5001B-3U	Blank filler panel, single width
RK5002B-3U	Blank filler panel, double width
RK5001-1UEXP	Adapter kit that allows a 3 RU single-width fiber module to be used in RK5000PS-5U rack mount chassis



## FRONT PANEL

The front panel of the FT8301A transmitter and the FR8301A receiver provides LED indicators that allow you to monitor signal status, laser status, and operating power (refer to Figure 2).



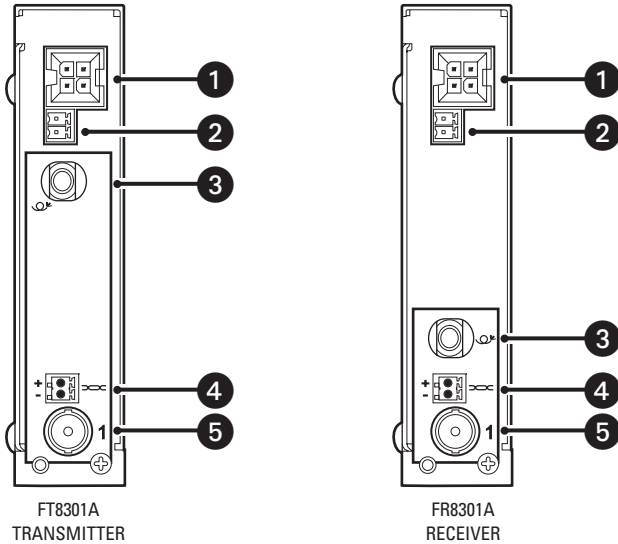
**Figure 2.** Front Panel of FT8301A Transmitter and FR8301A Receiver

- ❶ VIDEO PRESENT LED
- ❷ OPTIC FAULT LED
- ❸ POWER LED (Pelco badge)

For detailed information about the front-panel indicators, refer to the *Troubleshooting* section.

## REAR PANEL

Connections to the FT8301A transmitter and FR8301A receiver are made to the rear panel of the modules (refer to Figure 3).



**Figure 3.** Rear Panel of FT8301A Transmitter and FR8301A Receiver

- ❶ RACK POWER/ALARM CONNECTOR, 4-pin connector for power/alarm connection of rack-mounted module
- ❷ STANDALONE POWER CONNECTOR, 2-pin connector for power connection of standalone module; removable mating connector with screw terminals (not shown)
- ❸ FIBER OPTIC CONNECTOR, ST or FC (dependent on FT8301A/FR8301A model)
- ❹ UTP (UNSHIELDED TWISTED PAIR) CONNECTOR, 100-ohm differential analog video input (FT8301A)/output (FR8301A); 2-pin connector; removable mating connector with spring-cage terminals (not shown)
- ❺ BNC CONNECTOR, 75-ohm analog video input (FT8301A)/output (FR8301A)

**NOTE:** The FT8301A transmitter/FR8301A receiver provides two video connectors: one UTP connector and one BNC connector. Only one of the connectors can be used at one time.

For additional information about rear-panel connections, refer to the *Installation* section.

# Installation

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## PACKAGE CONTENTS

The following items are supplied:

- 1 FT8301A transmitter or FR8301A receiver
- 1 Regulated switching power supply with four plug adapters (North American, Australian, U.K., and European configurations); 100-240 VAC, 50-60 Hz input, 12 VDC output
- 1 Wall clip with two 4-40 x .250-inch Phillips pan head screws with lock washers (for attachment of single module to wall)
- 1 FT8301A/FR8301A Fiber Transmitter and Receiver Installation manual (this manual)

## MOUNTING

The FT8301A transmitter/FR8301A receiver can be mounted into a rack or can be used as a standalone module. As a standalone module, the unit can be placed on a desktop or can be mounted to a wall.

### MOUNTING THE TRANSMITTER/RECEIVER INTO A RACK

The FT8301A transmitter/FR8301A receiver can be installed into an RK5000 Series rack mount chassis, which can be mounted into an industry-standard 19-inch (48.26 cm) equipment rack. The RK5000 Series rack mount chassis includes the following models:

- **RK5000PS-3U and RK5000-3U:** Designed to accommodate fiber optic modules as follows:
  - The RK5000PS-3U rack mount chassis provides 12 module slots and a power supply.
  - The RK5000-3U rack mount chassis provides 14 module slots (a power supply is not included). Power to the modules can be supplied using the optional external power supply (EPS5000-120).

For additional information, refer to the RK5000PS-3U/RK5000-3U Fiber Rack Mount Chassis Installation manual.

- **RK5000PS-5U:** Designed to accommodate Endura™ modules but can also accommodate fiber optic modules with the use of the RK5001-1UEXP adapter kit. The RK5001-1UEXP adapter kit is required for installation of the FT8301A transmitter/FR8301A receiver into the RK5000PS-5U chassis.

For information about the RK5000PS-5U chassis, refer to the RK5000PS-5U Rack Mount Chassis Installation manual.

## MOUNTING THE TRANSMITTER/RECEIVER TO A WALL

The FT8301A transmitter/FR8301A receiver can be mounted to a wall in the following ways:

- Using the supplied wall clip for attachment of a single module to a wall. For installation instructions, refer to the *Mounting the Transmitter/Receiver Using the Wall Clip* section.
- Using the optional WM5001 wall mount kits, which are designed for mounting of single-width fiber optic modules. The WM5001-3U base kit allows mounting of a single module to the wall. The WM5001-3UEXP expansion kit allows mounting of an additional module. It is recommended that a maximum of three expansion kits be used with the base kit, allowing a maximum of four single-width modules to be mounted to the wall.

**NOTE:** The WM5001 wall mount kits can be used with the WM5002 wall mount kits, which are designed for mounting of double-width fiber optic modules. If mounting a mix of single-width and double-width modules is desired, it is recommended that a maximum of two single-width modules and one double-width module be mounted in combination with one another.

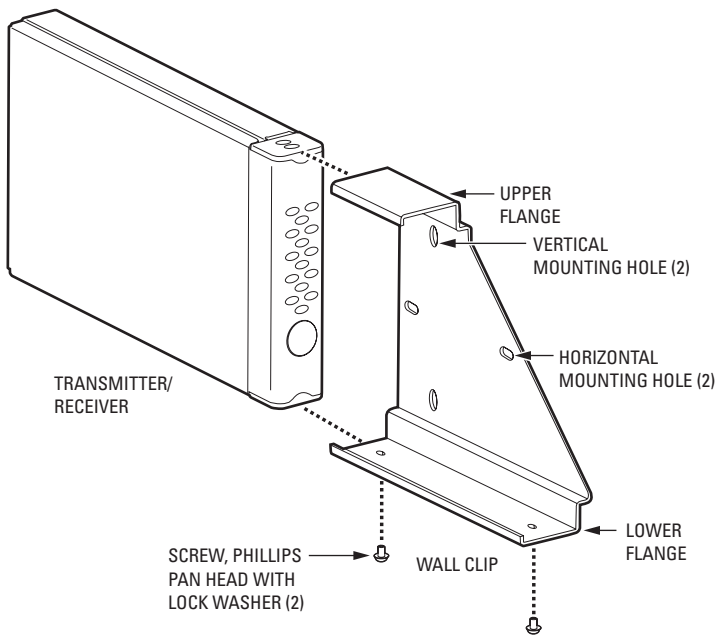
For mounting instructions using the wall mount kits, refer to the WM5000 Series Wall Mount Kit Installation manual.

### Mounting the Transmitter/Receiver Using the Wall Clip

**NOTE:** Before mounting the FT8301A transmitter/FR8301A receiver to a wall, ensure that there is adequate space at both ends for viewing the front-panel LEDs and for making the various rear-panel cable connections.

To attach the FT8301A transmitter/FR8301A receiver to a wall using the supplied wall clip, refer to Figure 4 and do the following:

1. Using the two vertical or horizontal wall-mounting holes, attach the wall clip to a wall using two screws (not provided).
2. Slide the module into the clip until the two holes on the bottom of the module align with the two holes on the lower flange of the clip.
3. Attach the module to the clip using the two Phillips pan head screws provided for the clip.



**Figure 4.** Mounting the FT8301A Transmitter/FR8301A Receiver Using the Wall Clip

# CONNECTIONS

Connections to the FT8301A transmitter and the FR8302A receiver are made on the rear panel of the modules and consist of the following:

- Power connection

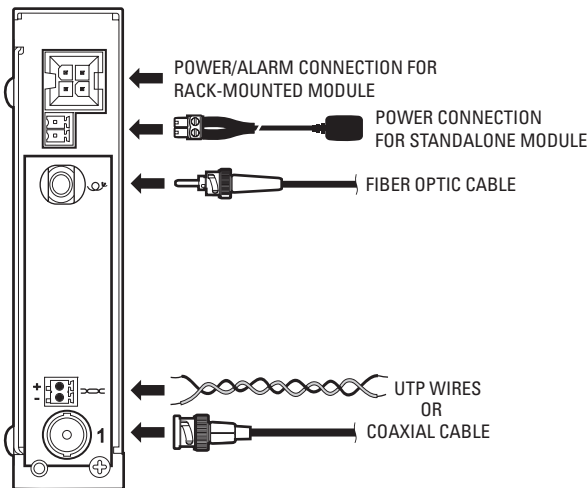
**NOTES:**

- A 12 VDC or 24 VAC power supply can be used to power the transmitter/receiver when used as a standalone module. A 12 VDC power supply is provided. If a 24 VAC power supply is used, the power supply must be a Listed Direct Plug-In Power Unit marked as Class 2 and rated as 24 VAC, 200 mA (minimum output).
- In extreme temperature conditions, it is recommended that an industrial-rated outdoor power supply such as the Pelco WCS1-4 power supply be used.

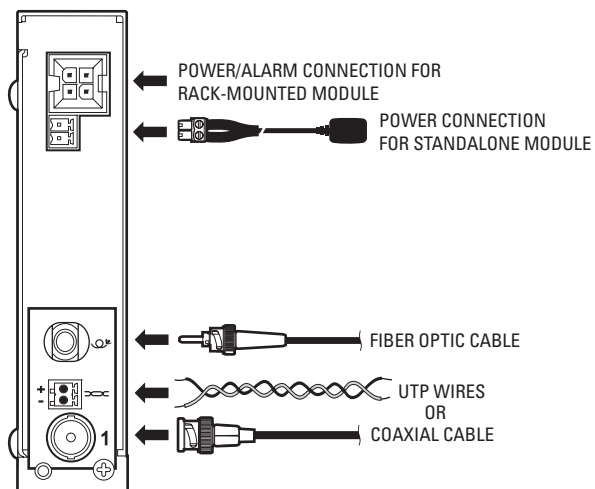
- Fiber connection
- Video connection (UTP or BNC)

**NOTE:** When connecting to the UTP connector, it is recommended that solid UTP wire rather than stranded UTP wire be used. If stranded UTP wire is used, it is recommended that you tin the stranded wire.

Figure 5 illustrates FT8301A transmitter connections. Figure 6 illustrates FR8301A receiver connections.



**Figure 5.** FT8301A Transmitter Connections



**Figure 6. FR8301A Receiver Connections**

# Troubleshooting

LED indicators on the front panel of the FT8301A transmitter/FR8301A receiver (refer to Figure 2) allow you to monitor signal status, laser status, and operating power. Table A provides information about the front-panel indicators and associated troubleshooting guidelines.

**Table A. Troubleshooting with Front-Panel Indicators**

Indicator Color	Meaning	Possible Cause	Corrective Action
<b>Power LED (Pelco badge)</b>			
Blue Pelco logo lights.	Power is being applied to the module.	–	No action required.
Blue Pelco logo does not light.	Power is not being applied to the module.	Power connection is faulty.	Check power connection. If module is rack mounted, reseat module or power supply as necessary.
		Power supply has failed.	Replace power supply.
		Loss of power occurs due to tripped circuit breaker(s), blown fuse(s), or faulty electrical service.	Check circuit breaker(s), fuse(s), or electrical service as necessary.
<b>Video Present LED</b>			
Green	Incoming video signal is present on the channel.	–	No action required.
Red	Incoming video signal is not present on the channel.	Optical signal is not being received from the transmitter. Optic Fault LED is also red.	Refer to the Optic Fault LED troubleshooting section below.
		Video source is not powered on.	Check power connection to the video source.
		Video source is not connected to the transmitter.	Check BNC connections.
		Coaxial cable connected to the transmitter is defective.	Replace cable.

*(Continued on next page)*



**Table A. Troubleshooting with Front-Panel Indicators (Continued)**

Indicator Color	Meaning	Possible Cause	Corrective Action
<b>Optic Fault LED - Transmitter</b>			
Green	Laser is operating properly.	–	No action required.
Flashing red	Laser has shut down.	Transmitter is operating in extreme conditions, for example, operating temperature is below or above recommended range as stated in the the <i>Specifications</i> section.	Ensure that transmitter operates according to operating conditions stated in the <i>Specifications</i> section, and then cycle the power. If problem persists, contact Product Support.
		Laser has reached end of life.	Cycle the power. If problem persists, contact Product Support.
<b>Optic Fault LED - Receiver</b>			
Green	The optical signal is being received from the transmitter.	–	No action required.
Red	The optical signal is not being received from the transmitter.	Transmitter is not powered on.	Check power connections. Replace power supply if necessary.
		Fiber optic cable is not connected.	Check fiber optic connections.
		Fiber optic cable connectors are dirty or are damaged.	Clean, polish, or replace fiber optic cable connectors as necessary.
		Fiber optic cable is defective.	Replace cable.
		A problem exists with the optical power budget.	Verify that losses in fiber optic cable do not exceed the optical power budget specification of the fiber optic link. If the losses do exceed the optical power budget, contact Product Support.

# Specifications

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## VIDEO

Number of Channels	1
Modulation Type	Pulse code modulation, 8-bit resolution
Video Input (FT8301A)/ Video Output (FR8301A)	BNC, 1.0 Vp-p, 75 ohms or UTP, 100 ohms; NTSC, PAL, and SECAM
Bandwidth	6.5 MHz
Gain	Unity
Differential Gain	<2%
Differential Phase	<1°
Tilt	<1%
Signal-to-Noise Ratio	>60 dB (CCIR weighted)

## GENERAL

Operating Temperature	-40° to 167°F (-40° to 75°C)
Input Power Requirements	12 VDC or 24 VAC, 170 mA
LED Indicators	Power Video Present Optic Fault
Dimensions	8.75" D x 1.08" W x 4.81" H (22.23 x 2.74 x 12.22 cm)
Unit Weight	1.54 lb (0.70 kg)

## MECHANICAL

Connectors	
Video	BNC UTP, 2-pin connector, spring-cage terminal
Rack Power/Alarm	4-pin connector
Standalone Power	2-pin connector, screw terminal
Fiber Optic	ST for multimode fiber ST or FC for single-mode fiber

**OPTICAL POWER BUDGET, TRANSMISSION DISTANCE, AND LASER CLASS 1 LIMIT - FT8301A TRANSMITTER AND COMPATIBLE RECEIVERS**

<b>FT8301A Transmitter</b>	<b>Compatible Receivers</b>	<b>Wavelength</b>	<b>Optical Power Budget</b>	<b>Maximum Transmission Distance</b>	<b>Laser Class 1 Limit*</b>
<b>Multimode (62.5/125 μm)</b>					
FT8301AMSTR	FR8301AMSTR FR8302AMSTR-2	850 nm	20 dB <sup>†</sup>	2 km (1.2 mi) <sup>††</sup>	<0.78 mW
	FR8301MSTR	850 nm	15 dB <sup>†</sup>	2 km (1.2 mi) <sup>††</sup>	<0.78 mW
<b>Multimode - Extended Distance (62.5/125 μm)</b>					
FT8301AMSTRE	FR8301AMSTRE FR8302AMSTRE-2	1310 nm	26 dB <sup>†</sup>	6 km (3.7 mi) <sup>††</sup>	<15.6 mW
	FR8301MSTRE	1310 nm	20 dB <sup>†</sup>	6 km (3.7 mi) <sup>††</sup>	<15.6 mW
<b>Single-Mode (9/125 μm)</b>					
FT8301ASSTR	FR8301ASSTR FR8302ASSTR-2	1310 nm	28 dB	46 km (28.6 mi) <sup>§</sup>	<15.6 mW
	FR8301SSTR	1310 nm	20 dB	30 km (18.6 mi) <sup>§</sup>	<15.6 mW
FT8301ASFCR	FR8301ASFCR FR8302ASFCR-2	1310 nm	28 dB	46 km (28.6 mi) <sup>§</sup>	<15.6 mW
	FR8301SFCR	1310 nm	20 dB	30 km (18.6 mi) <sup>§</sup>	<15.6 mW
<p>* The FT8301A transmitter and compatible receivers are classified by the FDA as Class 1 laser products.</p> <p><sup>†</sup>When using 50/125 μm multimode fiber, subtract 3 dB from the optical power budget.</p> <p><sup>††</sup>Maximum transmission distance is limited by fiber bandwidth.</p> <p><sup>§</sup>Maximum transmission distance is based on attenuation of 0.5 dB/km plus a 5 dB buffer for connector and splice losses.</p> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>• For conformed coated models, replace the first letter <i>F</i> in the model number with the letter <i>C</i>. The conformed coated version of FT8301AMSTR, for example, is CT8301AMSTR.</li> <li>• For models with higher optical power budgets, contact the factory.</li> </ul>					

**OPTICAL POWER BUDGET, TRANSMISSION DISTANCE, AND LASER CLASS 1 LIMIT -  
FR8301A RECEIVER AND COMPATIBLE TRANSMITTERS**

<b>FR8301A Receiver</b>	<b>Compatible Transmitters</b>	<b>Wavelength</b>	<b>Optical Power Budget</b>	<b>Maximum Transmission Distance</b>	<b>Laser Class 1 Limit*</b>
<b>Multimode (62.5/125 μm)</b>					
FR8301AMSTR	FT8301AMSTR FT8301AMST FT8301MST	850 nm	20 dB <sup>†</sup>	2 km (1.2 mi) <sup>††</sup>	<0.78 mW
<b>Multimode - Extended Distance (62.5/125 μm)</b>					
FR8301AMSTRE	FT8301AMSTRE FT8301AMSTE FT8301MSTE	1310 nm	26 dB <sup>†</sup>	6 km (3.7 mi) <sup>††</sup>	<15.6 mW
<b>Single-Mode (9/125 μm)</b>					
FR8301ASSTR	FT8301ASSTR FT8301ASST FT8301SST	1310 nm	28 dB	46 km (28.6 mi) <sup>§</sup>	<15.6 mW
FR8301ASFCR	FT8301ASFCR FT8301ASFC FT8301SFC	1310 nm	28 dB	46 km (28.6 mi) <sup>§</sup>	<15.6 mW
<p>* The FR8301A receiver and compatible transmitters are classified by the FDA as Class 1 laser products.</p> <p><sup>†</sup> When using 50/125 μm multimode fiber, subtract 3 dB from the optical power budget.</p> <p><sup>††</sup> Maximum transmission distance is limited by fiber bandwidth.</p> <p><sup>§</sup> Maximum transmission distance is based on attenuation of 0.5 dB/km plus a 5 dB buffer for connector and splice losses.</p> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>• For conformed coated models, replace the first letter <i>F</i> in the model number with the letter <i>C</i>. The conformed coated version of FR8301AMSTR, for example, is CR8301AMSTR.</li> <li>• For models with higher optical power budgets, contact the factory.</li> </ul>					



This equipment contains electrical or electronic components that must be recycled properly to comply with Directive 2002/96/EC of the European Union regarding the disposal of waste electrical and electronic equipment (WEEE). Contact your local dealer for procedures for recycling this equipment.



## PRODUCT WARRANTY AND RETURN INFORMATION

### WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on FT/FR8000 Series fiber optic products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Three years on PMCL 200/300/400 Series LCD monitors.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra®, Esprit®, ExSite™, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit® and WW5700 Series window wiper (excluding wiper blades).
- Two years (except lamp and color wheel) on Digital Light Processing (DLP®) displays. The lamp and color wheel will be covered for a period of 90 days. The air filter is not covered under warranty.
- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, Endura™ Series distributed network-based video products, and TW3000 Series twisted pair transmission products.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, preset scan, tour and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to Pelco, Clovis, California. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental or consequential damages (including loss of use, loss of profit and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800)289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, Sales Order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product which does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

### RETURNS

In order to expedite parts returned to the factory for repair or credit, please call the factory at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair).

All merchandise returned for credit may be subject to a 20% restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid. Ship to the appropriate address below.

*If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:*

Service Department  
Pelco  
3500 Pelco Way  
Clovis, CA 93612-5699

*If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:*

If the goods are to be sent by a COURIER SERVICE, send the goods to:

Pelco  
3500 Pelco Way  
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