

Instruction MANUAL

Scouting Trail Camera



(Any contents related to 4G/MMS are for 4G model only.)

V1.0

Pls scan QR codes below to download APP
for remote control functions of 4G model.



For IOS APP



For Android APP

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1. Quick Start

1.1 What in the Box?



- Trail camera x 1
- Instruction manual x 1
- USB cable x1
- Mounting strap x1
- Antenna x2 (4G Model Only)

1.2 How to Get the Camera Ready?

1. Insert the batteries

Open camera house and insert the batteries as electrodes marked in battery case.
Note: 12AA Alkaline or Ni-MH are recommended. For better performance, pls choose the "Battery Type" of the batteries in using.



2. Insert the SD card

Note: 4-32GB SD card is recommended. Please insert it with correct direction as marked.



3. Mount the Antenna & Insert SIM card (for 4G Model Only)



1.3 How to Setup the Camera?

1. Power on the Camera

Switch to ON; camera is ready to work upon motion triggers (screen will not light up upon "ON"). You can mount it out to work directly after this if default settings are preferred. Pls refer to page3 below for default settings in red letters.

2. Configure Camera Settings

Switch to SETUP, screen will light up. Press M key, you will enter the menu to view & change settings. Please press arrow keys for navigation and OK key to confirm settings.

Note: please switch to ON to enable the camera to work after setups.

3. How to Connect the Camera to Network (for 4G Model Only)?

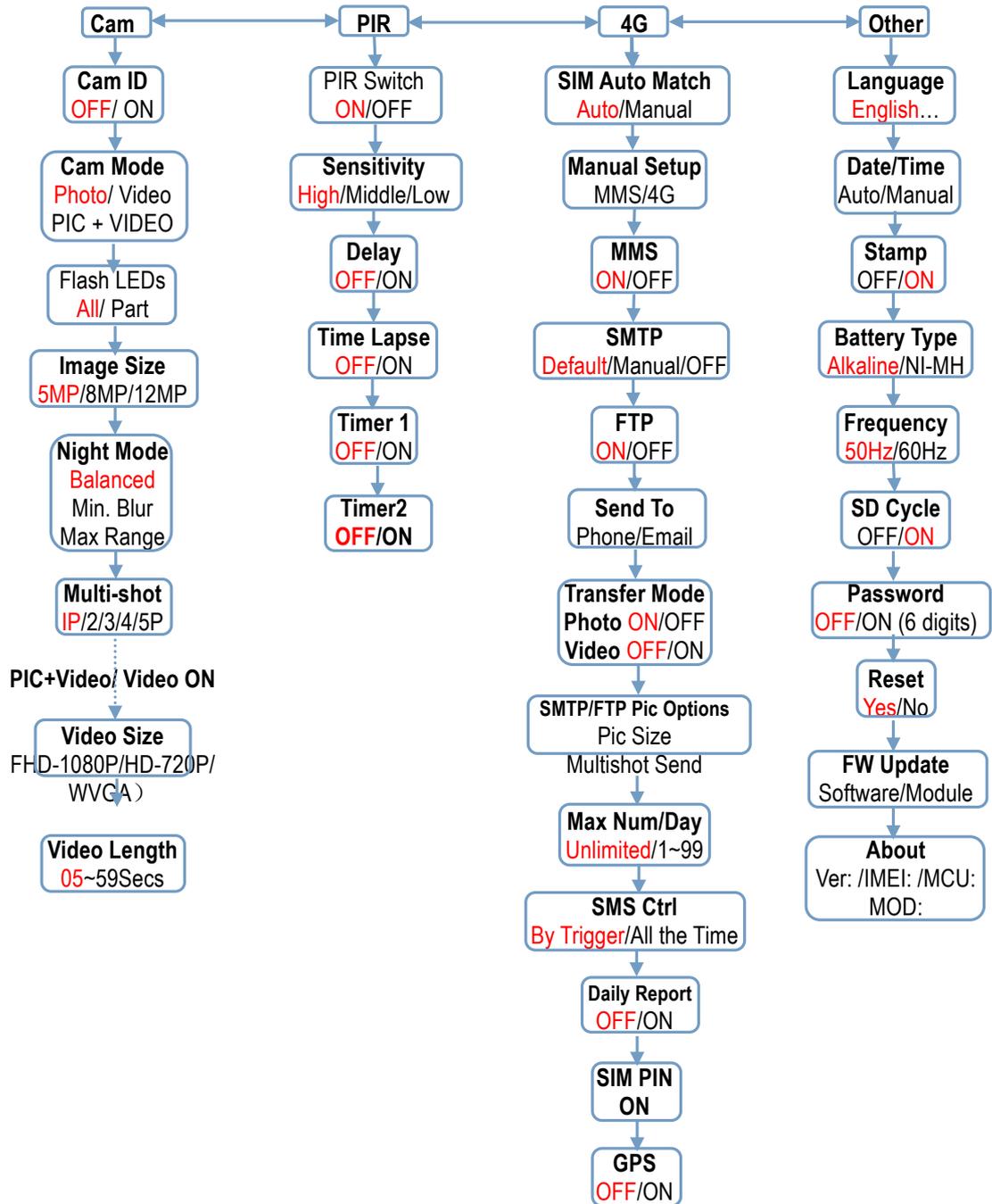
Different from none cellular models, the 4G model has a signal "Searching" process when you switch the power key to SETUP.

If it comes with a signal bar and no other pop-up, it means the network is automatically connected; by then, you only need to fill in phone numbers and emails in "Send to" to receive photos upon motion triggers.

If it comes with a pop-up "SIM Auto Match failed...", please go to "SIM Auto Match" under "4G", select "Manual", and fill in local operator APN details in "Manual Setup", the camera will connect to network to send photos.

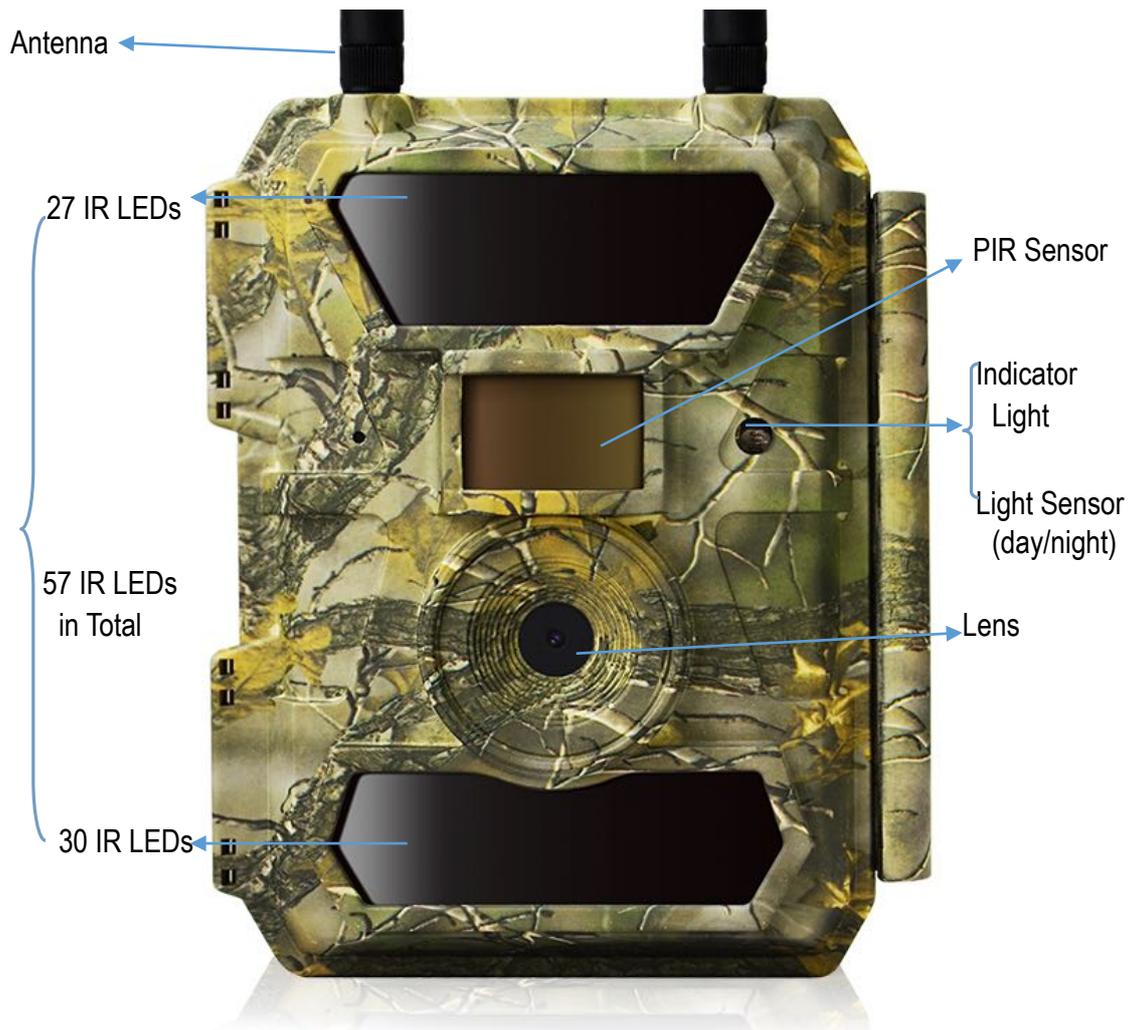
Note: This camera can send photos to 4 phones & 4 emails. It's set to send photos to phones via MMS, and photos/ videos to emails via SMTP (data). If you prefer more personalized way of sending, please configure in menu accordingly.

1.3 Camera Default Settings in Red Letter



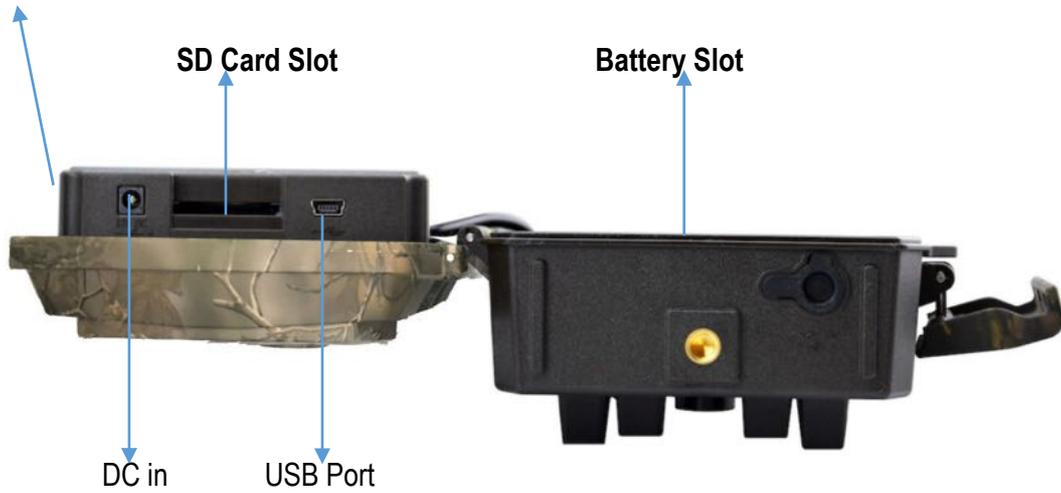
2. Whole View and Details of Camera

2.1 Figure 1: Front View of Camera;

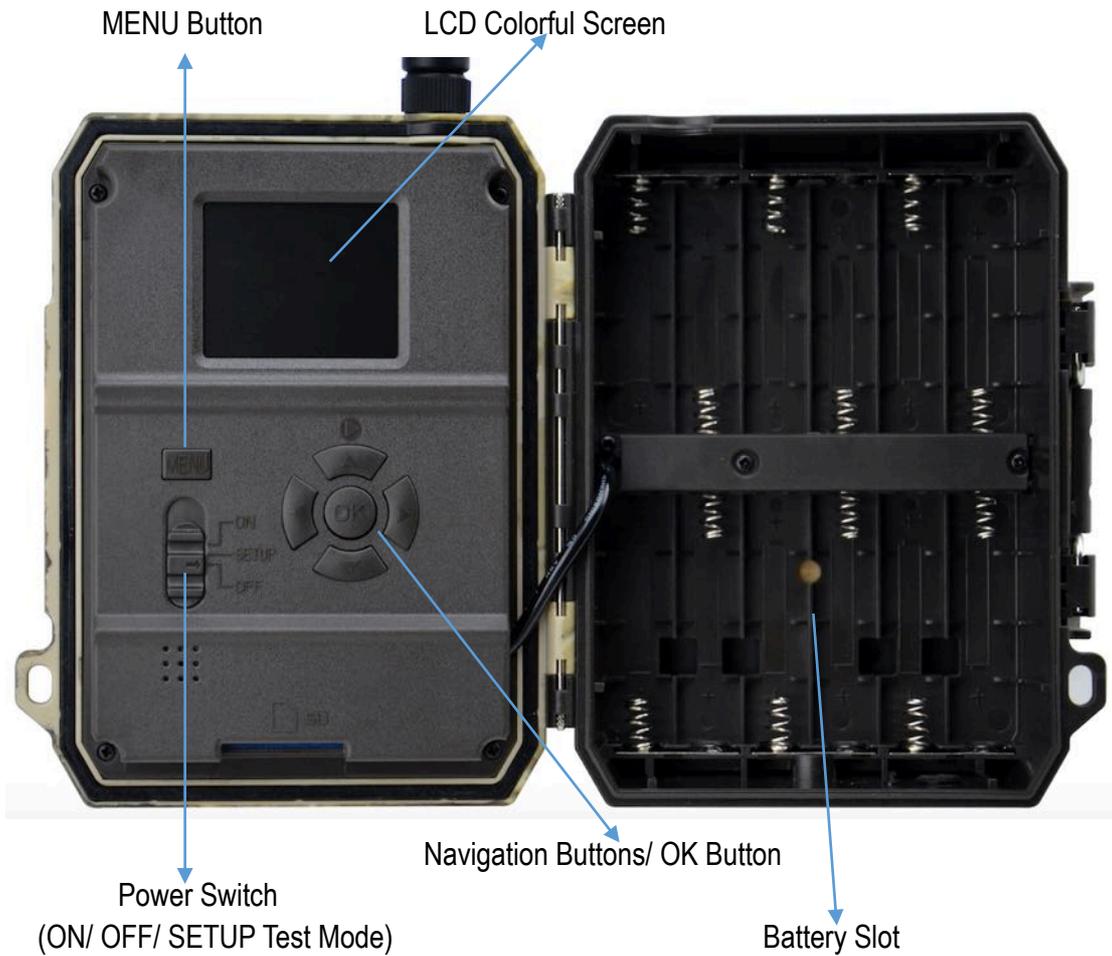


2.2 Figure 2: Bottom View of Camera;

SIM CARD Golden Part Faces Front Housing Side



2.3 Figure 3: Internal, Side and Back View of Camera



3. Introduction

With contents in previous pages, believe you've already got a brief idea about how this camera works. Before more details presented, here we want to thank you for choosing one of our easy operation highly qualified products. You now may enjoy the excellences reflected on this series product. This 12MP HD digital camera was totally R&D by our diligent and smart engineers based on feedbacks and requirements from customers globally. May you also enjoy and adore this product as we do. And our company is always open-minded with willing to adopt creative ideas from you.

3.1 Fully Functionality Introduction

Besides all the functions you may experience from any other similar cameras. This one is aimed to offer you stable quality product using experience with many extraordinary features, like **Real GPS functions**, SIM setups auto match, daily report, remote ctrl with APP (IOS & Android), 20 meters (60 ft) invisible real night vision ability, 0.4 seconds trigger time, and 1 photo/sec (up to 5 photos per trigger) multi-shot to capture the whole track of object (anti-theft evidence), user friendly operational menu, etc.

3.2 Power Supply

9-12V power supply to ensure camera well performance of all functions

A. Batteries

Camera runs on 6 or 12 AA size batteries, can work with alkaline and high-quality NiMH rechargeable batteries. But we suggest to run camera with NiMH batteries only as performance of alkaline batteries is much poorer than NiMH batteries. Pls also choose the battery type you're using in the menu option "Battery Type" to reach longer operation time.

Batteries should be inserted with correct electrode position as marked in battery case. Upside down batteries electrodes may cause device malfunction. Also, we strongly recommend changing the batteries when power icon on camera screen or photo stamp is empty.

Note: Don't mix batteries types! Different batteries to be used in camera may cause permanent damage which also violates warranty policy!

Due to different settings, objects activities within camera detection zone, different brands and quality of batteries, and using environment, etc; we're not able to list out exact number of photos and videos that camera can achieve. So given table below only shows approximate number of photos or videos camera can take with 12AA alkaline batteries; better performance can be given by 12 AA rechargeable NiMH batteries.

4G OFF			
Photos shot per day	Working time	Video clips shot per day	Working time

IR LEDs On					
Max.Range	100 pics	80 days	Video—10s	10 clips	79 day
Balanced	100 pics	78 days			
Min.Blur	100 pics	72 days			
IR LEDs Off					
Photo	100 pics	115 day	Video—10s	10 clips	168 day

B. Solar Panel

To bring users better using experience, our engineers designed this camera to be able to work with most standard 12V/2A lithium battery build-in solar panels. Solar panel can't charge the batteries in using in camera batteries cases.

C. Power Adaptor—Security Surveillance Purpose

This camera can also be powered by an external 12V/ 2A DC adapter. Recommend to remove the AA size batteries when power adaptor is used. Electrical power is recommended for security purposes.

3.3 SD Card Selection

Using a memory card is required to operate the camera. When the camera is "ON" and no memory card is used, the screen displays "No card". The SD slot of the camera has a 32 GB memory capacity. Before inserting or removing the memory card, the camera must be turned "OFF". Failing to do so may cause loss of or damage the pictures/ videos already recorded from the memory card. When the SD card is full, the viewing screen shows "Memory Full". The following data shows an approximate quantity of photos or videos which can be recorded by the camera depending on the memory card capacity.

Chart below will show you the approximate capacity of different size SD cards. Pls check to see which size card can fit your needs best.

SD Size Capacity	4 GB	8 GB	16 GB	32 GB
Photo (pictures)				
5MP	3350	6935	13210	27920
8 MP	2048	4205	8070	17061
12 MP	1310	2701	5190	10965
Video (hours)				
640x480	04:01:48	08:20:44	16:05:45	33:56:02
HD	02:50:42	05:52:35	11:38:43	24:09:16
FHD	01:58:31	04:27:27	08:30:21	18:04:52

3.5 USB Connection

When camera is connected via USB cable; screen display "MSDC", press "Menu" once,

“MSDC” turns to “PC Cam”, camera now can be used as a PC camera; press “Menu” again, camera exits PC camera mode.

3.6 Attention

1. Insert the SD memory card correctly, camera does not support SD card hot swap (insertion).
2. Please use high-quality AA batteries in order to prevent battery cells from corrosion of leaked acid.
3. Use right adaptor (12V/2A) of this camera to supply power, and do not invert the electrode when put in batteries.
4. In Test mode, camera will automatically power off in 3 mins if there is no keypad touching.
5. Don't interrupt power supply during firmware upgrade, please deliver it back to factory if the device doesn't work after upgrading.
6. Do not frequently insert or pull out SD card and battery or plug in and out the adaptor when the camera is on.
7. Do not have any floating objects, such as leaves, strings, or ribbons in the 3M motion detection zone of cameras, to avoid mistaking photograph or videos.
8. Do not keep camera next to hot irrelevant objects, air conditioner exhaust vents, and light, etc. to avoid mistaking photos or videos.
9. Camera is with a 52° or 100° FOV lens and 57pcs IR LEDs. To ensure these 57pcs IR LEDs can give enough flash that high quality AA batteries must be applied accordingly to deliver enough amperage to power the illuminator consistently in dark environments.
10. Programmed Date/Time can be saved in camera for 12 hours as long as camera was powered 1 hour above.

3.7 Key Features

1. **0.4 seconds** trigger speed;
2. Regular lens model: **52° FOV lens; 65° PIR angle;**
3. Wide lens model: **100° FOV Lens; 100° PIR angle**
4. 12MP/ 1080P@30FPS;
5. Programmable 5/8/12 Megapixel high-quality resolution;
6. **57pcs invisible IR LEDs**, offer 20 meters (65 feet) real night vision distance;
7. crystal clear day & night photo/video quality;
8. **1 photo burst per second to get full moving track of object;**
9. Support multiple functions: adjustable PIR sensitivity, Multi-shot (1~5 photos per trigger), programmable delay between motions, Time Lapse, Timer, stamp of (camera ID, date/time, temperature, moon phase) on every single photo;

10. Available operation temperature: -25°C to 60°C;
11. Built-in 2.0" TFT color screen;
11. With MMS/4G/SMTP/FTP function, camera can transmit photos to 1-4 preset mobile phones, 1-4 email, and FTP account per trigger.
12. SMS to realize various remote configurations;
13. SMS to enable camera to shoot a photo and send back instantly;
14. **Optional small size (640*480), large size (1920*1440), and 5/8/12MP Email/FTP photos;**
15. **APP available in IOS & Android APP store.**

4. Operation List

4.1 Video/Photo Playback

Turn "Power Switch" to SETUP position to enter test mode, press arrow button "↑" to enter Playback; press "←" and "→" for selection, "OK" to play photo/video.

- 1) Press button "↑" again to exit.
- 2) In Playback Mode, press "Menu" button to delete files, or format SD card; press "Menu" again to exit.

4.2 Delete

- a. Delete one: delete selected photo/video;
Press "OK" to choose, press "↑" and "↓" for selection, "Yes" to confirm, "No" to exit to previous page.
- b. Delete All.

4.3 Format of SD Card

- a. No
- b. Yes: to format SD card via camera.
Press "←" and "→" for selection, "Yes" to confirm, "No" to exit to previous page.

4.4 Auto Power Off

In Test mode, camera will automatically power off in 3 mins if there is no keypad touching. Please manually turn ON it as if you want to do some further configuration.

Note: camera stay in "Test" mode if camera is in Menu configuration pages.

4.5 Operation Menu

Test mode, Press "Menu" once to enter camera setting menu; to navigate setting interface by

pressing “←”, “↑”, “→”, or “↓”, press “OK” for selection, “Menu” to exit to previous page, and “Menu” to switch alpha/ digits/ symbols.

Note: For some settings, user needs to press “Menu” to save & exit the configuration after pressing “OK” to confirm; (Cam ID, Deley, Time Lapse, Timer, Password)



Cam	
Settings	Programmable Options
Cam ID	Select “ON”, press “OK”, to set 12 digits/ alphabets for each camera. Such function can help user to identify photos are from where and which camera.
Cam Mode	Photo, Video, PIC+VIDEO 1) Photo: camera shoots photos only based on configured Multi-shot & Image Size; 2) Video: camera shoots videos only based on configured Video Length/Size; 3) “PIC+VIDEO”, camera shoots photo(s) first, then video upon same trigger event based on Video Length/Size and Multi-shot/ Image Size user configured;
Flash LED	All/Part All: all 57pcs IR LEDs will work in dark environment; Part: Bottom 30pcs IR LEDs will be turned off.
Image Size	5MP (2560*1920), 8MP (3264*2448), 12MP (4032*3024)
Night Mode	a) Min. Blur: Short exposure time to minimize motion blur for better image quality; shortened IR flash range; b) Max. Range: Longer exposure time to extend IR flash range for better night vision; lower image quality; c) Balanced: combination of above 2 options;
Multi-shot	Programmable 1~5 photos per trigger
Video On	
Video Size	FHL-1080P (1920*1080), HD-720P (1280*720), WVGA (848x480)
Video length	05~59 Secs



PIR	
Settings	Programmable Options
PIR Switch	OFF/ON Note: a) With PIR Switch off, camera will not be able to take photo/ video per motion; b) With PIR Switch on, camera is able to take photos/ videos per motion even when Time Lapse is ON.
Sensitivity	High, Middle, Low Higher sensitivity is 1) more sensitive to movements by smaller subjects; 2) longer detection distance; 3) easier for sensor to detect difference between body heat and outdoor temperature; 4) easier to trigger camera to record. In high temperature environment, body heat of subjects and environment temperature is hard to tell by camera, suggest setting High .
Delay	Select "ON", press "OK", to set a time interval between photos or videos upon motion. This option can avoid camera taking too many photos or videos. Example: Camera will wait 1 minute between photo/video recordings with motion if pre-set time interval is 00:01:00 Configurable delay time: 00:00:03~23:59:59.
Time Lapse	Select "ON", press "OK", to set the interval; camera will shoot pics or video clips automatically upon the interval user set. Object motion can still trigger the camera to take photos/ videos if PIR Switch is ON. Configurable interval: 00:00:03~23:59:59.
Timer1	Select "ON", press "OK", to set the beginning time and end time (hour/minute); camera will only work during the time period user set. i.e.: 15:00 – 18:00; camera only works during 15:00 – 18:00
Timer2	Select "ON", press "OK", to set the beginning time and end time (hour/minute); camera will only work during the time period user set. i.e.: 15:00 – 18:00; camera only works during 15:00 – 18:00



Per this menu, main functions are marked in grey; details below each function are explanation of this function.

4G	
SIM Auto Match	
1) Camera will automatically enter MMS & 4G setups when the SIM card is inserted; 2) If " SIM Automatch failed, pls enter setups manually " pops up on screen, pls switch " SIM Auto Match " to " Manual " mode, then enter MMS & 4G setups in " Manual Setup ";	
Manual Setup	
<i>(Pls enter setups below manually in "Manual" mode if your local operator can't be automatically matched by camera itself.)</i>	
MMS	Pls contact your operator for MMSC/APN/Proxy/Port (Username & Password if required) ; and enter these info manually. <i>(We'll add the needed operator info into "SIM Auto Match" list whenever we're informed with the detail effective information.)</i> Note: 1. With MMS setups added, camera can send photos to preset phones/ email. If MMS is with wrong information entered, then phones/ email accounts will not be able to receive photos from camera. 2. Email accounts receive photos from camera via SMTP only when SMTP is ON and with correct SMTP info entered. 3. Camera is not able to send pics to emails via MMS when SMTP is ON.
4G	Enter your local operator's 4G APN, and corresponding Username and Password. Note: Only with 4G setups added, can SMTP and FTP functions work. Note: it's not a must to enter Username and Password of APN. But some operators may require this password access to enable 4G function. For details, pls contact your local operator.
MMS	ON/OFF You can simply choose to allow pics to be sent to your phone number via MMS by switch ON/ OFF MMS function here. MMS can only send small size pics to your phone number
SMTP	
Camera comes with default SMTP setups; you only need to enter receiving email accounts in "Send to" Pls finish setups below if you'd like to use your own SMTP server.	
1) Enter your mailbox server IP; i.e.:	

<p>Hotmail IP: smtp.live.com; Gmail IP: smtp.gmail.com; 2) Enter your mailbox port; Port of most mailbox is 25; plz enter your mailbox corresponding port. 3) Enter your mailbox password access. Note: 1. SMTP only send photos to preset emails; if SMTP is with wrong information entered, then emails will not be able to receive photos from camera. 2. MMS stops sending photos to email when SMTP is set to work.</p>	
FTP	
<p>1) Enter your FTP server IP; i.e.: FTP Server IP: ftp://dianwan2008.gicp.net/ Enter: dianwan2008.gicp.net 2) Enter your FTP server port; Port of most FTP server is 21; plz enter your FTP server corresponding port. 3) Enter your FTP server password access. Note: FTP only upload photos to preset FTP account; if FTP is with wrong information entered, then FTP account will not be able to receive photos from camera.</p>	
Send To (4G model is able to send photos and videos to your emails/ FTP account)	
Phone	Enter recipients' phone numbers (1~4)
Email	Enter recipients' email accounts(1~4)
Transfer mode: this function allows camera to send photos or videos, or both	
Photo	ON/ OFF
Video	ON/ OFF
SMTP/ FTP Pic Options	
<p>Pic Size: Small/ Bigger/ Original; Pictures sent via SMTP and FTP are in optional size as Small (640*480), or Bigger (1920*1440), or Original (5M/ 8M/ 12M based on the Image Size you set below CAM)</p>	
<p>Multishot Send: 1st/2nd/3rd/4th/5th Pic; this function works with Multi-shot. i.e.: Multi-shot is set as 5P; and you choose 1st Pic and 3rd Pic in Multishot Send. Then the 1st photo and 3rd photo taken from the 5 pics multi-shot will be sent out to your email(s) or FTP account. Note: 1. Only 1st Pic (640*480) will be sent if the network around is only with 2G available; 2. Only 1st Pic (640*480 or 1920*1440) will be sent if the network around is only with 3G available; 3. 1st to 5th Pics (640*480 or 1920*1440) can all be sent with 4G network; for original size pics (5/8/12MP), only 2 pics can be sent with 4G network</p>	
Note:	
<p>1) camera will only send photos to preset phone numbers via MMS; 2) camera will only send photos to preset email(s) via MMS if SMTP is OFF; 3) camera will only send photos/ videos to preset email accounts via SMTP if SMTP is ON.</p>	
Max Num/Day	
Default: unlimited;	

Optional: 1~99

i.e.: user chooses 50, then camera will only send (Photos/Videos) 50 times every day. Each time, camera will send to all entered emails/ phones/ FTP accounts. All the rest photos/ videos upon triggers will only be stored in SD card.

SMS Ctrl

1) By Trigger: (Suggest for AA battery power)

Camera will only be able to change & save setups remotely when camera is triggered to shoot photos/ videos.

2) All the Time: (Suggest using when Power adapter connected as this option will consume huge battery power.)

Camera 4G module stand-by all the time; so camera setups can be changed and saved whenever you sent the remote SMS setup commands.

Daily Report

1) OFF;

2) ON; Choose ON to enter to set up a time when you want camera to send you the Daily Report;

Contents contain in Daily Report: Device IMEI Number, CSQ (Signal Strength): 0~31, Camera ID, Temperature, Date & Time, Battery Left Volume, SD Card Info, Total Pics Taken by Cam, Send Times

SIM PIN

You can ignore description below if your SIM has been activated already.

(Phase "Pls input PIN-Code" will not pop up after signal search if your SIM is activated.)

1) Camera will check if inserted SIM card is activated during signal search in "Test" mode;

2) If SIM is not activated, "Pls input PIN-Code" will pop up on screen after signal search;

3) Then "SIM PIN" will turn to be configurable in "4G" page of Menu;

4) Enter PIN code in "SIM PIN"; camera will auto power off. Camera will activate SIM card automatically during signal search when you restart the camera after you enter the PIN code.

Note:

1) "Pls input PIN-Code" will pop up again if wrong PIN code is entered;

2) Pls re-try your PIN code as if you see "Pls input PIN-Code" after signal search;

3) SIM is normally limited to be activated 3 times; it'll be locked if PIN code entered are all wrong during these 3 times trial. So we suggest you to double confirm your PIN code before you try again.

4) Pls insert SIM card into your phone to unlock it by using its PUK code after 3 times trial of activation based on steps above

GPS

ON/ OFF

With GPS turned ON, GPS info will be shown on picture stamp;

Note: If GPS signal is weak around, GPS info will not be shown on stamp until the GPS signal gets stronger.



Other	
Language	English...
Date/Time	Auto/Manual Auto: camera will synchronize data/time after you enter your time zone info; Manual: manually set date/time date : Month : year; hour : minute : second Note: Pls adjust camera date/time to ensure some functions work as expected.
Stamp	Imprints of programmed camera ID, moon phase, temperature, date, and time on photo
Battery Type	Alkaline/ NI-MH Choose correct battery type of using batteries in camera makes camera perform better.
Frequency	50HZ, 60HZ; improper setting may cause camera screen flicker
SD Cycle	Select "ON", press "OK", camera will continue to record photos/videos by deleting earliest photos or video clips.
Password	Select "ON", press "OK", to enable password protection for your camera; support totally 6 digits/ alphabets long password access.
Reset	Select "Yes" to reset camera back to factory default settings.
FW Update	With update firmware in the SD card, you can enter this menu to update camera firmware by confirming "Yes" in the options.
About	Firmware version in camera (Version: / IMEI: / MCU:/MOD:)

5. Specification

Image Sensor	5 Mega Pixels Color CMOS
Effective Pixels	2560x1920
Day/Night Mode	Yes
IR range	20m

IR Setting	Top: 27 LED, Foot: 30 LED
Memory	SD Card (4GB – 32GB)
Operating keys	7
Lens	F=3.0; FOV=52°/100°; Auto IR-Cut-Remove (at night)
PIR Angle	65°/100°
LCD Screen	2" TFT, RGB, 262k
PIR distance	20m (65feet)
Picture size	5MP/8MP/12MP = 2560x1920/3264x2448/4032x3024
Picture Format	JPEG
Video resolution	FHD (1920x1080), HD (1280x720), WVGA(848x480)
Video Format	MOV
Video Length	05-10 sec. programmable for wireless transmission; 05-59 sec. programmable for no wireless transmission;
Picture size for wireless transmission	640x480/ 1920x1440/ 5MP/ 8MP or 12MP(depend on the Image Size setting)
Shooting Numbers	1-5
Trigger Time	0.4s
Trigger Interval	4s-7s
Camera + Video	Yes
Device Serial No.	Yes
Time Lapse	Yes
SD Card cycle	ON/OFF
Operation Power	Battery: 9V; DC: 12V
Battery Type	12AA
External DC	12V
Stand-by Current	0.135mA
Stand-by Time	5~8 months (6×AA~12×AA)
Auto Power Off	In Test mode, camera will automatically power off in 3 mins if there is no keypad touching.
Wireless Module	LTE Cat.4 module; 2G & 3G networks are also supported in some countries.
Interface	USB/SD Card/DC Port
Mounting	Strap; Tripod
Operating Temperature	-25°C to 60°C
Storage temperature	-30°C to 70°C
Operation Humidity	5%-90%
Waterproof spec	IP66
Dimensions	148*117*78 mm
Weight	448 g
Certification	CE FCC RoHs

Specifications are subject to change without prior notice.

6. Trouble Shooting

6.1 Photos Do Not Capture Subject of Interest

1. Check the “Sensor Level” (PIR sensitivity) parameter setting. For warm environmental conditions, set the Sensor Level to “High” and for cold weather use, set the sensor for “Low”.
2. Try to set your camera up in an area where no heat resources are in the camera’s field of view.
3. In some cases, set the camera near water will make the camera take images with no subject in them. Try to aim the camera over ground.
4. Try to set camera on stable and immovable objects, i.e.: large trees.
5. At night, motion detector may detect beyond range of the IR illumination. Reduce distance setting by adjusting sensor sensitivity.
6. Rising sun or sunset can trigger sensor. Camera must be reoriented.
7. If person/animal moves quickly, it may move out of the camera’s field of view before photo is taken. Move camera further back or redirect camera.

6.2 Camera Stops Taking Images or Won’t Take Images

1. Please make sure that the SD card is not full. If the card is full, camera will stop taking images. Or user can turn on Cycle Recording to avoid such problem.
2. Check batteries to make sure that alkaline, or NiMH AA batteries left power is enough for camera to work.
3. Make sure that the camera power switch is in the “On” position and not in the “Off” or “Test” modes.
4. When 4G function is on, there will be around 1 minute interval for camera to send out photo before camera shooting the next photo. Pull out SIM card, camera can shoot photos continuously.
5. Please format the SD card with camera before using or when camera stops taking images.

6.3 Night Vision Flash Range Doesn’t Meet Expectation

1. Please check to make sure that batteries are fully charged or left power is enough;
2. “Max Range” offers better IR flash range. Given IR flash range values are based on Max Range setting; so please adjust Night Mode to Max Range for better night vision flash range;
3. High-quality 1.2V NiMH rechargeable AA batteries can also offer much better IR flash range; alkaline batteries cannot deliver enough amperage to power the illuminator consistently at night;
4. To ensure accuracy and quality of night time image, please mount camera to dark environment without any obvious light sources;
5. A certain surroundings (like trees, walls, ground, etc.) within flash range can get you better night time images; please do not aim camera to total open field where there is nothing within IR flash range to reflect flash back; it’s like shinning a flashlight into sky in night, you just can’t see anything; same does camera;

6.4 Photos Do Not Capture Subject of Interest

1. Check the “Sensor Level” (PIR sensitivity) parameter setting. For warm environmental conditions, set the Sensor Level to “High” and for cold weather use, set the sensor for “Low”.
2. Try to set your camera up in an area where there is not a heat source in the camera’s line of sight.
3. In some cases, set the camera near water will make the camera take images with no subject in them. Try aiming the camera over ground.
4. Try to avoid setting the camera up on small trees that are prone to being moved by strong winds.
5. Remove any limbs which are right in front of the camera lens.

7. Warranty

With great pride and full confidence in our products, we always keep our words which are given to our customers as specified warranty terms and services below. Based on a strict QC system, we initially offer all our customers **one year long time limited warranty**, come along with selectable chargeable renewal policy of warranty as one, two, three, or four years.

Our products are warranted against defects in materials and workmanship for a period of one year from the date of original purchase. If a defect exists, we will, at our option and to extent permitted by law will (1) repair the product at no charge using new or refurbished parts; (2) exchange the product with a functionally equivalent product that is new or refurbished. Provided the product is returned freight charge paid.

This warranty excludes damage resulting from abuse, accident, modifications or other causes that are not defects in materials and workmanship, or by someone other than our authorized technicians. This warranty only covers failures due to defects in materials or workmanship under normal usage.

To obtain warranty service, please contact us to determine the nature of problem before return the product under this warranty (with a written description of the problem and print samples) for repairing or exchanging.