EVO3-ID700DN-2.8-12 (S45461)
700TVL DN (2.8~12) Internal Dome

High Resolution Internal Dome
User Manual
WARNING

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE. DO NOT INSERT ANY METALLIC OBJECT THROUGH THE VENTILATION GRILLS OR OTHER OPENINGS ON THE EQUIPMENT.

EXPLANATION OF GRAPHICAL SYMBOLS

The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

PRECAUTIONS

Safety
Should any liquid or solid object fall into the cabinet, unplug the unit and have it checked by qualified personnel before operating it any further.

Unplug the unit from the wall outlet if it is not going to be used for several days or more.
To disconnect the cord, pull it out by the plug. Never pull the cord itself.

Allow adequate air circulation to prevent internal heat build-up. Do not place the unit on soft surfaces (rugs, carpets, sofas, etc.) or near materials (curtains, draperies) that may block the ventilation holes.

Installation
Do not install the unit in an extremely hot or humid place or in a place subject to excessive dust, mechanical vibration.

The unit is not designed to be waterproof.
Exposure to rain or water may damage the unit.

Cleaning
Clean the unit with a slightly damp soft cloth.
Use a mild household detergent. Never use strong solvents such as thinner or benzine as they might damage the finish of the unit.

Retain the original carton and packing materials for safe transport of this unit in the future.
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 point 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. Unplug this apparatus during lightning storms or when unused for long periods of time.
14. 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 moisture, does not operate normally, or has been dropped.
15. 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.
16. Use satisfy clause 2.5 of IEC60950-1/UL60950-1 or Certified/Listed Class 2 power source only.
FCC COMPLIANCE STATEMENT

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.

FCC INFORMATION: This equipment has been tested and found to comply with the limits for 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.

CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

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.

CE COMPLIANCE STATEMENT

WARNING: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
CONTENTS OF PACKAGE

Installation of the camera must be performed by qualified service personnel in accordance with all local and national electrical and mechanical codes.

Carefully remove the color camera and its accessories from the carton and verify that they were not damaged in shipment.

The contents of the package includes:

1. Camera in Housing _____________________1
2. Instruction Manual (This Document) ________1
3. Accessory Kit for Installing _______________1
4. Drilling guide label _____________________1

TABLE OF CONTENTS

INTRODUCTION ---------------------------------------------------------------------------------------------------- 1
CAMERA CONNECTION & CONTENTS of PACKAGE -------------------------------------------- 2
INSTALLATION -------------------------------------------------------------------------------------------------- 3
OSD MENU STRUCTURE --------------------------------------------------------------------------------------------------- 7
AUTO WHITE DEFECT & LENS ADJUSTMENT --------------------------------------------- 14
EXTERNAL DIMENSION -------------------------------------------------------------------------------------------------- 15
SPECIFICATIONS -------------------------------------------------------------------------------------------------------- 16
INTRODUCTION

The camera provides high-quality images using SONY 1/3” CCD and digital Signal process LSIs.

Features:

- 1/3" HAD CCD II for an image of high sensitivity
- 2.8~12 mm D/N Vari-focal (DC AI)
- Digital Wide Dynamic Range (Adaptive Tone Reproduction)
- Excellent picture quality
- 700 lines of resolution
- Minimum illumination 0.15 Lux (Color)
- Auto electronic shutter [1/60(1/50) ~ 1/10,000] and manual electronic shutter modes
- OSD (On Screen Display)
- Auto and manual white balance modes
- Auto BLC and HLC, Day & Night (Auto)
- 2D-NR
- Privacy Zone 4 point, Motion Detection 4 Point
- MIRROR, SHARPNESS, HUE, CONTRAST, GAIN
- AGC (Auto Gain Control)
- VIDEO OUT (BNC)
- Internal
- Operates in 12VDC or 24VAC
  (If using DC 12V power adaptor, Please use a power supply capable of supplying over 600mA.)
- Use Certified / Listed Class 2 power source only.
- Auto White Defect

IMPORTANT: The user of this camera is responsible for checking and complying with local, state, and federal laws and statutes concerning the recording and monitoring of audio signals.
CAMERA CONNECTION

1. Lens: 2.8~12mm D/N Vari-focal (DC AI) for wide area monitoring

2. Power: power source from a DC 12V or AC 24V

3. Video: BNC connector used to connect the camera to a monitor, switcher. ect.

CONTENTS OF PACKAGE

The package contains the following.

- Camera in Housing ................................................................. 1
- Instruction Manual (This Document) ..................................... 1
- Accessory Kit for Installing ................................................. 1
- Drilling guide label ................................................................. 1
1. Make mounting holes and cable hole in the place (ceiling or wall) to which this dome camera is installed using the Drilling guide label.
(1) Flush Type
1) Make screw holes for camera on the ceiling with Template Sheet.

2) Disassemble a camera by Surface Case, Camera Set, and Dome Bubble.

3) Fix the Camera Set using Anchors (4x) and Screws (4x) to the ceiling.

4) Assemble Dome Bubble to Camera Set.
   Turn the Dome Bubble clockwise to complete installation.
(2) Surface Type
1) Make screw holes for camera on the ceiling with Template Sheet.

2) Disassemble a camera by Surface Case, Camera Set, and Dome Bubble.

3) Fix the Camera Set using Anchors(3x) and Screws(3x) to the ceiling.

4) Assemble Camera Set to Surface Case.

5) Assemble Dome Bubble to Camera Set.
   Turn the Dome Bubble clockwise to complete installation.
(3) Appendix – Wall Mount Bracket
- To install the wall using Wall Mount Bracket.
- Same as Surface Type installation.
LENS

AUTO

TYPE (DC / VIDEO)
Sets the type of mechanical iris
(Video lens is not supported)

MODE (AUTO / OPEN / CLOSE )
Sets the type of control to be applied over the mechanical iris.

SPEED (0 – 255)
Sets the convergence speed of the mechanical iris.

MANUAL

Manual lens only
(Note: Since Manual mode AUTO mode is changed SHUTTER/AGC to
SHUT+AUTO IRIS when MANUAL is changed to AUTO, AUTO MODE
should be changed to AUTO IRIS in SHUTTER/AGC)

SHUTTER/AGC

AUTO

HIGH LUMINANCE

MODE (SHUT+AUTO IRIS / AUTO IRIS)
(Note: only SHUT can be selected if LENS is in MANUAL mode
SHUT+AUTO IRIS is AE(Auto Exposure) for SHUTTER is 1/500(1/480) and
MIRIS)

BRIGHTNESS (0 ~ 255)
Adjusts the brightness

LOW LUMINANCE

MODE (AGC / OFF)
Auto Gain Control on or off

BRIGHTNESS (x0.25 / x0.50 / x0.75/ x1.00)
Amount of AGC applied in low lighting conditions

MANUAL

MODE (SHUT+ AGC)
Auto gain control

SHUTTER
Select the shutter speed (1/60, 1/120, 1/250, 1/500, 1/1000, 1/2000, 1/4000,
1/10000)

AGC
Sets the AGC gain applied [dB] for ME (manual exposure)
(6, 12, 18, 24, 30, 36, 42, 44.8dB)
WHITE BAL

ATW (Auto Trace White balance)
- SPEED (0~255)
  Adjusts the pull-in speed of ATW.
- DELAY CNT (0~255)
  Sets the time-based hysteresis of ATW.
- ATW FRAME (x0.5 / x1 / x1.5 / x2)
  Sets the pull-in frame magnification.
- ENVIROMENT (INDOOR / OUTDOOR)
  Preset for either indoor or outdoor applications of the ATW

PUSH
Wide range Auto White Balance mode (AWB)

USER1 & 2
Both USER 1 & 2 can be individually set up for specific applications. The gain values for the outdoor fixed mode are used as the adjustment items of USER1 on the internal OSD menu.
- B-GAIN (0~255)
- R-GAIN (0~255)

ANTI CR
Color rolling suppression

MANUAL
The B and R gain values for manual WB are set on this screen.
- LEVEL (NTSC : 13 ~ 56) , (PAL : 16 ~ 78)

PUSH LOCK
PUSHLOCK is selected and the Enter input is active

BACKLIGHT
Sharpen subjects with backlight (OFF / BLC / HLC)

PICT ADJUST
- MIRROR (OFF / ON) Horizontally inverts image.
- BRIGHTNESS (0~255) Sets the screen brightness.
- CONTRAST (0~255) Sets the screen contrast.
- SHARPNESS (0~255) Sets the screen sharpness.
- HUE (0~255) Adjusts the hue.
- GAIN (0~255) Adjusts the gain.
ATR

ATR (Adaptive Tone Reproduction) allows adjustment of the image to assist with widely contrasting scenes of view.

LUMINANCE (LOW / MID / HIGH)
Sets the extent of the luminance compression

CONTRAST (LOW / MIDLOW / MID / MIDHIGH / HIGH)
Sets the extent of the contrast enhancement

MOTION DET

DETECT SENSE (0~127)
Sets the motion detection sensitivity (0=low sensitivity, 127=high sensitivity)

BLOCK DISP (OFF / ON / ENABLE)
Applies a Motion block trace in the selected area. To define the area, select Enable and push centrally on the joystick. Use the Joystick to navigate to the blocks you want to Disable and not include in motion trace. To return to the menu, push and hold central joystick for 2secs and release.

MOTION AREA (ON / OFF)
Enables/disables the motion detection

AREA SEL (1~4)
Selects the motion detection area
(Note: Set the area sel it would be better to move firstly BOTTOM and RIGHT)

TOP (NTSC:0~244 , PAL:0~288)
0 = top

BOTTOM (NTSC:0~244 , PAL:0~288)
244(288) = bottom

LEFT (NTSC:0~474 , PAL:0~468)
0 = left

RIGHT (NTSC:0~474 , PAL:0~468)
474(468) = right

MOTION DET

DETECT SENSE 111
BLOCK DISP OFF
MONITOR AREA ON
AREA SEL 1/4
TOP 000
BOTTOM 076
LEFT 000
RIGHT 183
RETURN

PRIVACY

AREA SEL (1~4)
Selects the motion detection area
(Note: Set the area sel it would be better to move firstly BOTTOM and RIGHT)

TOP (NTSC:0~244 , PAL:0~288)
0 = top

BOTTOM (NTSC:0~244 , PAL:0~288)
244(288) = bottom
LEFT (NTSC:0~474, PAL:0~468)
0 = left
RIGHT (NTSC:0~474, PAL:0~468)
474(468) = right

COLOR (1~8)
Sets the colors of the privacy zones.

TRANSP (0.00 / 0.50 / 0.75 / 1.00)
Sets the transparency of the privacy zone area if color is selected.

MOSAIC (OFF / ON)
Sets the mosaic function as the privacy to ON or OFF.
(Note: when ON, transparency needs to be set at 0.00 and privacy zones can only be 1 color OR mosaic and not mixed)

DAY / NIGHT

COLOR (color only operation)
B/W (monochrome only operation)
BURST (OFF / ON)
Allows the color burst signal in monochrome to be removed if required.
IR OPTIMIZER (OFF / ON)
Smart IR mode OFF or ON
MODE (ONLY IR OPTIMIZER ON, AUTO / CENTER)
Auto : Histogram integration mode
Center : Center priority mode
LEVEL (ONLY IR OPTIMIZER ON, 0~31)

NR (2D-DNR)

This is used to remove noise from the image in low light conditions when AGC is applied.

NR MODE (OFF, Y, C, Y/C)
Sets the 2D NR filter mode.
Y LEVEL (0-15)
Sets the Y filter (Luminance) strength.
C LEVEL (0-15)
Sets the C filter (Chrominance) strength.
CAMERA ID
Sets the camera ID to ON or OFF. A title of 52 characters per line can be applied.

Use the joystick to navigate the cursor. Pushing centrally on the joystick will allow selection of that character.

The arrows at the bottom allow you to move the cursor without changing the character.

<table>
<thead>
<tr>
<th>CAMERA ID</th>
<th>CLR</th>
<th>POS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789-=!&quot;#$%&amp;’()<em>`, .;:&lt;=&gt;@^</em>*~. x+/-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RETURN:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CLR
Inserts a space

POS
Allows you adjust the location of the camera ID title display. (if you move too much right side or down, it might lose ID on the screen)

LANGUAGE

LANGUAGE select between:
English, Japanese, German, French, Russian, Portuguese & Spanish.

CAMERA RESET

CAMERA RESET - Returns the camera to the factory default settings.

SAVE ALL

SAVE ALL - Saves all the changes made in the menu.

EXIT

EXIT – Exits the menu and does not save changes made.
AUTO WHITE DEFECT

Push the left button for 5 seconds and enter Auto white defect menu. Cover the lens and Enter for starting.

If white defects are over 65pcs, the camera is faulty and auto defect is useless.

COVER-UP LENS / CLOSE IRIS
PRESS ENTER

SUCCESS
PRESS ENTER

LENS ADJUSTMENT (OPTIONAL VARIFOCAL LENS)

Field of view: Adjust setting from Tele (T) to Wide (W) field of View.

Focus: Adjust lens focus from near (N) to Infinity (∞).

<table>
<thead>
<tr>
<th>Lens</th>
<th>2.8 ~ 12mm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image Size</td>
<td>1/3” CCD</td>
</tr>
<tr>
<td>Focal Length</td>
<td>2.8 ~ 12mm +/-5%</td>
</tr>
<tr>
<td>Angular Field of View</td>
<td>HORIZONTAL</td>
</tr>
<tr>
<td></td>
<td>100.8 ° ~ 23.7 °</td>
</tr>
</tbody>
</table>
External Dimension

Dimensions

(1) Flush Type

Top View

(2) Surface Type

Top View

Side View

Window Size

0.1 in. (2.5mm thick), impact-resistant P.C (LEXAN)
3.93 in. (10cm) diameter

Cable Entry

One 1" opening holes

Weight - Unit:
Shipping:
0.88 lb. (0.4kg)
1.41 lb. (0.64 kg)
## Specifications

<table>
<thead>
<tr>
<th></th>
<th>EVO3-ID700DN-2.8-12</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Model</strong></td>
<td><strong>EVO3-ID700DN-2.8-12</strong></td>
</tr>
<tr>
<td><strong>Power</strong></td>
<td></td>
</tr>
<tr>
<td>Power source</td>
<td>DC 12V / AC 24V±10%</td>
</tr>
<tr>
<td>Power consumption</td>
<td>3.5 Watts (300mA)</td>
</tr>
<tr>
<td><strong>Image sensor</strong></td>
<td>1/3” SONY HAD CCD II</td>
</tr>
<tr>
<td><strong>Total pixels</strong></td>
<td>1020(H) x 596(V)</td>
</tr>
<tr>
<td><strong>Effective pixels</strong></td>
<td>976(H) x 582(V)</td>
</tr>
<tr>
<td><strong>Scanning system</strong></td>
<td>2:1 Interlace</td>
</tr>
<tr>
<td><strong>Scanning frequency</strong></td>
<td>15.625KHz(H) x 50Hz(V)</td>
</tr>
<tr>
<td><strong>Sync. system</strong></td>
<td>Internal</td>
</tr>
<tr>
<td><strong>Electronic Shutter</strong></td>
<td>1/50 ~ 1/10,000 sec</td>
</tr>
<tr>
<td><strong>Resolution</strong></td>
<td>700TVL</td>
</tr>
<tr>
<td><strong>Min. illumination</strong></td>
<td>0.15 Lux (Color)</td>
</tr>
<tr>
<td><strong>Video output</strong></td>
<td>1.0Vp-p (75 ohm, composite)</td>
</tr>
<tr>
<td><strong>S/N ratio</strong></td>
<td>50 dB (AGC OFF)</td>
</tr>
<tr>
<td><strong>Camera Control</strong></td>
<td>Internal OSD Key</td>
</tr>
<tr>
<td><strong>ATR (Adaptive Tone Reproduction)</strong></td>
<td>LUMINANCE(L/M/H), CONTRAST(L/LM/M/MH/H)</td>
</tr>
<tr>
<td><strong>Backlight</strong></td>
<td>OFF / BLC / HLC</td>
</tr>
<tr>
<td><strong>Day &amp; Night</strong></td>
<td>AUTO</td>
</tr>
<tr>
<td><strong>Smart IR</strong></td>
<td>On / Off / Level</td>
</tr>
<tr>
<td><strong>MD (Motion Detection)</strong></td>
<td>&quot;On (4 areas) / Off Adjustable Size &amp; Sensitivity&quot;</td>
</tr>
<tr>
<td><strong>PM (Privacy Masking)</strong></td>
<td>0 ~ 4 zone</td>
</tr>
<tr>
<td><strong>WB (White Balance)</strong></td>
<td>ATW / PUSH / USER1 / USER2 / ANTI CR / MANUAL / PUSH LOCK</td>
</tr>
<tr>
<td><strong>AGC (Auto Gain Control)</strong></td>
<td>On / Off</td>
</tr>
<tr>
<td><strong>Exposure</strong></td>
<td>Auto Iris / Auto Iris + Electronic Shutter</td>
</tr>
<tr>
<td><strong>Brightness</strong></td>
<td>0 ~ 255 steps</td>
</tr>
<tr>
<td><strong>Contrast</strong></td>
<td>0 ~ 255 steps</td>
</tr>
<tr>
<td><strong>Sharpness</strong></td>
<td>0 ~ 255 steps</td>
</tr>
<tr>
<td><strong>HUE</strong></td>
<td>0 ~ 255 steps</td>
</tr>
<tr>
<td><strong>Gain</strong></td>
<td>0 ~ 255 steps</td>
</tr>
<tr>
<td><strong>NR (Noise Reduction)</strong></td>
<td>OFF / Y / C / Y, C</td>
</tr>
<tr>
<td><strong>Mirror</strong></td>
<td>ON / OFF</td>
</tr>
<tr>
<td><strong>Power input</strong></td>
<td>2-Pin Terminal block</td>
</tr>
<tr>
<td><strong>Video output</strong></td>
<td>BNC connector</td>
</tr>
<tr>
<td><strong>Lens</strong></td>
<td>2.8~12mm Vari-focus lens (True D/N)</td>
</tr>
<tr>
<td><strong>Operating temperature</strong></td>
<td>-10°C ~ +50 °C</td>
</tr>
<tr>
<td><strong>Operating humidity</strong></td>
<td>0~96% (non-condensing)</td>
</tr>
<tr>
<td><strong>External dimension</strong></td>
<td>123 x 100 mm</td>
</tr>
<tr>
<td><strong>Weight</strong></td>
<td>305g</td>
</tr>
</tbody>
</table>
INFORMATION

Please keep this document in a safe place. DO NOT return this document to Pacific Communications.

EQUIPMENT DETAILS

<table>
<thead>
<tr>
<th>MODEL</th>
<th>SERIAL NUMBER</th>
<th>DATE OF PURCHASE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

IMPORTANT INFORMATION

PLEASE RETAIN ALL MANUALS SUPPLIED WITH THE EQUIPMENT AND PROOF OF PURCHASE.

PROOF OF PURCHASE WILL BE REQUIRED IF YOU NEED TO MAKE A WARRANTY CLAIM.

Please ensure that the following instructions are followed when operating the Equipment:

- This is a commercial grade product and should only be installed or serviced by a qualified technician.

- Please read the Owner’s Manual before installing the device.

- Never place the Equipment in a confined space (eg bookcase, built-in cabinet) unless proper ventilation is available. It is advised to leave a 10cm space around the unit.

- To prevent fire or shock hazard, do not expose the Equipment to water. Ensure that objects filled with liquid (eg vases) are not placed on or near the Equipment.

- Avoid keeping or using the Equipment in a dusty, wet or electromagnetic environment.

- Before making a warranty claim, ensure that you have read the “Troubleshooting” section of the Owner’s Manual

PACIFIC COMMUNICATIONS
A division of Hills Holdings Limited ACN 007 573 417
Unit 10, 331 Ingles Street
City Link Estate,
PORT MELBOURNE VIC 3207, AUSTRALIA
www.pacom.com.au
WARRANTY TERMS

1. Pacific Communications provides consumers with the following warranty in relation to this Equipment, in addition to any requirements of any relevant legislation, including the Competition and Consumer Act 2010 (Cth) in Australia and the Co 1993 in New Zealand (the Act), except where a New Zealand consumer acquires the relevant Product for the purposes of a business.

2. In this warranty, we have used the following definitions:
   (a) Pacific Communications, our or we means Pacific Communications, a division of Hills Holdings Limited ABN 35 007 573 417 of 159 Port Road Hindmarsh South Australia 5007.
   (b) Equipment means the goods described in the table headed “Equipment Details” overleaf.
   (c) Material means a material or component used by Pacific Communications in the manufacture of the Equipment.
   (d) Warranty Period means 36 months from the date of purchase of the Equipment. If the Equipment or part (as the case may be) is repaired or replaced, there will be no extension to the original warranty period. (Note: HDD’s installed in equipment have a 12 month warranty period).
   (e) Workmanship means the handling, assembly and manufacturing processes performed by or on behalf of Pacific Communications in order to manufacture the Equipment.

3. Pacific Communications warrants that for the duration of the Warranty Period, the Equipment will be free of faults arising from defects in Workmanship or Materials, on the terms and conditions set out in this warranty.

4. Pacific Communications undertakes that if during the Warranty Period, the Equipment, or any part of the Equipment, has failed to operate correctly due to faulty Workmanship or defective Material, it will repair or replace the Equipment or part (as the case may be) free of charge on the following terms:
   (a) The consumer must retain proof of purchase of the Equipment. Pacific Communications may reject a warranty claim on Equipment where the consumer is unable to substantiate proof of purchase to the reasonable satisfaction of Pacific Communications.
   (b) The consumer must contact the service provider (installer) who installed the Equipment at first instance, upon becoming aware of a defect to any Equipment. Alternatively, the consumer may contact Pacific Communications on (03) 8676 0222.
   (c) Following consultation between the service provider and Pacific Communications, Pacific Communications will determine whether there is a defect, and if so, whether Pacific Communications agrees (at Pacific Communications’ option) to repair, replace or supply equivalent goods, or pay the cost of any of those remedies to the consumer.
   (d) If requested by Pacific Communications, the consumer must return the Equipment to Pacific Communications. The consumer will be responsible for the collection and freight costs of returning the Equipment to Pacific Communications or to any designated Pacific Communications Authorised Service Centre for repair or replacement. The consumer will also be responsible for the freight costs to deliver any new or repaired Equipment to the consumer.
   (e) This warranty does not include, and Pacific Communications will not be responsible for, any costs associated with the inspection or evaluation of the Equipment, nor the removal or re-installation of the Equipment.
   (f) Please note that a service charge will apply if no fault is identified or if any fault does not fall within the conditions of this warranty. For details of the applicable service charge, please discuss this with your service provider prior to making a claim under this warranty.

5. The consumer’s right to this warranty will cease to apply where:
   (a) Security labels, identification numbers or serial numbers are tampered with or removed;
   (b) The Equipment has not been used in accordance with the instructions provided in the Owner’s Manual supplied with the Equipment, or in accordance with the contractual conditions of the Equipment;
   (c) Alterations, modifications or repairs have been carried out on the Equipment (unless authorised by Pacific Communications);
   (d) Upgrades (including software upgrades) are not authorised and registered by Pacific Communications.

6. This warranty is in addition to any non-excludable legal rights or remedies conferred on the consumer under any applicable Act and any similar laws. To the extent permitted by law, Pacific Communications’ liability for any non-excludable condition or warranty is limited to rectifying any defect at its option, as set out in paragraph 4(c).

7. Subject to the requirements of any applicable Act or legislation and to the extent permitted by law, no liability (whether expressed or implied) of any nature whatsoever, is accepted by Pacific Communications for any consequential loss, damage or injury arising as a result of any fault in the Equipment.

8. This warranty does not extend to damage to Equipment which occurs during transit or transportation, or which is caused by any abuse, accident or improper installation, connection, use, adjustment or repair of goods otherwise than in accordance with instructions issued by Pacific Communications.

9. The following applies to consumers who purchased a relevant Product in Australia:
   Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.