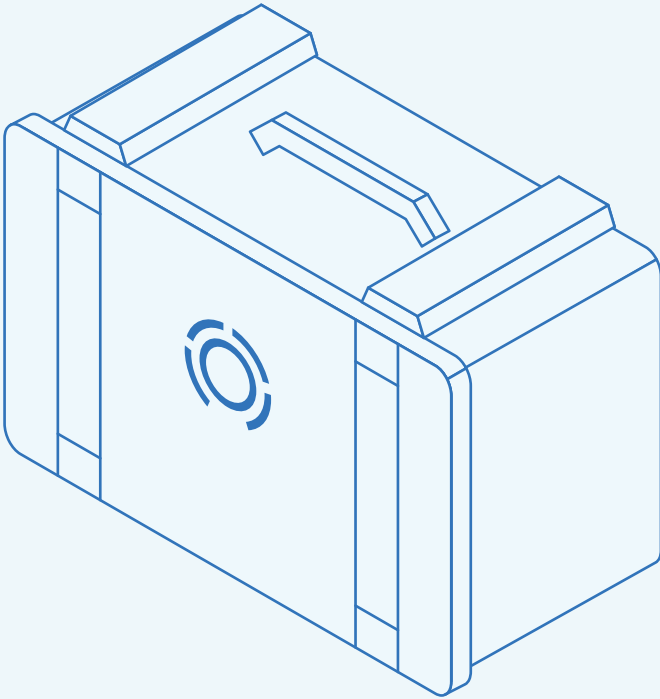


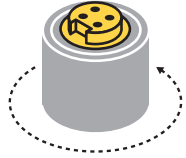
110V and Solar Cameras

Leasing Return Guide

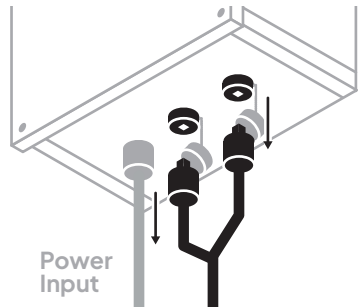
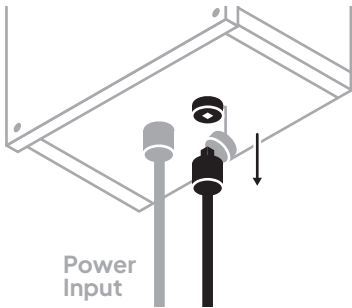


Uninstalling Equipment

Step 1 If your camera system has a connector with a silver collar, remove the connector from the camera and/or control box by hand-twisting the silver collar counter-clockwise. 110V systems should not have the power input removed.



Step 2 If your camera system includes a control box, disconnect the camera from the control box by unscrewing the connector end(s) and removing the connector(s). Then, screw the hanging protective cap(s) onto the input(s).



Warning: The above step only applies to connectors that are labeled the following:

- Ethernet to Camera
- Camera
- Additional Device

Getting Started

Step 3 Uninstall your camera equipment from its mounting location. If it was pole mounted using steel straps, discard the straps.

Preparation

Step 1 Using a microfiber cloth, thoroughly clean off all equipment.

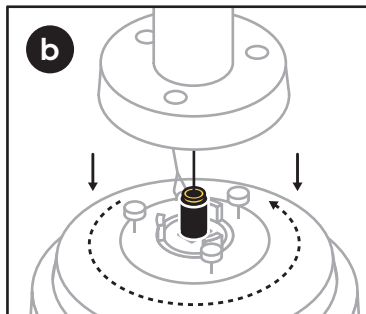
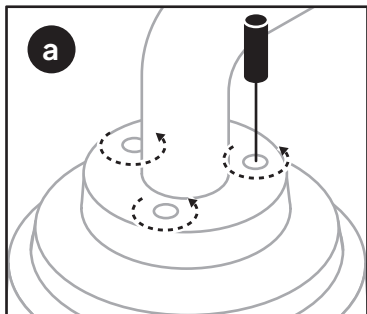
Ensure all equipment is completely dry before placing inside the hard case to prevent water damage while in transit.

Step 2 For Fixed 4K IR camera systems, place the lens cap on.

Step 3 For PTZ Strobes and Sirens:

(a) Loosen the camera from the pendant housing using a T30 Torx screwdriver (not included). Remove the camera by rotating it counter-clockwise until it releases.

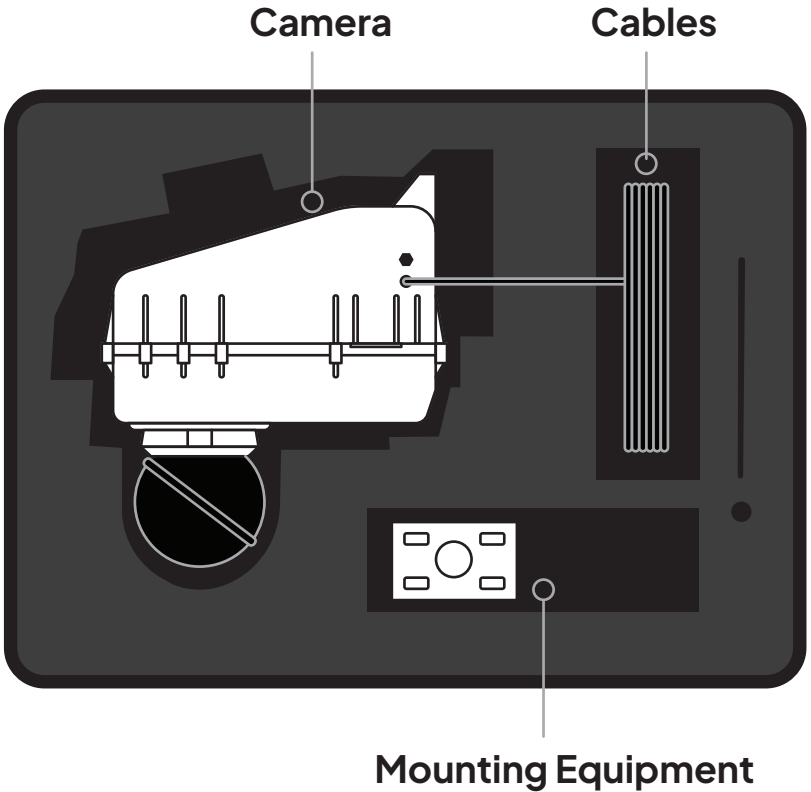
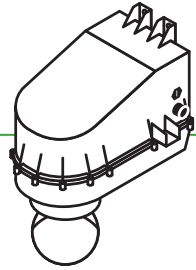
(b) Turn the yellow ring on the cable counter-clockwise to unlock, then remove the cable from the camera. Unhook the wire safety tether.



Packing

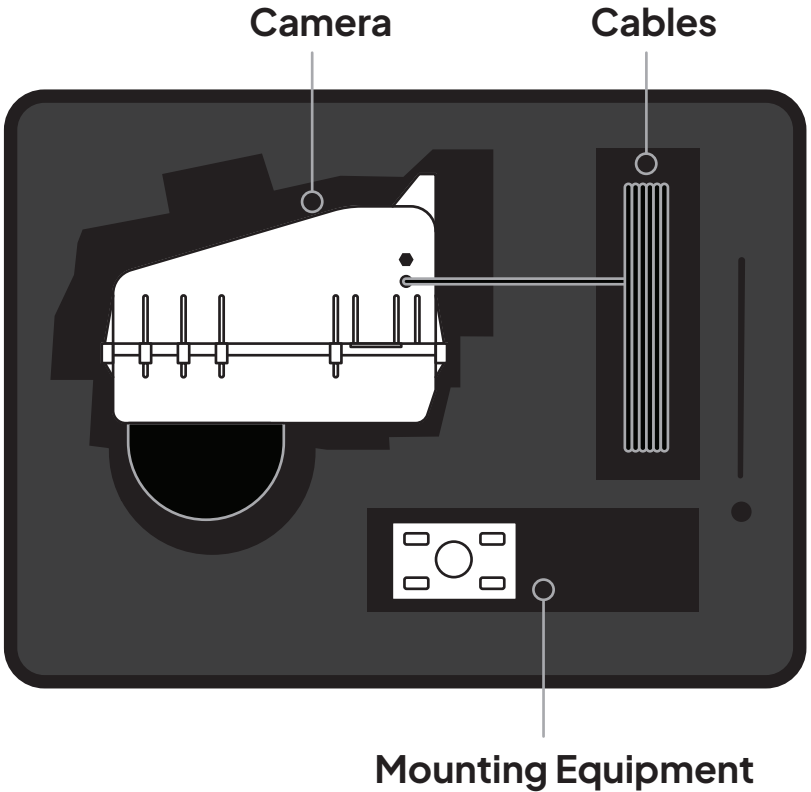
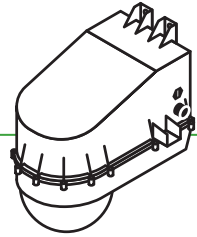
Packing into Hard Case

1080p IR PTZ



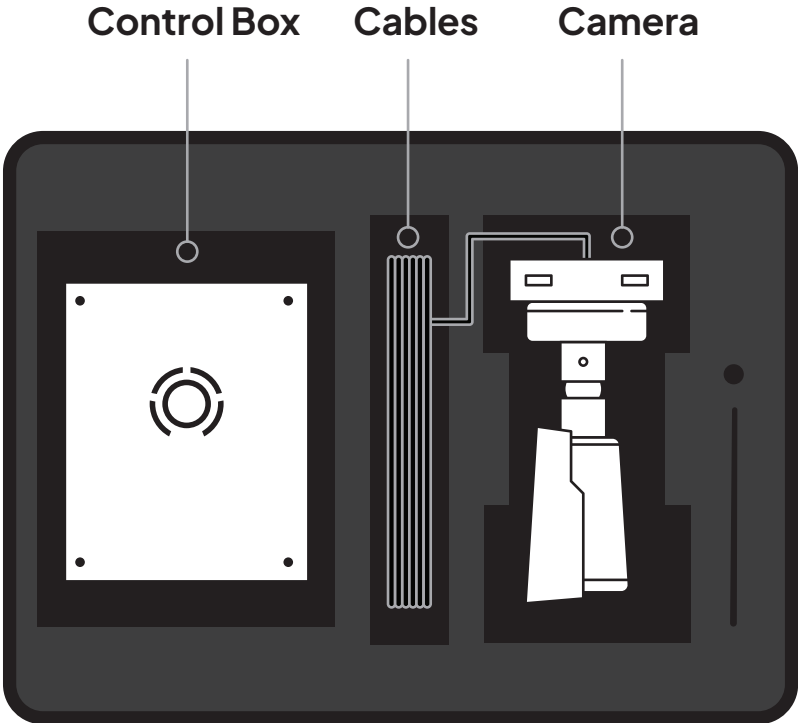
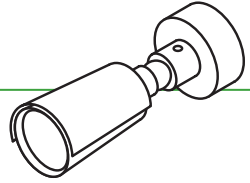
Packing into Hard Case

4K PTZ



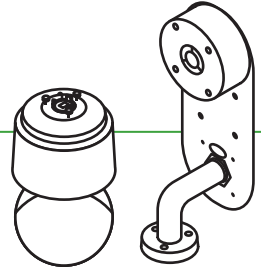
Packing into Hard Case

Fixed 4K IR



Packing into Hard Case

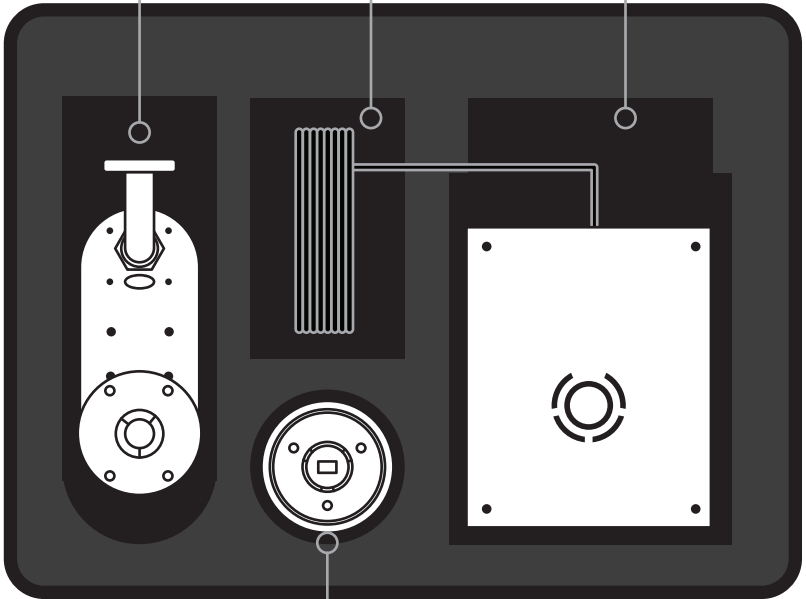
Strobes and Sirens - PTZ



Strobe/Siren Unit

Cables

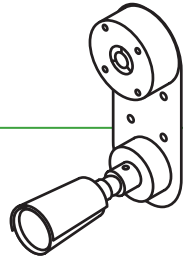
Control Box



PTZ

Packing into Hard Case

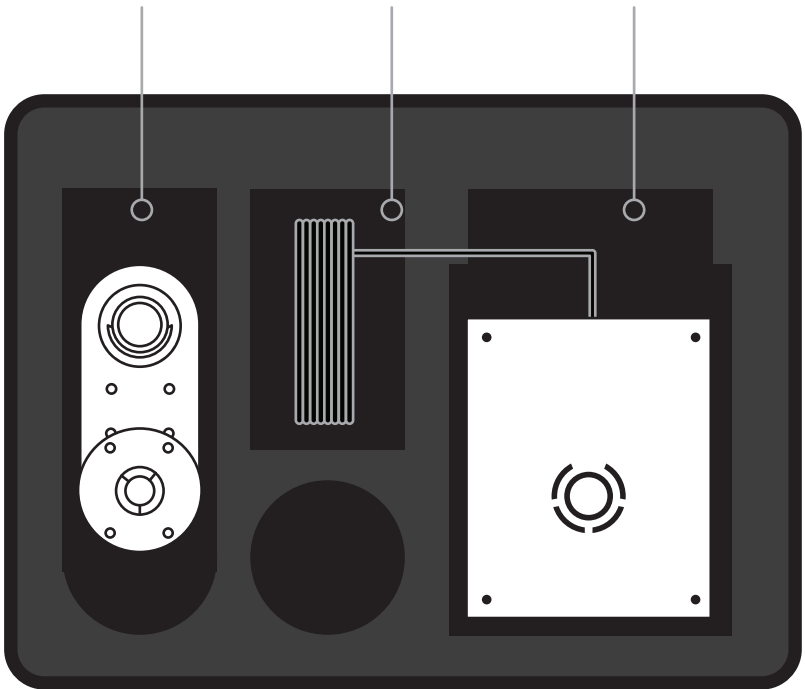
Strobes and Sirens - Fixed



**Strobe/Siren
Unit with
Camera**

Cables

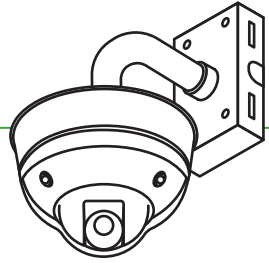
Control Box



Packing

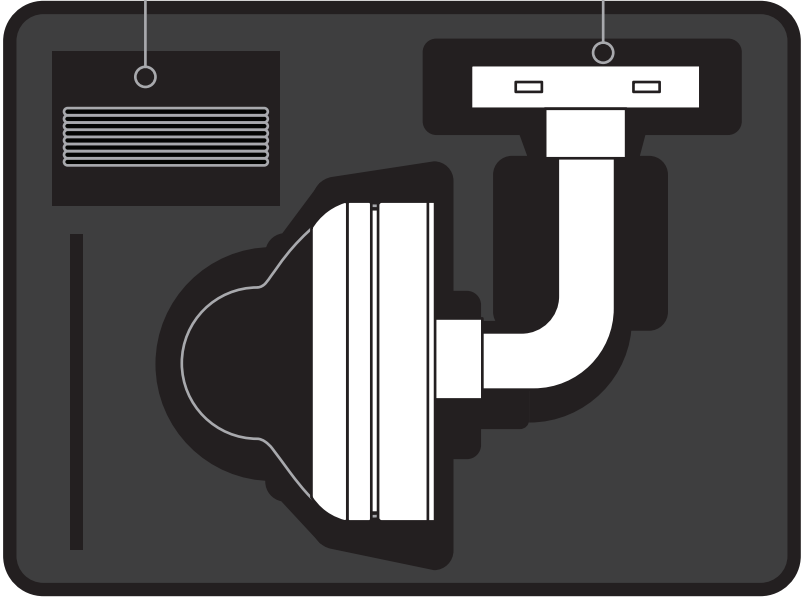
Packing into Hard Case

Interior Multi-Camera



Cable

Camera



Shipping the Equipment

110V Cameras

Step 1 Email a picture of the open packed case to leasing@truelook.com. Our team will confirm if it's ready to ship or provide suggestions for more secure shipping.

Step 2 Once the case is approved to ship, close the hard case and ensure all latches are properly shut.

Step 3 Place your shipping label into a luggage tag (not included) and attach it to the hard case handle.

It should be shipped to:

TrueLook, Inc.
Attn: Leasing Department
305 Junia Ave
Winston-Salem, NC 27127

Step 4 Email the shipment tracking number to leasing@truelook.com.

Solar Cameras

Follow the instructions in the **Solar Equipment Leasing Return Guide** to secure the hard case onto the pallet and ship the equipment.

Warning: Please note that all equipment is your responsibility until it returns to our warehouse.

For assistance on how to safely return your equipment, email leasing@truelook.com or call 833-878-3566, option 2.