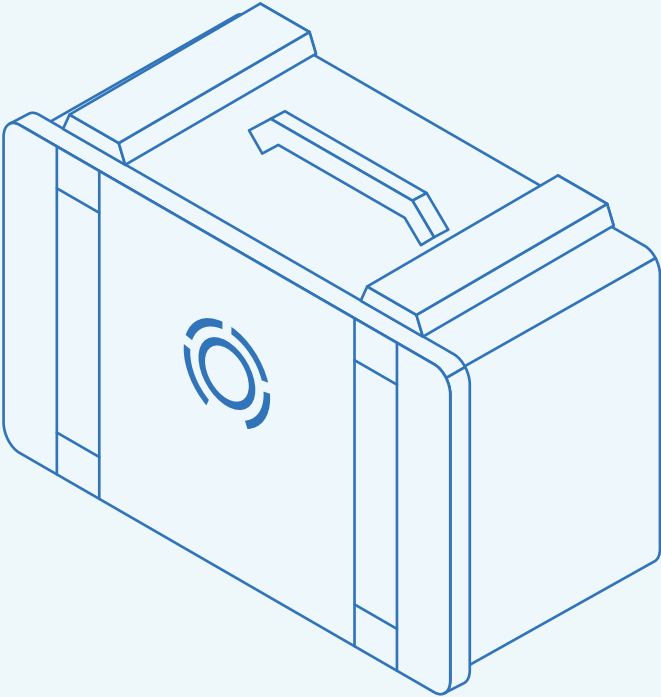


# 110V and Solar Cameras

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## Leasing Return Guide

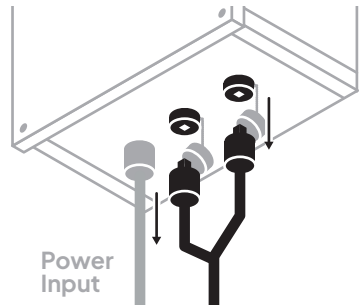
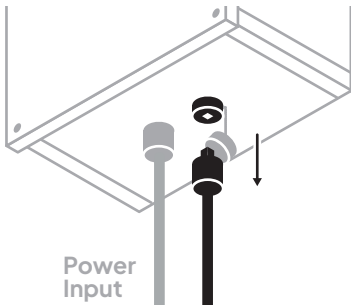


# Uninstalling Equipment

**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

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

# Preparation

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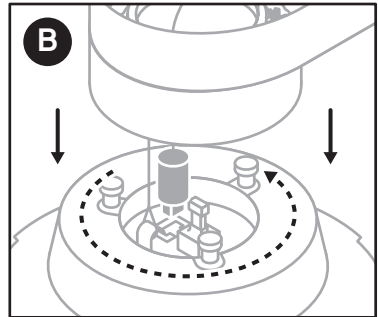
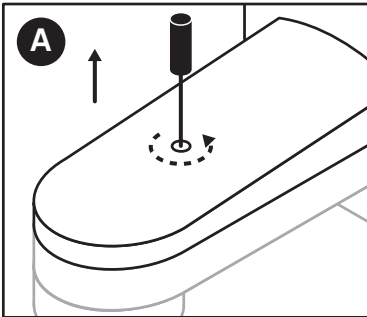
**Step 1** Using a microfiber cloth, thoroughly clean off all equipment.

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 TrueDeter PTZ:

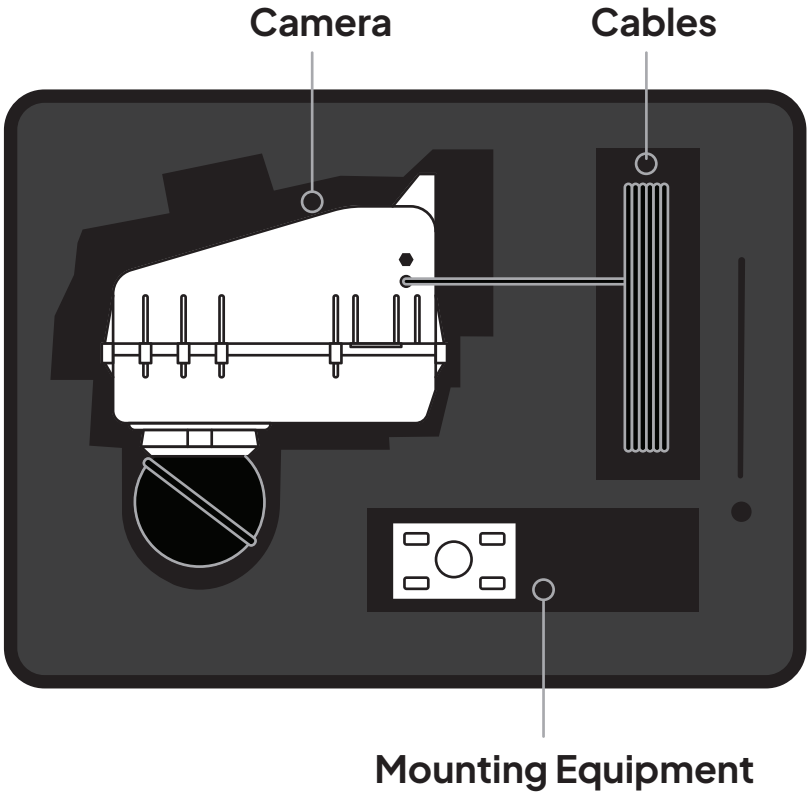
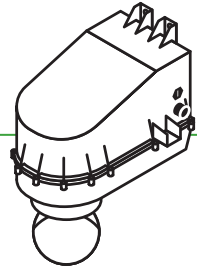
- a) Remove the pendant mount top by using a T30 Torx screwdriver (not included) to loosen the screw.
- b) Loosen the camera from the pendant housing using the same screwdriver. Remove the camera by rotating it counter-clockwise until it releases.
- c) If the connector has a yellow ring, turn it counter-clockwise to unlock, then remove the cable from the camera. Unhook the wire safety tether.
- d) Secure the pendant mount top by placing it back on and tightening the screw.



Packing

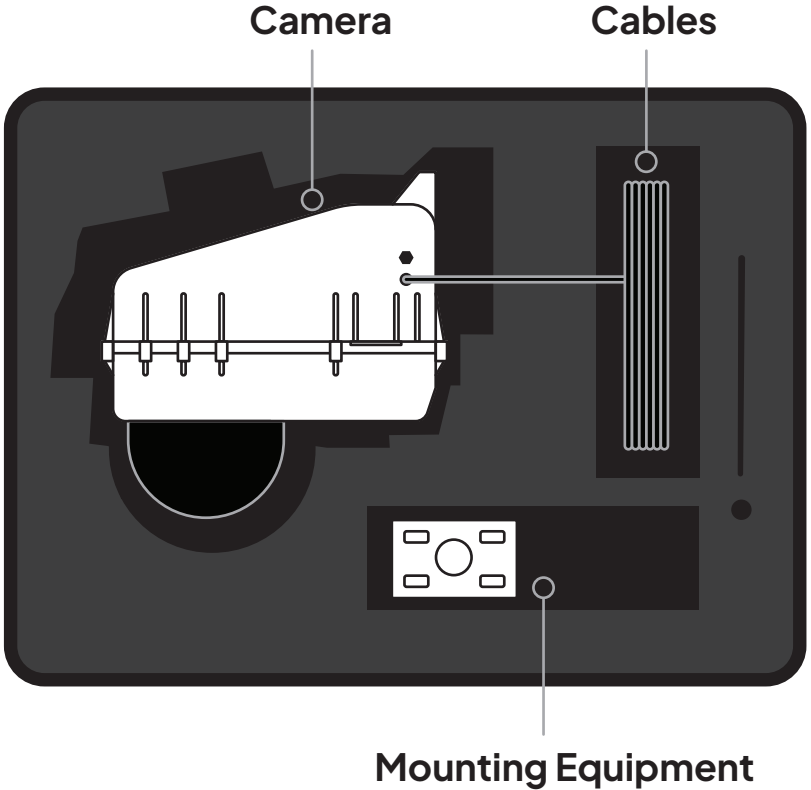
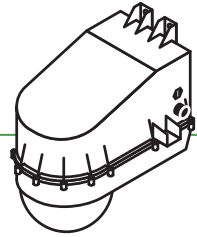
# Packing into Hard Case

1080p IR PTZ



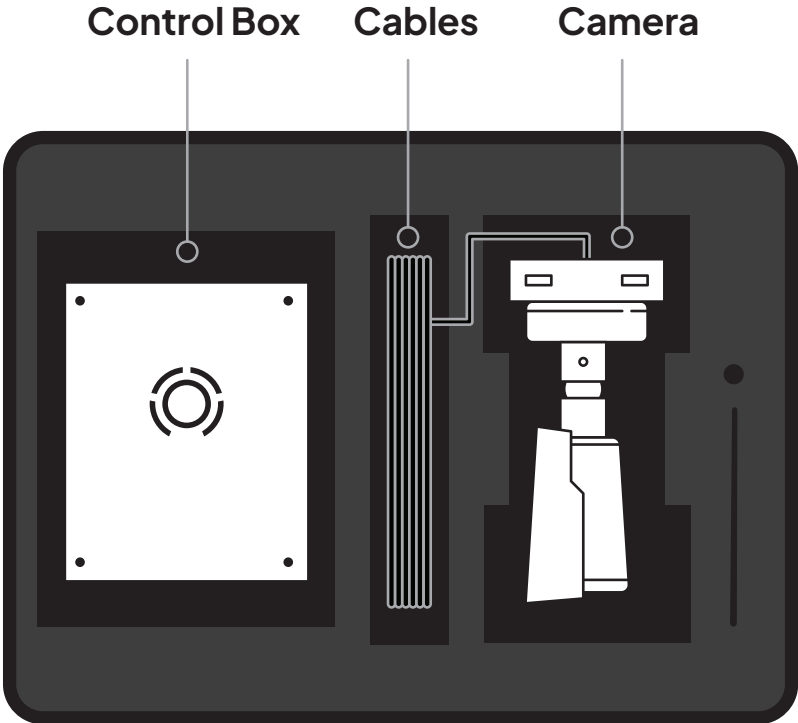
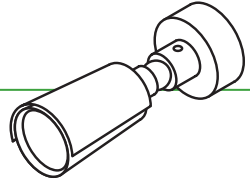
# Packing into Hard Case

4K PTZ



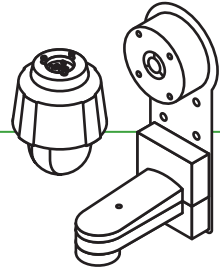
# Packing into Hard Case

Fixed 4K IR



# Packing into Hard Case

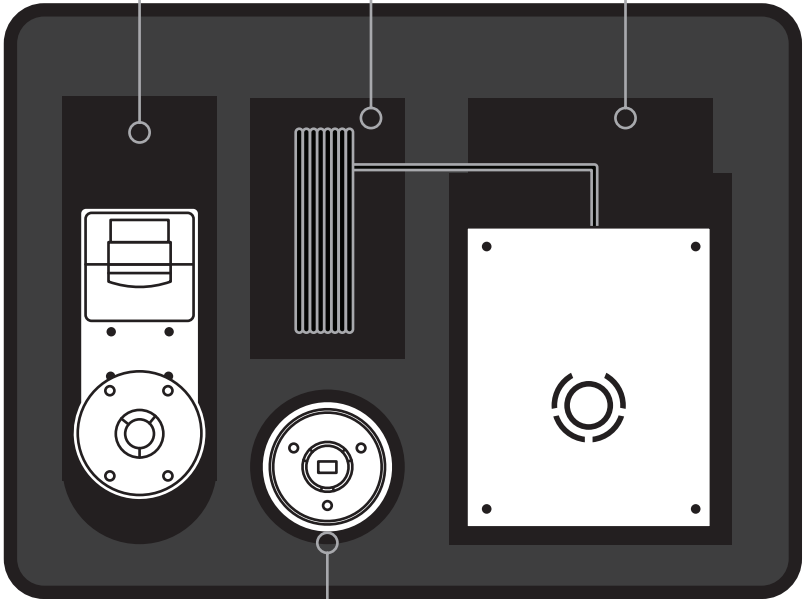
## TrueDeter PTZ



TrueDeter  
Unit

Cables

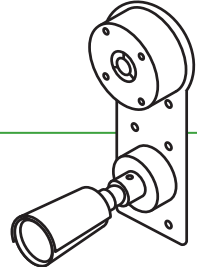
Control Box



PTZ

# Packing into Hard Case

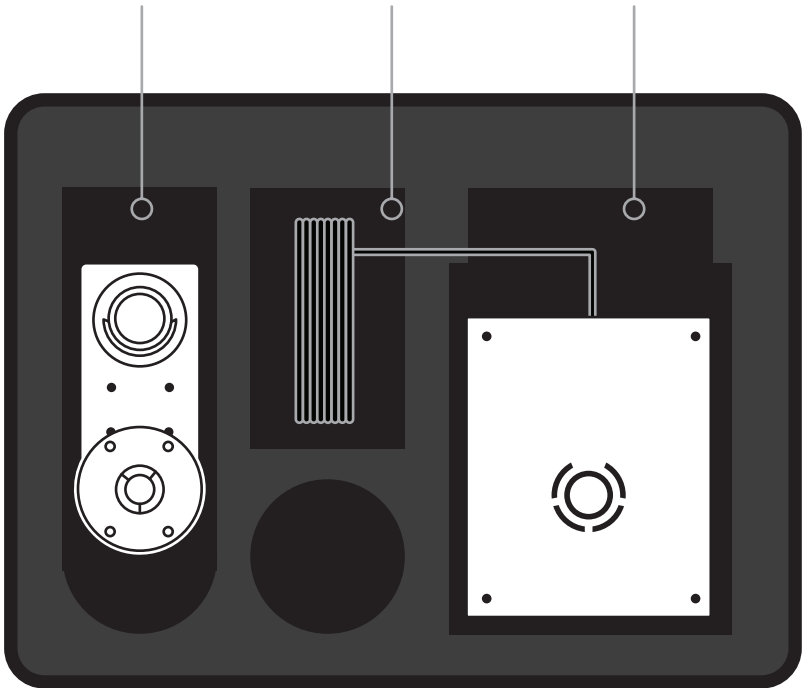
## TrueDeter Fixed



TrueDeter  
Unit with  
Camera

Cables

Control Box

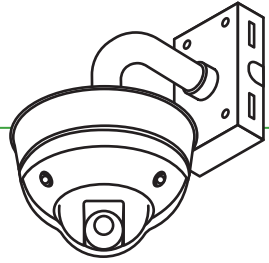




Packing

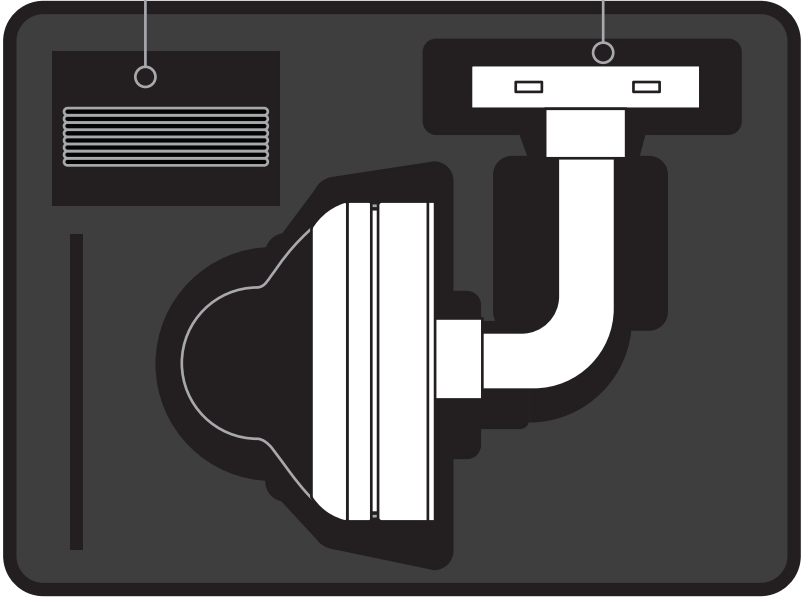
Packing into Hard Case

Interior Multi-Camera



Cable

Camera



# Shipping the Equipment

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## 110V Cameras

**Step 1** Email a picture of the open packed case to [leasing@truelook.com](mailto: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](mailto: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](mailto:leasing@truelook.com).