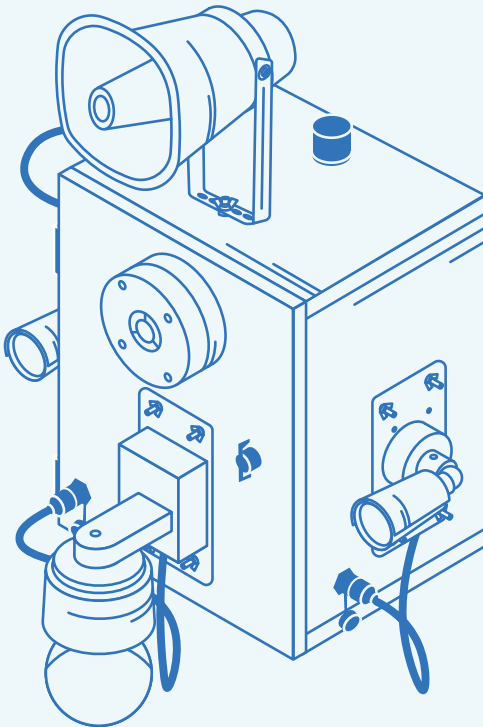


# TrueShield Security Solution

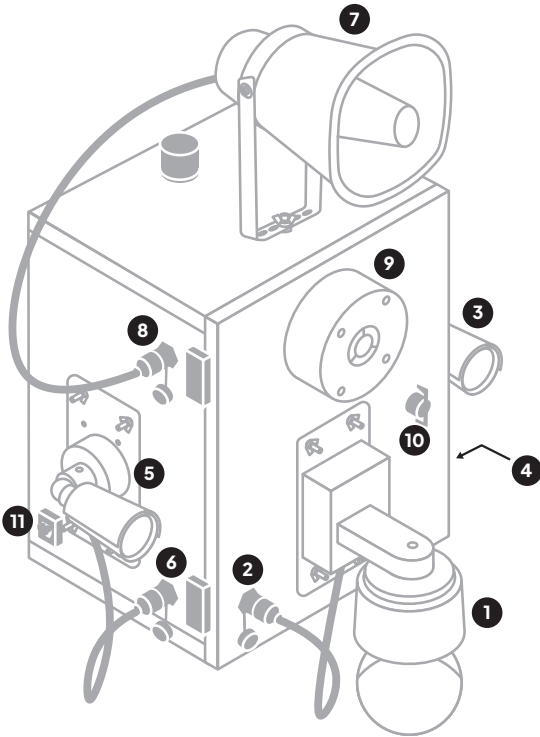
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## Leasing Return Guide



# Assembled Unit

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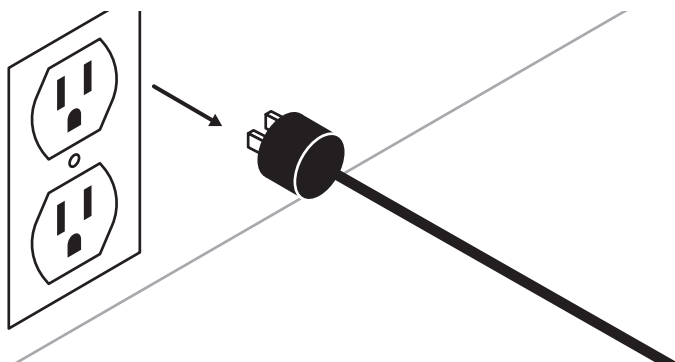


- 1. Front camera
- 2. Front camera port
- 3. Right camera
- 4. Right camera port
- 5. Left camera
- 6. Left camera port
- 7. Bullhorn
- 8. Bullhorn port
- 9. Strobe and Siren
- 10. Enclosure door lock
- 11. 110V power input

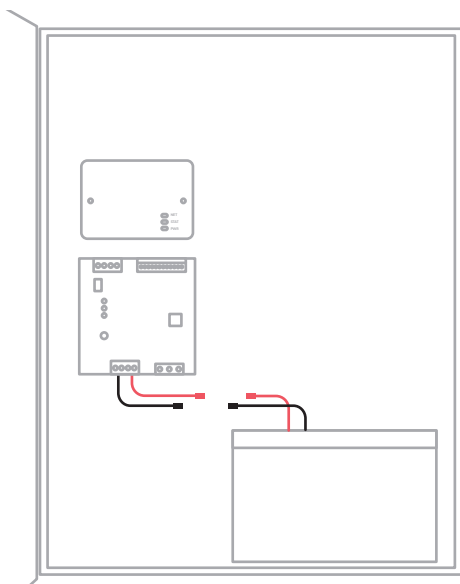
# Uninstalling Equipment

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**Step 1** Disconnect the unit from its primary power source.

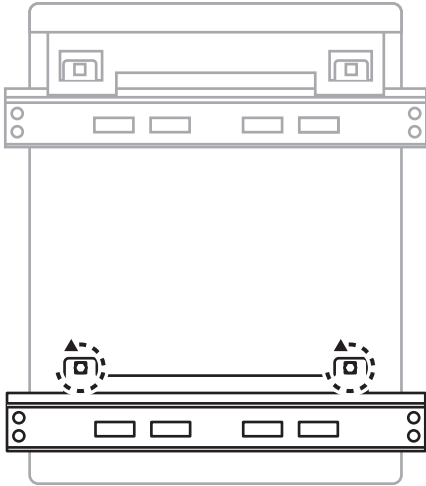


**Step 2** Open the enclosure and disconnect the red and black battery connectors.

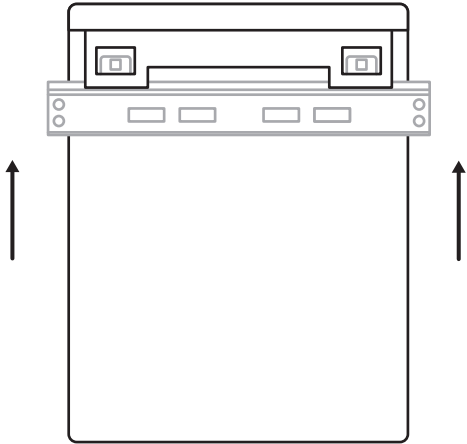


## Preparation

**Step 3** Separate the lower mounting bracket from the enclosure by removing the nuts on the back of the enclosure. Store the nuts in the provided plastic bag.



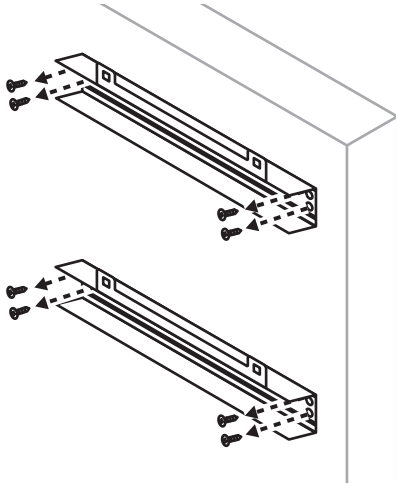
**Step 4** Carefully remove your TrueLook security solution from the upper mounting bracket by lifting upward. Set unit aside.



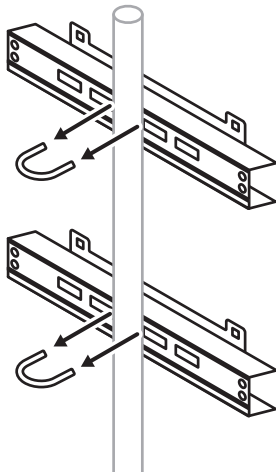
## Preparation

**Step 5** Uninstall the upper and lower mounting brackets from the pole or wall.

## Wall Mounting



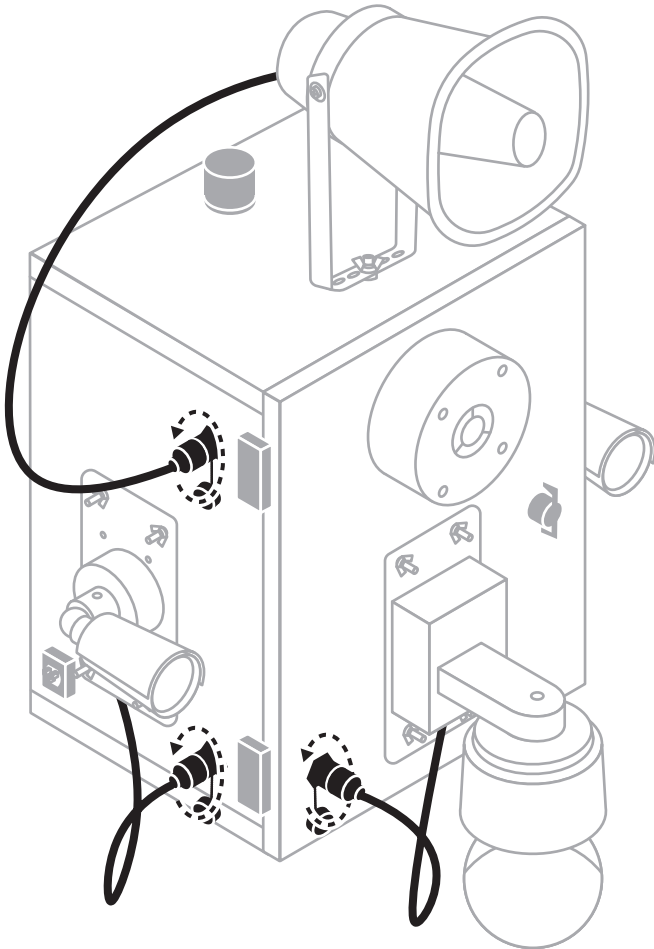
## Pole Mounting



# Disassembling the Unit

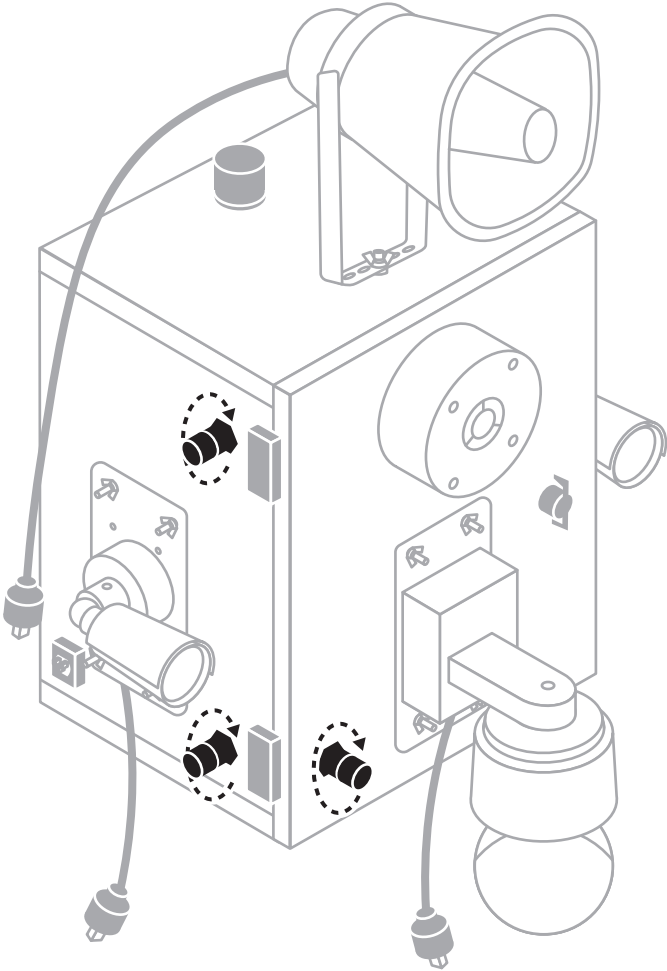
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**Step 1** Disconnect the horn and cameras from the unit by unscrewing the protective caps on the end of the connectors and unplugging the connectors.



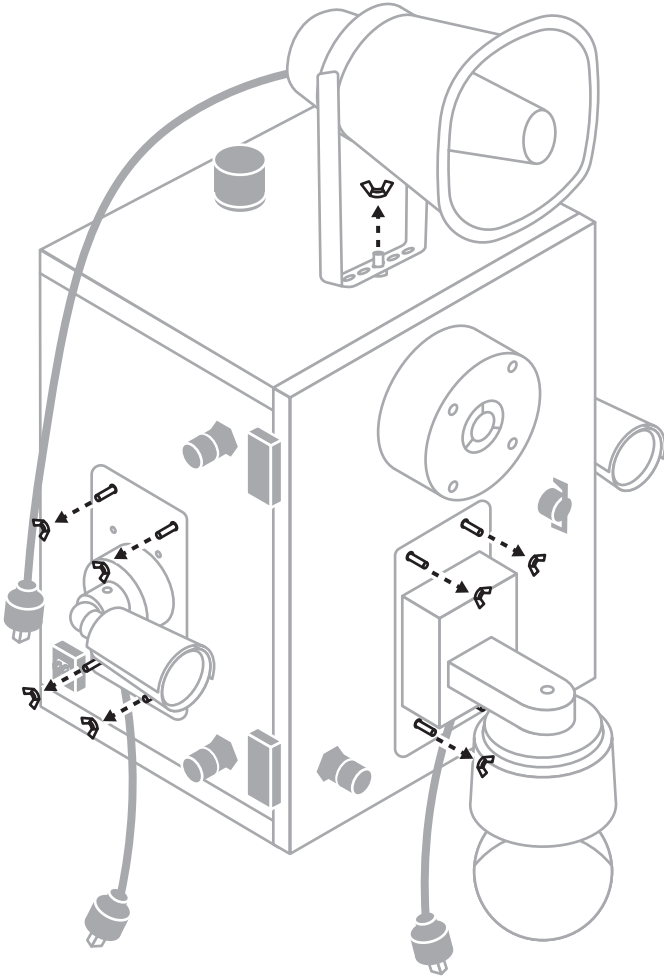
## Preparation

**Step 2** Screw the protective caps that are hanging from the enclosure onto each input.



## Preparation

**Step 3** Remove the horn and cameras from the unit by loosening the wing nuts off the mounting studs. Store the wing nuts in the provided plastic bag

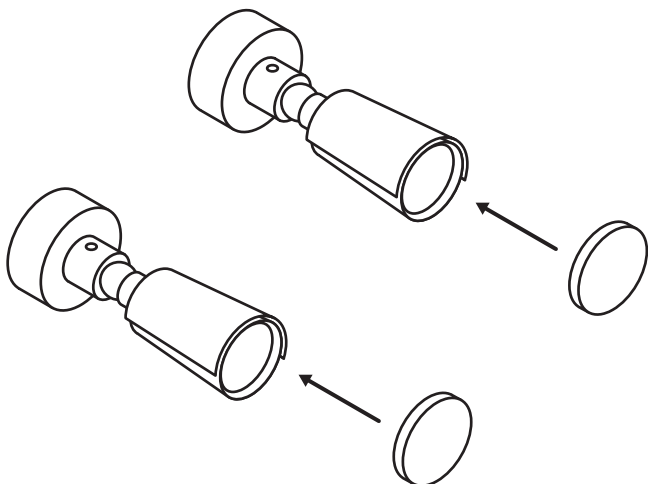




## Preparation

**Step 4** Using a microfiber cloth, dry off all equipment thoroughly to avoid water damage while in transit. Ensure all equipment is completely dry before placing inside the hard case.

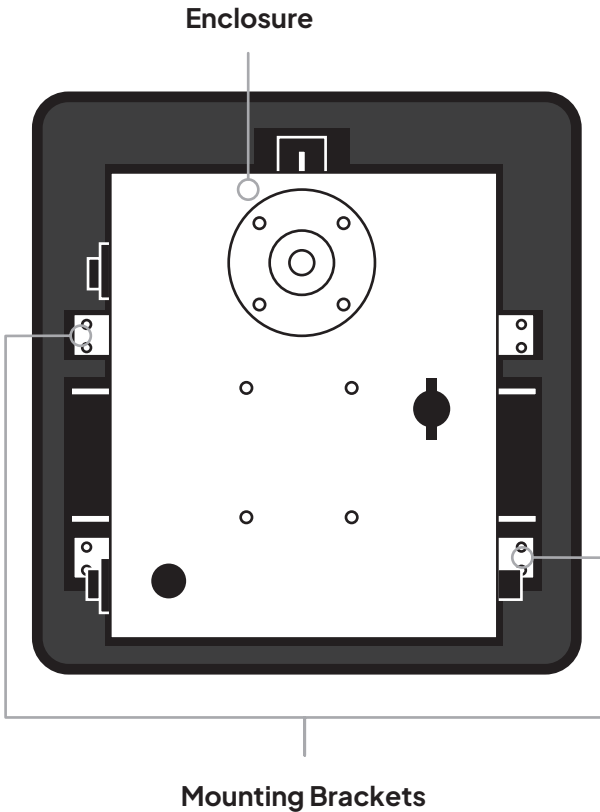
**Step 5** Place the lens caps onto the Fixed 4K IR cameras.



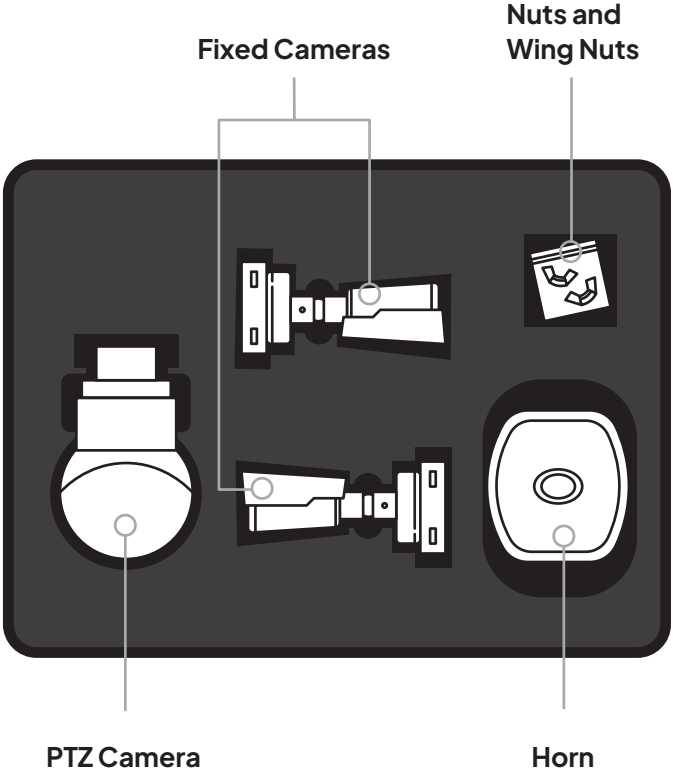
# Packing into Hard Cases

## Enclosure

Place mounting brackets into the hard case first. Then, carefully put the enclosure on top of them with the siren facing upward.



# Cameras and Accessories



# Shipping the Equipment

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

**Step 1** Email a picture of the open packed cases to [leasing@truelook.com](mailto:leasing@truelook.com). Our team will confirm if they're ready to ship or provide suggestions for more secure shipping.

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

**Step 3** Place your shipping labels into luggage tags (not included) and attach them to the hard case handles.

They should be shipped to:

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

**Step 3** Email the shipment tracking number(s) to [leasing@truelook.com](mailto:leasing@truelook.com).

For assistance on how to safely return your equipment, email [leasing@truelook.com](mailto:leasing@truelook.com).