ExSite®/ExSite IP Series
Explosionproof
Pan/Tilt System
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Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions.
6. To reduce the risk of ignition of hazardous atmospheres, disconnect the equipment from the supply circuit before opening. Keep assembly tightly closed when in operation.
7. The maximum ambient temperature range is -76° to 140°F (-60° to 60°C).
8. Only use attachments/accessories specified by the manufacturer.
9. 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 spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
10. Installation should be done only by qualified personnel and conform to all local codes.
11. Unless the unit is specifically marked as a NEMA Type 3, 3R, 3S, 4, 4X, 6, or 6P enclosure, it is designed for indoor use only and it must not be installed where exposed to rain and moisture.
12. Use only installation methods and materials capable of supporting four times the maximum specified load.
13. Use stainless steel hardware to fasten the mount to outdoor surfaces.
14. AN ALL-POLE MAINS SWITCH with a contact separation of at least 3 mm in each pole shall be incorporated in the electrical installation of the building.
15. A readily accessible disconnect device shall be incorporated in the building installation wiring.
16. 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 contained in the operating instructions unless you are qualified to do so.
17. Only use replacement parts recommended by Pelco.
18. A certified flameproof, "d," sealing device such as a stopping box with setting compound shall be provided, either in the flameproof enclosure or immediately at the entrance thereto.
19. For ambient temperatures below 14°F (-10°C) use field wiring suitable for both minimum and maximum ambient temperature.

The product and/or manual may bear the following marks:

⚠️ WARNING: This symbol indicates that dangerous voltage constituting a risk of electric shock is present within this unit.

⚠️ This symbol indicates that there are important operating and maintenance instructions in the literature accompanying this unit.

⚠️ WARNING: HAZARDOUS MOVING PARTS. KEEP FINGERS AND OTHER BODY PARTS AWAY.

⚠️ WARNING: To reduce the risk of ignition of hazardous atmospheres, disconnect the equipment from the supply circuit before opening. Keep assembly tightly closed when operating.

⚠️ WARNING: To reduce the risk of ignition of hazardous atmospheres, conduit runs must have a sealing fitting connected within 2 inches of the enclosure.

⚠️ TO REDUCE THE RISK OF IGNITION DO NOT OPEN WHEN AN EXPLOSIVE GAS ATMOSPHERE MAY BE PRESENT.

CAUTION:

RISK OF ELECTRIC SHOCK. DO NOT OPEN.
Description

ExSite®/ExSite IP Series are innovative integrated positioning systems that meet stringent explosionproof requirements, combining a receiver, pan/tilt, and camera in a single, easy-to-install package.

The ExSite IP Series system has all of the features and functionality of the analog ExSite Series and includes a built-in 100Base-TX network interface for live streaming using a standard Web browser.

Both analog and network systems are available with a choice of power module: input voltage of 24 VAC or 100 to 240 VAC.

This manual includes instructions for installing the camera and pan/tilt unit.

⚠️ WARNING: Install the ExSite IP Series power module before you install the camera and pan/tilt. For instructions on how to install the power module, refer to the manual included with the power module.

Once the system installation is complete, refer to the operation manual available on the resource disc for instructions on how to operate and your system.

PARTS LIST

PAN/ TILT SYSTEM

<table>
<thead>
<tr>
<th>Qty</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enclosure (with or without wiper)</td>
</tr>
<tr>
<td>1</td>
<td>Camera module</td>
</tr>
<tr>
<td>1</td>
<td>Sun shroud</td>
</tr>
<tr>
<td>1</td>
<td>Sun shroud hardware pack</td>
</tr>
<tr>
<td>2</td>
<td>Screws, 6-32 Phillips, pan head</td>
</tr>
<tr>
<td>2</td>
<td>Nylon washers</td>
</tr>
<tr>
<td>1</td>
<td>Spanner wrench</td>
</tr>
<tr>
<td>2</td>
<td>Allen wrench, 1.5 mm</td>
</tr>
<tr>
<td>2</td>
<td>Allen wrench, 2 mm</td>
</tr>
</tbody>
</table>

MODELS WITH A WIPER

<table>
<thead>
<tr>
<th>Qty</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wiper arm</td>
</tr>
<tr>
<td>1</td>
<td>Green bushing</td>
</tr>
<tr>
<td>1</td>
<td>Screw, 8-32 Phillips, flat head</td>
</tr>
</tbody>
</table>
METHODS OF INSTALLATION

The system can be installed in a standard or inverted position. When installed for inverted operation, the camera orientation and controller functions are reconfigured for normal operation through the system’s software. Hardware adjustment is not required for inverted operation.

Figure 1. Standard and Inverted Installations

WARNING: The total weight of the pan/tilt component is 25 kg (55 lb). Use caution when lifting and assembling the pan/tilt component on the power module. It is recommended that non-slip gloves be worn during installation.

Installing the Camera Module

1. Loosen the setscrew at the back of the enclosure with the 1.5 mm Allen wrench (supplied).

Figure 2. Loosen the Setscrew

1 Setscrew
2. Use the spanner wrench (supplied) to loosen the back of the camera enclosure (refer to Figure 3). Once the back is loose, use your hands to continue to loosen it until it can be removed.

⚠️ **WARNING:** To avoid thread damage, carefully remove the back of the camera enclosure. Never use force to remove the back of the camera enclosure.

![Diagram](image_url)

**Figure 3. Remove the Back Cap of the Enclosure**

1. Back Cap of Enclosure
2. Spanner Wrench
3. Slide the camera module into the enclosure. Refer to Figure 4 to position the camera module properly in the enclosure.

(Models with a wiper) The tab located inside the enclosure must be pointing down before installing the camera module (refer to Figure 4). To position the tab, place the wiper blade (located at the front of the enclosure) in the center of the viewing window (refer to Figure 5).

⚠️ WARNING: Do not force the camera module into the enclosure.

4. Carefully mate the camera’s power connector to the mating connector located inside the enclosure.

![Figure 4. Install the Camera Module](image)

![Figure 5. Center the Wiper Blade](image)
5. (Models with a wiper) Install the wiper arm (refer to Figure 6).
   a. Place the green bushing (supplied with wiper models) on the stud located behind the handle of the camera module. The bushing should be in the same orientation as shown in Figure 6.
   b. Place the ridge of the wiper arm in the notch of the enclosure tab, and then place the slot of the wiper arm over the green bushing.

6. Secure the wiper arm with the 8-32 Phillips flat head screw (supplied with wiper models).

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**Figure 6. Install the Wiper Arm**

1. Enclosure Tab
2. 8-32 Phillips Flat Head Screw
3. Wiper Arm
4. Camera Module Handle
5. Green Bushing
6. Stud

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**WARNINGs:**
- To avoid thread damage, carefully install the back cap on the enclosure.
- Never force the back cap onto the end of the enclosure.
- When installation is completed, there should be no gap between the back cap and the enclosure.

7. Reinstall the back cap on the enclosure:
   a. Using your hands, turn the back cap clockwise until you can no longer turn it. The back cap should turn easily until it comes in contact with the O-ring. If it does not turn easily, the threads are not aligned and thread damage will occur.
   b. Continue tightening the back cap with the spanner wrench (supplied). There should be no gap between the back cap and the enclosure when the back cap is tightened and properly installed.
   c. Once the back cap is installed, secure the back cap with the setscrew using the 1.5 mm Allen wrench (supplied).
Installing the Pan/Tilt Unit

1. Verify that the power module seal is properly seated in the groove on the top of the power module.

![Diagram of Factory-Installed Power Module Seal]

**Figure 7. Factory-Installed Power Module Seal**

1. Power Module Seal
2. Power Module

**WARNING:** Use caution when attaching the enclosure unit to the power module. If the grooves on the top of the power module are damaged, the integrity of the unit could be compromised.

2. Attach the pan/tilt unit to the power module.
   a. Align the pins on the pan/tilt unit with the holes on the power module.
   b. Carefully mate the pan/tilt connector to the power module connector.

![Diagram of Attach the Pan/Tilt to the Power Module]

**Figure 8. Attach the Pan/Tilt to the Power Module**

1. Locking Ring
2. Pins
3. Holes
**WARNINGS:**

- Total weight of the pan/tilt component is 25 kg (55 lb). Use caution when lifting and assembling the pan/tilt component on the power module.
- The weight of the pan/tilt unit must be safely supported during installation.
- It is recommended that non-slip gloves be worn during installation.
- Avoid thread damage. Never use force when assembling and tightening the threaded components of the system.

3. Using your hands, carefully thread the pan/tilt locking ring onto the threads of the power module until the threads are completely engaged and can no longer be tightened by hand.

4. Using the spanner wrench (supplied), continue to tighten the locking ring.

5. Tap the spanner wrench handle with a hammer or the palm of your hand to ensure a secure fit.

6. Tighten the locking ring setscrew with the 2 mm Allen wrench (supplied) to secure the assembly.
Installing the Sun Shroud

1. Align the mounting holes on the sun shroud with the holes on top of the enclosure.
2. Insert the nylon washers (supplied with sun shroud hardware pack) and the 6-32 Phillips pan head screws (supplied with sun shroud hardware pack) into the mounting holes (refer to Figure 9).
3. Tighten the screws to secure the sun shroud to the enclosure.

Figure 9. Install the Sun Shroud

1. Sun Shroud
2. Nylon Washers
3. 6-32 Phillips Pan Head Screws
**Maintenance**

**CAMERA MODULE REPLACEMENT**

⚠️ **WARNING:** To reduce the risk of ignition of hazardous atmospheres, disconnect the equipment from the power supply before opening. Keep the assembly tightly closed when operating.

To replace the camera module:

1. Remove the back cap of the camera enclosure (refer to Figure 10).
   a. Loosen the setscrew with a 1.5 mm Allen wrench (supplied).
   b. Use the spanner wrench (supplied) to loosen the back cap of the camera enclosure. Once the back cap is loose, use your hands to continue to loosen it until it can be removed.

![Figure 10. Remove the Back Cap of the Camera Enclosure](image-url)

1. Back Cap of Enclosure
2. Spanner Wrench
3. Setscrew
2. (Models with wiper) Remove the 8-32 Phillips flat head screw (supplied with wiper models) that secures the wiper inside the enclosure.

3. (Models with wiper) Remove the wiper arm and the green bushing (supplied with optional wiper kit) from the unit.

4. Slide the camera module out of the enclosure.

![Figure 11. Remove/Install the Camera Module](image)

- **1** Enclosure Tab
- **2** 8-32 Phillips Flat Head Screw
- **3** Wiper Arm
- **4** Camera Module Handle
- **5** Green Bushing
- **6** Stud
5. Slide the replacement camera module into the enclosure (refer to Figure 12).

⚠️ **WARNING:** Never force the camera module into the enclosure.

*(Models with a wiper)* The tab located inside the enclosure must be pointing down before installing the camera module (refer to Figure 12). To position the tab, place the wiper blade (located at the front of the enclosure) in the center of the viewing window (refer to Figure 13).

6. Carefully mate the camera’s power connector to the mating connector located inside the enclosure.

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**Figure 12.** Install the Camera Module

1. Camera Module  
2. Center Notches  
3. Enclosure Tab  
4. Camera Enclosure

**Figure 13.** Center the Wiper Blade

1. Wiper Blade
7. **(Models with a Wiper)** Reinstall the wiper arm (refer to Figure 11 on page 13).
   a. Reinstall the green bushing on the stud located behind the handle of the camera module.
   b. Place the ridge of the wiper arm in the notch of the enclosure tab, and then place the slot of the wiper arm over the green bushing.

8. Secure the camera module and the wiper arm with the 8-32 Phillips flat head screw (refer to Figure 11 on page 13).

**WARNINGS:**
- To avoid thread damage, carefully install the back cap on the enclosure.
- Never force the back cap onto the end of the enclosure.
- When installation is completed, there should be no gap between the back cap and the enclosure.

9. Reinstall the back cap on the enclosure:
   a. Using your hands, turn the back cap clockwise until you can no longer turn it. The back cap should turn easily until it comes in contact with the O-ring. If it does not turn easily, the threads are not aligned and thread damage will occur.
   b. Continue tightening the back cap with the spanner wrench (supplied). There should be no gap between the back cap and the enclosure when the back cap is tightened and properly installed.
   c. After the back cap is installed, secure the back cap with the setscrew using a 1.5 mm Allen wrench (supplied).
## Specifications

### ELECTRICAL

- **Input Voltage**: 24 VAC or 100 to 240 VAC, 50/60 Hz
- **Input Voltage Range**: ±10%
- **Power Consumption**: Maximum 60 W (120 VA) per system
- **Electrical Connections**: 6-foot wire harness with connections for power, video, data control, alarm inputs, and auxiliary outputs

### MECHANICAL

- **Cable Entry**: One 1.91 cm (0.75-inch) NPT threaded opening
- **Pan Movement**: 360° continuous pan rotation
- **Vertical Tilt**: Unobstructed +90° to –90°
- **Variable Speeds**
  - **Pan**: 0.1° to 40°/sec variable-speed operation
  - **Tilt**: 0.1° to 40°/sec variable-speed operation
- **Preset Speeds**
  - **Pan**: 40°/sec
  - **Tilt**: 40°/sec

### GENERAL

- **Construction**: 316L stainless steel
- **Finish**: Electropolish
- **Viewing Window**: 12.7 mm (0.50-inch) thick, soda-lime tempered glass
- **Operating Temperature**: –60° to 60°C (–76° to 140°F)
- **Unit Weight**: 25 kg (55 lb)
- **Effective Projected Area (EPA)**: 40.8 square inches

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**NOTE**: VALUES IN PARENTHESES ARE INCHES; ALL OTHERS ARE CENTIMETERS.
## Camera/Optics

<table>
<thead>
<tr>
<th>Camera/Optics</th>
<th>Day/Night (23X) Color</th>
<th>LowLight™ (22X) Color</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Signal Format</strong></td>
<td>NTSC, PAL</td>
<td>NTSC, PAL</td>
</tr>
<tr>
<td><strong>Scanning System</strong></td>
<td>2:1 Interface</td>
<td>2:1 Interlace</td>
</tr>
<tr>
<td><strong>Image Sensor</strong></td>
<td>1/4-inch progressive scan CCD</td>
<td>1/4-inch EXview HAD™ CCD</td>
</tr>
<tr>
<td><strong>Effective pixels</strong></td>
<td>768 (H) x 494 (V)</td>
<td>768 (H) x 494 (V)</td>
</tr>
<tr>
<td><strong>Scanning System</strong></td>
<td>2:1 Interlace</td>
<td>2:1 Interlace</td>
</tr>
<tr>
<td><strong>Image Sensor</strong></td>
<td>1/4-inch progressive scan CCD</td>
<td>1/4-inch EXview HAD™ CCD</td>
</tr>
<tr>
<td><strong>Effective pixels</strong></td>
<td>752 (H) x 582 (V)</td>
<td>752 (H) x 582 (V)</td>
</tr>
<tr>
<td><strong>Horizontal Resolution</strong></td>
<td>540 TV lines</td>
<td>&gt;470 TV lines</td>
</tr>
<tr>
<td><strong>Image Sensor</strong></td>
<td>1/4-inch progressive scan CCD</td>
<td>1/4-inch EXview HAD™ CCD</td>
</tr>
<tr>
<td><strong>Effective pixels</strong></td>
<td>540 TV lines</td>
<td>&gt;460 TV lines</td>
</tr>
<tr>
<td><strong>Lens</strong></td>
<td>f/1.6 (focal length, 3.6 ~ 82.8 mm optical)</td>
<td>f/1.6 (focal length, 4 ~ 88 mm optical)</td>
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<tr>
<td><strong>Zoom</strong></td>
<td>23X optical, 12X digital</td>
<td>22X optical, 12X digital</td>
</tr>
<tr>
<td><strong>Zoom Speed</strong></td>
<td>2.9/4.2/5.8 seconds</td>
<td>2.4/3.9/6.3 seconds</td>
</tr>
<tr>
<td><strong>Horizontal Angle of view</strong></td>
<td>54° at 3.6 mm wide zoom</td>
<td>47° at 4 mm wide zoom</td>
</tr>
<tr>
<td><strong>Focus</strong></td>
<td>Automatic with manual override</td>
<td>Automatic with manual override</td>
</tr>
<tr>
<td><strong>Maximum Sensitivity at 35 IRE</strong></td>
<td>0.025 lux at 1/2 sec shutter (color)</td>
<td>0.02 lux at 1/2 sec shutter</td>
</tr>
<tr>
<td><strong>NTSC</strong></td>
<td>0.1 lux at 1/60 sec shutter (B-W)</td>
<td>0.02 lux at 1/2 sec shutter</td>
</tr>
<tr>
<td><strong>PAL</strong></td>
<td>0.004 lux at 1/2 sec shutter (B-W)</td>
<td>0.02 lux at 1/1.5 sec shutter</td>
</tr>
<tr>
<td><strong>Sync System</strong></td>
<td>Internal/AC line lock, phase adjustable using remote control, V-Sync*</td>
<td>Internal/AC line lock, phase adjustable using remote control, V-Sync*</td>
</tr>
<tr>
<td><strong>White Balance</strong></td>
<td>Automatic with manual override*</td>
<td>Automatic with manual override*</td>
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<tr>
<td><strong>Shutter Speed NTSC</strong></td>
<td>Automatic (electronic iris)/Manual</td>
<td>Automatic (electronic iris)/Manual</td>
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<tr>
<td>1/2 ~ 1/30,000*</td>
<td>1/2 ~ 1/30,000*</td>
<td></td>
</tr>
<tr>
<td><strong>PAL</strong></td>
<td>1/1.5 ~ 1/30,000*</td>
<td>1/1.5 ~ 1/30,000*</td>
</tr>
<tr>
<td><strong>Iris Control</strong></td>
<td>Automatic Iris Control with manual override*</td>
<td>Automatic Iris Control with manual override*</td>
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<tr>
<td><strong>Gain Control</strong></td>
<td>Automatic/OFF*</td>
<td>Automatic/OFF*</td>
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<td><strong>Video Output</strong></td>
<td>1 Vp-p, 75 ohms</td>
<td>1 Vp-p, 75 ohms</td>
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<tr>
<td><strong>Video Signal to Noise</strong></td>
<td>&gt;50 dB</td>
<td>&gt;50 dB</td>
</tr>
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</table>

* (Analog Models only) Manual control of camera setup functions can be done with CM6700, CM6800, CM8500, CM9500, CM9740, CM9760, CM9770, CM9780, KBD200A, KBD300A, and MPT9500 controllers. It cannot be done with CM7500, MPT9000, or KBD9000 controllers.
VIDEO (ExSite IP Models Only)

Video Encoding  H.264 base profile, MPEG-4, and MJPEG
Video Streams  Up to 2 simultaneous streams; the second stream is variable based on the setup of the primary stream
Frame Rate  Up to 30, 25, 24, 15, 12.5, 12, 10, 8, 7.5, 7, 6.5, 5, 4, 3, 2.5, 2, 1 (dependent upon coding, resolution, and stream configuration)

Available Resolutions

<table>
<thead>
<tr>
<th>Resolution</th>
<th>MJPEG</th>
<th>H.264 Base Profile</th>
<th>MPEG-4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width</td>
<td>Height</td>
<td>Format</td>
<td>Maximum Bit Rate</td>
</tr>
<tr>
<td>704</td>
<td>480</td>
<td>NTSC</td>
<td>30 ips</td>
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<tr>
<td>352</td>
<td>240</td>
<td>NTSC</td>
<td>30 ips</td>
</tr>
<tr>
<td>704</td>
<td>576</td>
<td>PAL</td>
<td>25 ips</td>
</tr>
</tbody>
</table>

Supported Protocols  TCP/IP, UDP/IP (Unicast, Multicast IGMP), UPnP, DNS, DHCP, RTP, RTSP, NTP, IPv4, SNMP, QOS, HTTP, HTTPS, LDAP (client), SSH, SSL, SMTP, FTP, mDNS (Bonjour®), and 802.1x (EAP)

Users  
Unicast  Up to 20 simultaneous users depending on resolution settings (2 guaranteed streams)
Multicast  Unlimited users H.264 or MPEG-4

Security Access  Password protected

Software Interface  Web browser view and setup, up to 16 cameras

Pelco System Integration  
Endura® 1.5 or later (MPEG-4) or Endura 2.0 or later (H.264); Digital Sentry® 4.2 IP bundle 3 or later; DX8100 Series 2.0 or later; and DVR5100 version 1.5.4 or later

Open IP Integration  Pelco IP camera API

Minimum System Requirements  
Processor  Intel® Pentium® 4 microprocessor, 1.6 GHz
Operating System  Microsoft® Windows® XP, Windows Vista®, Windows 7® or Mac® OS X 10.4 (or later)
Memory  512 MB RAM
Network Interface Card  100 megabits (or greater)
Monitor  Minimum of 1024 x 768 resolution, 16- or 32-bit pixel color resolution
Web Browser*  Internet Explorer® 7.0 (or later) or Mozilla® Firefox® 3.0 (or later)
Media Player†  Pelco Media Player or QuickTime® 7.6.5 for Windows XP, Windows Vista, or QuickTime 7.6.4 for Mac OS X 10.4

*Internet Explorer is not supported by Mac OS X 10.4.
†This product is not compatible with QuickTime version 7.6.4 for Windows XP or Windows Vista. If you have this version installed on your PC, you will need to upgrade to QuickTime version 7.6.5.
PRODUCT WARRANTY AND RETURN INFORMATION

WARRANTY
Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship for a period of one year after the date of shipment.

Exceptions to this warranty are as noted below:

- **Five years:**
  - Fiber optic products
  - Unshielded Twisted Pair (UTP) transmission products

- **Three years:**
  - Pelco-designed fixed network cameras and network dome cameras with SarK™ technology.
  - Pelco-branded fixed camera models (CCC1390H Series, C10DN Series, C10CH Series, and IP3701H Series)
  - EH1500 Series enclosures
  - Spectra®V products (including Spectra IV IP)
  - Camclosure® Series (IS, ICS, IP) integrated camera systems
  - DX Series digital video recorders (except DX9000 Series which is covered for a period of one year), DVR5100 Series digital video recorders, Digital Sentry® Series hardware products, DVX Series digital video recorders, and NVR300 Series network video recorders
  - Endura® Series distributed network-based video products
  - Genex® Series products (multiplexers, server, and keyboard)
  - PMCL200/300/400 Series LCD monitors
  - PMCL5xx Series FHD monitors

- **Two years:**
  - Standard varifocal, fixed focal, and motorized zoom lenses
  - DFS/DFB Series fixed dome products
  - Legacy® Series integrated positioning systems
  - Spectra III®, Spectra Mini, Spectra Mini IP, Esprit®, ExSite®, and PS20 scanners, including when used in continuous motion applications.
  - Esprit Ti and Ti2500 Series thermal imaging products
  - Esprit and WW5700 Series window wiper (excluding wiper blades).
  - CM7600/C76800/CM9700 Series matrix
  - Digital Light Processing (DLP®) displays (except lamp and color wheel). The lamp and color wheel will be covered for a period of 30 days.
  - Intelli-M® eIDC controllers

- **One year:**
  - Video cassette recorders (VCRs), except video heads. Video heads will be covered for a period of six months.

- **Six months:**
  - All pan and tilts, scanners, or preset lenses used in continuous motion applications (preset scan, tour, and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to a Pelco designated location. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco’s liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental, or consequential damages (including loss of use, loss of profit, and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, sales order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product that does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS
To expedite parts returned for repair or credit, please call Pelco at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair) and designated return location.

All merchandise returned for credit may be subject to a 20 percent restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid.

2-10-10