

**BK57 Blower, HK57
Heater, O/I-PCB and
WD57 Defroster Kits
for EH5700/EH5700L
Series Environmental
Enclosures**

**Installation/
Operation Manual**

C1423M-D (10/03)

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REVISION HISTORY

Manual #	Date	Comments
C1423M	6/95	Original manual.
C1423M-A	4/96	Rev. A. Incorporated Manual C1424M for blower kits. Incorporated Manual C1425M for defroster kits. Added instructions for installation of O/I-PCB circuit board kit. Added Operation and Care and Maintenance sections.
	5/98	Removed references to continuous duty operation of the heaters and defroster. Changed manual to new format.
C1423M-B	8/98	Rev. B. Metal plate was added to defroster per ECO# 98-3887. Added certification information.
C1423M-C	7/01	Revised defroster kit installation instructions.
C1423M-D	10/03	Revised heater kit installation instructions, step 5b.

1.0 GENERAL

1.1 IMPORTANT SAFEGUARDS AND WARNINGS

Prior to installation and use of this product, the following WARNINGS should be observed.

1. Installation and servicing should only be done by qualified service personnel and conform to all local codes.
2. 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.
3. Only use replacement parts recommended by Pelco.
4. After replacement/repair of this unit's electrical components, conduct a resistance measurement between line and exposed parts to verify the exposed parts have not been connected to line circuitry.

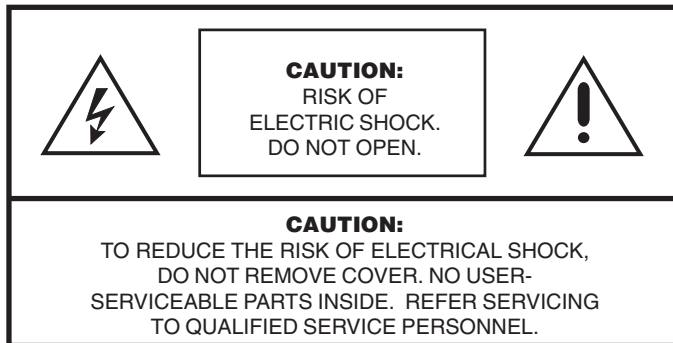
The product and/or manual may bear the following marks:



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.



**Please thoroughly familiarize yourself with the information
in this manual prior to installation and operation.**

2.0 DESCRIPTION

The information in this manual covers the installation and operation of the following kits for the EH5700/EHS700L Series environmental enclosures:

BK57-1	Blower kit, 120 VAC, 15 watts
BK57-2	Blower kit, 24 VAC, 10 watts
BK57-3	Blower kit, 230 VAC, 15 watts
HK57-1	Heater kit, 120 VAC, 100 watts
HK57-2	Heater kit, 24 VAC, 40 watts
HK57-3	Heater kit, 230 VAC, 100 watts
O/I-PCB	Circuit board with thermostats
WD57-1	Window defroster kit, 120 VAC, 30 watts
WD57-2	Window defroster kit, 24 VAC, 30 watts
WD57-3	Window defroster kit, 230 VAC, 30 watts

The O/I-PCB circuit board is required for thermostatic control of the heaters and defroster. The O/I-PCB is optional with the blower kits; without the O/I-PCB, the blower will operate continuously.

2.1 CERTIFICATIONS

The products identified below have been tested and certified for agency compliance as noted.

Model	Agency Compliance Certification			
	CE	FCC	UL	CSA/cUL
BK57-1				
BK57-2	X			
BK57-3	X			
HK57-1				
HK57-2	X			
HK57-3	X			
O/I-PCB	X			
WD57-1				
WD57-2	X			
WD57-3	X			

Applicable CE, FCC, UL, and CSA/cUL directives/standards:

- 93/68/EEC – CE Mark Directive
 - 89/336/EEC, 92/31/EEC – Electromagnetic Compatibility (EMC) Directives
 - EN 55022: 1984 Class B – Radio-frequency emissions limits
 - EN 50082-2: 1992 – Immunity standard
 - IEC 801-2: 1984 – ESD immunity
 - IEC 801-3: 1984 – Radiated field immunity
 - IEC 801-4: 1988 – Electrical transients

3.0 BLOWER KIT INSTALLATION

NOTE: *If you are using your enclosure in a marine or high-moisture environment, skip steps 4-7. The vent covers must be left in place.*

This section provides instructions for installing the BK57-1, BK57-2, and BK57-3 blower kits.

For the following instructions, refer to Figure 1. Table B lists the parts shown in Figure 1.

1. Turn off power to the enclosure.
2. Unlatch and raise the enclosure lid. The gas spring will hold the lid in place when it is fully opened.
3. Remove the camera and sled.
4. Remove the vent grill inside the enclosure at the rear of the unit.
5. On the bottom of the enclosure, remove the two vent covers.
6. Place the two foam filters in the vent grill.
7. Install the vent grill in the bottom of the enclosure at the front of the unit.
8. If you are installing your enclosure in a marine or high-moisture environment, modify the fan assembly as follows:
 - a. Remove the four Allen screws that secure the fan to the fan plate.
 - b. Turn the fan around so that it will blow toward the viewing window (the arrow on the fan points toward the fan plate).
 - c. Reinstall the fan on the fan plate.
9. Install the fan plate and fan in the enclosure with the hardware that is supplied:
 - a. Slip the fan wires into the slot at the bottom of the fan plate so that the white plug is on the opposite side of the fan plate from the fan.
 - b. Place the fan plate and fan into the enclosure with the fan facing toward the rear of the enclosure and the fan plate against the camera sled track.
 - c. Attach the top center of the fan plate to the enclosure with the standoff, a screw, lock washers, and flat washers.
 - d. Attach the bottom right and bottom left sides of the fan plate to the camera sled track with screws and lock washers.
10. **Continuous Duty Operation Only** - If your enclosure does not have the O/I-PCB circuit board for thermostatic control, complete the installation as follows:
 - a. Connect the fan to power. The BK57-1 and BK57-3 fans use 15 watts of power. The BK57-2 uses 10 watts. If you are using 24 VAC, refer to Table A to determine the size of wire to use.
 - b. Reinstall the camera and sled.
 - c. Close the enclosure lid.
 - d. Turn on power.

Table A. 24 VAC Wiring Distances

The following are the recommended maximum distances for 24 VAC applications and are calculated with a 10-percent voltage drop. (Ten percent is generally the maximum allowable voltage drop for AC-powered devices.)

EXAMPLE: An enclosure that requires 80 vA and is installed 35 feet (10 m) from the transformer would require a minimum wire gauge of 20 Awg.

NOTE: Distances are calculated in feet; values in parentheses are meters.

		Wire Gauge					
		20	18	16	14	12	10
Total vA consumed	10	283 (86)	451 (137)	716 (218)	1142 (348)	1811 (551)	2880 (877)
	20	141 (42)	225 (68)	358 (109)	571 (174)	905 (275)	1440 (438)
	30	94 (28)	150 (45)	238 (72)	380 (115)	603 (183)	960 (292)
	40	70 (21)	112 (34)	179 (54)	285 (86)	452 (137)	720 (219)
	50	56 (17)	90 (27)	143 (43)	228 (69)	362 (110)	576 (175)
	60	47 (14)	75 (22)	119 (36)	190 (57)	301 (91)	480 (146)
	70	40 (12)	64 (19)	102 (31)	163 (49)	258 (78)	411 (125)
	80	35 (10)	56 (17)	89 (27)	142 (43)	226 (68)	360 (109)
	90	31 (9)	50 (15)	79 (24)	126 (38)	201 (61)	320 (97)
	100	28 (8)	45 (13)	71 (21)	114 (34)	181 (55)	288 (87)
	110	25 (7)	41 (12)	65 (19)	103 (31)	164 (49)	261 (79)
	120	23 (7)	37 (11)	59 (17)	95 (28)	150 (45)	240 (73)
	130	21 (6)	34 (10)	55 (16)	87 (26)	139 (42)	221 (67)
	140	20 (6)	32 (9)	51 (15)	81 (24)	129 (39)	205 (62)
	150	18 (5)	30 (9)	47 (14)	76 (23)	120 (36)	192 (58)
	160	17 (5)	28 (8)	44 (13)	71 (21)	113 (34)	180 (54)
	170	16 (4)	26 (7)	42 (12)	67 (20)	106 (32)	169 (51)
	180	15 (4)	25 (7)	39 (11)	63 (19)	100 (30)	160 (48)
	190	14 (4)	23 (7)	37 (11)	60 (18)	95 (28)	151 (46)
	200	14 (4)	22 (6)	35 (10)	57 (17)	90 (27)	144 (43)

Maximum distance from transformer to load

11. **Thermostatically Controlled Operation Only (O/I-PCB Installed)** - If the circuit board for thermostatic control of the fan already is installed, complete the installation as follows:
 - a. Remove the plastic power supply barrier cover from the circuit board.
 - b. Connect the plug from the fan into the FAN socket on the circuit board.
 - c. Replace the plastic power supply barrier cover.
 - d. Reinstall the camera and sled.
 - e. Close the enclosure lid.
 - f. The fans in the BK57-1 and BK57-3 blower kits use 15 watts of power. The fan in the BK57-2 blower kit uses 10 watts of power. Make sure the wiring that supplies power to your enclosure can handle this additional wattage.
 - g. Turn on power.
12. **Thermostatically Controlled Operation Only (O/I PCB Not Installed)** - If the circuit board for thermostatic control of the fan is not installed, follow the steps in Section 6.0, CIRCUIT BOARD KIT INSTALLATION, to complete the installation.

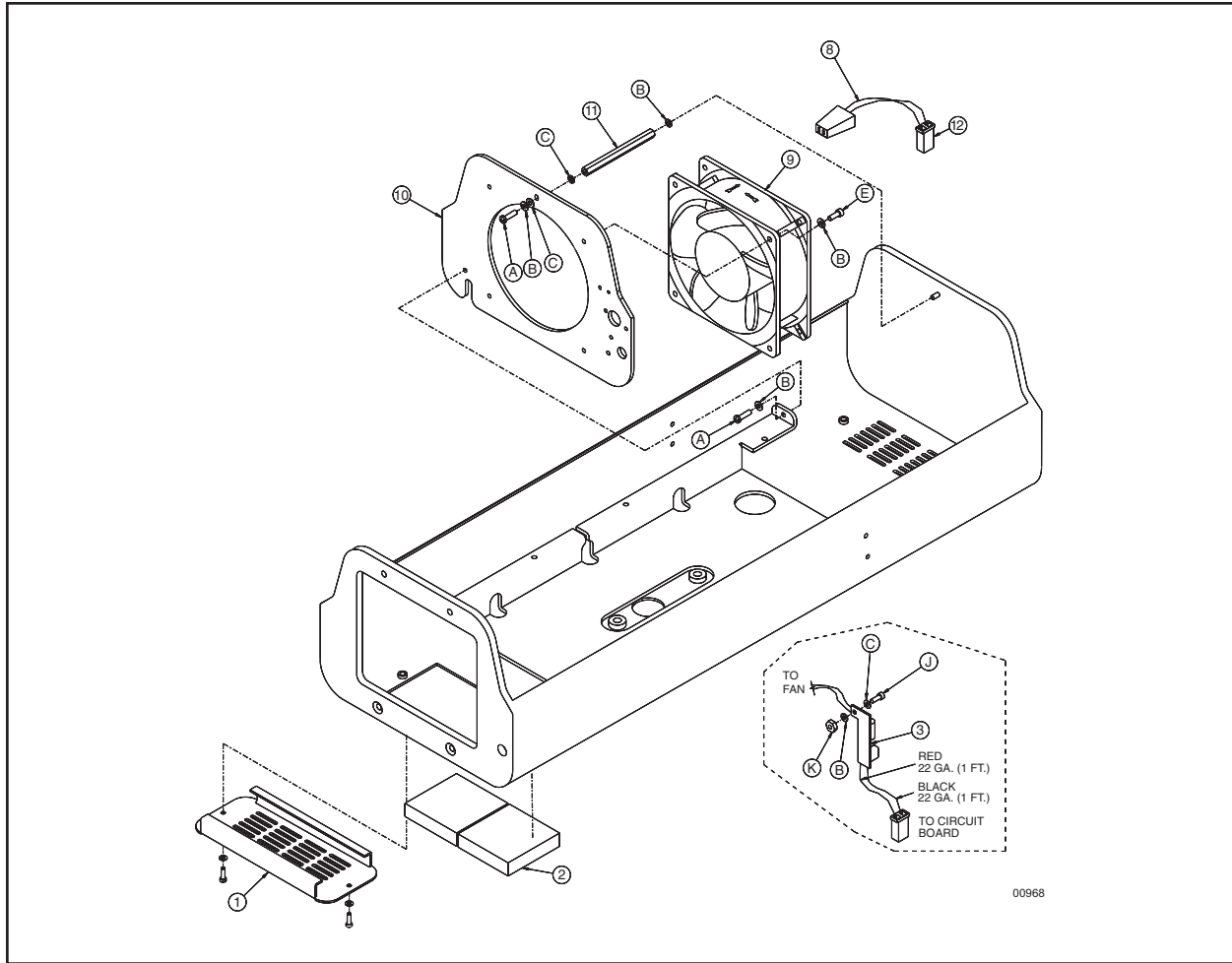


Figure 1. Exploded Assembly Diagram for Blower

Table B. Exploded Assembly Parts List for Blower

Item	Qty	Description	Part Number
1	1	Vent Grill, Beige	57004105COMP
	1	Vent Grill, Gray	57004005COMP
2	2	Foam Filter	EH550010045
3	1	24 VDC Fan Rectifier (for -2 model only)	PCB9000277ASSY
4-7		Not Used	
8	1	Fan Wire Cord with Plug (-1, -3 models only)	WIR432000
9	1	Fan Tube, 230 VAC	ED210015
	1	Fan, 24 VDC	955105W3
	1	Fan Tube, 120 VAC	EH18013
10	1	Fan Plate	57004010COMP
11	1	Standoff, 3.375" Length	570010007
12	1	Connector Plug	CON1-480318-0
A	3	Cap Screw, 6-32 x 3/8", Allen Socket Head	ZH6-32X.375CS
B	8	Internal Tooth Lock Washer, #6	ZH6LWSIS
	9	Internal Tooth Lock Washer, #6 (for -2 model only)	ZH6LWSIS
C	2	Flat Washer, #6	ZH148X375X32C
	3	Flat Washer, #6 (for -2 model only)	ZH148X375X32C
E	4	Cap Screw, 6-32 x 3/8", Allen Socket Head	ZH6-32X.375CS
F-H		Not Used	
J	1	Screw, 6-32 x 1/2", Pan Head, Phillips (for -2 model only)	ZH6-32X.500SPP
K	1	Hex Nut, 6-32 (for -2 model only)	ZH6-32NUTSH

4.0 HEATER KIT INSTALLATION

This section provides instructions for installing the HK57-1, HK57-2, and HK57-3 heater kits.

For the following instructions, refer to Figure 2. Table C lists the pans shown in Figure 2.

1. Turn off power to the enclosure.
2. Unlatch and raise the enclosure lid. The gas spring will hold the lid in place when it is fully opened.
3. Remove the camera and sled.
4. Install the heater assembly in the front of the enclosure with the hardware that is supplied:
 - a. Attach the assembly to the bottom of the enclosure with the spacers, screws, and washers.
 - b. Route the heater wires between the track rail and the body of the enclosure. If necessary, use the wire ties to make the wiring look neat in the enclosure.
5. **O/I PCB Installed** - If the circuit board for thermostatic control of the fan already is installed, complete the installation as follows:
 - a. Remove the plastic power supply barrier cover from the circuit board.
 - b. Connect the plug from the fan into the FAN socket on the circuit board.
 - c. Replace the plastic power supply barrier cover.
 - d. Reinstall the camera and sled.
 - e. Close the enclosure lid.
 - f. The heaters in the HK57-1 kit use 90 watts of power. The heaters in the HK57-2 kit use 50 watts of power. The heaters in the HK57-3 kit use 70 watts of power. Make sure the wiring that supplies power to your enclosure can handle this additional wattage.
 - g. Turn on power.
6. **O/I PCB Not Installed** - If the circuit board for thermostatic control of the heaters is not installed, follow the steps in Section 6.0, CIRCUIT BOARD KIT INSTALLATION, to complete the installation.

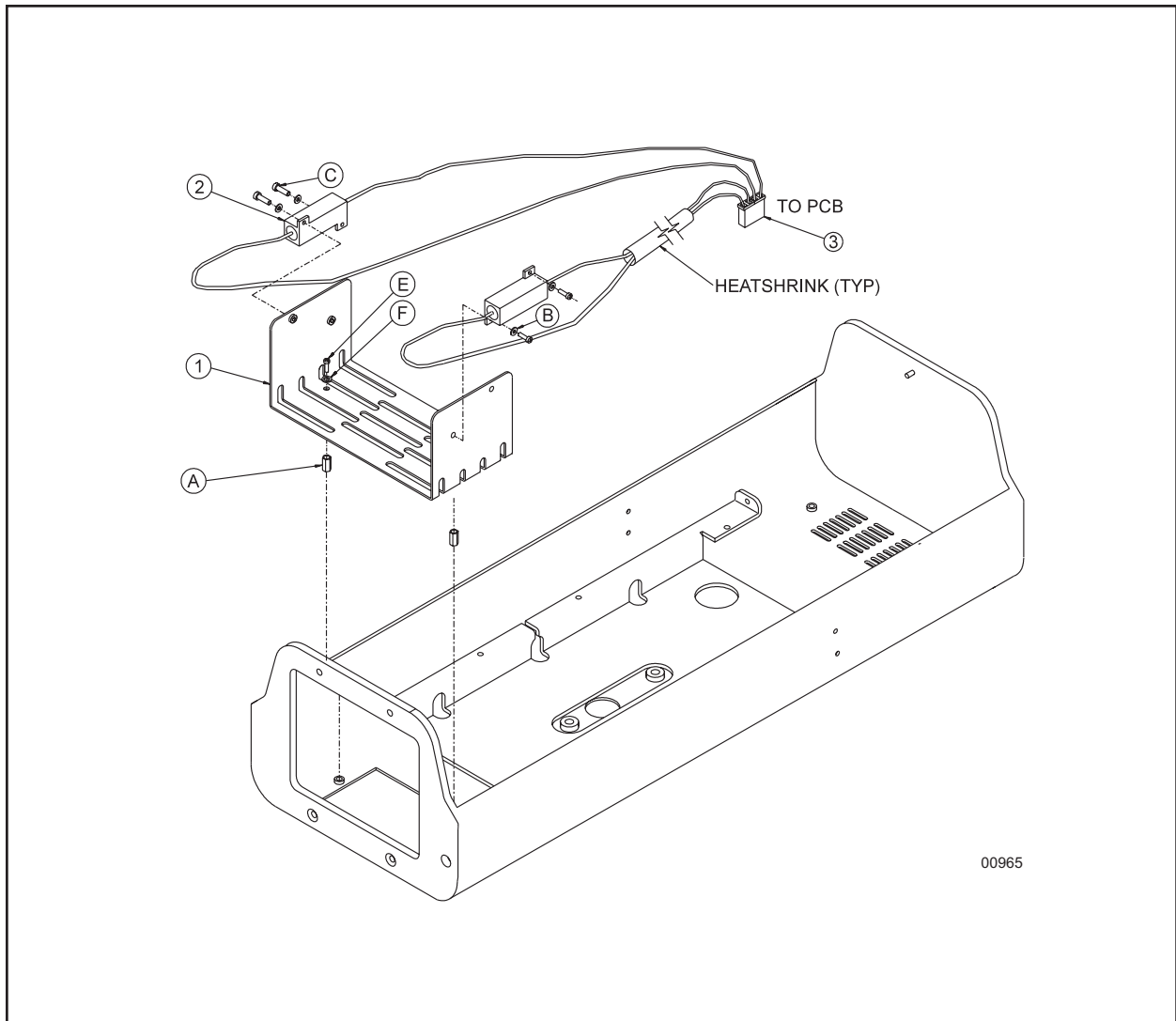


Figure 2. Exploded Assembly Diagram for Heaters

Table C. Exploded Assembly Parts List for Heaters

Item	Qty	Description	Part Number
1	1	Bracket/Heat sink	57004020COMP
2	2	Heater, 230 VAC	HTR40220
	2	Heater, 24 VAC	HTR20024
	2	Heater, 120 VAC	HTR50120
3	1	Connector	CON1-480424-0
A	2	Spacer, .500" Length	SPA8423
B	4	Internal Tooth Lock Washer, #4	ZH4LWSIS
C	4	Screw 4-40 x 1/4", Pan Head, Phillips	ZH4-40X.250SPP
D		Not Used	
E	2	Screw, 6-32 x 1/4", Pan Head, Phillips	ZH6-32X.250SPP
F	2	Internal Star Washer, #6	ZH6LWSIS

5.0 DEFROSTER KIT INSTALLATION

This section provides instructions for installing the WD57-1, WD57-2, and WD57-3 defroster kits.

For the following instructions, refer to Figure 3. Table D lists the parts shown in Figure 3.

1. Turn off power to the enclosure.
2. Unlatch and raise the enclosure lid. The gas spring will hold the lid in Place when it is fully opened.
3. Remove the camera and sled.
4. If a heater is installed, remove the two screws and washers that hold the heater bracket to the bottom of the enclosure. Lift the heater bracket up and move it towards the back of the enclosure to get it out of the way while you install the defroster.
5. Loosen the two nuts that hold the bottom window bracket. Leave the nuts attached about 1-1/2 turns.
6. Position the window defroster inside the bottom window bracket with the metal plate against the inside face of the window. Make sure the defroster wires are in the lower left corner of the window.
7. Retighten the nuts that hold the bottom window bracket.
8. Remove the top window bracket and position the defroster against the window. CAUTION: Hold the enclosure lid when you remove the bracket because the gas spring that holds the lid open is attached to the window bracket. The lid could fall if you do not hold it open.
9. Replace the top window bracket.
10. Replace the heater bracket if it was removed.
11. Route the defroster wires between the track rail and the body of the enclosure.
12. **O/I-PCB Installed** - If the circuit board for thermostatic control of the fan already is installed, complete the installation as follows:
 - a. Remove the plastic power supply barrier cover from the circuit board.
 - b. Connect the plug from the fan into the DEF socket on the circuit board.
 - c. Replace the plastic power supply barrier cover.
 - d. Reinstall the camera and sled.
 - e. Close the enclosure lid.
 - f. All defrosters use 30 watts of power. Make sure the wiring that supplies power to your enclosure can handle this additional wattage.
 - g. Turn on power.
13. **O/I PCB Not Installed** - If the circuit board for thermostatic control of the defroster is not installed, follow the steps in Section 6.0, CIRCUIT BOARD KIT INSTALLATION, to complete the installation.

NOTE: *Window defrosters manufactured after July 1998 have a metal plate affixed to the defroster.*

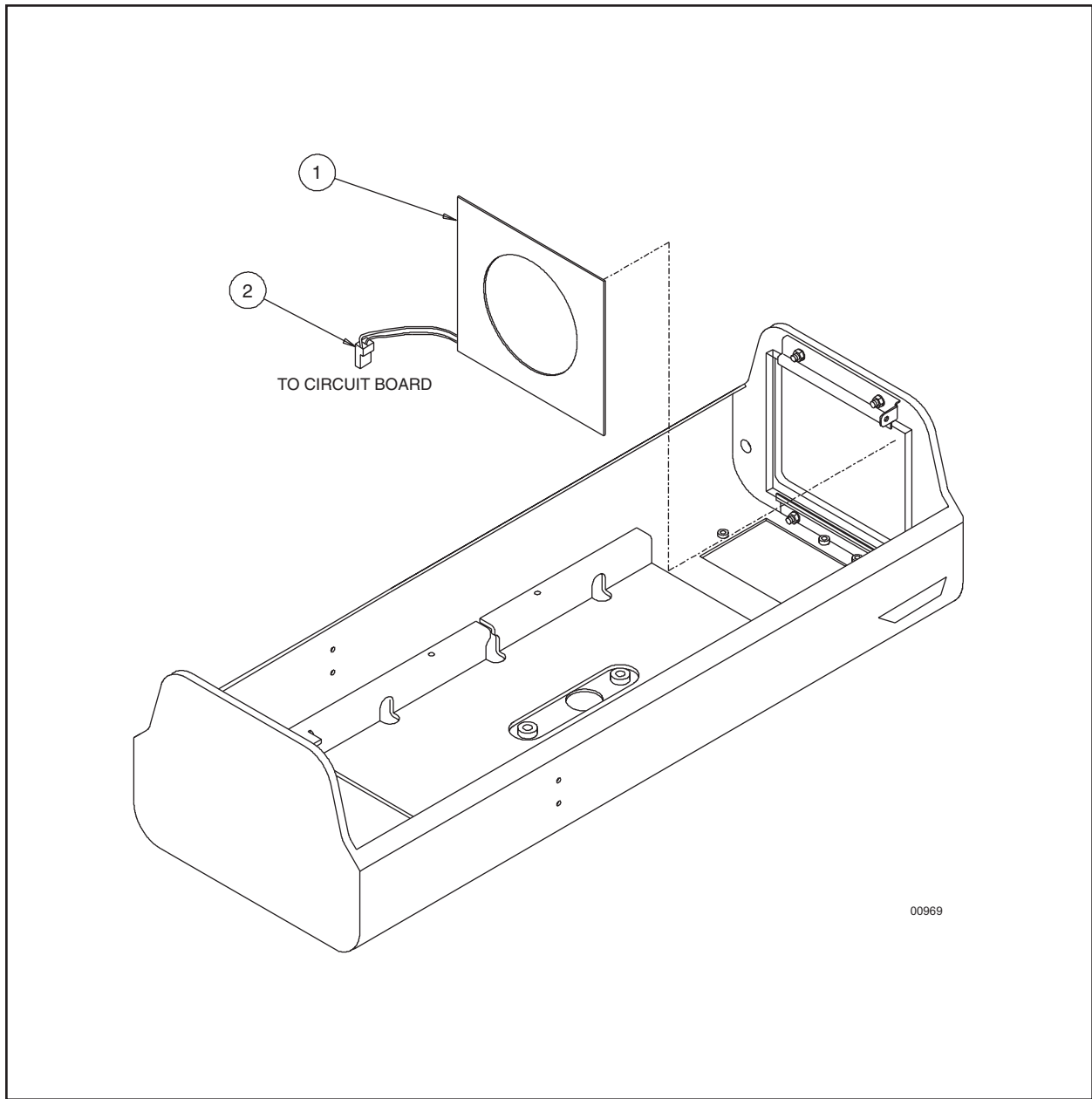


Figure 3. Exploded Assembly Diagram for Defroster

Table D. Exploded Assembly Parts List for Defroster

Item	Qty	Description	Part Number
1	1	Window Defroster, 120 VAC	570010003
	1	Window Defroster, 24 VAC	570010006
	1	Window Defroster, 230 VAC	570010005
2	1	Connector Plug	CON1-480318-0

6.0 CIRCUIT BOARD KIT INSTALLATION

This section provides instructions for installing the O/I-PCB circuit board kit.

For the following instructions, refer to Figure 4. Table E lists the parts shown in Figure 4.

1. Install the circuit board kit (O/I-PCB):
 - a. Remove the mounting bracket from the circuit board. It is not required.
 - b. Install two 4-40 x 1/4-inch screws, washers, and grounding clips (items B, C, and D) in the circuit board. Bend the tabs of the grounding clips into a "U" shape so that the ends touch the underside of the board.
 - c. Place the circuit board insulator (item 7) under the circuit board and mount them to the enclosure with the two screws.

Save the wires with the plugs, and the plastic power supply barrier cover (item 4). You will need them later.

You do not need the machine screws in the O/I-PCB kit. They are for other installations.

2. If you installed a blower kit, connect the plug from the fan into the FAN socket on the circuit board.

If you installed a heater kit, connect the plug from the heaters into the HTRS socket on the circuit board.

If you installed a defroster kit, connect the plug from the defroster into the DEF socket on the circuit board.

3. Reinstall the camera and sled.
4. Reconnect the video output from the camera.
5. If used, reconnect the camera's synchronization cable.
6. If your camera has a motorized zoom lens control, connect or wire the camera's lens control to the LENS or LENS CONTROL connector on the circuit board. Refer to Figure 5 to see where to connect different lens connector options.
7. Wire the 10-connector INPUTs terminal on the circuit board to the lens controller as follows
 - **Lens Common** - Connector 1
 - **Focus** - Connector 2
 - **Zoom** - Connector 3
 - **Iris** - Connector 4
 - **Preset Common** - Connector 5
 - **Preset Focus** - Connector 6
 - **Preset Zoom** - Connector 7
 - **Preset High** - Connector 8

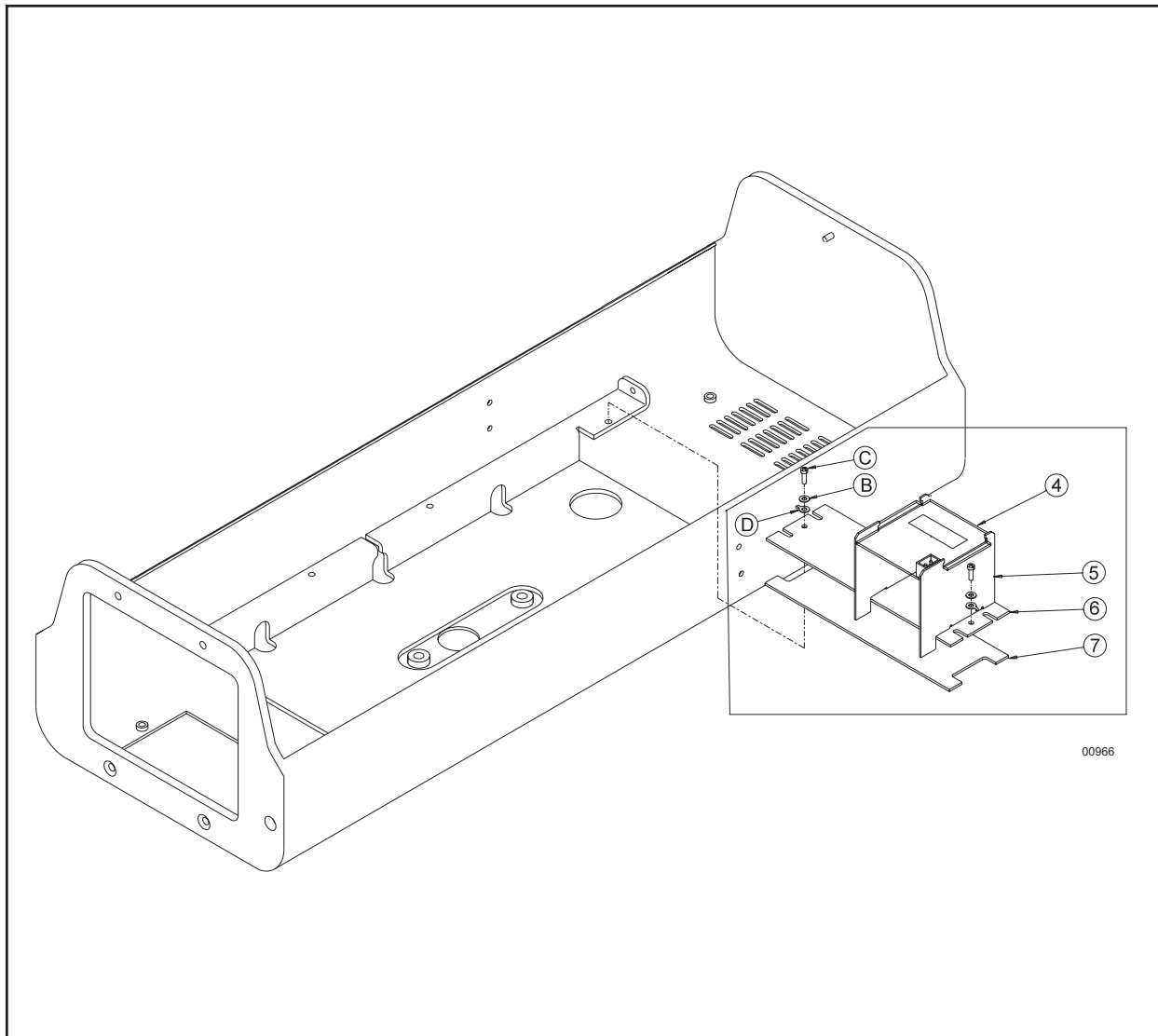


Figure 4. Exploded Assembly Diagram for Circuit Board

Table E. Exploded Assembly Parts List for Circuit Board

Item	Qty	Description	Part Number
1		Not Used	
2		Not Used	
3		Not Used	
4	1	Power Supply Barrier Cover	EH470010019
5	2	Power Supply Barrier	EH47004029COMP
6	1	Circuit Board	PCB9000276ASSY
7	1	Circuit Board Insulator	EH450010256
A		Not Used	
B	2	Internal Tooth Lock Washer, #4	ZH4LWSIS
C	2	Screw 4-40 x 1/4", Pan Head. Phillips	ZH4-40X.250SPP
D	2	Grounding Clip	570010004



WARNING: Camera damage possible. You can damage your camera if you connect it to the wrong connector.

If your camera will use the same power as the enclosure, plug the camera into the CAM 1 socket on the circuit board inside the enclosure.

*If your camera's voltage will be different from the enclosure's voltage, plug the camera into the CAM 2 socket only. **DO NOT** plug the camera into the CAM 1 socket or you can damage your camera. CAM 1 has enclosure voltage on it.*

**BE CAREFUL - REMEMBER
CAM 1 IS ENCLOSURE
POWER.**

**NEVER PLUG YOUR
CAMERA INTO CAM 1 IF
THE CAMERA'S VOLTAGE
IS DIFFERENT FROM THE
ENCLOSURE'S VOLTAGE.**

8. Refer to Figure 5 and connect the camera's power input to the circuit board.

When the power requirements are the same, there are two ways to connect power:

- (1) A three-pin plug is supplied as loose equipment. Connect the wires from the plug to the camera as follows:
 - Brown - AC HI
 - Blue - AC NT
 - Green - Ground

Connect the plug to the CAM 1 socket on the circuit board.

- (2) If both the camera end enclosure use 120 VAC and you ordered the optional 120 VAC electrical outlet accessory (O/I OUTLET), connect the 120 VAC plug to the camera and the three-pin plug to CAM 1.

When the power requirements are different, connect the wires from the two-pin plug, which is supplied as loose equipment, to the camera as follows:

- Brown - AC
- Blue - AC NT

Connect the plug to the CAM 2 socket on the circuit board.

9. Wire power to the circuit board to operate the camera.

CAM 1 - If the camera's power input is connected to CAM 1 on the circuit board, go to step 10.

CAM 2 - If the camera's power input is connected to CAM 2 on the circuit board, wire power for the camera as follows:

- a. Connect AC high to connector 9 of the 10-connector INPUTS terminal block (goes to the brown wire in the CAM 2 connector).
- b. Connect AC neutral to connector 10 of the 10-connector INPUTS terminal block (goes to the blue wire in the CAM 2 connector).

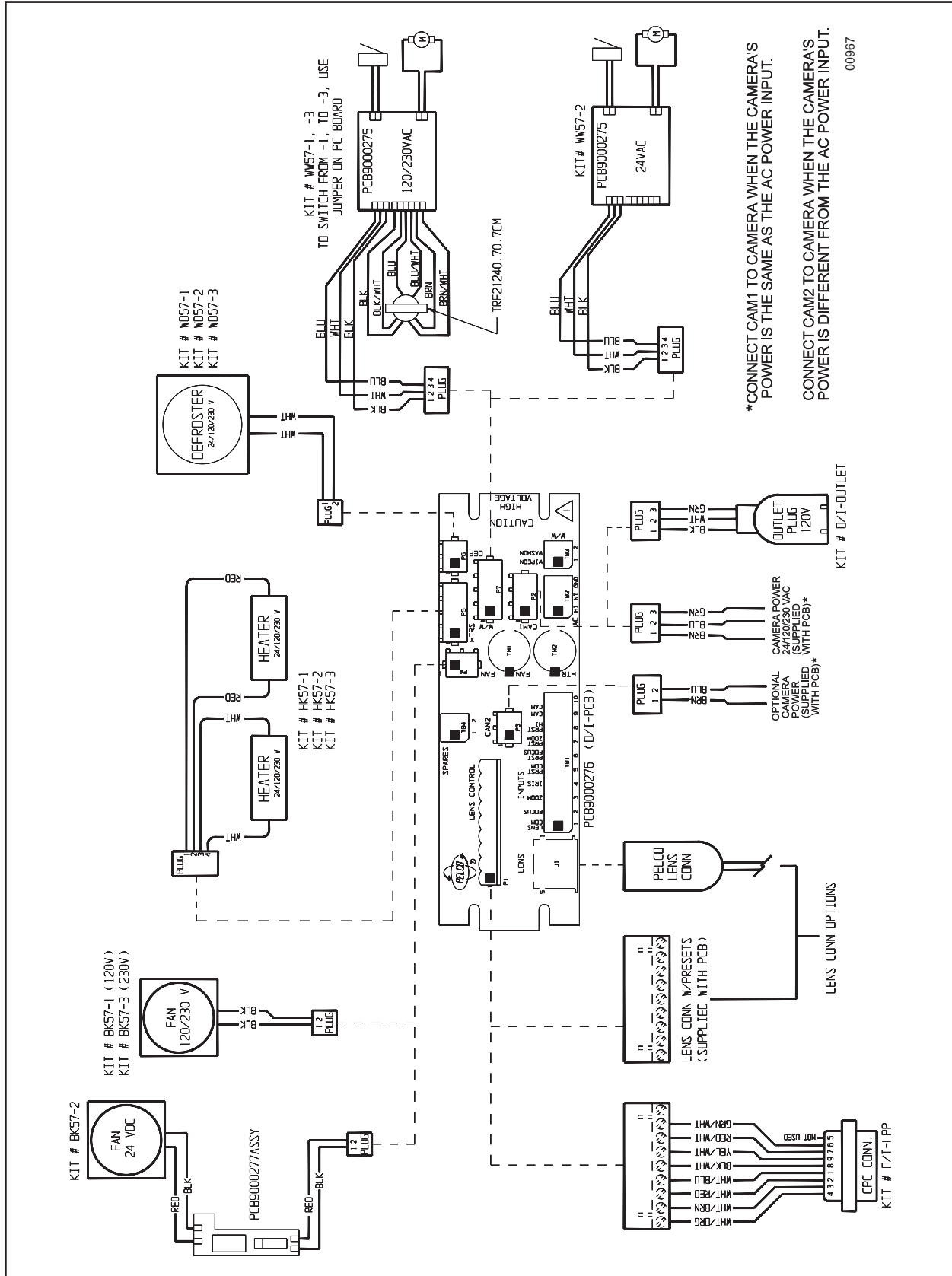
10. Wire power to the circuit board to operate the fan, heater, and/or defroster (and the camera if its power is connected to CAM 1) as follows:

- a. Connect AC high to AC HI of the 3-connector terminal block.
- b. Connect AC neutral to AC NT of the 3-connector terminal block.
- c. Install the plastic power supply barrier cover over the power supply section of the circuit board.

Make sure the wiring to the enclosure can handle the added power of the accessory or accessories you are installing. If the camera's power is connected to CAM 1 on the circuit board, add the camera's wattage to the power consumption of the accessories to determine the size of wire to use. Here are the wattages for the accessories:

Defrosters for all enclosures - 30 watts
Blowers for 120 VAC enclosures - 15 watts
Blowers for 24 VAC enclosures - 10 watts
Blowers for 230 VAC enclosures - 15 watts
Heaters for 120 VAC enclosures - 90 watts
Heaters for 24 VAC enclosures - 50 watts
Heaters for 230 VAC enclosures - 70 watts

11. Adjust the focus and iris on the camera, if necessary.
12. Close the enclosure lid.
13. Turn on power.



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Figure 5. Input Wiring Diagram

7.0 OPERATION

If your enclosure has a thermostatically controlled blower, the thermostat is set to turn the fan on between 77° and 93°F (25° and 34° C) and to turn the fan off between 62° and 78° F (17° and 26° C)

If your enclosure has thermostatically controlled heaters or defroster, the thermostat is set to turn them on between 42° and 58° F (6° and 14° C) and to turn them off between 72° and 88° F (22° and 31° C)

If your enclosure has a blower that is not thermostatically controlled, it operates continuously.

8.0 CARE AND MAINTENANCE

If your enclosure has a blower, periodically clean the foam filters as follows:

1. On the bottom front of the enclosure, remove the two screws in the vent grill.
2. Remove the vent grill and take out the filters.
3. Clean the filters with warm water and mild detergent, dry thoroughly, and replace them in the grill.
4. Reinstall the vent grill.

To order replacement filters, use the part number EH550010045.

8.1 TROUBLESHOOTING

If you need to troubleshoot the circuit board or wiring, Figures 6 through 8 show the wiring, component locations, and layout of traces.

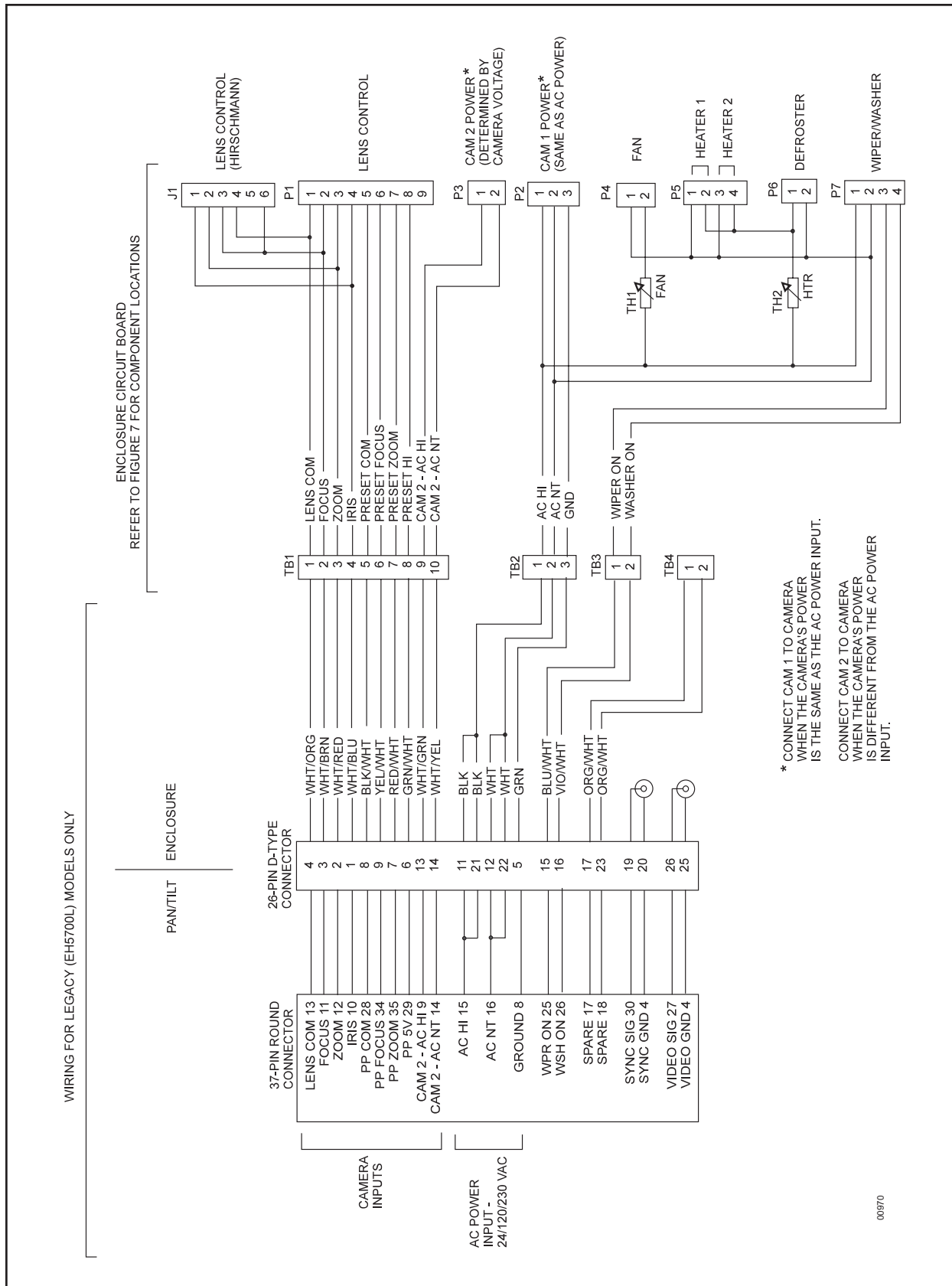


Figure 6. Wiring Diagram for Optional Circuit Board (O/I-PCB)

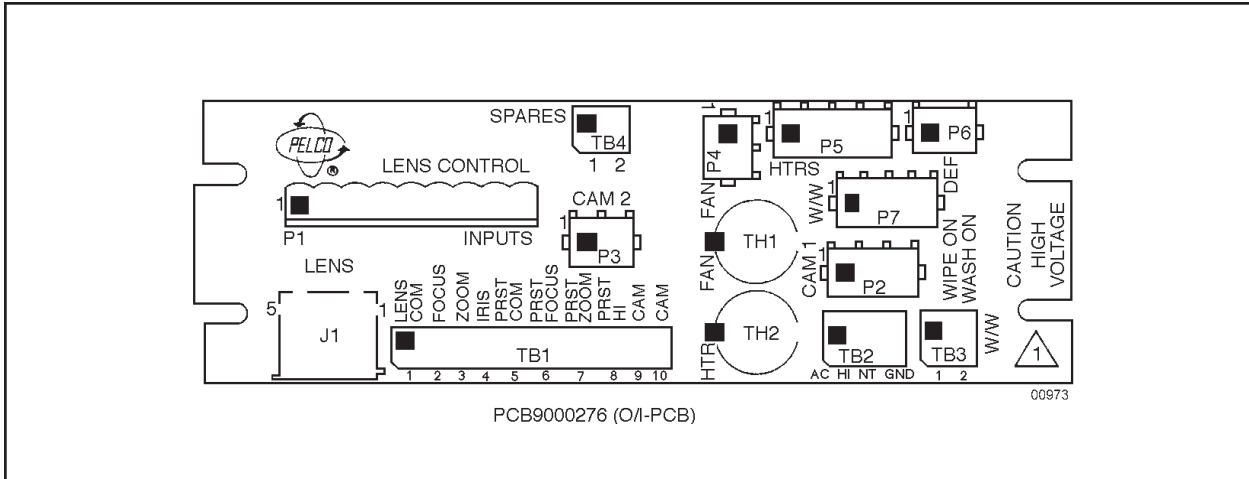


Figure 7. Circuit Board Component Locations

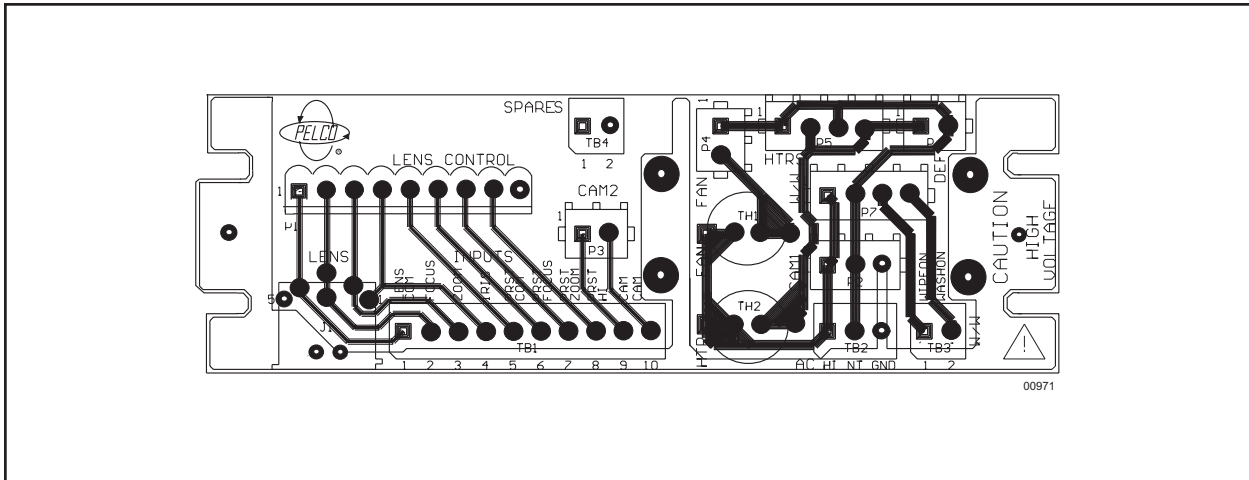


Figure 8. Circuit Board Layout of Traces

9.0 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 on FT/FR8000 Series fiber optic products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on Camclosure® and fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra®, Esprit®, ExSite™, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit® and WW5700 Series window wiper (excluding wiper blades).
- Eighteen months on DX Series digital video recorders, NVR300 Series network video recorders, and Endura™ Series distributed network-based video products.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners or preset lenses used in continuous motion applications (that is, 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 Pelco, Clovis, California. 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 which 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

In order to expedite parts returned to the factory for repair or credit, please call the factory 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).

All merchandise returned for credit may be subject to a 20% 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. Ship to the appropriate address below.

If you are located within the continental U.S., Alaska, Hawaii or Puerto Rico, send goods to:

Service Department
Pelco
3500 Pelco Way
Clovis, CA 93612-5699

If you are located outside the continental U.S., Alaska, Hawaii or Puerto Rico and are instructed to return goods to the USA, you may do one of the following:

If the goods are to be sent by a COURIER SERVICE, send the goods to:

Pelco
3500 Pelco Way
Clovis, CA 93612-5699 USA

If the goods are to be sent by a FREIGHT FORWARDER, send the goods to:

Pelco c/o Expeditors
473 Eccles Avenue
South San Francisco, CA 94080 USA
Phone: 650-737-1700
Fax: 650-737-0933

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