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ARECONT VISION TECHNICAL UPDATE

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Number: TU-11/30/16 RemoteFocus

Remote Focus Issue Affecting Some SurroundVideo® Omni G2 and MicroDome® G2 Cameras

A shipment of remote focus modules received by Arecont Vision in the period between March 15th and April 15th, 2016 was supplied to us with an incorrect screw torque. This error by our component supplier could cause the focus motor to seize in the camera under certain specific conditions. Such an incident would disable autofocus for that sensor but not otherwise impact camera operation. This problem would arise during the installation process for cameras in which the defective modules were installed. It is not likely that this problem would appear at a later time when the camera was refocused.

Approximately 1,000 cameras in the SurroundVideo® Omni G2 and MicroDome® G2 series were built using these modules. Each module passed our incoming inspection and our final production testing without the defect being uncovered. We later found that the rigors of the shipping process could lead to the failure of a few of these modules during installation of a small yet unacceptable percentage of units.

Arecont Vision is proud of our product quality and low RMA rates. This problem was immediately addressed with our vendor. Our Quality Assurance organization has also instituted more rigorous testing procedures so that we do not have similar issues occur in the future.

At no point were any images or video lost or corrupted due to this issue, only the ability to remotely focus the affected sensor module in some cameras.

Advance Replacement of defective cameras have been used for customers who reported this remote focus problem to the Arecont Vision Technical Assistance Center (TAC).

Any customers who encounter this issue should immediately contact the TAC for diagnosis assistance and Advance Replacement. Please call the TAC at 1.818.937.0700 (select option 1), or report the issue by email to support@arecontvision.com to open a support ticket and receive a replacement unit. Learn more about the TAC at <https://www.arecontvision.com/resources.php>.