

EH4712DB/ EH4718DB Series Environmental Enclosures

Installation/ Operation Manual

C1446M-B (7/98)

Pelco • 3500 Pelco Way, Clovis • CA 93612-5699 USA • www.pelco.com In North America and Canada: Tel (800) 289-9100 or FAX (800) 289-9150 International Customers: Tel (1-559) 292-1981 or FAX (1-559) 348-1120

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REVISION HISTORY

<u>Manual #</u>	<u>Date</u>	Comments
C1446M	6/96	Original version.
C1446M-A	6/97	Revised to include EH4712DB Series models.
C1446M-B	7/98	Added marine/high moisture environment modification procedure. Removed defroster kit and service information.

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.
- 5. The installation method and materials should be capable of supporting four times the weight of the enclosure, pan/tilt, camera and lens combination.

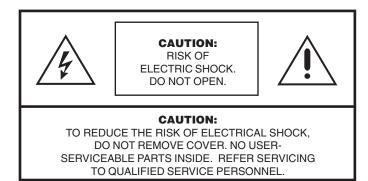
The product and/or manual may bear the following marks:



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 EH4712DB and EH4718DB environmental enclosures are constructed of aluminum. The enclosures are installed by attaching the top of the unit to a mounting surface. A door in the bottom drops open for access during installation or to make camera/lens adjustments.

You can install cameras with either fixed focal length lenses or motorized zoom lenses. All models have an adjustable camera sled to accommodate different sizes of cameras and lenses.

2.1 MODELS

EH4712DB	Environmental enclosure with bottom-opening door. 12-inch (30.48 cm) length.
EH4712DB-1	EH4712DB with 120 VAC thermostatically controlled heater and blower.
EH4712DB-2	EH4712 DB with 24 VAC thermostatically controlled heater and blower.
EH4712DB-3	EH4712DB with 230 VAC thermostatically controlled heater and blower.
EH4718DB	Environmental enclosure with bottom-opening door. 18-inch (45.72 cm) length.
EH4718DB-1	EH4718DB with 120 VAC thermostatically controlled heater and blower.
EH4718DB-2	EH4718DB with 24 VAC thermostatically controlled heater and blower.
EH4718DB-3	EH4718DB with 230 VAC thermostatically controlled heater and blower.

2.2 CERTIFICATIONS

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

	Agen	Agency Compliance Certification				
Model	CE	FCC	UL	CSA/cUL		
EH4712DB	х					
EH4712DB-1						
EH4712DB-2	Х					
EH4712DB-3	Х					
EH4718DB	Х					
EH4718DB-1						
EH4718DB-2	Х					
EH4718DB-3	Х					

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

Additional applicable standards:

- NEMA Type 3R
- IP 32

3.0 INSTALLATION

3.1 ENCLOSURE MOUNTING

- 1. Place the enclosure on a flat surface with the bottom facing up. Open the door.
- 2. Remove the camera sled from the rail (refer to Figure 1 for the location of the camera sled):
 - a. Loosen the screws.
 - b. Slide the sled so that the screws are in the large part of the mounting holes.
 - c. Remove the sled.
 - d. Remove the parts tied to the sled.
- 3. If you are going to wire the enclosure with cable, remove the wiring glands and nuts from the parts bag and install them in the top of the enclosure.

If you are going to wire the enclosure using conduit, you do not need the wiring glands and nuts. Install the conduit in the top of the enclosure. If the enclosure is installed outdoors, make sure the conduit is sealed to prevent water from getting inside.

4. There are two threaded mounting holes on the top of the enclosure. Mount the enclosure to a pan/tilt assembly or fixed mount with 1/4-20 screws with threads that do not exceed 5/8 of an inch (1.59 cm) in length (not supplied with the enclosure).

Proceed to Section 3.2, MARINE OR HIGH-MOISTURE ENVIRONMENT.

3.2 MARINE OR HIGH-MOISTURE ENVIRONMENT (EH4718DB SERIES ONLY)

To install the enclosure in a marine or high-moisture environment, make the following modifications to the enclosure (refer to Figure 1):

- 1. Remove two screws that attach the enclosure lid to the rear plate of the enclosure body and carefully open the enclosure lid a few inches.
- 2. Remove the plastic barrier cover over the power supply section of the circuit board.
- 3. Disconnect two electrical connectors from the circuit board and open the enclosure lid completely.
- 4. Remove the four screws and washers that attach the fan to the rear plate of the enclosure body.
- 5. Turn the fan around so that it blows toward the viewing window (refer to the arrows on the fan).
- 6. Reattach the fan to the rear plate of the enclosure body.
- 7. Reconnect the electrical connectors to the circuit board.
- 8. Reinstall the plastic barrier cover over the power supply section of the circuit board.
- 9. Close the enclosure lid and reattach it to the rear plate of the enclosure body with two screws.



CAUTION: When opening the enclosure lid, be careful not to stress or otherwise damage the electrical wires or connectors inside the enclosure before disconnecting them.

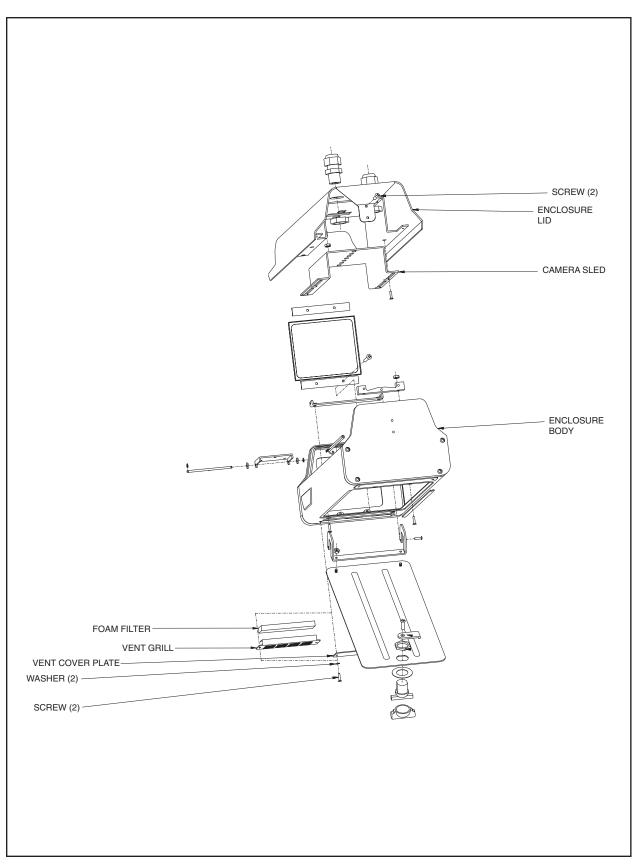


Figure 1. EH4712DB/EH4718DB Exploded Assembly Diagram

10. Two vent cover plates with gaskets affixed come attached to the camera sled as loose equipment. Locate them for use in the following steps.

On the bottom of the enclosure, remove two screws and washers that attach the vent grill and foam filter to the front of the enclosure. Using the same screws and washers, attach a vent cover plate and gasket to the front of the enclosure.

11. On the bottom of the enclosure, remove two screws and washers that attach the vent grill (without foam filter) to the rear of the enclosure. Using the same screws and washers, attach a vent cover plate and gasket to the rear of the enclosure.

Proceed to Section 3.3, WIRING.

3.3 WIRING

3.3.1 Camera

- 1. Bring a BNC cable into the enclosure for the camera's video output.
- 2. Bring wiring into the enclosure for camera synchronization and motorized lens controls if you are going to use these functions.
- 3. For camera power, refer to Section 3.3.2, POWER.

3.3.2 Power

3.3.2.1 EH4712DB/EH4718DB Model Only

The only power required is for the camera. Bring the wiring for the camera into the enclosure. If you are using 24 VAC, refer to Table A to determine the size of wire to use.

Proceed to Section 3.4, CAMERA/LENS INSTALLATION.

3.3.2.2 Models with Heater-Blower (-1/-2/-3)

Determine whether the camera and accessories (blower and heaters) use the same power or different power.

SAME POWER REQUIREMENTS

- 1. Add the camera's wattage to the wattages of the accessories. Refer to Table B for wattages of the accessories.
- 2. Determine the size of wire to use. If you are using 24 VAC, refer to Table A to determine the size of wire to use.
- 3. Bring wires for AC high, AC neutral, and ground into the enclosure. Refer to Figure 2 and connect the wires as follows:
 - a. Remove the plastic cover over the power supply section of the circuit board inside the enclosure.
 - b. Connect AC high to AC HI of the 3-connector terminal block.
 - c. Connect AC neutral to AC NT of the 3-connector terminal block.
 - d. Connect ground to GND of the 3-connector terminal block.
 - e. Do not reinstall the plastic cover over the power supply yet. It will be done later.

Proceed to Section 3.4, CAMERA/LENS INSTALLATION.



CAUTION: There are two ways to supply power to the camera: (1) when the power requirements for the camera and enclosure's accessories are the same (for example, if the camera and accessories use 24 VAC) and (2) when the power requirements for the camera and the enclosure's accessories are different (for example, if the camera uses 24 VAC and the accessories use 120 VAC). Refer to Figure 2.

DIFFERENT POWER REQUIREMENTS

- 1. Bring in wires for AC high and AC neutral for the camera. If you are using 24 VAC, refer to Table A to determine the size of wire to use.
- 2. Refer to Figure 2 and connect the wires as follows:
 - a. Connect AC high to connector 9 of the 10-connector INPUTS terminal block.
 - b. Connect AC neutral to the connector 10 of the 10-connector INPUTS terminal block.
- Add up the wattages of the enclosure's accessories. Refer to Table B for wattages of the accessories.
- 4. Determine the size of wire to use. If you are using 24 VAC, refer to Table A to determine the size of wire to use.
- 5. Bring wires for AC high, AC neutral, and ground into the enclosure. Refer to Figure 2 and connect the wires as follows:
 - a. Remove the plastic cover over the power supply section of the circuit board inside the enclosure.
 - b. Connect AC high to AC HI of the 3-connector terminal block.
 - c. Connect AC neutral to AC NT of the 3-connector terminal block.
 - d. Connect ground to GND of the 3-connector terminal block.
 - e. Replace the plastic cover over the power supply.

Proceed to Section 3.4, CAMERA/LENS INSTALLATION.

3.4 CAMERA/LENS INSTALLATION

3.4.1 Camera Mounting

- 1. Mount the camera to the sled with the 1/4-20 Phillips-head screws that are provided in the parts bag. Attach the camera so that it is inside the apex of the sled.
- 2. Install the sled and camera in the enclosure:
 - a. If the camera's lens is adjustable, extend the lens to its maximum length.
 - b. Place the sled over the mounting screws in the enclosure. Depending on the height required for the camera inside the enclosure, the sled can be installed so that its base faces either the top or the bottom of the enclosure.
 - c. Slide the camera sled forward until the lens almost touches the window.
 - d. Tighten the screws to secure the camera sled to the rail.

3.4.2 Camera Wiring (Except Power)

- 1. Connect the camera's video output.
- 2. Connect the synchronization cable if you are going to synchronize cameras.
- 3. Connect the lens controls if your camera has a motorized zoom lens.

EH4712DB/EH4718DB Model Only - Connect the wiring from the lens controller directly to the camera's lens control.

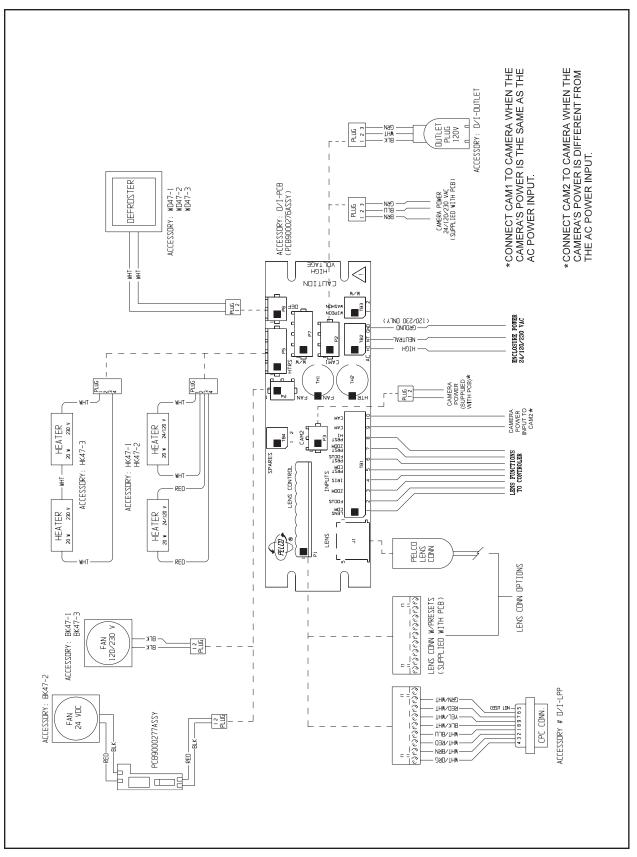


Table A. 24 VAC Wiring Distances

The following are the recommended maximum distances for 24 VAC applications and are calculated with a 10-percent voltage drop. (10-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

10 283 451 716 1142 1811 2880 20 141 225 358 571 905 1440 30 94 150 238 380 603 960 30 94 150 238 380 6137 (219) 40 70 112 179 285 452 720 40 70 112 179 285 452 720 50 56 90 143 228 362 576 60 47 75 119 190 301 480 70 40 64 102 163 258 411 70 40 64 102 163 256 360 100 28 45 71 114 181 288 110 25 41 65 103 164 261 170 (6) 101		20	18	16	14	12	10	
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 (68) 411 (125) 80 35 (10) 56 (17) 79 (15) 126 (24) 201 (38) 320 (61) 90 31 (50) 56 (13) 71 (14) 114 (49) 183 (79) 320 (67) 100 28 (45) 45 (13) 71 (11) 114 (34) 184 (55) 240 (77) 110 25 (77) 41 (12) 65 (13) 144 (4) 22 (67) 132 (66) 240 (73) 110 21 (5) 34 (5) 55 (8) 137 (21) 143 (23) 140 (6) 192 (51) 140 26 (9)	10	283 (86)	451 (137)	716 (218)	1142 (348)	1811 (551)	2880 (877)	
40 70 112 179 285 452 720 50 56 90 143 228 362 576 60 47 75 119 190 301 480 70 40 64 102 163 258 411 70 40 64 102 163 258 411 70 40 64 102 163 258 411 70 40 64 102 163 258 411 70 40 64 102 163 268 360 80 35 56 89 142 226 360 90 31 50 79 126 201 320 100 28 45 71 114 181 288 110 25 41 65 103 164 261 110 21 34 55	20	141 (42)	225 (68)	358 (109)	571 (174)	905 (275)	1440 (438)	
50 56 90 143 228 362 576 60 47 75 119 190 301 480 70 40 64 102 163 258 411 70 40 64 102 163 258 411 70 40 64 102 163 258 411 70 40 64 102 163 258 411 70 40 64 102 163 258 411 80 35 56 89 142 226 360 90 31 50 79 126 201 320 100 28 45 71 114 181 288 110 25 41 65 103 164 261 110 27 41 65 87 139 221 110 21 34 55	30	94 (28)	150 (45)	238 (72)	380 (115)	603 (183)	960 (292)	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	40	70 (21)	112 (34)			452 (137)	720 (219)	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	50	56 (17)	90 (27)	143 (43)	228 (69)	362 (110)	576 (175)	
80 35 56 89 142 226 360 109 90 31 50 79 126 201 320 (109) 90 31 50 79 126 201 320 (97) 100 28 45 71 114 181 288 (87) 110 25 41 65 103 164 261 (79) 120 23 37 59 95 150 240 (73) 130 21 34 55 87 139 221 (67) 140 20 32 51 81 129 205 (62) 140 20 32 51 81 129 205 (58) 160 17 28 44 71 113 180 (54) 170 16 26 42 67 106 169 170 <t< td=""><td>60</td><td></td><td>75 (22)</td><td></td><td></td><td>(91)</td><td>480 (146)</td><td></td></t<>	60		75 (22)			(91)	480 (146)	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	70	40 (12)	64 (19)	102 (31)	163 (49)	258 (78)		load
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	80	35 (10)	56 (17)	89 (27)				ner to
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	90	31 (9)	50 (15)	79 (24)	126 (38)		320 (97)	sform
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	100	28 (8)	45 (13)	71 (21)			288 (87)	ו tran
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	110	25 (7)	41 (12)	65 (19)	103 (31)	164 (49)	261 (79)	e from
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	120	23 (7)	37 (11)	59 (17)	95 (28)	150 (45)		tance
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	130	21 (6)	34 (10)	55 (16)	87 (26)	139 (42)	221 (67)	m dis
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	140	20 (6)	32 (9)	51 (15)	81 (24)	129 (39)	205 (62)	aximu
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	150	18 (5)	30 (9)	47 (14)	76 (23)	120 (36)	192 (58)	Ma
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	160	17 (5)	28 (8)	44 (13)	71 (21)	113 (34)	180 (54)	
$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	170	16 (4)	26 (7)	42 (12)	67 (20)		169 (51)	
(4) (7) (11) (18) (28) (46)	180	15 (4)	25 (7)	39 (11)	63 (19)		160 (48)	
200 14 22 35 57 90 144 (4) (6) (10) (17) (27) (43)	190		23 (7)	37 (11)		95 (28)		
	200	14 (4)	22 (6)	35 (10)	57 (17)	90 (27)		

Table B. Accessory Wattages

Accessory	Power
Blower (all models)	8 watts
Heater (120 VAC model)	60 watts
Heater (24 VAC model)	50 watts
Heater (230 VAC model)	55 watts

Total vA consumed

Models with Heater-Blower (-1/-2/-3) - Refer to Figure 2 and wire the motorized zoom lens control as follows:

- a. Connect or wire the lens control from the camera to the LENS or LENS CONTROL connector on the circuit board.
- b. Wire the lens controller to the 10-connector INPUTS terminal on the circuit board 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

3.4.3 Camera Wiring (Power)

3.4.3.1 EH4712DB/EH4718DB Model Only

Connect the power leads directly to the camera.

Proceed to Section 3.5, FINAL INSTALLATION.

3.4.3.2 Models with Heater-Blower (-1/-2/-3)

If the camera will use the same power as the enclosure's accessories, there are two options for connecting power:

- a. A three-pin plug with leads is supplied as loose equipment. Connect the leads 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 and replace the plastic cover over the power supply section of the circuit board.

b. If both the camera and 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. Replace the plastic cover over the power supply section of the circuit board.

Proceed to Section 3.5, FINAL INSTALLATION.

If the camera will use power different from the enclosure's accessories, connect the leads from the two-pin plug, which is supplied as loose equipment to the camera as follows:

Brown - AC HI Blue - AC NT

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

Proceed to Section 3.5, FINAL INSTALLATION.

3.5 FINAL INSTALLATION

- 1. Adjust the focus and iris on the camera, if necessary.
- 2. Close the door on the bottom of the enclosure.
- 3. If the enclosure is installed outdoors and has glands installed on top of the enclosure, use RTV silicone to seal around the wiring to prevent water from getting inside.



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

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

wrong connector.

If the 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 the camera. CAM 1 has enclosure voltage on it.

BE CAREFUL - REMEMBER CAM 1 IS ENCLOSURE POWER

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

4.0 OPERATION

Models with Heater-Blower (-1/-2/-3) Only - The fan thermostat on the circuit board is set to turn on the fan between 77° and $93^{\circ}F$ (25° and $34^{\circ}C$) and to turn off the fan between 62° and $78^{\circ}F$ (17° and $26^{\circ}C$).

The heater/defroster thermostat on the circuit board is set to turn on the heaters (and defroster, if installed) between 42° and 58°F (6° and 14°C) and to turn off the heaters (and defroster, if installed) between 72° and 88°F (22° and 31°C).

5.0 MAINTENANCE

Perform the following maintenance at regularly scheduled intervals to prolong the operational life and appearance of the equipment.

- 1. Clean the window with a mild nonabrasive detergent in water and a soft cloth to maintain picture clarity.
- 2. If your enclosure has a blower, clean the foam filter (if installed) as follows:

On the bottom front of the enclosure, remove the two screws and washers in the vent grill.

Remove the vent grill and take out the filter.

Clean the filter with warm water and mild detergent, dry thoroughly, and replace it in the grill.

Reinstall the vent grill.

To order replacement filters, specify the part number EH470010009.

5.1 SERVICE MANUAL

If you need to service your enclosure, obtain a service manual in on the following ways:

- Go to Pelco's web site at http://www.pelco.com and find service manual C1405SM.
- Call Pelco's DataFAX service at 1-559-292-0435 and request document 214058.
- Contact Pelco's Literature Department and request service manual C1405SM.

6.0 SPECIFICATIONS

ELECTRICAL				
Input Voltage:	24, 120 or 230 VAC, 50/60 Hz			
Electrical Connections:	One each of the following: 3-connector terminal block for power input 6-pin lens connector 9-connector terminal block for lens wiring 10-connector terminal block for camera/lens wiring 2-connector terminal block for spare connections 3-pin socket for camera power input 2-pin socket for optional camera power input 2-pin socket for blower 2-pin socket for defroster 4-pin socket for heaters			
Input Power: Heater-1 Heater-2 Heater-3 Defroster Blower	60 watts 50 watts 55 watts 15 watts 8 watts			
MECHANICAL				
Construction:	Aluminum			
Finish:	Gray polyester powder coat			
Cable Entry:	Two UL-approved glands on top of enclosure; maximum cable diameter 0.47 inch (1.19 cm)			
	Will accept 1/2-inch (1.27 cm) conduit without glands			
Window:	Plastic			
Window Viewing Area:	3.50" H x 4.00" W (8.89 x 10.16 cm)			
Camera Mounting:	Removable camera sled that can be inverted to accommo- date various cameras and lenses			
Maximum Camera/Lens Size:	Accommodates camera/lens combinations (including BNC connector) up to:			
EH4712DB EH4712DB-1/-2-/-3 EH4718DB EH4718DB-1/-2/-3	$\begin{array}{l} 12.5^{\rm "} \ L \ x \ 3.5^{\rm "} \ W \ x \ 4.0^{\rm "} \ H \ (31.75 \ cm \ x \ 8.89 \ cm \ x \ 10.16 \ cm) \\ 8.5^{\rm "} \ L \ x \ 3.5^{\rm "} \ W \ x \ 4.0^{\rm "} \ H \ (21.59 \ cm \ x \ 8.89 \ cm \ x \ 10.16 \ cm) \\ 16.5^{\rm "} \ L \ x \ 3.5^{\rm "} \ W \ x \ 4.0^{\rm "} \ H \ (41.91 \ cm \ x \ 8.89 \ cm \ x \ 10.16 \ cm) \\ 12.5^{\rm "} \ L \ x \ 3.5^{\rm "} \ W \ x \ 4.0^{\rm "} \ H \ (31.75 \ cm \ x \ 8.89 \ cm \ x \ 10.16 \ cm) \\ \end{array}$			
Dimensions:	See Figure 3			
Weight: EH4712DB EH4712DB-1/-2/-3 EH4718DB EH4718DB-1/-2/-3	7.25 lb (3.28 kg) 9 lb (4.08 kg)			

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GENERAL

Environment:

Indoor/outdoor -10° to 120°F (-23° to 49°C) Can be modified for use in a marine or high-moisture environment.

(Design and product specifications subject to change without notice.)

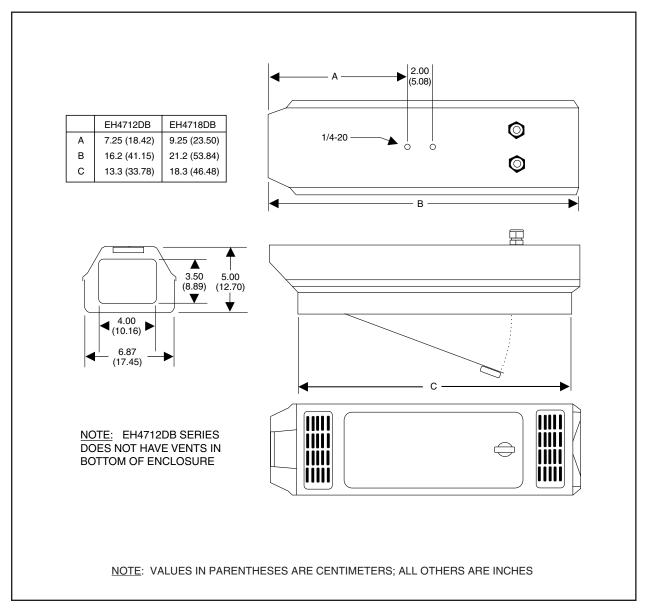


Figure 3. EH4712DB/EH4718DB Dimension Drawing

7.0 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 fiveyear 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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