

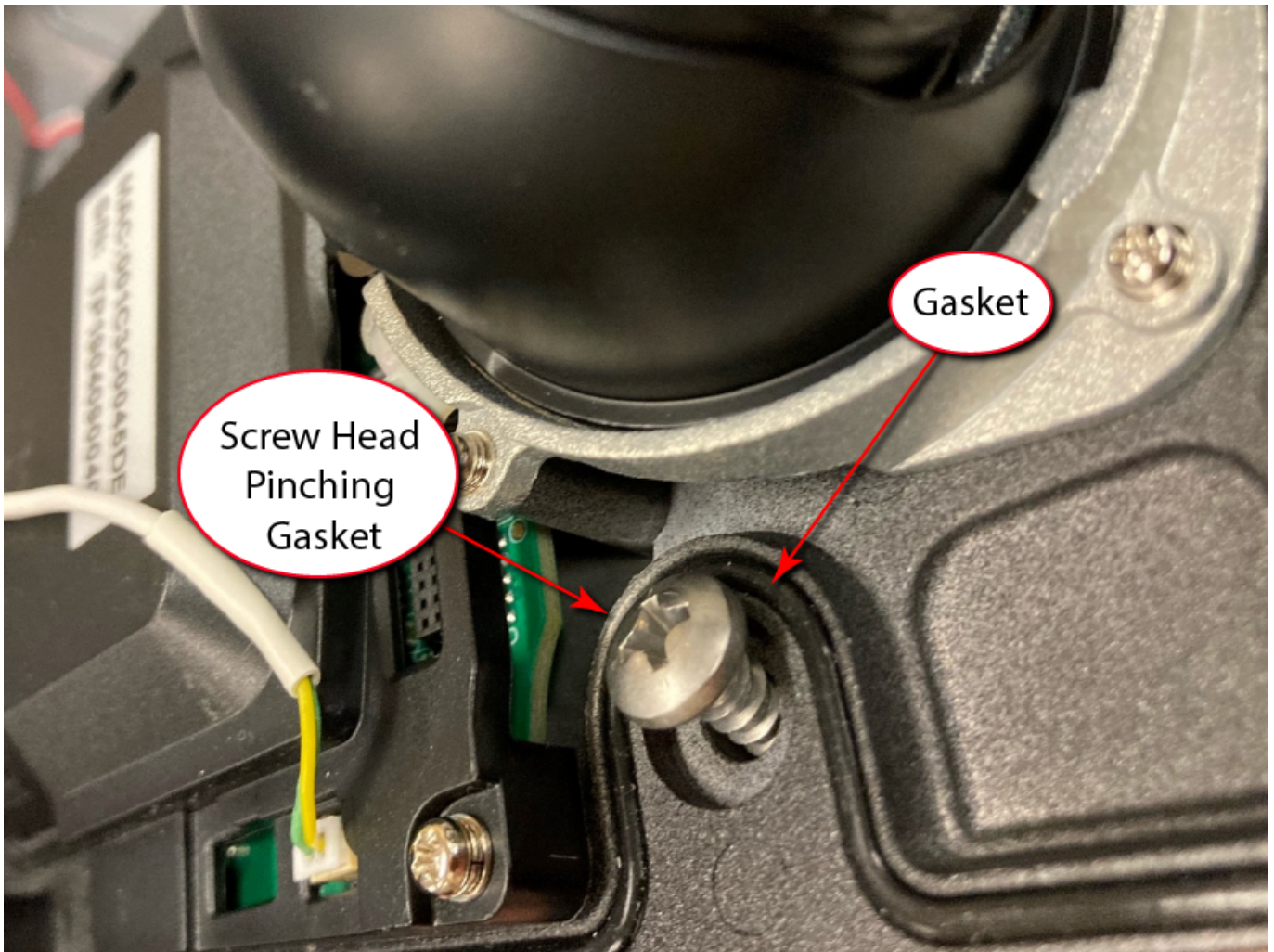
SF Technical Bulletin

C3W9PD & MVC9000x Series Water Ingress Issue



Issue

There have been some reports of water leaking into the C3W9PD IP cameras, causing damage to its internal components. In those instances, our engineers suspected that there was a pinched or obstructed sealing gasket along the base plate.



What could cause a gasket obstruction?

While water damage due to a gasket issue is a rare occurrence, you can help avoid future issues by ensuring the following:

Avoid oversized screw heads

We recommend using the supplied #10, 1" mounting screws. While this suits most installations, different-sized screws may be required for specific vehicles. If you use a different sized screw, you must ensure the screw head does not contact the base plate gasket.

Avoid drilling/screwing at an angle

When fully-inserted, the screw heads must sit flush with the countersunk holes in the mounting base. Do not drill/thread the mounting screws at an angle or off-center, as this can pinch or obstruct the base plate gasket.

Other Considerations

In general, these best-practice guidelines should be followed whenever installing exterior cameras:

- Keep the camera sealing gasket clear of any debris and/or cables prior to installing the lid to ensure a reliable seal. Also, take care not to damage the gasket during installation.
- Do not use sealant or silicone at the camera base or along the seam between the lid and base.
- Do not allow paint inside the gasket cavity or the camera housing – mask off the gasket cavity and all inside parts if painting the lid and base separately.

Important

The C3W9PD comes with a 3 year warranty from the date of shipment. Warranty conditions will be examined after our repair team receives the damaged camera and conducts a thorough investigation. If it's determined that damage was caused by a failure to follow Safe Fleet installation recommendations, then the warranty may be voided and customers may be liable for repair costs.