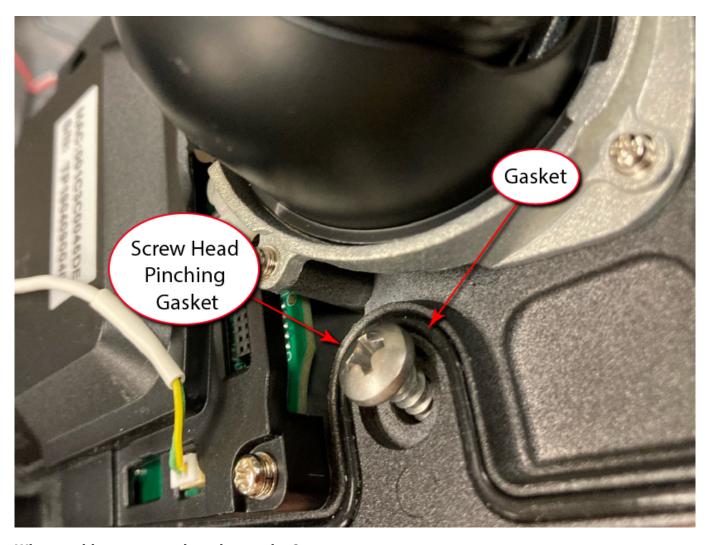
# SF Technical Bulletin C3W9PD & MVC9000x Series Water Ingress Issue



## 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.