



**Indoor Analog Wireless Camera
with Receiver
Model A-575**

USER'S MANUAL



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Made in China

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Safety

SAFETY PRECAUTIONS

- Do not drop, puncture, or disassemble the camera.
- Never tug on the power adapter. Use the plug to remove it from the wall.
- Do not expose the camera to high temperatures.
- For your own safety, avoid using the camera when there is a storm or lightening.
- Use the device with care. Avoid pressing hard on the camera body.
- Do not crush or damage the power cable.

FCC COMPLIANCE

This device complies with Part 15 of the FCC Rules. Operation is subjected to the following two conditions: (1) this device may cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installations. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television equipment reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice: Changes or modifications to the product could void the user's authority to operate the product.

Getting to Know Your A-575 System

Congratulations on purchasing your First Alert Security Camera product. First Alert has been helping families and businesses stay safe for over 50 years. By having a First Alert Security Camera, you're taking the first step in protecting your home or business from damage or theft. We're watching, even when you're not.

CHECK PACKAGE CONTENTS

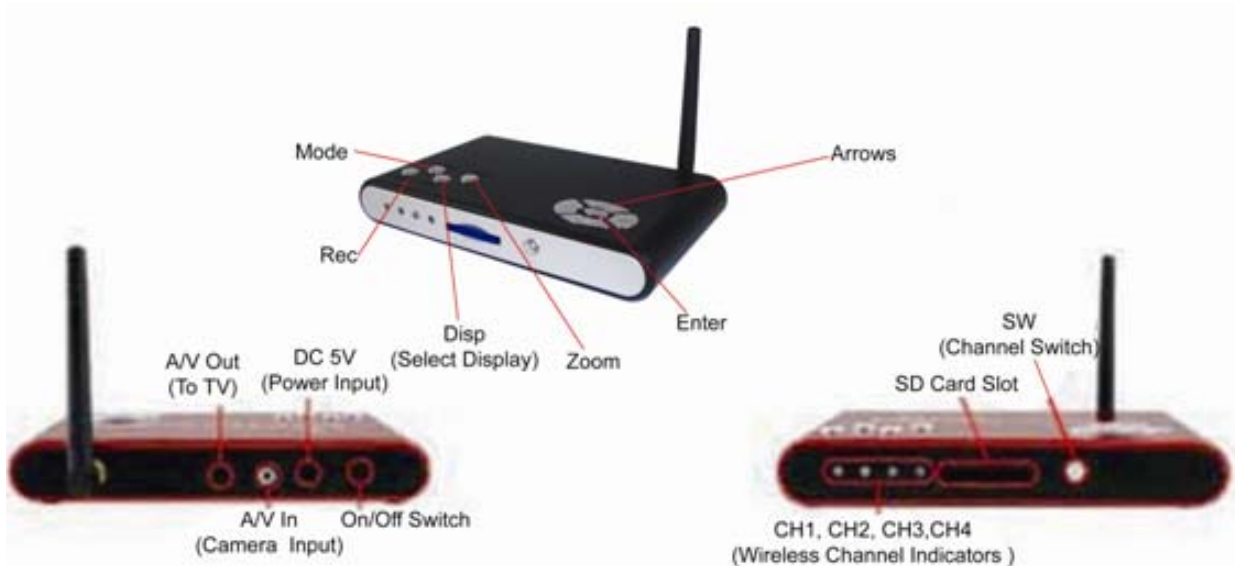
After unpacking the carton, check the contents for damage. Contact your supplier or dealer immediately if any part is missing or damaged.

- Wireless DVR Receiver/Recorder (1)
- Wireless Camera (1)
- 9V Power Supply (1)
- 12V Power Supply (1)
- AV Cable (2)
- Camera Stand (1)
- Mounting Kit (1)
- 2 GB SD Card (1)
- DIP Switch (1)
- User's Manual (1)

ABOUT THE CAMERA



ABOUT THE RECEIVER/RECORDER



- CH1, CH2, CH3, CH4** Displays which channel the wireless DVR is configured to receive. The DVR receives images from one camera at a time. To change the channel, press the SW button.
- SW** Press to change the wireless channel.
- MODE** Press to change mode: Recording or Playback.
- REC** In Recording Mode: Press to record a still image or video.
In Playback Mode: Press to Play/Pause video.
- DISP** Press to change viewing mode between wired and wireless cameras. Engages PIP mode.
- ZOOM** Press to increase the magnification of the image. Press multiple times to scroll through magnification options.
In Playback Mode: Press to stop video.
- ARROWS** Press to move the displayed image when viewing or use to navigate through Menus.
- ↵** Press to access the Main Menu and make a selection in a submenu.

Installing the Camera and DVR

SAFETY AND INSTALLATION TIPS

- Do not attempt to open the camera. There are no user serviceable parts inside. Refer servicing to qualified service personnel.
- When installing this camera, follow manufacturer's advice when using power tools, steps, ladders, etc. and wear suitable protective equipment (e.g., safety goggles) when drilling holes. Before drilling holes through a ceiling, check for hidden electricity cables and water pipes. The use of a cable/pipe detector is advisable.
- When installing cameras on an external wall, pass the power cable through the wall as close as possible to the cameras to reduce the chance of tampering with the cables. After drilling any hole through an external wall for cable, make sure the hole is sealed up around the cable using a sealant.

CAMERA PLACEMENT

Three important things to consider when placing your camera are:

- **Decide what you want to survey and how much detail you want** – The camera has a fixed lens and fixed field of view. What the camera sees is determined by where it is placed. The closer the camera is to the action you want to see, the more detail there will be in your images.
- **Protect the camera from heat and moisture** – Install the camera in a sheltered location, where it will be protected from the majority of moisture and sunlight. The camera is weather resistant, not weatherproof. Long term exposure to moisture (rain or condensation) or direct sunlight will have a negative impact on the camera's performance. The power adapter and cables are not weather resistant and should not be exposed to any moisture.
- **Test the system installation for interference** – In much the same way that a mobile phone loses its signal in some locations, the wireless transmitter in your camera can have a hard time communicating with the DVR from some locations. Test the reception from the location before permanently fixing the camera in place.

DEVICE OPERATING RANGE

This wireless camera is capable of transmitting up to 330 ft in open field conditions. However, when installed around your property, any solid objects (e.g., walls, ceiling, reinforced PVC doors, etc.) placed between the camera and receiver will reduce the range. For best transmission, avoid installations where there are very thick walls or major obstructions between the wireless camera and receiver. Avoid installing the camera or receiver next to a metal radiator, wireless router, or microwave oven.

If this camera is used with a digital video recorder (DVR) to record or view video on a TV, ensure the signal reception is the best possible reception (i.e., no interference lines on the TV). If necessary, reduce the distance between the camera and receiver. Eliminating interference is important when the DVR is set to motion record. You may find that if the wireless camera is installed outside, the maximum operating range without interference may be less than 50 ft.

CONNECTING THE WIRELESS CAMERA

- 1 Select the position for your camera. Secure the camera bracket.
Screws and anchors are supplied. Use an appropriate screw type for the mounting surface.
- 2 Loosen the T-bolt. Mount the camera.

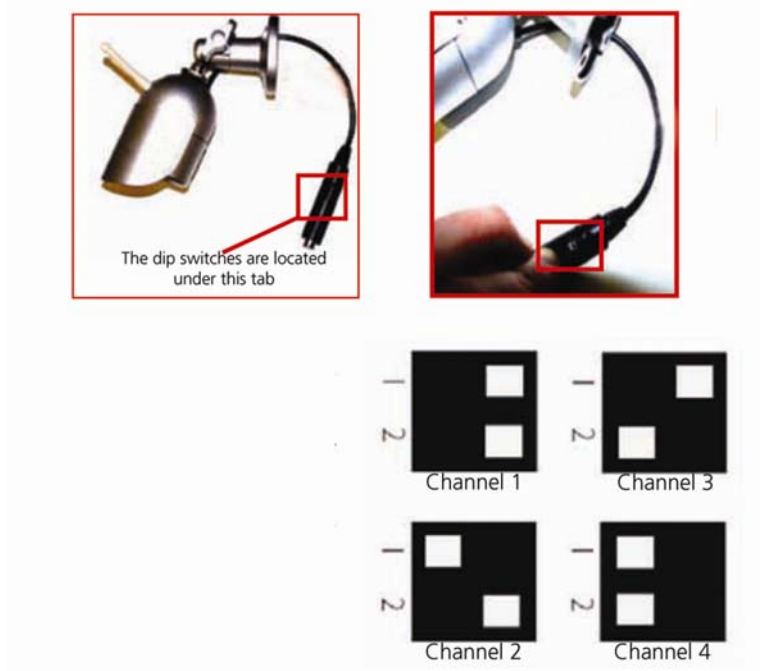


- 3 Make sure the lens is upright relative to your subject (antenna should be relatively upright).
- 4 Connect the camera to power using the supplied power cable and adapter.
The power adapter and cables are not weather resistant, and need to be sheltered from moisture, rain, and sunlight.
- 5 Lift the small tab on the side of the camera power cable. Locate the two dip switches located underneath the tab.

Installing the Camera and DVR

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- 6 Use a toothpick or similar implement to flip the dip switches to the desired configuration.



CONNECTING A WIRED CAMERA

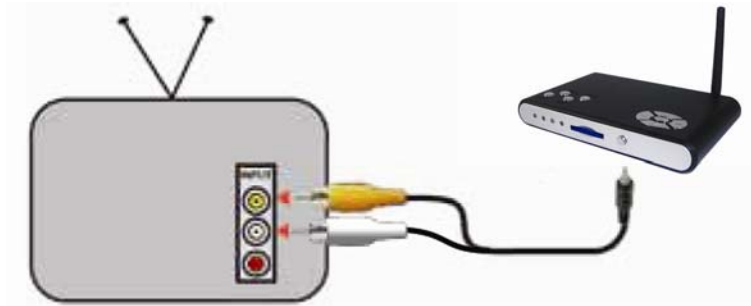
In addition to the supplied wireless camera, the system DVR also can monitor and record from a wired camera.

- 1 Make sure you have enough cable to install the camera in the desired location.
- 2 Connect the Video-Out cable from the camera to the A/V-In cable.
- 3 Attach the other end of the AV-In cable to the port marked A/V IN on the rear of the wireless DVR.
- 4 Connect the camera to power using the power adapter supplied with the camera.
- 5 Press DISP to change between viewing the wired and the wireless channels.



ATTACHING THE WIRELESS DVR TO A TELEVISION

- 1** Make sure the wireless DVR is connected to the power using the supplied power adapter (9V).
- 2** Connect the supplied RCA A/V-Out cable to the port marked AV OUT on the rear of the wireless DVR.
- 3** Connect the yellow Video plug and white Audio plug to the corresponding inputs on your television.





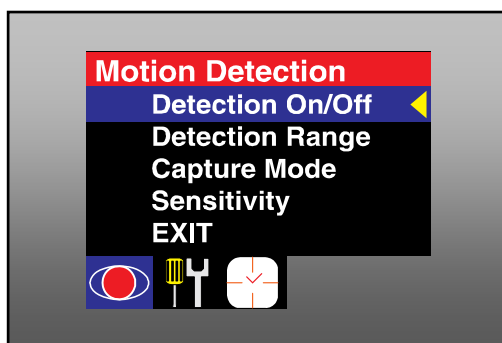
Setting Up Your A-575 System

MOTION DETECTION

To save storage space, the wireless DVR is designed to record short videos (5 or 10 seconds in length) or take a series of still images whenever something moves in view of the camera.

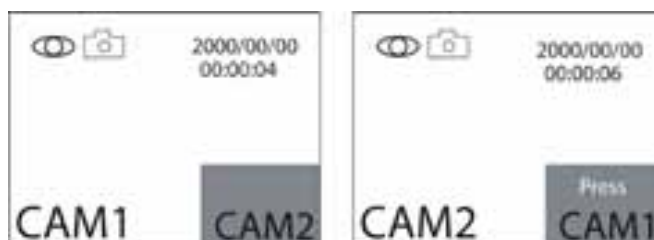
To turn motion detection On or Off:

- 1 Press  to enter the Main Menu.
- 2 Use the arrows to navigate to the Motion Detection menu.
- 3 Press  to toggle motion detection to ON or OFF.
The motion detection icon displays when the feature is enabled.



VIEWING LIVE IMAGES

The DVR is capable of displaying images from two cameras at a time. To achieve this, one of the cameras must be wired, the other wireless. As the picture from one camera is displayed in miniature within the other camera's picture – Picture-In-Picture mode (PIP).



Note: By default, the wireless DVR will boot up to Live Viewing Mode.

To view PIP mode:

- 1 Press DISP once to switch between the wired and wireless cameras.
- 2 Press DISP again to activate PIP Mode.
- 3 Press DISP a third time to swap the positions of the main and miniature images.

Although the DVR can display two images at once, it can only record one at a time. When the DVR is recording, the channel being shown full-screen is the one being recorded.

You may experience a drop in frame-rate when using PIP mode. This is due to the extra processing power that displaying two images at once requires. This frame-rate reduction can affect both live monitoring and video recording.




CAPTURE FORMAT

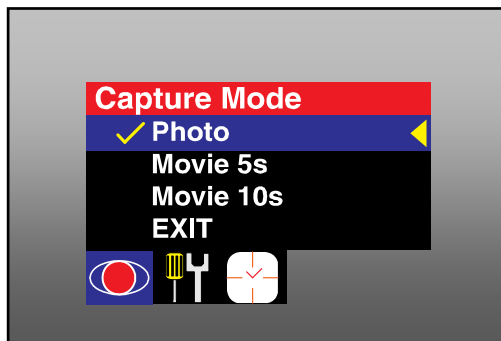
The wireless DVR can record in one of two formats: photo or movie.

Photos will be in JPEG format (still images). JPEG (or JPG) is the standard compression format used for images distributed via the Internet. The high compression ratio allows hundreds of images to be stored on a SD card.

Movies (video) will be recorded in 5- or 10-second lengths in AVI. AVI is compatible with most computers and mobile phones. AVI is a popular video generic "container" (a type of file which holds video data rather than specifying exactly what kind of video data it should hold).

To change the Capture Format:

- 1 Press  to enter the Main Menu.
- 2 Use the left/right arrow buttons to navigate to the Motion Detection menu.
- 3 Use the up/down arrow buttons to select Capture Mode.
- 4 Press  Choose the desired format. Press  to confirm.
- 5 Press EXIT to leave the menu.



ADVANCED SETTINGS

Advanced Settings offers ability to adjust camera quality, TV Output Standard and the File Overwrite option.





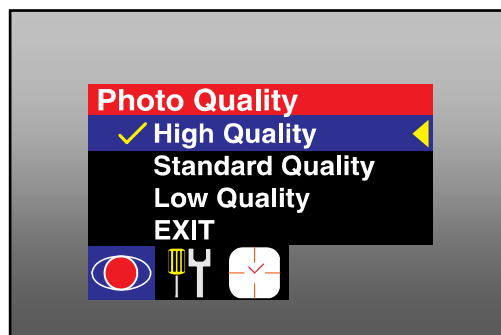
PHOTO QUALITY

Three photo quality settings can be selected: Low, Standard, or High.

Low quality conserves SD card space at the expense of image quality. High quality provides crisper images at the expense of storage space. Standard quality offers a balance between the two.

To change Photo Quality settings:

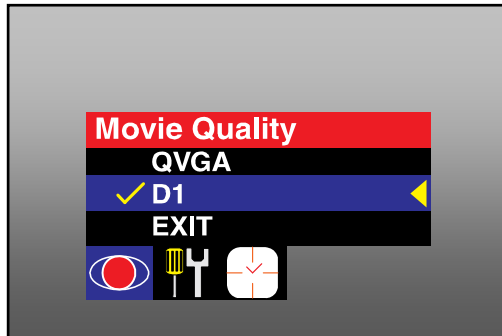
- 1 Press  to enter the Main Menu.
- 2 Use the left/right arrow buttons to access the Advanced Settings menu.
- 3 Use the up/down arrow buttons to select the Photo Quality or Movie Quality menu.
- 4 Use the up/down arrow buttons to select the desired quality and press .
- 5 Select EXIT to leave the menu and save your changes.



MOVIE QUALITY

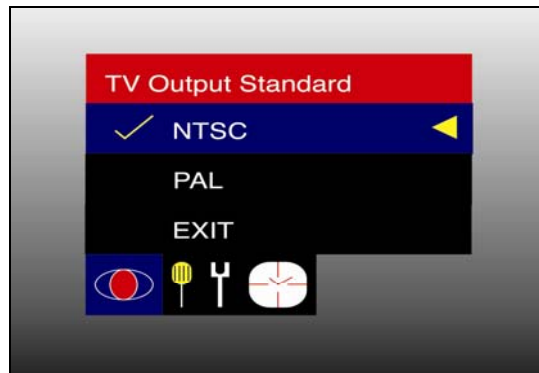
Two movie quality settings can be selected: D1 or QVGA.

D1 quality records a full-frame analog TV signal at 720 x 480 pixels (NTSC) or 720 x 576 pixels (PAL). QVGA quality records an image with half the vertical and horizontal resolution.



TV OUTPUT STANDARD

Always have your TV Output Standard set to NTSC, the U.S. television standard. PAL can only be used in Europe.



FILE OVERWRITE

Once your disk is full, File Overwrite allows you to record over existing files beginning with the oldest first.



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SET TIME/DATE

Set Time/Date allows you to adjust the recording time and date as well as the Photo and Movie Timestamp.



Wireless Cameras and Interference

The wireless camera transmits its images on a radio frequency of 2.4 GHz. Although above the range of the average radio, some devices (e.g., wireless computer networks, cordless phones, baby monitors, car alarms, and Bluetooth) transmit signals at or around this frequency. Other devices (e.g., microwaves) create radio “noise” at this frequency as well.

Placing your wireless cameras or DVR near these devices, or having any of these devices in between your cameras and receiver, can cause interference and affect picture quality. This happens because the signals are so similar, that they get mixed up with one another, and your receiver has trouble figuring out which is which.

To reduce interference, try the following:

- Disconnect all other wireless devices, one at a time, to find out which one is causing the problem, and adjust your setup accordingly.
- Move the camera to a different location, or change the orientation of the antenna on the camera and the wireless DVR.
- Adjust or aim the DVR receiver antenna.
- Limit the number of walls and floors between the camera and DVR.
- Move the camera and/or DVR away from dense materials, such as concrete or metal, which impedes the wireless signal.

If you are still having problems with your analog wireless system, consider changing to a wired camera or to a digital wireless system. These units are not subject to interference in the same way as analog wireless systems.

MOTION DETECTION SETTINGS

Motion detection is a process undertaken by the wireless DVR based solely on the image it receives from the camera. There are no external sensors to connect, nor does the camera send a signal to the wireless DVR telling it to record. The DVR "watches" the image from the camera, and detects differences between frames. A frame is one still image. A series of frame, played quickly, one after another, gives the illusion of motion. A single frame is displayed for between 1/25th and 1/30th of a second.

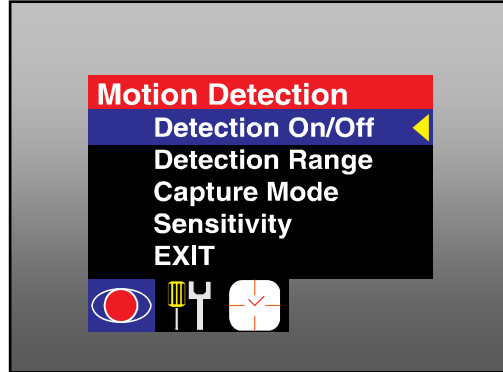
This means that when the wireless DVR is looking for motion, it is detecting a change in the picture, specifically, counting how many pixels (the individual dots that make up an image) change from one frame to the next. This includes pixels changing color, brightness, or a combination of the two.

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ENABLING / DISABLING MOTION DETECTION

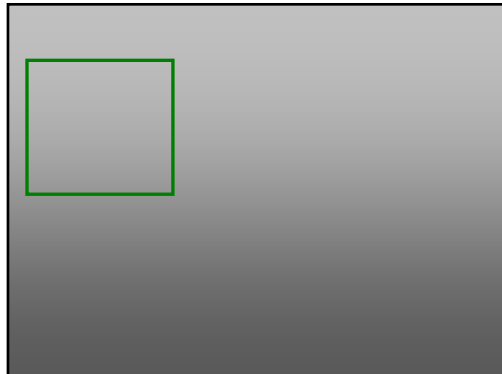
The first setting in the Motion Detection menu is to turn detection On or Off. When motion detection is Off, the wireless DVR will only record when the REC button is pressed.



DETECTION AREA

If you have some continual motion in view of the camera, such as a busy road or a tree blowing in the wind, then you will need to define which part of the screen you want to be sensitive to motion. You can choose the whole screen (1/1), a quarter of the screen (1/4), or a small section (1/16).

Once the size of the sensitive area is selected, press  to go to the Detection Range Placement screen. The area that is sensitive to motion will be represented by a green square. Use the arrow buttons to move the green square to a position that suits your situation.



CAPTURE MODE

Two modes of image capture are available: photo and movies. Photo is a single frame image. Movies are video segments which can be 5 seconds or 10 seconds in duration.

SENSITIVITY

The amount of motion that the wireless DVR requires to trigger a recording can be customized. There are 16 levels of sensitivity: 1 = most sensitive; 16 = least sensitive.

Typically, a value somewhere in the middle of the range is a good choice. This is usually sensitive enough to pick up the majority of significant events, but not so sensitive that your SD card will fill up with numerous false alarms.



The best way to tweak the sensitivity is by trial and error. Set the value and simulate the action you want to trigger a recording. If the wireless DVR does not record, lower the sensitivity value. If the wireless DVR starts recording before the action takes place, raise the value.


PLAYING BACK IMAGES AND VIDEOS

There are two ways to view images and videos captured by the wireless DVR. One way is to view them on the TV connected to the DVR and the other is to take the SD card out of the DVR, and insert it into an SD card reader attached to your computer.

To playback images/videos using the wireless DVR:

- 1 Press the MODE button on the DVR to access Playback Mode.


Note: The most recently recorded video/picture will display with the date/time shown on the bottom left-hand corner of the screen. The lower right-hand corner will show the folder name (determined by the date) and the file name (determined by the time) of the recording.

- 2 Press the REC button to Play/Pause the current recording.
- 3 Press the ZOOM button to stop the current recording during playback and open a thumbnail view.
- 4 Navigate through recordings using the arrow buttons.
- 5 Press  to select a recording for playback.




Setting Up Your A-575 System

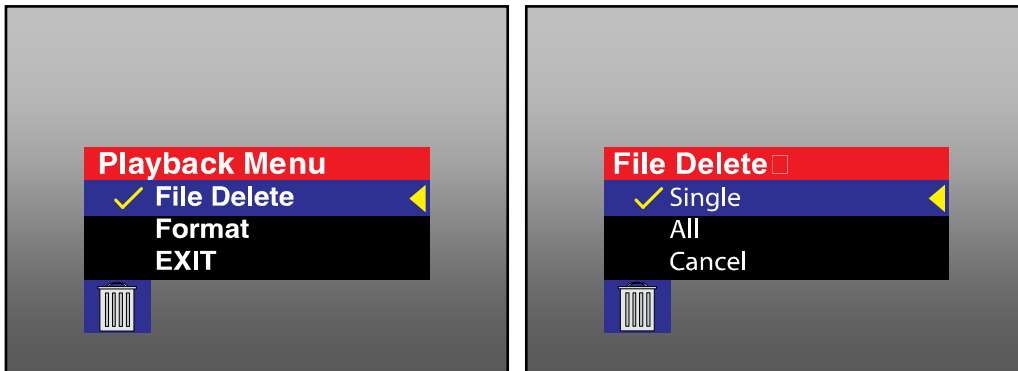
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To change folders:

- 1 Press the MODE button to access Playback Mode.
- 2 Press the ZOOM button to access the thumbnail view to see folders listed by date.
- 3 Use the arrow buttons to navigate to the date that you want.
- 4 Press  to select the desired date.

To delete unwanted images/videos:

- 1 Press the MODE button to access Playback Mode.
- 2 Use the arrow buttons to navigate to the video/photo you want to delete.
- 3 Press  to select the file and access the Delete screen.
- 4 Use the arrow buttons to select FILE DELETE.
Choose to delete a SINGLE FILE or delete ALL files.
- 5 Press  to display YES/NO delete confirmation screen.
- 6 Select YES and press .



ACCESSING IMAGES/VIDEOS VIA A COMPUTER

It is not possible to connect the wireless DVR directly to a computer. One of the most convenient aspects of recording to an SD card is that you can put the card into a SD card reader on your computer and open the images/videos directly.

To format the SD Card:

Note: Formatting the SD Card will erase all data, and re-write the file allocation table (FAT). This is especially useful if your SD card is not detecting the correct amount of free space.

- 1 Press the MODE button to access Playback Mode.
- 2 Select FORMAT and press **↵**.
- 3 Select YES when asked to confirm and press **↵**.

Note: The wireless DVR will take a few moments to process this. Afterwards, your SD card will be completely free of data, ready to begin recording.

To playback, copy and delete images using a computer:

- 1 Place the SD card into your computer via an internal or external SD card reader.
- 2 Open the SD card in your computer's file browser.

Note: You will see a folder for each day the wireless DVR was operating. All recorded images and videos are stored as separate files numbered in chronological order. You can open, copy, paste, or delete these images/videos in the same manner as any other file.

- 3 To delete a file, drag it to the Trash/Recycle Bin or highlight it and press Delete. A popup box will ask you to confirm the deletion.

Troubleshooting

Problem	Solution
I can't record images from two cameras simultaneously.	This is not a malfunction. The DVR can only record one camera at a time.
The wireless DVR will only pick up one of my wireless cameras.	Although the wireless DVR can be tuned to four wireless channels, it can only monitor one of them at a time. Manually change the channel by pressing the SW button. You can monitor two cameras at once (one wired, one wireless) using PIP (Picture-in-Picture) Mode. The DVR will automatically switch between cameras to record whichever one detects motion.
The picture quality is poor when I use a wireless camera, or so distorted as to not qualify as a picture.	Your camera's signal is probably experiencing interference. Realign the antennas or move the wireless DVR. If this does not help, move the camera, or shut down other wireless equipment operating near the wireless DVR.
There seems to be a red haze in picture.	This is most likely caused by a strong light source (such as the sun) shining directly into the lens of the camera. Face the camera away from light sources, or use a lens hood for the camera to stop light entering the lens directly.
The foreground is too dark, while the background is too bright.	The wireless DVR uses automatic exposure adjustment to keep the majority of the image correctly lit. However, this means that if what you want to see is in shadow when something else in full sun, the shadowy areas might black-out altogether. The best solution is to make sure that the majority of the camera's view (particularly the center) is set to the lighting conditions you want to see in detail.
All I see at night is black.	The wireless camera has limited night vision. The camera uses infrared LEDs to "see" in the dark, which have a range limited to approximately 16 ft. If there is nothing within that range, the camera will see nothing. Also, darkly colored objects (such as a black car) may not reflect enough infrared light for the camera to see them clearly.
The camera is looking out a window, and at night, all I can see is white.	The camera uses infrared LEDs to see at night. However, infrared light will reflect off a glass surface, and bounce-back into the lens of the camera, washing out the image. Try moving the camera directly in contact with the surface of glass, or move the camera outside.
The wireless DVR is not capturing pictures/videos when it should, or it captures pictures/videos too often.	Adjust the Motion Detection Settings (sensitivity and detection range). Check for interference between the wireless camera and wireless DVR.

Problem	Solution
All I see is a blank screen.	<p>Check the connections between the wireless DVR and TV.</p> <p>Check the RCA connection on the TV with the VIDEO OUT cable attached to it. Some TVs have A/V OUTPUT channels and connecting the VIDEO OUT cable into an A/V OUTPUT will produce undesired results.</p>
The wireless DVR isn't showing images from my camera.	<p>The wireless DVR might be monitoring the wrong input. Press the DISP button.</p> <p>Make sure the camera has power.</p> <p>For a wireless camera, change the channel of the DVR by pressing the SW button.</p> <p>For a wired camera, check the connections to the wireless DVR.</p>
I can't find right channel for the wireless DVR on my television.	<p>Make sure the wireless DVR is plugged into an INPUT on the television (color-coded yellow).</p> <p>Some TVs have multiple AV channels. If this is the case, look for a button on the TV or remote called AV, TV/AV, AUX, Auxiliary, Channel 0, Video, DVD, etc. or something similar. If in doubt, speak with the manufacturer of your TV.</p>

Technical Information

WIRELESS DVR

Video

Video Format	NTSC or PAL *Always set to NTSC in the United States*
Video Input	1 Composite Input
Video Output	1 Composite Output
Display Resolution	NTSC: 720 x 480 PAL: 720 x 576
Display Frame Rate	NTSC: Up to 30 fps* PAL: Up to 25 fps*

* While monitoring two cameras (PIP MODE) the monitoring and recording frame rates are reduced.

Recording

Compression Format	Video: MJPEG (Motion JPEG) Photo: JPEG
Recording Resolution	NTSC D1(720 x 480) CIF(360 x 240) PAL: D1(720 x 576) CIF(360 x 288)
Recording Frame Rate	NTSC: Up to 30 fps* PAL: Up to 25 fps*
Recording Modes	Motion / Continuous
Multiplex Operation	Simplex
HDD Interface/Memory	SD Card
Hard Drive Support	SD / SDHC Cards

* While monitoring two cameras (PIP MODE) the monitoring and recording frame rates are reduced.

General

Operating Power	DC 9V
Dimensions	5.3" x 3.6" x 0.8"
Weight	5.25 oz
Backup Method	SD Card

WIRELESS CAMERA

Video

Image Sensor	1/4" CMOS
Video Quality	380 TV Lines
No. of Effective Pixels	NTSC: 510 x 492 PAL: 628 x 582
Minimum Illumination	0 LUX (IR on)
Day/Night Mode	Color / B&W
White Balance	Automatic
Signal / Noise Ratio	> 48 dB
Compensation	Yes
Lens	6 mm
Viewing Angle	35 degrees
Indoor/Outdoor	Both

Audio

Microphone	Yes
Audio Range	10 ft

Night Vision

# of Infrared LEDs	11
Night Vision Distance	16 ft

General

Operating Power	DC 12V
Operating Temperature	14°F - 113°F
Dimensions	5.1" x 2.0" x 2.0"
Weight (Camera and Stand)	0.5 lbs (235g)

Wireless

Digital or Analog	Analog
Transmission Range	330 ft ♦
Frequency	2.4 GHz
Transmission Channels	4

♦ Transmission Range may be shorter than 330 ft due to building structure or environment.

Warranty

PRODUCT LIMITED WARRANTY

BRK Brands, Inc., (“BRK”) the maker of First Alert® brand products warrants that for a period of one year from the date of purchase (the “Warranty Period”), this product will be free from defects in material and workmanship. BRK, at its sole option, will repair or replace this product or any component of the product found to be defective during the Warranty Period. Replacement or repair will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty.

This warranty is valid for the original retail purchaser only from the date of initial retail purchase and is not transferable. In order to obtain warranty service, you must keep the original sales receipt and proof of purchase in the form of the UPC code from the package. BRK dealers, service centers, or retail stores selling BRK products do not have the right to alter, modify or any way change the terms and conditions of this warranty.

WARRANTY EXCLUSIONS

Parts and Labor: 1 year limited (warranted parts do not include bulbs, LEDs, and batteries)

This warranty does not apply to bulbs, LEDs, and batteries supplied with or forming part of the product.

This warranty is invalidated if non- BRK accessories are or have been used in or in connection with the product or in any modification or repair is made to the product.

This warranty does not apply to defects or damages arising by use of the product in other than normal (including normal atmospheric, moisture and humidity) conditions or by installation or use of the product other than in strict accordance with the instructions contained in the product owner’s manual.

This warranty does not apply to defects in or damages to the product caused by (i) negligent use of the product, (ii) misuse, abuse, neglect, alteration, repair or improper installation of the product, (iii) electrical short circuits or transients, (iv) usage not in accordance with product installation, (v) use of replacement parts not supplied by BRK, (vi) improper product maintenance, or (vii) accident, fire, flood or other Acts of God.

This warranty does not cover the performance or functionality of any computer software included in the package with the product. BRK makes no warranty that the software provided with the product will function without interruption or otherwise be free of anomalies, errors, or “Bugs.” This warranty does not cover any costs relating to removal or replacement of any product or software installed on your computer.

BRK reserves the right to make changes in design or to make additions to or improvements in its products without incurring any obligations to modify any product which has already been manufactured. BRK will make every effort to provide updates and fixes to its software via its website. This warranty does not cover any alteration or damage to any

other software that may be or may become resident on the users system as a result of installing the software provided. This warranty is in lieu of other warranties, expressed or implied, and BRK neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale or service of the product. In no event shall BRK be liable for any special or consequential damages arising from the use of the product or arising from the malfunctioning or non-functioning of the product, or for any delay in the performance of this warranty due to any cause beyond its control.

BRK does not make any claims or warranties of any kind whatsoever regarding the product's potential, ability, or effectiveness to prevent, minimize, or in any way affect personal or property damage or injury. BRK is not responsible for any personal damage, loss, or theft related to the product or to its use for any harm, whether physical or mental related thereto. Any and all claims or statements, whether written or verbal, by salespeople, retailers, dealers, or distributors to the contrary are not authorized by BRK, and do not affect this provision of this warranty.

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BRK does not warrant the software will operate with any other software except that which is indicated. BRK cannot be responsible for characteristics of their party hardware or software which may effect the operation of the software included.

Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose is limited in duration to the duration of the above Warranty Period. Some states, provinces, or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, or province to province, or jurisdiction to jurisdiction.

OBTAINING SERVICE

If service is required, do not return the product to your retailer. In order to obtain warranty service, contact the Consumer Affairs Division at 1-800-323-9005, 7:30 a.m. – 5:00 a.m. Central Standard Time, Monday through Friday. To assist us in serving you, please have the model number and date of purchase available when calling.

After contacting the Consumer Affairs Division and it is determined that the product should be returned for Warranty Service, please mail the product to: Lehigh, 2834 Schoeneck Rd, Macungie, PA 18062-9679.