



Legend Dome Cameras Customer Bulletin

Product Legend Integrated Dome Camera

Date November 17, 2006

Issue We would like to let you know that a small number of Legend dome cameras will produce a knocking sound when power is applied. The knocking is during initialization in the first 20 seconds and is caused by the tilt mechanism hitting a hard stop. Three to four soft, quickly repeated taps would be typical after which the camera unit will complete initialization and perform as expected. There is no concern for damage or reduction of the product life because of these soft taps.

In a few instances, however, it has been reported that the knocking persists beyond a few taps or is very loud.

Solution In most cases this operation is normal and is the result of the camera module position in the tilt axis when power is applied.

If a Legend unit persists in knocking for more than 30 seconds and this behavior is present after repeated power cycles then it is most likely a key component of the unit has failed. In this case contact your GE support for a replacement.

Contact If you have questions or concerns with regard to the issues addressed in this customer bulletin, contact Customer Support at (888) GE-Security to arrange for a replacement unit.