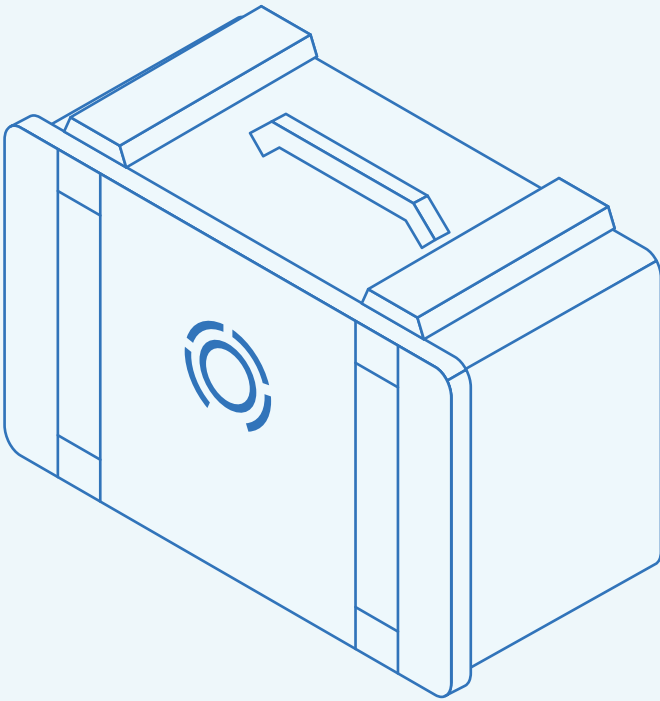


110V and Solar Cameras

Leasing Return Guide
Pre-2025 Models



Unlimited Support

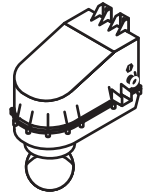
Thank you for choosing TrueLook's Leasing Program for your jobsite's documentation needs! When your lease ends, please use the below information to contact our Leasing Department.

Email: leasing@truelook.com

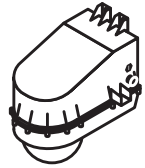
Warning: Please note that all equipment is your responsibility until it returns to our warehouse.

Pan-Tilt-Zoom Cameras

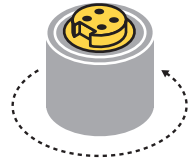
1080p IR PTZ



4K PTZ



Step 1 If your camera has a power cable that ends in a connector with a silver collar, remove the connector from the camera by hand-twisting the collar counter-clockwise.

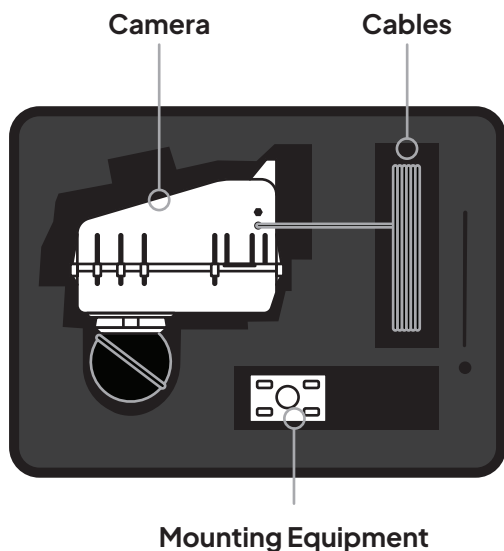


Preparation

Step 2 Remove your camera equipment from its mounting location. If it was pole mounted using steel straps, discard the straps.

Step 3 Thoroughly clean off all equipment using a microfiber cloth. All equipment must be completely dry before placing inside the hard case to prevent water damage while in transit.

Step 4 Pack into the hard case.



Camera Systems with a Control Box

Fixed 4K IR



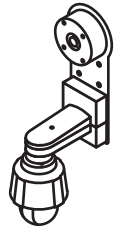
Strobes and Sirens PTZ (2023 Model)



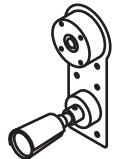
Strobes and Sirens Fixed



TrueDeter PTZ (2024 Model)



TrueDeter Fixed

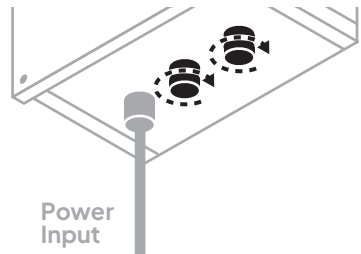
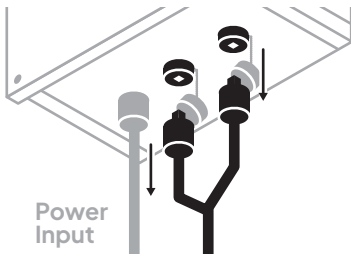


Preparation

Step 1 If your control box has a power cable that ends in a connector with a silver collar, remove the connector from the control box by hand-twisting the collar counter-clockwise.



Step 2 Disconnect the camera from the control box by untwisting the connector end(s) and pressing the clip to release the connector(s). Twist the hanging protective cap(s) onto the input(s).



Step 3 Remove your camera equipment from its mounting location. If it was pole mounted using steel straps, discard the straps.

Step 4 Thoroughly clean off all equipment using a microfiber cloth. All equipment must be completely dry before placing inside the hard case to prevent water damage while in transit.

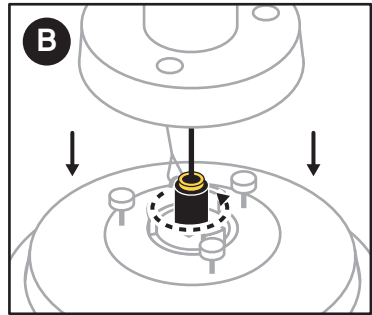
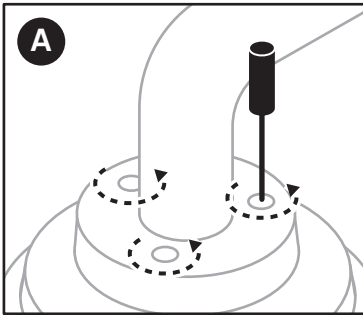
Step 5 Place the lens cap on (not applicable to PTZ camera systems).

Preparation

Step 6 Disassemble TrueDeter PTZ/Strobes and Sirens PTZ for packing.

Strobes and Sirens PTZ – 2023 Model

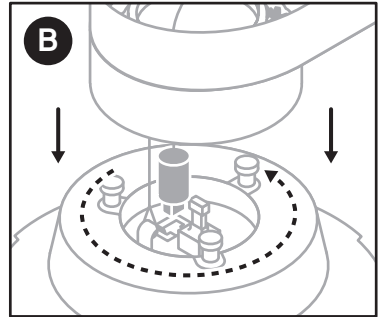
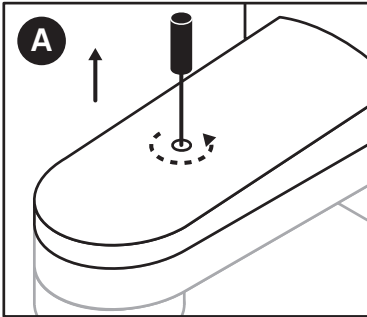
- a) Loosen the camera from the pendant housing using a T30 Torx screwdriver (not included). Remove the camera by rotating it counter-clockwise until it releases.
- b) Turn the yellow ring on the cable counter-clockwise to unlock, then remove the cable from the camera. Unhook the wire safety tether.



Preparation

TrueDeter PTZ – 2024 Model

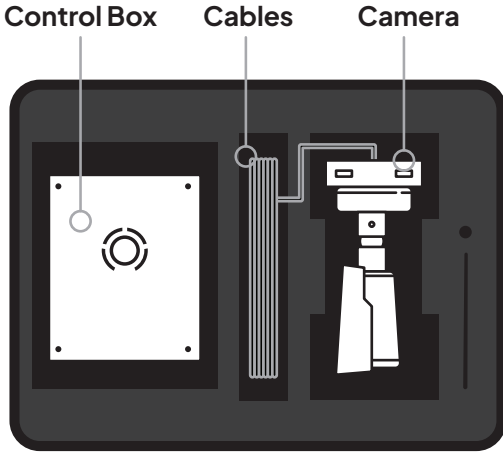
- a) Remove the pendant mount top by using a T30 Torx screwdriver (not included) to loosen the screw.
- b) Loosen the camera from the pendant housing using the same screwdriver. Remove the camera by rotating it counter-clockwise until it release.
- c) Unhook the wire safety tether.
- d) Secure the pendant mount top by placing it back on and tightening the screw.



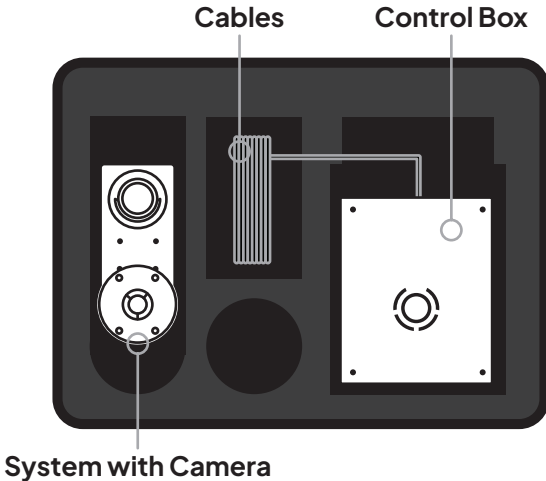
Preparation

Step 7 Pack into the hard case.

Fixed 4K IR

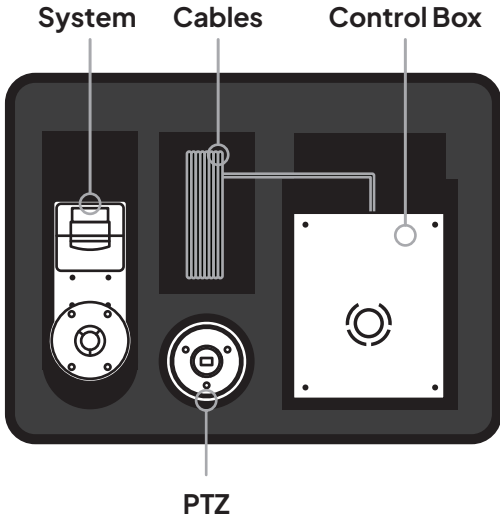


Strobes and Sirens Fixed, TrueDeter Fixed



Preparation

Strobes and Sirens PTZ, TrueDeter PTZ



Note: If your hard case is not custom fitted to your camera model, please add extra packing material to avoid shifting.

Shipping the Equipment

110V Cameras

Step 1 Email a picture of the open packed case to leasing@truelook.com. Our team will confirm if it's ready to ship or provide suggestions for more secure shipping.

Step 2 Once the case is approved to ship, close the hard case and ensure all latches are properly shut.

Step 3 Place your shipping label into a luggage tag (not included) and attach it to the hard case handle.

It should be shipped to:

TrueLook, Inc.
Attn: Leasing Department
305 Junia Ave
Winston-Salem, NC 27127

Step 4 Email the shipment tracking number to leasing@truelook.com.

Solar Cameras

Follow the instructions in the **Solar Equipment Leasing Return Guide** to secure the hard case onto the pallet and ship the equipment.