



ASA Security Alarms

Robert M Pearce Justice of the Peace (Qualified)

Email: bob@brisbanesecurityalarmsystems.com

Web site: www.brisbanesecurityalarmsystems.com

Phone **0408 799 200** - 1300 799 200



CCTV Camera System Troubles



Most CCTV system problems usually occur from the age of the recorder, cameras or an electrical power surge such as during a nearby electrical storm event.

Rebooting / repowering the system sometimes fixes issues, try this first.

If you are having problems such as -

1. No cameras showing on the viewing monitor, **possible system or power supply failure, possible connection issues at the recorder if an analogue system**
2. Some cameras not showing on the viewing monitor, **possible camera failure or power supply failure - some systems have 2 power supplies and only one may have failed**
3. System making whirring sounds or weird noises, **hard drive failure or cooling fan issue**
4. Cant find recorded information when searching the system, **probable hard drive or system failure, possible reformat is sometime possible? Hard drive replacement may resolve this issue.**

If the system has suffered a power surge (lightning strike or similar), it will probably need replacing.

Check to see if you are covered by your Home Insurance.

Recorders either analogue DVR's or IP recorders cannot be repaired so replacement is required.

Individual analogue cameras and hard drives can usually be replaced OK. Newer cameras can often work on the older DVR recorders as well provided the old recorder is still working normally.

For most failed components, generally it is cheaper and wiser to upgrade the entire system with all new parts as many old components are no longer available.

Current Service Fees are -

\$165.00 Travel and call out to premises includes up to 30 minutes on site which usually covers most service calls

Additional time on site if required \$49.50 per 30 minutes

\$55.00 External standard power supply replacement each

Replacement components such as the recorder, cameras and hard drives etc or other repairs are subject to time taken or a quote

Please call for any queries, you can always contact me anytime 7 days.

Regards, Bob

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ASA Security Alarms - 20 years experience in the security industry

Security Alarm Systems and CCTV Video Systems

View home or business cameras on your Iphone

<http://www.brisbanesecurityalarmsystems.com>

bob@brisbanesecurityalarmsystems.com or bob@alarmsinfo.com.au

Phone Direct **0408 799 200** or **1300 799 200**

Licensed Security Advisor - Lic No 3247204

Licensed Equipment Installer - Lic No 3248283