

Alarm Infrared Thermal Imaging Camera User Manual V1.5.5

IRay Technology Co., Ltd.

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Version History

Version	Time	Description	Revised by	Checked by
V1.0.0	2019-12	·Initial version		
		·Modify the description of PN		
V1.0.1	2020-04	code		
		·Add 007 expansion board		
V1.1.0	2020-10	·Add information of FTII1280		
		·Add introduction of 008		
		expansion board		
V1.2.0	2021-04	·Delete introduction of 007		
		expansion board		
		·Revise lens models		
V1.3.0	2021-05	·Revise pics of 008 expansion		
		board		
V1.3.1	2021-6	·Revise lens type and FOV		
		parameters in Table 3.2		
V1.3.2	2021-7	·Add data processing block		
		diagram		
V1.4.0	2021-10	·Add description of FTII1024		
V1.4.1	2021-12	·Revise the lens models and FOV		
		in Table 3.1 and Table 3.2		
V1.4.2	2022-03	·Revise the lens models and FOV		
		in Table 3.1 and Table 3.2		
V1.4.3	2022-03	Revise info. of 20~100mm lens in		

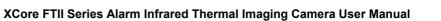




		Table 2.1	
V1.5.0	2022-04	Add descriptions of 009	
		expansion board	
V1.5.1	2022-06	Revise figure of 009 expansion board	
		Update power consumption	
V1.5.2	2022-07	Add descriptions of 108 expansion board	
V1.5.3	2023-05	Add descriptions on maintaining focus through zoom	
V1.5.4	2023-06	Add athermalized lens model	
V1.5.5	2023-08	Add continuous zoom lens model	



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1. Overview

Xcore FTII series alarm thermal imaging camera is an alarm type product specially developed for the application requirements of local installation, urban security, railway security, border security and other industries. Four kinds of resolutions (384 × 288, 640 ×512, 1024 × 768,1280 × 1024) are optional, it can operate stably and reliably under various complex environmental conditions, and output outstanding infrared images.

LVCMOS, BT.656, BT.1120, LVDS, analog video and other image output interface options can be provided for users. It can be directly connected to the domestic mainstream security monitoring back-end hardware platform and easy for customers to quickly master the using method.

It can support high temperature alarm and fire points alarm.

It can support driving single-field, double-field and continuous zoom infrared lens, covering 9.1mm,13mm, 19mm, 25mm, 35mm, 50mm, 75mm, 100mm athermal infrared lens, 13mm,19mm, 25mm, 35mm, 50mm,75mm, 100mm, 150mm electric fixed focus infrared lens, 25 \sim 75mm, 20 \sim 100mm, 30 \sim 150mm, 30 \sim 180mm, 25 \sim 225mm continuous zoom infrared lens. It can realize the function of electric focus, continuous zoom, auto focus and virtual focus compensation.

Xcore FTII series alarm thermal imaging cameras are easy to operate. The cameras can make clear images, which meet the needs of safety surveillance industries. They can realize continuous monitoring day and night.





2. Product Model

2.1 FTII384/FTII640

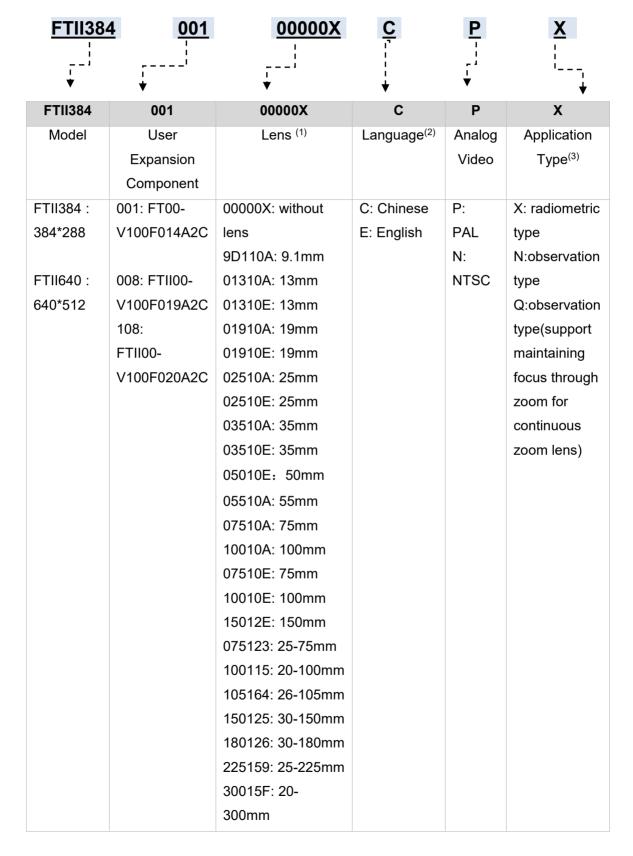




Figure 2.1: FTII384/FTII640 Product Model

2.2 FTII1024/FTII1280

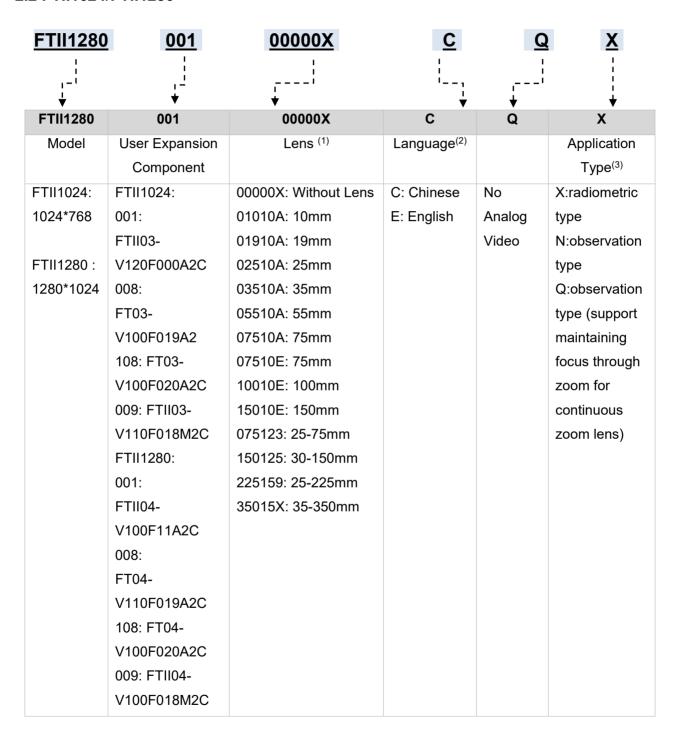


Figure 2.2: FTII1024/FTII1280 Product Model



Note:

- (1) "Lens" option in the naming rules, xxxyyA is an athermalized lens, xxx is a focal length value, yy is an F-number, A represents an athermalized lens; xxxyyE represents an electrically adjustable fixed-focus lens, xxx is a focal length value, yy is F Number, E stands for ESC lens; xxxyyz stands for continuous zoom lens, xxx is the maximum focal length value, yy is the F number, and z is the optical magnification;
- (2) Do not support real-time switching between Chinese and English languages, provide Chinese and English language download package, users can update remotely through the serial port at any time. For other languages support, users can make download package according to the format provided by IRay;
- (3) The thermal imaging camera supports fire alarm. The fire alarm function by default is disabled. Only the continuous zoom lens supports maintaining focus through zoom.



3. Lens Specification

Array Format	Lens Type	FOV (H*V)	IFOV	Front Element Sealing	
640*512	9.1mm F1.0	48.6°×38.6°	1.319mrad	IP67	
384*288	Athermal	29.1°×21.7 °	1.519iiiiau	IF 07	
1280*1024	10mm F1.0	75.0°×63.1 °	1.200mrad	IP67	
1024*768	Athermal	63.1°×49.5 °	1.200IIIIau	11 07	
640*512	13mm F1.0	32.9°×26.6°	0.923mrad	IP67	
384*288	Athermal	19.7°×14.9°	0.923111au	11 07	
1280*1024		44°×35.8°		IP67	
1024*768	19mm F1.0	35.8°×27.3°	0.632mrad		
640*512	Athermal	22.9°×18.4°			
384*288		13.7°×10.3°			
1280*1024		34.1°×27.6°		IP67	
1024*768	25mm F1.0	27.6°×21°	0.480mrad		
640*512	Athermal	17.4°×14.0°	0.400IIIIau		
384*288		10.4°×7.8°			
1280*1024		25.1°×20.1°			
1024*768	35mm F1.0	20.1°×15.1°	0.343mrad	IP67	
640*512	Athermal	12.5°×10.0°	U.J43IIIIau	IF O!	
384*288		7.5°×5.8°			
1280*1024	55mm F1.0	16°×12.8°	0.218mrad	ID67	
1024*768	Athermal	12.8°×9.6°	U.Z IOIIIIAU	IP67	



640*512		8.0°×6.4°		
384*288		4.8°×3.6°		
1280*1024		11.7°×9.4°		
1024*768	75mm F1.0	9.4°×7.0°	0.160mrad	IP67
640*512	Athermal	5.9°×4.7°	U. TOUTHIAU	11 07
384*288		3.5°×2.6°		
640*512	100mm F1.0	4.4°×3.5°	0.120mrad	IP67
384*288	Athermal	2.6°×2.0°	U. IZUIIIau	11 07

Table3.1 Athermal Lens Model

Array Format	Lens Type	FOV (H*V)	IFOV	Front Element Sealing
640*512	13mm F1.0	33.7°×27.0°		
384*288	Motorized Focusing Installed from the rear	20.2°×15.2°	0.923mrad	IP67
640*512	19mm F1.0	23.1°×18.5°		
384*288	Motorized Focusing Installed from the rear	13.8°×10.4°	0.632mrad	IP67
640*512	25mm F1.0	17.6°×14.1°		
384*288	Motorized Focusing Installed from the rear	10.6°×7.9°	0.480mrad	IP67
640*512	35mm F1.0	12.5°×10.0°		
384*288	Motorized Focusing Installed from the rear	7.5°×5.8°	0.343mrad	IP67
640*512	50mm F1.0	8.8°×7.0°	0.240mrad	IP67
384*288	Motorized Focusing	5.3°×3.9°	0.270IIIIau	11 01



	Installed from the rear			
1280*1024	75mm F1.0	11.7°×9.4°		
1024*768	Motorized Focusing	9.4°×7.0°	0. 160mrad	IP67
640*512	Installed from the	5.9°×4.7°	o. roomiaa	11 07
384*288	rear	3.5°×2.6°	-	
1280*1024	25mm-75mm	11.5°×9.3°~35.9°×28.5°		
1024*768	F0.95~F1.2 Continuous Zooming Installed from the rear	9.3°×7.0°~28.5°×21.3°	0.160~0.480	ID07
640*512	25mm-75mm	5.9°×4.7°~17.7°×14.1°	mrad	IP67
384*288	F0.95~F1.2 Continuous Zooming Installed from the rear	3.5°×2.6°~10.6°×7.9°		
1280*1024	100mm F1.0	8.8°×7.0°		
1024*768	Motorized Focusing	7.0°×5.3°	0.120mrad	IP67
640*512	Installed from the	4.4°×3.5°	0.1201111au	11 07
384*288	rear	2.6°×2.0°	-	
640*512	20mm -100mm	4.4°×3.5°~22.5°×17.8°		
384*288	F0.8~F1.1 Continuous Zooming Installed from the rear	2.6°×2.0°~13.5°×10.0°	0.120~0.600 mrad	IP67
640*512	26mm -105mm	4.1°×3.3°~17.2°×13.7°		
384*288	F1.6~F1.6 Continuous Zooming Installed from the rear	2.5°×1.9°~10.3°×7.7°	0.114~0.462 mrad	IP67
1280*1024	150mm F1.0	5.9°×4.7°	0.080mrad	IP67



1024*768	Motorized Focusing Installed from the rear	4.7°×3.5°		
640*512	150mm F1.2	2.9°×2.3°	-	
384*288	Motorized Focusing Installed from the rear	1.7°×1.3°		
1280*1024	30mm -150mm F1.0~F1.2 Continuous	5.9°×4.7°~28.7°×23.1°		
1024*768	Zooming Installed from the rear	4.7°×3.5°~23.1°×17.5°	0.080~0.400	IP67
640*512	30mm -150mm	2.9°×2.3°~14.7°×11.7°	mrad	11 07
384*288	F0.85~F1.2 Continuous Zooming Installed from the rear	1.7°×1.3°~8.8°×6.6°		
640*512	30mm -180mm	2.4°×2.0°~14.6°×11.7°		
384*288	F0.8~F1.2 Continuous Zooming Installed from the rear	1.4°×1.1°~8.8°×6.6°	0.067~0.400 mrad	IP67
1280*1024	25mm -225mm	3.9°×3.1°~34.2°×27.6°		
1024*768	F1.09~F1.5 Continuous Zooming Installed from the rear	3.1°×2.4°~27.6°×21.0°	0.053~0.480	IP67
640*512	25mm -225mm	2.0°×1.6°~17.7°×14.1°	mrad	IF0/
384*288	F0.95~F1.5 Continuous Zooming Installed from the rear	1.2°×0.9°~10.6°×7.9°		





640*512	20mm -300mm	1.5°×1.2°~22.1°×17.7°		
384*288	F0.89~F1.5 Continuous Zooming Installed from the rear	0.9°×0.7°~13.3°×10.0°	0.040~0.600 mrad	IP67
1280*1024	35mm-350mm F1.09~F1.5 Continuous Zooming Installed from the rear	2.5°×2.0°~25.1°×20.1°	0.034~0.343 mrad	IP67

Table3.2 Motorized Lens Model



4. Product Performance Parameters

The performance parameters of FTII384 / FTII640/ FTII1024/FTII1280 **001 series** thermal imaging cameras are shown in Table 4.1:

Model	FTII384	FTII640	FTII1024	FTII1280
Performance Index				
Detector Type	VOx uncooled IRFI	PA		
Pixel Resolution	384*288	640*512	1024*768	1280*1024
Pixel Pitch	12µm		1	
Detector Frame	50Hz		30Hz	
Rate	00112		00112	
Spectral Range	$8\sim$ 14 μ m			
NETD	≤50mK@25℃, F#1	1.0		
Image Adjustment				
Brightness &				
Contrast	Manual/Auto0/Auto	01		
Adjustment				
Polarity	Black hot/White hot			
Color Palettes	Support (18 types)			
Reticle	Display/Hide/Move			
	1.0~8.0× Continuous Zoom (in 0.1× increment) ,magnify in any area		1.0~4.0× Continuous Zoom (in	
Digital Zoom			0.1×increment) ,magnify in any	
			area	
	NUC			
Image Processing	Digital Filter and Im	naging Denoising		
	Digital Detail Enha	ncement		
Image Mirror	Left-right/Up-down/			
Temperature Measu	rement and Alarm	Function		
Full Frame				
Temperature	Support display of	Max. temp, Min. tem	p and center sp	oot temp
Measurement				
Area Temperature	Support (at most 5)			
Measurement				
High Temperature	Support			
Warning The Fire Alarm	Support			
The Fire Alarm	Support			



Model		FTII384	FTII640	FTII1024	FTII1280	
Alarm B	ox Mark	Support				
Alarm R	esponse	≤0.2s				
Time		<u> </u>				
Alarm I/0	O Output	1channel (LVCMC	OS level)			
Alarm C	ommand	Support				
Output		Сарроп				
Lens Co	ontrol					
Lens Ty	pe	Fixed focus/Contin	uous zoom			
Auto Fo	cus	Support (Auto focu	sing time near clear	spot≤3s)		
Motorize	ed Focus	yes				
Motorize	ed Zoom	yes				
Power S	Supply					
Supply \	/oltage	ge 5-24V DC				
Typical	Supply	12V DC				
Voltage		124 00	12V DC			
Power P	Protection	Over-voltage/Under-voltage/Reverse Connection				
Typical						
Consum	ption	<1.8W	<2.2W	<2.4W	<2.6W	
@25 ℃						
Interfac	е					
	Analog	1 Channel PAL (1)/NTSC(1)		unsupported		
Video	Video	T Chambert AL V	11000	unsupporteu		
Output	Digital	LVCMOS/BT.656/E	BT 1120/LVDS	LVCMOS/BT.1120/LVDS		
	Video		31.1120/2120	LVCIVIOS/BT.TT20/LVDS		
	ync Input	Support (2)				
	ync Output	Support (2)				
Serial		RS-232				
Commu		RS-485				
Interface						
	Protocol	Support Standard I	PELCO-D Protocol			
Key 4 Keys						
Physica	Il Properties					
Weight		80±10g(Lens Exclu	uded)	102.7g(with out flange, shutter	168±10g(Lens Excluded)	



Model	FTII384	FTII640	FTII1024	FTII1280
			exposed)	
Size	44.5mm × 43mm		45mm × 45mm	55mm × 55mm
Environmental Ada	ptation			
Operating Temperature Range	-40℃~+60℃			
Storage Temperature Range	-45°C∼+85°C			
Humidity	5-95%, no condensation			
Environment Certification				
RoHS 2.0	Compliant			

Table 4.1 Performance Parameters

Note:

- (1). Switch between PAL and NTSC at any time;
- (2). Only one kind can be chosen between Sync Input and Sync Output.

The performance parameters of FTII384 / FTII640/ FTII1024/FTII1280 **008/108 series** thermal imaging cameras are shown in Table 4.2:

Model	FTII384	FTII640	FTII1024	FTII1280		
Performance Index	Performance Index					
Detector Type	VOx uncooled IRFPA					
Resolution	384*288	640*512	1024*768	1280*1024		
Pixel Pitch	12µm					
Frame Rate	50Hz 30Hz					
Spectral Range	8~14μm					
NETD	≤50mK@25°C,F#1.0					
Image Adjustment						
Palette	Palette Black hot, white hot, and 18 kinds of color Palettes					
Digital Zoom	1.0~8.0× Continuing Zooming 1.0~4.0× Continuing Zooming			Zooming		
Digital 20011	(step 0.1) ,zoom in any area (step 0.1) ,zoom in any area			n any area		
Image Processing	NUC					



Model	FTII384	FTII640	FTII1024	FTII1280
	Digital Filter and Imaging Denoising			
	Digital Detail Enhancement			
Image Mirror	Right- left/Up- dov	wn/Diagonal		
Network				
	TCP/IP,UDP,ICM	P,HTTP,HTTPS,FT	P,DHCP,DNS,RTP,R	TSP,RTCP,IG
Network Protocol	MP,			
	SMTP, NTP, QoS			
Interoperability	ONVIF, GB28181	, SDK		
Simultaneous live	Up to 20 channels	,		
view	Op to 20 channels	•		
User Management	Up to 20users, 3	levels: Administrat	or, Operator and User	r
Browser	IE8+, multiple lan	guages		
Smart Function				
Fire Detection	yes			
Smart Recording	yes			
Smart Alarm	Support alarm trig	ger of network disc	connection, IP address	s conflict, full
Omait Alaim	memory, memory	error, illegal acces	s and abnormal detec	tion
Smart Detecting	Support smart vid	eo analysis such a	s line intrusion, cross-	border, and
Omart Beteding	region intrusion			
Alarm Linkage	Recording/Capture/Sending mail/PTZ linkage/Alarm output			
Lens Control				
Lens Type	fixed focus/contin	uous zoom		
Auto Focus	Yes (Auto focus ti	me near the clear s	spot≤3s)	
Motorized Focus	yes			
Motorized Zoom	yes			
Power				
Typical Voltage	12V DC±10%			
Power Protection	Over-voltage, undervoltage and reverse protection			
Typical Power				
Consumption@25	<2.4W	<2.9W	<3.0W	<3.8W
$^{\circ}$ C				
Interface				
Serial				
Communication	RS-485(PT control)			
Interface				





Model	FTII384	FTII640	FTII1024	FTII1280	
PELCO Protocol	Support standard	Support standard PELCO-D, PELCO-P			
Network Interface	Support ONVIF, 0	GB28281			
Audio	Support 1-ch audi	o input, 1-ch audio	output		
Alarm (only 108)	Support 1-ch DV	5V alarm level inpu	t, 1-ch on-off alarm oւ	ıtput	
Physical Properties	•				
Woight	161±10g/w/o long	\	180.9g(w/o flange,	220±10g(w/o	
Weight	161±10g(w/o iens	161±10g(w/o lens)		lens)	
Size	49.5mm × 50mm		55mm × 55mm	55mm ×	
Size			3311111 ^ 33111111	55mm	
Environmental Adaptation					
Operating	-40℃~+60℃				
Temperature	-40 6 100 6	-40 C ~ +60 C			
Storage	-45℃~+85℃	15°C ~ :195°C			
Temperature					
Humidity	5-95%, no condensation				
Environmental Certification					
RoHS2.0	RoHS2.0 Compliant				

Table 4.2 Performance Parameters



The performance parameters of FTII1024 / FTII1280 **009 series** thermal imaging cameras are shown in Table 4.3:

Model	FTII1024	FTII1280			
Performance Index					
Detector Type	VOx Uncooled Infrared FPA				
Resolution	1024*768 1280*1024				
Pixel Pitch	12µm				
Frame Rate	30Hz				
Spectral Range	8∼14µm				
NETD	≤50mK@25℃,F#1.0				
Image Adjustment					
Brightness &					
Contrast	Manual/Auto0/Auto1				
Adjustment					
Polarity	Black hot, white hot				
Color Palettes	18 kinds of color palettes				
Crosshair Reticle	Display/Hide/Move				
Digital Zoom	1.0~4.0× Continuous Zoom(step 0.1)	1.0~4.0× Continuous Zoom(step 0.1),zoom in any area			
	NUC				
Image Processing	Digital Noise Reduction(DNR)				
	Digital Detail Enhancement				
Image Mirror	Right- left/Up- down/Diagonal				
Lens Control					
Lens Type	fixed focus/continuous zoom				
Auto Focus	Yes (Auto focus time near the clear spo	ot≤3s)			
Motorized Focus	yes				
Motorized Zoom	yes				
Power					
Power Supply	5-24V DC				
Typical Voltage	12V DC				
Power Protection	Over-voltage, undervoltage and reverse protection				
Typical Power					
Consumption@25	<2.8W <3.4W				
$^{\circ}$					
Interface					



Model	FTII1024	FTII1280	
Video Output	SDI		
Video Sync Input	Support (1)		
Video Sync Output	Support (1)		
Serial Communication Interface	RS-232 RS-485 (Support PELCO-D Protocol of	only)	
Physical Properties	;		
Weight	102.7g (w/o flange, shutter exposed)	168±10g (w/o lens)	
Size	45mm × 45mm	55mm × 55mm	
Environmental Ada	ptability		
Operating Temperature Range	-40°C∼+60°C		
Non-operating Temperature Range	-45℃~+85℃		
Humidity	5-95%, no condensation		
Environmental Certification			
RoHS2.0	Conform to		

Table 4.3 Performance Parameters

Notes:

(1) You can choose either Sync Input or Sync Output.



5. User Expansion Board

Model	Picture (Illustration)	Main Interface	Well-matched Models
001: FT00- V100F014A2C	13306-073 13306-073 13306-073 13306-073 13306-073 13306-073 13306-073	 Power supply 5-24V RS-232, RS-485 (PELCO protocols) Analog Video LVDS, LVCMOS, BT.656, BT.1120 digital video Lens Motor Interface Button Interface Alarm in & Alarm out 	FTII384/FTII640
001: FTII03- V120F000A2C	1000 300 17 Pro.1 1000 300 17 Pro.1 1000 300 17 Pro.1 1000 300 17 Pro.1	 Power supply 5-24V RS-232, RS-485 (PELCO protocols) LVDS, LVCMOS, BT.1120 digital video Lens Motor Interface Button Interface Alarm in & Alarm out 	FTII1024
001: FTII04- V100F11A2C	100 100 100 100 100 100 100 100 100 100	 Power supply 5-24V RS-232, RS-485(PELCO protocols) LVDS, LVCMOS, BT.1120 digital Video Lens Motor Interface Button Interface Alarm in & Alarm out 	FTII1280
008: FTII00- V100F019A2C	POL	 Power supply 12V RS-485 (PELCO protocols) Analog Video Audio interface Ethernet Interface 	FTII384/FTII640



Model	Picture (Illustration)	Main Interface	Well-matched Models
		Lens Motor Interface	
008: FT03- V100F019A2C	POLITICAL ALISTANDA ALISTA	 Power supply 12V RS-485 (PELCO protocols) Audio interface Ethernet Interface Lens Motor Interface 	FTII1024
008: FT04- V110F019A2C	POL POL AZSTANYA AZST	 Power supply 12V RS-485 (PELCO protocols) Audio interface Ethernet Interface Lens Motor Interface 	FTII1280
108:FT00- V100F020A2C	THE THE THREE THRE	 Power supply 12V RS-485 (PELCO protocols) TTL serial port (Visca) Audio interface Alarm interface Ethernet Interface SD card Lens Motor Interface 	FTII384/ FTII640
108:FT03- V100F020A2C	ALDIOLOUT OND POCLYOLT FOCLOUT- FOCLOUT- GND 200M-VOLT ZOOMLOUT- ZOOMLOUT- ZOOMLOUT- OND TOCLYOLT FOCLOUT- OND ZOOMLOUT- OND ZOOMLOUT- OND ZOOMLOUT- ZOOMLOUT- OND ZOOMLOUT- ZOO	 Power supply 12V RS-485 (PELCO protocols) TTL serial port (Visca) Audio interface Alarm interface 	FTII1024



Model	Picture (Illustration)	Main Interface	Well-matched Models	
		Ethernet Interface		
		SD card		
		Lens Motor Interface		
		Power supply 12V		
		RS-485 (PELCO		
	+12V GND	protocols)		
		TTL serial port		
108:FT04-	ETHTY: ET	(Visca)	FTII1280	
V100F020A2C		Audio interface		
	ALARILIN	Alarm interface		
	OND FOC, VOLT FOC, OUT+ FOC, OUT- OND ZOOM, VOLT ZOOM, OUT+ ZOOM, OUT-	Ethernet Interface		
		SD card		
		Lens Motor Interface		
	3386-97 BEAL	Power supply 5-24V		
009: FTII03-		• RS-232, RS-485		
V110F018M2C		(Pelco protocol)	FTII1024	
		SDI digital video	1 1111024	
		 Lens Motor Interface 		
	96.5	Alarm In & Alarm Out		
009:FTII04- V100F018M2C	Ph-1 EHD-357-W	Power supply 5-24V		
	\$1906-CD7	• RS-232, RS-485		
			FTII1280	
		SDI digital video	1 1111200	
	1907	Lens Motor Interface		
	0.00.1	Alarm In & Alarm Out		

Table 5.1 User Expansion Board List



6. Data Processing

There are two digital video interfaces for FTII384, FTII640, FTII1024 and FTII1280: LVDS and parallel port digital video interface. The LVDS can output LVDS-F and LVDS-H, the parallel port digital video interface can output BT656, BT1120, LVCMOS and CDS_2.

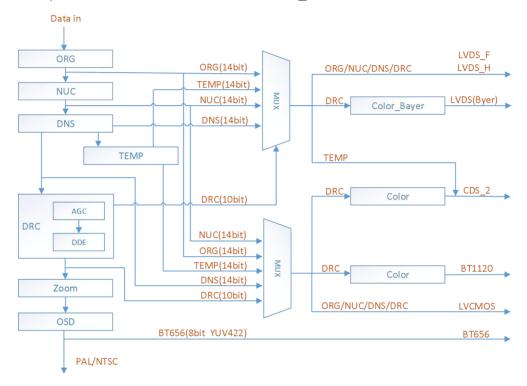


Figure 6.1 FTII384, FTII640 Digital Video

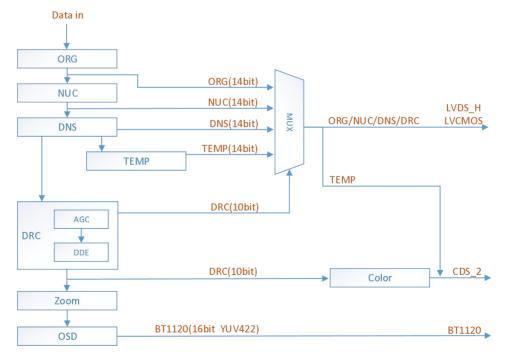


Figure 6.2 FTII1024, FTII1280 Digital Video



Function	ORG (14bit)	NUC (14bit)	DNS (14bit)	DRC (10bit)	OSD (YUV422)
Up Down Flip	V	V	V	V	$\sqrt{}$
Left-right Flip	×	V	V	V	V
Filter	×	×	V	V	V
AGC	×	×	×	V	V
DDE	×	×	×	V	V
Polarity	×	×	×	V	V
Color Palettes	×	×	×	×	V
Reticle	×	×	×	×	V
Digital Zoom	×	×	×	×	V
Temperature Display	×	×	×	×	√

Table 6.1 Product Functions for FTII384, FTII640, FTII1024 and FTII1280



7. Announcements

To protect you and others from injury or to protect your equipment from damage, please read all of the following information before using your equipment.

- 1. Do not make the thermal imager directly towards the sun and other high-intensity radiation sources;
- 2. The optimal environment temperature for operating is 20 $^{\circ}$ C to 50 $^{\circ}$ C;
- 3. Do not touch or hit the detector window with hands or other objects;
- 4. Do not touch the equipment and cables with wet hands;
- 5. Do not bend or damage all cables;
- 6. Do not scrub your equipment with diluents;
- 7. Do not unplug and plug other cables without disconnecting the power supply;
- 8. Do not connect the wrong cable to avoid damage to the equipment;
- 9. Please pay attention to prevent static electricity;
- 10. Please do not disassemble the equipment. If there is any fault, please contact our company, and professional personnel will carry out maintenance.

8. Supports and Services

8.1Technical Supports

- 1. Customerized design according to users' application requirements;
- 2. Providing professional and systematic technical training for users and operators;

8.2After-sales Services

XCore FTII series alarm infrared thermal imager is developed by our company. It has good after-sales service guarantee such as equipment maintenance. If you have any questions, please contact us.

9. Company Information

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