



**2013 Special Ops-Code Black
Scouting Camera Instruction Manual.**



Watch the set up video on our website at www.dlcc covert.com. It's on our home page!

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Congratulations on your purchase of the 2013 Special Ops.-Code Black Scouting camera! We truly value your business and will strive to provide you top quality customer service should you ever need help with any of our products. Check out our other products on our website at [www. Dlccovert.com](http://www.Dlccovert.com).

The 2013 model of the Spec. Ops-Code Black is even more exciting than past versions with the addition of SMS texting control from you phone. Now you can control several of the basic functions right from your phone simply by texting it a code. Check out the SMS section for more information.

We know the first big question you are going to have once you purchase your Special Ops-Code Black is how do I get it set up to work over the cellular network. This is very easy if you follow the steps laid out for you in this manual starting on the following pages. We hope you enjoy hassle free performance from this quality product for years to come.

Camera button control diagram:

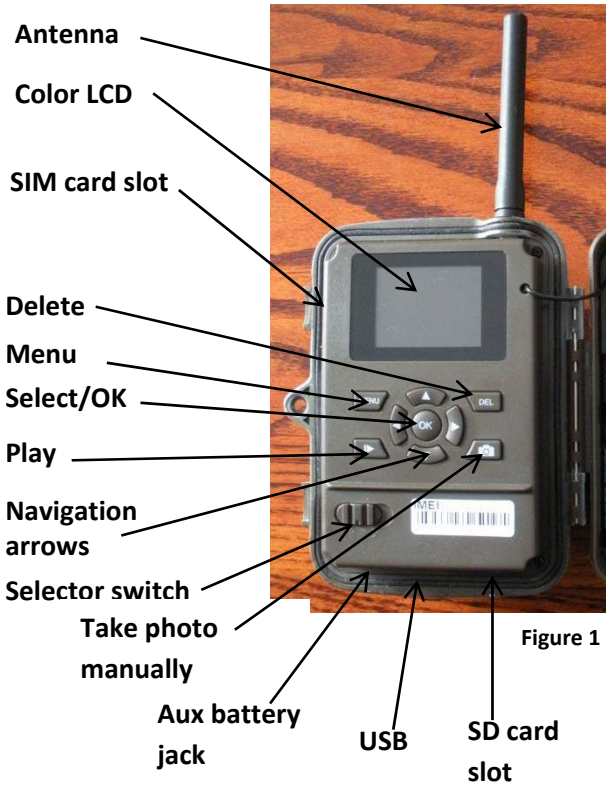


Figure 1

Installing the batteries:

Your Special Ops Code Black can function short term on 4AA batteries. Improved battery life on 8-AA, but we suggest you use 12AA batteries to get the most out of your cameras battery life. Using Covert rechargeable NiMH, 2300mAh, AA batteries can extend the battery life significantly.

Install the batteries by sliding the top battery in to the sleeve first, then depressing the spring with the other battery and snapping down in place. Pay attention to the (+) or (-) molded into each sleeve to determine if you insert the positive or negative end into the sleeve first. Negative battery terminal always contacts the spring. (Fig. 2)



Figure 2

Purchasing your SIM card:

The Spec. Ops.-Code Black is designed to send the photos it takes via MMS SIM card technology over the cellular network to any phone or email address instantly once the photo is taken. You will have to purchase a texting package from an AT&T corporate store to get set up to do this.

You do not have to have a text package for this camera to take photos, but it will not send them instantly to your phone and will only store them on an SD card like traditional scouting cameras.

You will need to travel to your local **AT&T corporate store** to purchase a prepaid SIM card that you will then install in the card slot on the side of your camera. Franchise stores might not carry the Go Phone prepaid SIM cards so go to a regular AT&T corporate store. When you talk to an AT&T representative, tell them that you need to purchase a **Go Phone Text Feature Package prepaid SIM card** that is **unlocked**. You will also want to be sure that this SIM card is **unlocked**.

Installing your SIM card:

Now that you have your SIM card. Open your camera housing to expose the control panel. Make sure your camera mode selector switch is in the OFF position.

On the left side of the camera control panel towards the top is a small card slot. See Figures 3 & 4 below.



Figure 3



Figure 4

Press the card in until it bottoms out and then release. It will snap in place.

To remove the SIM card, simply press in on the card until it clicks and then release it.

Installing the SD card:

Now that you have your SIM card and it has been installed in the camera you will need to install a SD card in the bottom of the camera. See figure 5 below for card orientation. The card installs the same way as the SIM card did. Push in until it clicks and release. To remove, repeat that process, the card will pop out enough to remove. You can use any SD card size up to 32G. You must have the SD card in the camera to be able to turn the camera on and set it up

NOTE: every photo taken with this camera will be saved to the SD card even if it is sending the photos wireless. You will always have access to the high resolution photos on the SD card just like with standard game cameras.



Figure 5

Setting up the wireless network:

- 1) Slide selector switch to the right to the **SETUP** position. Press the **MENU** button You will see the screen shown below (Fig 6);

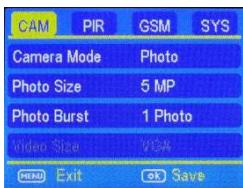


Figure 6

- 2) Press the ► button **2** times to highlight the GSM tab in yellow. Press the ▼ button to highlight the **Send Mode** option. Press the ► button to toggle the option in the white box to **INSTANT**. Press OK to save this setting. Your camera can now search for cellular service.

You will need to be patient as the camera does its initial set-up and looks for cellular service. While finding the network you will see the word **searching**, Then **Searching Network** in red on the screen. Once you see a 6 digit number show up at

the top and the service bar indicator show service bars, you are ready to move on.

Press the ► button 3 times to highlight the SYS tab.

Formatting the SD card:

- 3) Navigate down by pressing the ▼ button repeatedly until the **FORMAT** option is highlighted and press **OK**. You will see the screen shots shown below (Fig 7 & 8). Press the ◀ button to highlight **YES** and press **OK**. Your SD card is now formatted.

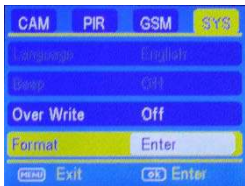


Figure 7

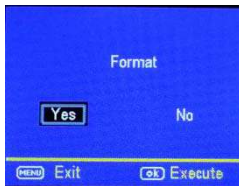


Figure 8

- 4) Next Press the ▲ or ▼ button repeatedly until only the **SYS** tab is highlighted in yellow.

- 5) Press the ◀ arrow (1) time to highlight the **GSM** tab and navigate down to the **DOWNLOAD TOOL** and press **OK**. (Figures 9 & 10)

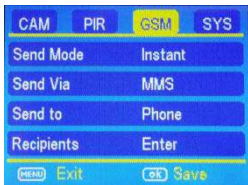


Figure 9

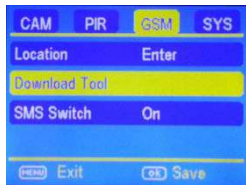


Figure 10

- 6) Turn the camera off by sliding the selector switch to the **OFF** position
- 7) Remove the SD card from your camera and insert into your personal PC card reader.
- 8) Locate the SD card in Windows Explorer and double click on it to show it's contents. (Fig 11 found on the next page)



Figure 11

Double click on the **GSMSETUP** and then double click on the UOV Setup application.

- 9) You will see a warning box like Fig. 12 below. Choose **YES** and the UOV set-up program will launch.

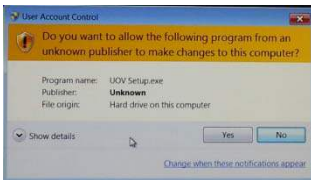


Figure 12

- 10) You will see the following screen for setting up the GSM options for your camera. This is where you add phone numbers and e-mail addresses and control the number of wireless photos sent from the camera each day. (Fig 13)

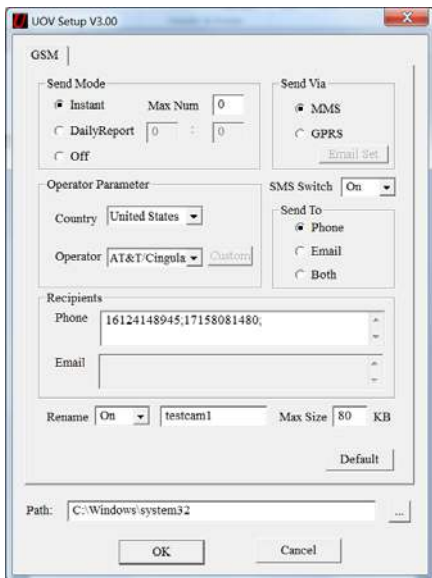


Figure 13

11) **Send Mode:**

- a. **INSTANT:** If you want the camera to send you every photo the instant it's taken, you want to choose this option.
- b. **Max Num:** You can control the numbers of photos that are sent to your device or e-mail every day. If you want to limit this, put the maximum number of photos you want the camera to send each day in the box. If you want it to send every photo regardless of the number of photos each day, set this value to **0 (zero)**
- c. **Daily Report:** This option only sends you the last photo taken each day with a report of all the other activity during the day.
- d. **OFF:** choose this option if you do not want the camera to send out the photos taken. This will make the camera perform just like a normal trail cam.

- 13) **Send Via:**
- a. **MMS:** Choose the MMS option.
 - b. **GPRS:**
- 14) **Operator Parameter:**
- a. **Country:** Choose your Country or Origin in the drop down menu.
 - b. **Operator:** Choose AT&T in the drop down menu.
- 15) **SMS Switch:** Choose the **ON** option if you want to be able to control the basic functions of your camera by texting it codes from your phone. If you do not want to have wireless control, you can leave the option at **OFF**.
- 16) **Send to:**
- a. **Phone:** Choose this option if you only want the photos sent to phone numbers
 - b. **Email:** Choose this option if you only want the photos sent to chosen e-mail addresses.
 - c. **Both:** Choose Both if you want to send to both phone numbers and e-mail addresses.

17) **Recipients:**

- a. **Phone:** Enter up to 4 different phone numbers in the phone number field. You will need to start every number with a 1 followed by the area code and phone number with no spaces or dashes. Place a semicolon (;) between each of the phone numbers with no spaces anywhere. You will need to enter a semicolon after the last entry.
 - b. **Email:** Enter up to 4 different e-mail addresses in the Email field. You will need to enter a semicolon AFTER the last entry. The Email option will only be available if you have chosen the **Email** or **Both** options.
- 18) **Rename:** If you want to change the name given to the camera to something that you can use to identify the camera, set the drop down box to **ON**. Enter the new camera name in the box.
- 19) **Max Size:** This should always be set to 80KB as that is all the wireless networks will allow.
- 20) **Default:** If you want to set the camera settings back to the original defaults before changes

were made, pick this button. You cannot go back once this button is pressed so make sure you want to re-set all the settings before you pick this button.

- 21) **Path:** The path is the location in which the settings are saved. You will see that the default location is C:\Windows\System32. **You will want to change this to point back to your SD card.** To do this you will pick the button with the 3 dots on it to the right of the path text bar. This will allow you to choose the SD card from your windows explorer. You must save this information to the SD card for the set up to take place once you put the SD card back into the camera. (Fig 14 – see example on next page)

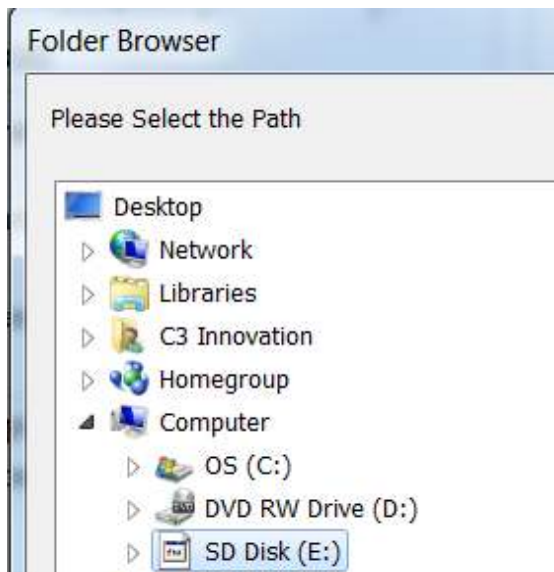


Figure 14

- 22) Press the **OK** button to accept the settings and save them to the SD card. You will see the following box pop up (Fig. 15). Pick **OK** you can then cancel the UOV Setup.

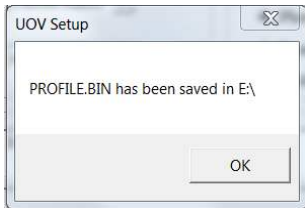


Figure 15

- 23) Remove the SD card from your computer and replace it in the camera.
- 24) Slide the **SELECTOR** switch to the **SETUP** position. Wait for the camera to go through it's set up process and find cellular service. Normally 15-20 seconds to see **update success**
- 25) Press the **MENU** button.
- 26) Press the button that has the **CAMERA** symbol on it (1) time to manually take a photo with the camera. You will know that a photo has been taken because the photo counter on the screen will say **001**.

Send a test photo:

- 27) Press the **PLAY** button to enter the Play mode and then press the **MENU** button. You will see the following screen. (Fig16)

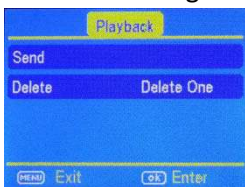


Figure 16

- 28) Press the ▼ to highlight the **SEND** option and press **OK**. (Fig 17)

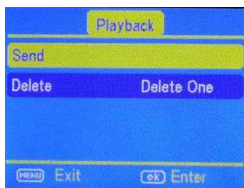


Figure 17

- 29) The LCD screen will start to count up from step 1 to 10. Once you see **Send Successful**, you have successfully sent your first photo and your camera is ready to take photos.

Understanding main screen info:

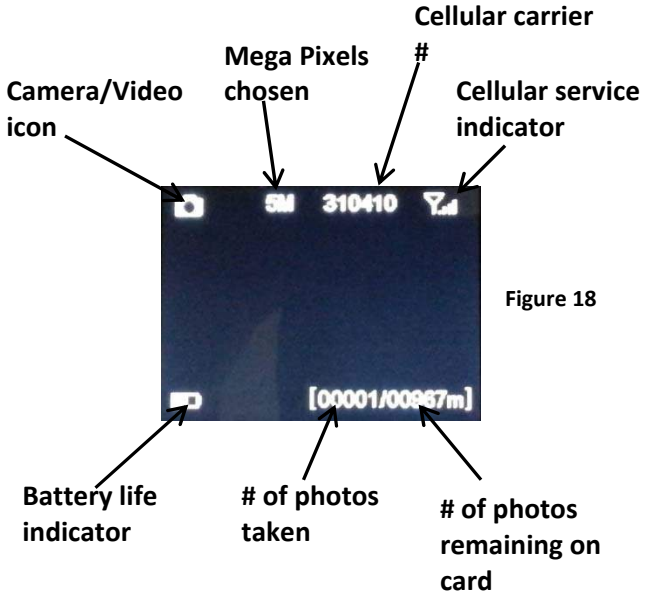


Figure 18

Customizing the camera settings:

Your camera is set to function with the default settings without any further customization. However, you will likely want to at very least set the clock and date. The following information will help you customize your camera settings so you can get the most out of the trail camera experience.

To start, Press the **MENU** button once to open the customization menus. We will start with the **CAM** system tab. You will see **CAM, PIR, GSM, and SYS** tabs across the top of the screen. **CAM** should be highlighted in yellow. (Fig 19)



Figure 19

Setting the camera mode:

Press the ▼ button to highlight the Camera Mode option in yellow. Either **Photo** or **Video** will show up in a white box to the right. Press the ► button to toggle between **Photo** or **Video** until the option you want shows in the white box. Press **OK**.

NOTE: If you do not press **OK**, your setting will return back to the previous setting.

Camera mode settings:

PHOTO SIZE: Press the ▼ or ▲ button to highlight Photo Size in yellow.

Press the ► arrow repeatedly to toggle between 3mp, 5mp, 8mp, or 12mp. Press **OK** once the desired option shows in the white box. **Keep in mind the higher the MP, the larger the file and the faster your SD card can fill up.**

PHOTO BURST: Your camera can take a 1, 2 or 3 shot burst every time the PIR is triggered to take a photo. The camera will only send the first photo of the photo burst to your phone or e-mail.

Press the ▲ or ▼ buttons to highlight the **PHOTO BURST** option: To set this function, press the ► repeatedly to show the 1 Photo, 2 Photo, or 3 Photo option. Press **OK** to save the desired setting.

Video mode settings: (Fig 20)

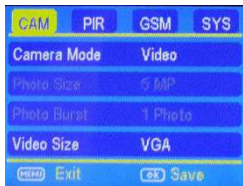


Figure 20

VIDEO SIZE: You can choose from VGA or QVGA video options.

Press the ► button to toggle between the VGA and QVGA options. Press **OK** to save the setting.

VIDEO LENGTH: You can adjust the length of time the camera takes a video from 5-60 seconds. Press the ▲ or ▼ button to highlight the **VIDEO LENGTH** option. Press the ► or ◀ buttons repeatedly to change the number of seconds shown in the white box. **Long videos fill the SD card up quickly.**

PIR tab:

Press the ▲ or ▼ buttons repeatedly until only the top tab menu is highlighted in yellow. Press the ► or ◀ button to highlight the **PIR** tab in yellow. Screen should appear like Fig. 21.

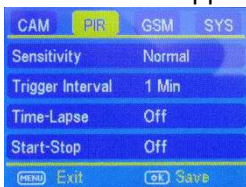


Figure 21

SENSITIVITY: There may be situations where you might feel the camera is not catching animals that are nearby or maybe the camera is triggering too easily. You can adjust the sensitivity of your camera to help with this. Under most conditions, the

NORMAL option will work the best. In high temperatures, the **HIGH** setting might help differentiate between the outside temps and the body temps of the animal. In cold conditions, you may find that the **LOW** option is best as the camera can easily differentiate the outside temps from the body temps of the subject. If you are using the time lapse function, you would choose **OFF** to turn off the PIR.

Press the ▼ button to highlight the **Sensitivity** option. Press the ► button repeatedly to toggle between the options in the white box. Once the desired option is chosen, press the **OK** button to save the setting.

TRIGGER INTERVAL: Allows you to customize how often the camera can be allowed to take a photo. Press the ▲ or ▼ arrow to highlight the **Trigger Interval option**. Repeatedly press the ► or ◀ to adjust the timing. Options are 5-60 seconds (5 second increments) and 1-60 minutes. Once you

have chosen your desired trigger interval, press the **OK** button to save the setting.

NOTE: We suggest you choose 1minute or greater for the MMS to work properly.

TIP: You can press and hold the ◀ or ▶ button to speed through the settings rather than repeatedly pressing the button.

TIME LAPSE: Press the ▼ ▲ arrow to highlight the **Time-Lapse** option. This option allows your camera to automatically take a photo without being triggered by the PIR. If you already set the **Sensitivity** to **OFF**, then the camera will only take photos when the **Time-Lapse** option is on. If you have the PIR set to **LOW, NORMAL, or HIGH**, the camera will also take photos when the PIR is triggered. To turn the **Time-Lapse** option on, use the ▶ ◀ buttons to choose a time option. 5-60 seconds (in 5 second increments) and 2-60 minutes. Once you have chosen the time option you want,

press **OK** to save the setting. The camera will continuously take photos in timed increments you set. Remember, this will generate a lot of photos and you may want to limit the number of photos sent via MMS daily.

START-STOP: If you only want your camera to be on during part of the day each day you can set the Start-Stop function. Press the ▲ ▼ buttons to highlight the Start-Stop option. The default setting is **OFF**. Press the ► button to toggle the setting to **ON** and press **OK**.

See Fig 22 & 23 below

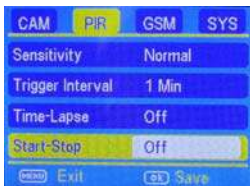


Figure 22

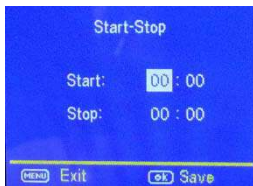


Figure 23

Once you press **OK** you will see the screen in Fig. 22. Use the ▲ ▼ buttons to set the time in hours

(military time) and press the ► button to change to minutes and use the ▲ ▼ to set the minutes.

Press the ► button to navigate to the Stop settings and repeat the process from above to set the Stop time. You can press the ► ◀ buttons to navigate back through the settings if necessary. Once you have the start-stop times set, press **OK** to save the settings.

GSM tab:

Press the ▼ ▲ buttons until just the **PIR** tab is highlighted and then use the ► to highlight the **GSM** option.

Most of the settings under the GSM tab are controlled in the original camera set up. You will not be able to make changes to these settings from the camera. You would have to repeat the steps for setting up the wireless network to make changes to these settings.

SMS SWITCH The only option that is controlled under the **GSM** tab is the **SMS Switch**. This switch controls whether you can send SMS texts to your camera to change the basic settings. If this switch is set to **ON**, you will be able to communicate with your camera via text message through your phone. If the setting is set to **OFF**, this function is disabled.

Press the ▼ button repeatedly until you highlight the **SMS Switch** option. Use the ► button to toggle

between **ON** and **OFF**. Press the **OK** button to save the settings.

Controlling your camera using SMS:

You can control many of the basic functions of your camera from your cell phone by sending it codes via text message. You can control the following functions on your camera via SMS.

- Set Camera/Video Mode
- Acquire pictures
- Add/delete e-mail addresses or phone numbers of recipients
- Show the camera's altitude and longitude

IMPORTANT NOTE: the SMS switch **MUST** be set to **ON** in the GSM set-up for the SMS function to work.

The person who has control of this function (commander phone number) is the person who is in position 1 in the GSM set up in the phone number list. This person can delete/add the subordinates of phone numbers 2, 3 and 4.

Both the “commander phone number” and the subordinates have the rights to edit the SMS command orders to control the camera. See table 1

Table 1

ITEM	SMS Command Order
Add phone number	#140#1#phone number#
Delete phone number	#140#0#phone number#
Add email address	#141#1#email address#
Delete email address	#141#0#email address#
Set Picture mode	#310#P#
Set Video mode	#310#v#
Acquire Picture	#500#
Location	#510#
MMS on	#200#On#

You will text the camera phone number that you were given with the SIM card using the codes listed above for the specific function changes.

ACQUIRE PICTURE: If you send #500# to acquire picture, the camera will capture a single picture immediately and send it to the email addresses and/or phone numbers listed in the GSM settings.

LOCATION: Your camera is equipped with a GPS locator. If your camera is lost or stolen, text #510# and it will send you back it's longitude and latitude coordinates of the location of the camera which you can then provide to the authorities for recovery. You want to be sure you use your password protection option and keep your **SMS switch** set to **ON**. If the **SMS switch** is set to **OFF**, this function will not work.

MMS ON/MMS OFF: If you want the camera to stop sending you photos, you can send the code from Table 1 to shut it **OFF** and back **ON**. If set to **OFF**, you will not receive photos or Daily reports to your phone or e-mail. Your camera will always still record all the events on the SD card.

IMPORTANT NOTE: Remember you need a 1 before each phone number and you can not use any spaces, dashes or hyphens.

SYS tab:

The SYS tab controls all the internal system information such as Setting the clock, Time stamp, Flash range, Password, Over Write, and Format. (Fig 24)



Figure 24

SETTING THE CLOCK: Scroll over to the SYS tab using the ► ◀ buttons and then press the ▼ button to highlight the **Set Clock** option. Press **OK**. You will see the following screen. (Fig 25)



Figure 25

Press the ▲ ▼ button to set the MONTH, then press the ► button to navigate to the DATE and use the ▼ ▲ buttons to set the date. Press the ► button to navigate to the year and set that using the ▲ ▼ buttons.

Navigate down to the time using the ► button and follow the same process as above to set the time. Once you have the time set, press **OK** to save the settings.

TIME STAMP: Press the ▼ button to highlight the **Time Stamp** option. The default setting for the **Time Stamp** option is **ON**. This puts the Time, Date, Temp and moon phase at the bottom of the camera. If you do not want the Time Stamp **ON**, use the ► button to toggle to the **OFF** position. Press **OK** to save the settings.

FLASH RANGE: You can set the Flash Range depending on your set up. If most of the subjects are going to be inside 20', use the 6m/20ft setting. If you need extended night vision, choose the

12m/40' option. Press the ▼ button to highlight the **Flash Range** option. Use the ► button to navigate between the two different settings. Press OK to save the settings.

PASSWORD: Press the ▼ button to highlight the **Password** option. You can password protect your camera with this setting. The default setting is **OFF**. **Make sure you write down your password or store it in your phone so you don't lose it.** If you set this option to **ON**, you will not be able to access your camera without the password. This is a very important security feature. To turn the password On, press the ► button to toggle to **ON** and press **OK**. You will see the following screen. (Fig 26).

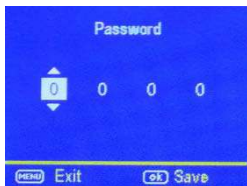


Figure 26

Use the ▲ ▼ and ► buttons to set the password. Press OK to save the settings.

OVER WRITE: The **Over Write** function will save new photos over the old photos on your SD card if it becomes full. Each time a new photo is taken the oldest photo on the card will be overwritten.

The default for this option is **OFF**. If you want to change this, Press the ▼ button to highlight the **Over Write** option and then press the ► button to toggle the setting to **ON**. Press **OK** to save the setting.

FORMAT: If you get into the field and forgot to clear your SD card before you went out, you can clear the contents of the card using the **Format** option.

If you have a new SD card, you should always format the card before you use it in the camera. To format the SD card, press the ▼ button until the **Format** option is highlighted. Press the OK button.

You will see a screen that has Yes and No on it, use the ► button to navigate to **YES** and press **OK**.

DEFAULT SET: The **Default Set** option is the last option in the **SYS** tab. If you want to start clean and re-set all the settings to the original factory default settings you will choose this option. Press the ▼ button to highlight the **Default Set** option. Press **OK**. Make sure 100% that you want to re-set all the settings to factory default as you will have to start over with the process in re-doing all the settings.

Viewing photos on the color display:

You can view your photos on the color display when in the field. If you want to do this, make sure the **Selector switch** is set to **SETUP**. Press the **Play** button. You can use the ► ◀ buttons to toggle through the photos. If you see photos you want to delete, show the image on the screen and press the **DEL** button. This will delete the photo that is showing on the screen. You will see the screen below. Use the ► button to navigate to **YES** and

press **OK**. If you do not want to delete, press the **DEL** button again and to go back. (Fig. 27)

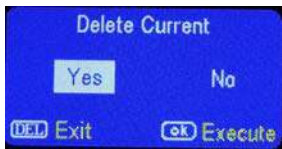


Figure 27

AUXILIARY POWER: Your camera comes with an Auxiliary power jack. If you want to hook up an external 6V battery to power the camera, you can. The jack necessary to make the connection is a standard 4mm jack.

MINI USB: Your camera comes with a mini USB cable to hook up to your computer or TV to look at the photos. Plug the small jack of the cable into the bottom of the camera. Plug the USB end into the USB port on your home computer or USB capable television. The USB will recognize the new hardware and download the proper driver to view the images or videos. The screen on the camera will say Mass Storage. If the image files don't

automatically open, you will need to open it using Windows Explorer to locate the camera. It will appear as a **removable disk**.

Troubleshooting:

COMMON ERROR MESSAGES:

“LOG IN FAIL”

“SEND FAIL”

“NETWORK BUSY”

Reasons for error:

- 1) The service in your area is not sufficient to run the camera.
- 2) There is an error when setting up the SIM card and it's locked.

Suggestions to remedy:

- 1) Re-do the UOV Set-up to make 100% sure there aren't any mistakes, check to be sure the numbers and e-mail addresses are correct without paces or mistakes.
- 2) Contact your GSM provider and make sure your SIM card is a **Text Feature Package** only and is **UNLOCKED**.
- 3) If it's a cellular service issue you may need to purchase a booster antenna from DLC Covert to help boost the signal. These can be very effective in boosting the signal to your camera in a poor signal area.
- 4) If you are still having problems, contact customer service at **877-462-1799** or e-mail them at support@dlccovert.com. If you e-mail or have to leave a message, we will get back to you as quickly as we can.

“Network Busy:”

Reasons for error:

- 1) There is a problem with the phone number or e-mail addresses.
- 2) There is not enough money on the SIM card plan.

Suggestions to remedy:

- 1) Re-do the UOV setup. Make sure there are no typos or spaces. Check to see if there is a 1 in front of the each number.
- 2) Sometimes you need to go back to just one phone number or e-mail address at a time to find where the error is. Test with just one and if it works, then add more and test.
- 3) Call in and re-up your text plan with more texts.

Cannot access the SET-UP menu:

Reasons for issue:

- 1) This only happens if you don't have a SD card in the card slot or if the SD card is corrupt.
- 2) Batteries are too low

Suggestions to remedy

- 1) Install a SD card or Install a new SD card
- 2) Replace the batteries.

Tricks and tips on field setup:

- For best results, mount the camera approximately 4 feet off the ground facing straight forward as level as possible.
- To enhance the flash, we recommend positioning the camera in an area with a backdrop to reflect the maximum amount of light. For instance, place the camera 20-30' from a field edge facing the woods. For the inside of timber, positioning the camera facing a thicket approximately 20-30' away.

- Try to set the camera up so it's not facing directly into the sun either in the morning or the evening when game movement is at its peak.
- Use the Covert Tree60 mounting system to mount the camera up higher pointing down on them for a better look. Works great when you don't have a straight tree to attach to.
www.dlccovert.com.

Warranty: DLC Covert warranties this product for a period of 1 year from the date of purchase. This warranty only covers manufacturer's defects and does not cover damage caused by misuse or abuse of the product. If you have problems with this product, please do not contact the store you purchased it from. Contact DLC Customer service toll free at 877-462-1799 or e-mail us at support@dlccovert.com. Proof of purchase will be required for replacement.

Warranty Policy and Procedure:

Covert Scouting Cameras, Inc. warrants the cameras will be free from defects in materials and workmanship for a period of one (1) year from date of purchase. If the product proves defective during the warranty period, Covert, at its option , will:

1. Repair the product by means of telephone support, E-mail or depot service at no charge for parts or labor, shipping prepaid by customer, return shipping prepaid by Covert. (US only) Return shipping to be billed to

customer and must be paid prior to shipping, if camera is not found to be defective in materials or workmanship.

2. Replace the product with a comparable product which may be new or refurbished. (Warranty is not extended beyond original purchase date.)
3. Covert recommends the customer first utilize support materials shipped with the product, product diagnostics, information contained on the Web, and e-mail support. If unsuccessful, to obtain service under this warranty, the customer must notify Covert Telephone Support or Covert Support e-mail, of the defect before the expiration of the warranty period. Customers will provide appropriate assistance to Telephone Support personnel to resolve issues

If telephone support is unsuccessful, Covert or its authorized dealer will instruct the customer on how to receive warranty repaid as provided below.

- Service is available in the United States.

- Outside the US, service is available through the distributor/reseller of purchase.
 - All returns must have a RMA number provided by Covert. Copy of Proof of Purchase required for all returns.
 - Covert is not responsible for lost or damaged merchandise incurred during the shipping process.
 - Insurance for returns is at the discretion of the customer, additional charges apply for return shipping.

Covert reserves the right to charge for service in exception cases. A description of the depot process may be obtained from the authorized Covert reseller/distributor. Depot service is at Covert's or it's authorized dealer's sole discretion and is considered an option of last resort.

In the maintenance of the product, Covert may use new or equivalent to new parts, assemblies or products for equal or improved quality. All defective parts, assemblies, and products become

the property of Covert. Covert may require the return of parts, assemblies and products to a designated Covert Depot or the Covert representative from which the part, assembly, or product was originally purchased. Return and claims will be handled according to the current Covert procedure.

These warranties shall not apply to any defect, failure or damage caused by improper use or improper or inadequate maintenance and care. Covert shall not be obligated under these warranties:

- a. To repair damage resulting from attempts by personnel other than Covert representatives to install, repair or service the product unless directed by a Covert representative.
- b. To repair damage, malfunction or degradation of performance resulting from improper use or connection to incompatible equipment or memory.

- c. To repair damage, malfunction, or degradation of performance caused by the use of non-Covert supplies or consumables or the use of Covert supplies not specified for use with this product.
- d. To repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability.
- e. To perform user maintenance or cleaning or to repair damage, malfunction.
- f. To repair damage, malfunction or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the user manual.
- g. To repair damage, malfunction or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials

- h. Failure to register the product warranty within 10 days of purchase.
- i. To replace items that have been refilled, are used up, abused, misused, or tampered with in any way.
- j. To install replacement items that are not considered customer replaceable.
- k. To support software not supplied by Covert
- l. To provide software or firmware updates or upgrades.

Any service identified in the above list and provided by Covert at the Customer's request shall be invoiced to the customer, at Covert's then current rates for parts, labor and shipping.

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