

Hybrid
Black cam
BCH-1000
USER MANUAL



Ver 1.0E

Thank you for purchasing product from HID Solution Co., Ltd.

HID Solution makes every effort to get closer to its customers.

This Manual contains operating instructions for your black box.

To ensure the safe use of the product, please read the Manual carefully before using the product.

Warranty and Support

- Our official website is at <http://www.hidsolution.com>.
- Get firmware updates and download the User Manual from our official website.
- HID Solution makes no warranty, either implied or otherwise, as to sales activities, or the appropriateness thereof, other than those permitted by the company.

Copyright and Trademark

- All the information contained in this Manual is protected under the Copyright Act.
- HID Solution retains all rights to the program, which are protected under the Copyright Act.
- This Manual was prepared on the basis of the current product specification, and the examples, tables and charts, illustrative images, detailed features of the product, and its hardware and software requirements may be subject to change without prior notice.

Product Overview

- This product is an assistive device installed in automobiles to record driving video data.
- Depending on the car's state or driving conditions, some features may not be supported. The device also does not guarantee all events are recorded. If an accident occurs due to a shock, which is too great to be detected by the built-in shock sensor, the accident may not be recorded.
- The Warranty is issued at the time of purchase of the product and is not re-issued.

Equipment for Office Use (Class A) (Broadcasting and Communication Equipment for Office Use)

Sellers and Users must note that this equipment is for office use (Class A) and certified with a radio waves suitability registration, and the equipment is intended for use in areas other than homes.

1. Name of apparatus (model name) : BCH-1000 2. Certification number : MSIP-REM-HiD-BCH1000 3. Name of certified company : HID Solution Co., Ltd.
4. Date of manufacture : Indicated on the packaging box. 5. Manufacturer/Country of origin : HID Solution Co., Ltd. / Republic of Korea

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This unit was tested with shielded cables on the peripheral devices. Shielded cables must be used with the unit to insure compliance.



CAUTION

Any changes or modifications to the equipment not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Welcome

Thank you for purchasing Black Cam BCH-1000

HID SOLUTION

CONTENTS

1. Before Using the Product	9
Safety Precautions	
Package Components	
Names and Functions of Parts	
Installing the Product	
Connecting the Product	
2. Instructions for Use	21
Starting the Product	
Main Menu	
Product Settings	
Playing Files	
Safe Driving Guides Settings	

CONTENTS

3. Additional Instructions 33

Over Temperature Protection Feature
Product Specification

4. Customer Service Overview 37

Failure Self-Check
Free Repair Policy
Customer Service Overview
Warranty
Repair Request Form

1

Before Using the Product

Safety Precautions
Package Components
Names and Functions of Parts
Installing the Product
Connecting the Product

Safety Precautions

To ensure the user's safety and prevent property damage, please read the following precautions carefully before using the product.

The company is not responsible for any accidents arising from failure to follow the warnings or precautions. Unauthorized installation of the product will not be covered by the warranty. Make sure to ask an expert at a designated place to perform the installation.



In the event that a violation of the instructions is expected to result in personal injury or damage

- Since changing the location of the product's installation may change in the camera angle, adjust the camera angle and check recorded videos after the installation. If incorrectly installed, the device may not be recording properly.
- Since this product uses a camera to record videos of a car driving, the quality of recording may deteriorate when the car enters or exists a tunnel, during the day when a harsh shadow is cast on an object or when there is a strong backlight, or at night and in complete darkness.
- During startup, the product does not record any videos. Drive safely once the product has started.
Do not apply excessive window tinting, which can prevent recording. Depending on the degree of tinting, the image's white balance and clarity may vary.
- In case of damage to the product or power disconnection due to a serious accident, a video of the accident may not have been recorded. Please note that under the Personal Information Protection Act and the applicable laws, the user is responsible for any legal actions taken in connection with the data stored using the product's video and audio recording features.
- To ensure optimum picture quality, keep the front window clean before starting recording.

Safety Precautions

To ensure the user's safety and prevent property damage, please read the following precautions carefully before using the product.

- If the black box's lens is covered with any foreign objects (fingerprints), it can adversely affect recorded images. Always keep the lens clean.
- Never use the micro USB cable to charge another device (e.g. smartphone) other than the black box. If the cable is connected to another device, it can cause damage to the product, for which the user is solely responsible.
- Keep the product away from direct sunlight. Do not store the product in a completely closed car or in a humid location. An increase in temperature inside the vehicle can cause damage to the product. If a liquid or foreign object has gotten into the product, immediately disconnect the device and ask our Customer Service Center for repairs. In particular, when cleaning the product, keep it away from water or wax.
- A memory card is a consumable product. For long-term use, the memory card should be formatted on a periodic basis.
(Memory card formatting scheduling)
- Keep the product out of reach of infants, children and pets.
- Never clean the product using a detergent or other chemicals. Use a soft cloth and gently wipe it.
- If the memory card has insufficient storage, old record files can be deleted according to the established rules. Make backups of important record files using a separate storage device.
- When using the components used in the product, use the authentic products distributed by HID Solution Co., Ltd. The user is solely responsible for any failure or accidents arising from the use of components other than those provided by the company.

Safety Precautions

To ensure the user's safety and prevent property damage, please read the following precautions carefully before using the product.



WARNING

If a violation of the instructions is expected to result in the user's death or serious injury.

- Unauthorized disassembly or remodeling of the product is not allowed. An electric shock or the disassembly of the product can cause the loss of recorded video data.
- Never cover the black box with a cloth or other covering material. Continuous heating can cause the deformation of the exterior or a fire.
- Never use the product at voltages other than the rated voltage. Otherwise, it can cause an explosion, fire, or failure.
- Never let any metals or flammable substances into the memory card slot of the black box. Otherwise, it can cause a fire or electric shock.
- Never use the product in a location in an explosive or flammable gas atmosphere. Otherwise, it can cause ignition or explosion.
- If the black box is used for a long time, the heat generated inside can cause a burn to a body part contacting the product. Never touch the metal parts when removing the memory card after using the product for a long time.
- Never operate the product while driving. Operating it while driving can cause an accident.
- Never touch the power cord with wet hands. Otherwise, it can cause an electric shock.
- Never use damaged power cords. Otherwise, it can cause a fire or electric shock.
- Make sure that the power cord goes all the way in so that it does not move. Insecure connection can cause a fire.
- Do not exert excessive force when pulling or bending the power cord. Do not place a heavy object on top of the power cord. Otherwise, it can cause a fire.
- Keep the power cord or the product away from a heat-emitting product (a heater or a hot fan).
- Never cut or remodel the power cord.
- If the product is not used for a long time, disconnect the power cord from the product. If the cord remains connected, it can cause a car battery drain or a fire.

Package Components

The components may be subject to change without prior notice to enhance the product's performance or quality.



Front Camera



Rear Camera



Product Holder
(Front/Rear)



Memory Card
& Card Adapter



Cigar Jack
Power Cable



External GPS
Receiver



Rear Camera
Connection Cable



Uninterruptible
Power Cable



Hex Wrench



Manual



Double Sided Tape
(4EA)

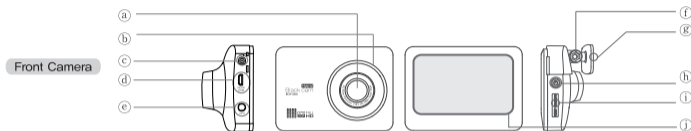


Cable Holder Clips
(3EA)

- ※ Make sure to connect the package components using the authentic cables provided by HID Solution Co., Ltd.
Memory cards are consumable parts. They need be frequently replaced after being used for a long time.
(The company provides a warranty for 6 months after the date of purchase.)

Names and Functions of Parts

The actual product may vary from the images shown. The terminal that connects the rear camera cannot be connected to any other device.



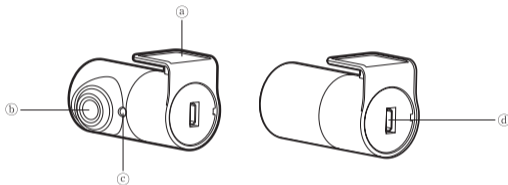
	Name	Description of the functions
①	Camera lens	Records images of the front side of the car.
②	LED status indicator	Display the operational status of the product.
③	Power connector	Connects the power cord.
④	Rear camera terminal	Connects the rear camera.
⑤	GPS terminal	Connects with external GPS.
⑥	Stationary screw	Holds the product body securely in place after the body is coupled to the mount.
⑦	Product holder	Holds the product securely in the vehicle
⑧	Power button	Press and hold this button during recording to finish recording and turn the device off. and hold it again to turn it on and start recording. Press briefly to start manual event recording.
⑨	Memory card cover	Protects the memory card inserted into the memory card slot.
⑩	LCD	Displays a video being recorded and allows control of the product using the given menu.

** Press the power button briefly during recording to manually record an event.

Names and Functions of Parts

The actual product may vary from the images shown.

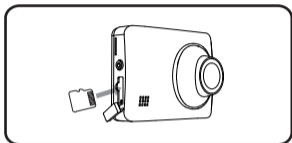
The terminal that connects the rear camera cannot be connected to any other device.



	Name	Description of the functions
(a)	Rear mount	The surface on which the rear camera is clamped.
(b)	Camera lens	Records images of the rear side of the car.
(c)	Operating status LED	Displays the operating status of the device.
(d)	Cable connection terminal	Connects a cable to the front camera.

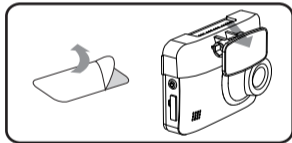
Installing the Product

The actual product may vary from the images shown.



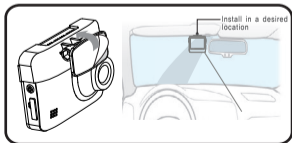
Insert the memory card into the memory card slot in the direction of the arrow.

Exerting excessive force when inserting the memory card or inserting it in reverse direction can cause damage to the memory, for which the user is solely responsible.



Remove the release paper from the double-sided tape and attach it to the mount.

To ensure appropriate images, it is recommended to install on the back of the room mirror at the top of the front window.



To ensure appropriate images, it is recommended to install on the back of the room mirror at the top of the front window.

If the tape is removed once, its adhesive power deteriorates considerably. Therefore, carefully choose a location before attaching the tape. The double-sided tape may be available as already attached to the mount.

Installing the Product

The actual product may vary from the images shown.



Turn the front camera unit and adjust to an appropriate angle.

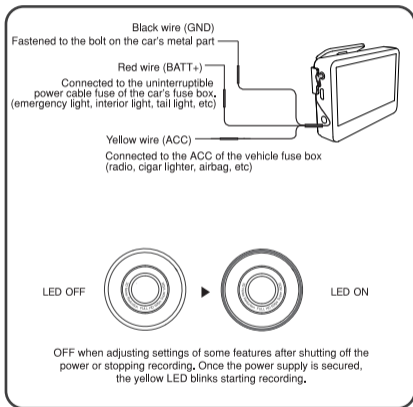
Adjust the camera angle so that 10 to 20% of the car's bonnet can be shown on the recorder display. (May vary depending on the car type or installation environment.) Use the hex wrench to tighten the screws and hold the product securely in place.



CAUTION

When installed along with the navigation system, make sure to provide adequate spacing between the two products along the diagonal line so that they are not positioned perpendicularly. [In certain areas with weak sensitivity to DMB/GPS, reception may decrease.]

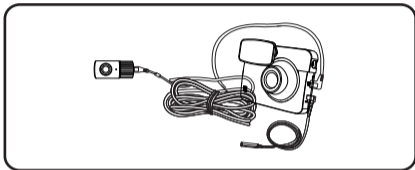
Connecting the Product - Uninterruptible Power Cable



When connected to a uninterruptible power cable, the product can record while the car shuts off.

Carefully read the instructions before installing the uninterruptible power cable. Each cable must be installed and held secure in a designated location. (Incorrect wiring can cause reverse voltage, resulting in serious problems with the product and the car.) For some cars, different wiring schemes may apply. Please ask a designated place for installation.

Connecting the Product - Connecting the Rear Camera / External GPS



Once the rear camera is connected, the rear camera LED turns on, allowing the front and back sides of the vehicle to be simultaneously recorded via two channels.

Connect an external GPS to check the location of a video on the map of the PC viewer.

※ External GPS must be purchased separately.

2

Instructions for Use

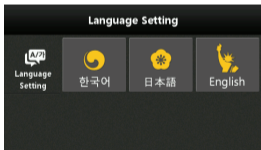
Starting the Product
Main Menu
Product Settings
Playing Files
Safe Driving Guide Settings

Starting the Product



Startup LOGO

The booting image of BCH-1000 is displayed.



Language Settings

The language must be reset when the memory card has been formatted on the PC.

Starting the Product

LIVE VIEW

The booting image of BCH-1000 is displayed.

Home (Main Menu)

Press the Home button to display the Settings menu.



Parking Recording Settings

When is Parking Recording mode, you can set to 3 levels of OFF, Record Front Only and Record Front and Rear.

Defog Feature (defogging car windows)

The feature defogs the car's windows in foggy conditions to enhance the product's clarity.

LDWS Function

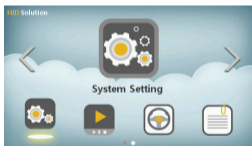
When click icon it can set to OFF/50km/60km/70km

PIP Feature

While the rear camera is connected, touch the PIP feature to switch front and back live views.

Main Menu

The menu appears when you touch the Home button on the Live View LCD display.



Touch the top icon in question to access respective settings.

Touch to move between pages.



Live View

Start recording the vehicles' driving. Enter Live View mode and start recording.



Camera Settings

During entry, change recording quality settings for the front and rear cameras.



Sound Settings

During entry, change touch sound, volume, and sound recording settings.



Memory Settings

During entry, change memory card formatting, formatting scheduling, and memory allocation settings.



System Settings

During entry, change security LED, touch correcting, time, and LCD/battery protection settings.



Playing Files

During entry, you can check saved video files.



BCH-1000 Information

During entry, you can check information about firmware and the product.



Safe Driving Guide Settings

Setting Up MY Car(Bonnet's position/horizontal position) for LDWS function.

Product Settings - Camera Settings/Sound Settings/Memory Settings



camera settings

Front Camera

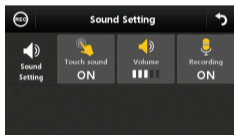
Brightness Settings: Touch Average, Dim or Bright and you can change settings.

Enlarge Driving Image: When turned on, the feature shows an image 1.5 times as big as that of the vehicle driving.

Rear Camera

Tint Settings: Apply an appropriate tuning value (15%, 30%, and 50%) for the level of tint on the car's back window

Left-Right Reverse Settings: You can set View Original and View Reverse Image.



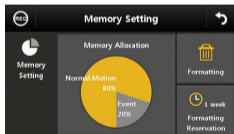
sound settings

Sound Settings

Touch the Touch Sound ON/OFF, and you can change settings.

Volume: Settings from Mute to levels 1 to 5 can be changed.

Touch the Voice Recording ON/OFF, and you can change settings.



memory settings

Memory Settings

feature controls the memory areas applicable to driving, motion, and event.

Driving, motion: 80%, Event: 20%

Driving, motion: 60%, Event: 40%

Driving, motion: 50%, Event: 50%

Driving, motion: 30%, Event: 70%

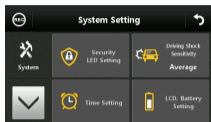


You can access Recording Driving after changes in settings are saved.



Move to the previous Menu screen before changes in settings are saved.

Product Settings - System Settings



system
settings

Security LED Setting

LED Pattern can be adjusted for motion and event recording.

Front Camera : OFF/Blink/Fast Blink/Two times rotation/ Three times rotation

Rear Camera : OFF/Blink/Fast Blink

Driving Shock Sensitivity Settings

You can set to 6 levels of OFF / Very Insensitive / Average / Sensitive / Very Sensitive

Time Settings

Set a time by touching areas.

Touch the desired area among Year, Month, Day, Hour, Min, and touch the UP/DOWN to set a time.

When a GPS is connected, the time is automatically fixed.

For accurate GPS time correcting, The UTC time can be set in different countries.



LCD Settings

LCD Brightness Settings: You can set to 4 levels of Low, Average, High and Very High.

LCD OFF Settings: You can set to 5 levels of 30 seconds and 1, 2, 3, 5 minutes.



Touch Correcting

Touch correcting is necessary to prevent malfunction by touch due to long-term use. If you feel like incorrect coordinates are being pressed, please correct the touches.

Battery Protection Settings

Cutoff Voltage : 12V Vehicles - OFF / 11.5V / 11.8V / 12.1V / 12.4V

24V Vehicles - OFF / 23.0V / 23.6V 24.2V / 24.8V

Parking Recording Settings : You can set Auto OFF in 3 / 5 / 10 / 24 / 48 / 72 hours.

As for the Battery Protection feature, the cutoff voltage setting takes precedence.



Parking Recording (System Settings in 2 Pages)

Driving Shock Sensitivity Settings: You can set to 5 levels of

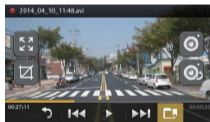
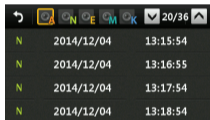
OFF / Very Insensitive / Average / Sensitive / Very Sensitive

Parking Motion Sensitivity Settings : You can set to 4 levels of OFF / Insensitive / Average / Sensitive

Parking Recording Quality Options : You can set to 3 levels of Low Definition / Mid Definition / High Definition

Parking Recording Settings : You can set to 3 levels of OFF / Record Front Only / Record Front and Rear.

View Product Information / Playing Files



BCH-1000
information

View Product Information

Language Settings : A language can be set for each country

Default Information: The date of operation and the version of firmware can be checked.

Date of Initial Operation: Once a time has been set after the startup of the product, the date of operation cannot be changed.



playing
files



Arrange all record files so that they can be shown in chronological order.



Arrange only driving record files so that they can be shown in chronological order.



Arrange only driving record files so that they can be shown in chronological order.



Arrange only motion record files so that they can be shown in chronological order.



Arrange only files saved to the Keep folder so that they can be shown in chronological order.



Choose Front Camera Button



Choose Rear Camera Button



Enlarge Button



Screenshot Button



Enlarge Screenshot Feature (1x, 2x, 3x, 4x)



Keep Button: Button used to save desired videos

- The Keep Button is used to copy important video files to the Keep Folder in the memory card. Files copied to the Keep Folder are not overwritten with video files continuously being recorded. However, if the allocated capacity of the Keep Folder is exceeded, the oldest existing files are deleted and copied.
- When formatting the memory card, video files in the Keep Folder are also deleted. Therefore, make sure to back up important files before formatting.

Safe Driving Guide Settings - LDWS



Safe Driving
Guide Settings

Lane Departure Warning System Setup

Please setup the speed that consists of OFF/50km/60km/70km.

Clicking icons can change the speed.

※ To use this function properly external GPS should be connected to the device.

LDWS Function : OFF

Turn off the function.



LDWS Function : ON

-You can choose speeds among 50km/60km/70km.

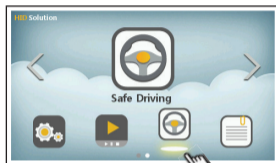
The speed will be changed accordingly.

-Screen color will be changed when the car leaves line at speeds above the setting speed.

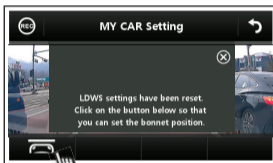


Safe Driving Guide Settings - MY CAR Setup

Please follow below procedures.



① Click safe driving guard



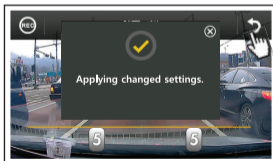
② MY CAR setup ▶ Click bonnet position setup. Above picture will be displayed in the first setting. this can be adjusted from manual setup



③ Using up/down arrow to setup the bonnet position.



④ MY CAR Setup ▶ Click Auto Setting.



⑤ LDWS tier sensitivity level will automatically be set, after setup please click save button.



⑥ MY Car Setup ▶ Click the Manual Setup

Safe Driving Guide Settings - MY CAR Setting procedure

Please follow below procedures.



⑦ Manual Setting ▶ Horizon position setting



⑧ Select up/down arrow horizon position



⑨ When set the tire manual setting, you can choose simultaneous setting or separate settings.



⑩ Set the sensitivity level of left-sided tier for separate settings.



⑪ Selecting left-right arrow to save sensitivity level of tiers



⑫ Set the sensitivity level for right-sided tier like left-sided tier.

Safe Driving Guide Settings - Alarm Setup

LDWS Alarm Setting.



LDWS Alarm Setting.

It has 5 different levels and it operates differently from voice setting in the system setup.

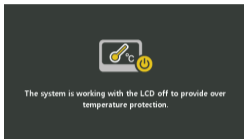
※ Touch the buttons to change the alarm levels.

3

Additional Instructions

Additional Instructions
Product Specification

Over Temperature Protection Feature



LCD Over Temperature Protection Feature

In high-temperature conditions, the product continues recording with the LCD off to protect the LCD. While in LCD Over Temperature Protection mode, a voice message appears, "To protect the LCD, the system is operating with the LCD off." Then based on the recording status, the black box performs recording. Once the temperature inside the vehicle decreases, the protection mode turns off and the system returns to normal operation.

System Protection Feature

If the temperature inside the vehicle continues to increase over a certain time even after the LCD Over Temperature Protection mode is turned on, a voice message is displayed, "Shut down the system for over-temperature protection" and the system turns OFF automatically.

※ To ensure stability during use, keep the car windows slightly open in direct sunlight during the summer to reduce the temperature in the car and proceed with stable recording.

Product Specification

Item	Specification	Notes
Lens	Front: 5-Glass Structure F2.0 non-spherical lens / Back: 4-Glass F2.0	
Image sensor	2 million pixel CMOS Image Sensor / 1 million pixel CMOS Image Sensor	1/3 inch
LCD	3.5" wide type LCD with an R-touch	16:9 ide (480*272)
Recording resolution	Channel 1 = Front, 1920 X 1080P, 30fps Channel 2 = Front: 1920 X 1080P, 25fps, Back: 1280 X 720P, 20fps	
Recording angle	Front angle =126 Back angle =120	
Video encoding	H.264	
Types of record files	Ordinary files, event files, motion files, screenshot files	
Audio recording	PCM	
Battery voltage control	Built-in voltage sensor circuit	
Software	PC Manager (for Windows PC)	
Size and weight	93 x 65 x 17mm / Front : 140g / Back : 30g	
Storage (memory)	Up to 128GB memory card supported	Front & rear camera holder included
Working temperature	-20 ℃ ~ +70 ℃	
Power supply	DC 12V ~ 24V	
Other	G-sensor, speaker, LED status indicator, rear camera / external GPS terminal	

Motion files are recorded only when the system is connected to a regular power supply. [For parking recording]
When a GPS is connected, you can check your car's driving speed and location information on the PC Viewer.

4

Customer Service Overview

Failure Self Check List

Free Repair Policy

Customer Service Overview

Warranty

Repair Request Form

Failure Self - Check List

The system does not record videos.

The memory card has a limited service life. When used for a long time, the memory card may not function properly. It is recommended to format the memory card on a regular basis.

The system does not record voices.

Check the Voice Recording settings. If it is properly set, check whether the microphone port is blocked.

The LCD is not working.

The LCD monitor automatically turns on when the car starts up. However, after a certain period of time, the LCD is supposed to turn off. Touch anywhere on the LCD to turn it on. If the display does not turn on even after it is touched, contact our Customer Service Center.

The PC Viewer does not display the map.

This product supports an external GPS (available separately). Check whether the product body is connected. If it still does not connect, check whether satellite connection is available in your location.

The power does not turn on.

If the power does not turn on even after the power cord packaged with the product is used, disconnect the power cord and re-connect it. If the power still does not turn on, contact our Customer Service Center.

The driving video is too shaky.

Check whether the mount of the product is held securely in place. If it still moves, tighten the screws with a hex wrench, or fix it using double-sided tape.

The display is dark.

The display may appear dark depending on the tint level of the car. In this case, install the product in a location with low tint levels, or adjust the camera's brightness in System Settings.

Files are not being copied to the memory card.

Format the memory card and try it again. If you still cannot copy files after formatting the card, contact our Customer Service Center.

Free Repair Policy

- A. During the warranty period, you are entitled to a free of charge repair if your product has failed under normal conditions according to the precautions and instructions, including the attached Instructions attached hereto. When requesting a free of charge repair, please bring the warranty attached to the last page of this Manual.
- B. The warranty is valid for 12 months from the date of purchase. If you do not bring the warranty with you, or if there is no proof of the date of purchase, the warranty period is set to 15 months from the date of manufacture under the company's policy.

/As for the memory card supplied with the body of the product, a warranty period of 6 months applies.

/As for consumables, a separate warranty period applies.

- C. Even during the warranty period, the company will charge for repair services in the following cases.

- Failure or damage caused by incorrect use, unauthorized remodeling, or incorrect connection.
- Failure or damage caused by a fire, earthquake, flood, lightning, other force majeure events, pollution, salt stress, gas damage (toxic gases), or the use of a voltage or power supply other than the specified voltage or power supply.
- The service life of parts has expired. (Consumables)

/The warranty period for the power supply unit for vehicles (regular power cord) is 12 months.

/There is no warranty period for the fuse in the car's connector.

/The warranty period for other accessories (micro USB cable) and consumables is 3 months.

- Failure caused by the user's use of improper supplies or media connected to an unauthorized software or device, which is not supplied with the product.
- Errors caused by virus

Free Repair Policy

- Incorrect use mistaken for an error. (which can be handled by phone, email, or website visit)
 - Damage or error caused by the customer's mistake or careless storage.
 - Error caused by repairs or disassembly performed by a person other than the company's service personnel.
 - Failure or damage caused by improper handling in transportation, including dropping, after the purchase.
- D. The application of the warranty is limited to the hardware parts of this product and the bundled software supplied with the product. For any recovery job (software re-installation and configuration) with regard to problems not arising from the hardware parts or bundled software, the company may charge extra service fees.
- The company's warranty does not cover the data, programs, and configuration data recorded in this product's recording device (micro SD card).
- E. Before repairs, the company asks you to make a backup.
- F. Since the warranty and the hardware serial number of the product are not re-issued, please keep them safely.

Customer Service Information

/ Website

<http://www.hidsolution.com>

/ Shipping Address

Customer Support Team of HID Solution, #405, IT Mirae Tower, 33, Digital-ro9-gil, Gasan-dong, Geumcheon-gu, Seoul

/ Customer Service Center

HID Solution, #405, IT Mirae Tower, 33, Digital-ro9-gil, Gasan-dong, Geumcheon-gu, Seoul

/ Business Hours

☎ 82-1899-5448

Monday to Friday (10:00 ~18:00 / Lunch Time 12:00 ~ 13:00)

/ E-mail

blackcam@hidsolution.com

For parcel services, it takes four to five days. (It may take a day or two more if the weekend is included.)

Please complete the Repair Request Form enclosed with the Manual.

Make a backup of any important data in advance. During a repair service, data loss may occur.

The company is not responsible for any data loss during repairs.

Please specify your telephone number and address. (Specify your contact information for faster delivery.)

**BCH-1000 is covered by a 1-Year Limited Warranty by manufacturer.

Details are available at www.hidsolution.com

Warranty

This product has been delivered for domestic use within the Republic of Korea after having passed strict quality management and inspection. If any defect in workmanship or natural failure occurs during the warranty period, the company provides warranty service according to the information contained in the Warranty below.

Model Name		
Product Serial Number		
Warranty Period	Body	1year
	All accessories (consumables)	3 months / Memory card– 6 months (See the information contained in the Warranty)
Date of purchase	year month day (Purchase Place :)	

Repair Request Form

Model & Capacity	(Model Name)	(Memory Capacity)	Product Serial Number	
Request Details	(Detailed request may lead to more accurate and faster service)			
Customer Name			Contact	
Delivery Address				

[IMPORTANT]

To perform accurate and fast repairs, the data stored on the product (videos, music, and other files) may be inadvertently deleted. Please make backups of your data before requesting a service. Please note also that the company is not responsible for any data deleted during repairs. Before requesting repairs, please back up your data. Thank you for your cooperation.

[Data Backup Check] Have you made a backup of your data? ☐ Yes ☐ No

※ If you have not checked for data backups, or checked "No" repairs can be delayed.

Please check the "Yes" box after making a backup.



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