

QZ III Pole Video Inspection Camera User Guide

P/N QT901, v (2)



CUES Manhole Inspection Division

3600 Rio Vista Avenue
Orlando, Florida 32805



CUES® equipment is designed to be easy to use during day to day operation. However, it is powered electrically and thus must be operated with care and safety. PLEASE READ THE INFORMATION ON SAFETY AND MAINTENANCE EVEN IF THE SYSTEM IS SET UP BY SOMEONE ELSE.

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Styles and specifications are subject to change without notice.

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SAFETY PRECAUTIONS

Precautions must always be taken when operating electronic equipment. Exposed wires, damaged equipment, or improper operation can lead to a dangerous situation.

Please take a few minutes and read this entire manual prior to operating the equipment. Follow all safety procedures and thoroughly inspect equipment prior to use each day. This will help the equipment retain its full value and will reduce the risk of injury, property, and/or equipment damage.



- Read the entire manual before attempting to connect or operate any equipment.
- Connect and disconnect cables only when the electric power is turned OFF.
- Never remove protection covers from the equipment or power generator. Internal repairs should only be done by an authorized CUES technician.
- If using a portable generator, always place it in an open area away from other equipment, manholes or obstructions prior to start-up; do not use a portable generator in an enclosed area.
- Upon receipt of the equipment, check for visible damage. If there is any evidence of rough handling, if damage is found, or if any equipment is missing, please contact the CUES Customer Service at 1-800-327-7791.

PERSONAL SAFETY EQUIPMENT & TRAINING

CUES stresses the use of appropriate safety equipment while working in and around manholes and during system operation. Safety should constantly remain the utmost priority. NOTE: The user of CUES products is responsible for all training and operation under federal, state and local guidelines and regulations for both confined space entry and traffic control. Recommended safety equipment includes but is not limited to the following:

- Safety goggles
- Work gloves
- Steel-toed boots
- Reflective vests
- Hard hats
- Filter masks (full respirators may be necessary)
- Flashlights
- Safety lines
- Traffic warning signs
- Traffic cones
- Gas detectors
- Ventilation fans

CUES ® makes no warranty for the use of its products and assumes no responsibility for any errors or omissions in this document or for incidental or consequential damages resulting from misuse of the products.

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INTRODUCTION

This manual provides setup, operation, troubleshooting, and maintenance instructions for the CUES QZ3 Portable Video Inspection Camera. The CUES QZ3 camera uses proven video technology to provide a versatile tool for areas that are difficult to access, such as manholes, pipelines, vessels, and tanks.

QZ3 is a lightweight, portable, video inspection system that can be operated by one person. Accomplish safe-viewing in industrial or environmental areas with no man entry. Perform swift inspections and surveys of pipelines, wet wells, manholes, sewer treatment plants, steam generators, tanks, vessels, and other areas that are difficult to reach. QZ3 can also be used to locate lateral services or to identify a blockage at a manhole, access port, or other entry point without entering the line or structure.

QZ3 is mounted on a lightweight carbon fiber adjustable telescopic pole that can extend up to 24' (optional 34' pole is available). Get full HD views of cracks, breaks, pipe separations, scale, and various defect conditions from hundreds of feet away!

For additional information or questions regarding your specific system, please contact the CUES Customer Service Department at 1-800-327-7791.



QZ3 SPECIFICATIONS

Video Specs

- Imager: 1/2.8 CMOS
- Zoom: 360x (30x Optical, 12x Digital)
- Resolution: FULL HD 1080p (1920 x 1080)
- Functions
 - Zoom
 - Focus (auto/manual)
 - Zoom (auto/manual)
 - Automatic Image Stabilization
- Field of View: 63.7-2.3 degrees (Wide to Tele)
- Sensitivity: 0.01 lux

Illumination

- Multiple Aspheric Projection (M.A.P.) Lighting
 - Six LEDs illuminated in pairs for NEAR/MID/LONG range lighting
 - Lighting overlaps to eliminate dead spots in center of image
- 2 LED flood lights- evenly illuminate surrounding for close range inspection

Camera Head

- Connections- USB Download Port
- Submersible to 1m
- Construction: Anodized Aluminum, High Strength Polymer, Rubber
- Sensors- Humidity, Pressure, Temperature, Incline

Wireless System

- Wi-Fi Standard-IEEE 802.11g/n
- Frequency: 2.4GHz

Height Adjustment Rod

- Pipe Diameter Compatibility: 6-72"
- Mechanism: Depth Rod

Battery

- Battery Quantity: 2
- Battery Capacity: 6.8 Ah
- Optional Extended Battery Pack Available: 8.3 Ah

Pole/Bipod/Tripod

- Length: 24ft Telescoping Carbon Fiber (34ft available)
 - Convertible Tripod/Bipod Accessory
-

Tablet/Interface

- Samsung Ruggedized Android Tablet
- Protective Case
- Anti-Glare Screen Treatment
- Connection: Connect to any QZ3 in range
- Controls for Illumination, Zoom, Focus, Exposure
- Battery Life Indication
- Capture: Record Video and Still Images
- Manage/Transfer Captured Media
- Text Overlay-Asset ID
- User Interface Compatible With Most Any Wi-Fi Enabled Device

Warranty

- CUES Standard 1 Year Warranty
-



PHYSICAL SETUP



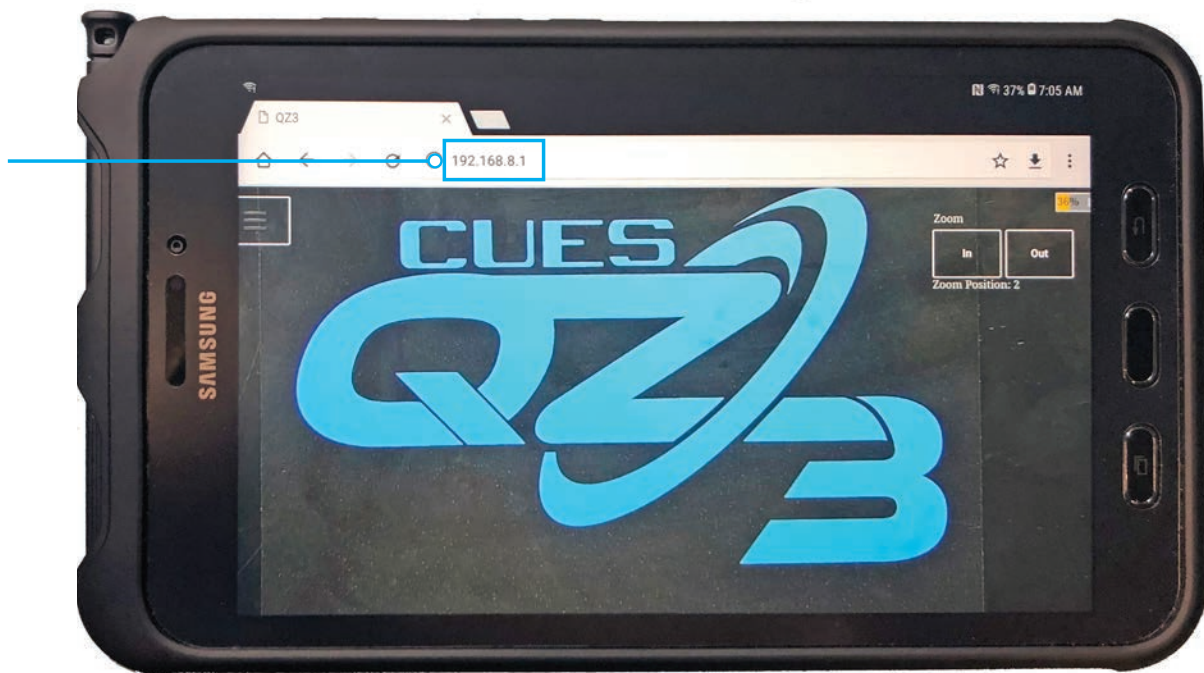
IMPORTANT! Ensure that the camera is shut off and the batteries disconnected when not in use.

1. Remove the quick release pin from the bottom of the deployment pole.
2. Insert the camera head mounting into the pole-aligning pin holes and reinstall the pin to secure the camera.
3. Install the battery housing assembly onto the thinnest section of the telescoping pole. It's recommended to install the housing between the pole and depth rod to minimize the footprint for tight spaces.
4. Install the coil cable between the camera head and battery housing. If utilizing the housing orientation in Step #3, it's recommended, to pass the coil cord through the opening in the depth rod arm (between the depth rod and pole).
5. Unlatch the housing lid, open, and install the battery. Close the lid and secure with the latch.
6. Adjust the camera tilt position to the desired location. The same adjustment ball can be used to rotate the position of the camera head, as well.
7. Press the power button on the rear of the camera head to begin the operation (the switch is touch-sensitive and will not move in/out).
 - To power ON, press the power button on the rear of the camera head firmly and in the center of the switch once for approximately 1 second. The switch is pressure sensitive and will not move in/out.
 - To turn OFF, firmly press the power switch button twice for 1 second each time.



INITIAL VIEWER SETUP

1. To access the main screen, power on the QZ3 and wait approximately 30s to 1min until the unit broadcasts its Wi-Fi network. The camera lens will zoom in/out as part of its initialization. Once this happens, the QZ3 is ready to broadcast its network.
2. Connect to the network using the optional tablet or any other Wi-Fi enabled device. From the Wi-Fi settings, select “QZ3-XXXX” from the available networks. If prompted to enter a network password to join, enter the following password: “QZ3@CUES”.
3. After connecting to the network, ensure all applications are closed and then open a browser tab, preferably Google’s Chrome browser.
4. From the browser, type into the address bar: 192.168.8.1
5. It may be necessary to refresh the page if the video does not appear right away.



CAMERA VIEWER PAGE FUNCTIONS

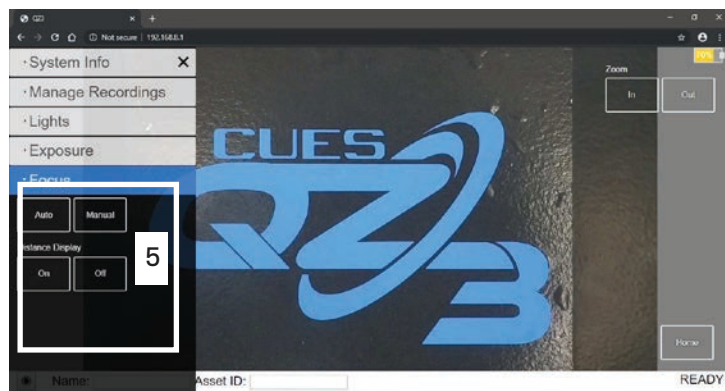
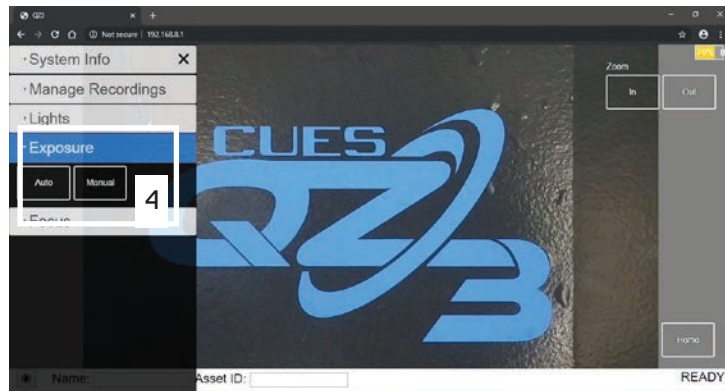
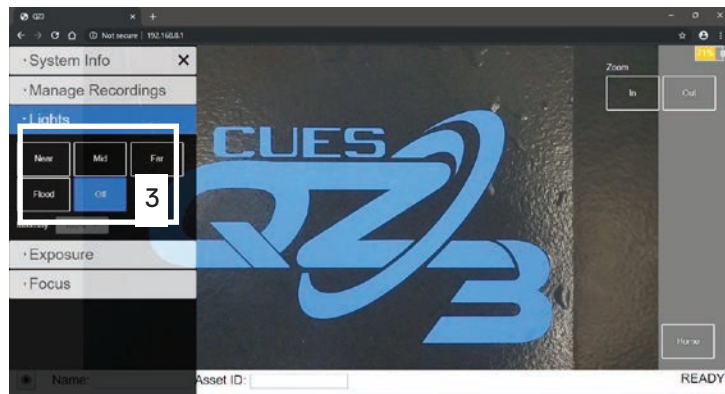
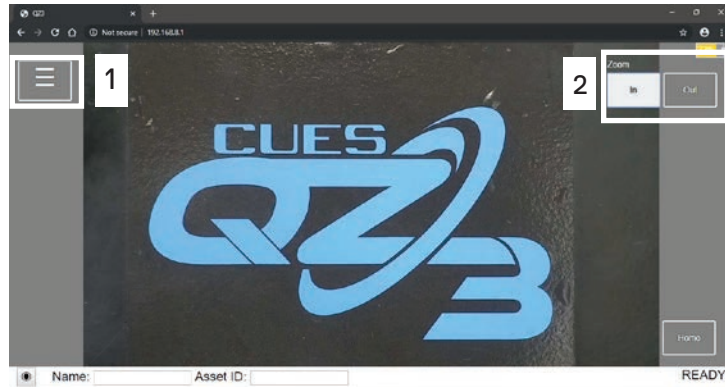
To access the menu of camera functions on the viewer, select the square icon with three bars in the upper left hand corner of the screen.

1. **RECORDING** - Before starting a recording, use the text field to associate any asset ID or other identifying information for your recording.
 - Press “Start Recording” to begin an inspection. Press the button again to end the inspection. A recording indicator will remain on the bottom of the screen to let you know the camera is recording.



IMPORTANT! After pressing record it will take approximately 5 seconds for the recording to begin.

2. **STILL IMAGE CAPTURE** - During a recording tap or click twice on the recording screen in the web user interface to capture a still image. A shutter sound effect will confirm the still has been captured.
3. **ZOOM** - QZ3's onboard digital optics provide for 30x optical and 12x digital zoom for a combined 360x zoom capability.
 - Use the ZOOM IN/OUT buttons to magnify video, as necessary. Press and hold to operate ZOOM.
4. **LIGHTS** - QZ3 utilizes a lighting setup we refer to as M.A.P. (Multiple Aspheric Projection) Lighting. The advantage of M.A.P. Lighting is that by utilizing the different sets of lights you are able to focus the beam of lights on different sections of a pipeline inspection. To make full use of the M.A.P. Lighting, first select the range that best provides lighting for your inspection area of interest and then you can vary the intensity of the lights (brightness) to provide the best picture possible.
 - Flood – Use for manholes and start of pipe inspection
 - Near – Start of pipe
 - Mid – Middle pipe
 - Far – Furthest distance
 - Intensity – Controls brightness of M.A.P. spot lights (25, 50, 75, and 100%)
5. **EXPOSURE** -
 - Auto – QZ3 controls shutter and Iris
 - Manual – Allows user to manually control shutter and iris
6. **FOCUS** -
 - Auto – QZ3 controls focus
 - Manual – Allows user to manually control focus (near/far); press and hold to operate focus

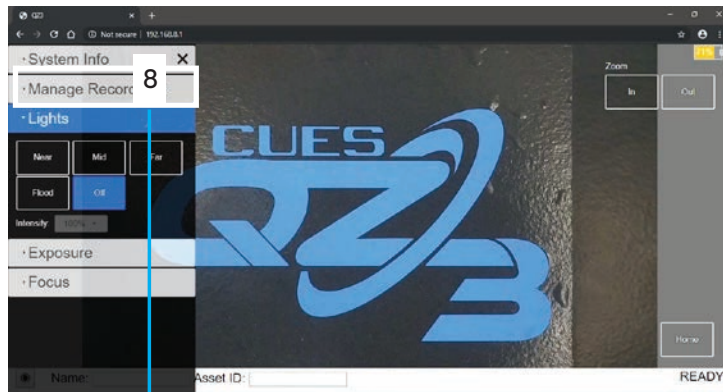
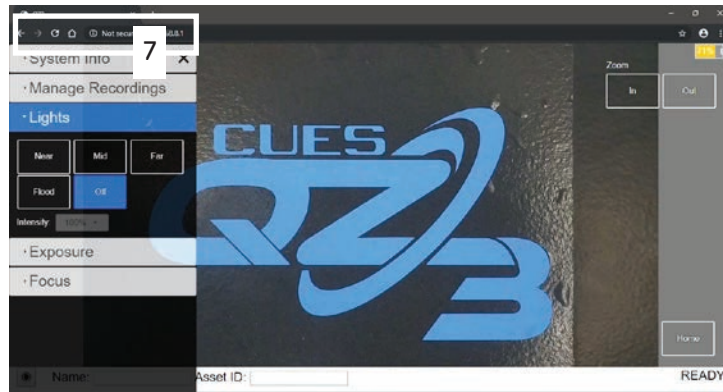
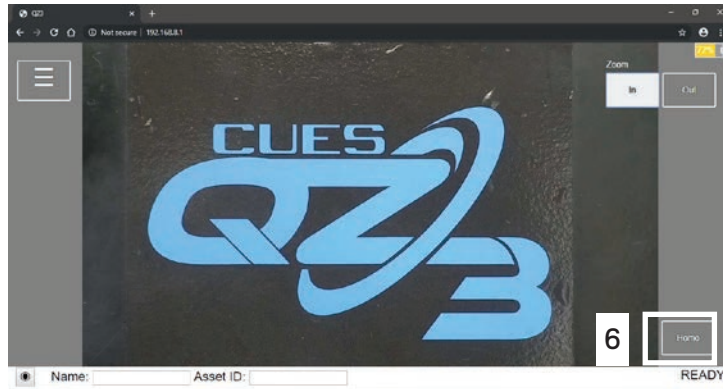


CAMERA VIEWER PAGE FUNCTIONS - CONTINUED

6. **HOME** - The home function is an easy way to return to the default camera video parameters.
 - Resets camera settings (Zoom, Exposure and Focus) to same configuration as initial settings at power on.
7. **STATUS INDICATORS** - Status indicators provide important information about QZ3's status in real time.
 - Battery life, temperature, and disk space are indicated in the diagnostics tab.
8. **MANAGE RECORDINGS** - Select "Manage Recordings" to access the videos and still images recorded on the unit. Select "Stream" to return to the previous screen with the live video.
 - File Transfer – To select files to be transferred, check the box next to each file of interest, plug in a USB drive to the back of the QZ3 camera, and press "Transfer to USB" to copy the selected files to the USB drive.
 - Delete Files – To select files to be deleted from the camera, check the box next to each file to be deleted, and press "Delete" to delete the selected files.
 - Playback – To review video inspections, select the blue link of each video to playback the video. Press "Back" below the video to return to the Manage Recordings screen.



IMPORTANT! Wait to power down QZ3 until videos in management screen display location as internal storage. If there remain any videos that display as "transferring to internal storage", please reload the page and confirm the video has moved to internal storage before powering off the unit.



QZ3 Video Management

Not secure | 192.168.8.1/copy_videos.html

Transfer to USB Delete Back to Stream

Name	Size	Time Created	Storage Location	% Copied
MEZZANINE_2019-09-05-23-47-51.mp4	1.1 MB	2019-09-05 23:47:51	Internal Storage	0
Test video_2019-10-10-23-57-59.mp4	0.2 MB	2019-10-10 23:58:43	Internal Storage	0
Test video_2019-10-10-23-57-59_00-00-30.jpg	0.2 MB	2019-10-10 23:58:42	Internal Storage	0

MANAGE RECORDINGS
SCREEN CAPTURE

ADJUSTMENTS AND MAINTENANCE

TILT BALL FRICTION ADJUSTMENT -

- To adjust friction on the tilt ball, use a Philips head screwdriver to tighten the screws around the tilt horseshoe clamp starting at one end in a clockwise or counter-clockwise fashion, adjusting each screw a half turn at a time. Repeat as necessary.

TELESCOPIC POLE LATCH ADJUSTMENT -

- To tighten the latches, open the latch into the free position and use a Phillips screwdriver to turn the adjustment screw a half turn. Repeat as necessary.



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LITHIUM ION BATTERY SAFETY AND CHARGING INFORMATION

Battery/Charging Precautions and Recommendations -

- **Do not allow battery pack to short-circuit, even for a moment.**
- **Always protect battery packs from shock, puncture, and impact, i.e., do not drop or transport in a tool box, trunk, back of van, etc. where they can “bang around”. The best practice is to keep them in the padded case while not in use.**
- **Do not use or attempt to charge a battery pack that is leaking or shows any signs of damage.**
- **Never charge a battery pack at temperatures below or above 0°C/40°C respectively.**
- **Do not operate a battery pack at temperatures below or above -30°C/55°C respectively.**
- **Keep the battery packs away from rain/ moisture when not enclosed in housing/case.**
- **Always charge battery packs on a non-flammable surface and away from all flammable material.**
- **Remove packs from equipment or case compartment before charging.**
- **Do not attempt to tamper with or disassemble batteries or chargers.**
- Batteries may become warm during use or charge.
- Remaining charge on battery is indicated by pressing the button beneath the LED display on left side.
- Battery packs should be recharged as soon as possible after discharge unless they are not in the appropriate temperature range. Ideally, charging should occur at room temperature on packs that have been allowed to warm up or cool down to room temperature.
- Battery pack sets should be “rotated”, even if second set is not needed during an inspection session, i.e. once the first has been partially or fully used remove it from the pole for recharge and use the second set of batteries for the next session.
- Partial charges or discharges are acceptable without causing “memory effect”, although constant operation under those conditions should be avoided.

Charging Procedure -

Standard Wall Adapter -

- Connect charger to battery pack using connector on the top right side of the battery pack.
- When the charger LED is red, the battery is charging.
- When the charger LED switches to green, the battery is fully charged.

Optional Base Station Charger -

- Using optional shore power cable, the base station charger can be used to power the QZ3 camera for in-office use.
- Charger can power the camera while simultaneously charging batteries.
- Attach batteries to be charged to the charging port on the base station charger. To remove the battery, a release button on each port must be pressed.
- When the charger LED is red, the battery is charging.
- When the charger LED switches to green, the battery is fully charged.
- Remove batteries from charger when unplugging the base station charger to avoid draining the charge.
- Unplug base station when not in use.



QZ3 Battery Packs can be used to charge the optional tablet accessory.

QZ3 SAFETY FUNCTIONS

It is important to be aware of some built in functions of the QZ3. The camera has built in safeguards to protect itself from damage, and will alert the user to these functions where applicable.

OVER TEMPERATURE PROTECTION - Should the QZ3 register an unsafe internal/external operating temperature, one of the following conditions may occur:

Upon Startup

- At a high temperature startup ($> \sim 70^{\circ}\text{C}$), the camera will flash the power switch light once per second to indicate a high temperature cool down condition. Under this scenario the camera will not broadcast. The cool down cycle will continue until the camera's internal temperature is safe for use
 - During cool down, user should keep the camera in a shaded/cool environment and power off the camera to expedite the cooling process.
 - It is best practice to allow the camera to cool off while powered off for at least 20 minutes before attempting to restart.

During Operation

- High temperature warning - A warning may appear on the screen alerting the user that operating temperature is reaching a high temperature ($> \sim 60^{\circ}\text{C}$).
 - User should conclude inspections to prevent loss of data.
 - The camera will flash the power switch light five times per second to indicate the warning state.
- High temperature error - An error may appear on the screen alerting the user that operating temperature is exceeding the high temperature limit ($> \sim 65^{\circ}\text{C}$). After a high temperature error message, the camera will prepare to shut itself off to prevent damage to internal components.
 - User should conclude inspection to prevent loss of data.
 - The camera will flash the power switch light twice per second to indicate the error state.
- High temperature shutoff - After the high temperature error is issued, if the QZ3 is not shut off, and temperature continues to rise, the camera will shut itself off to prevent damage to internal components.
 - After a high temperature shutoff, the camera will flash the power switch light once per second to indicate a cooldown cycle, unless turned off by the user. During cool down the camera will not broadcast.
 - During cool down, user should keep the camera in a shaded/cool environment and power off the camera to expedite the cooling process.
 - It is best practice to allow the camera to cool off while powered off for at least 20 minutes before attempting to restart.

QZ3 SAFETY FUNCTIONS

UNDER TEMPERATURE PROTECTION - Should the QZ3 register an unsafe internal/external operating temperature, one of the following conditions may occur:

Upon Startup -

- At a low temperature startup ($< \sim 10^{\circ}\text{C}$), the camera will automatically turn on all spot lights to warm itself to a safe operating temperature unless turned off by the user. During the warm up cycle, the camera will not broadcast.

During Operation -

- Low temperature warning - A warning may appear on the screen alerting the user that operating temperature is reaching a low temperature ($< \sim 0^{\circ}\text{C}$).
 - User should conclude inspections to prevent loss of data.
- Low temperature shutoff - After the low temperature warning, if the QZ3 is not shut off, and temperature continues to drop ($< \sim -5^{\circ}\text{C}$), the camera will shut itself off to prevent damage to internal components.
 - After a low temperature shutoff, the camera will automatically turn on all spot lights to warm itself to a safe operating temperature unless turned off by the user. During the warm up cycle, the camera will not broadcast.

LOW BATTERY PROTECTION - If the QZ3 senses a low battery voltage, the following may occur:

- Low Battery Light - The power button light will flash to indicate low battery when:
 - When the camera senses a battery voltage lower than 11.5V ($\sim 30\%$), the camera will flash the power button five times per second to indicate a warning condition.
 - When the camera senses a battery voltage lower than 10.5V ($\sim 20\%$), the camera will flash the power button twice per second to indicate an error condition.
 - When the camera senses a battery voltage lower than 8.5V ($\sim 2\%$), the camera will flash the power button once per second to indicate a shutdown condition.
- Low Battery Warning - The camera will display a warning on the viewer screen indicating low battery.
 - User should conclude inspections to prevent loss of data and change battery to continue inspections.
- Low Battery Shutdown - The camera will shut down to prevent damage to internal components.
 - User should change battery to continue inspections.

HIGH HUMIDITY PROTECTION

- High Humidity Warning - The camera will display a warning on the viewer screen to indicate high internal humidity ($> \sim 80\%$) should the internal seal become compromised.
 - Recommend return to Cues or authorized service center to prevent damage due to internal humidity.
 - After the high humidity warning is issued, the camera will flash the power button light five times per second to indicate a warning condition.
- High Humidity Critical Warning- the camera will not initialize for inspection to protect internal components from damage due to extreme internal humidity ($> \sim 85\%$).

HIGH PRESSURE PROTECTION

- High Pressure Warning - The camera will display a high pressure warning on the viewer screen when it senses a high pressure corresponding to submersion depths deeper than 1 meter (3.3 ft.).
 - After the high pressure warning is issued the camera will flash the power button light five times per second to indicate a warning condition.

TROUBLESHOOTING THE QZ3

BASIC TROUBLESHOOTING CHECKS

- Ensure tablet or other connected device is connected to QZ3 Wi-Fi network (needs to be connected at each power up)
- Power cycle camera
- Change batteries
- Close all applications on tablet/connected device
- Close all tabs in web browser (Google Chrome is recommended)
- Clear Google Chrome browser cache
- In the browser select three vertical dots on upper right corner of screen>Settings>Privacy>Clear Browsing Data>Clear Data (ensure time range “all time” is selected)
- Perform any required updates to tablet/connected device
- Power cycle tablet/connected device

POSSIBLE SYMPTOMS				
Indicator	Low Battery	Extreme Temperature	Internal Pressure	Internal Humidity
All Spot Lights ON	N/A	Low temperature warm up (no video)	N/A	N/A
Power Switch Flashes 5x/sec	Low battery (~30%)	High temperature warning	High internal pressure (Submersion > 1m)	High internal humidity (Greater than ~85%; no video)
Power Switch Flashes 2x/sec	Very Low Battery (~20%)	High temperature error (no video)	N/A	N/A
Power Switch Flashes 1x/sec	Critically Low Battery (<2%)	High temperature startup (no video)	N/A	N/A

QZ3 SOFTWARE UPDATES

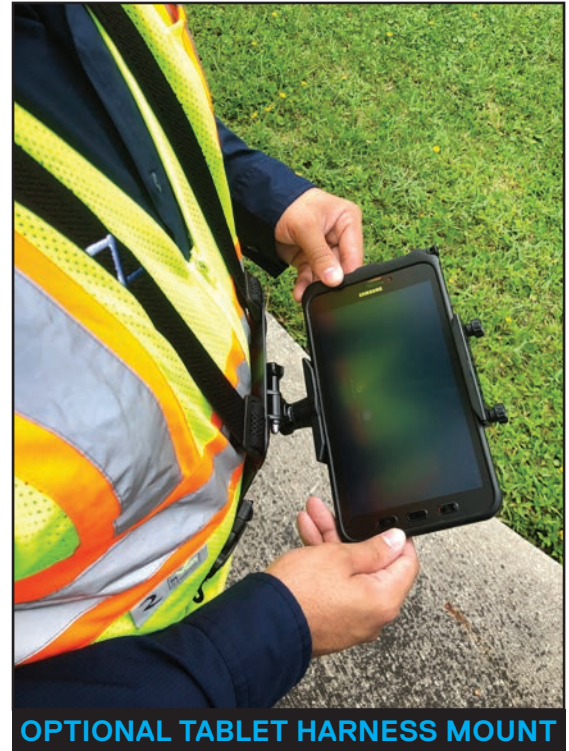


IMPORTANT! VISIT [HTTPS://CUESINC.COM/PAGES/QZ3-SOFTWARE-UPDATES](https://cuesinc.com/pages/qz3-software-updates) REGULARLY TO CHECK FOR THE LATEST SOFTWARE UPGRADES FOR YOUR QZ3.

OPTIONAL QZ3 ACCESSORY INSTRUCTIONS/RECOMMENDATIONS

Ruggedized Tablet -

- It is important to note that the optional ruggedized tablet has an “Adaptive Brightness” under its brightness settings which should be enabled in addition to full brightness for optimum picture clarity.
- It is recommended to close all applications other than the browser used for viewing QZ3 inspections for best performance.



OPTIONAL TABLET HARNESS MOUNT



OPTIONAL DUAL BATTERY CHARGER WITH SHORE POWER CABLE TO THE CAMERA (WITH EXTENDED BATTERY PACK (120WH)

QZ3 TRIPOD/BIPOD

- The optional QZ3 tripod/bipod is made to be a 2-in-1 accessory. One leg on the assembly is removable using the repositionable locking handle.
- To avoid losing the handle we recommend reinstalling into the base after removal of the third tripod leg.
- For pipeline inspections we recommend the bipod configuration, using the depth rod on the pole as the third leg.
- To suspend the pole, first collapse all three legs of the tripod so that the weight of the assembly rests on the unextended legs. The assembly is NOT meant to carry full weight of the pole while legs are extended.
- When the tripod is not being used for stabilization, the Pole Stand-in accessory can be fitted in place of the pole and the Pole Mount Tablet Holder can be fit onto the Stand-in to hold the tablet on the tripod.

Adjustments -

- Slipping
 - Turn button at top of leg clockwise to increase locking
- Sticking
 - Turn button at top of leg counter-clockwise to decrease locking
 - Inspect for damage on outside of leg
 - **Do NOT lubricate legs.** This may cause excessive slipping.

Pole Mount Tablet Holder -

- Spread cross arms of holder to fit tablet (horizontally) into the holder. Secure with rubber straps over the corners of the tablet.
- The pole mount tablet holder clamps to the largest section of the telescopic deployment pole.
 - For a tighter fit, open the clamp handle and rotate the handle clockwise by one rotation and re-clamp. Repeat as necessary.
- To mount the tablet on a tripod not being used for inspections use the Pole Stand-in to hold the tablet independent of the pole.

Harness Mount Tablet Holder -

- Attach the tablet mount to the harness with the thumb screw on the harness. Adjust harness straps to fit user. Place tablet (horizontally) between the clamping surfaces and secure with the two thumb screws at the top of the holder.
- The tablet can be tilted by adjusting a thumb screw at the base of the harness.

WiFi Repeater Accessory -

- Coming Soon
 - WiFi Repeater will mount at the top of the QZ3 pole to increase the range of the system from the manhole.



OPTIONAL TRIPOD/BIPOD

- When the tripod is not being used for stabilization, the Pole Stand-in accessory can be fitted in place of the pole and the Pole Mount Tablet Holder can be fit onto the Stand-in to hold the tablet on the tripod.

CUES MATERIAL RETURN AUTHORIZATION

Cust #:	Name:	Contact:	Date: 4/21/2004
Original SO #: N/A	SO Orig:	Dated:	New SO #:
Return For:	Reason:	Territory	S.O. To Be Credited:
		Prod. Ref. Cd: 51200	Orig:
Explanation:			

Items Returned	
1	
2	
3	
4	
5	
6	

To ensure your MRA is handled properly and efficiently, please follow the instructions below.

1. Ship parts back within five (5) business days of receiving your MRA number. Parts ordered in error are subject to a restocking fee.
2. Send only the parts originally agreed upon with your customer service representative. Any deviations will require an additional MRA.
3. Make a copy of this sheet and keep the original for your records. Use the copy as a packing slip.
4. Write the MRA number on the outside of the box.
5. Parts must be individually protected from each other (original packaging would be best) and appropriate packing material must be used to prevent against damage during shipping.

Note: If parts are not well protected and arrive at our facility damaged in any manner, we will automatically reject them and return them to you without credit.

PARTS WILL BE RETURNED TO CUSTOMER AT CUSTOMER EXPENSE WITHOUT AN MRA NUMBER DOCUMENTED ON BOX. CUES IS NOT RESPONSIBLE FOR SHIPMENT FROM CUSTOMER TO CUES.

Use this section as a Packing Slip.

Please remember to write the
MRA number on the box.

MRA #:
XXXX

Return To:

Cues
 3600 Rio Vista Avenue
 Orlando, Fl. 32805
 (407) 849-0190
 FAX (407) 425-1569
 WATS 800-327-7791

CUES PARTS & SERVICE

At CUES, we realize your return on investment is directly related to daily production in the field. By stocking the largest inventory of OEM equipment in our industry, CUES strives to ship all parts orders on the same day or within 24 hours after receipt of the order.

Whether you need a camera or a fuse, CUES will quickly process and ship your order in accordance with your schedule requirements! Our experienced parts professionals can help you with parts identification, shipping methods, equipment operation questions, and connect you to the correct specialist for troubleshooting!

CUES offers four convenient stocking locations that contain a large assortment of parts, finished products, portable, and truck mounted systems. Texas, Arizona, Oklahoma and Louisiana customers can be serviced by our local dealerships. Contact us at your most convenient stocking location! For authorized dealer locations, log onto our website at www.cuesinc.com.

Parts can be ordered via phone or facsimile! For operating hours, contact information, and locations, log onto our website at www.cuesinc.com. Contact us at your most convenient stocking location! Log onto our website at www.cuesinc.com to view the CUES Parts Department & Dealers hours & locations.

CUES Parts Department: Parts turnaround is normally within 24 hours after receipt of order. Please note that special shipping arrangements can be made at the time of the order. All return shipments received at CUES freight collect will be refused upon delivery unless previously authorized by CUES personnel. Normal operating hours are 8am to 5pm, EST., Phone: 800-327-7791, Fax: 800-831-1184.

CUES Service Depot: Service turnaround is normally 72 hours or less upon receipt at our depot, excluding weekends and holidays. All return shipments received at CUES freight collect will be refused upon delivery unless previously authorized by CUES personnel. Normal operating hours are 8am to 5pm, EST., Phone: 800-327-7791.

West Coast

For West Coast Customers:

The parts and service depot is located at 1943 S. Augusta Court, Ontario, CA, 91761. Normal operating hours are 8am to 5pm, PST
Phone: 800-544-8695

Canada

For Canadian Customers:

The parts and service depot is located at 1675 Sismet Road, Unit 2 & 3, Mississauga, Ontario L4W1P9
Phone: 905-238-9178

Midwest

CUES Midwest:

www.cuesmidwest.com
2325 Parklawn Drive, Suite K
Waukesha, WI 53186
Phone: 262-717-3165
Fax: 262-717-3167

Innovation for over

50
Years

CUES is the world's leading manufacturer of closed circuit television video (CCTV) inspection, rehabilitation, pipe profiling equipment and asset inspection/decision support software. For over 50 years, CUES has provided innovative pipeline inspection technology and solutions to enable accurate condition assessment and proactive maintenance programs for buried infrastructure.

In addition to inspection equipment, CUES also designs, manufactures, and sells a broad range of pipeline rehabilitation and profiling equipment. These include chemical grouting systems for sewer line pipe joints capable of using a wide variety of grouting products. CUES also makes lateral reinstatement cutting systems which enable the reinstating of laterals in mainline sewers after they have been relined with any of a wide variety of liner materials. Pipe profiling is accomplished via Laser for Sonar based systems.

CUES has the most locations and dealers available to serve you! To find a local CUES facility, find the operating hours for a particular location, or to contact us at your most convenient stocking location, please log onto our website at www.cuesinc.com or call the CUES Corporate Headquarters in Orlando, Florida for more information.