



www.watchguardalarms.com.au

MODEL: DVR4ENTPACK7

## ***Professional Surveillance Pack with Push Video***



### ***Digital Video Recorder with 4 Security Cameras 'QUICK INSTALLATION GUIDE'***



For complete installation information, including **Remote Access** and **Push Video** configuration, please refer to the user manual available at <http://www.watchguardalarms.com.au>







#### **DVR**

- Advanced H.264 Video Compression Technology
- Multiplex Operation
- Long Recording Duration
- Intelligent Video Motion Detection Recording
- Remote Network Surveillance & Backup Functions
- Easy to operate with remote or USB mouse
- System Auto recovery after power loss (blackout)

#### **4 x 15m IR Day/Night Cameras**

- High Quality CMOS Image sensor
- 24 x IR LEDs
- 650 TVL Resolution

**Package Contents** (Before commencing installation, please ensure you have all the parts listed below.)

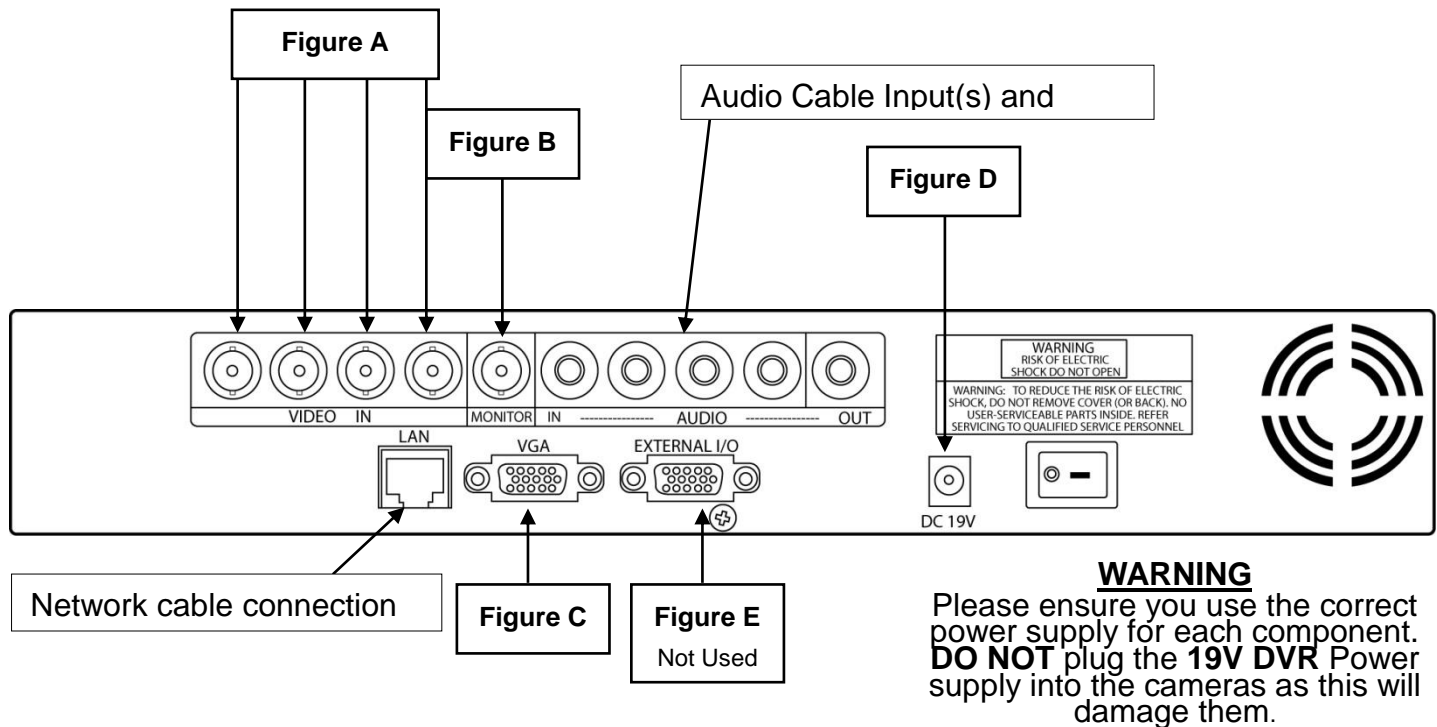
	<p><b>1 x 4ch Digital Video Recorder with 1TB Hard Disk Drive</b></p> <ul style="list-style-type: none"> <li>• Advanced H.264 Video Compression Technology for High Quality Images</li> <li>• Easy to Operate</li> <li>• Can be Connected to a PC Network for Remote Viewing &amp; Backup</li> </ul> <p>• For More Details,</p>
	<p><b>4 x Day/Night Weatherproof Colour Cameras with Infrared LEDs - 15m Range</b></p> <ul style="list-style-type: none"> <li>• High Quality CCD Image Sensor (Not Inferior CMOS Type) for Superior Picture Quality</li> <li>• IR LEDs for Viewing in Total Darkness up to 15m (B&amp;W Mode)</li> <li>• 650 TVL Resolution</li> <li>• Compact Size Ideal for Use Indoors or Out</li> </ul>
	<p><b>1 x IR Remote Control</b></p> <ul style="list-style-type: none"> <li>• For wireless operation of the DVR</li> </ul>
	<p><b>4 x Camera Connection Cables</b></p> <ul style="list-style-type: none"> <li>• Combined DC Power and Video Leads</li> <li>• Pre-terminated - Allowing Simple Plug-in Connection – No Tools Required</li> <li>• 2 x 10m, 1x 20m, 1 x 30m Leads Supplied</li> </ul>
	<p><b>1 x Power Split Cable</b></p> <ul style="list-style-type: none"> <li>• Allows You to Connect All 4 Cameras to 1 Power Supply</li> </ul> <p><b>1 x Monitor Connection Cable</b></p> <ul style="list-style-type: none"> <li>• Connect the BNC Monitor Output from the DVR to the RCA Video Input on Your TV / VCR</li> </ul> <p><b>1 x Network Cable (Optional Use)</b></p> <ul style="list-style-type: none"> <li>• Allows You to Connect the LAN Port on the DVR to Your PC or Network to Facilitate Remote Viewing or Backup Functions</li> </ul>
	<p><b>2 x Switch Mode Low Voltage Power Supplies</b></p> <ul style="list-style-type: none"> <li>• 1 x 3Amp 12VDC Supply for Use with the Power Split Cable to Power All Cameras</li> <li>• 1 x 2Amp 19VDC Power Supply for Use with the DVR</li> <li>• Advanced Switch Mode Technology</li> </ul>

\* Note: If you wish to connect directly from the DVR to a PC you require a crossover cable (Not Included)

## Installation

Before installing this unit, please read through the following points:

- Do not place cords from the AC adapter where they can be pinched or stepped on.
- Do not place heavy objects on cords, or cover cords with rugs or carpet.
- Never immerse any component in water, and do not spray cleaners or solvents on the unit. Unplug units before cleaning. When cleaning, use a damp, lint-free cloth only.
- Do not expose the DVR or Cameras to excessive heat, cold, or moisture
- Leave at least a 2" space between the DVR and other objects to allow air circulation around the unit.
- Service should be handled by qualified technicians.



**WARNING**  
Please ensure you use the correct power supply for each component. **DO NOT** plug the **19V DVR** Power supply into the cameras as this will damage them.

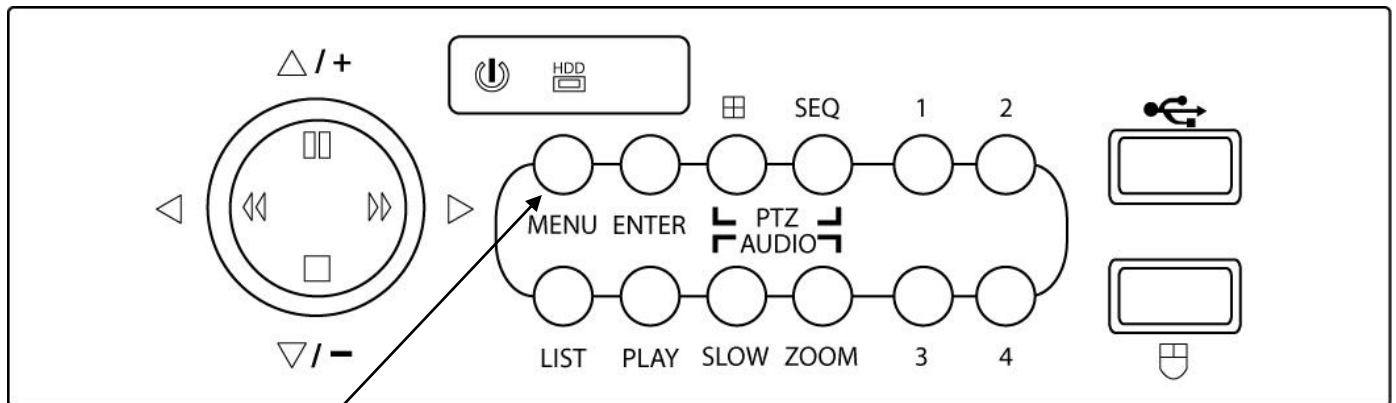
## Connection Guide

1. Locate the 4 Cameras as required and connect the supplied combination DC Power and Video leads. (Yellow to Yellow / Red to Red)
2. Connect the 4 x corresponding camera Video leads (Yellow) into the camera inputs at the rear of the DVR (**Figure A**). Be sure to take note of the Camera input 1 – 4, as this will determine the camera channels.
3. Connect the 4 x camera Power leads (RED) into the Power Splitter Cable
4. If you are using a TV/Monitor with Composite Video Input, follow Step 4.1.  
If you are using a TV/Monitor with VGA input, follow Step 4.2
  - 4.1 Connect the Monitor Connection Cable into the Composite Monitor output on the rear of the DVR (**Figure B**). Connect the Monitor Connection Cable into the RCA Video input on your TV/Monitor (TV/Monitor Not Supplied)
  - 4.2 **NOTE: VGA Cable is not included.** Connect the VGA cable to the VGA output on the rear of the DVR (**Figure C**). Connect the other end of the VGA cable into the TV/Monitor VGA input.
5. Connect the 2Amp 19VDC Power adaptor to the DVR (**Figure D**).
6. Connect the 12VDC Power adaptor to the Power Split Cable.
7. Plug both Power adaptors into a Power-Point and switch the power-point ON
8. The Power LED at the front of the DVR should now be illuminated red and the unit will make a loud beep sound.

## Quick Start up Guide

- Make sure your TV/Monitor is ON and set to the appropriate AV channel if required
- Switch the Power button located on the rear of the DVR after connecting a monitor and at least one camera. The Power LED will illuminate Green. It takes approximately 10 to 15 seconds to boot the system.
- The images from all 4 cameras should now be displayed on your TV/Monitor
- **BEFORE BEGINNING TO RECORD YOU MUST SET the DATE and TIME on your DVR.**

### Setting the Date and Time



- Press “MENU” on the DVR front panel to bring up the password dialogue box. Use the mouse to enter the DVR admin password with the on-screen keypad.

**The default admin password is 0000.**

*(Users can alter the password later. Please refer to the Advanced set up guide CD)*

- Press “MENU” on the DVR front panel to bring up the main menu. Select “QUICK START” → “TIME SETUP” to set the date and time

QUICK START	
GENERAL TIME SETUP	DATE 17/08/2010 TIME 12:00
EXIT	




**IMPORTANT NOTE:** Please DO NOT change the date or time on your DVR after the recording function is activated. The recorded data will be disordered and you will not be able to find the recorded file to backup by time search.

**NOTE:** If users change the date or time accidentally when the recording function is activated, it's recommended to clear all HDD data, and start recording again.

## Menu Display and Operation with USB Mouse

The system supports operation via USB mouse (not included). See below for an explanation of how to operate your DVR using the mouse input.

### Connect USB Mouse

- Connect your USB mouse to one of the USB ports on the DVR front panel
- A mouse icon (  ) will appear on the screen if the mouse is detected properly.
- Use the mouse to enter the DVR password with the password keypad.
- Default administrator password is 0000. The status will be changed from  (key lock) to  (administrator), and the quick menu bar appears on the left side of the screen.

#### Password Input








#### Quick Menu: Closed



### Quick Menu Bar

Mouse over the arrow mark on the left side of the main screen to extend the quick menu bar and show the five functions as follows:

-  Click to show the channel switch panel and select the channel you want.
-  Click to display the playback control panel.
-  Switch to the channel you want first, and click to enter the zoom-in mode.
-  Click to select the audio channel you want.
-  Click to enter the PTZ menu (Not used in DVR4ENTPACK)

### Quick Menu: Open



## Main Menu

Right click anywhere on the screen or press the “MENU” button to bring up the main menu. Right click again to exit the menu.



**QUICK START:** Click to set the status display, image settings, and date & time.



**DATE SETUP:** Click to set the date display and daylight savings.



**SYSTEM:** Click to set the system configurations.



**EVENT INFORMATION:** Click to enter the event search menu.



**ADVANCED CONFIG:** Click to adjust advanced system settings such as recording modes and camera resolutions.



**SCHEDULE SETTING:** Click to set timer and detection recording.



## To Begin Recording

Once you have successfully set the Date and Time, exit the OSD Menu by pressing the **"MENU"** button to return to normal viewing.

By default, the DVR will begin recording when it is properly connected to the cameras and has an installed HDD. If it is recording, the recording icon "📹" will be displayed on screen.



## To Stop Recording

To learn how to stop the recording function of the DVR, please refer to the "Advanced Config → Record" section of the Advanced Installation Guide supplied on the software CD.

### How to stop all recording:

- Enter menu, go to "ADVANCED CONFIG" → "RECORD"
- Set "MANUAL RECORD ENABLE", "TIMER RECORD ENABLE" and "EVENT RECORD ENABLE" to "OFF"

## Recording Times

This DVR is factory set to record "CIF Best Quality" at 3 frames per second, per camera, at a resolution of 352 x 288 pixels. This will provide approximately 8 weeks of recording time on this setting. Using Video Motion Detection or reducing image quality can achieve much longer record times if required.

This unit can be set up to record up to a maximum of 25 frames per second per camera in "Frame Mode, 704 x 576 pixels, High Resolution" (H.264 Compression) or 25 frames per second per camera in "CIF Mode (Real Time),(H.264 Compression) 352 x 288 pixels"

### How to change the framerate of recording:

- Enter menu, go to "QUICK START" → "GENERAL"
- Set "IMAGE SIZE" to your preferred resolution  
eg. "FRAME"
- Set "QUALITY" to your preferred image quality  
eg. "SUPER BEST"
- Set "Images Per Second" to your preferred settings  
eg. "25"



## Recording Modes

The DVR offers three recording modes, **MANUAL RECORD**, **EVENT RECORD** and **TIMER RECORD**.

### MANUAL RECORDING (continuous recording):

The DVR will begin recording when the cameras are properly connected and a HDD is installed. It is set to this mode by factory default.

### EVENT RECORDING (triggered by motion and external alarm):

When this function is activated, the recording is triggered by motion or external alarms, indicated by the sign "  " (motion) or "  " (external alarm) on the screen.

#### How to enable motion recording:

- Enter menu, go to "ADVANCED CONFIG"
- Under "DETECTION", enable "**DET**" for each camera
- Go to "ALERT" and set "MOTION BUZZER" to "**OFF**"
- Go to "RECORD" and set "MANUAL RECORD ENABLE" to "**OFF**" and "EVENT RECORD ENABLE" to "**ON**"

### TIMER RECORDING (scheduled time):

Recording is scheduled by Timer, indicated by a yellow clock icon in the on-screen status bar.

**IMPORTANT NOTE:** If power is switched off accidentally or in the case of a black out, recorded video files will still be stored in the HDD. The DVR will return to the original recording status after power is turned on again.

#### How to enable scheduled recording:

- Enter menu, go to "ADVANCED CONFIG"
- Under "RECORD" set "MANUAL RECORD ENABLE" to "**OFF**" and "TIMER RECORD ENABLE" to "**ON**"
- You can then select "SCHEDULE SETTING" from the main menu to set the record schedule

## Typical Viewing Screen

The image below shows a typical screen shot from an installation



### \*\* Overwriting View

When the HDD is full under "Overwriting" recording mode, the previously recorded data may be overwritten without further warning notice. Your DVR will clear 8GB from the oldest data for overwriting.

**Unit is set to Overwrite by factory default.**



## To Play Back Captured Video Footage

Press "PLAY" button and the DVR will display the last recorded video.

### **FAST FORWARD (F.F.) & FAST REWIND (REW):**

You can increase the speed for fast forward and rewind on the DVR in the playback mode,

- Press "▶▶" once to get 4X speed forward and press twice to get 8X speed etc.  
The maximum speed is 32X.
- Press "◀◀" once to get 4X speed rewind and press twice to get 8X speed etc.  
The maximum speed is 32X.

### **SLOW PLAYBACK:**

- Press "SLOW" button to get 1/2X speed playback.

### **PAUSE/IMAGE JOG:**

- Press "II" button to pause the current image displayed on the screen.  
In the Pause mode
- Press "▶▶" once to get one frame forward
- Press "◀◀" once to get one frame rewind

### **CHANNEL SHIFT:**

**Display mode:**

- Press MODE "田" button to 4 channels display.

**Full Screen Switch:**

- Press "1" "2" "3" "4" buttons to show the full screen channels.

### **STOP:**

- Pressing "■" button under all circumstances will return DVR to live monitoring mode

### **PLAYBACK CONTROLS:**

Use the mouse to hover over the bottom of the display screen to bring up the playback navigation bar



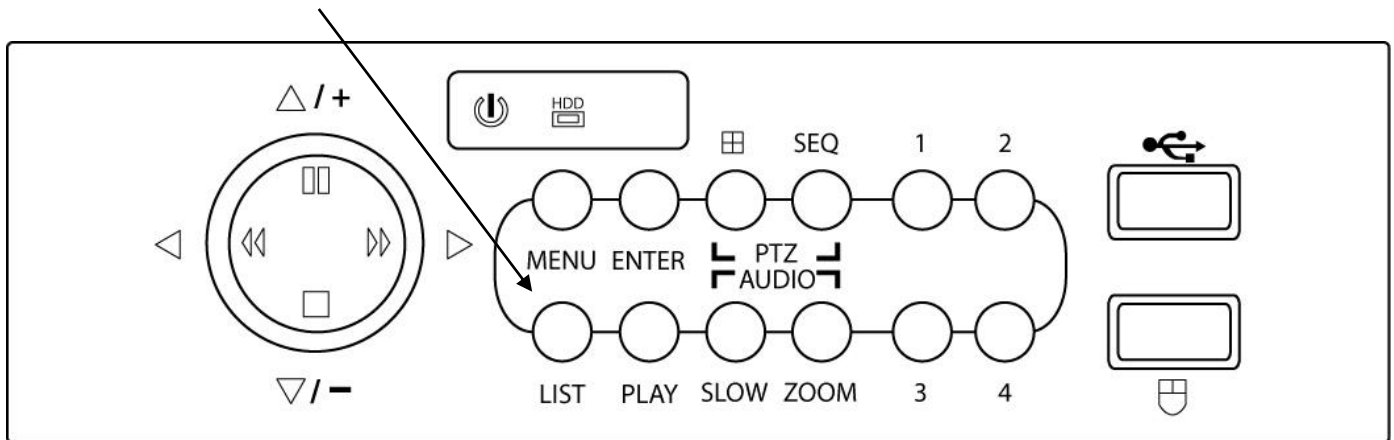
### Typical Playback



## Searching for data

You can also use the search function of the DVR to look back though stored data via various events

- Press **"LIST"** button on the front panel of the DVR or the **"EVENT INFORMATION"** button on the main menu to enter the search mode.

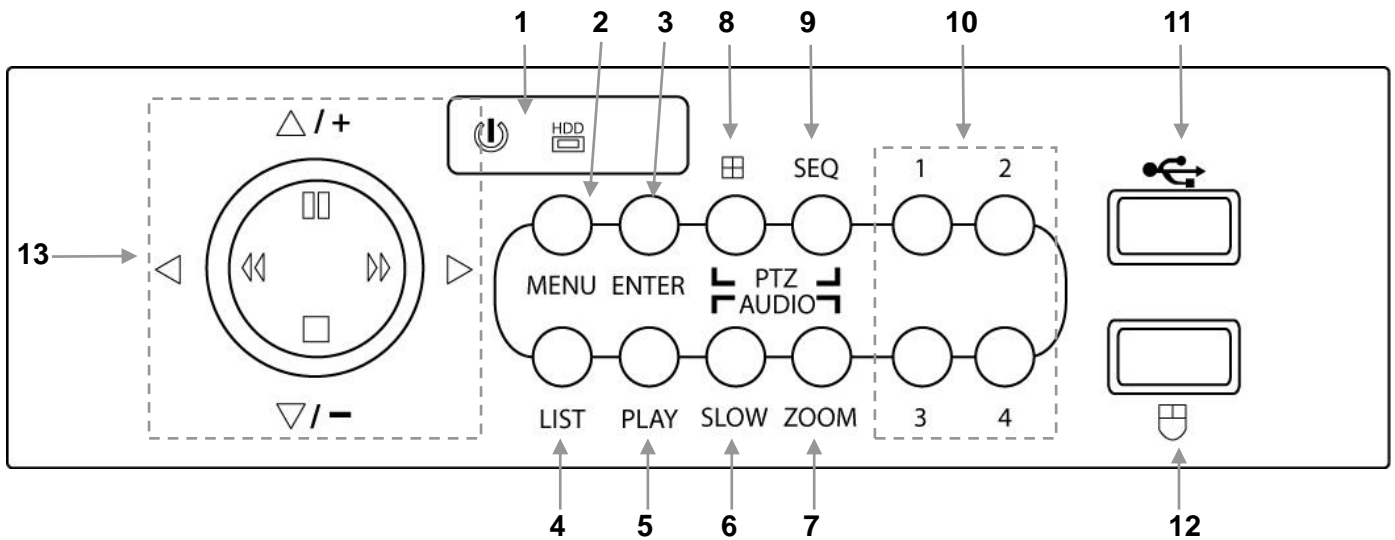


- Then the screen will show the following window.

LIST			
QUICK SEARCH RECORD LIST MOTION LIST ALARM LIST TIMER LIST FULL LIST	EVENT	DATE	CHANNEL
EXIT		PREV	NEXT
		HDD	

- Use the mouse or navigation buttons **"▲▼◀▶"** to select which list you'd like to view
- Click the event type/press **"ENTER"** to view the selected list.  
Once in the sub menu, use the mouse/navigation buttons to select the event you'd like to view. Double click/press **"ENTER"** to select the footage. The DVR will then start playing back the recorded data from the selected event. Use the **FAST FORWARD/REWIND/PAUSE/SLOW PLAYBACK** and **CHANNEL SHIFT** buttons on the unit or on-screen playback control bar to navigate through the footage as required
- To finish viewing the playback, press the stop **"■"** button to return to the live display

## Operation



1	"LED LIGHTS"	<b>HDD:</b> HDD is reading or recording <b>HDD Full:</b> DVR is powered on
2	"MENU"	Press "MENU" button to enter the main menu.
3	"ENTER"	Press "ENTER" button to confirm the settings.
4	"LIST"	Press "LIST" button to enter the search menu.
5	"PLAY"	Press "PLAY" button to playback the latest recorded data.
6	"SLOW"	Press "SLOW" button to show slow playback
7	"ZOOM"	Press "ZOOM" button to enlarge the picture of selected channel (under the live mode).
8	"4 Channel Display Mode"	Press "4 Channel Display Mode" button to show the 4 channel display mode.
9	"SEQ"	Press "SEQ" button to display each channel at full screen one by one. Press "SEQ" button again to escape the full screen cycle mode.
10	"1" "2" "3" "4"	Press "1" "2" "3" "4" buttons to select the channel to display
11	USB PORT	To quickly backup or upgrade firmware/OSD, you can insert a compatible USB flash drive into the USB port. Before using the USB flash drive, please use your PC to format the USB flash drive as FAT32 first.
12	USB MOUSE PORT	Connect a USB mouse to the DVR to provide mouse control
13	UP / PAUSE DOWN / STOP LEFT / REWIND RIGHT / FAST FORWARD	Press "▲▼◀▶" to move the cursor up / down / left / right. Under the playback mode, press "⏸" button to pause playback. Under the playback mode, press "■" button to stop playback. Under the playback mode, press "▶▶" button to fast forward. Under the playback mode, press "◀◀" button to fast rewind.
14	SLOW & ZOOM	Press these two buttons to select live or playback sounds of the audio channels.
15	"PTZ" & "SEQ"	Press these two buttons at the same time to enter/exit the PTZ control mode.

## Networking:

This guide will walk you through the steps needed to connect your DVR to a basic local area network, and to set up your DVR so it may be accessed over the internet. This will allow you to monitor your cameras from anywhere you have internet access.

**If you have a network administrator, consult them before proceeding.**

- 1) Open the Advanced Config menu:
- 2) From the Advanced Config menu, Navigate to the Network tab
- 3) From here set Network Type to DHCP, and set PORT to '88'. Exit the Menu to save settings. This will ensure the DVR acquires a compatible, unused IP address
- 4) Return to the Network tab by following steps 1 and 2 again. From here record the **Internal IP address**, GATEWAY and NETMASK numbers for later usage.
- 5) Set Network type back to STATIC and manually assign the details that were recorded in step 4. This will ensure that a new IP address is not assigned to the DVR if it loses power. Take care not to manually assign this IP address to any other Device on the network\*

**\*Not all Routers will take static IP addresses into consideration when auto assigning devices, this may still cause conflicting address problems.**

## Configure your DVR for Remote Access

**Important:** Before Setting up remote access for your DVR, you will need a good understanding of computer networks. If you do not, please seek the assistance of a qualified I.T. professional.

### To be able to set your DVR up for Remote Access, you will first require:

- ☐ An ADSL connection of 512/512 minimum (ADSL2 recommended).
- ☐ An ADSL Modem which supports Port Forwarding (such as Sapido, D-link or Netgear).
- ☐ An "External static IP address" from your Internet Service Provider.
- ☐ An "Internal Static IP address" from your Modem.
- ☐ A network cable between your DVR and your Modem.
- ☐ A windows PC on your network to configure your modem.

### Once you have these you can proceed to set up the Remote Access by:

1. Give your DVR the internal IP Address.
2. On the DVR change port 80 to port 88.
3. Ping the DVR from a local computer to ensure it is reachable on your network.
4. Port forward ports **88** in the modem, to the "Internal IP address" of the DVR.
5. You should then be able to test the connection to the DVR over the internet from a different internet connection (or mobile on 3G).

### Test your Remote Access by connecting to the DVR:

When you are in the same building as the DVR you will be able to connect via WIFI and use the "Internal IP address" of the DVR. However when you are not where the DVR is and wish to connect via the internet or 3G, you would use the "External static IP address" given to you by your Internet Service Provider.

### Port forwarding support:

There are many different brands and models of ADSL Modems which makes them difficult to set up, this is why we must recommend an IT professional. Some manufacturers offer guides on their websites or alternatively we can recommend Third-party assistance on configuring port forwarding from sites such as:

[www.portforward.com](http://www.portforward.com)

### When using more than one DVR on a site:

Should you have more than one DVR on site it may be necessary to set the second machine to a different set of port. For example set DVR 1 to port 88 and then DVR 2 to port 89.

# Set up DDNS on your DVR4ENTPACK7

## What is DDNS?

DDNS is a service that will track your numeric IP address and allow you to attach an alphanumeric address. So for example. Instead of using "123.123.123.123" (the Google address) you would use "google.com".

## Why use DDNS?

Remembering a numeric ip address can be complicated, where an alphanumeric address is easy to remember. The other main advantage for DDNS is If you have a dynamic ip address, (where your address can change monthly) the DDNS service will track and update with your new IP address automatically. So no matter what your numeric ip address is, your alphanumeric address will work.

## Is DDNS free?

There are free and paid services available, however a free DDNS service has been built in to these DVRs. This tutorial will go over how to set up your DVR to use the free DDNS service.

## How to enable your DDNS?

In order to set up DDNS on your DVRENT or NVRENT, you will need to enable the DDNS service in the Network settings. MENU > NETWORK > DDNS

Set DDNS to "ON"

SYSTEM NAME to "default"

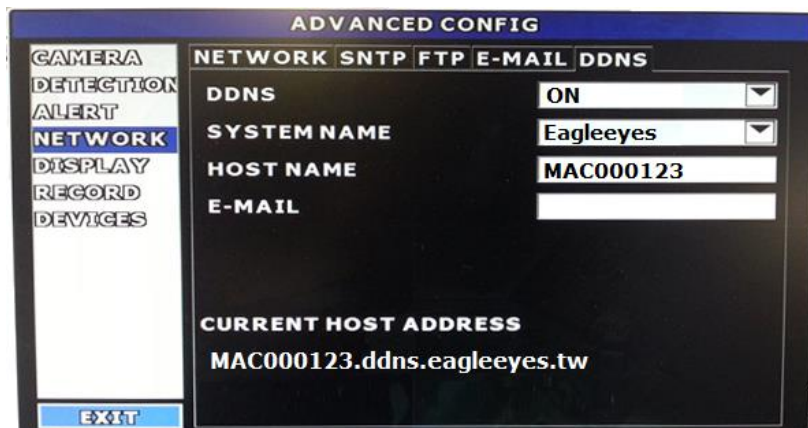
HOST NAME is the unique <MAC address>

EMAIL to Empty

Then when trying to connect externally you would now use the CURRENT HOST ADDRESS instead of the internal IP address.

e.g. <MAC address>.ddns.eagleeyes.tw

(This is also dependent on Port forwarding being set up in the ADSL modem. Please use the default unique ID not MAC000123 as it is just an example).



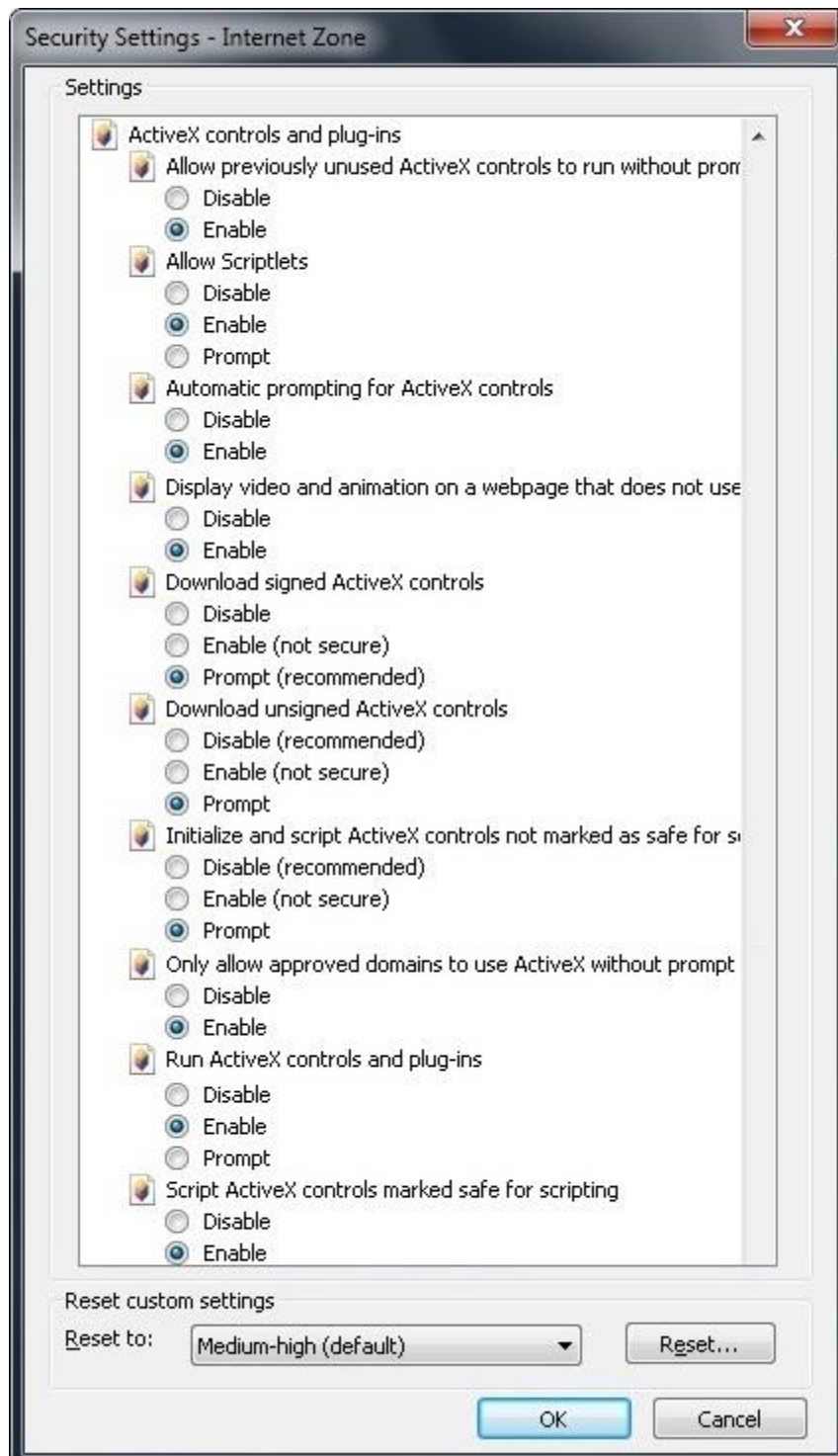


## How to enable ActiveX Controls

**Important:** Before Setting up remote access for your DVR, you will need a good understanding of computer networks. If you do not, please seek the assistance of a qualified I.T. professional.

We can only recommend using ActiveX Internet Explorer 5.5 or above, and strongly recommend the use of IE9 as unfortunately IE10 is not compatible.

To enable ActiveX controls go to: Tools > Internet Options > Security > Custom Level > Then once in the Security Settings, enable all ActiveX related options. Please see the settings below:



## TROUBLESHOOTING

Please refer to the FAQ table below for easy troubleshooting. The table below describes some typical problems and their solutions. Please consult these guides before contacting your DVR dealer.

PROBLEM	SOLUTION
No power	<ul style="list-style-type: none"><li>- Check power cord connection.</li><li>- Confirm that there is power from the outlet.</li><li>- Ensure that the 12V 3A power supply is connected to the cameras and the 19V 2A is connected to the DVR</li></ul>
Not working when pressing any button	<ul style="list-style-type: none"><li>- Press any key and then enter the password to exit "Key Lock" mode.</li></ul>
Timer record function is not working	<ul style="list-style-type: none"><li>- Check if the "TIMER RECORD ENABLE" is set to "YES".</li></ul>
No live video	<ul style="list-style-type: none"><li>- Check the camera's video cable and connections.</li><li>- Check the monitor's video cable and connections.</li><li>- Ensure that the 12V 3A power supply is connected to the cameras and the 19V 2A is connected to the DVR</li></ul>
No recorded video	<ul style="list-style-type: none"><li>- Check if the HDD is installed and connected properly.</li></ul>
DVR keeps rebooting	<ul style="list-style-type: none"><li>- Ensure that the 12V 3A power supply is connected to the cameras and the 19V 2A is connected to the DVR</li></ul>
HDD detection failed	<ul style="list-style-type: none"><li>- Ensure that the 12V 3A power supply is connected to the cameras and the 19V 2A is connected to the DVR</li></ul>
Can't detect your USB flash drive	<ul style="list-style-type: none"><li>- Use another USB flash drive to test.</li></ul>
Can't view the DVR images over the network with web browser	<ul style="list-style-type: none"><li>- Update the JAVA program</li><li>- Update the firmware of the software AP</li></ul>
Can't play the recorded data on my DVR	<ul style="list-style-type: none"><li>- There must be at least 8192 images of recorded data for playback to work properly. If not, your DVR will stop the playback.</li><li>- For example, if the IPS is set to 25, the recording time should be at least 327 seconds (8192 images/25 IPS) for the playback to work properly.</li></ul>

***This guide is intended as a Quick Set Up and Basic use manual only, please refer to the user manual on the included CD for all other details.***

## Limited Warranty

Cornick Pty Ltd (Seller) warrants its products to be in conformance with its own plans and specifications and to be free from defects in materials and workmanship under normal use and service for twenty four months from the date of original purchase. Sellers obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor, any part which is proved not in compliance with Sellers specifications or proves defective in materials or workmanship under normal use and service. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than Seller.

**For Warranty Service:** Return transportation prepaid with a copy of your purchase receipt and contact details to:

**RhinoCo Technology, 9 Hannabus Place, McGraths Hill, NSW 2756 Australia.**

Seller has no obligation to attend the buyer's location to retrieve the goods or make repairs onsite.

- There are no warranties, expressed or implied, of merchant ability, or fitness for a particular purpose or otherwise, which extend beyond the description on the face hereof. In no case shall seller be liable to anyone for any consequential or incidental damages for breach of this or any other warranty, express or implied, or upon any other basis of liability whatsoever, even the loss or damage is caused by its own negligence or fault.
- Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm system or video surveillance system may only reduce the risk of a burglary, robbery, or fire without warning, but it is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.
- Consequently, seller shall have no liability for any personal injury; property damage or other loss based on a claim the product failed to give any warning. However, if seller is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regard less of cause or origin, seller's maximum liability shall not in any case exceed the purchase price of the product, which shall be the complete and exclusive remedy against seller.
- This warranty replaces any previous warranties and is the only warranty made by the Seller on this product. No increase or alteration, written or verbal, of the obligations of this Limited Warranty is authorised.

Please refer to the website ([www.watchguardalarms.com.au](http://www.watchguardalarms.com.au)) for a full list of trading terms.



**HELPDESK: Phone 02 4577 4708**

**9am – 5pm Mon- Fri**



PLEASE CUT OUT & RETURN THIS INFORMATION  
WITHIN 14 DAYS OF PURCHASE TO:

**RhinoCo Technology**  
**9 Hannabus Place**  
**McGraths Hill NSW 2756 Australia**

## **Model:DVR4ENTPACK7**

### **Professional Surveillance Pack Warranty Card**

Name

Address

Suburb

State

Postcode

Email

Date of Purchase

Invoice Number

Daytime Phone

WGDVR No.

Where did you purchase your DVR4ENTPACK7?

Store Location

This information will only be used by the manufacturer and will not be sold to any third parties.

Dear Customer,

We appreciate your confidence in our product, and you can be certain that we will do everything possible to ensure that you are happy with your decision and that you have years of satisfaction from your DVR4ENTPACK7.

We take extreme care in the research, design and development of our products to ensure they meet your needs. Additionally, we keep in close contact with our dealers Australia wide, and should any problem occur, we will work closely with your local dealer to see that it is resolved quickly.

As a leading designer and manufacturer, we are continually endeavouring to exceed the expectations of our customers. Furthermore, we appreciate your input regarding potential design improvements, issues regarding our service and support, and any other ideas you may have which could help us to serve you better.

Please make any comments you have here: