



HATHORN



Wi-Fi REELS OPERATOR'S MANUAL



For Safe and Effective Operation:
Before operation of your system, it is advised
that this manual be read carefully.

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LIMITED WARRANTY

This Limited Warranty provides one full year of coverage under our manufacturer's standard new product warranty. Hathorn warrants to the original purchaser of the product herein registered that the product shall function properly for a period of one year from the original date of purchase under normal and proper usage. This one-year Limited Warranty covers malfunctions resulting from defects in materials or workmanship only. If the product fails to function properly under normal and proper usage due to defects in materials or workmanship during the period of this Limited Warranty, the manufacturer will repair, adjust or replace defective parts as it deems appropriate.

This Limited Warranty is only available to the original purchaser; it is not transferable under any circumstances. The manufacturers' responsibility under this Limited Warranty is limited to the repair, adjustment or replacement of defective parts as determined by Hathorn in its sole discretion. Routine cleaning and normal cosmetic wear and tear are not covered by this Limited Warranty.

LIMITATION OF LIABILITY

By your acceptance of this limited warranty, you agree that Hathorn shall have no liability to you for any damages resulting from delay or loss of use of the product in service or repair. Hathorn shall have no liability for general, special, incidental or consequential damages arising out of breach of this limited warranty. Hathorn assumes no responsibility for warranties either expressed or implied beyond that which is contained herein.

SERVICE

If the product requires service, please contact the Hathorn service centre nearest to you . Service locations are listed on page 15 of this document. Hathorn is not responsible for damages or loss incurred in connection with mailing and/or transportation of product.

FREIGHT

After completing your "Return Authorization Sheet," ship the item(s) PREPAID and INSURED to the appropriate service center. After the repair, the items(s) will be returned via the same method. (i.e. shipped in via UPS, returned via UPS. Shipped via air, returned via air.)

RETURN FREIGHT

Warranty: Pre-Paid as above
Non-Warranty: Freight Collect

NON-WARRANTY CHARGES

Repairs centers will charge direct for non-warranty repairs and may require payment prior to repair. Should you have any further questions regarding service or sales, please contact Hathorn at 905-604-7040.

PRODUCT FEATURES

With Hathorn Wi-Fi reels you can complete inspections without the use of a traditional monitor and with the ease of a system weighing 15 pounds that runs on external 18V Milwaukee™ compatible batteries (not included) or the 12V AC/DC adapter.

The reel sends its own wireless Wi-Fi signal directly to multiple mobile devices or tablets in high-definition video, with the option of audio voice recording overlay, that can then be recorded and saved in your photo folder. The video can be sent back to home base or clients via text, email, airdrop, Facebook, Instagram, cloud, etc.

- Monitor free reel, NO cords, NO heavy monitor cases,
- Powerful 512Hz SONDE transmitter
- Auto-iris camera element that automatically adjusts picture lighting, no LED light dimming required
- On screen resettable footage counter
- Easy wireless video transfer from reel to any mobile device or tablet, connects up to four Wi-Fi devices
- Record in high compressed video saved to your phone, easily manage video files and snapshot pictures, files can be air-dropped, texted, or emailed.
- No option to pause during recording is available.
- Voice recording overlay to keep you hands free without the need to add text
- Free downloadable Wi-Fi app from Hathorn
- Wi-Fi transmission - supports Apple and Android
- Transmission distance with no obstacles is around 75ft.

USER INSTRUCTIONS

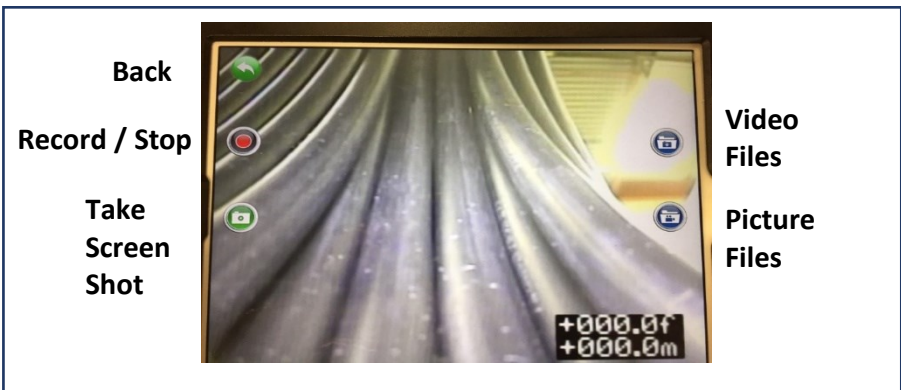
Download the Wi-Fi App

- Turn on the mobile device and enter APP store for either Apple or Android
- Search “HATHORN-PRO” (or HATHORN-PRO2” for newer Phones) software and download.
- Install the APP software

Setting Up the System

Connect DC power plug to the jack on the reel hub using AC/DC adapter or use an 18V (Milwaukee™ or equivalent) external battery. At this point you should have lights on the camera.

Access Wi-Fi connections on your device and select the one named “Hathorn #####”. Enter password 12345678. Exit then open the “Hathorn/PRO2 App” and click “CONNECT”. At this point you should have video on your screen.



Video Viewing & Recording

Open the app and click “CONNECT”. If the connection between the camera and the mobile device was successful, the video will begin playing automatically. If it does not, then repeat the Wi-Fi pairing steps. No option exists to pause during recording. If you wish to pause simply stop the recording and start a new one.

All pictures and videos are stored in the photos folder of your device. It is recommended that users of Android devices download “VLC MEDIA PLAYER” to ensure correct video playback of recorded files.

NOTE: YOU MUST ALLOW THE APP TO ACCESS TO YOUR PHOTOS FOLDER WHEN PROMPTED. IF YOU DO NOT THEN VIDEOS WILL NOT BE SAVED.

Audio Recording

Upon pressing “RECORD” for the first time the app will ask you if you wish to record audio. If you do, then push “YES”. The app will then ask to have access to your microphone, click “YES”. You are now recording audio for the entire inspection.

Note: You cannot turn audio recording off and on during inspection. You will need to disconnect Wi-Fi and reconnect then choose to record audio when prompted.

Turning on and Locating the Sonde

The 512hz locating sonde can be turned on by pressing the red button for 5 seconds. Use any brand of 512hz locator to find the sonde when underground. To turn the sonde off again press the red button for 5 seconds. Sondes are locatable up to 15ft. underground dependent upon thickness of concrete and presence of steel/cast iron pipe.

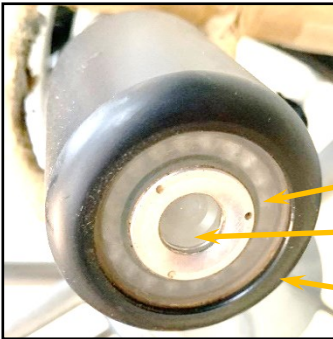
FEATURE IDENTIFICATION

18V Battery Cradle

Battery or AC/DC Power jack

Wi-Fi Hub

Multi-Function Red Button



LED Lights

Sapphire Camera Lens

Plastic Skid/Sleeve

INSPECTION PROCEDURE

Skids or sleeves should ALWAYS be used to protect the camera head. Depending on the size of the pipe you are inspecting, you may need to use a skid so the camera is centered or off the floor of the line. Care should be taken so the skids do not snag in the line.

Under normal operating situations, the camera is used with a smaller protective sleeve in lines under 4" in diameter or a larger finned sleeve in 4" lines and larger.

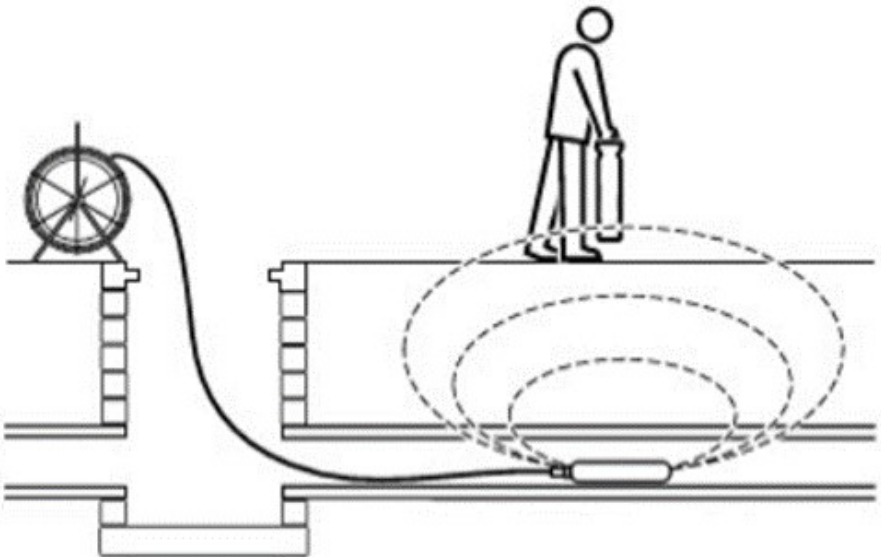
1. Slowly push the camera into the pipe and negotiate the camera into position to feed down the pipe making sure the flex neck does not kink or double back on itself.
2. Push the camera slowly and carefully during the inspection taking note of the pipe condition for possible hazards that may entangle or damage the camera on entry or retrieval.
3. When negotiating a corner, care should be taken not to butt the nose of the camera against the sidewall with any force. It would be better to let the camera "work" its way around the corner. If resistance is encountered when turning the corner and there is no visible signs of blockage, turning the push rod or pulling the camera back and forth sometimes helps.

4. Should resistance become extreme, or the camera get entangled or stuck, slowly push it back and forth to free it. Sometimes turning the push rod may also help. If the camera is visible, you may be able to free it with your hand or some other means.
5. Upon completion of the inspection and retrieval of the camera, it may be necessary to ‘manipulate’ the camera around the initial bend (clean out) in the pipe with a pole or other device if required.
6. **NEVER** use the camera to unclog a drain or clear debris in the pipe. Doing so can cause damage to the camera head or lens.
7. **NEVER** force the camera down a pipe as this may cause a kinked cable which will require expensive repairs.
8. **NEVER** use a pressure washer to clean any part of the eCam system. High pressure water can cause degradation of the electronic parts causing damage.

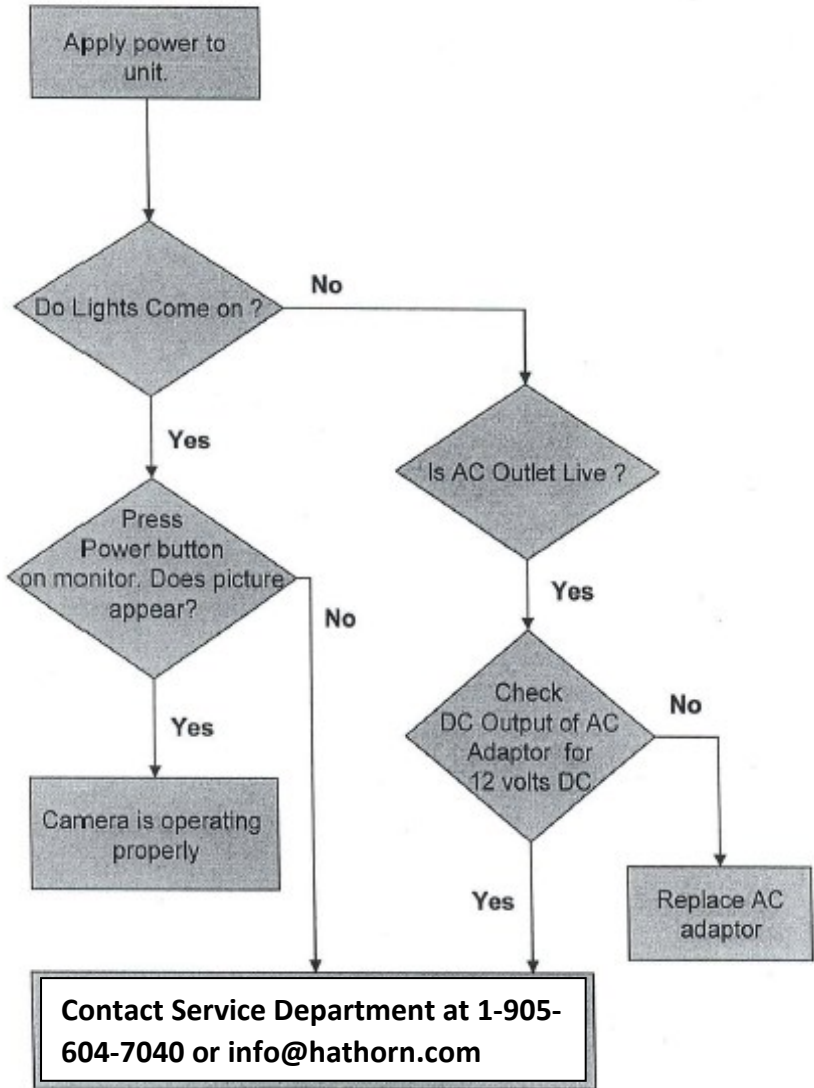
LOCATING THE 512 Hz SONDE

Insert the sonde in the drain and locate it while it is still just in view at the drain or duct entrance. Hold the locator vertical directly over the sonde with the antenna in line with the sonde. Adjust the locator sensitivity so the bar graph reads between 60% and 80%. Push the sonde along the pipe to the desired area.

1. Approach the peak of the signal working perpendicular to the pipe. Move the locator backwards and forwards and stop when the bar graph indicates a Peak.
2. Push the camera 4-6 ft. further, pinpoint, and mark the position. Repeat this pinpoint procedure at similar intervals along the line of the drain or duct until the survey is completed.
3. Most locators will automatically display the depth of a located sonde providing the locator is correctly ori-



TROUBLESHOOTING



If a problem not shown on this chart is found please contact an authorized Hathorn service center.

FREQUENTLY ASKED QUESTIONS

Q: The app doesn't seem to be storing my recordings.

A: You must give the app permission to access your photos folder upon installation. If you do not you must reinstall the app and give permission. Also never exit the app before pressing "stop recording". Failure to do so will result in a non-recorded video file. The app will always confirm that the files have been store successfully.

Q: I can't find my recorded files.

A: For apple users stored recordings are found in your recent photos folder. For android users this may also be the case but every manufacturer is different. Hathorn recommends that Android users download and install the free app "VLC Media Player" to locate and play your inspections. If you still can't find your files reinstall the app and start over.

Q: What is the password?

A: It is always 12345678.

Q: My sonde isn't working. Why?

A: Most likely it is because you haven't turned the sonde on. Press the red button for five seconds and the sonde icon will appear on you phone screen next to the footage counter.

Q: My screen is black/blue after I connect to the app.

A: If your screen is black/blue but you have a footage counter present on the screen it is likely that you have a malfunctioning camera head or you have kinked your push rod. Please call a service center. If you do not have a footage counter restart your camera and app. If this still doesn't work then call a service center.

Q: I can't pause my recording. Is my system broken?

A: No, the app does not allow you to pause during recording. This function is only available on Hathorn's USB recording systems, the M7 and, M12 and M18.

Q: How do I reset my footage counter?

A: Press the red button for 3 seconds?

Q: Why isn't the sonde always on?

A: Having the sonde always on will drain batteries faster. Also, the sonde can create video interference on some models so it is best to have the sonde off until you need it on.

MAINTENANCE

Inspection Camera

After every use, the camera should be cleaned and checked for possible damage. External scuffing of the camera case is normal and should be of no concern. The camera view port is made of sapphire and should be cleaned with a soft, damp cloth. Grease, dirt or scratches will affect the quality of the video and if the lens is badly scratched it should be replaced.

LED Light Replacement

The camera heads use LED lighting and cannot be replaced by the operator. These lights use very little power and unless physically damaged or extreme voltage is applied to them, should last indefinitely. If replacement is necessary, the camera should be returned to the factory.

Reel and Cable Assembly Maintenance

The reel and cable assembly should be kept clean from dirt, slime, grit, etc. When winding the cable back onto the reel after an inspection, it is good practice to use a clean cloth to wipe off any debris.

WARNING

NEVER USE A POWER WASHER TO CLEAN THIS EQUIPMENT. PRESSURIZED WATER MAY GET INTO UNSEALED AREAS SUCH AS THE REEL HUB ASSEMBLY AND SLIP RING HOUSING CAUSING DAMAGE AND VOIDING WARRANTY.

REPAIR FACILITIES - USA

Repairs, warranty or otherwise, returned to Hathorn must be submitted with a “**Return Maintenance Authorization.**” For “**RMAs**” please contact:

Hathorn USA

Address: 739 North Wilson Road, Columbus, OH, 43204

Phone: 1-855-863-9226 **FAX:** 1-905-604-3400

Email: usaservice@hathorncorp.com

Website: www.hathorncorp.com

Kaiser Premier USA – Mobile Repairs South West

Address: 6108 Wild Fox Court, Elk Grove, CA 95757

Phone: 1-916-995-2743

Email: eric.montgomery@kaiserpremier.com

Website: www.kaiserpremier.com

Utility Equipment Technology Ltd.

Address: 382 Stevens Rd., Rockwall, TX 75032

Phone: 1-972-771-8958 **FAX:** 1-972-772-8195

Email: utilityequipment@gmail.com

Website: www.utilityequipmenttechnology.com

Dynamic Repairs

Address: 40 Arnot St., Unit 20, Lodi, NJ 07644

Phone: 1-973-478-0893 **FAX:** 1-973-478-0895

Email: dynamiccablerepairs@yahoo.com

Website: www.dynamicrepairs.net

Visual Imaging Resources

Address: 12600 Newburgh Rd, Livonia, MI 48150

Phone: 734-744-5557

email: antoine@visualimagingresources.com

Website: www.visualimagingresources.com

AZ Locators

Address: 13041 N 35th Ave c6, Phoenix, AZ 85029

Phone: 602-375-5337

email: info@azlocators.com

REPAIR FACILITIES - CANADA

Repairs, warranty or otherwise, returned to Hathorn must be submitted with a “**Return Maintenance Authorization.**” For “**RMAs**” please contact:

Hathorn Canada - Eastern Canada

Address: 255 Shields Court, Unit C, Markham, ON L3R 8V2

Phone: 1-905-604-7040 **FAX:** 1-905-604-3400

Email: service@hathorncorp.com

Website: www.hathorncorp.com

The Drain Camera Shop – Western Canada

Address: 780 Kilmalu Road, Mill Bay, BC V0R 2P1

Phone: 1-888-913-3419

Email: info@thedraincamerashop.com

Website: www.thedraincamerashop.com



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