



# 株式会社 **ARKS**

## FAQ

*Q1. How much does it cost to install one camera?*

A1. The price varies depending on the type of the camera and the place of installation, but in general installation of one camera on the wall of a house costs around 100 000 yen.

*Q2. What can I do to ensure security?*

A2. Our company can provide consultation to the clients depending on their needs. Feel free to visit our office to discuss the details.

*Q3. What is the time limit for video data storage?*

A3. It depends on the traffic volume. Our company uses 32GB SD cards, so in case traffic volume is low we can store video data for up to 2 weeks, and if the traffic is high we store data for 1 week.

*Q4. What happens to the video data when the SD card limit reaches its max level?*

A4. When the SD card limit reaches its max level, the camera overwrites the old data automatically, so only the latest data is left.

*Q5. Can I check the video data myself?*

A5. Clients who wish to check the video data themselves can insert the SD card into their PC and check via Windows Media Player. Or you can also purchase an additional recording device, which will not only extend the storage limit, but also make it more simple for you to check the video data.

*Q6. What should I do if the camera was broken?*

A6. If your camera was broken, please contact the company immediately. Our staff will help you.

*Q7. Can I ask to install a cheaper camera purchased on the market?*

A7. It is possible. But we cannot guarantee such camera won't be broken too fast, won't damage the exterior of the building as well as we won't be able to provide the after-sale service. We do our best to pick up cameras meeting all the needs of our clients and guarantee the after-sales service.

*Q8. Should I ask for periodical inspections of the camera?*

A8. Security cameras are mechanical objects so sometimes breakdowns are inevitable. We

recommend you to have a periodical inspection once a year to prevent possible failures.

*Q9. Has the guarantee a limit date?*

A9. We usually provide a 1 year guarantee for the cameras purchased through our company.

*Q10. Can I check the video data with the mobile phone?*

A10. It is possible, but you will need a router corresponding with iobb.net.

*Q11. What about Wi-Fi cameras?*

A11. Using a Wi-Fi camera sometimes may cause disconnections and image distortions, so we would not recommend it.

*Q12. Are there security tools which can ensure children's safety on their way from evening schools?*

A12. Our company provides security buzzers and LED bands which are easy to install.

If you have any other questions, feel free to submit your inquiry through the form on our website and our English-speaking staff will help you.