

MyTana Warranty Information

Video Inspection Equipment and Cameras

All products are warranted against defects in material and workmanship for one year from date of purchase. All products are individually tested prior to shipment. Damage due to negligence, abnormal usage, accidents, or alteration is not covered by this warranty. Examples of damage not covered by warranty:

Damaged Camera Head Connector End



For our newer connection style

If you disconnect the camera head for transport, or swap

heads, be sure to align the push rod with the head and screw on until snug and there are no skipped threads. Don't over-tighten or use tools to tighten.



For our older systems with pin connectors on the camera head

We recommend keeping the head attached to the push rod at all times to avoid accidental damage. If you need

to remove, make sure to 1) clean the push-rod around the locking nut that secures camera to push rod, and 2) keep steady pressure on the spring toward the rod to ensure that the guide pins stay securely fitted into the guide-pin holes in the front of the push rod fitting as you tighten locking nut.

Damaged or Broken Push Rod Connection Pins

For current PGR systems with a patch cord:

- Follow instructions carefully when connecting to CBX17
- The patch cord should NOT be disconnected from the push rod reel. Check occasionally to make sure it is snug.

Damaged Sapphire Window



The sapphire is nearly as hard as diamond; however it can break with extreme impact, especially on sharp edges of broken concrete or clay tile.



Using our IceBall, Snoball or older Slimball greatly reduces impact to the camera head.



Broken Pushrod

The camera should not be forced through blockages. This can cause the wires inside the push rod to become kinked, buckled or severed. Guides and running water can help reduce friction as you push the camera through a pipe.



Use our TigerTail guide to protect the pushrod from sharp edges on cleanouts and openings.



See care tips in your User Manual or MyTana.com to protect your investment.

Should repair of any component be necessary, please call us first 800-328-8170 so we can issue a return call tag.

Ship your product to the following address:

MyTana 746 Selby Ave St Paul, MN 55106
Ph. 800.328.8170

050322



www.MyTana.com

746 Selby Ave • St. Paul, MN 55104
fax: (651) 222-1739

(800) 328-8170

Factory Direct Customer Service
M-F 7am - 5pm CST
Competent • Polite • Clear