

Customer Notification for Omnitrac's Critical Event Video

As a preventative maintenance measure, Omnitrac's is recommending the Secure Digital (SD) memory cards in your Critical Event Video (CEV) units be replaced annually. While it is possible for any SD memory cards to continue to reliably perform for more than 12 months, the high rate of read-write activity expected in this environment will, over time, begin to impact performance and reliability.

Only SD cards that are provided by Omnitrac's are endorsed and supported. This ensures our customers are using an SD card that is selected and sourced by our camera manufacturer, already correctly formatted, and pre-installed with the latest release of firmware for the Omnitrac's CEV solution.

Use of SD cards not obtained from Omnitrac's will void the camera warranty.

SD cards specifically formatted for your camera are available for purchase from Omnitrac's Customer Service Portal. <https://customer.omnitrac's.com/portal/>

Please DO NOT return used SD cards to Omnitrac's. To protect your privacy, SD cards should not be reused. We recommend you follow best practices for disposal of electronic waste, including the destruction of company data and videos.

