

<b>Title:</b>	Baluns Video Quality Issues	<b>Version:</b>	v1.0	<b>Date:</b>	11/11/16
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<b>Action Required:</b>	None, Information Only				

## Summary

Problems with current production baluns were reported from the field at several sites from around July to October 2016., Issues in video quality included no video, to lines and artifacts. Upon inspection and evaluation, a manufacturing defect was found where the UTP terminals were reverse polarized on the newer inventory. Fortunately, the reverse-polarized units were manufactured beginning in May of 2016 with a new case style, which makes them easy to identify. This Technical Bulletin defines how to identify the balun types and steps to take to avoid video issues. With this issue clearly identified and all steps taken to correct the manufacturing process, we are confident that it has been resolved.

## Balun Identification (Refer to Figure 1)

- **Housing** – The older balun has a flat housing. The newer reverse-polarized balun has a ribbed housing.



Figure 1, Old Flat Housing (top). New Ribbed Housing (bottom)

- **Packaging** – The new baluns, with the ribbed housing style, are packaged as shown in Figure 2.



Figure 2, New Baluns Packaging

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- **Installation and Usage**

It is only necessary not to mix pairs on the same UTP line. Use only a flat-to-flat housing pair or a ribbed-to-ribbed housing pair when installing them. Using a flat-to-ribbed housing pair will result in video quality issues.

As always, it is important to keep the + and - polarity consistently matched between Balun pairs when installing.

- **Questions** – Contact [techsupport.usa@hikvision.com](mailto:techsupport.usa@hikvision.com).