

Memory Card Issues

AFFECTED:

SD4mX, SD4HD / SD4HW, SD4FHD / SD4FHW
As well as their Reseller Designation versions

Please note:

Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest open manor that respects a customers right to know what they are getting and any problems & solutions

FIELD SERVICE MEMO #39

Issue Date

November 15, 2018

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Topic	Most Common DVR Failures are Memory Card Related
Problem	SD card related problems are making DVRs appear to have function problems
Complaint	There have been 3 customer reports of DVRs failing to Record video or Beeping. Some of the problems were resolved by installing a new DVR using the same SD card, so the DVR was suspected and sent in for service.
Manufacturer Notice	<p>SD card based DVRs typically can have function problems if any of the below are encountered:</p> <p><u>“SDHC” or “SDXC” only</u> SD card based DVRs Require “SD” cards. They are only designed & guaranteed to function with SD cards in them. SD cards are cards with the model designation “SDHC” or “SDXC” only.</p> <p><u>“micro” SD cards</u> Many SD card based DVRs are designed before there was a ‘micro’ SD card and were never designed to function with “micro” SD cards that some customers use in them. Often they may work with “micro” cards in them but they were not designed for this type of memory and function will be erratic at best.</p> <p><u>Relabeled Cards</u> Grey market memory cards are a constant problem as some distributors overseas will relabel slow speed processor cards as high speed cards. This is most common in the “micro” card markets where estimates of up to 30% of all ‘micro’ cards may not be what they are labeled as.</p> <p><u>File Format</u> SD4mX DVRs require FAT32 memory card file structure. When memory card of larger than 32GB are sold in the USA, their default file structure is exFAT which is something the SD4mX DVR cannot operate with properly. All memory cards larger than 32GB must be formatted on the SD4mX DVR itself prior to the first use in the DVR.</p>
ABV Solution	On September 15, 2018 ABV was notified by the 3rd customer of a DVR related problem that was found Not to be DVR related and in cast was a result of a memory card issue. ABV Does Not recommend or guarantee proper function of any DVR that is used with a “micro” memory card.
ABV Actions Required	We have created this Service Memo to post online for those who may have received these DVRs from a third party like a reseller who may not have advised them of this service issue.