

V-4408D 8-Channel NVR

April 2017

Suspension of Product Availability

The purpose of this product bulletin is to inform you that effective Monday, April 17, 2017 DMP will suspend shipping part number V-4408D until further notice.

This notice serves as a product suspension and should not be considered a product recall. After receiving input from dealers that resulted in additional testing at our facilities, we have determined that the product does not comply in all field applications with the specifications we had listed for our OEM manufacturer.

The primary issue is the failure of the product to consistently send motion video clips under certain network conditions. We have requested that the manufacturer of this device correct the firmware to resolve these issues, but at this time we cannot accurately forecast if and when this fix will be available.

We have determined that it is in the best interest of DMP and our dealers not to offer this product until we are certain it functions 100% of the time under all field conditions. If, and when, the corrected firmware is made available to DMP by the manufacturer, all field units can be upgraded remotely.

We regret that products we had been assured were fully compliant with our engineering specifications did not perform to this level. We will diligently work with our supplier to assist in the process of correcting this problem as soon as possible. Informational updates will be sent to all DMP dealers who have purchased the product if and when a solution is available.

Return Options

DMP will accept the return of any units that have exhibited performance issues in exchange for full credit. If you have units in inventory that you now prefer not to install, we will also accept these back for full credit. Please contact our Customer Service department to receive a return authorization number.

If you have units in the field that have not exhibited any problems based on the system requirements as installed, and you choose to allow them to remain in service, we will agree to accept these back for full credit in the future should you encounter a performance problem.



Figure 1: V-4408D NVR