

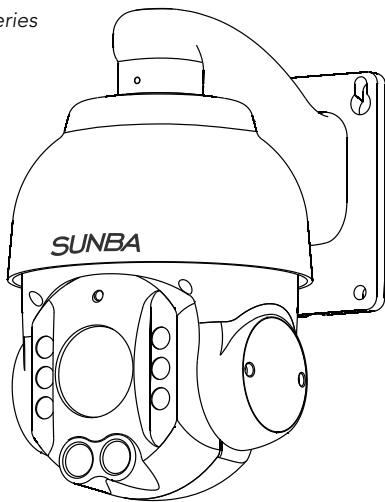
2016/11
Version 3.0

SUNBA[®]

Dedicated PTZ Camera Professional

SUNBA[®] PTZ Camera Network Series

User Guide V3.0



You  Tube

Please go to <http://guide.sunba.net> to access the step by step
YouTube video tutorials for Sunba IP PTZ camera setup.

FCC Warning (U.S.A)

The device has been tested in compliance with limits set by Part 15 of Federal Communication Commission (Class B). The operation of the device is thus limited by the following two conditions:

1) it is not permitted to cause harmful interference to any authorized radio communications, and 2) it must accept any interference it receives.



WARNING: Please test the camera locally by directly connecting to the default power adapter from the package before mounting it outside. Stay at least 24 hours to test both daytime and night vision IR LED.

Bench Test (non-PoE camera)

Note PTZ dome cameras have much higher power requirements than bullet cameras, especially for ones with higher zoom-in capacity. Therefore, how the unit is powered can be critical to its functionality. Please make sure the unit itself is working, and try eliminating all cabling factors to set up the bench test.

Bench Test (PoE+ camera)

A default adapter is prepared for you to rule out any problems of the camera. If the camera works properly under the DC power adapter but not with PoE, please check the PoE switch/injector you are using or replace an Ethernet cable.

Please refer to 2.2 for PoE+ Wiring & Connection if your camera is PoE.

How to Test Locally

In short, in a bench test, do NOT use any power extension cable. Please connect the camera directly to the power adapter. Secondly, connect the camera directly to the computer through ethernet cable.

Why Test Locally

The reason you should NOT extend the power cable during the bench test is because DC power drops quickly along the transmission. A bench test helps you rule out all problems caused by power supply. Underpower causes problems such as 1) flickering screen 2) unstable infrared (camera reboots repeatedly) and 3) spinning dome.

Troubleshooting Sheet

Please read the “troubleshooting” table below if you find any problems during the bench test or camera setup. The list below covers the most frequently asked questions. If you find any other problems, don’t hesitate to reach:

support@sunba.net

Problems	Solutions
Can't install Device Manager	1.Installation blocked by local PC operational environment. Please switch to another PC for setup. You can still log in with the other PC after the setup. 2.Change the IP of your PC correspondingly to make sure it is on the same subnet of the camera: 192.168.1.*
Can't install IE plugin or IE plugin shows only partial display or only PTZ control panel	Installation blocked by local PC operational environment or network environment. Please switch to another PC for setup. You can still log in with the other PC after initial setup. Alternatively, please go to Internet Option->Security to adjust the risk level to Medium-High and to "Custom Level" to enable ActiveX controls.
Language page shows ??? or not in my desired language	Note if it shows ???, the IE plugin must not have been successfully installed. Please install the NewActive.exe plugin properly (see CD-ROM) and choose the language on the upper right corner.
Can't add camera to NVR	If your NVR supports ONVIF Profiles S or ONVIF 2.0~2.4, you should be able to add the camera through ONVIF Port 8899. For Sunba NVR, please choose H264DVR.
Camera not compatible with a certain software or mobile app I want to use	You can return the camera anytime within 30 days. Alternatively, please contact Sunba to send a sample unit to your desired software developer to request direct compatibility. We are always willing to expand our compatibility list.
The OSD menu is in Chinese	Please call preset 95+93; View OSDlanguage.sunba.net

Problems	Solutions
Can't access XMEye app using cellular data	Please double check the cellular is enabled and reboot your phone.
Can't Pan or Tilt	Belt loosen during distant transportation; Go to http://sunba.net/support/download to obtain a quick fix instruction.
Can't Pan and Tilt	Motherboard may be defective; Contact support@sunba.net to send a new motherboard if it passes the 30 day return period.
Does not self-test	Try replacing a power cable or contact support@sunba.net .
Infrared is no longer on	If you have just reset of the camera through the OSD menu, please unplug the power and power it again. Alternatively, please use Preset 103+CALL to turn on ALL IR Led.

1. Statement

Thank you for choosing SUNBA®. This user manual is designed to help you install and access your IP Network Camera. To obtain free supporting software, please follow these steps:

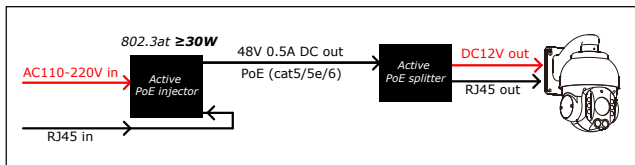
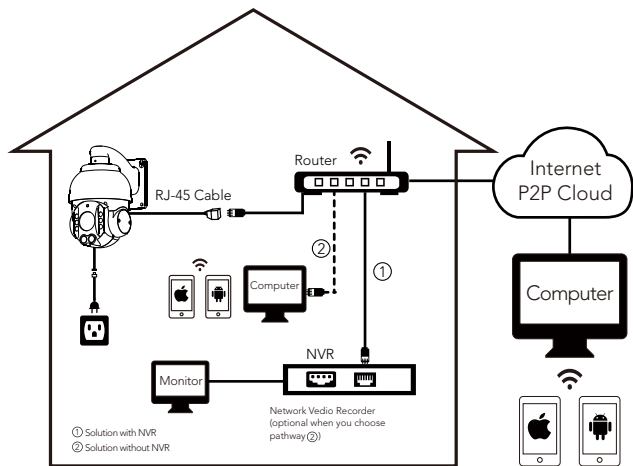
1. Enter <http://sunba.net/support/download>
2. Choose the "Non-Autotracking IP Cameras" and download the entire CD-ROM package and click "setup.exe". Follow the navigator to find your desired file. Alternatively, you can download each file individually from the Google Drive/OneDrive.

2. Wiring & Connection

2.1 Power (for non-PoE cameras)

We recommend using the matched adapter (DC12V) you received with the

package **without any DC power extension**. The camera may not work properly at night if the power reaches the camera is below 12V due to resistance along the extended DC line. If that happens, please make your AC power source near the camera, and connect it with our default adapter. You can also use an AC power extension cable (no distance limit). The camera will be exposed to high risks of motherboard damage and void the warranty if you use **passive PoE injector/splitter**.



Active PoE Injector/Splitter are **allowed** if you use PoE to power non-PoE camera.

2.2 Power (for PoE+ cameras)

PoE+ IEEE 802.3at standard is required. Note traditional PoE system, 802.3af standard, delivers up to 15.4W, which is unable to fully support the camera. Dome cameras, especially with 20 times zoom-in capacity, **have higher power requirements** than bullet cameras or fixed lens cameras.

The PoE+ switch/injector need to meet two key features:

1. **802.3at.** 2. Delivers at least 30w to the **single port** you are using.

Transmission distance

PoE will also drop power along the Ethernet cable. If you are using a 300 ft long Ethernet cable, you may be at risk. Please try using the Ethernet cable less than 250 ft. The maximum travel distance also depends on the quality of the cable and the switch/injector.

NVR's built-in PoE

Some NVR has built-in PoE+ switch. However, this is mostly for devices from the same manufacturer as the NVR (examples such as Dahua and Hikvision). The built-in switch may work for few third party cameras but not all. We thus recommend getting a dedicated PoE+ switch.

Biggest issue when underpower

In the daytime, even 802.3af (conventional PoE system) can provide enough power to the camera. However, in the night time, if you are underpower, the following nightmare begins: low light environment detected -> infrared on -> not enough power -> reboot -> low light environment detected -> infrared on -> not enough power -> reboot (cycling)

2.3 Built-in self-test

When powered up, the speed dome automatically begins a self-diagnostic process during which the camera will pan horizontally and vertically to make sure PTZ, lens and other parts of the camera are functional. Please contact our technical staff if a self-test does not happen on your unit. Please refrain from disassembling the unit before contacting us. Thanks for your cooperation.

3. Preparing for network connection

Mac User: Please refer to videos in <http://mac.sunba.net>

Step 1: The Logic behind IP Configuration

No matter what IP camera management client you are using, the first step is to **make sure your router and the IP Camera are on the same subnet**. Being on the same subnet means “the first three octets or segments in the IP address are the same.”

For example:

X Not on the same subnet: Router: 10.0.0.1 IP Camera: 192.18.1.10

√ On the same subnet: Router: 10.0.0.1 IP Camera: 10.0.0.10

If your router is 10.0.0.1 and your camera is still 192.168.1.10 (default IP) you will **NOT** be able to access the camera by typing 192.168.1.10 in the web address without changing its IP first.

Tips: How do I know the IP of my router (Gateway)?

Option 1. Bottom of Router Sticker

Option 2. Network and Sharing Center → Change Adapter Setting →

Select the connected network → Details → IPv4 Default Gateway

Do NOT change TCP Port or HTTP Port to 554 or 8899, which will conflict with the RTSP and ONVIF port of the camera and lock the device. No same value for two different ports.

NO.	IP Address	Port	Destr...	Mac Address	CloudID
<input checked="" type="checkbox"/>	192.168.16.10	34567		00:12:14:00:d9:b0	ec0d89f14...

IP Address: 192 . 168 . 16 . 10
 Subnet Mask: 255 . 255 . 255 . 0
 Gateway: 192 . 168 . 16 . 1

HTTPPort: 80
 TCP Port: 34567
 Mac Address: 00:12:14:00:d9:b0
 CloudID: ec0d89f14...

adminPsw: Advance

Modify

Select All IP Search Add Device WebBrowse Reboot ResetConfig

FileName: Browse Upgrade

Step 2: Configuring the IP address of the camera.

If the IP address of your router is NOT on the same subnet of your camera, you will need to change the IP address of the camera by following these steps:

- a) Open the CD-ROM file you downloaded from Chapter "1. Statement".
- b) Double-click "Setup.exe" and turn to **English**→**Software**→**Device Manager** to install the tool.
- c) Open the tool and then click **IP search**. IP addresses of all devices within the network shall be displayed on the screen.
- d) Click "SameToPC" and the Device Manager will help you set your camera to the correct subnet. If your computer has two or more network cards (multiple subnets), the "SameToPC" selection won't return the correct gateway of the router. You will need to manually change the "Gateway" to your router's IP address, then change the IP address of the camera correspondingly to match the subnet of your router. Do not forget to click "Modify" to save all your work.

Tips:

- 1) Make sure the new IP you assigned to the camera is UNIQUE.
- 2) Do not change the camera's TCP port until later.

4. Accessing your camera from computer

4.1 Use Sunba's free IP camera management tools

Many IP camera management tools are available. If you already have your own preference for a third party client, you may want to skip here and go to "4.3 Use other third party IP camera management tools." If you are new to IP camera, and would love to explore other tool to control your camera other than the dull IE, this would be a right chapter for you.

Download CMS from CD-ROM: **English -> Software -> CMS**

User Manual is available from **English -> Manual -> CMS**

Video Tutorial available from cms.sunba.net

4.2 Use Internet Explorer

Enter the IP address of your camera. It is either the default IP address associated with the camera, or the IP address you modified from Chapter 3.

- 1) Take 192.168.1.10 as an example. Enter http://192.168.1.10 as address.
- 2) Install the ActiveX web plugin following the request popped by the IE. Please make sure IE is CLOSED during the installation. You may need to temporarily modify the security level of the browser to enable the installation. If the plugin request does not pop out, please go to the CD-ROM package and download "NewActive.exe".
- 3) You can change the language from the upper right corner. Changes only take effect after you successfully install the plugin, otherwise it will show "??????".

4) Enter username and password. **The username is admin with no password by default.**

5) Please change the admin password after log in to protect your privacy from Device Config->Account. Do not forget your password. **Take a piece of paper and write it done.** The password is very important if you want to reset your camera in Device Manager.

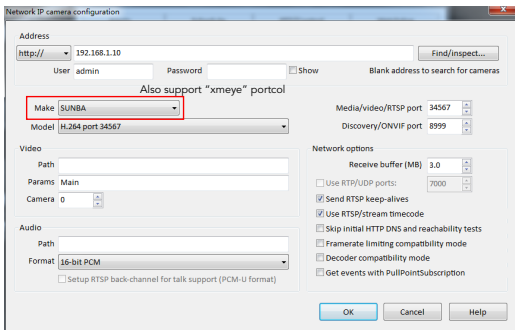
6) Go to <stream menu> and connect with either main stream (better quality, higher network requirements) or sub-stream.

7) Go to the PTZ menu to control rotation, zoom, focus, preset points, points cruise and other movements.

Note: our cameras currently do not support Windows 10 Edge Explorer.

4.3 Use other third party IP camera management tools

There are many other IP camera management tools you can use. Below we attached the setting from **Blue Iris** for Sunba IP cameras given it is one of the most popular professional IP camera management clients. It also provides reliable service, on-time feature updates and competitive mobile client. Some software/NVR requires manually adding the camera through **ONVIF port 8899**.



4.4 Mac User

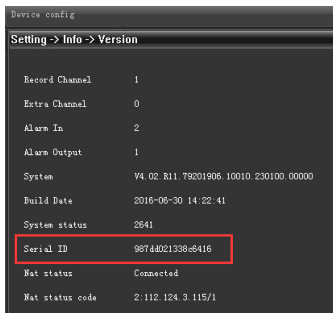
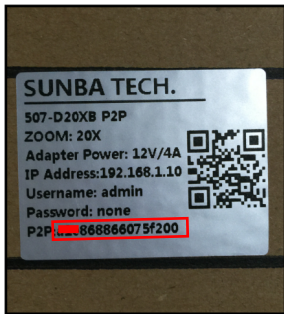
Mac users can use VMS from CD-ROM: English->Software->VMS for Mac VMS can also configure the IP address of the camera once device is searched from the list. There are also paid-software available. A widely used one is called Security Spy. Please use ONVIF port 8899 for adding Sunba cameras (compatibility may be subject to the version you use).

5. Camera Remote Access

5.1 P2P Function (simple setup)

P2P cloud technology enables customers to remotely access, control and configure their cameras through internet even if you are thousands miles away.

Warning: P2P function may not work if you modify the default media port (34567) of the camera or the DNS of your camera is not on the same subnet of your router. Your NAT status by Device Config->Version needs to be "connected" before you are able to access your camera through P2P. Find Your P2P Code (Cloud ID or Serial Num) by two methods:



5.1.1 Computer Access

A. Internet Explorer

Enter web address: <http://xmeye.net>

Remember to install plugin before login. It is the same plugin you need for IE LAN access.

B. CMS

Add the P2P code to your device list.

If you cannot add cameras to CMS, please check your network status and try again.

5.1.2. Port Forwarding

Please forward **BOTH** http port and tcp (media) port and refer to the manual of your router for detailed steps of port forward.

You can remotely log in using XMEye app. Please enter the remote IP address in "Serial Num".

5.1.3. RTSP

Please use the following URL:

"rtsp://IP:554/user=admin&password=&channel=1&stream=0.sdp?real_stream"

where 0 = mainstream and 1 = substream

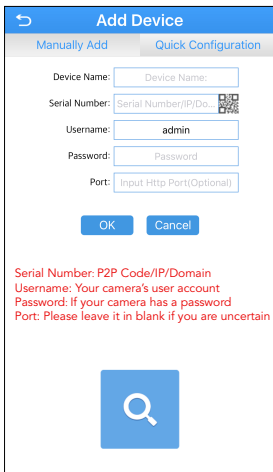
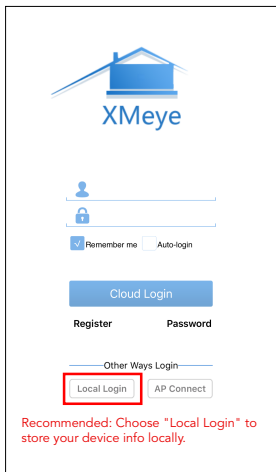
Ex:rtsp://192.168.1.10:554/user=admin&password=&channel=1&stream=0.sdp

5.3 Mobile Access

Network Environment: WiFi, 3G/4G/LTE; Mobile System: Android, iOS

Software Name: XMeye/JFeye (download from either Google Market or App store)

If your mobile device is on the same subnet with your camera, you can use the "Search" button to locate the camera.



6. Configuring cameras using special preset points

Preset Interface in IE/CMS for other software,

Note: For other software please refer to the manual of the third party software



Enter the number and hit "+" to set/add a preset.

Enter the number and hit "-" to delete a preset.

Enter the number and hit "↶" to call a preset.

PTZ Preset Position

Sunba dome cameras can set preset PTZ positions for which cameras can memorize and travel directly by calling the preset. Preset Positions are represented by numbers. You need to "add" a preset and then "call" it. You can always "delete" them later.

Special Presets

Special presets are preset numbers not associated with positions but to advanced commands that cameras can follow to modify/enable settings such as changing infrared mode, setting up camera auto scan boundaries etc. You can call the preset directly (no need to "add" a preset as they are pre-existed) according to **The Full Preset List**.

Pattern

Different from patrol, which enables the camera to travel between different points, patterns are continuous sets of movement that Sunba cameras can perform in a record and replay fashion. Note: Patterns will not be activated unless **Motion Detection** and **Video Blind** are disabled.

Note:

When pressing any direction key, the camera will stop the patrol, scan & pattern.

When using 84 + Add Preset to set a pattern scan, you must use direction & zoom key to set the actions and click Iris+ key to end the pattern setup, prompt as follows:

IRIS OPEN EXIT

The Special Preset

Special Preset	Function
0~50 Preset	Conventional Position Preset
XXX + Add Preset	Set preset XXX.
XXX + CALL	Call preset XXX.
95 + CALL	Open the On-Screen-Display menu of the camera
95+CALL followed by 93 + CALL	Shift to English OSD menu
95+CALL followed by 94 + CALL	Shift to Chinese OSD menu
47 + Add Preset	Set the left boundary of frame scan for 507 series
48 + Add Preset	Set the right boundary of frame scan for 507 series
81 + Add Preset	Set the left boundary of frame scan for 601&805 series
82 + Add Preset	Set the right boundary of frame scan for 601&805 series
82 + CALL	Start frame scan (auto scan from left side to the right side)
84 + Add Preset	Set pattern followed by different action inputs; confirm by clicking "IRIS+" button
84 + CALL	Start pattern
88 + CALL	Patrol from 1 to 10 preset
89 + CALL	Patrol from 11 to 20 preset
90 + CALL	Patrol from 21 to 30 preset
91 + CALL	Patrol from 31 to 40 preset
81 + CALL	360° interval scan for 507 series
98+ CALL	360° continuous scan
93+ CALL	Display preset information from upper left corner
94 + CALL	Hide preset information from upper left corner
100 + CALL	Manually turn IR on (half side on)
101+ CALL	Manually turn IR off
102+ CALL	Set the IR mode to auto (default)
103 + CALL	Manually turn IR on (all side on)
120+ CALL	Display the value of photoresister
121+ CALL	Hide the value of photoresister
83+ CALL	Clear all preset
81+ CALL	Reset the PT position for 601&805 series
92+ CALL	Reset the PTZ dome

7. OSD Menu of the camera

A. 601 & 805 Series:

When you open the OSD menu with PRESET 95+CALL, use the up and down keys to move the cursor, left key to go back to the previous menu, right key to select and confirm.

MAIN MENU	
IR SETTING	
PATTERNS	
PARK ACT	NONE
PARK TIME	25 S
SET FRAME SCAN	
FRAME SPEED	8
DWELL TIME	9
RESTORE DEFAULT	
EXIT	

1.1 IR SETTING: Read Chapter 9. Camera Night Vision

IR SETTING	
IR MODE	AUTO
IR ON SENS	210
IR OFF SENS	185
BACK	
EXIT	
CURRENT LEVEL	33

*IR MODE

1. AUTO MODE: Turn on and off IR LED automatically according to the value of photoresister. If the value of the ambient environment (CURRENT LEVEL) is \geq the IR ON SENS, then the LED will be turned on automatically, vice versa. Larger CURRENT LEVEL is equivalent to darker environment.

2. MANUAL mode: Turn on and off the IR LED manually. This can be accomplished using special presets 100~103 as well. AUTO MODE is selected by default.

***IR ON SENS**

The value of photoresister to turn on the IR LED, default is 210.

***IR OFF SENS**

The value of photoresister to turn off the IR LED, default is 185.

NOTE: The difference between the LED ON and LED OFF values must be at least 30 to avoid problems of IR LED blinking. Only half side of IR will be on for near view, please zoom in to enable the further view and the other side of the IR. PRESET 103+CALL to manually turn on both sides together.

1.2 PATTERNS

IRIS OPEN EXIT

This option has the same function as 84 + Add PRESET. To set up a pattern, you must use direction & zoom key to add actions and Iris+ key to end the setting. Each pattern scan can memorize no more than 31 actions.

Note: If you open the video motion & video blind function the pattern scan will be disable.

1.3 PARK ACT

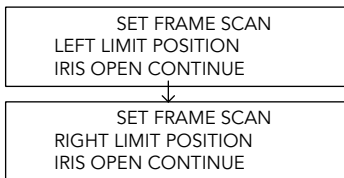
This option is also called the watch function or the defend function of a PTZ camera. The dome will automatically execute a corresponding preset action after a settled idle time (25 seconds is default) if no additional commands are sent from users.

1.4 PARK TIME

The waiting time (or idle time) before the camera executes its PARK ACTION (see above). The default is 25 seconds.

1.5 SET FRAME SCAN

Set the right and left position of frame scan. Submenu as follows:



This function enables the auto scan of the camera between a set left and right boundary. It can be set using **PRESET 81+Add & PRESET 82+Add** as well. When setting up the frame scan, direction keys are used to set the position of the boundary. Thus, please click the Iris+ key to confirm your setting.

1.6 FRAME SPEED

It controls the speed when the dome does the 360° scan or frame scan.

1.7 DWELL TIME

It represents the residence time the dome stops at each preset during the patrol cruise.

B. 507 & 604 Series:

When you open the OSD menu with PRESET 95+CALL, use the up and down keys to move the cursor, left key to go back to the previous menu, right key to select and confirm.

	MAIN MENU
POWER UP	NONE
PARK ACT	NONE
PARK TIME	15
FRAME SPEED	16
DWELL TIME	6
LED MODE	AUTO
LED ON	210
LED OFF	185
RESET	
EXIT	

1.1 POWER UP

This option is invalid.

1.2 PARK ACT

This option is also called the watch function or the defend function of a PTZ camera. The dome will automatically execute a corresponding preset action after a settled idle time (15 seconds is default) if no additional commands are sent from users.

1.3 PARK TIME

The waiting time (or idle time) before the camera executes its PARK ACTION (see above). The default is 15 seconds.

1.4 FRAME SPEED

It controls the speed when the dome does the 360° scan and frame scan.

1.5 DWELL TIME

It represents the residence time the dome stops at each preset during the patrol cruise.

1.6 LED MODE (Read Chapter 9)

1.7 LED ON (Read Chapter 9)

1.8 LED OFF (Read Chapter 9)

8. Camera Configuration

How to Access the Device Config:

For IE: Click "DeviceCfg"

For CMS: Make a right click and select "Device Config" (**PS: You must add the camera via H264DVR, not ONVIF**)



Record: Set camera recording plan and mode.

Snapshot: Set camera snapshot taking plan and mode.

Video Motion:

Set motion detection alert (buzzer, email, recording etc), region and sensitivity.

Video Blind:

Set an alarm when the vision of the camera is covered (usually by house breakers using clothes).

Video Loss:

Set an alarm when a video loss happens.

Alarm Input:

External connection linkage alarms such as infrared sensor etc (not built-in by camera, need additional support in qualified NVR).

Alarm Output:

Alarm output can be an external lights, siren, etc. (not built-in by camera, need additional support in qualified NVR).

Abnormal:

Set an alarm for special events such as storage device access failure or IP conflict with other devices.

**General:**

Change system language and date.

Encode:

Change resolution, bit rate and other factors that affect video quality and connectivity. Enable/Disable audio.

Network:

Configure the camera's IP address, gateway, DNS etc.



NetService:

Configure DDNS, email alert, WiFi and other services.

GUI Display:

Customize camera name, time title and other display setting.

Camera Parameter:

Configure camera parameter such as exposure level, wide dynamic range, shutter speed, image direction (flip, mirror) etc.

HDD Manage:

Manage the storage device (TF card).

Account: Add, delete and change account info (username/password) and their authority level.

AutoMaintain:

Set the automatic reboot plan and empty the cache of the camera.

Default:

Set the current camera configuration info to the default.

ImportExport:

Import/Export the configuration and log of the camera.

Reboot:

Restart the camera.

Upgrade:

Upgrade the firmware of the camera. You need to download the upgrade the file ("bin" format) first.

**HDD Info:**

The information of the storage device (TF card).

LOG:

Access the events, alarm and activity record of camera.

Version:

Check the serial number of the camera, and the build date of the firmware.

9. Camera Night Vision

Night vision will be set to automatic mode by default. The infrared LED will be on automatically when photoresistor of the camera believes the neighboring environment is dark enough (reaches the set threshold).

IR SETTING	
IR MODE	AUTO
IR ON SENS	210
IR OFF SENS	185
BACK	
EXIT	
CURRENT LEVEL	33

How the IR LED works:

Like auto lights, only half side of IR will be on for near view (low beam), please zoom in to enable the further view (high beam), which is the other side of the IR.

CURRENT LEVEL = Darkness of installation environment. The larger the value, the darker the surrounding.

LED ON:

The threshold of photoresistor to turn on the IR LED, default is 210.

LED OFF:

The threshold of photoresistor to turn off the IR LED, default is 185.

AUTO MODE:

Turn on and off IR LED automatically according to the value of photoresistor. If the value of the ambient environment (CURRENT LEVEL) is \geq the IR ON SENS, then the LED will be turned on automatically, vice versa.

ON/OFF mode:

Turn on and off the IR LED manually. This can be accomplished using special presets 100~103 as well.

★**Turn Off the IR:** To turn off the IR, you need to ensure the threshold to turn on the infrared will NEVER be reached. That is, IR ON SENS > CURRENT LEVEL (at night time). You can set the IR ON SENS to its maximum, which is 255. However, if your CURRENT LEVEL is 255, this means your ambient environment is completely dark and the IR will be forced on.

NOTE: Unless you decide to turn the IR off permanently, the difference between the LED ON and LED OFF values must be at least 30 to avoid problems of IR LED blinking. PRESET 103+CALL to manually turn on both sides together.

10. Reset the Camera

Option 1: Reset the camera configuration (IE/CMS)

Device Config → Default

Option 2: Reset camera network setting including ports and IP address.

Device Manager (separate software for IP address change; see chapter 3)
→ Reset Config

Option 3: Factory Reset

Download the third party tool called ONVIF Device Manager to hard reset the device.

11. Frequently Answered Questions

Q: Why only 1/2 of the IR lights are on?

A: SUNBA IR lights work in a same way as vehicle lights. Both sides of the IR Led will be on when looking at further view or turned it on manually. You can change the focal length to adjust the IR lights. The default setting is meant to save power given full Infrared requires higher power support.

For the most up-to-date FAQ, please check: <http://sunba.net/support/faq>

Warranty Statement

1. Products comes with a 2 year limited warranty covering parts only. You must pay the labor fee for repair inside the warehouse. However, any parts replacements are always covered and we will be sending you videos & paper instructions on how to fix the unit. Please contact us first within the warranty period to make sure the condition of warranty is met.

2. Our warranty does not extend to any products that are physically damaged or are not under normal operating conditions as a result of misuse or improper installation on the users end.

Sunba's Return Policy

**Return Window

Please return your product within 30 days of your receipt. That's the official deadline the return request through amazon system must be received. Exception applies for items in resellable conditions.

**RMA

We will provide a Returned Merchandise Authorization (RMA) Number for each item that satisfies the return request. Please put your RMA sheet inside the box for reference to expedite the refund process. All products must be returned within 14 days from the RMA issuing date.

**Complete Package Rule

Please return the product with its original packaging, including manuals, brackets and toolkit that comes with the unit for a full refund. According to Amazon's restocking fee policy, returns with incomplete/materially different package may enable sellers to charge a restocking fee up to 15% subject to the completeness of the package. Therefore, please make sure you keep the package in good condition in the period of valid return window to avoid any additional charge.

**Refund

If you didn't receive an automatic refund within 10 days of the receipt of your return, it is either the RMA was not attached to the package or the RMA was lost by the warehouse. In this case, please kindly provide us with your tracking number so that we can match the return package and the refund will be manually processed within 24 hours. Please watch your email notifications.

For any questions, don't hesitate to reach support@sunba.net
SUNBA® Technology

