

Infrared Digital Scouting Camera User Manual BG310 Series

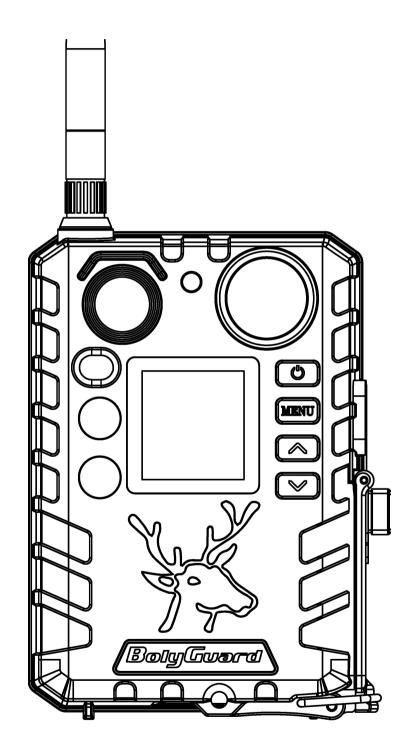


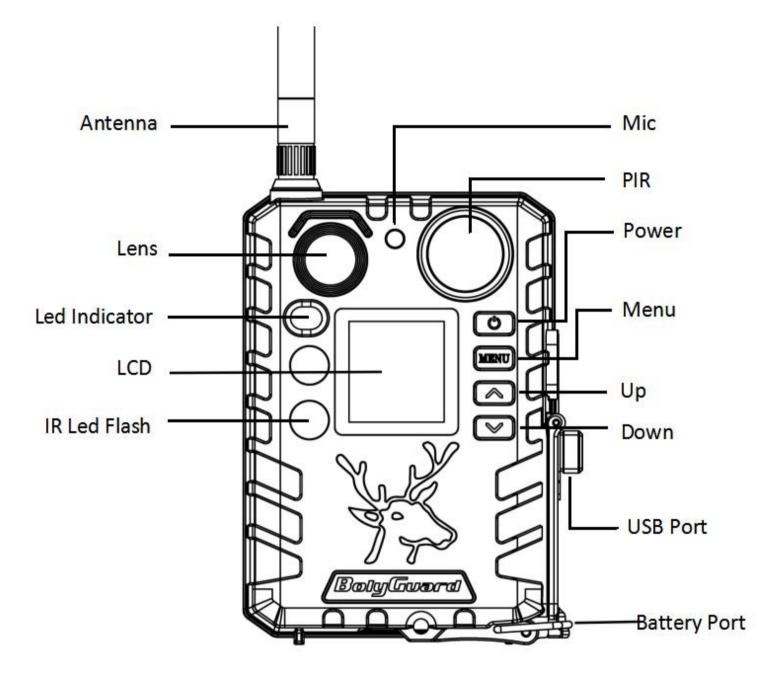


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<u> 1. Getting Started</u>



BG310 series camera, this is a digital infrared surveillance camera. Use 1.44" color LCD display and 2*18650 battery (Button top, length: 67~69mm), the USB port connects to the solar panel can charge the 18650 battery.

You can choose different models according to different needs.

BG310 Non-wireless Camera

BG310-FP BG310 Full Package mode, BG310 with 2 * 18650 battery, 1 * TF card and 1 * TF card adapter

BG310-M 4G Wireless Camera

BG310-MFP BG310-M Full Package mode, BG310-M with 2 * 18650 battery, 1 * TF card and 1 * TF card adapter



<u>2. Camera Operations</u>

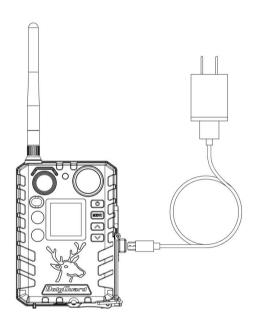
2.1 Batteries / Power Supply

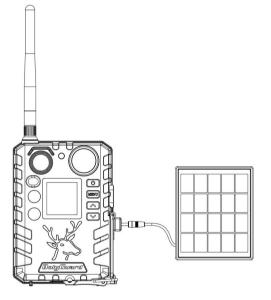
• Battery

The camera is powered by 2*18650 batteries. (Button top,18650 battery, length: 67~69mm)

• External power supply

It is also possible to power the device or charge the 18650 battery in the device via an external USB power supply adapter(5V/2A) or solar panel. (External power supply not included)





Charging by USB power supply

Charging by solar panel

USB port function: (Auto detected by Camera)

► Power charging

In this mode, USB will charge the camera's 18650 battery.

► Mass Storage

In this mode, the camera will act as a storage device. You can read or copy the photos or videos in the TF card.



2.2 TF Card Information

This camera uses a TF card, to take full advantage of the latest technologies, we recommend Class 10 TF cards or better, which have fast transfer speeds and long durability for extensive shooting in the most extreme outdoor conditions.

• Insert the TF card into the camera before turning on the camera

This camera supports up to a 32GB capacity TF card and has no built-in internal memory. The camera will not function without the TF card properly inserted into the camera.

• Do not remove the TF card while the camera is on

Removing the TF card while the camera is on risks damaging the internal components of the camera.

• If you experience any problems with an inserted TF card

Try reformatting the TF card by using the camera's main settings option.

2.3 SIM Card Information

This function is only available with communication function models.

Insert the SIM card into the camera before turning on the camera

The camera SIM card slot is sized for a standard SIM card. If you have a nano or micro size SIM card, utilizing a SIM card adapter (included with most of our cameras) will be required to connect your camera to the cellular network via SIM card.

Supported Wireless Carrier Bands:

- ✓ GSM: B3/B8
- ✓ WCDMA: B1/B8
- ✓ LTE FDD:B1/B3/B7/B8/B20/B28A

NOTE: The camera will still function without a SIM card. The SIM card is needed only for the wireless/cellular messaging capabilities.



2.4 Camera Modes

The different modes are accessed by pressing the OK button, marked on the camera.

> OFF Mode

To turn off the camera when the display screen is active, press and hold the OK button until the screen powers off. The camera will still consume a small amount of battery power while in OFF mode. We recommend removing the batteries if the camera will not be used for a long period of time.

> SETUP Mode [Test Mode]

To turn on the camera, press and hold the OK button until the display screen activates,

In this mode, you can customize the camera settings or playback pictures and videos the camera has taken on the LCD display.

After switching the camera to the ON position and if the camera is left alone for more than 20 seconds, the camera will automatically switch to *Hunting Mode*, as described below.

> On [Hunting Mode]

In order to enter the on mode, first enter the setup mode, in the setup mode, automatically enter the on mode after 20 seconds(BG310-M 180 seconds) without any operation.

Before entering Hunting Mode, the front (red) LED light will continuously blink for approximately 10 seconds and then turn off. This preset time allows you to adjust the camera's position if needed before the camera becomes active. The camera will take pictures or videos when motion is detected and/or at specific time intervals, according to the programmed settings.



2.5 Manage Images and/or Videos

Place the camera in TEST/SETUP mode and press the POWER button to view images or videos, the latest image or video will be shown on the LCD screen. Press the \blacktriangle /Up or \checkmark /Down buttons to cycle through the pictures and videos were taken.

NOTE: Video cannot be viewed directly on the camera.

2.6 Sending via MMS/GPRS/Molnus

This function is only available with communication function models.

Images can be sent directly to your wireless device/email/Molnus, based on the Send Mode settings.

1) Insert the TF & SIM card into the camera before turning on the camera.

2) Turn on the camera in TEST/SETUP mode. Make sure the SIM card is recognized, and signal strength is adequate.

▲ Indicates the camera recognizes the SIM card.

Indicates the camera or the SIM card do not recognize the

SIM card is not working due to connection/activation issues.

3) Select the send mode setting and fill in the correct parameters. You have the options of Molnus (default setting), Phone MMS, Email MMS, or Email GPRS. Videos will be sent in less than 20M.

4) Press "Power" to view the photos stored on the camera.

5) Find the picture you want to send manually.

6) Press the MENU button to pull up the Send To option.

7) Press "OK" to send the picture via the messaging option chosen

in your camera settings.



2.7 Password Setup

For encryption settings, enter your four-digit pre-set password to enter the camera. This function helps protect your privacy.

This function is off by default. To use this function:

2.7.1 Press $\blacktriangle/\checkmark$ to adjust the number from 0~9, and $\checkmark/\triangleright$ to change the password

2.7.2 The same password must be entered twice to take effect.

2.7.3 After the password is set up, you will be required to enter the same password on the next boot to enter the camera.

If you forgot your password, please contact us for assistance.

<u>3. Camera Setup Settings & Display</u>

3.1 Settings Interface & Display

To update the camera settings, turn the camera on to activate the display screen.

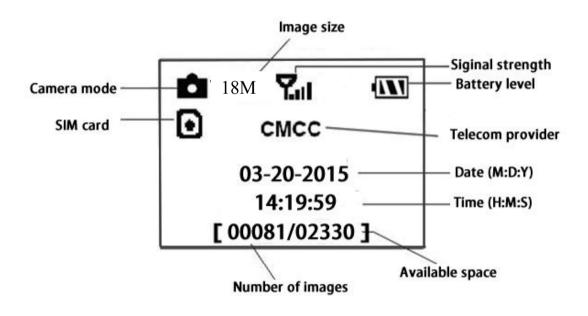
OK/Power: Switch on and off, save parameter settings, enter or exit playback mode

Menu: Enter or exit Menu

▲/**Up**: Setting items switching

▼/**Down**: options parameter switching, manually take a photo or record a video

When the camera is in the ON Mode, the screen will activate and display the following:



▲ Indicates the camera recognizes the SIM card.

Indicates the camera or the SIM card do not recognize the SIM card is not working due to connection/activation issues.

Note: SIM card/Signal strength/Telecom provider only appear in models with a communication function.



3.2 Wireless Model Setup

The features described in this section only support communication models.

3.2.1 Mobile Communication

The camera can receive and respond to commands sent via SMS, Molnus and the Apple or Android application, as long as the camera is correctly connected to a wireless carrier.

To enable the SMS functionality using the mobile application, you must complete the following steps:

• Place the camera in Test/Setup Mode and go into the menu Setup options

• Set SMS control to ON

For MMS/GPRS/Molnus functionality, the following menu Setup options will need to be set:

- MMS network settings (varies depending on carrier)
- GPRS network settings (varies depending on carrier)
- Molnus (varies depending on carrier)

3.2.2 Setup Software of PC

Download the camera setup application (BMC_config.zip), from our website: <u>www.bolymedia.com/index/Support</u>,connect Camera to Computer with the USB cable, open the software and select camera model.





STEP 1> Select your country and carrier.

STEP 2> Check WAP/Internet Parameters.

Fill out the required fields (marked with an asterisk), enter an Email server such as "smtp.gmail.com" or "smtp.bolymedia.com."

BMC CONFIG : For MG983G-3	M					
Boly Media Con	nmunications Co., L	td. (BMC)				
WAP/I	nternet Setting			- Came	ra Setting -	
Select Country S	tep 1 Select Opera	ator	Click "D	efault Sett	ing" button i	f you don't
Australia	 China-Mobile 		know ho	w to modi	fy camera pa	rameters !
Austria Canada China	China-Unicom China-Unicom- Others	3G		Defaul	t Setting (D)	
China HongKong			Step	3		
Step 2 Check WAP / In	nternet Parameters (L	.)			e Setting (C)	
Step 4	Custome	er Informat	ion Setting			
	XXXX1234	Receiv	e Email 1 :	bolyguar	d@bolymedi	a.con 🗸 🔹
Phone Number 2 : 150	DXXXX1234	Receiv	e Email 2 :	sales_sz(@bolymedia.	com
Phone Number 3 :		Receiv	e Email 3 :	bolyguard	d@gmail.con	1
Phone Number 4 :		Receiv	e Email 4 :			
Attention Please, The D	ata Above Will Be S	aved in Th	ie Following	; File:		
E:\GSM\MG983G-30M	TXT					•
Step 5	SAVE (Y)]	EXIT	(N)		

WAP / Internet Parameters			search Service		×
Current WAP / Internet Parameters As WAP Setting	Follo		ghted 4 Items If Ne nternet Setting	cessary !	
MMS URL : http://mmsc.monternet.com	*	SEND EMAIL ADDR :	bolyguard@bolyr	nedia.com	*
MMS APN : cmwap PORT : 80	*	SEND EMAIL PWD :	****		*
MMS IP: 10 . 0 . 0 . 172	*	SEND EMAIL SERVER :	smpt.bolymedia.c	om	*
ACCOUNT :	_	GPRS APN :	cmnet	PORT : 8	<mark>0 *</mark>
PASSWORD :		GPRS ACCOUNT :			
CLEAR PARAMETERS (C)		GPRS PASSWORD :			
OK (Y)		Cancel (N)	Advanced.	(V)
Advanced Setup		×			
□ SMTP Server □ Enable encryption (E)					
 This service requires SSL (S) This service requires STARTTLS (T 	Г)				
OK (Y) Cancel (N)					



STEP 3> Choose between default or manual settings. For first time users, we suggest using the default settings.

STEP 4> Enter the phone number of the phone to receive/send the remote commands and images in the "administrator number" field and email address in the "Receive Email 1" field (This is NOT the phone number of the inserted SIM card that resides in the camera). STEP 5> Save the .txt file in the GSM folder of the TF card after all settings are complete. The program names the .txt file. The txt file must be loaded into the specific camera's GSM folder.

If your country or SIM card provider is not listed, select "Others." You will need to ask the SIM card provider for their specific MMS URL, MMS APN, Port, MMS IP, Account, Password, GPRS APN, GPRS account, GPRS password. For sending emails, your email service provider will be able to provide the send email server and port settings.

3.2.3 Setup for Mobile applications

When the camera is switched to the ON mode, you can change some of the basic camera settings on the mobile application. There are currently apps supported by Android and Apple devices. Charges or fees may apply when sending text messages to the camera depending on your cellular provider.

- For Android, you can search BGTools from the Google store or download the application directly from our website, under the Downloads section: <u>http://www.bolymedia.com/index/Support</u>
- For Apple, search BGTools in the official Apple Apps store.

BG Tools Usage Instructions for Android App

The Android APP makes it easy to communicate with the camera, so you don't need to edit the SMS.

STEP 1: Open the BG Tools app and click on the icon⊕ to add a new device.



STEP 2: ①Input the model of your camera

②Input your SIM card number which is inserted in your camera③Select your camera model number, then click "Add" to finalize.

My Devices	H Back	BGTools
	Setting Add A	Device Name
	Add A	Device Sim Card
	Add A	Product
		`)
(i)		
	vanced	Add





STEP 3: Click "send," then choose the country and provider that corresponds with your SIM card (which is inserted in your camera). After that, choose "Check WAP/Internet Parameters" to check whether you have all the required parameters filled in. The "User name and User Password" is your MMS name and password.

Back BG	Tools
Please select a country	Please select a provider
ISA	China-Mobile
Canada	China-Unicom
China	China-Unicom-3G
China HongKong	Other
JK	
France	

STEP 3



STEP 4: In the Select Mail Server: you can decide on using a Boly Email or Other Email service. Select "my device" to add or delete a device.

STEP 5: Select "Setting" to set the user's parameters or set to default. STEP 6: Select "Get Photos" means you can get a photo from your camera device. There are two ways to send an image via:

Cellphone: Send MMS to the phone.

Email: Send an email by GPRS.

My Devices	+	53%	G	et Photos	
	Setting	C	Cellphone		
		E,	Email		
Hy Devices Get Photos	k Advanced		+) Devices	Get Photos	Kara Advanced
STEP 5			ST	EP 6	

Set password:

If you forget your password, you can get a new one.

Add or Delete a device:

Android

Select "My Device" to add a device, a long click on the device to select the delete option.

IOS

Click" to add a device and choose your device, or slide to the left to delete it.



3.3 Cloud Service - Molnus

Molnus is a cloud service that allows users to access to transfer and store images taken through the cameras with the use of compatible devices or a computer.

To get started, you need to supply the camera with batteries and a SIM-card that has internet access.

You also need to have the phone number and the APN name to the SIM-card you will use for the camera.

The operator of the SIM card provides **the APN name**. Each operator has its own APN name. If not present in any documents sent along with the SIM-card, then please check the operator's homepage for APN settings.

IMEI, Control Code can be found on your camera. You will need a SIM-card that has internet access. Start the camera in SETUP mode, look for the operator's name in camera display, then check the Version.



Step1 Register your Molnus account. (In Molnus)

Step2 Log in to your Molnus account and go to the My Cameras page. (In Molnus)

Step3 Power on the camera, into SETUP Mode, and set Send mode is "Molnus."(On camera)





Step4 Press the Register camera button to register your camera. (In Molnus)

Step5 Press the Register button in Molnus, and wait for about 5 minutes. (In Molnus)

The registration should now be done, and the camera should now be able to upload images to Molnus.

Test the function by moving in front of the camera. Within a few seconds to a minute, the images will show up in the gallery in Molnus.

If you would like to use Molnus on your smartphone, please download the app on Google Play or Apple App Store. For more details please check on the website: <u>https://www.molnus.com/</u>

3.4 Camera Setup Options

To view the camera settings menu, press OK to power on the camera. When the screen is active, press MENU to enter into the menu settings. Use the \blacktriangle /Up key to select the different items, use \checkmark /Down key to select the different options. Press OK to save the setting and press MENU to exit the camera settings menu.

Note: After changing EACH setting in the Setup menu, you must press OK, or the camera will not save new settings.

Main Options	Descriptions			
Auto	When this function is turned on, the camera automatically recognizes the carrier after booting and automatically configures communication parameters, such as MMS_URL, MMS_APN, MMS_IP, MMS_PORT, MMS_ACCOUNT, MMS_PASSWORD, GPRS_APN, GPRS_ACCOUNT, GPRS_PASSWORD. Default: Off Note: After the function is turned on, the first boot time will be about 2min or later.			



	Boly Trail Camera BG310 Series	
	Language options include: English, Czech, German, French,	
Language	Spanish, Swedish, Finnish, Norsk,Dansk,Italian,Russian.	
	Default: English	
	There are three camera modes:	
	Photo: to take a photo	
Comoro Modo	Video: to record a video	
Camera Mode	Picture + Video: to take a picture with a video clip. This	
	mode disables the photo burst function.	
	Default: Photo	
Set Clock	Set the date and time of the camera. The date format is	
Set Cluck	day/month/year and the time format is hour: minute: second.	
	Choose the image size.	
	18 MP Day - 14 MP Night	
Photo Size	12 MP Day - 10 MP Night	
	5 MP Day - 5 MP Night	
	Default: 18 MP Day - 14 MP Night	
	Choose the number of photos taken after the camera is	
Photo Burst	triggered: 1 Photo, 2 Photo, or 3 Photo. If Pic+Video is selected,	
	Photo burst defaults to 1 photo regardless of the entered value.	
	Default: 1 Photo	
Video Size	Choose the video size: 1280x720 or 640x480.	
VILLEU SIZE	Default: 1280x720	
	Choose the duration of the video recording. Valid values extend	
Video Length	from 5-60 seconds in 5 second increments.	
	Default: 10 seconds	
	The camera can capture images or videos at a preset time	
	interval regardless of motion detection. Changing this setting to	
	a non-zero value turns on Time Lapse mode, and the camera	
Time Lapse	will take photos at the set interval time. If PIR	
_	Trigger/Sensitivity and Time Lapse options are BOTH OFF,	
	the camera will not capture any photos or videos.	
	Default: Off	
	This setting is for the sensitivity of the PIR sensor. There are	
PIR	four sensitivity parameters: High, Normal, Low, and Off. It is	
Trigger/Sensitivi		
ty	environmental interference and warmer, humid climates. Use	
-	LOW sensitivity for areas that have a lot of interference. The	



Send Hodesensitivity of the PIR is affected by temperature. Higher temperatures lead to lower sensitivity. If PIR Trigger/Sensitivity and Time Lapse options are BOTH OFF, the camera will not capture any photos or videos. Default: NormalPIR IntervalThis setting indicates how long the PIR sensor will be disabled after each camera triggering. During this time the PIR sensor will not react to any detected motion. The PIR Interval can be set between zero seconds to a maximum of 1 hour. Default: 10 secondsWork DayChoose the days of the week you want the camera to work. This setting is only available in Hunting Mode. Default: AllWork HourThis parameter defines a certain time in a day when the camera can be triggered, while the device will shut off during non-working hours. The effective value ranges from 00:00 to 23:59. When this parameter is set to Off, the camera works at all times. When the time switch is ON, the camera works only during the time according to the preset settings. Default: OffRecycle StorageIn hunting mode, if the TF card is full, the oldest images or videos will be overwritten by new pictures or videos. This keeps you from having to retrieve your memory card manually. In SETUP mode, this option is disabled. Default: OffSend ToSend the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via WAP.Send ModeThere are 3 options for this setting.		Boly Trail Camera BG310 Series				
If PIR Trigger/Sensitivity and Time Lapse options are BOTH OFF, the camera will not capture any photos or videos. Default: NormalPIR IntervalThis setting indicates how long the PIR sensor will be disabled after each camera triggering. During this time the PIR sensor will not react to any detected motion. The PIR Interval can be set between zero seconds to a maximum of 1 hour. Default: 10 secondsWork DayChoose the days of the week you want the camera to work. This setting is only available in Hunting Mode. Default: AllWork HourThis parameter defines a certain time in a day when the camera can be triggered, while the device will shut off during non-working hours. The effective value ranges from 00:00 to 23:59. When the time switch is ON, the camera works at all times. When the time switch is ON, the camera works only during the time according to the preset settings. Default: OffCamera PositionUsed for multiple cameras in an area. You can set an A-Z indicator for each of your cameras to distinguish between which photos are from a specific camera. Default: OffRecycle StorageIn hunting mode, if the TF card is full, the oldest images or videos will be overwritten by new pictures or videos. This keeps you from having to retrieve your memory card manually. In SETUP mode, this option is disabled. Default: OffSend ToSend the image to your phone or email options. • Phone [MMS]: Send the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via SMTFP. • Molnus: Send the image/video to Molnus via WAP. • Endalt: Molnus		sensitivity of the PIR is affected by temperature. Higher				
OFF, the camera will not capture any photos or videos. Default: NormalPIR IntervalThis setting indicates how long the PIR sensor will be disabled after each camera triggering. During this time the PIR sensor will not react to any detected motion. The PIR Interval can be set between zero seconds to a maximum of 1 hour. Default: 10 secondsWork DayChoose the days of the week you want the camera to work. This setting is only available in Hunting Mode. Default: AllWork HourThis parameter defines a certain time in a day when the camera can be triggered, while the device will shut off during non-working hours. The effective value ranges from 00:00 to 23:59. When this parameter is set to Off, the camera works at all times. When the time switch is ON, the camera works only during the time according to the preset settings. Default: OffCamera PositionUsed for multiple cameras in an area. You can set an A-Z indicator for each of your cameras to distinguish between which photos are from a specific camera. Default: OffRecycle StorageIn hunting mode, if the TF card is full, the oldest images or videos will be overwritten by new pictures or videos. This keeps you from having to retrieve your memory card manually. In SETUP mode, this option is disabled. Default: OffSend ToiSend the image to your phone or email options. • Phone [MMS]: Send the image to an email address via WAP. • Email [GPRS]: Send the image to an email address via SMTP. • Molnus: Send the image/video to Molnus via WAP. • Molnus: Send the image/video to Molnus via WAP.		temperatures lead to lower sensitivity.				
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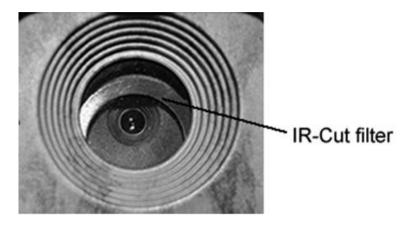


	• Daily: Only works in ON mode.						
	Photo Mode: This setting will send summarized						
	information, and the last picture was taken at the end of						
	the time you had set.						
	Video Mode: The summarized information will include						
	how many videos were taken and the last video taken at						
	the end of the time you had set (less than 10M).						
	Pic+Video Mode: The summarized information will						
	include how many videos and pictures were taken and the						
	last picture taken at the end of the time you have set.						
	• Instant: Only works in ON mode. The camera will send a						
	message instantly after it captures a photo or video.						
	• OFF: Disables all communication functions.						
	NOTE: Some cellular carriers limit the size of files being sent.						
	Some images and video files may be too large to send.						
	Default: Instant						
	SMS Control enables mobile communication functionality.						
SMS Control	When SMS Control to ON, the camera can receive and respond						
	to your SMS commands.						
	Default: Off						
	Setting the picture size which will be sent to your phone or						
	email. There are 3 options for this setting.						
Attachment Size	Low: Sends a severely compressed picture.						
	Normal: Sends a slightly compressed picture. *High: Sends the original pictures.						
	Default: Low						
_	Enter your four digits password to enter your camera when						
Password Set	powering it on.						
	Default: Off						
	All information on the TF card will be deleted. Make sure to						
Format SD	make a backup of important data already on the TF card.						
Default Settings	Restores all settings back to default values.						
2 014010 2 000118							
Vancian	Charas firmana Manajar						
Version	Shows firmware Version.						
kegister Camera	Used only for the Molnus app to register the camera.						



<u>4. Troubleshooting</u>

1. There is something in front of the camera lens. Is the camera broken?



A: The camera is not broken. It's an IR-cut filter. When the camera is powered on, the IR-cut will cover the lens. Only when the camera is powered off will the IR-cut be at a random place, sometimes covering the lens.

2. The display screen is suddenly black.

A: The camera may be in "Hunting mode." Press MENU to wake it up. If there is no response, the camera may be powered off. Please check if the batteries are still good and in place. Once battery power and placement is verified, press and hold down the OK/POWER button until the display turns on, indicating the camera powering up.

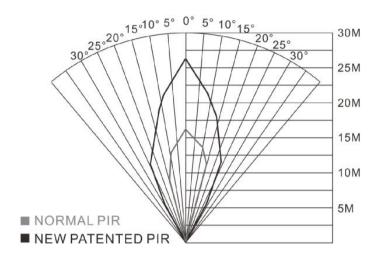
3 Why my phone can't receive MMS?

A: MMS/GPRS function needs the SIM cards in both your camera and phone to have enough balance and to be opened to data exchange.

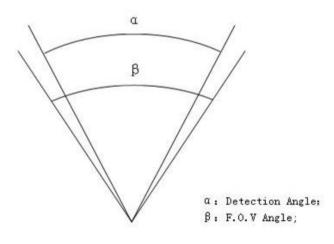


5. PIR Detection Zone

This camera has a new patented PIR, the following picture shows the compared detection zone between normal PIR and the new patented PIR.



The PIR detection angle (α) is smaller than the field of view (FOV) angle (β). The advantage of this design is to reduce empty an empty picture's rate and capture most, if not all, objects in motion.





<u>6. Technical Specifications</u>

Image Sensor	3MP CMOS Sensor
Lens	F/NO=2.4 FOV(Field of View)=57°
LED Type	940nm
LED Number	2pcs
PIR Detection Range	100ft
Illumination Distance	100ft
Display Screen of Remote Control	1.44" Color LCD
Memory Card	Up to 32 GB
Image Resolution	18 MP Day - 14 MP Night 12 MP Day - 10 MP Night 5 MP Day - 5 MP Night
Video Resolution	1280x720,640×480
PIR Sensitivity	Adjustable (High/Normal/Low/OFF)
Trigger Time	0.78
Weight	BG310 without battery:174g Solar Panel:61g
Operation/Storage Temperature	-20 to +60°C / -30 to +70°C
Power Supply	2*18650 batteries or Solar Panel
Sound Recording	Available
Mounting	Rope/Belt/Python lock
Dimensions	BG310:115*81*45 mm Solar Panel:74*89*30mm or 179*126*13mm
Operation Humidity	5% - 90%
Security Authentication	FCC,CE,RoHS



<u>7. Parts List</u>

BG310/BG310-FP

Part Name	Quantity
Camera	One
Belt	One
User Manual	One
18650 Battery (BG310-FP with)	Two
TF Card (BG310-FP with)	One
TF Card Adapter (BG310-FP with)	One
Iron Sheets	One

BG310-M/BG310-MFP

Part Name	Quantity
Camera	One
Belt	One
USB Cable	One
User Manual	One
4G Antenna	One
18650 Battery (BG310-MFP with)	Two
TF Card (BG310-MFP with)	One
TF Card Adapter (BG310-MFP with)	One
Iron Sheets	One

Version 1.1

WARRANTY CARD

Customer Name:	
Contact Address:	
Date of Purchase:	
Contact Tel:	
Model No.:	
Series No.:	
Retailer:	

The camera manufacturer provides 12 months warranty for this product against manufacturing defects or malfunctions. If your camera fails to function under regular use within one year, the camera manufacturer will repair or replace the camera free of charge. This warranty does not cover improper use of the camera resulting in damage. The camera manufacturer can provide extra service for your camera after the warranty expiration, but the customer has to be responsible for additional charges on parts, labor and shipping costs therefore brought.

Please contact your reseller for warranty service