This device is NOT intended to replace any other safety consideration; that is, adult supervision, lifeguards, fences, gates, pool covers, locks, and so forth, and some devices may not detect gradual entry.

Power Requirements

The camera system requires a 12V/5A (60W) power supply and the siren requires a 5V/1A (5W) input.

Product Disclaimer

The provision of the alarm equipment may be affected by any number of external factors that are not in CamerEye's control, including without limitation, environmental conditions, interruption and interference by persons in the pool, loss of signal, interruption of feedback and communication problems etc. Any one of such factors may create false-positives or false-negatives in the detection of alarms and the general quality and performance of the monitoring services and equipment. We assume no liability or responsibility for damage or injury to persons or property arising from any use of the monitoring services and equipment.

Furthermore, the product is based on artificial intelligence, computer vision and camera technology and as such there may always be alarms that it may miss due to the inherent nature of the technology that is affected by many factors such as weather, light, water clarity, distance, shades, obstructions such as water features, body position, and more. The product is mainly designed to detect people above and in the water and as such may not always detect people if they do not pass the human detection model. If a user sets the area of alerting (sometimes referred to as ai smart fence), they acknowledge that the alerts/alarms are excluded outside the area drawn by the user on the app. Similarly, app notifications disabled or silenced or bypassed by the user can lead to inaccessibility of the information by the user.

Recommended distance from transmitter to receiver

We recommend that the camera is installed between **10 and 60 ft** from an edge of the pool to ensure reliable operations. Occlusions and conditions may affect alarm performance.

Guidelines for Camera Placement

Install cameras 6-12 feet from the ground.
This height is low enough to capture fine details but high enough to cover more area of the pool.
Install cameras to fully cover the pool area.
Ensure there are no blind spots in the entire pool regardless of the water depth. Consider installing multiple cameras if one camera cannot fully cover the entire pool.
Don't point cameras directly at the sun.
Bright light causes glare and high contrast and can increase false detections or miss a true detection and hence reduce efficacy and reliability of the system. Consider the movement of the sun and angle your cameras for indirect light. Always prefer facing cameras South/North compared to East/West.
Is the Wi-Fi signal strong enough?
If your Wi-Fi is weak or the stream is lagging, consider adding a Wi-Fi extender to the system. You can find our recommended Wi-Fi extenders on our website at the time of cart checkout.

Terms of Service
Appendix 1

Trouble Shooting
Appendix 2