

To Whom It May Concern:

TxDOT does use the WTI SideWinder camera and we have experienced almost no negative issues when using this camera. The few times we have needed to call WTI for maintenance or technical support questions, they have been very responsive and always took care of our concerns in a timely manner.

There have been almost no maintenance issues that we have dealt with for this camera. There were a few firmware issues when we first started using the SideWinder that dealt with the on-screen titles, but WTI quickly updated their firmware which resolved this minor detail.

The primary function that we use the SideWinder camera for is traffic surveillance. We have the SideWinder cameras deployed all over Texas and are still currently deploying more.

The one thing I would strongly recommend when purchasing the SideWinder is to go ahead and spend a few dollars more to get the version with brakes. Even though the SideWinder model that does not have brakes is a stout camera, we have noticed that wind or pole vibration will sometimes still cause the camera to move. Once the camera moves because of an outside force, then the presets are no longer correct. We have never experienced the SideWinder model that has brakes to move once we stop the PTZ activity. The brakes are well worth the money. The model with the brakes is the: SW720A-ENG. This is exclusively the only SideWinder model that we purchase.

I hope this helps. If you have any other comments or questions, please feel free to contact me.

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