2011 Tachyon XC HD Instruction Manual

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Tachyon
XC HD
2011

Dear Customer,

Thank you for buying the 2011 Tachyon XC HD. The 2011 Tachyon XC HD is the latest generation video and still helmet camera designed for filming extreme action in extreme conditions. It is very rugged and very simple to use, while delivering 30FPS of quality HD 720p video.

The Tachyon XC HD is shockproof, waterproof, and foolproof. Take it anywhere on land, into the sea, and into the air and bring back your stunts, adventures, and bloopers. In cold weather, with Energizer Ultimate Lithium batteries, it brings home the video from all your extreme winter sports.

The XC HD comes with a remote control and custom-designed mounting accessories. A patented, shock-proof battery system eliminates an all-too-common problem among other action cameras; the loss of power and recorded files caused by the jarring loose of the batteries. This innovation ensures that videos taken in challenging and perhaps impossible-to-repeat situations will not be lost.

And unlike other action cameras which need to rely on an external waterproof case, the Tachyon XC HD's housing is already waterproof, allowing you to film to a depth of 100 Feet (30.5 meters) when using our patented Dive Lock switch. This waterproofing also protects the camera from adverse elements such as dust, mud, snow and rain.

The Tachyon XC HD makes use of the whole range of SDHC memory card: From 4GB up to 32GB. This can give you over 8 hours of video on a single card.

About Tachyon

Tachyon, Inc. is a company that deals in extremes: we make extremely cool products for extreme people who engage in extreme activities. In order to make the best products, Tachyon, Inc. does not compromise on materials or on the quality of construction. We exceed industrial standards to ensure that our products exceed your expectations.

Please be sure to set up your new action camera using the following instructions. If you have any questions feel free to contact us.

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Tachyon, Inc.

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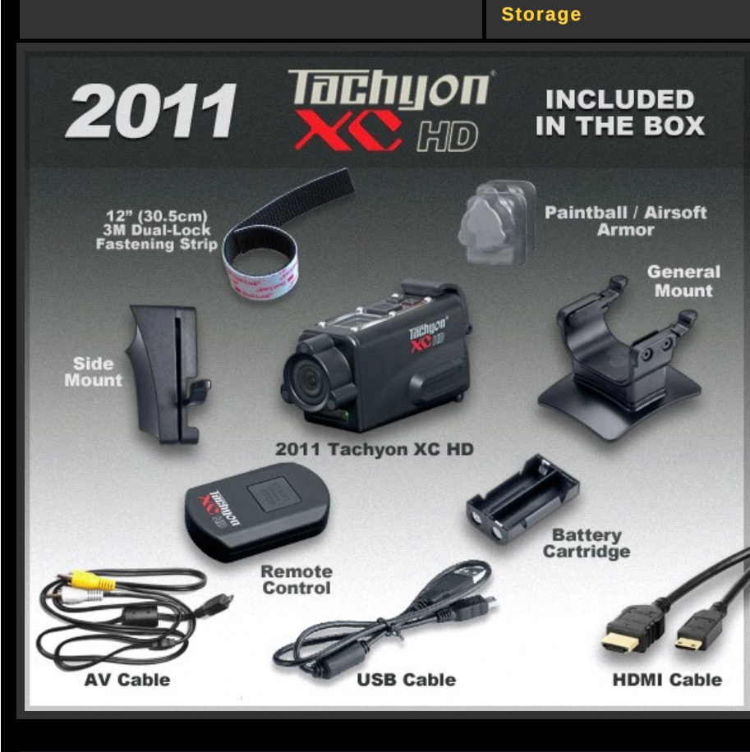
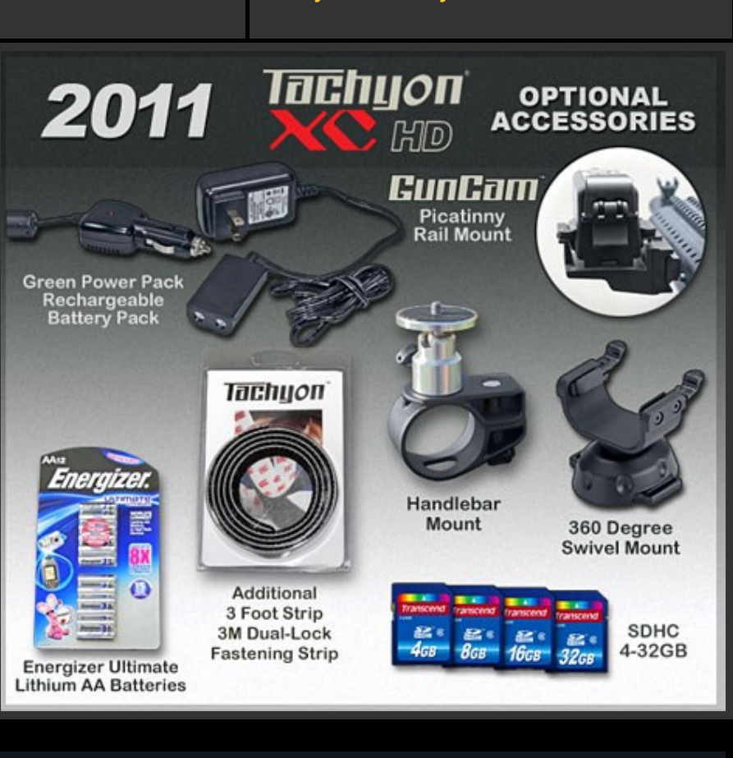
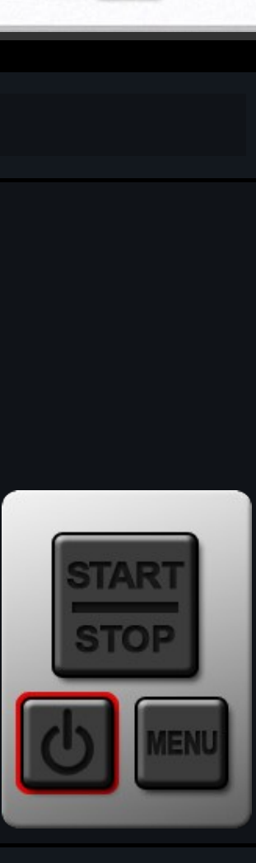



2011 Tachyon XC HD
OPTIONAL ACCESSORIES
GunCam
Picatinny Rail Mount
Green Power Pack Rechargeable Battery Pack
Handlebar Mount
360 Degree Swivel Mount
Energizer Ultimate Lithium AA Batteries
Additional 3 Foot Strip 3M Dual-Lock Fastening Strip
SDHC 4-32GB

Quick Start



To get started with your new camera, insert two ***AA Energizer Ultimate Lithium*** batteries into the shockproof battery cartridge. ***Always insert the positive end of the battery first***.

Then insert the battery cartridge into the back of your Tachyon XC HD, and in the narrow slot to the left, insert your SDHC card. Be sure that it clicks into place. You may need to use your fingernail to push it in far enough to lock it into place.

We highly recommend using a class 6 SDHC card. 4, 8, 16, and 32GB SDHC cards are all compatible with the Tachyon XC HD, but we recommend using at least an 8GB card that will give you over two hours of continuous recording time. Class 4 cards may also work but will deliver video that is not as smooth.

We highly recommend ***Energizer Ultimate Lithium*** for longer battery life. *In cold weather, use ONLY this kind of battery*.

Warning: Other than Tachyon's Green Power Pack, Do *NOT* use rechargeable batteries, as they are incompatible with the cameras auto-save feature and may cause memory card corruption and loss of footage.

Once your batteries and SDHC card have been inserted, turn on your Tachyon XC HD by holding down the Power button (Bottom Left Button - outlined in red) until you hear the long double-beep sound and see the LCD light up.

You will need to hold it longer than most power buttons because it is designed not to shut off easily in the kind of rough situation that this camera is designed for. To begin taking videos, hold down the **START / STO**P button (Top) until you hear a single long beep.

You will notice that the time counter has begun to advance and the video icon is flashing. You are now shooting video! Hold down the **START / STOP** button again to stop filming. You will see the word **SAVE** as your video is being saved to your card.

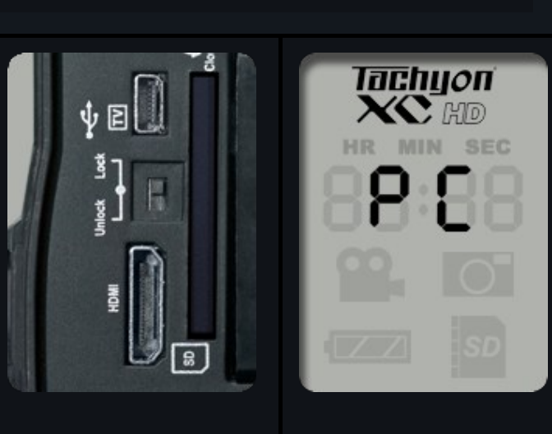
Be sure to completely power off the camera when not using it. Do this by holding down the power button until you hear a single short beep and the LCD turns off.

Setting the Clock

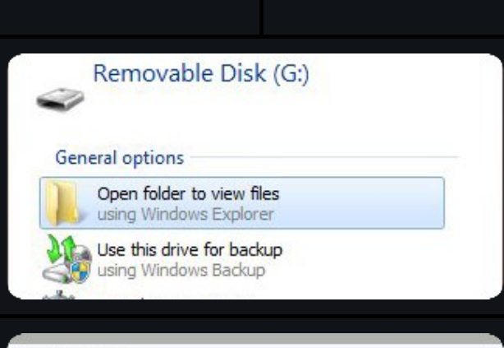
The following method works only for computers running Windows operating systems.

To record the correct time and date on your video and photo files, you will need to do the following:

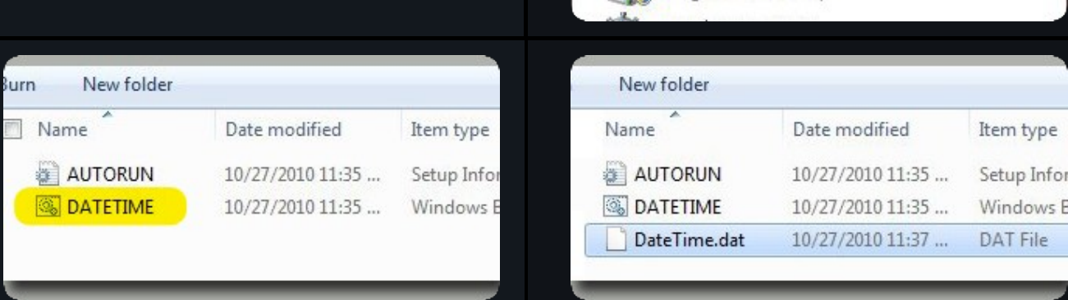
- Plug your USB cable into the back of your camera's TV/USB socket (top). Then plug the other end into one of your computer's USB slots.
- Turn on your Tachyon XC HD.
- You will see PC appear on the LCD of your camera. This shows that you are successfully connected to your computer.



- You will also see a window pop up on your computer's monitor. Open the folder to view the files inside.

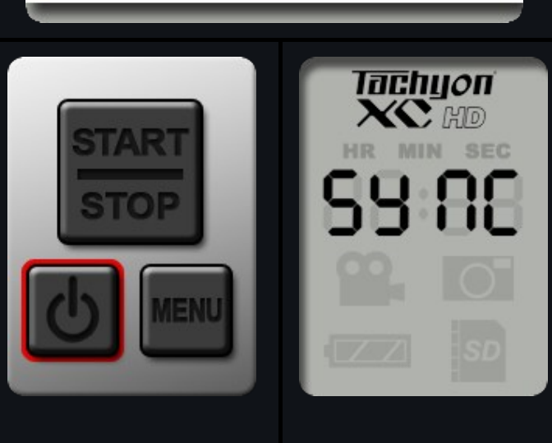


- Double-Click on the file DATETIME to run it.
- This will install a new file called DateTime.dat



- Now press the START/STOP button.
- You will see the word SYNC appear on the camera's LCD.
- Your camera's time has now been synced with your computer's time. So if your computer's time is correct, the time on your camera will also be correct.
- Your camera does NOT connect to the Internet or send any information through the Internet.
- After syncing, your camera will return to the normal connection mode, with PC again appearing on the LCD.
- You may now disconnect your camera from the computer.

If you remove your batteries from your camera for more than two minutes, the set time will be lost and it will revert to the factory default. You will then need to set it again, using the method above.



Recording & Remote

To use the TACHYON XC's remote control, you must first insert 2 AAA batteries into the bottom.

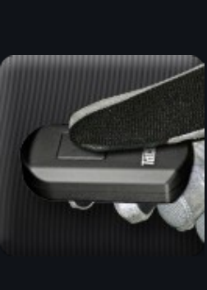
Once you have turned your camera's power on, you may use the remote to start and stop your recordings.

Point your remote towards the front of the camera, from up to 25 feet away. Press the large **START / STOP** button to begin recording.

When recording starts, you will see the green LED turn to red. Press the button again to stop recording. You will see the LED on the front of the camera turn green.

Remember: The Remote Controller is *NOT* waterproof!

When shooting 3D video with the Tachyon XC 3D System it is very important that you start both cameras at exactly the same time. Your remote control will do this, so you should always use it for 3D video.

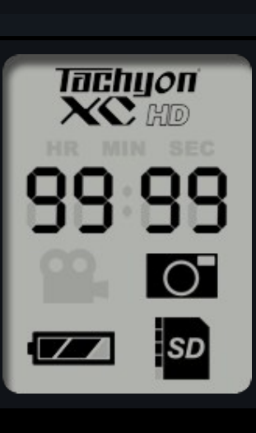


Time-Lapse Camera Mode

To switch to camera mode so that you can take time-lapse photos, press (but do not hold) the **MENU** button. When you do, you will see that the movie icon has changed into the camera icon.

To begin taking time-lapse photos, press - but do not hold - the START/STOP button. You will hear a single beep and begin to capture a series of time-lapse photos. One photo will be taken every two seconds. The number that you see displayed on the LCD will be the number of photos remaining until your memory is full. This number will remain at 9999 for a long time, showing that you still have many, many more photos that you can take.

To return to video mode, press (but don't hold) the **MENU** button again.

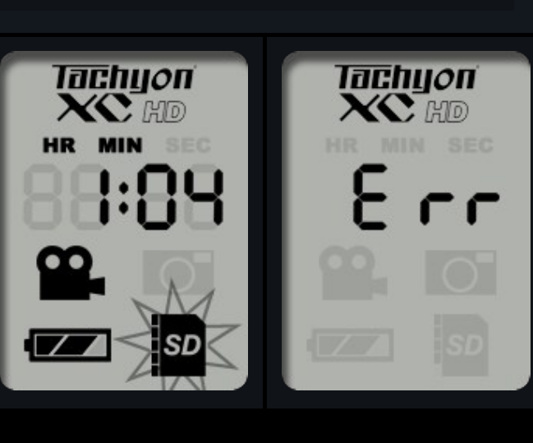


SDHC Card Status

This SD Card Icon indicates that the SD card has been inserted. If you see the SDHC/SD Card Icon flashing, it means that your SDHC/SD card memory is full. Download your files to your computer to make space for new videos or images.

If you ever see "err" on your LCD, this means that there is some problem with your SD card. Either it is not inserted all the way, it is locked, or it has perhaps been damaged is some way.

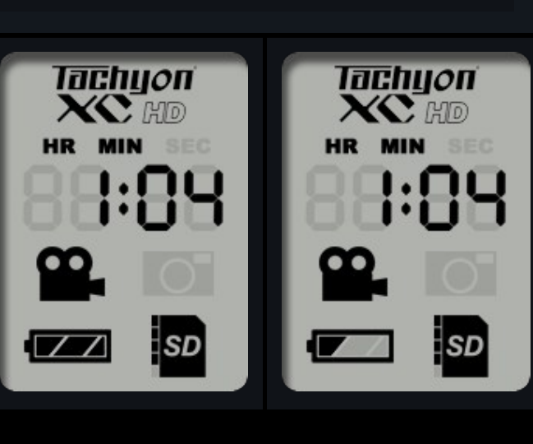
If it has been corrupted, and not physically damaged, you may be able to fix your SDHC card by formatting. See **here** for instructions.



Battery Indicator

This battery indicator icon on the left (Full Battery) indicates that your batteries are charged and ready to use, while the one on the right (Low Battery) indicates that your battery power is low and will soon be completely drained.

Once you see the low battery indicator, we suggest that you press **START / STOP** to stop the recording and then power off your camera. Then change your batteries for new ones.



Sound Recording

To ensure waterproofing, the microphone of the Tachyon XC is sealed inside the case. This ensures that your camera will function well in extreme situations. **But your sound-recording quality will be a bit lower than on a camera that is not designed to be waterproof.** This camera is made primarily for shooting video and not for audio. The gain on the microphone has been turned up high to compensate for this. Unfortunately this causes the microphone to pick up some noise, including the vibrating electrical parts inside the camera.

To improve sound recording, you may open the back door of your camera. But it would not be a good idea to do this when you are shooting outside in an area where any dust or water could enter your camera. And it is not a good idea to open the door if you are moving about. The door will rattle and create a lot of noise in your recording.

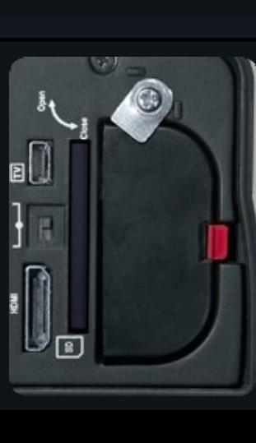
If you plan to edit your videos, we highly recommend adding music to your video. This will make up for lower-quality sound and help to enhance the video experience.

Shock Resistance

Tachyon, Inc. has patented a shock-resistance system that keeps your batteries in place and connected in event of severe jarring. Disconnected batteries would result in the shut down of the camera and the loss or corruption of your video files.

Your shockproof battery cartridge is locked into your camera with the red battery lock latch. And for extra security for high-impact situations there is another metal lock that you can turn down over the battery cartridge.

Always remember that your body makes a great shock absorber. So videos taken with the camera attached to your body will be smoother than videos taken with your camera is attached to something that is vibrating heavily, such as a bicycle that you are riding on a rough surface.



Waterproofing

The Tachyon XC HD, utilizing it's patented DiveLock system, is designed to work under water to a depth of 100 feet (30.5 Meters) for a maximum of 30 minutes.

To activate the DiveLock system, push the little switch in the middle up, to the Lock position. This locking prevents water pressure from pushing down on your buttons and stopping your recording when underwater.

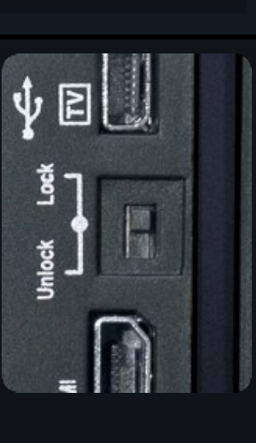
Once the DiveLock is locked, you will be able to begin recording, but unable to stop it. To stop a recording, you must open the back, set the switch to the Unlock position, and then stop as usual.

To ensure waterproofing, be sure to keep the rubber seal around the rear door clean and the door closed properly.

Remember: The remote is not waterproof! Do not take it under water with you.

Important tips from some professional divers:

> *Make sure the camera is completely dry before opening the latch to power it off. If a slight bit of moisture gets inside, it could cause fogging of the lens. Even amounts not noticeable to the human eye can get in there and cause this problem.*
> *It is better to let your batteries run down than to open the camera when it is wet and risk lens fogging.*



Heat

Although the Tachyon XC HD is designed to handle extreme situations, it would be best not to leave it sitting in strong sunlight or on or near any hot objects.

When not filming, always store your camera indoors.

Tachyon, Inc. is not responsible for any damage resulting from improper use.

Batteries & Green Power Pack

The Tachyon XC HD requires good-quality batteries to support its high-capacity functions, so low-cost carbon-zinc batteries are not recommended. For best results, use **Energizer® Ultimate Lithium Batteries**. *In cold weather, use ONLY this kind!*

- **DO NOT** mix new and used or different kinds of batteries.
- **DO NOT** use rechargeable batteries.
- **DO NOT** try to force your batteries into the Tachyon XC HD if they are not going in easily. You may have inserted them incorrectly, or you may be using batteries that are too thick.

- **Always** insert the positive end of the battery into the cartridge first.

Energizer® Ultimate Lithium Batteries - should last 6 + hours
Duracell® or Energizer® Alkaline Batteries - may last approx. 2.5 hours (at room temperature - much less when cold)

Tachyon, Inc. is not responsible for the above reference data. Over the life of your camera, battery technology may continue to improve, so you should make use of the most advanced non-rechargeable batteries available.

Notes:
The Tachyon XC HD's auto-save feature was designed for Energizer Ultimate Lithium batteries. Even though other batteries are still AA size, they run at slightly different voltages. The Tachyon XC HD was designed around Energizer Ultimate Lithium batteries which run at 1.6 volts each. As the batteries are used and lose power, the voltage drops slightly and the auto-save feature kicks in and saves your file, protecting your footage from being lost.

Batteries such as Energizer Titanium, many types other types of alkaline batteries, and rechargeable batteries run at a slightly different voltage and do NOT always work properly with the camera's auto-save feature. If you use a different type of battery you run the risk of losing the footage you spent all day recording and you also risk corrupting the SDHC card. Many times the camera recognizes their different voltage as a problem and shuts down even when the batteries are full.

This is why Tachyon recommends using ONLY the Energizer Ultimate Lithium or Energizer Advanced Lithium batteries. Ultimate Lithium batteries last up to six hours in the 2011 Tachyon XC HD.

Below is a detailed explanation of different types of batteries and why we recommend against using them.

> **ENERGIZER TITANIUM BATTERIES**
> Energizer Titanium batteries will NOT work with the camera. The camera will shut off prematurely, even when the batteries are full. In addition, Alkaline batteries do NOT work in the cold weather. They will die in minutes or seconds.
>
> **ALKALINE BATTERIES**
> Some Alkaline batteries will work in the camera but others will not. Each manufacture and type of batteries run at slightly different voltages. With so many brands, models, and countries of manufacture, they are all slightly different. With all of these variables, we recommend not using Alkaline batteries because many will cause the camera to shut off prematurely, even when the batteries are full. In addition, Alkaline batteries do NOT work in the cold weather. They will die in minutes or seconds. Even in warm weather, they won't last very long.
>
> **RECHARGEABLE BATTERIES**
> Tachyon recommends NEVER using rechargeable batteries for the following reasons:
>
> 1. They lose power abruptly causing SDHC card corruption. When rechargeable batteries run out of power, they die suddenly. If the camera loses power too quickly, it will not have time to save the file before it shuts off. If this happens, your file will be corrupt and you run the risk of corrupting the entire SD card and losing your footage.
>
> 2. They are too large for our patented shock-proof case. One of the most common, if not the most common complaint in the helmet camera industry is loss of footage due to shock or bumps. Tachyon cameras shock proof case can become stretched out by using rechargeable batteries causing improper battery connection and loss of footage.
>
> 3. You run the risk of frying the camera's circuitry. Some rechargeable batteries have voltage that is too high for our cameras. AA and AAA batteries are supposed to run at 1.5 volts but some run at 3.6 volts. These types of rechargeable batteries will fry the camera's circuitry.
>
> 4. They do NOT work well in the cold weather.

Optional Green Power Pack (may also be used with the pervious versions of Tachyon XC cameras (except for the Micro)

- No more worries about remaining battery power!
- Plug the lighter adaptor into your vehicle's lighter socket and you'll have an uninterrupted power supply for your videos.
- When indoors, use the included 110/240 volt power adapter for wall sockets. * ***Plug is US Style. You may need an adaptor for your country.***
- When using the Green Power Pack you will need to open the rear door of your Tachyon XC HD Helmet Camera.
- Please do this outdoors only if the weather is good.

Includes:
One 110/240 volt power adapter for wall sockets
One 12 volt power adapter for car lighter sockets.
One lithium rechargeable battery*

* The battery, when unplugged, acts as a power buffer for a short time (if fully charged before unplugging).

** The power will last for just over half an hour. But unlike with regular batteries, when the power is exhausted your presently recording file will not be saved. So to be sure that your file is saved, you are advised to turn off the camera before power is completely drained.

With the **Green Power Pack**, your Tachyon XC Camera can be run for many, many hours in time-lapse photo mode. This turns your XC into a great security cam, nanny cam, or dashboard cam.

SDHC / SD Cards

We recommend in this manual that you use an 8GB, Class 6 or 10 SDHC card. They are now a reasonable price and will give you over two hours of recording time. Other cameras need to compress their files to a lower quality to fit on the smaller SDHC cards that they can use.

But if you have or would like to buy an 4GB, 16GB, or 32GB card, be assured that they are fully compatible with the Tachyon XC HD. The larger cards will be able to store up to 8+ hours of HD video and up to 8 days of time-lapse photographs.

Please remember though, that not all SDHC cards are the same:

Tachyon XC Cameras are designed to work with class 6 or class 10 SDHC memory cards only. Although a class 2 or class 4 card may work for a while, it will almost certainly cause loss of footage and memory card corruption at some point. Therefore, please remember that not all brands of SDHC cards are the same. We highly recommend Transcend Brand, Class 6 or higher SDHC Memory Cards.

Tachyon offers compatible SDHC cards in our **store**.

Mounting

The Tachyon XC comes with one set of mounting accessories:

The General Mount (Top Left) is the best mount for attaching your camera to the top of a helmet.

The Side Mount (Top Right) is perfectly contoured for the side of your helmet or head and slips easily over your goggle straps. For these mounts, we highly recommend using our 3M Dual Lock™ Fastening Strips to mount them to your helmets or other surfaces. You will receive one 12" strip with your camera.

Plastic zip ties and rubber bands can also be used, and are highly recommended, to secure your mounts to difficult surfaces such as biking helmets.

A uniquely-designed Handlebar Mount (Second Row Left) (***Optional***), that mounts securely to most tubular surfaces and allows a wide range of tilt and rotation, can be purchased separately. These are ideal for mounting your camera on bikes or motorcycles. This mount comes with 3M Dual Lock™ Fastening Strips for a strong, secure grip. It works as an extension of the General Mount. The top metal part may be removed with a screw driver and the top of the General Mount screwed on to the plastic base. This lowering of the mount may give better stability in rough situations.

An optional Swivel Mount (Second Row Right) gives you 360 degrees of rotation and mounts easily to any tripod or flat surface.

Our new optional Picatinny rail mount (Third Row Right and Bottom)gives you a quick and secure mount to any gun that comes with a Picatinny rail. You can mount your cameras at the 9 o'clock and 3 o'clock positions.

***For added security when in extreme environments* TACHYON HIGHLY RECOMMENDS** securing your camera with a bit of fishing line, or something similar, to your person or your vehicle. Pass the line through the latch on the rear door and close it tight. This will prevent your camera from being lost in water or snow in case of any accident.

General Mount

Side Mount

Handlebar Mount ¼-20 Male Tripod Screw

Swivel Mount ¼-20 Female Tripod Screw

3M Dual-Lock Fastening Strip

Picatinny Rail Mount

Connecting to your Computer

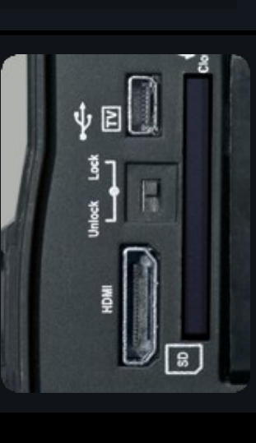
The Tachyon XC HD also comes with a USB cable for connecting to your computer's USB slots. Plug the small end of the cable it into the top jack inside the back door of your camera, labeled with the TV and USB symbols.

We suggest that you save your files to your computer as soon as possible after recording. But if your computer is able to read SDHC cards, we highly recommend removing the card from your Tachyon XC HD, plugging it into your computer, and copying your video or picture files to your computer. This will not only save the batteries of your cameras, but video files watched directly from the SDHC card may not run as smoothly as files that have been copied to your computer's hard drive.

If your computer does not have a SD card slot, you may use a SDHC card reader/writer that plugs into your computer's USB slot. They are inexpensive and widely available.

If you try to connect your camera to the computer with the USB cable while the camera is recording, your camera will crash. This could cause memory card corruption and loss of your video files.

To recover from this crash, you must remove the battery cartridge to turn the camera off.



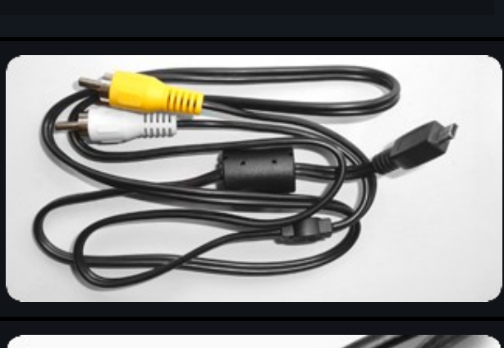
TV / Monitor Preview & Playback

You have two options for playing back videos and photos. Either standard definition or HD.

For playing your videos and photos in standard definition on your TV, or to simultaneously record and view on your TV, you must use the composite video cable with the yellow and white leads.

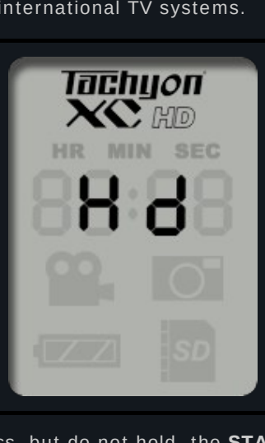
Plug the TV cable into the bottom jack on the back of your camera, labeled **TV**, and the leads into your TV. When you turn the XC HD on, the live image will appear on your TV. (You may need to switch your TV to another AV channel)

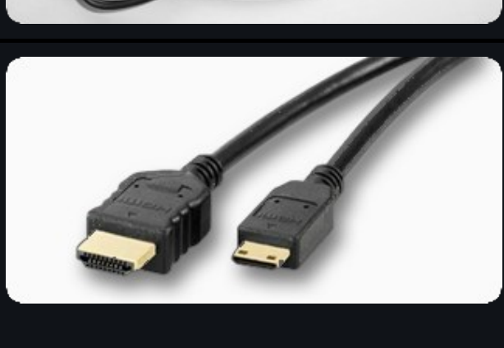
See **NTSC & PAL** details below for switching between different international TV systems.



For playing back videos and photos in HD on your HDMI-compatible computer monitor or TV, you will need to use your HDMI cable. With this connection, you can not preview and record at the same time, unlike with the composite cable connection.

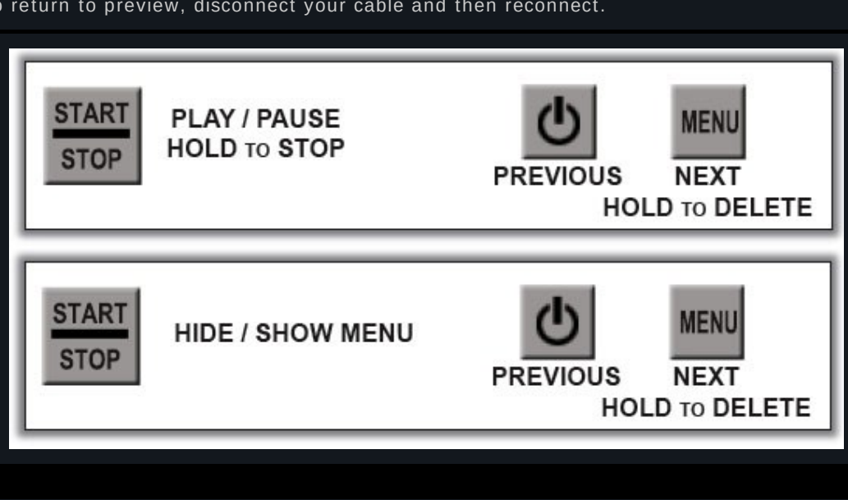
The HDMI connection can be used as both a live feed and to playback videos. It can ***NOT*** be used to record and output a live feed at the same time. When connected to your monitor with the HDMI cable, you will see "Hd" on your camera's LCD.





- To play back your video or still image files on your XC HD, press, but do not hold, the **START / STOP** Button.
- When you do you will see one of the two menus below. The one on the top appears when a video file is active, and the one on the bottom appears when a sill photo is active.
- Follow the directions on the menus to view, play, pause, or delete your files.

To return to preview, disconnect your cable and then reconnect.



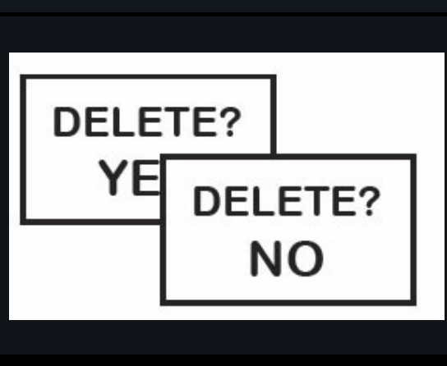
Deleting Files

To delete the active file while connected to your TV or monitor, press and hold down the **MENU** Button. When you do, you will see the text (Right) displayed in yellow on your monitor or TV screen: Press the **MENU** Button to toggle between Yes and No.

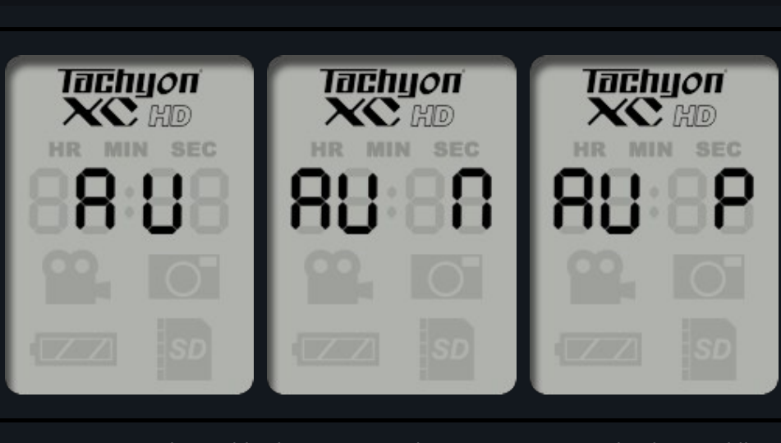
Now press the **START / STOP** button to confirm your choice. If you choose YES, the current file will be deleted. If you choose NO, you will return to the playback menu for your files.

To delete files when connected to your computer with the USB cable, or with your memory card inserted it into your computer, you can use your computer's file manager just as you would with any other file.

You may also copy and paste your files into other directories of your computer.


DELETE?
YE
DELETE?
NO

NTSC & PAL



NTSC and PAL are two different TV systems. NTSC is used in the USA, Canada, Japan, Korea, and Taiwan, while PAL is used in the EU and most of the rest of the world.

There is no need to set any options on your camera for NTSC or PAL before you record your videos. Your videos will be compatible with both systems.

Most modern digital TVs will automatically select the correct system. If your TV is not this kind, please follow the following directions to set NTSC or PAL when playing back your videos on your TV:

- Power up the camera.
- Plug the AV cable into your camera and into your TV set.
- The LCD of your camera will display the text AU P or AU N and flash the text AU, telling you that you can select between PAL or NTSC output.
- Press, but don't hold, the MENU button to toggle between AV P (PAL) or AV N (NTSC).
- Press and hold the **START / STOP** button to record while monitoring on your TV, or press, but do not hold, the same button to enter video/photo playback mode.

Playback resolution will differ slightly for the two modes:

- 720x480 interlaced @ 59.94 Hertz (NTSC)
- 720x576 interlaced @ 50 Hertz (PAL)

Storage

As with most electronic products, it is better if you take the batteries out if you don't plan on using them. Leaking or expanding batteries could cause damage to your connections, or even become jammed inside your camera. It is also a good idea to remove the batteries from the cartridge and the cartridge from the camera and leave the back door open.

This will relieve pressure on the springs, contacts, and rubber seal. If you do leave the back door open, it is probably a good idea to keep the camera in a Ziploc bag, to prevent dust or dirt from getting inside.

If using your camera in salt water, be sure to rinse it in fresh water after use. The salt can cause rusting of metal parts. Also be sure to clean any sand from around the seals, as this could allow water to enter the workings.

Store your Tachyon XC HD in a cool dry place.

Operating Systems

Windows XP/Vista/7 and Apple Mac OS X

Windows XP is not recommended for video editing.

The Tachyon XC 3D Video Maker program is compatible only with Windows XP/Vista/7, but you will need to convert your .MOV files into .AVI before importing into the program.

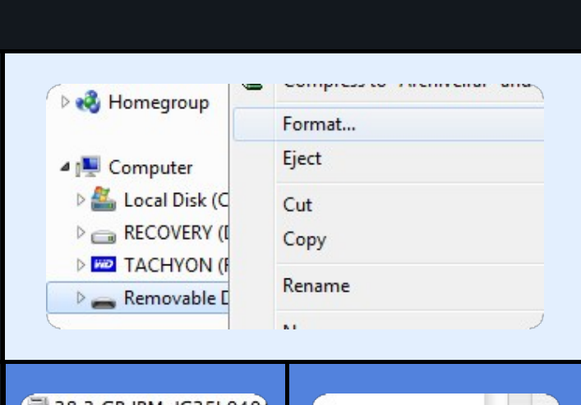
See **Tachyon XC HD 3D System** below for more details.

Formatting the Memory

If you notice that your video playback is corrupted, you can't save any videos, or your card doesn't hold the full amount it is supposed to, it is recommended that you reformat your SDHC card memory.

Windows: Right click on SDHC card and then click on Format in the pop up menu.
On the next pop-up menu, make sure that the Quick Format option is NOT selected and then click on the Start button. Click OK on the warning window.

WARNING: Any data on the card will be deleted.

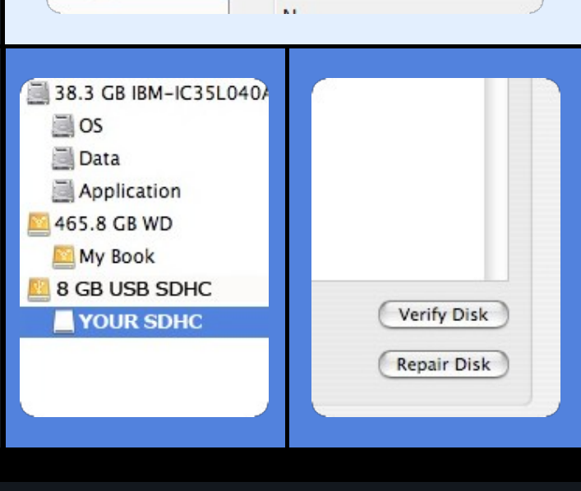


Mac: Open Disk Utility

Click on your SDHC card in the list of drives.

Click on the Repair Disk button.

WARNING: Any data on the card will be deleted.



Technical Support

For technical support, please contact us at **support@tachyoninc.com**

Disclaimer

Tachyon, Inc. will not under any circumstances be responsible for injuries or property damage incurred during the use of any of our products.

Video Shooting Tips

Because the Tachyon XC HD is an action camera, it is tuned for shooting outdoors in sunlight. But with the 2011's new high-dynamic sensor, you can now take pretty good videos indoors and in poor light as well.

In action situations you will often encounter a lot of vibration. So it is a good thing to remember that your body makes a great shock absorber. Mounting your Tachyon XC on your helmet will give you a smoother video than if you mount it on something that is vibrating hard.

When shooting 3D with your Tachyon XC 3D System it is very important to start your recording at exactly the same time. To do this you will need to use your remote, not the buttons on the camera.

Be sure to use a fast SDHC card. A class 6 card should do the the job quite well. We urge you to use only Class 6 or Class 10 cards. Do NOT use class 4 or class 2 cards.

YouTube

Videos taken with your Tachyon XC HD are in 720p resolution. These files will look terrific when uploaded to YouTube or other video sharing sites.

If you prefer to edit your files first, be very sure that you render them at no smaller than their original resolution (1280X720) and that you choose the highest video quality settings.

Be sure to mention 2011 Tachyon XC HD and Helmet Camera in your title or tags so that other XC users can find them when they search.

Click on the YouTube logo to see Tachyon XC videos

If you see a split-image **3D YouTube video** embedded on one of our pages, click on the video's YouTube logo to be taken to the YouTube page. There you will see a drop-down menu below the video where you can choose your favorite 3D viewing method. Choose the first or second method to use with your Tachyon XC 3D glasses.

Warranty

Warranty

Tachyon products are covered by a 90-day limited warranty from the date of purchase from Tachyon, Inc. The warranty covers only defects in workmanship and materials. It does not apply to products which have been damaged due to unreasonable use or by intention nor does it cover dissatisfaction with the product. This warranty does not cover those products purchased from other individuals & resellers and is not transferable.

Tachyon, Inc.'s warranty policy only covers products purchased directly from Tachyon Inc. If you purchased the product from our website you will have been given a purchase number with your confirmation email. Please quote this number, along with your name and email address, in your dealings with us.

If you purchased the product from an authorized reseller, please contact them for their warranty information.

> **(a)** Tachyon, Inc.'s return policy covers only defective products. All sales are final. Monetary refunds will not be issued for any reason.
> **(b)** Tachyon Inc will only accept returns of defective product within 90 days of purchase, as stated in the warranty above.
> **(c)** All products will be exchanged for new products, and not for monetary returns.
> **(d)** Before products are exchanged or returned, customer must contact Tachyon, Inc. ,via email or phone. Tachyon, Inc. will help troubleshoot the problem to avoid the unnecessary returns. If it is determined that the camera is defective, Tachyon, Inc. will authorize the return, in writing, via email. Tachyon, Inc. may request sample video clips to be sent to **support@tachyoninc.com** in order to ascertain the problem/defect.
> **(e)** Customer will pay for one-way shipping to Tachyon, Inc. There is no need to use any express or overnight service. Tachyon, Inc. will pay the shipping costs for the exchange product.
> **(f)** Returns should be sent to: **401 E Corporate Drive, Ste 100 Lewisville TX, 75057 USA**

Tachyon, Inc. shall only be liable for:

> **(a)** the replacement of a defective product with a new product.

Tachyon, Inc. shall NOT be liable for:

> **(a)** injury to persons, or damage to property or consequential losses arising from the use of the product.
> **(b)** a product that has been tampered with, altered, or been serviced by an unauthorized agent.
> **(c)** damage due to the use of mounting accessories that were not included with the product or those not sold as optional accessories on our website.
> **(d)** loss of video or still picture files for any reason.

In the event that goods are undelivered to recipient and are returned to Tachyon Inc by post, for any of, but not limited to, the following reasons:

> **a)** the recipient entered his/her address on Tachyon's order form incorrectly or incompletely,
> **b)** the recipient refused the package,
> **c)** the recipient did not pick up the package in a timely manner from his/her local post office, customs office, or any other location in which the package was being held,

the recipient will be responsible for covering the shipping costs needed to resend their goods to them.
The original shipping costs cannot be recovered by Tachyon Inc and will be considered payment for a service already rendered.

In the event that the recipient refuses to have the goods resent and the goods are still in like new condition, Tachyon Inc will not refund shipping costs and will charge a 15% restocking fee.

How to get Service?

Before contacting us, please see the **FAQ page**.

If your question is not answered there, please feel free to contact our staff us at **support@tachyoninc.com**

We will get back to you as soon as we can with helpful information.

Tachyon XC HD 3D System

Tachyon has now introduced a revolutionary new 3D system that can take your videos into a new dimension.

You have probably seen 3D movies at the theater, but have you ever considered filming in 3D yourself?

Why would you want to film in 3D?

Why do you take movies or photographs? If it is because you want to remember what you are seeing and experiencing, 3D will do that much better than 2D, because when you look around, you look with two eyes. And so to truly capture that scene you will need a camera that also has two "eyes". This is exactly the same concept as when you record stereo sound; you record with two microphones because you have two ears. And doesn't stereo sound better than mono?

Big name studios such as Pixar, Disney, and SKG, and directors such as Steven Spielberg, James Cameron, George Lucas, and Peter Jackson are getting big into digital 3D. And now the Tachyon XC 3D System gives you the opportunity to make your own 3D video.

If you already have one 2011 Tachyon XC and would like to upgrade to the 3D System, please contact **support@tachyoninc.com**

Consider sharing one of the XCs with a friend to shoot 2D videos, and then bring the two cameras together to shoot in 3D.

The Tachyon XC 3D System is a modular system that integrates two Tachyon XC HD cameras, a 3D mount, a frame, and the remote control.

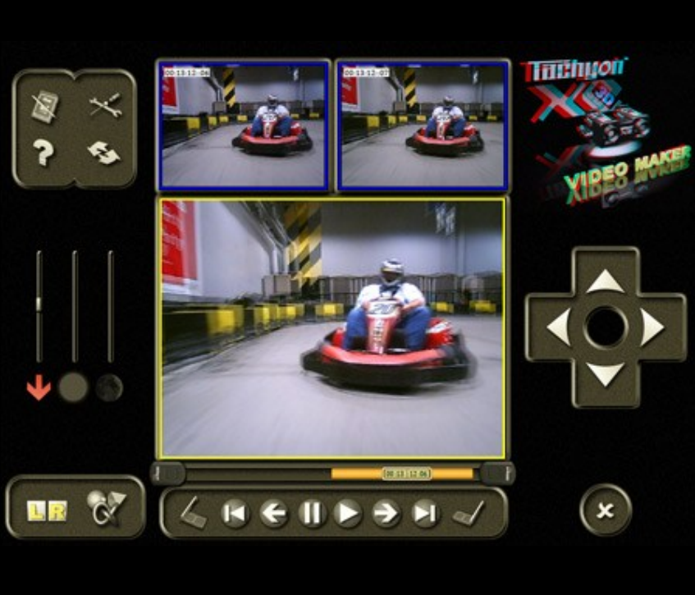
The mount will easily connect to any tripod. For action shots, it is shaped to fit securely on the top of your helmet. It will also rest stably on any flat surface.

Innovative 3D video editing software is included with your package, so that the user can edit 3D videos that will play back on any computer. 3D videos can also be uploaded to video sharing sites in exactly the same way as normal video. Be sure to look at YouTube's 3D videos for some idea on what you will be able to do with the Tachyon XC 3D system.

Check our website for sample 3D videos, as well as tips for better 3D shooting and editing.

This software is compatible with PCs only, and not with the Mac or Linux OS.

You cannot make a 3D system using one 2010 Tachyon XC and one 2011 Tachyon XC 3D. Their field of view and image resolution are different, so the resulting video would not work as 3D.



Because of the new .MOV recording format on the XC HD, is not yet compatible with the 3D video editing software. But there is a free conversion program that you can use here:

With this **free program**, convert your files .MOV files into .AVI and then load them into your 3D editing software.

Alternately, there is another free 3D video editing software that you can use to make great 3D video:

Free StereoMovie Maker Program

You will also need to download QTReader.zip.
Unzip this file and place the file (QTReader.vfp) in same folder as StereoMovie Maker.

With this program, you will not need to convert your MOV files into AVI. There are extensive directions for using the program on the website linked to above.

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