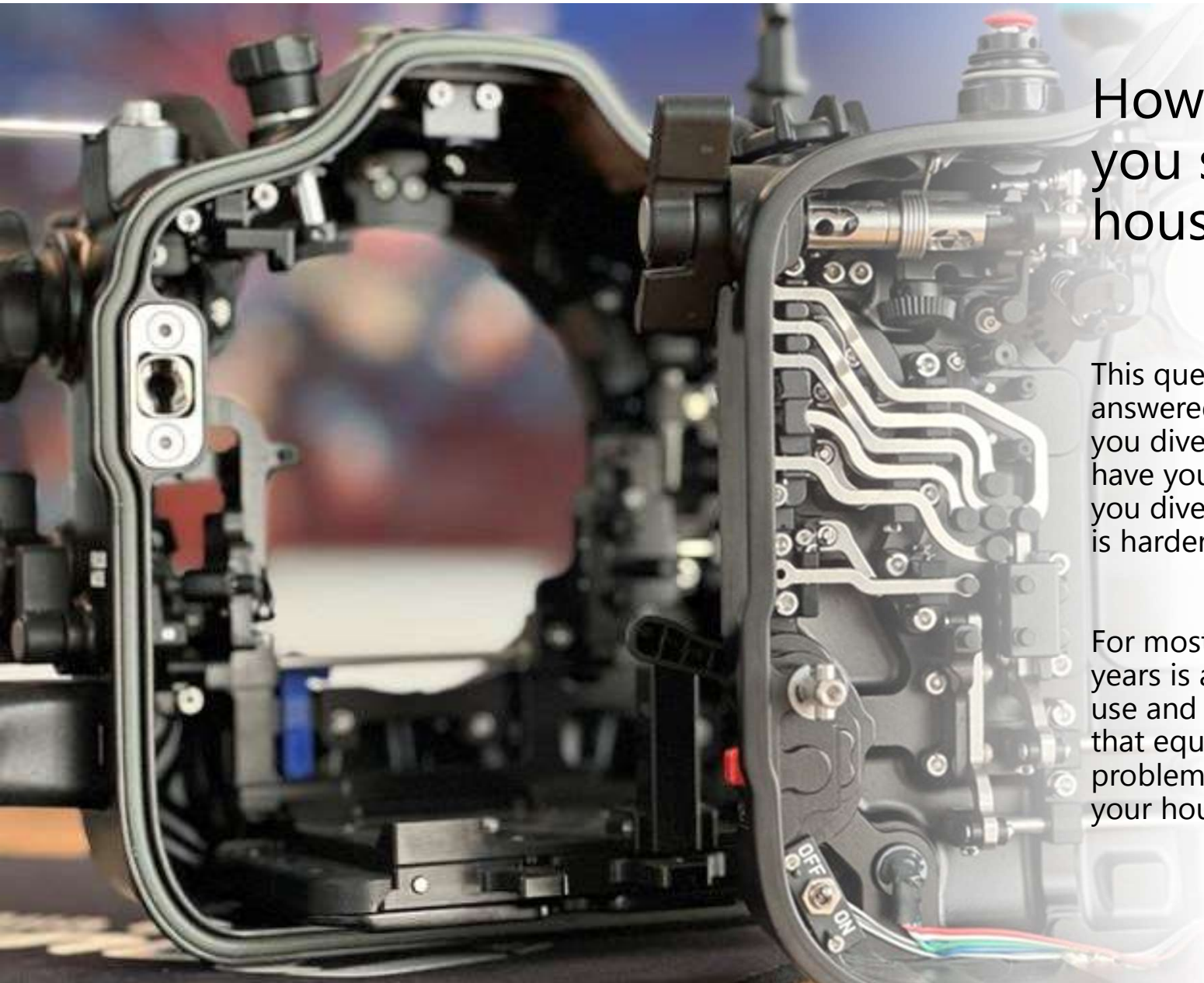




Care and Maintenance Tips from our Happy Customers

August 2026



How often should you service your housing?

This question cannot be definitively answered here. Obviously, the more you dive, the more often you should have your housing serviced. Where you dive is also important... salt water is harder on housing than fresh water.

For most divers, at least every two years is a good rule of thumb. Your use and care should be factored into that equation along with any problems that you've noticed with your housing.

Where to store housing between dives

- As we know, saltwater has harsh effects on metals, which is why we always give our equipment a freshwater rinse. Almost as crucial as rinsing is the drying process. Using a microfiber towel to dry our housings and ports prevents standing water droplets from leaving stains on the glass and metal finish.
- A key tip: NEVER leave your camera bouncing around in the rinse bin aboard the boat. This can lead to things getting broken, scratched, or worse, flooded.
- Never leave your rig in the rinse tank! More cameras get flooded in rinse tanks than in the ocean. No matter what you do, chances are good that someone will stumble along and dump a bigger rig on top of yours. If there is no camera table, wrap your rig in a towel or other padding and stow it in a safe place.
- One of our favourite tools is a soft-sided cooler sold just about anywhere. It not only makes a great padded carrier for your rig but it can be filled with fresh water, making a private rinse tank for the boat and/or the ride home.



How to remove housing O-ring?

- Most people make this way, way too hard. The best way is to use both hands. With the index finger of each hand, press down on the o-ring channel with about 1" to 2" of o-ring between your fingers. Then gently slide your fingers together while still pressing down on the o-ring and the channel. You should see the o-ring 'bubble up' making a small loop that you can easily grasp.
- Never, never use a knife, tweezers, or any sharp object to remove the silicon o-ring.



Keep the O-rings clean!

- First, make sure you have a clean, lint-free, pet-free, hair-free area to work in if possible. Most of the time, you can clean them by just pulling them, very gently, through your fingers, pulling off any foreign material. Your fingertips are a great detector for any grit or other crud stuck to the O-ring.
- Occasionally you may need more help. Just a drop of dish soap on your fingertip will do the trick as you pull the O-ring between your fingertips. Be very gentle. You never want to stretch the O-ring. After washing just give it a shake to remove any remaining water. Now you're ready to lube it up.



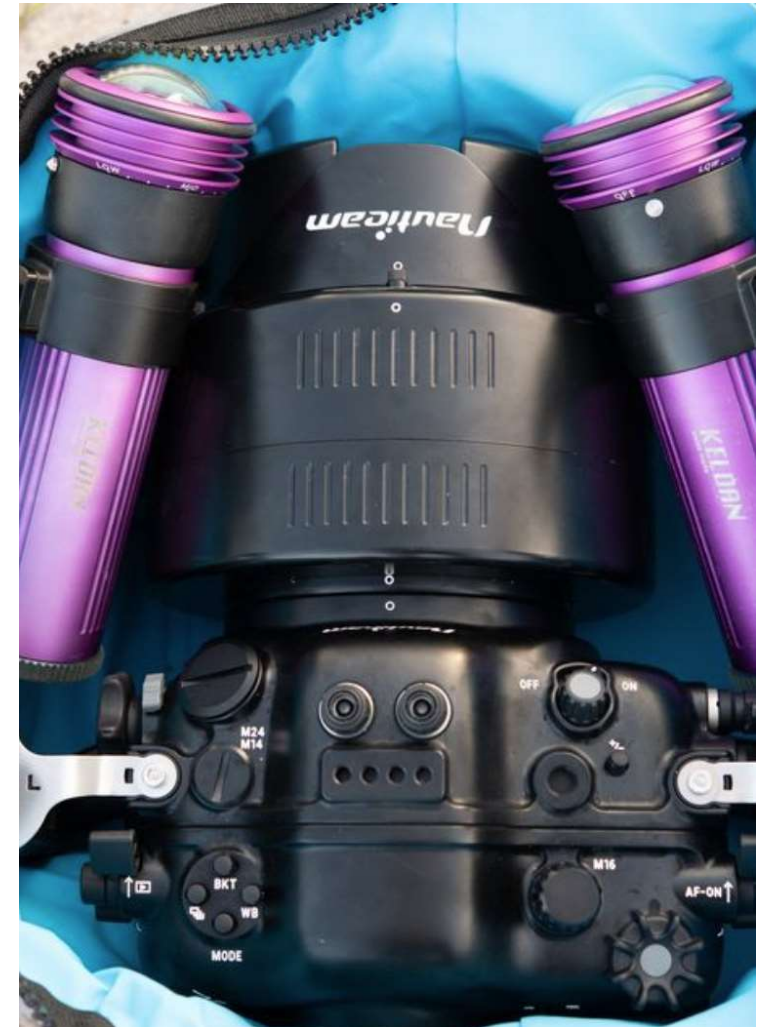
Travelling Tip

- Never travel with your camera in the housing. if there's enough pressure or vibration to force a button/lever down on the housing (especially for a long time), it can damage the buttons of the camera inside.
- At first blush, this seems a logical way to save space, but the impacts that your luggage receives can cause damage to the housing controls, the camera, or both. If you need space that badly, stuff your underwear inside the housing, but not your camera.



Caution while taking flight with your housing

- When flying with your rig, it is important that the housing is not sealed. Either remove the O-rings, or the port or leave the back of the housing open.
- Flying from altitude to sea level with a sealed housing makes for a dangerous vacuum lock inside the housing.
- Travel without any water contact optics or viewfinder attached to the housing for safety reasons.



What to use to clean glass dome port, lens and acrylic ports?

- Lens cleaning products from lens manufacturers are fine. I personally like the pre-moistened lens cleaning packets which are sold at LensCrafters Optical stores. You may need to fog the camera lens and follow-up with a micro fiber cleaning cloth (a non-abrasive, lint-free cloth). Most of the other pre-moistened packet products I have tried from drug stores are too wet.
- Another good accessory is a rubber blower bulb. You can get rid of debris without touching the lens.
- After rinsing off your camera and housing, to help prevent water spots, bring a bottle of distilled water to rinse the lens again. Most tap water and especially rinse tank water will have some dissolved salts or minerals. Then either use a microfiber cloth or a blower bulb to remove the water droplets.
- Be sure to rinse the dome lens very well before cleaning with any lens cloth. This will prevent scratches from bits of sand stuck to the lens.
- Also dry and vacuum the padded cover which most dome lenses come with. It's possible for sand to get in the foam cushioning, which can scratch the dome.



Don't leave neoprene cover on the dome after the dive without rinsing, it can cause damage!

- If you have a glass port, make sure that you NEVER attach a neoprene cover while the glass is wet with salt water. This can damage the port and create permanent burns on the glass. Make sure both the dome and cover are rinsed with fresh water and dried thoroughly before applying a dry port cover.
- The salt does not scratch the glass. But it will cause glass etching over time. The glass corrosion can not be polished
- You can also leave the wet cover on the lens between dives on 2 tanks trips, and then rinse both lens and neoprene cover in the rinse tanks. Even leave the cover on overnight and it's still damp the next morning. When doing your final soak and dry after the trip is over, better let them dry independently to avoid stains on the dome.





How to clean white stain like this

- Some user uses a nail polish remover and a cotton pad, then afterwards rub cooking oil/lighter oil into the housing then the rub it off.
- Don't let it wind dry, try to dry it with a towel or paper towel.
- Afterwards, wipe the surface with some silicone oil/grease

How to take care of water marks on expensive glass ports?

If it is inside that has been stained, unfortunately there is not more that can be done. The optical dome element needs to be replacement at authorised service centre.



Wet lens thread stuck on flip holder

- Always unscrew the lenses after diving and rinsing it thoroughly just to prevent that.
- Soak it in vinegar/water for a day or two to soften and dissolve the hard water deposits of calcium-magnesium-aluminium gunk. Then use penetrating oil, allow it to soak in overnight to lubricate the screw threads, followed by trying to unscrew it with one or two strap wrenches.



How to remove/prevent hardwater stain?



- The best preventative maintenance is to carefully dry the dome element with a synthetic chamois, then microfiber cloth after use. Also use care not to leave a wet dome cover in place when storing the system..
- You can try to remove those marks by using a lightweight acrylic polish like Novus #2 with a micro fiber cloth only. The acrylic polish won't harm the glass, but it can help to remove any mineral build up.



Big dome, small
dome?

- In terms of optical performance, the difference between glass and acrylic is insignificant. Acrylic is much more easily scratched, but it can also be easily polished up again. If you are not interested in split levels, then the 140mm dome from Nauticam is a great match with the 8-15mm. You can use an even smaller dome, but I find the image quality suffers when I do. A smaller dome is likely to be convenient for travel and in caves/mines - when you will have lots of other gear. You will also need a port extension - dome positioning usually has more impact of optics than anything else.
- The other difference between these two will be buoyancy. The large acrylic dome will add a lot of lift to the front of the housing.



Tips to reduce the chance of fogging lenses

- If possible, seal cool, dry air inside the housing (such as from an air conditioner).
- If you have a vacuum system, the more air you vacuum out, the lower the chance of fogging.
- When opening up the housing to change batteries, make sure no drops of water fall in.
- When the housing is out of the water, don't let it heat up in the sun.
- Silicon gel packets can help but in my experience are less significant than some of these other things.

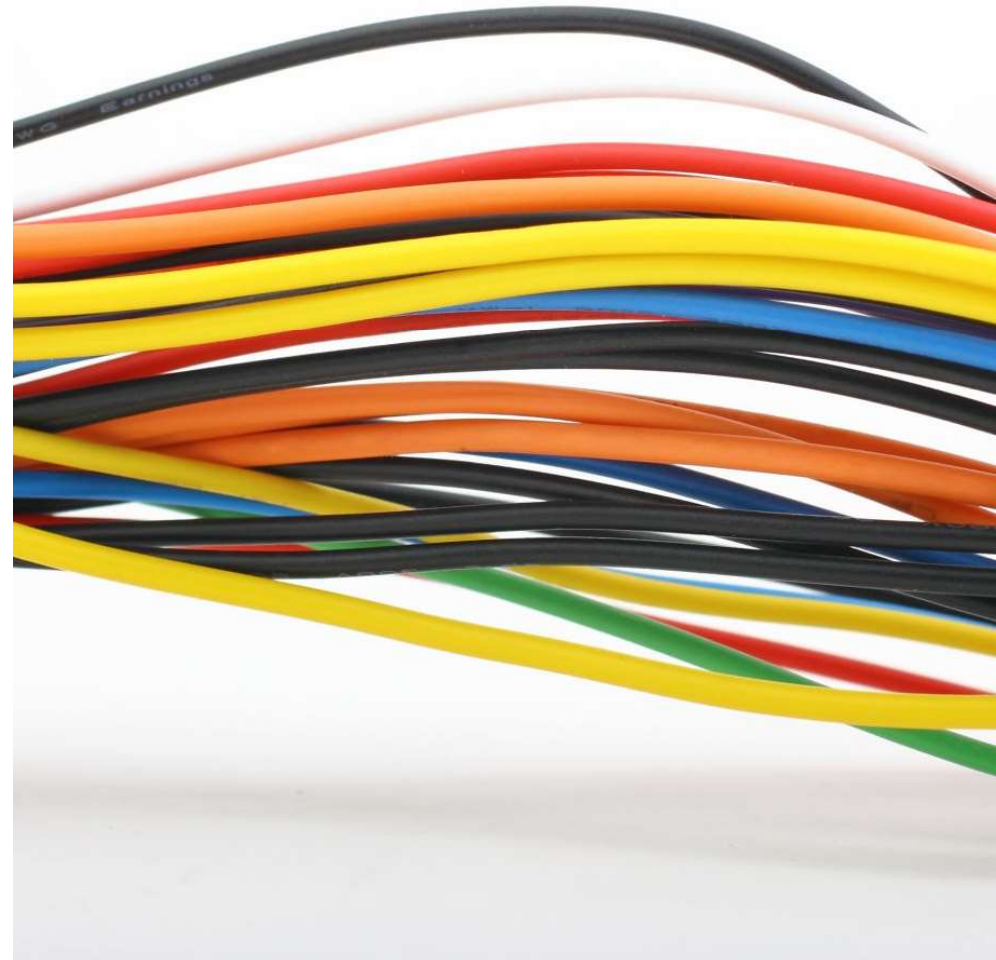
How to keep your cables in good condition – P1

TAKE CARE WHEN ROLLING THEM UP

- The cables have copper wires and conductors inside. If you twist or bend them, these wires can be damaged quickly, affecting how they work. To place them while using them or to store them when not, handle them gently and bend them carefully so as not to damage the internal wires.
- When you roll them up, make sure that knots are not formed. Knots may also end up damaging the wires inside. Make sure cables are not bent sharply at an angle but have a large radius for the bend.

CARE DURING USE

- You should also take care how you use them. Cables usually start to deteriorate at the ends because they are often too tight when we use them.
- *Never step on or squash a cable*, especially when you are using it. It can cause damage that may result in an accident.
- *Never pull a cable*. To disconnect it, hold the cable by the plug to pull it out. Improper removal from sockets can damage the cord. When unplugging your devices, be sure to grasp the power cord by the plug, not the cable. Pulling the cord may cause internal fraying or damage and weaken the connection between the cord and the plug.
- *Be careful where you leave your cables*. Avoid damp areas, because this can cause damage. And do not leave them within reach of children and pets. Passageways are another place to avoid: Some people attach the cables to the skirting board or the wall to avoid tripping.
- If you are laying a cable underground to supply power to a machine, it is a good idea to route it through thick metallic pipe. This way, even if trolleys pass over the cable it will not be squashed.



How to keep your cables in good condition — P2

PREVENT DAMAGE

- Avoid kinking or twisting during installation. This can mechanically stress and weaken the conductors.
- Avoid tension & run-overs
- Avoid any form of impact or crushing that may damage the jacket
- Keep wire and cable away from any elements the application does not have to be exposed to (such as direct flame)

CHECK FOR ENVIRONMENTAL FACTORS

- **Moisture and Corrosion:** Cables in damp or humid environments are susceptible to moisture penetration, leading to corrosion and degradation. Regularly inspect cables in areas prone to moisture, avoid installation on a speeding boat or wet environment. Our cable jacket are tested for water proof, but they were not tested under extreme weather for extreme long durations. Please Consider extra moisture-resistant or waterproof measures for extreme vulnerable locations with long duration.
- **Temperature Extremes:** Extreme temperatures can affect cable performance. In areas with temperature variations, ensure that cables are rated to withstand these conditions. Thermal expansion and contraction can lead to insulation damage over time.

- Reference read: <https://arelectropower.com/maintenance-tips-for-industrial-cables-and-wires/>

How to keep your cables in good condition — P3

CLEAN THEM PROPERLY

- Cables tend to get dirty and white marks on the surface with use. After each use, please gently wipe the moist or water mark with microfiber towel, and avoid immersing the whole gear with cable in cold water right away while the cable may still be warm from overheat.
- When the cable is not plugged in, moisten the cloth and pass it over the entire surface of the cable. If the dirt persists, you can always use a small brush.
- Never immerse cables in water for long or use abrasive substances to clean them.

STORE YOUR CABLES CAREFULLY

- When you are not using them, store them carefully. For HDMI cable, please avoid roll them too sharply which may result in damage. Protect them by putting them in a plastic bag or tool box to protect them from moisture and dust.
- Heat and moisture are dangerous to all kinds of electrical cables. Protect your electrical cables from direct sunlight and high temperatures by storing them in cool, dry locations.

Troubleshoot monitor flickering issue



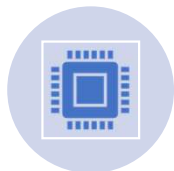
Cable Inspection -- Please verify that the cable has secure contact and is free from damage. If available, please test with a spare cable if possible.



Signal Interference -- Assess the surrounding environment for potential sources of strong electromagnetic interference.



Power Supply Issues -- An unstable power supply or low battery levels may result in monitor flickering. Ensure that the monitor's power adapter or battery provides a stable power supply.



Monitor Settings -- The monitor's refresh rate or resolution settings might not be compatible with the input signal. Access the monitor's settings menu and confirm that the refresh rate (e.g., 50Hz/60Hz) matches the input signal.



Device Compatibility -- Ensure both the monitor and the camera are updated to the latest firmware versions.

Trouble shoot with moisture alarm set

Problem 1: No beeping sound

Trouble shoot:

1. Please test the moisture detector with a dampened cotton bud, the alarm supposes to repeat 'beep' sound and LED indicator flashes RED. If the cotton is not wet enough, there might be only flash without sound.

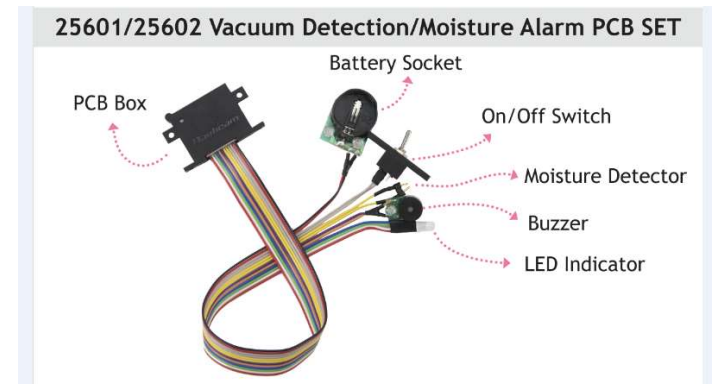
Problem 2: The alarm keeps flashing once the on/off switch is on.

Trouble shoot:

1. The sensor inside the PCB BOX is built very sensitive to pressure and temperature change, it normally requires placing the housing (open) in air conditioning room for one or two nights for the whole system to go back to normal again if the sensor is affected by the change of moisture due to surrounding environment.
2. If the problem persists after 2 nights in dry air balanced room, there are two possible causes, one is the sensor / PCB box is broken. Please try to replace the black sensor box to see if the circuit goes back working normally again.
3. The 2nd problem is welding issue, please inspect the whole circuit carefully to see if all the contact points are welded fully and no exposed bubble or area? If there is noticeable unevenly welded areas or exposed circuit, please contact us for replacement.

Regular care and maintenance: please refrain from opening the housing at highly moisturised or wet areas, and refrain from changing batteries while still wearing wetsuit or wet hair, water droplet can come from both wetsuit and wet hair or hand. And it is actually the major cause of most moisture alarm malfunction from our record.

Please refer to our precautions/maintenance care guidance for further details. Good product care is key to keep the product at the utmost form.



How to clean the housing surface

Discoloration



Salt adhering to the surface



Discoloration

Recommended cleaning product:



WD-40 Multi-Use Product

- REMOVES: Removes grease, grime, gunk, gum, tar, sap, super glue, sticker residue, and other sticky stuff from multiple surfaces

[Shopping link:](#)

[WD-40 Multi-Use Product, 3 OZ \[6-Pack\]: Amazon.com: Tools & Home Improvement](#)



BAISENIE Melamine Sponge



Use WD-40 only when necessary; it is not recommended for frequent use. Regular maintenance, such as cleaning the housing with fresh water and thoroughly drying it with a towel, remains the most important step in proper care.



Please avoid using volatile cleaners such as alcohol or lighter fluid on the housing surface too often, as they may damage the protective layer and make it easier for white salt stains to adhere.

How to take care of angled viewfinder

Rinse and dry thoroughly after each trip: Soak and rinse the whole housing with VF in clean, fresh water (de-mineralized water) after saltwater use to dissolve salt crystals and prevent corrosion. Rotate the viewfinder 3 (or more) times in fresh water for flushing trapped sand/sediment. Do not keep the viewfinder on the housing for a prolonged period of time.

If the system is used all the time, do make sure to take out the viewfinder on a monthly basis for cleaning the collar area, and make sure there are no salt residuals between the titanium and aluminium collars.

Storage: Always separate the viewfinder from the housing after each dive trip. And ensure that the collar area is free from debris and sand by using the aid of tools, such as an air pump. After drying the optics (with a clean microfiber towel), cap both sides of the viewfinder before storage. In high-humidity areas, it is recommended to store the viewfinder in a camera dry cabinet if the condition allows.

Overhaul recommendation: It is recommended to send the viewfinder back (to the manufacturer or a Nauticam-authorized service centre) for overhaul after 300 dives or 3 years, or depending on the condition of the product at your own discretion.



WARNING:
the aluminum collar is waterproof-sealed and cannot be removed under any circumstances. Seek professional advise or help when you notice pitting around the area like shown above.

Care and Maintenance of Underwater Camera Water-Contact Optics, VF and Glass Ports

- **Rinse thoroughly:** Soak and rinse the wet optics in clean, fresh water (de-mineralized water) after saltwater use to dissolve salt crystals and prevent corrosion. Between dives or in a remote location with limited freshwater access, use a plastic water bottle with a tiny hole in the cap and squeeze the bottle to jet pressurized water for simple cleaning.
- **Dry completely:** After rinsing, remove excess water from the gear with the remaining air in the dive tank or using an air pistol if it is available. Dry the optical surface of the glass dome ports, lens, and viewfinder with a microfiber towel after rinsing immediately. Do not leave it air-dry, and never store ports or other optics with water stains left on them. Under limited conditions, allow the glass elements and body to air-dry completely in a shaded, well-ventilated area before putting on caps. Avoid putting the wet neoprene cover directly onto the lens, which may leave stains that are hard to remove.
- **Protect the glass:** Make sure the optical surface is dry and clean from stains before attaching front and rear protective caps. Always use dry neoprene covers to prevent scratching the multi-coated optical surfaces.
- **Maintain O-rings/threads:** Inspect mounting threads or bayonet connections; lightly apply Nauticam silicone grease to O-rings if stored long-term.
- **Store safely:** Keep the optics in a padded, dry case or storage bag in a cool environment away from direct sunlight. In high humidity areas, storing the lens and viewfinder in a camera dry cabinet with climate-controlled conditions is recommended.
- **Transportation:** Avoid travelling with the water contact lenses / viewfinders attached to the housing. Always store the water contact lens / viewfinder separately in a padded bag/case. We understand that sometimes nature takes us to amazing diving destinations, and before we get there, there might be a bumpy ride. Be mindful of strong vibration conditions, which may cause damage to the internal optical elements. Optical products like viewfinders, water contact optics, and dome ports require adequate protection measures.

What to avoid for cleaning optical products

What to Avoid:

- **Harsh Chemicals:** Never use window cleaner, bleach, or vinegar.
- **Rough Materials:** Never wipe lenses with paper towels, tissues, or the corner of a shirt.
- **High Heat:** Avoid hot or boiling water, which can craze or crack lens coatings

Drying Tools

- Always use a clean, flat-weave microfiber cloth.
- Wash your microfiber cloths regularly without fabric softener to prevent oil smudges.

Service advise : It is recommended to send the product back to the manufacturer or a Nauticam-authorized service centre for an overhaul service after 200 dives or 2-3 years to ensure the optimum performance of the product. Both sides of the water-contact optical element can be replaced if it is scratched to a point affecting photos.