User Manual

Revision 1.000
English

BACnet master / J1939 - Converter

(Order Code: HD67725-IP-A1 , HD67725-MSTP-A1, HD67725-MSTP-B2, HD67725-PTP-A1, HD67725-PTP-B2)

For Website information:
www.adfweb.com?Product=HD67725

For Price information:
www.adfweb.com?Price=HD67725-IP-A1
www.adfweb.com?Price=HD67725-MSTP-A1
www.adfweb.com?Price=HD67725-MSTP-B2
www.adfweb.com?Price=HD67725-PTP-A1
www.adfweb.com?Price=HD67725-PTP-B2

Benefits and Main Features:

- Very easy to configure
- Triple Electrical isolation
- Temperature range: -40°C/+85°C (-40°F/+185°F)

For other BACnet products see also the following link:

Converter BACnet Master to

www.adfweb.com?Product=HD67712	**(Modbus Slave)**
www.adfweb.com?Product=HD67714	**(Modbus TCP Slave)**
www.adfweb.com?Product=HD67716	**(PROFIBUS Slave)**
www.adfweb.com?Product=HD67717	**(CAN)**
www.adfweb.com?Product=HD67718	**(CANopen)**
www.adfweb.com?Product=HD67719	**(PROFINET)**
www.adfweb.com?Product=HD67721	**(DeviceNet Slave)**
www.adfweb.com?Product=HD67723	**(NMEA 2000)**

Do you have your customer protocol? Then go to:
www.adfweb.com?Product=HD67003

Do you need to choose a device? Do you want help?
www.adfweb.com?Cmd=helpme

User Manual

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UPDATED DOCUMENTATION:

Dear customer, we thank you for your attention and we remind you that you need to check that the following document is:

- Updated
- Related to the product you own

To obtain the most recently updated document, note the "document code" that appears at the top right-hand corner of each page of this document.

With this "Document Code" go to web page www.adfweb.com/download/ and search for the corresponding code on the page. Click on the proper "Document Code" and download the updates.

REVISION LIST:

Revision	Date	Author	Chapter	Description
1.000	06/02/2015	Fl	All	First Release

WARNING:

ADFweb.com reserves the right to change information in this manual about our product without warning.
ADFweb.com is not responsible for any error this manual may contain.

TRADEMARKS:

All trademarks mentioned in this document belong to their respective owners.

SECURITY ALERT:

GENERAL INFORMATION

To ensure safe operation, the device must be operated according to the instructions in the manual. When using the device, legal and safety regulation are required for each individual application. The same applies also when using accessories.

INTENDED USE

Machines and systems must be designed so the faulty conditions do not lead to a dangerous situation for the operator (i.e. independent limit switches, mechanical interlocks, etc.).

QUALIFIED PERSONNEL

The device can be used only by qualified personnel, strictly in accordance with the specifications.
Qualified personnel are persons who are familiar with the installation, assembly, commissioning and operation of this equipment and who have appropriate qualifications for their job.

RESIDUAL RISKS

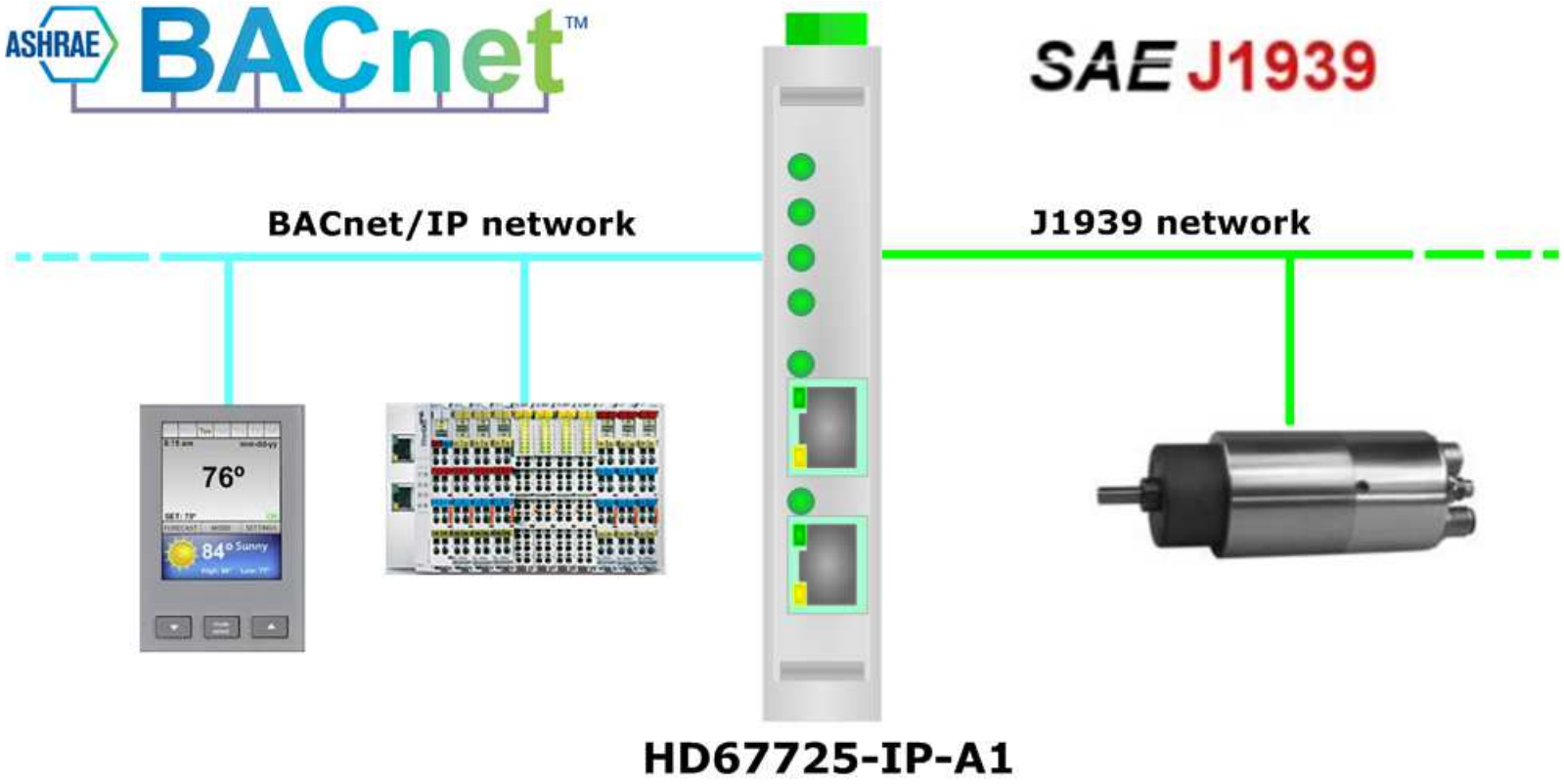
The device is state-of-the-art and is safe. The instruments can represent a potential hazard if they are inappropriately installed and operated by untrained personnel. These instructions refer to residual risks with the following symbol:

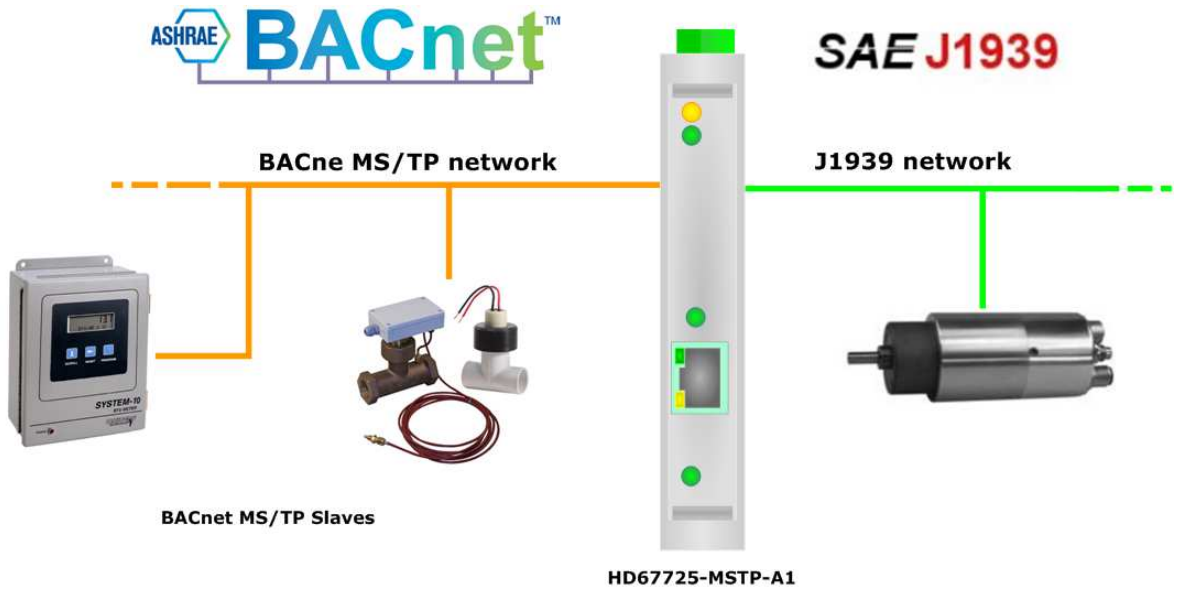
This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

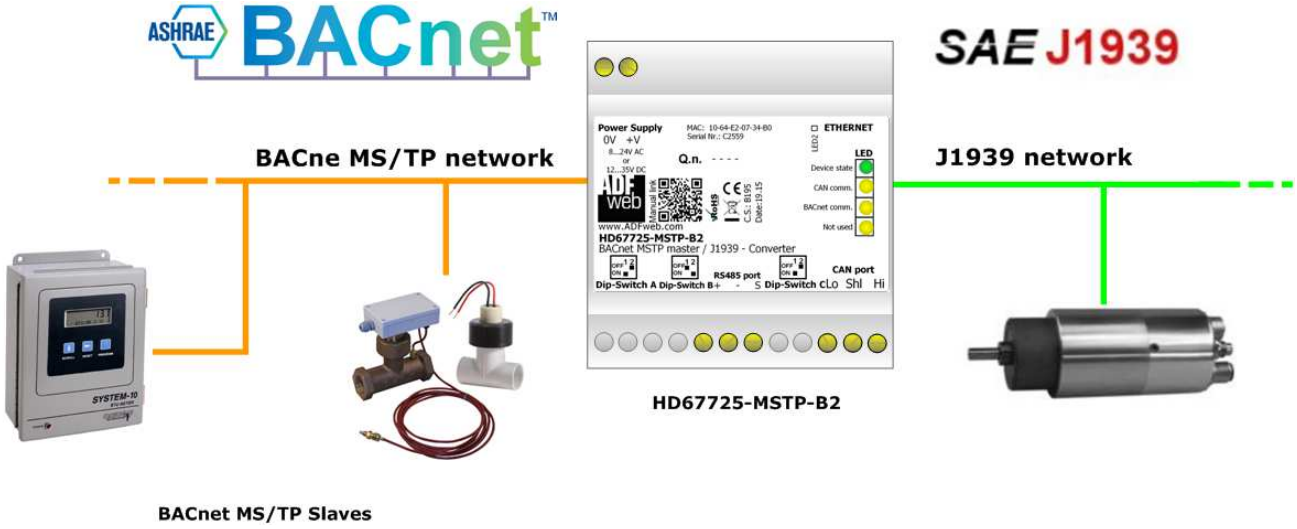
CE CONFORMITY

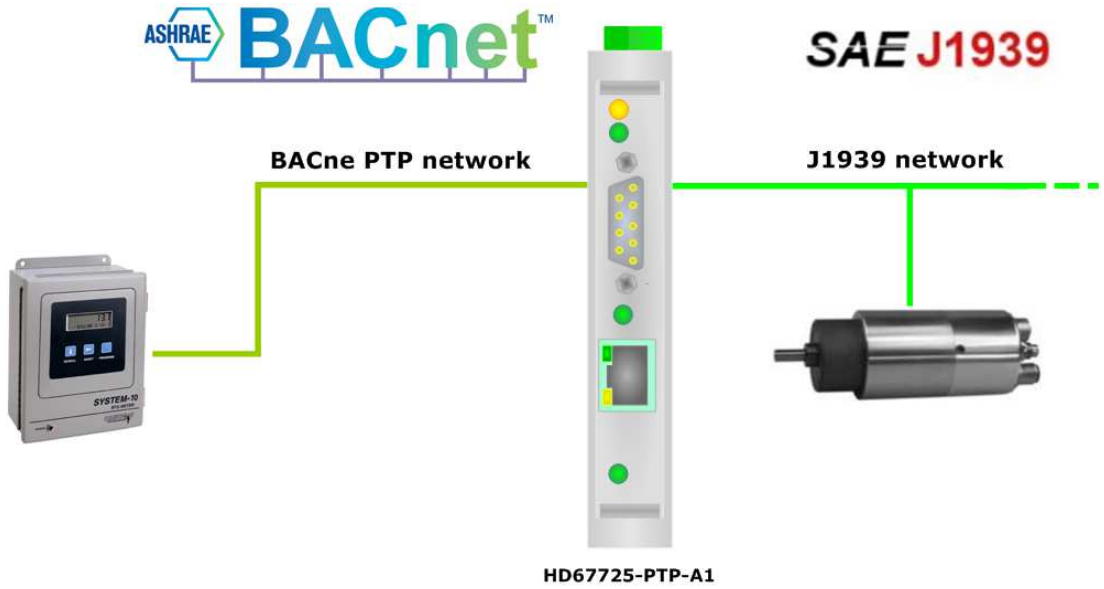
The declaration is made by our company. You can send an email to support@adfweb.com or give us a call if you need it.

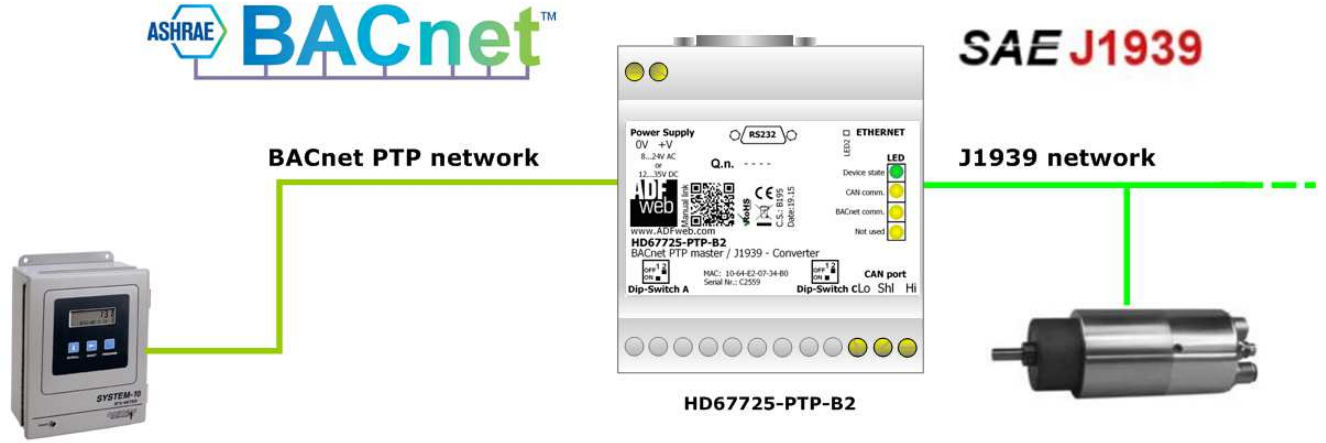
EXAMPLES OF CONNECTION:




BACne MS/TP network
J1939 network
BACnet MS/TP Slaves
HD67725-MSTP-A1


BACne MS/TP network
J1939 network
HD67725-MSTP-B2
BACnet MS/TP Slaves


BACne PTP network
J1939 network
HD67725-PTP-A1


BACnet PTP network
J1939 network
HD67725-PTP-B2

CONNECTION SCHEME:

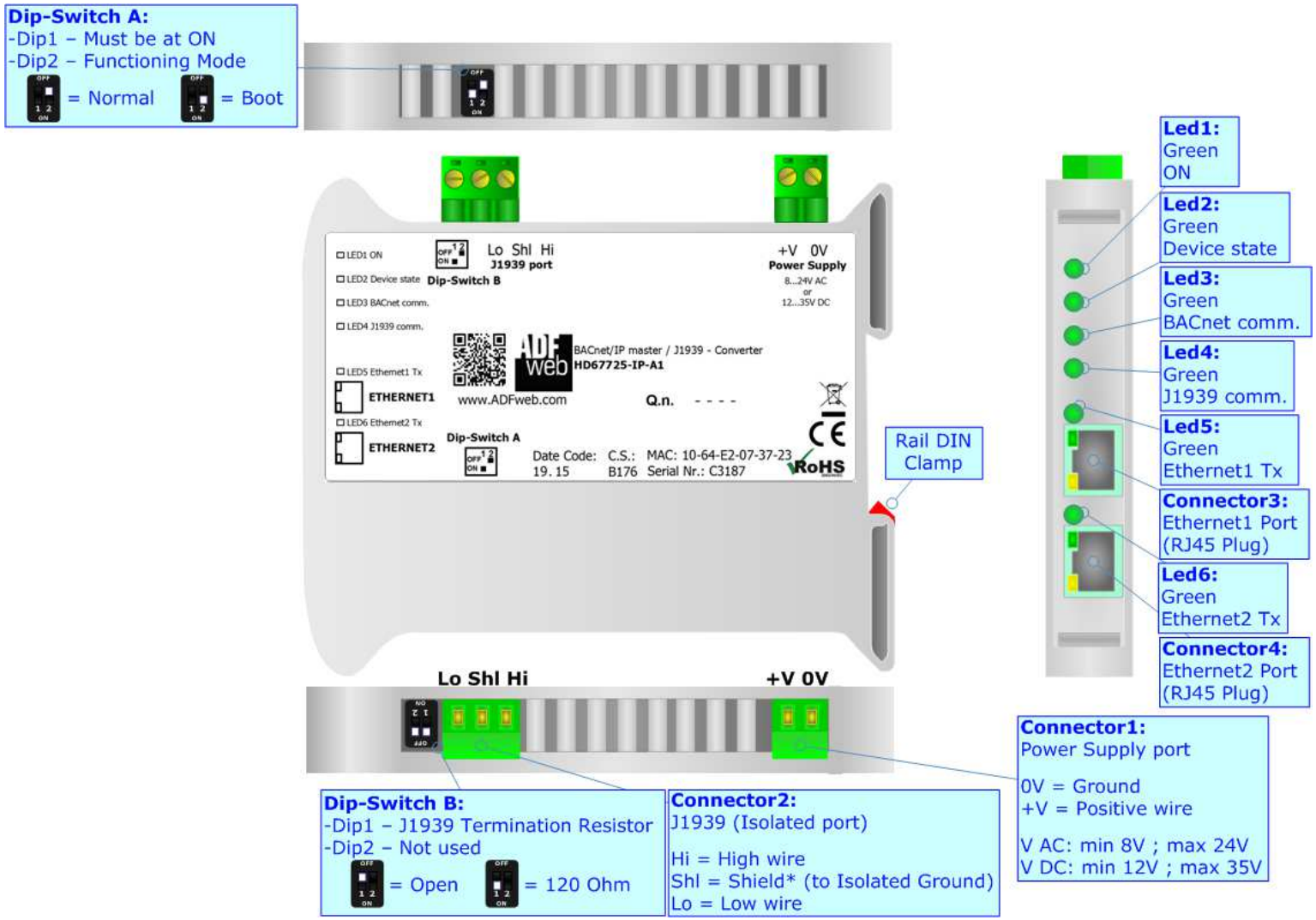


Figure 1a: Connection scheme for HD67725-IP-A1

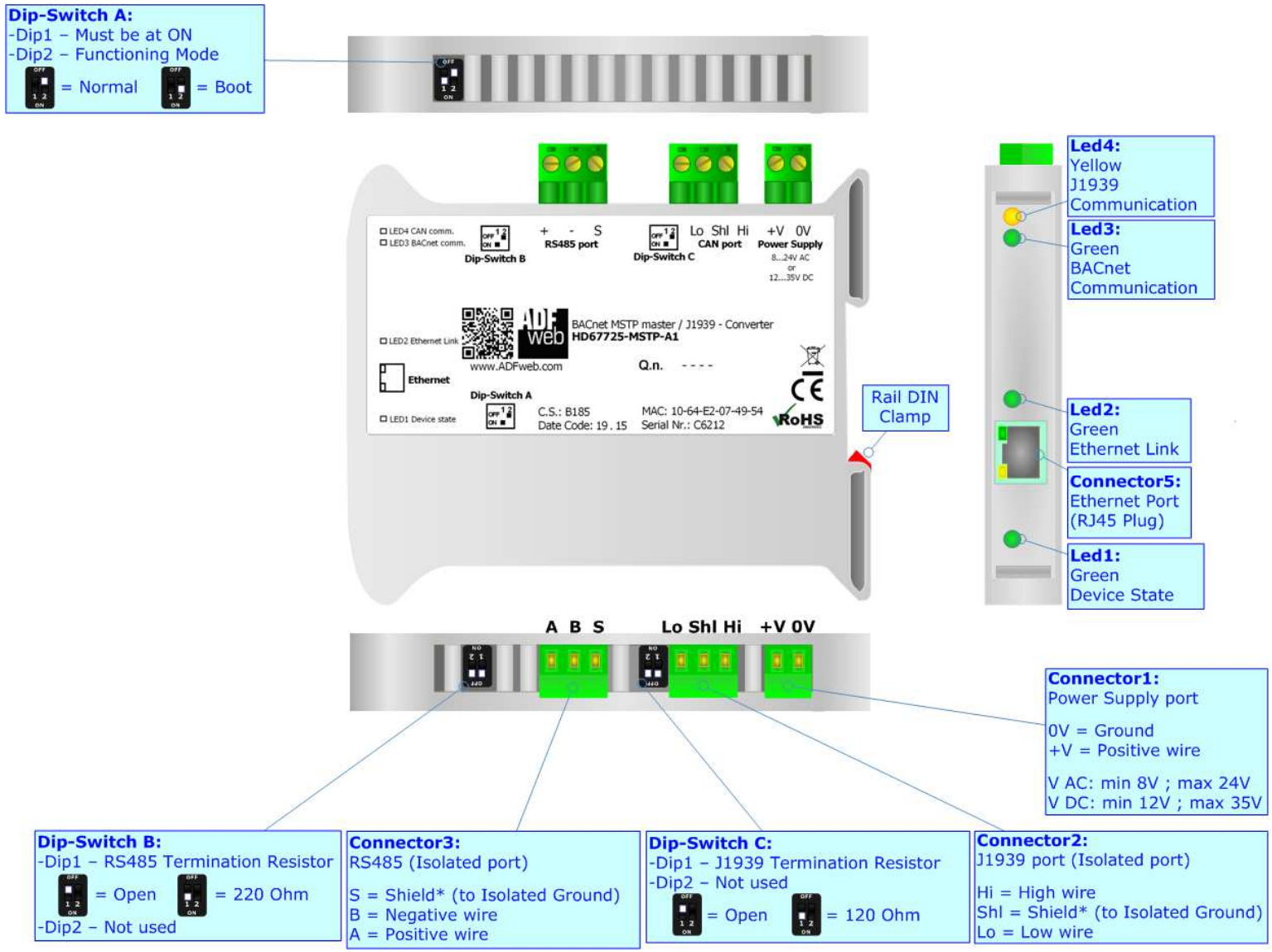


Figure 1b: Connection scheme for HD67725-MSTP-A1

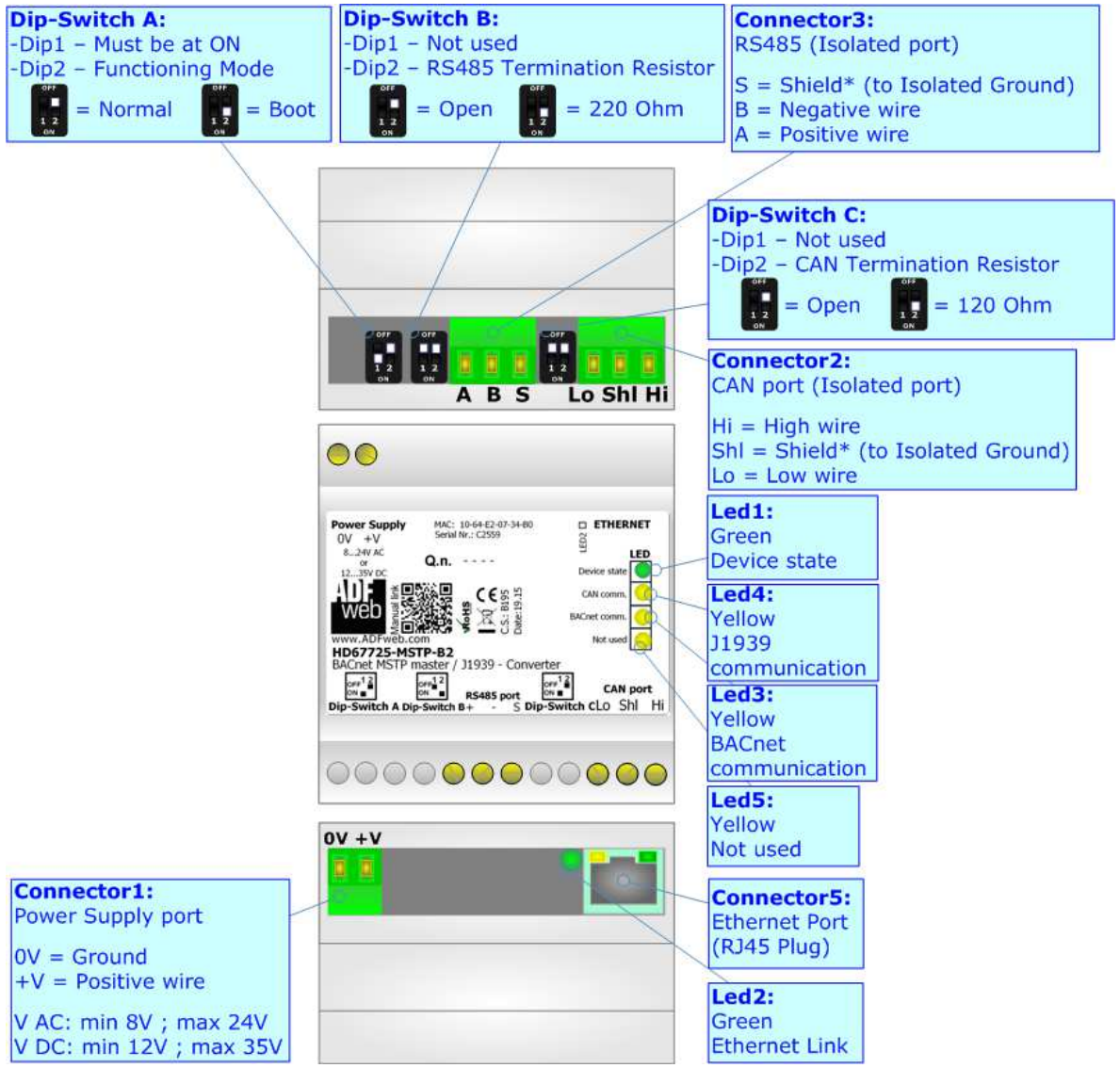


Figure 1c: Connection scheme for HD67725-MSTP-B2

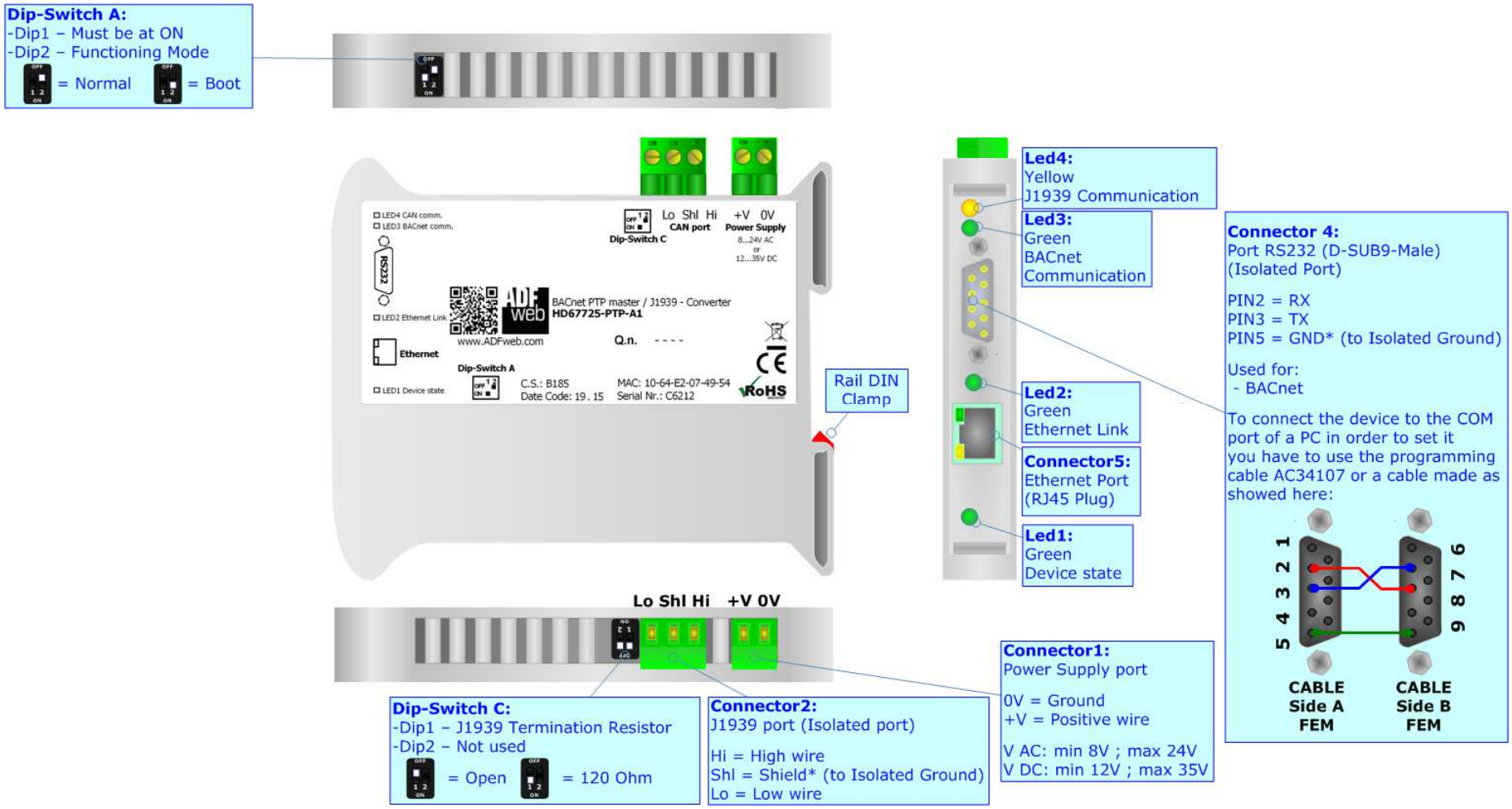


Figure 1d: Connection scheme for HD67725-PTP-A1

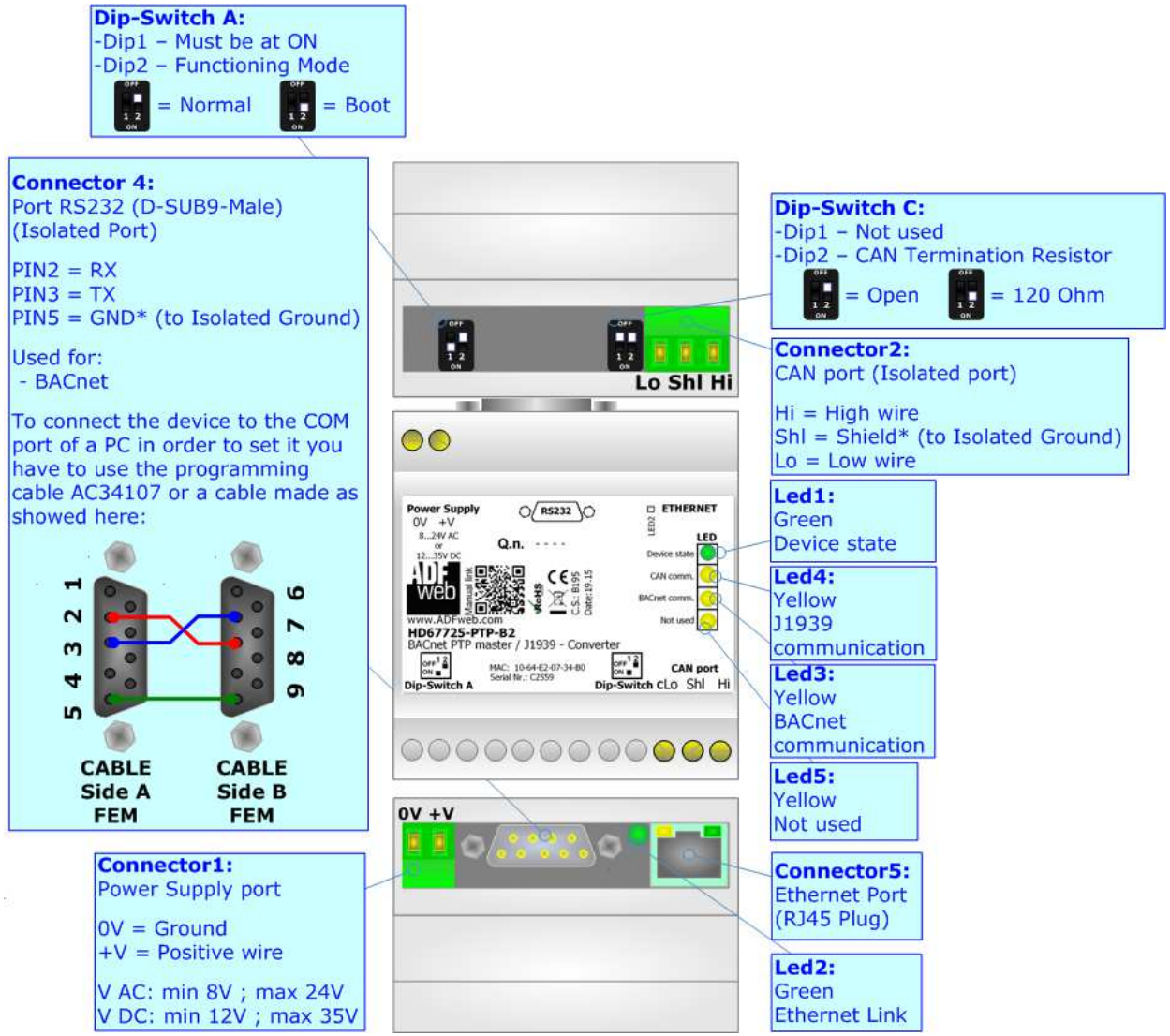


Figure 1e: Connection scheme for HD67725-PTP-B2

CHARACTERISTICS:

The HD67725-xxx-A1 and HD67725-xxx-B2 are BACnet master / J1939 Converter.

It allows for the following characteristics:

- Up to 512 BACnet objects in reading and 512 objects in writing;
- Triple isolation between J1939 - Power Supply, J1939 - Ethernet, Ethernet - Power Supply;
- Two-directional information between J1939 bus and BACnet bus;
- Mountable on 35mm Rail DIN;
- Wide power supply input range: 8…24V AC or 12…35V DC;
- Wide temperature range: -40°C / 85°C [-40°F / +185°F].

CONFIGURATION:

You need Compositor SW67725 software on your PC in order to perform the following:

- Define the parameters of BACnet line;
- Define the parameters of J1939 line;
- Define the BACnet data that a master read;
- Define the BACnet data that a master write;
- Update the device.

POWER SUPPLY:

The devices can be powered at 8…24V AC and 12…35V DC. For more details see the two tables below.

VAC ~		VDC ⎓	
Vmin	**Vmax**	**Vmin**	**Vmax**
8V	**24V**	**12V**	**35V**

Consumption at 24V DC:

Device	Consumption [W/VA]
HD67725-IP-A1	3.5
HD67725-MSTP-A1/B2	3.5
HD67725-PTP-A1/B2	3.5

Connector1:
Power Supply port

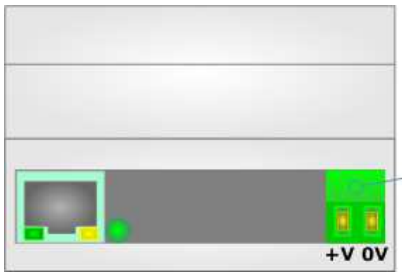
0V = Ground
+V = Positive wire

V AC: min 8V ; max 24V
V DC: min 12V ; max 35V

Connector1:
Power Supply port

0V = Ground
+V = Positive wire

V AC: min 8V ; max 24V
V DC: min 12V ; max 35V

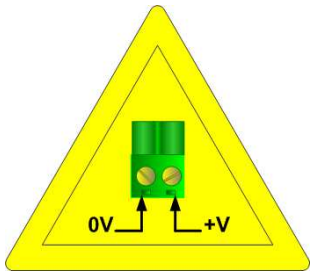


Connector1:
Power Supply port

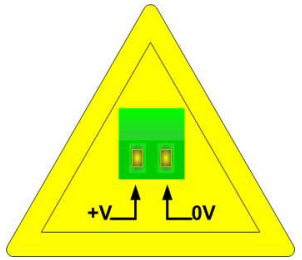
0V = Ground
+V = Positive wire

V AC: min 8V ; max 24V
V DC: min 12V ; max 35V

Caution: Do not reverse the polarity power



HD67725-IP-A1
HD67725-MSTP-A1
HD67725-PTP-A1



HD67725-MSTP-B2
HD67725-PTP-B2

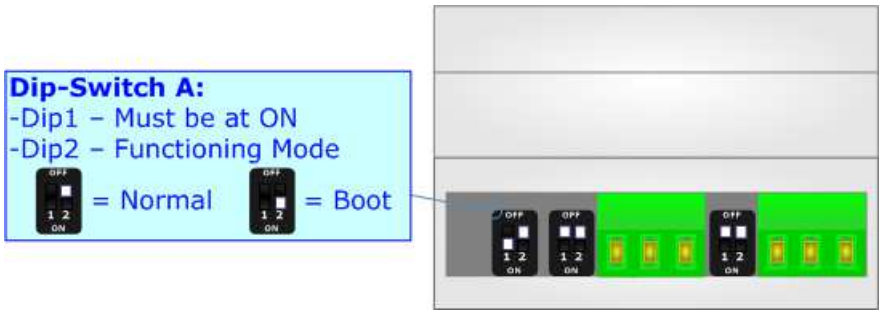
FUNCTION MODES:

The device has got two function modes depending on the position of the 'Dip2 of Dip-Switch A':

- The first, with 'Dip2 of Dip-Switch A' at "OFF" position, is used for the normal working of the device.
- The second, with 'Dip2 of Dip-Switch A' at "ON" position, is used for uploading the Project and/or Firmware.

For the operations to follow for the updating, see 'UPDATE DEVICE' section.

According to the functioning mode, the LEDs will have specific functions, see 'LEDS' section.



Warning:
Dip1 of 'Dip-Switch A' must be at ON position to work even if the Ethernet cable is not inserted.

LEDS (for HD67725-IP-A1):

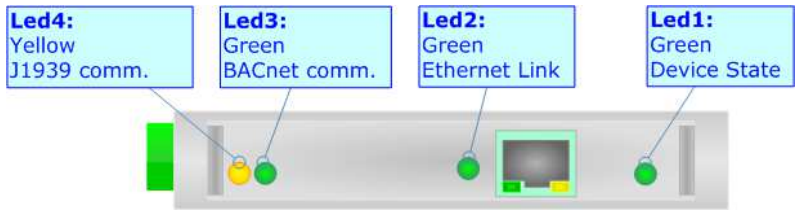
The device has got six LEDs that are used to give information about the functioning status.
The various meanings of the LEDs are described in the table below.

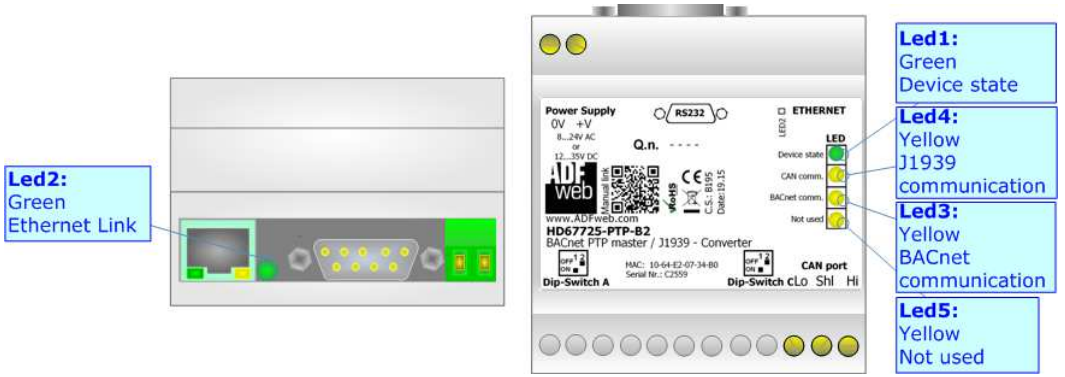
LED	Normal Mode	Boot Mode
1: ON [supply voltage] (green)	**ON:** Device powered **OFF:** Device not powered	**ON:** Device powered **OFF:** Device not powered
2: Device state (green)	**ON:** Maintenance Problem is present **OFF:** No maintenance are present	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
3: BACnet comm. (green)	Blinks quickly when receive replies to BACnet requests	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
4: J1939 comm. (green)	Blinks quickly when receives J1939 frames	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
5: Ethernet1 Tx (green)	Blinks when is transmitting Ethernet frames	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
6: Ethernet2 Tx (green)	Blinks when is transmitting Ethernet frames	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress

LEDS (for HD67725-MSTP-A1/B2 and HD67725-PTP-A1/B2):

The device has got four LEDs (five the –B2 version) that are used to give information about the functioning status.
The various meanings of the LEDs are described in the table below.

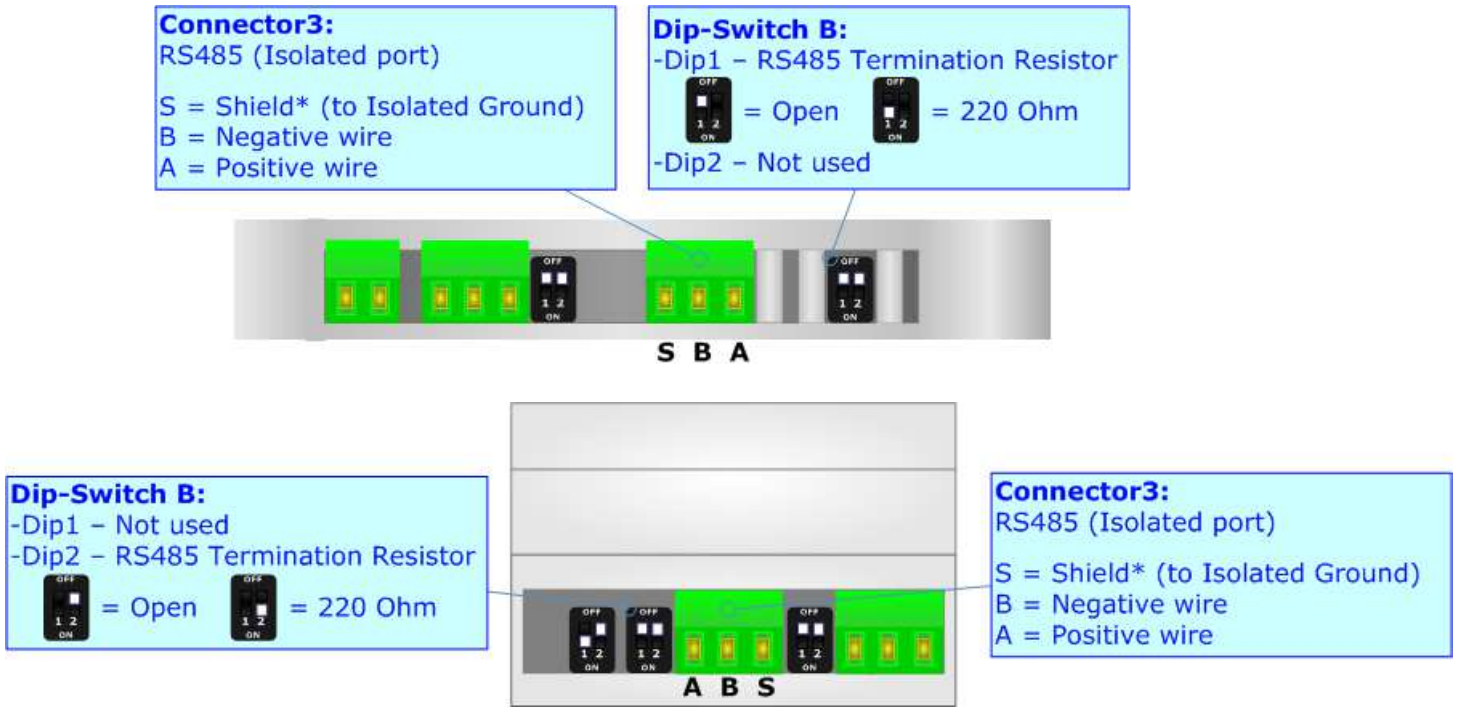
LED	Normal Mode	Boot Mode
1: Device State (green)	Blinks slowly (~1Hz)	**ON:** Device powered **OFF:** Device not powered
2: Ethernet Link (green)	**ON:** Ethernet cable connected **OFF:** Ethernet cable disconnected	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
3: BACnet comm. (green)	Blinks quickly when receive replies to BACnet requests	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
4: J1939 comm. (green)	Blinks quickly when receives J1939 frames	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
5: Not Used	OFF	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress





RS485 (HD67725-MSTP-A1/B2):

To terminate the RS485 line with a 220Ω resistor it is necessary to put ON dip 1, like in figure.



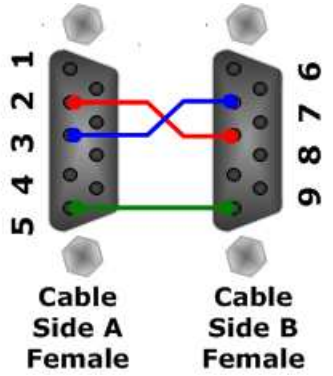
The maximum length of the cable should be 1200m (4000 feet).

Here some codes of cables:

- Belden: p/n 8132 - 2x 28AWG stranded twisted pairs conductor + foil shield + braid shield;
- Belden p/n 82842 - 2x 24AWG stranded twisted pairs conductor + foil shield + braid shield;
- Tasker: p/n C521 - 1x 24AWG twisted pair conductor + foil shield + braid shield;
- Tasker: p/n C522 - 2x 24AWG twisted pairs conductor + foil shield + braid shield.

RS232 (HD67725-PTP-A1/B2):

The connection from RS232 socket to a serial port (example one from a personal computer) must be made with a NULL MODEM cable (a serial cable where the pins 2 and 3 are crossed).
It is recommended that the RS232 cable not exceed 15 meters.

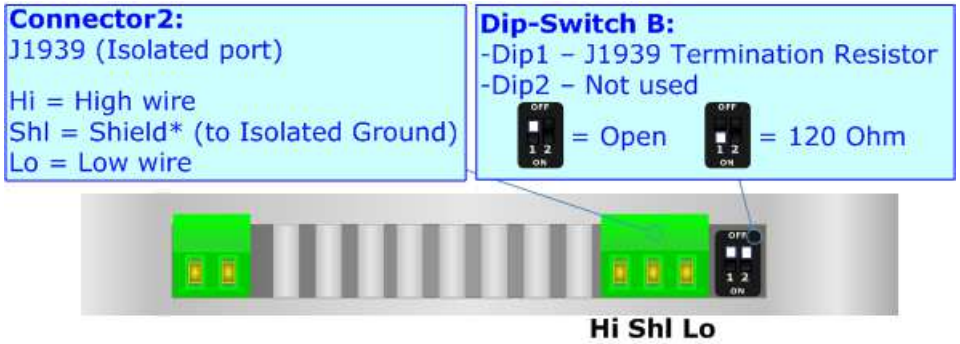


ETHERNET:

The BACnet/IP connection and the updating of the converters must be made using Connector3 and/or Connector4 and/or Connector5 of HD67725-xxx-A1/B2 with at least a Category 5E cable. The maximum length of the cable should not exceed 100m. The cable has to conform to the T568 norms relative to connections in cat.5 up to 100 Mbps. To connect the device to an Hub/Switch is recommended the use of a straight cable, to connect the device to a PC/PLC/other is recommended the use of a cross cable.

J1939:

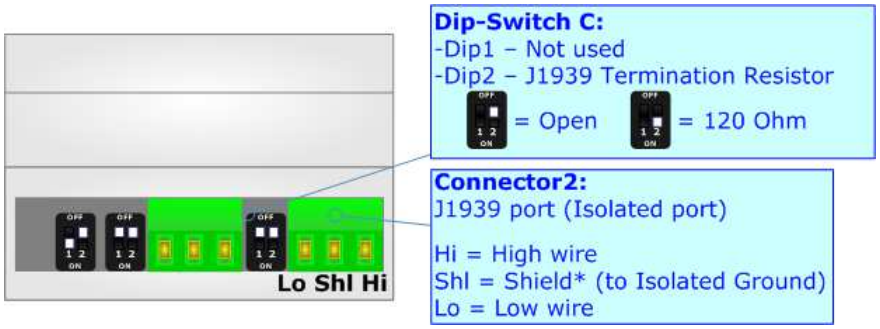
To terminate the J1939 line with a 120Ω resistor it is necessary to put ON dip 1, like in figure.



Cable characteristics:

DC parameter:		Impedance	70 Ohm/m
AC parameters:		Impedance	120 Ohm/m
		Delay	5 ns/m

Length		**Baud Rate [bps]**	**Length MAX [m]**
		10 K	5000
		20 K	2500
		50 K	1000
		100 K	650
		125 K	500
		250 K	250
		500 K	100
		800 K	50
		1000 K	25



USE OF COMPOSITOR SW67725:

To configure the Converter, use the available software that runs with Windows called SW67725. It is downloadable on the site www.adfweb.com and its operation is described in this document. *(This manual is referenced to the last version of the software present on our web site)*. The software works with MSWindows (XP, Vista, Seven, 8; 32/64bit).

When launching the SW67725, the window below appears (Fig. 2).

Note:
It is necessary to have installed .Net Framework 4.

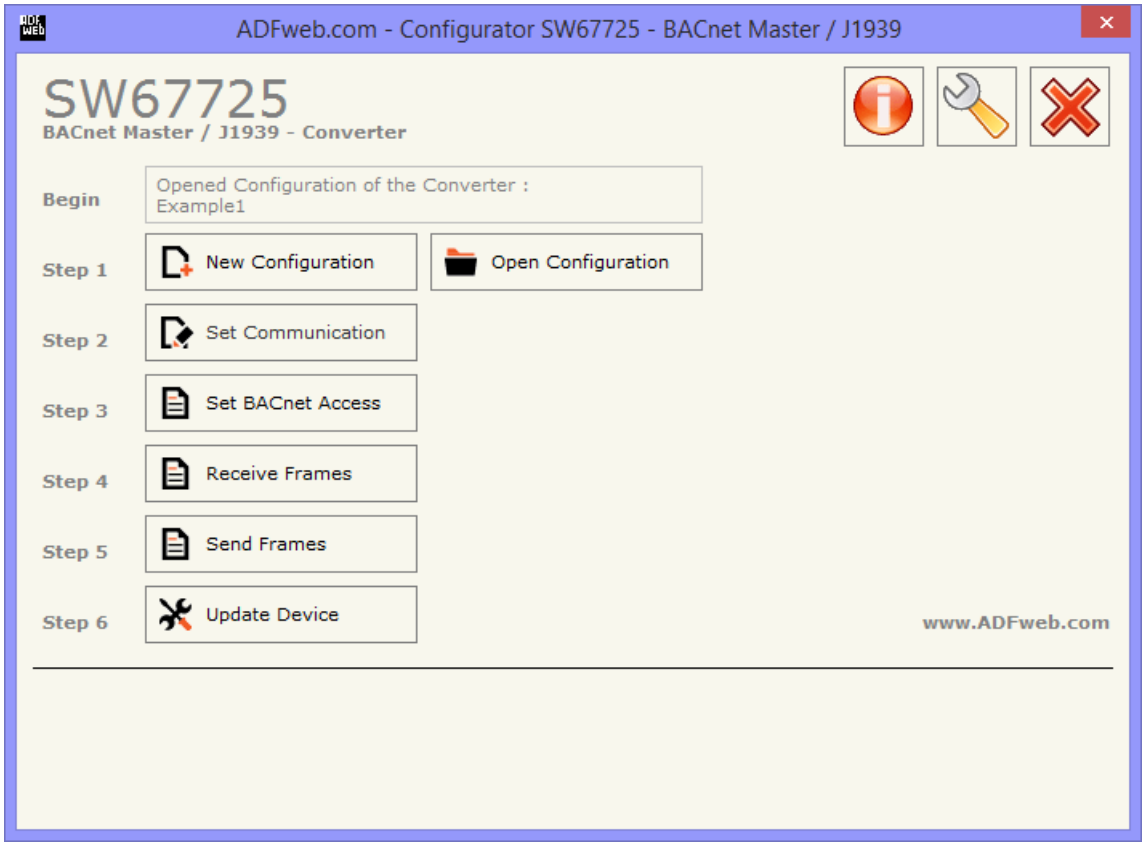
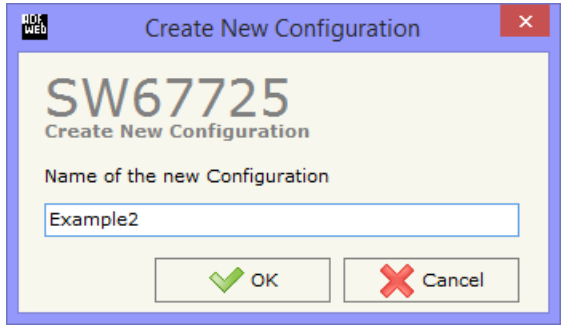


Figure 2: Main window for SW67725

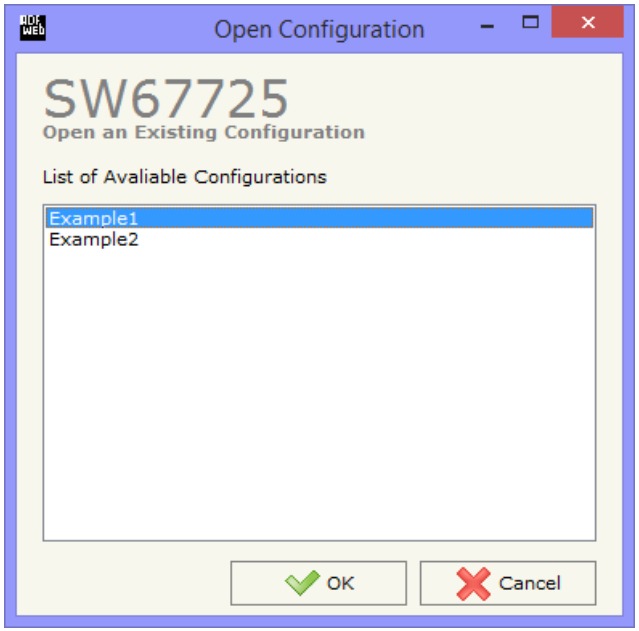
NEW CONFIGURATION / OPEN CONFIGURATION:

The "**New Configuration**" button creates the folder which contains the entire device's configuration.



A device's configuration can also be imported or exported:

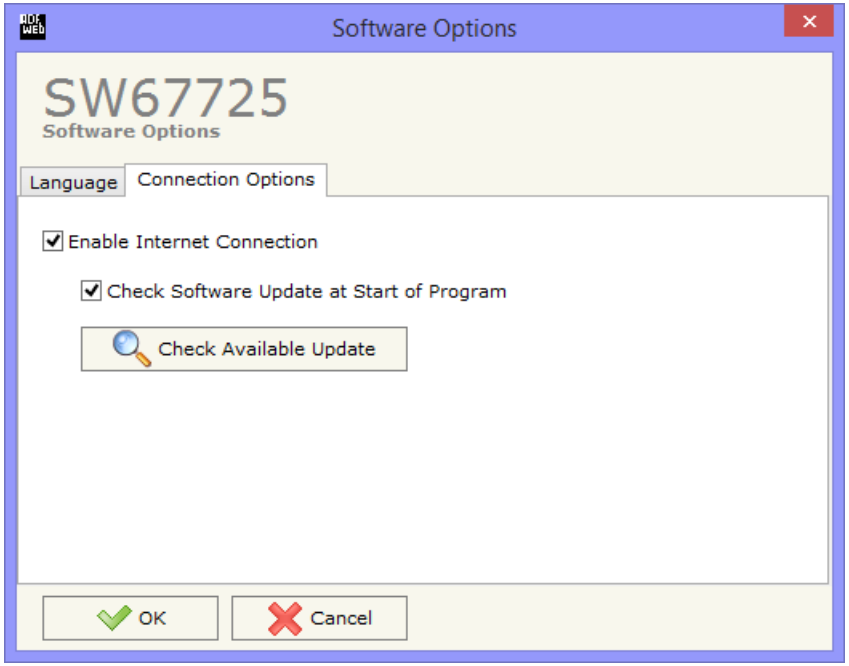
- To clone the configurations of a programmable "BACnet master / J1939 - Converter" in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- To clone a project in order to obtain a different version of the project, it is sufficient to duplicate the project folder with another name and open the new folder with the button "**Open Configuration**".



SOFTWARE OPTIONS:

By pressing the "**Settings**" ( ) button there is the possibility to change the language of the software and check the updatings for the compositor.

In the section "Language" it is possible to change the language of the software.



In the section "Connection Options", it is possible to check if there are some updatings of the software compositor in ADFweb.com website.
Checking the option "**Check Software Update at Start of Program**", the SW67725 check automatically if there are updatings when it is launched.

SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, BACnet and J1939.

By Pressing the "**Set Communication**" button from the main window for SW67725 (Fig. 2) the window "Set Communication" appears (Fig. 3).

In the section "BACnet Type" is possible to select the type of BACnet to use from:

- BACnet/IP (use ethernet);
- BACnet MS/TP (use RS485);
- BACnet PTP (use RS232).

If selected "BACnet/IP" the means of the fields for "BACnet" are:

- In the fields "**IP ADDRESS**" insert the IP address that you want to give to the Converter;
- In the fields "**SUBNET Mask**" insert the SubNet Mask;
- In the fields "**GATEWAY**" insert the default gateway that you want to use. This feature can be enabled or disabled pressing the Check Box field. This feature is used for going out of the net;
- In the field "**Port**" the port number used for BACnet communication is defined. The default port used for BACnet communication is 47808, but is possible to insert any value (except 10000 and 10001);
- In the field "**BACnet Device Name**" is possible to assign a name to the BACnet node;
- In the field "**Device Identifier**" is possible to assign a number to the BACnet node (Used for the Device Identifier).

The means of the fields for the "J1939" section are the same for all types of BACnet:

- In the field "**Baudrate**" the J1939 baudrate is defined;
- In the field "**TimeOut Data**" insert a time; when this time is elapsed and the data isn't reliable, in the BACnet you will read "0". Is possible to use this function only for the "Receive Frames";
- If the field "**Enable Peer to Peer**" is checked, the converter accepts all the ID that have the PGN inserted in the "Receive Frames" section.

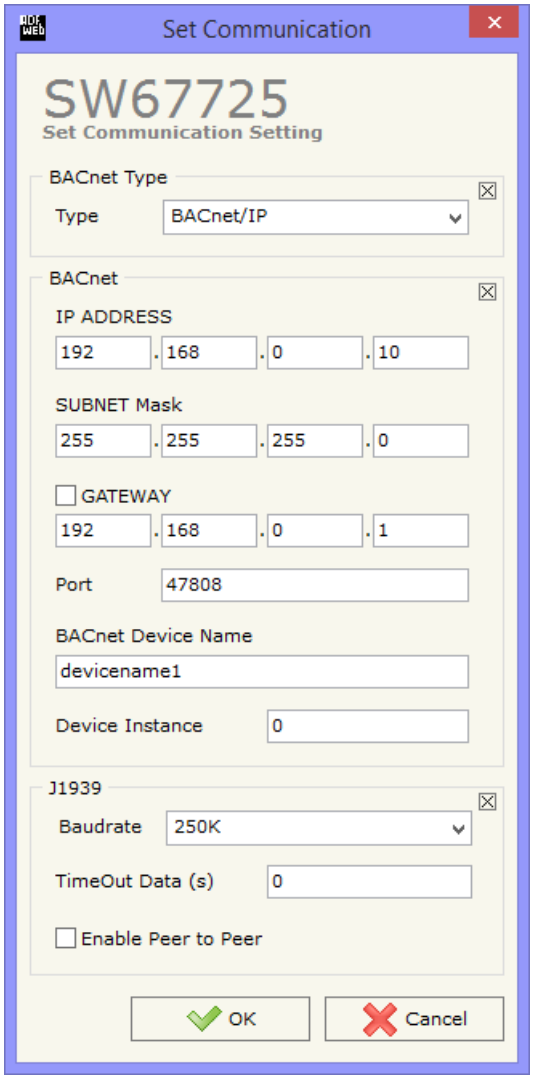


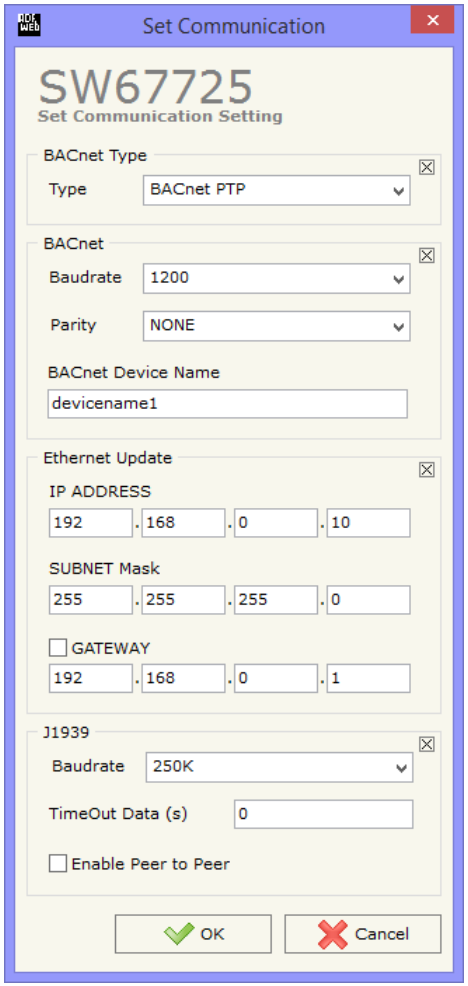
Figure 2: "Set Communication" window

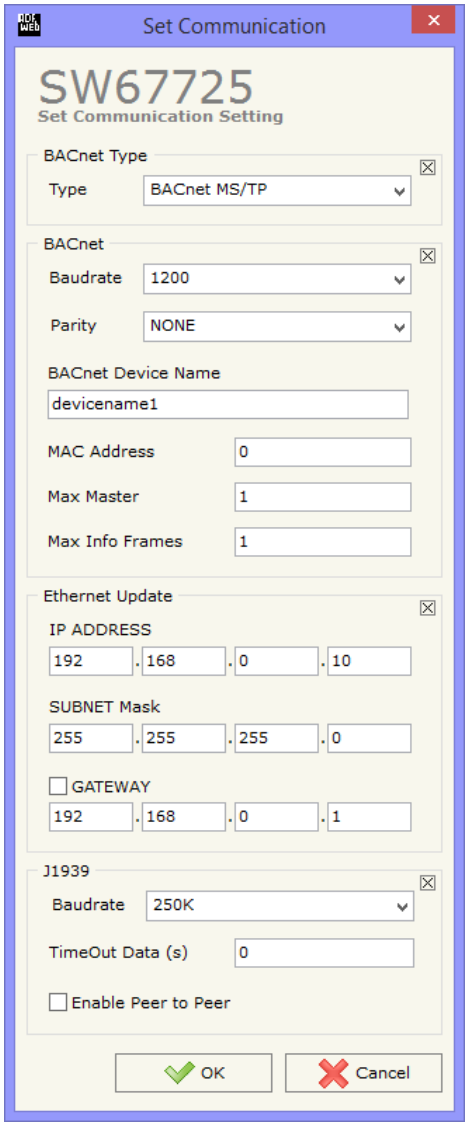
If selected "BACnet MS/TP" the means of the fields for "BACnet" are:

- In the field "**Baudrate**" it is possible to select the baudrate of the BACnet line (1200, 2400, 4800, 9600, 19200, 38400, 57600, 115200);
- In the field "**Parity**" it is possible to select the parity of the line (None, Odd, Even);
- In the field "**BACnet Device Name**" is possible to insert the name to give to the BACnet node (maximum 17 characters);
- In the field "**MAC Address**" is possible to define the MAC of BACnet node (from 0 to 254);
- The field "**Max Masters**" specifies the highest allowable address for master nodes. The value shall be less than or equal to 127;
- The field "**Max Info Frames**" specifies the maximum number of information frames the node may send before it must pass the token.

If selected "BACnet PTP" the means of the fields for "BACnet" are:

- In the field "**Baudrate**" it is possible to select the baudrate of the BACnet line (1200, 2400, 4800, 9600, 19200, 38400, 57600, 115200);
- In the field "**Parity**" it is possible to select the parity of the line (None, Odd, Even);
- In the field "**BACnet Device Name**" is possible to insert the name to give to the BACnet node (maximum 17 characters);





The means of the fields for the "Ethernet Update" section are:

- In the fields "**IP ADDRESS**" insert the IP address that you want to give to the Converter;
- In the fields "**SUBNET Mask**" insert the SubNet Mask;
- In the fields "**GATEWAY**" insert the default gateway that you want to use. This feature can be enabled or disabled pressing the Check Box field. This feature is used for going out of the net.

These information are used for programming the Converter.

SET BACNET ACCESS:

By Pressing the "**Set BACnet Access** " button from the main window of SW67725 (Fig. 2), the window "Set BACnet Access" appears (Fig. 4).

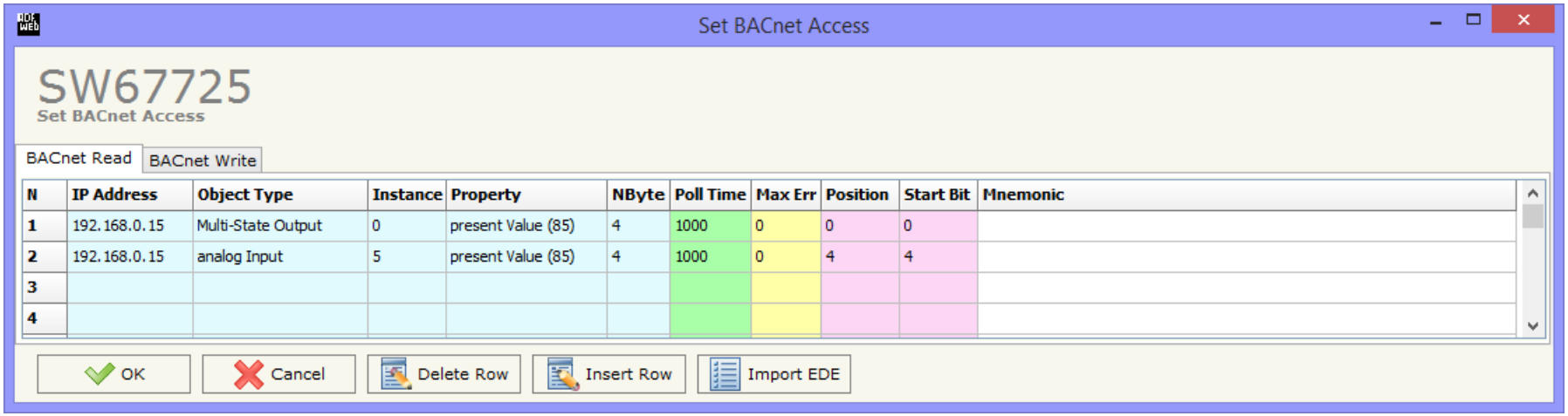


Figure 4a: "Set BACnet Access → BACnet Read" window

The window is divided in two parts, the "**BACnet Read**" that contains the BACnet objects that the Converter goes to read from the slaves; and "**BACnet Write**" that contains the BACnet objects that the Converter goes to write into the slaves.

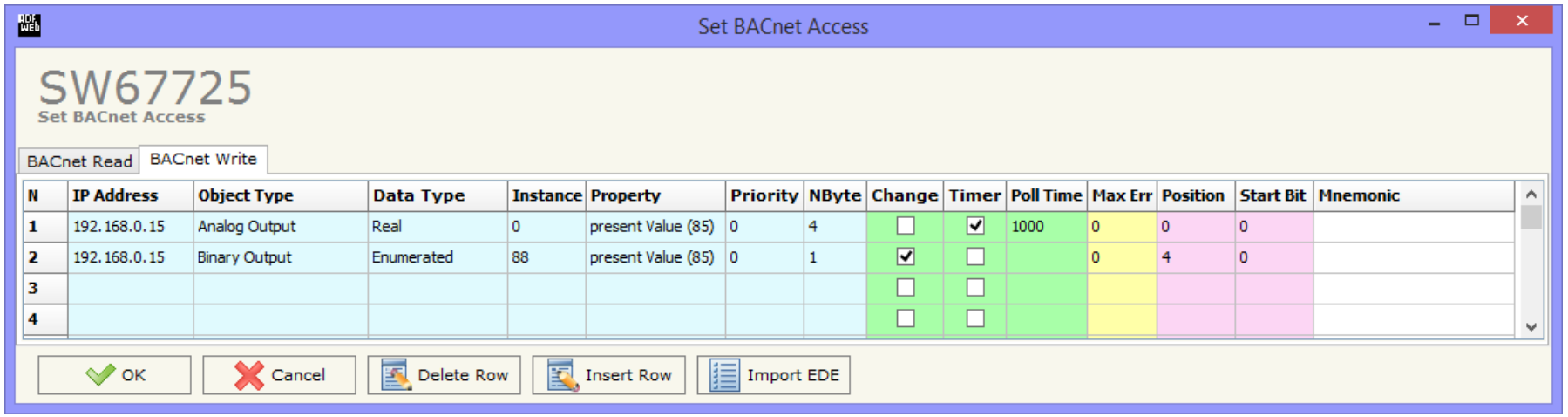
The means of the fields in the window (Read) are the follows:

- In the field "**IP Address**" insert the IP address of the slave that contains the data to be read;
- In the field "**Object Type**" select the object to be read;
- In the field "**Instance**", define the instance number of the object;
- In the field "**Property**" select the property to be read;
- In the field "**NByte**", define the number of bytes reserved for saving the information on J1939;
- In the field "**Poll Time**" define the frequency of the request;
- In the field "**Max Error**" insert the number of consecutive errors that the Master waits before discard the row from the cycle of requests;

- In the field "**Position**" is possible to select the position where save the data into a 2000 bytes array (readable by J1939);
- The field "**Start Bit**" is used for the "Binary Input" and "Binary Output" BACnet objects. Is possible to select the position in the byte where save the data;
- In the field "**Mnemonic**" is possible to insert a description of the data inserted in the row.

The means of the fields in the window (Write) are the follows:

- In the field "**IP Address**" insert the IP address of the slave where the data are written;
- In the field "**Object Type**" select the object to be written;
- In the field "**Data Type**" select the type of data to write;
- In the field "**Instance**", define the instance number of the object;
- In the field "**Property**" select the property to be written;
- In the field "**NByte**", define the number of bytes sent in the request;
- By checking the field "**Change**" the BACnet write request is made only if J1939 data are changed; otherwise (if is selected the field "**Timer**") is sent cyclically, using the "Poll Time";
- In the field "**Poll Time**" define the frequency of the request;
- In the field "**Max Error**" insert the number of consecutive errors that the Master waits before discard the row from the cycle of requests;
- In the field "**Position**" is possible to select the position where take the data to write in the request from a 2000 bytes array (writeable by J1939);
- The field "**Start Bit**" is used for the "Binary Output" BACnet objects. Is possible to select the position in the byte where save the data;
- In the field "**Mnemonic**" is possible to insert a description of the data inserted in the row.



N	IP Address	Object Type	Data Type	Instance	Property	Priority	NByte	Change	Timer	Poll Time	Max Err	Position	Start Bit	Mnemonic
1	192.168.0.15	Analog Output	Real	0	present Value (85)	0	4	☐	☑	1000	0	0	0	
2	192.168.0.15	Binary Output	Enumerated	88	present Value (85)	0	1	☑	☐		0	4	0	
3								☐	☐					
4								☐	☐					

Figure 4b: "Set BACnet Access → BACnet Write" window

RECEIVE FRAMES:

By pressing the "**Receive Frames**" button from the main window for SW67725 (Fig. 2) the "Receive J1939 Frames" window appears (Fig. 4). The J1939 frames inserted in this table contains the data that the Converter writes to BACnet slaves. These frames are accepted by the Converter.

The data of the columns have the following meanings:

- In the field "**Data Page**" insert the Data Page, the value is 0 or 1 (usually is 0);
- In the field "**PGN**" insert the PGN of J1939 frame (it is an identifier);
- In the field "**Source Address**" insert the address of the device that sends the frame;
- If the field "**Transport Protocol**" is checked the frame use transport protocol functions;
- In the field "**Start Byte**" insert the byte which you would start read, this field is enable only when the field Transport Protocol is checked;
- In the field "**N° Byte**" insert the number of byte you would read, for example your start byte is 20 an N°byte is 10, you can read the byte from 20 to 30;
- If the field "**Cancel Data**" is checked, the data in the frame will be erased after the expiration of the "**TimeOut Data**" defined in
- "Set Communication" section;
- In the field "**Mnemonic**" it is possible to insert a brief description.

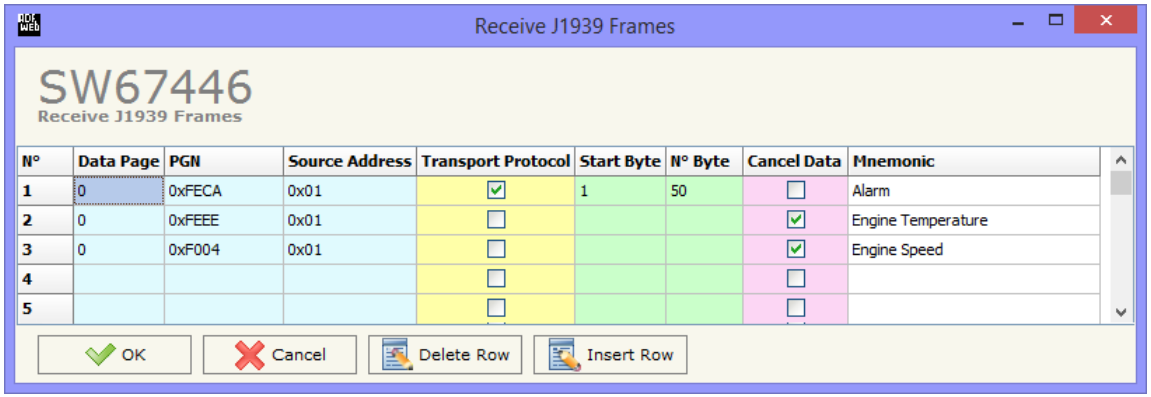


Figure 5: "Receive J1939 Frames" window

Note:
It is possible to configure a maximum of 250 frames in the "Receive Frames" section.

SEND FRAMES:

By pressing the "**Send Frames**" button from the main window for SW67725 (Fig. 2) the "Send J1939 frames" window appears (Fig. 5). The J1939 frames inserted in this table contains the data that the Converter reads from BACnet slaves. These frames are sent by the Converter.

The data of the columns have the following meanings:

- In the field "**Priority**" insert the priority of the Frame: in J1939 protocol it is a number among 0,1,2,3,4,5,6,7. The number "0" is the highest priority and "7" is the lowest;
- In the field "**Data Page**" insert the data page, the value is 0 or 1 (usually is 0);
- In the field "**PGN**" insert the PGN of J1939 frame (in J1939 protocol the PGN is an identifier);
- In the field "**Source Address**" insert the address of the device that sends the frame;
- In the field "**Num Byte**" insert the dimension of the PGN (number of bytes). If it is bigger than 8, the Transport Protocol will be used;
- If the option "**Request**" is checked, the PGN is transmitted when a J1939 request is sent (On Request);
- If the option "**Data Change**" is checked, the PGN is transmitted when the data of the PGN changes;
- If the option "**On Timer**" is checked, the PGN is transmitted cyclically;
- In the field "**Send Timer**" insert the interval used for the "**Send Frame Type** → **On Timer**". The time is in milliseconds;
- In the field "**Mnemonic**" it is possible to insert a brief description.

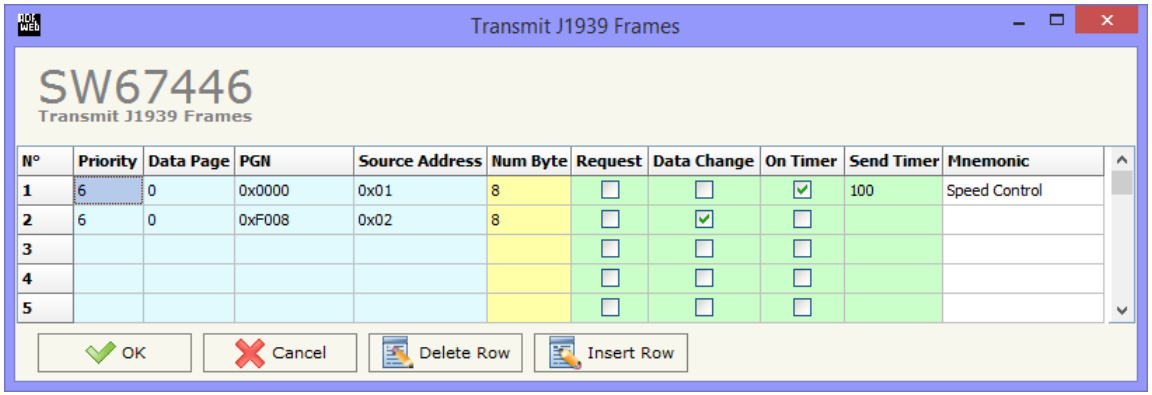


Figure 6: "Send J1939 Frames" window

Note:

It is possible to configure a maximum of 250 frames in the "Send Frames" section.

UPDATE DEVICE:

By pressing the "**Update Device**" button, it is possible to load the created Configuration into the device; and also the Firmware, if necessary.

If you don't know the actual IP address of the device you have to use this procedure:

- Turn off the Device;
- Put Dip2 of 'Dip-Switch A' in ON position;
- Turn on the device
- Connect the Ethernet cable;
- Insert the IP "**192.168.2.205**";
- Press the "**Ping**" button, "Device Found! must appear";
- Press the "**Next**" button;
- Select which operations you want to do;
- Press the "**Execute update firmware**" button to start the upload;
- When all the operations are "OK" turn off the Device;
- Put Dip2 of 'Dip-Switch A' in OFF position;
- Turn on the device.

At this point the configuration/firmware on the device is correctly updated.

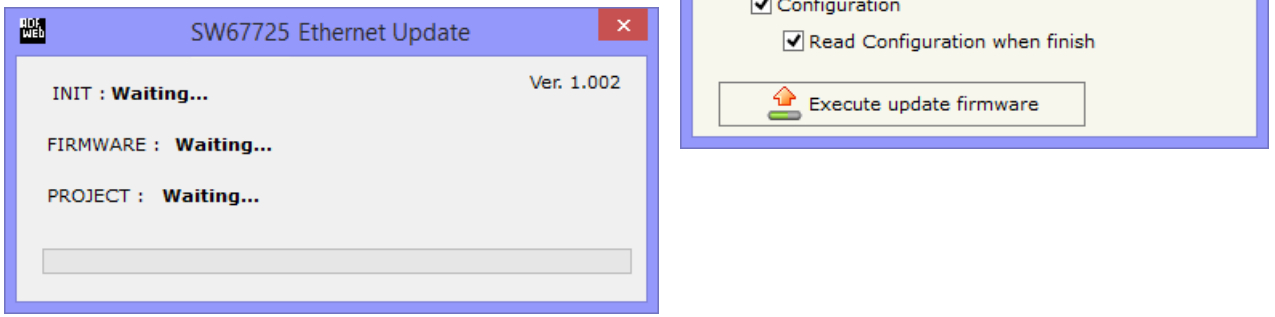


Figure 7: "Update device" windows

If you know the actual IP address of the device, you have to use this procedure:

- Turn on the Device with the Ethernet cable inserted;
- Insert the actual IP of the Converter;
- Press the "**Ping**" button, must appear "Device Found!";
- Press the "**Next**" button;
- Select which operations you want to do;
- Press the "**Execute update firmware**" button to start the upload;
- When all the operations are "OK" the device automatically goes at Normal Mode.

At this point the configuration/firmware on the device is correctly update.

Note:
When you install a new version of the software, if it is the first time it is better you do the update of the Firmware in the HD67725 device.

Note:
When you receive the device, for the first time, you also have to update the Firmware in the HD67725 device.

Warning:
If Fig. 8 appears when you try to do the Update try these points before seeking assistance:

- Try to repeat the operations for the update;
- Try with another PC;
- Try to restart the PC;
- If you are using the program inside a Virtual Machine, try to use it in the main Operating System;
- If you are using Windows Seven or Vista or 8, make sure that you have the administrator privileges;
- Pay attention to the Firewall lock;
- Check the LAN settings.

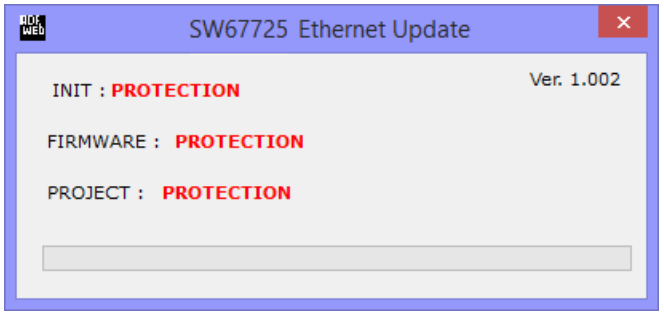


Figure 8: "Protection" window

In the case of HD67725 you have to use the software "SW67725": www.adfweb.com\download\filefold\SW67725.zip.

MECHANICAL DIMENSIONS:

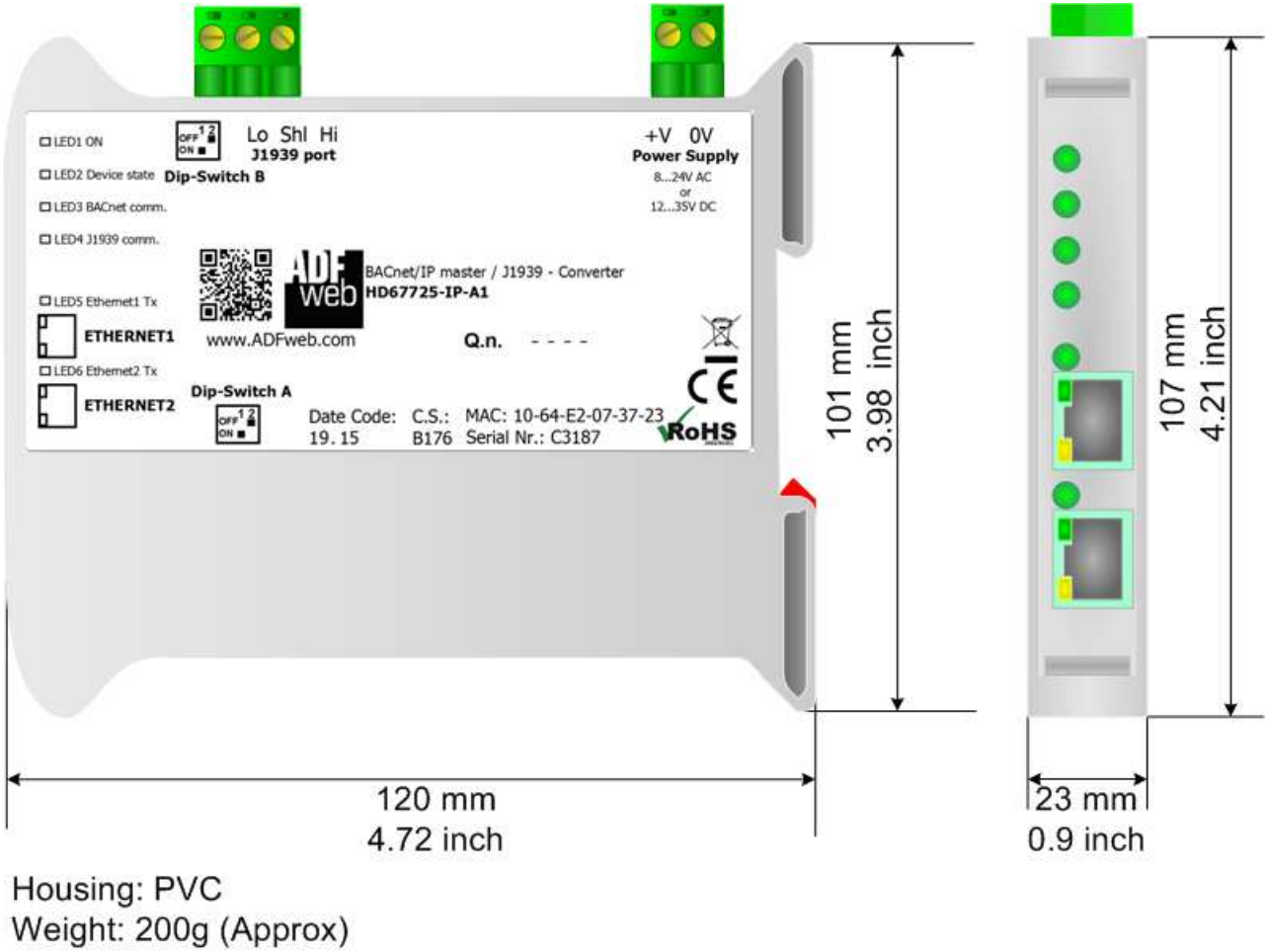
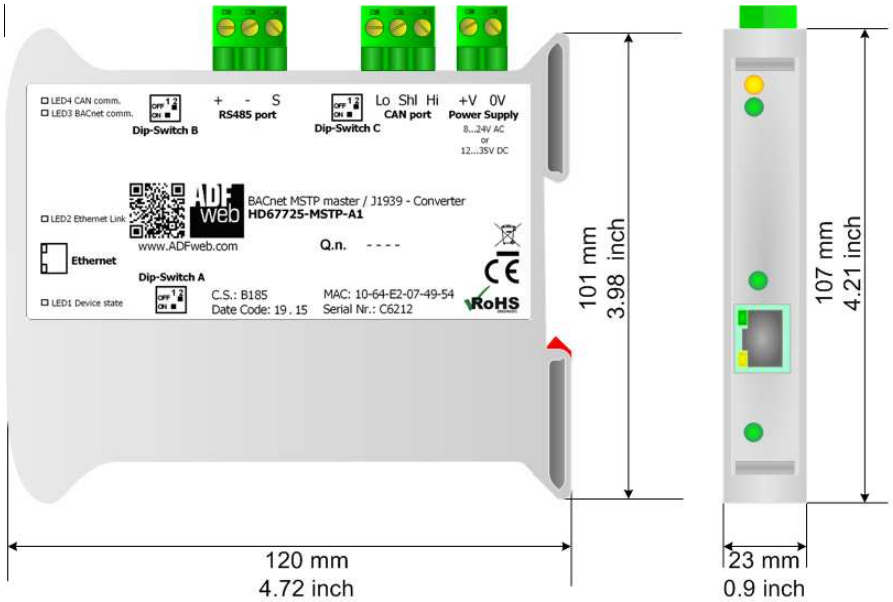
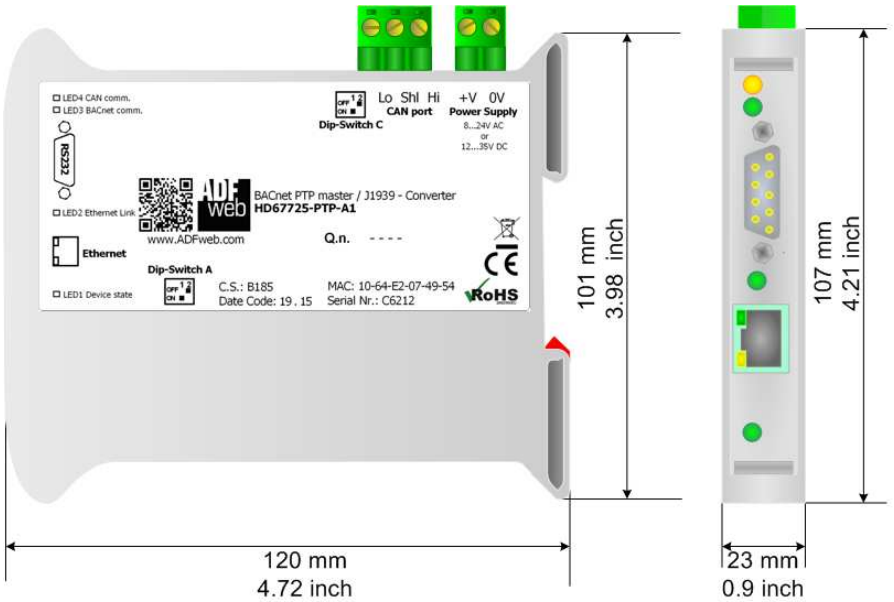


Figure 9a: Mechanical dimensions scheme for HD67725-IP-A1



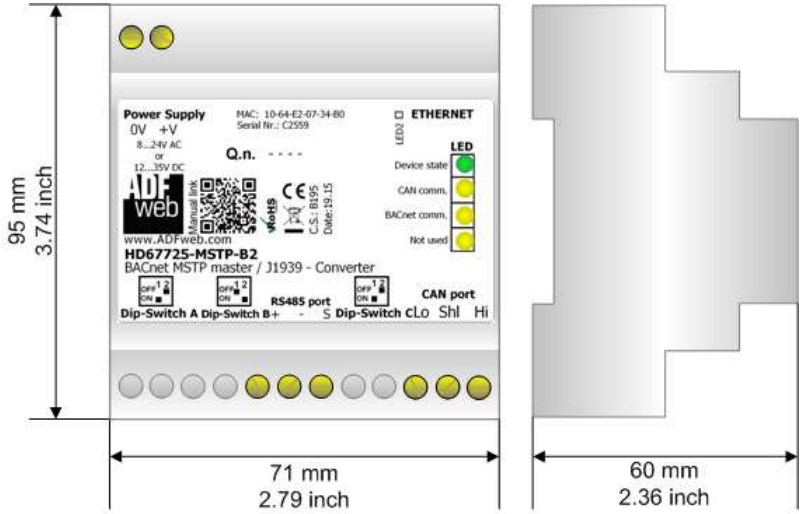
Housing: PVC
Weight: 200g (Approx)

Figure 9b: Mechanical dimensions scheme for HD67725-MSTP-A1



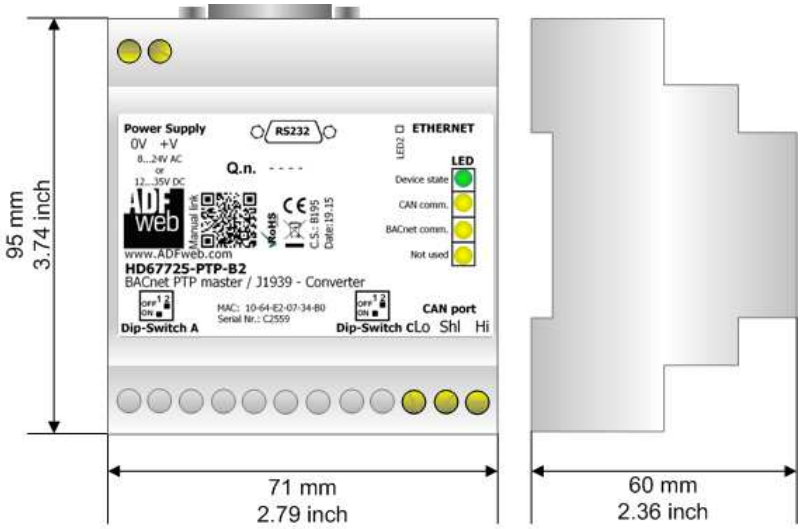
Housing: PVC
Weight: 200g (Approx)

Figure 9c: Mechanical dimensions scheme for HD67725-PTP-A1



Housing: PVC
Weight: 200g (Approx)

Figure 9d: Mechanical dimensions scheme for HD67725-MSTP-B2



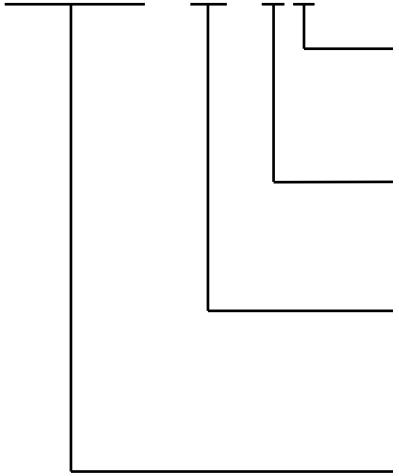
Housing: PVC
Weight: 200g (Approx)

Figure 9e: Mechanical dimensions scheme for HD67725-PTP-B2

ORDERING INFORMATIONS:

The ordering part number is formed by a valid combination of the following:

HD67725 – xxx – xx



Connectors Type
1: Removable 5mm Screw Terminal
2: Fixed 5mm Screw Terminal

Enclosure Type
A: 1M, 35mm DIN Rail mounting
B: 4M, 35mm DIN Rail mounting

BACnet type
IP: BACnet/IP
MSTP: BACnet MS/TP
PTP: BACnet PTP

Device Family
HD67725: BACnet master / J1939 - Converter

Order Code:	**HD67725-IP-A1**	**-**	BACnet/IP master / J1939 – Converter
Order Code:	**HD67725-MSTP-A1**	**-**	BACnet MS/TP master / J1939 – Converter
Order Code:	**HD67725-MSTP-B2**	**-**	BACnet MS/TP master / J1939 - Converter
Order Code:	**HD67725-PTP-A1**	**-**	BACnet PTP master / J1939 - Converter
Order Code:	**HD67725-PTP-B2**	**-**	BACnet PTP master / J1939 - Converter

ACCESSORIES:

Order Code:	**AC34001**	**-**	35mm Rail DIN - Power Supply 220/240V AC 50/60Hz – 12 V AC
Order Code:	**AC34002**	**-**	35mm Rail DIN - Power Supply 110V AC 50/60Hz – 12 V AC

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Disposal of old electrical and electronic equipment (as in the European Union and other European countries with separate collection systems).

This symbol on the product or on its packaging indicates that this product may not be treated as household rubbish. Instead, it should be taken to an applicable collection point for the recycling of electrical and electronic equipment. If the product is disposed correctly, you will help prevent potential negative environmental factors and impact of human health, which could otherwise be caused by inappropriate disposal. The recycling of materials will help to conserve natural resources. For more information about recycling this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

RESTRICTION OF HAZARDOUS SUBSTANCES DIRECTIVE

The device respects the 2002/95/EC Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (commonly referred to as Restriction of Hazardous Substances Directive or RoHS).

CE MARKING

The product conforms with the essential requirements of the applicable EC directives.

WARRANTIES AND TECHNICAL SUPPORT:

For fast and easy technical support for your ADFweb.com SRL products, consult our internet support at www.adfweb.com.
Otherwise contact us at the address support@adfweb.com

RETURN POLICY:

If while using your product you have any problem and you wish to exchange or repair it, please do the following:

- Obtain a Product Return Number (PRN) from our internet support at www.adfweb.com. Together with the request, you need to provide detailed information about the problem.
- Send the product to the address provided with the PRN, having prepaid the shipping costs (shipment costs billed to us will not be accepted).

If the product is within the warranty of twelve months, it will be repaired or exchanged and returned within three weeks. If the product is no longer under warranty, you will receive a repair estimate.

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