

# User Manual

Revision 1.002  
English

## CAN / KNX - Converter

(Order Code: HD67803-KNX-B2)

for Website information:

[www.adfweb.com?Product=HD67803](http://www.adfweb.com?Product=HD67803)

for Price information:

[www.adfweb.com?Price=HD67803-KNX-B2](http://www.adfweb.com?Price=HD67803-KNX-B2)

### Benefits and Main Features:

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



User Manual

For others KNX products, see also the following links:

#### Converter KNX to

- [www.adfweb.com?Product=HD67801](http://www.adfweb.com?Product=HD67801)
- [www.adfweb.com?Product=HD67802](http://www.adfweb.com?Product=HD67802)
- [www.adfweb.com?Product=HD67804](http://www.adfweb.com?Product=HD67804)
- [www.adfweb.com?Product=HD67807](http://www.adfweb.com?Product=HD67807)
- [www.adfweb.com?Product=HD67808](http://www.adfweb.com?Product=HD67808)
- [www.adfweb.com?Product=HD67809](http://www.adfweb.com?Product=HD67809)
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- [www.adfweb.com?Product=HD67811](http://www.adfweb.com?Product=HD67811)
- [www.adfweb.com?Product=HD67812](http://www.adfweb.com?Product=HD67812)
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- [www.adfweb.com?Product=HD67818](http://www.adfweb.com?Product=HD67818)
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- [www.adfweb.com?Product=HD67821](http://www.adfweb.com?Product=HD67821)
- [www.adfweb.com?Product=HD67825](http://www.adfweb.com?Product=HD67825)

- (BACnet Master)**
- (BACnet Slave)**
- (CANopen)**
- (EtherNet/IP)**
- (DeviceNet Master)**
- (DeviceNet Slave)**
- (J1939)**
- (M-Bus Master/wM-Bus)**
- (Modbus Master)**
- (Modbus Slave)**
- (Modbus TCP Master)**
- (Modbus TCP Slave)**
- (PROFINET)**
- (SNMP)**
- (DMX)**
- (Ethernet)**

Do you have an your customer protocol?  
[www.adfweb.com?Product=HD67003](http://www.adfweb.com?Product=HD67003)

Do you need to choose a device? do you want help?  
[www.adfweb.com?Cmd=helpme](http://www.adfweb.com?Cmd=helpme)

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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/](http://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	15/06/2015	Ff	All	First Release
1.001	26/02/2016	Nt	All	Revision
1.002	13/06/2016	Ff	All	Revision

**WARNING:**

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**TRADEMARKS:**

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**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:

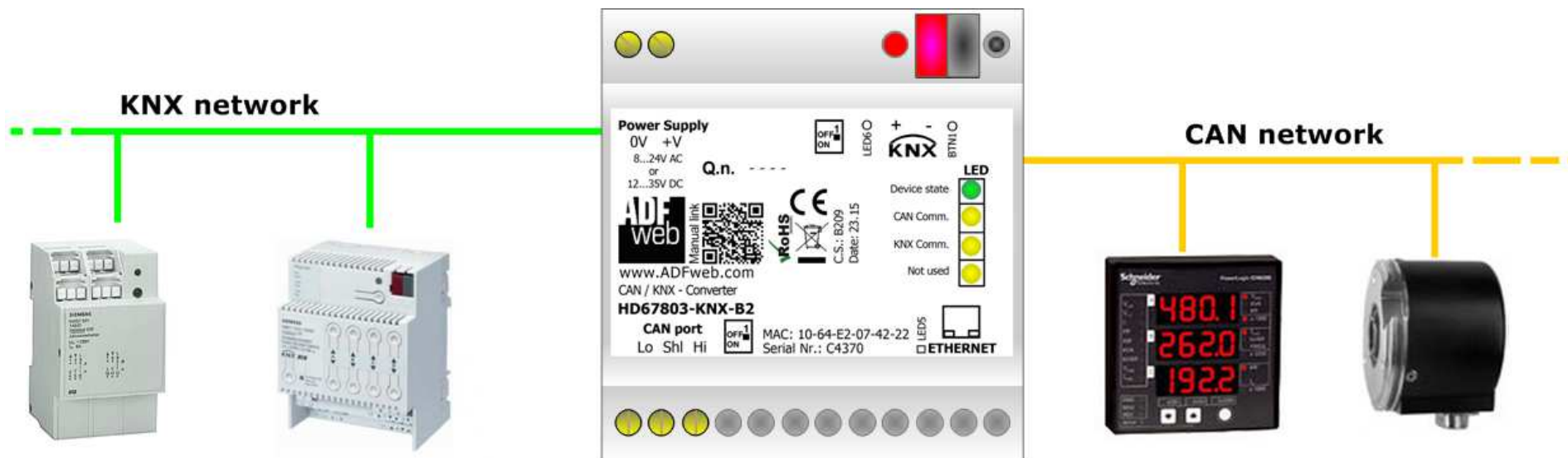


This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

**CE CONFORMITY**

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

**EXAMPLE OF CONNECTION:**



**CONNECTION SCHEME:**

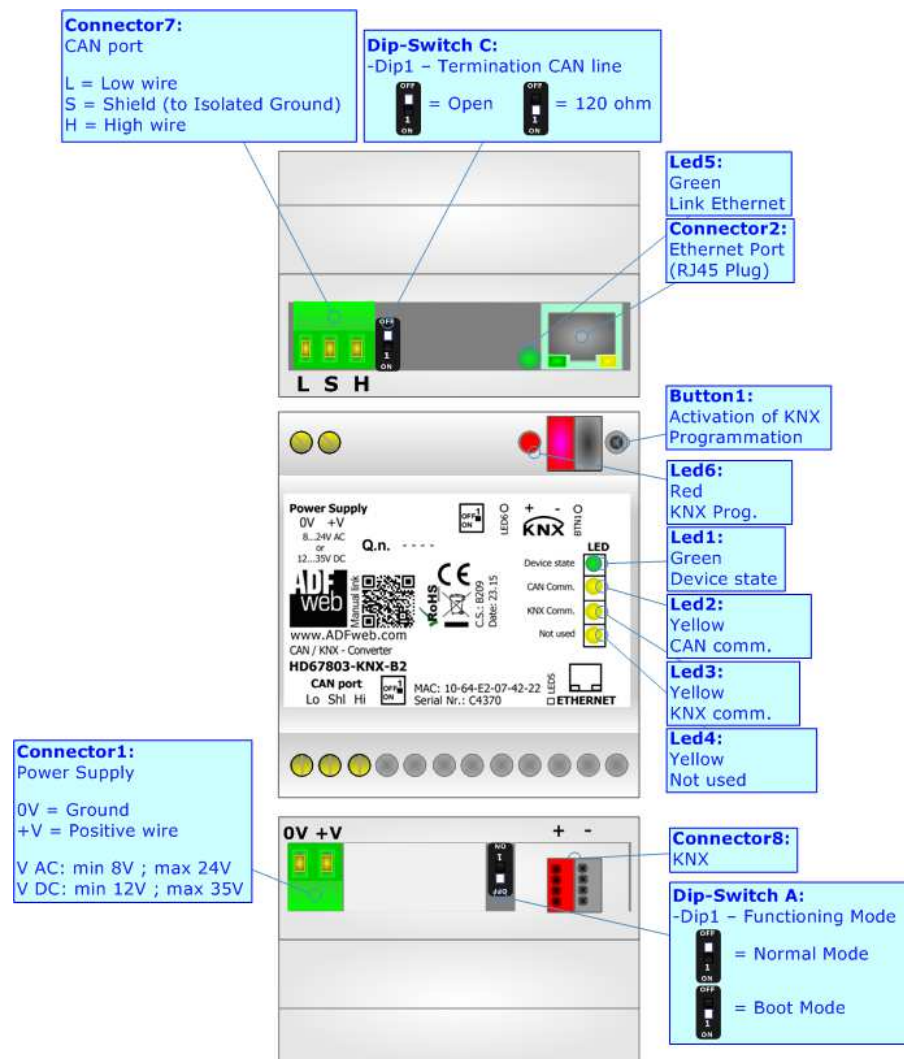


Figure 1: Connection scheme for HD67803-KNX-B2

**CHARACTERISTICS:**

The HD67803 is a CAN / KNX Converter.

It has the following characteristics:

- Up to 1440 bytes in reading and 1440 bytes in writing;
- Triple isolation between KNX - Power Supply, KNX - CAN, Power Supply - CAN.
- Two-directional information between KNX bus and CAN 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 SW67803 software on your PC in order to perform the following:

- Define the parameter of CAN line;
- Define the parameter of KNX line;
- Define the KNX messages that the Converter can accept;
- Define the KNX frames that the Converter sends through the KNX line;
- Define the map of KNX byte that must be written in the CAN side;
- Define the map of which CAN data must be written in KNX messages;
- Update the device.

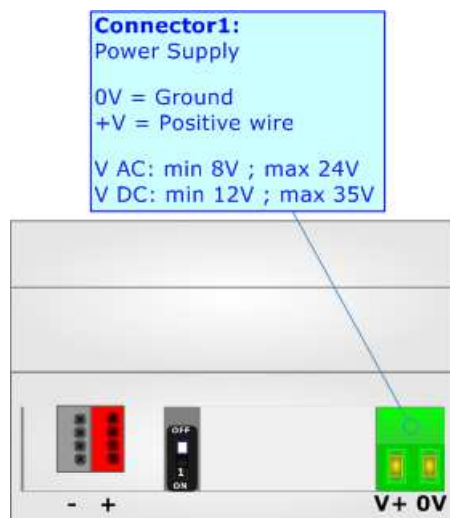
**POWER SUPPLY:**

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

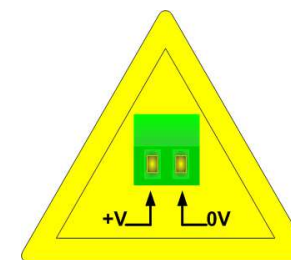
VAC 		VDC 	
Vmin	Vmax	Vmin	Vmax
8V	24V	12V	35V

Consumption at 24V DC:

Device	Consumption [W/VA]
HD67803-KNX-B2	3.5



**Caution: Not reverse the polarity power**



HD67803-KNX-B2

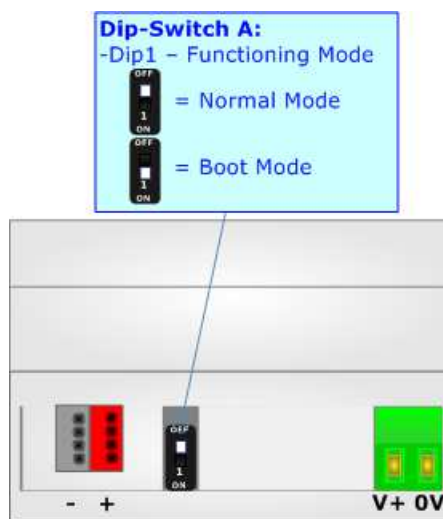
**FUNCTION MODES:**

The device has got two functions mode depending of the position of the 'Dip1 of Dip-Switch A':

- The first, with 'Dip1 of Dip-Switch A' at "OFF" position, is used for the normal working of the device.
- The second, with 'Dip1 of Dip-Switch A' at "ON" position, is used for upload 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 specifics functions, see 'LEDS' section.

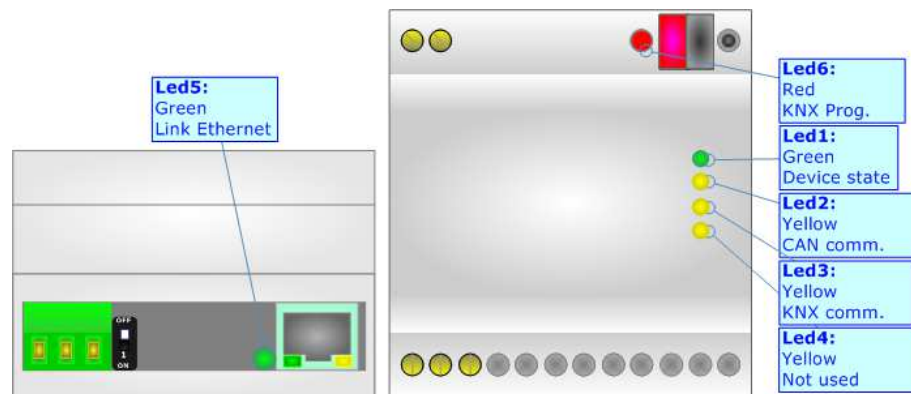




**LEDS:**

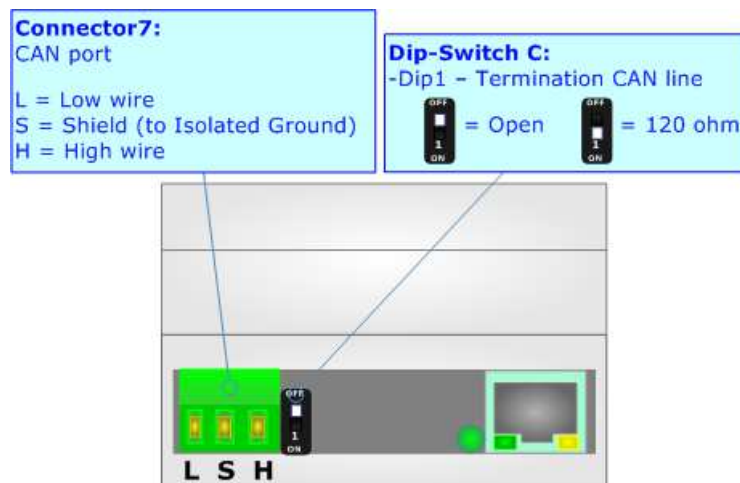
The device has got six LEDs that are used to give information of the functioning status. The various meanings of the LEDs are described in the table below.

LED	Normal Mode	Boot Mode
1: Device State (green)	Blinks slowly (~1Hz)	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
2: CAN communication (yellow)	Blinks when CAN frame is received	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
3: KNX communication (yellow)	Blinks when KNX frame is received	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
4: Not used (yellow)	<b>OFF</b>	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
5: Ethernet Link (green)	<b>ON:</b> Ethernet cable connected <b>OFF:</b> Ethernet cable disconnected	<b>ON:</b> Ethernet cable connected <b>OFF:</b> Ethernet cable disconnected
6: KNX Programming (red)	<b>ON:</b> KNX Programmation activated <b>OFF:</b> KNX Programmation not activated	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress



**CAN:**

For terminate the CAN line with a 120Ω resistor it is necessary that the Dip1 of 'Dip-Switch C' is at ON position.

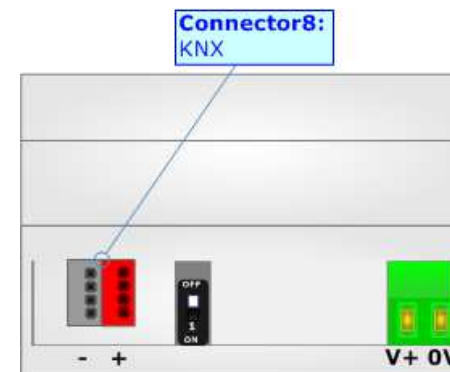


Cable characteristics:

<b>DC parameter:</b>		Impedance	70 Ohm/m
<b>AC parameters:</b>		Impedance	120 Ohm/m
		Delay	5 ns/m
<b>Length</b>		<b>Baud Rate [bps]</b>	<b>Length MAX [m]</b>
		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

**KNX:**

KNX is the standard that allows the automated and decentralized management of the technologic plans of a big typology of structures: commercial buildings, factories, houses, public locals, schools and so on. KNX can be used in all the applications and functions for the building automations: from lighting to control dampers, to the security, to the heating monitoring, to the conditioning, to the hydric control and alarms, to energy management and so on.



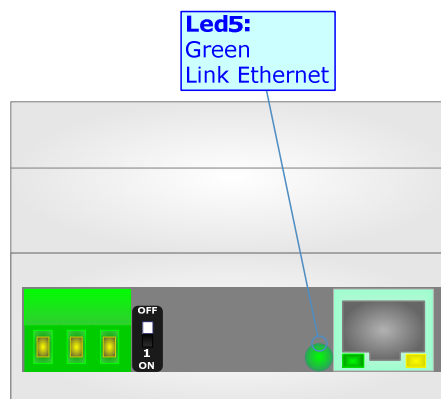
Characteristics	Description TP1-256
Medium	Shielded Twisted Pair
Topology	Linear, Star, Tree or mixed
Baudrate	9600 bps
Device supplying	Normal: bus powered devices Optional: remote powered devices
Device power consumption	3 mA- 12 mA
Power Supply Unit (PSU)	DC 30 V
Number of PSU's per physical Segment	Max. 2
Number of connectable devices per physical Segment	Max. 256
Number of addressable devices per physical Segment	Max. 255
Total cable length per physical Segment	Max. 1000 m
Distance between two devices	Max. 700 m

(\* ) Taken from KNX specifications

**ETHERNET (PROGRAMMING PORT):**

The Ethernet ports are used for programming the device.

The Ethernet connection must be made using Connector2 of HD67803-KNX-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 is recommended the use of a cross cable.



### USE OF COMPOSITOR SW67803:

To configure the Converter, use the available software that runs with Windows called SW67803. It is downloadable on the site [www.adfweb.com](http://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, 10; 32/64bit).

When launching the SW67803, the window below appears (Fig. 2).



**Note:**

It is necessary to have installed .Net Framework 4.

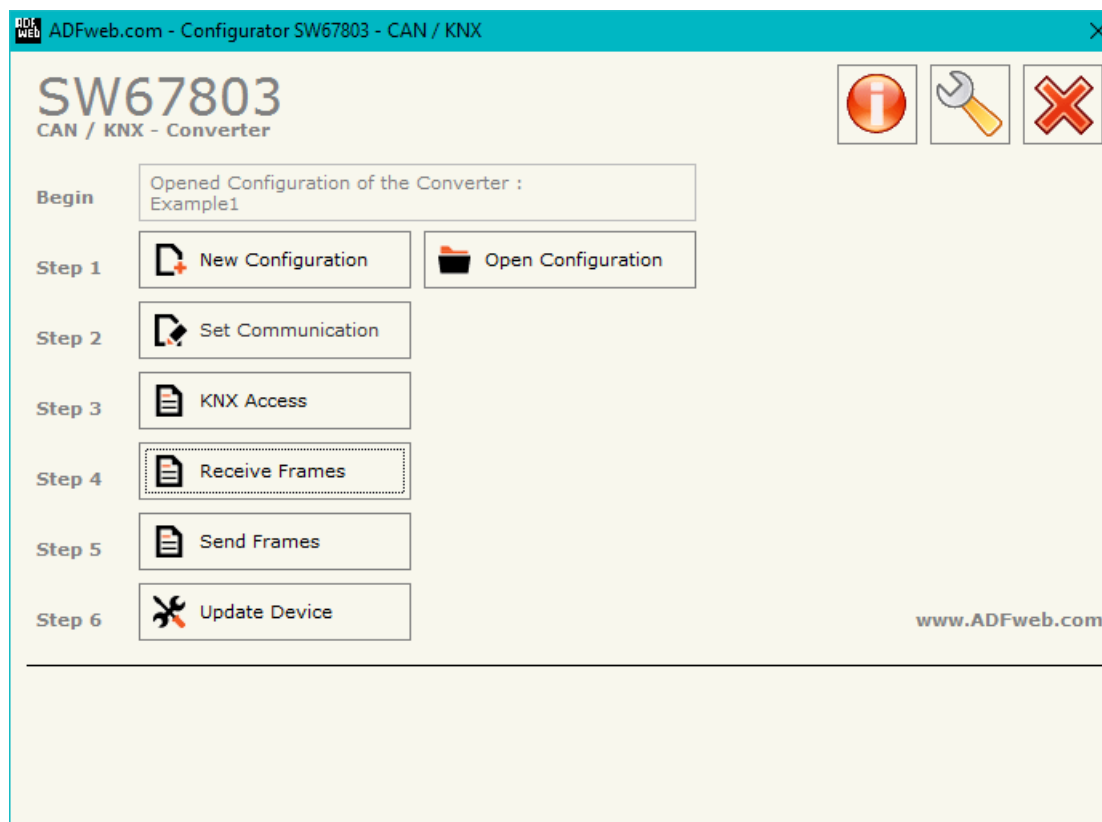
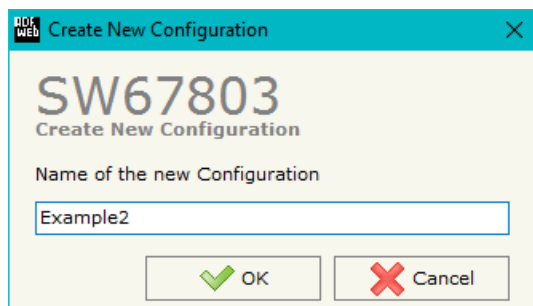


Figure 2: Main window for SW67803

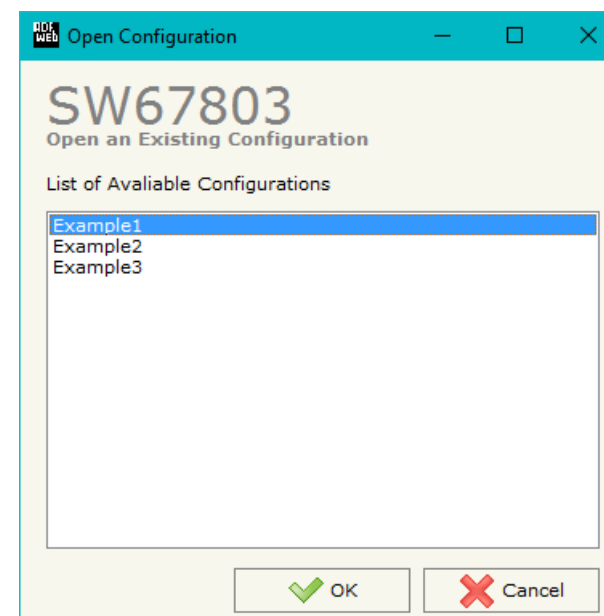
**NEW CONFIGURATION / OPEN CONFIGURATION:**

The “**New Configuration**” button creates the folder which contains the entire device’s configuration.




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

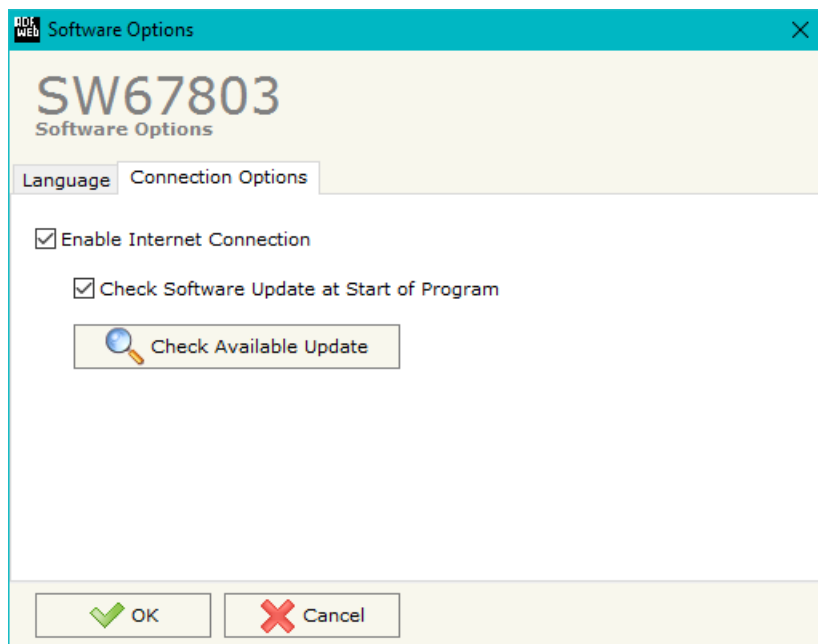
- To clone the configurations of a Programmable “CAN / KNX - Converter” in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- To clone a project in order to obtain a different version of the project, it is sufficient to duplicate the project 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 SW67803 check automatically if there are updatings when it is launched.

## SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, KNX and CAN.

By Pressing the **"Set Communication"** button from the main window for SW67803 (Fig. 2) the window "Set Communication" appears (Fig. 3).

The window is divided in three sections, one for the KNX, one for the CAN and the other for Ethernet.

The means of the fields for "KNX" are:

- In the field **"Type"** the type of KNX is defined (fixd to 'KNX TP');
- In the field **"ID Device"** the ID of the KNX side of the converter is defined.

The means of the fields for the "CAN" section are:

- In the field **"Baudrate"** the baudrate for the CAN line is defined;

The means of the fields for "Ethernet" 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.

The screenshot shows a software window titled "Set Communication" for device "SW67803". The window is organized into three main sections: KNX, CAN, and Ethernet. The KNX section includes a "Type" dropdown menu set to "KNX TP" and an "ID Device" text input field containing "3.3.3". The CAN section features a "Baudrate" dropdown menu set to "1000K". The Ethernet section contains an "IP ADDRESS" field with four sub-inputs showing "192", ".168", ".0", and ".10"; a "SUBNET Mask" field with four sub-inputs showing "255", ".255", ".255", and ".0"; and a "GATEWAY" section with a checked checkbox and a field with four sub-inputs showing "192", ".168", ".0", and ".1". At the bottom of the window are two buttons: "OK" with a green checkmark icon and "Cancel" with a red X icon.

Figure 3: "Set Communication" window



## KNX ACCESS:

By pressing the **"KNX Access"** button from the main window for SW67803 (Fig. 2) the **"KNX Access"** window appears (Fig. 4).

The means of the fields are:

- ✦ If the field **"Enable"** is checked, the KNX message is enabled;
- ✦ In the field **"Source Address"** the Source Address to assign to the KNX message is defined;
- ✦ In the field **"Dest/Group"** the Group address (2 level structure, 3 level structure or free address structure) or the device address is defined. In case of Group address, the levels must be separated by '/', in case of Device address, the parts of the address must be separated by '.';
- ✦ In the field **"APCI"** the APCI of the KNX message is defined. You can choose between the following:
  - Read: it is used to send a reading request to a KNX device;
  - Write: it is used to send a writing request to a KNX device;
  - Specific value (edited manually).
- ✦ In the field **"Priority"** the Priority of the KNX message is defined. You can choose between the following:
  - System (Highest);
  - Urgent;
  - Normal;
  - Low (Lowest).
- ✦ In the field **"Format"** the data format of the KNX message is defined;
- ✦ If the field **"Extended"** is checked, the extended format of the KNX message is used;
- ✦ If the field **"ReTest"** is checked, the KNX message is re-sent in case of not correct response;
- ✦ If the field **"OnCMD"** is checked, the KNX request is sent when a CAN frame is received;
- ✦ If the field **"On Change"** is checked, the gateway sends the KNX command when the data on CAN change the value;
- ✦ If the field **"On Timer"** is checked, the gateway sends the KNX command cyclically;

N	Enable	Source Add	Dest/Group	APCI	Priority	Format	Extended	ReTest	OnCMD	OnChange	OnTimer	Poll Time	Position	Bit Mode	Length	Mnemonic
1	<input checked="" type="checkbox"/>	2.4.8	31/7/255	Read	Normal	None	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1000	0	No	2	
2	<input checked="" type="checkbox"/>	3.3.3	2/3/8	Write	Normal	None	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	No	4	
3	<input checked="" type="checkbox"/>						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
4	<input checked="" type="checkbox"/>						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
5	<input checked="" type="checkbox"/>						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Figure 4: "KNX Set Access" window

- In the field "**Poll Time**" the delay in ms between two KNX commands is defined (if "On Timer" is checked);
- In the field "**Position**" insert the address of the internal array where placing the information;
- In the field "**Bit Mode**" insert the start bit of the first byte of the field "Position" where start to insert the data read;
- In the field "**Length**" the dimension of the KNX message is defined;
- In the field "**Mnemonic**" the description for the request is defined.

**Note:**

If the field "On change" is checked and the "Poll Time" is different from 0, the converter sends the KNX command cyclically and also when the data is changed.

**Note:**

If the field "OnCMD", "OnChange" and "OnTimer" are not checked, the converter only sniffs the bus in order to monitor the status of the KNX message.

**RECEIVE FRAMES:**

By pressing the **Receive Frames** button from the main window for SW67803 (Fig. 2) the "Receive CAN Frames" window appears (Fig. 5). The COB inserted in this table contains the Output data of KNX. These frames are accepted by the Converter.

N	Enable	CobID	Type	Dimension	TimeOut	Byte1	Byte2	Byte3	Byte4	Byte5	Byte6	Byte7	Byte8	Mnemonic
1	<input checked="" type="checkbox"/>	0x101	2.0A (11 bits)	8	0	0	1	2	3	None	None	None	None	
2	<input checked="" type="checkbox"/>													
3	<input checked="" type="checkbox"/>													
4	<input checked="" type="checkbox"/>													
5	<input checked="" type="checkbox"/>													

Figure 5: "Receive CAN Frames Set Access" window

The data of the columns have the following meanings:

- In the field **Cob-ID** insert the COB of the CAN frame;
- In the field **Type** is possible to select which type of CAN packet use for this Cob-ID; or 2.0A (11 bits) or 2.0B (29 bits);
- In the field **Dimension** insert the number of byte of the COB (from 1 to 8);
- The field **TimeOut** is used for put at zero the data into KNX if the CAN frame don't arrives with a frequency less than the time expressed in the field. If the value in the field is 0, means that you don't want to use this feature, and so the value is never deleted;
- In the field **Byte1** insert the address of the KNX array where saving 1st byte of the CAN message;
- In the field **Byte2** insert the address of the KNX array where saving 2nd byte of the CAN message;
- In the field **Byte3** insert the address of the KNX array where saving 3rd byte of the CAN message;
- In the field **Byte4** insert the address of the KNX array where saving 4th byte of the CAN message;
- In the field **Byte5** insert the address of the KNX array where saving 5th byte of the CAN message;
- In the field **Byte6** insert the address of the KNX array where saving 6th byte of the CAN message;

- In the field "**Byte7**" insert the address of the KNX array where saving 7th byte of the CAN message;
- In the field "**Byte8**" insert the address of the KNX array where saving 8th byte of the CAN message;
- In the field "**Mnemonic**" it is possible to insert a brief description.

**SEND FRAMES:**

By pressing the "Send Frames" button from the main window for SW67803 (Fig. 2) the "Send CAN frames" window appears (Fig. 6). The COB inserted in this table contains the Input data of KNX. These frames are sent by the Converter.

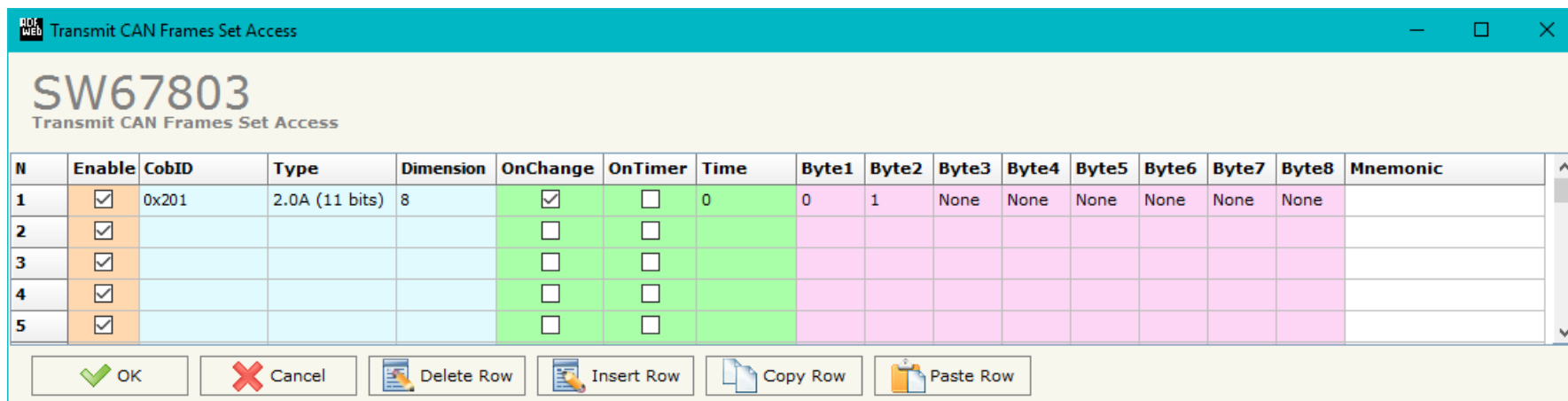


Figure 6: "Transmit CAN Frames Set Access" window

The data of the columns have the following meanings:

- In the field "Cob-ID" insert the COB of the CAN frame;
- In the field "Type" is possible to select which type of CAN packet use for this Cob-ID; or 2.0A (11 bits) or 2.0B (29 bits);
- In the field "Dimension" insert the number of byte of the COB (from 1 to 8);
- If the field "OnChange" is checked, the frame is sent when the data from KNX change;
- If the field "OnTimer" is checked, the frame is sent cyclically with the delay defined in the field "Time" (expressed in ms);
- In the field "Byte1" insert the address of the KNX array where taking 1st byte of the CAN message;
- In the field "Byte2" insert the address of the KNX array where taking 2nd byte of the CAN message;
- In the field "Byte3" insert the address of the KNX array where taking 3rd byte of the CAN message;
- In the field "Byte4" insert the address of the KNX array where taking 4th byte of the CAN message;
- In the field "Byte5" insert the address of the KNX array where taking 5th byte of the CAN message;
- In the field "Byte6" insert the address of the KNX array where taking 6th byte of the CAN message;

- In the field "**Byte7**" insert the address of the KNX array where taking 7th byte of the CAN message;
- In the field "**Byte8**" insert the address of the KNX array where taking 8th byte of the CAN message;
- In the field "**Mnemonic**" it is possible to insert a brief description.

**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 Dip1 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 Dip1 of 'Dip-Switch A' at OFF position;
- Turn on the device.

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

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.

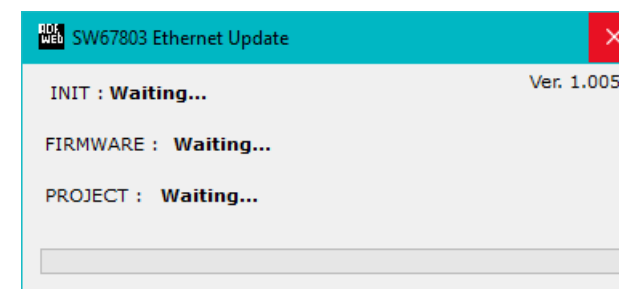
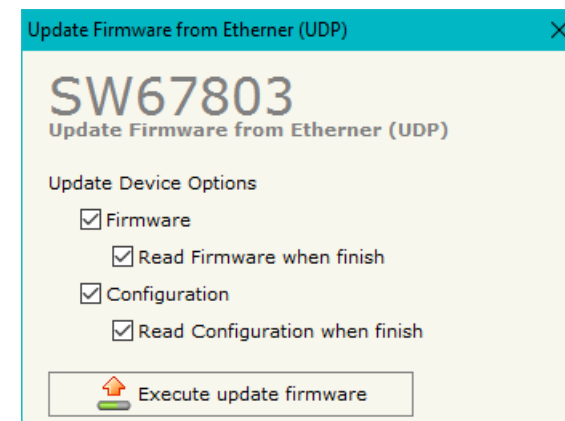
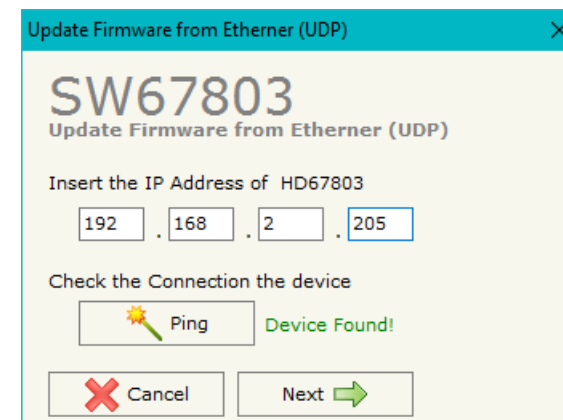


Figure 7: "Update device" windows

**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 HD67803 device.

**Note:**

When you receive the device, for the first time, you also have to update the Firmware in the HD67803 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 updating;
- Try with another PC;
- Try to restart the PC;
- Check the LAN settings;
- Check the Wi-Fi settings;
- If you are using the program inside a Virtual Machine, try to use in the main Operating System;
- If you are using Windows Seven, Vista, 8 or 10 make sure that you have the administrator privileges;
- In case you have to program more than one device, using the "UDP Update", you have to cancel the ARP table every time you connect a new device on Ethernet. For do this you have to launch the "Command Prompt" and write the command "arp -d". Pay attention that with Windows Vista, Seven, 8, 10 you have to launch the "Command Prompt" with Administrator Rights;
- Pay attention at Firewall lock.



In the case of HD67803 you have to use the software "SW67803": [www.adfweb.com/download/filefold/SW67803.zip](http://www.adfweb.com/download/filefold/SW67803.zip).

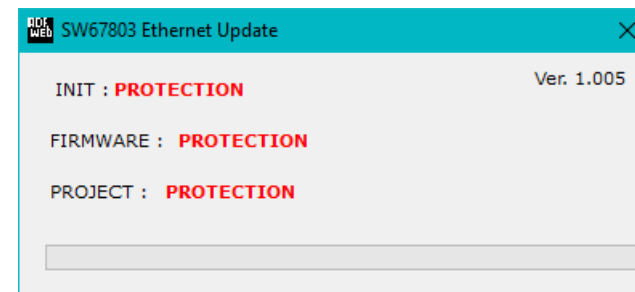
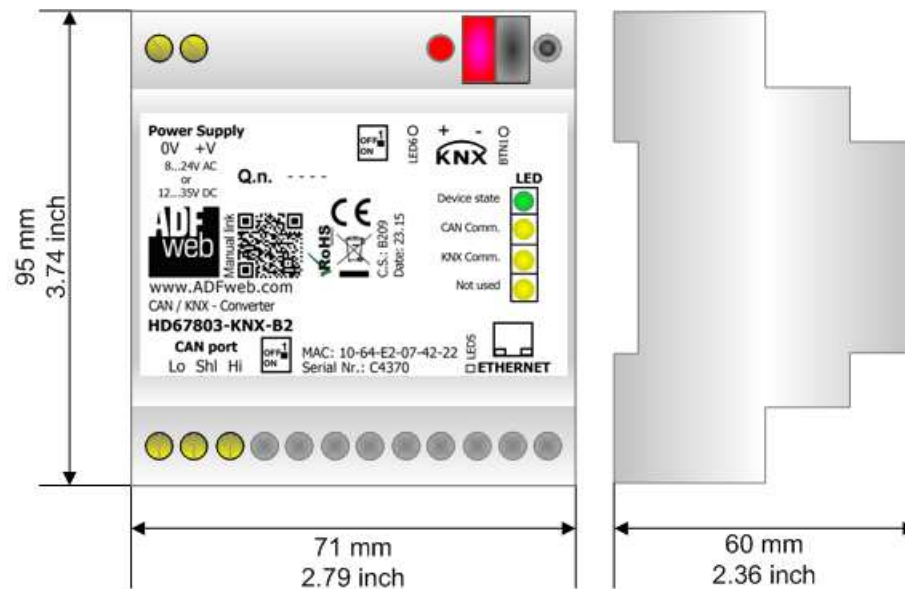


Figure 8: "Protection" window



**MECHANICAL DIMENSIONS:**

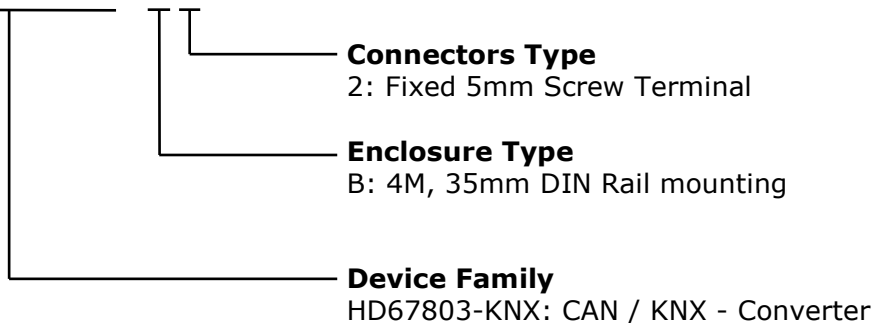


Housing: PVC  
Weight: 200g (Approx)

Figure 9: Mechanical dimensions scheme for HD67803-KNX-B2

**ORDERING INFORMATION:**

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

**HD67803 – KNX – B 2**

Order Code: **HD67803-KNX-B2** - CAN / KNX – 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
- Order Code: **AC34-AB1TP** - KNX Power Supply - KNX out 640mA - in 240VAC
- Order Code: **AC34-AG1TP** - KNX Power Supply - KNX out 640mA + AUX out 30VDC - in 240VAC

**DISCLAIMER:**

All technical content within this document can be modified without notice. The content of the document is a under continual renewal. For losses due to fire, earthquake, third party access or other accidents, or intentional or accidental abuse, misuse, or use under abnormal conditions repairs are charged to the user. ADFweb.com S.r.l. will not be liable for accidental loss of use or inability to use this product, such as loss of business income. ADFweb.com S.r.l. shall not be liable for consequences of improper use.

**OTHER REGULATIONS AND STANDARDS:****WEEE INFORMATION**

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](http://www.adfweb.com).  
Otherwise contact us at the address [support@adfweb.com](mailto: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](http://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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