

# User Manual

Revision 2.100 English

# CAN/ Modbus TCP Slave - Converter

(Order Code: HD67515-A1, HD67515-B2)

#### **Benefits and Main Features:**

Very easy to configure

Low cost

32mm Rail DIN mount

- Wide supply input range
  - Temperature range: -40°C/+85°C (-40°F/+185°F)
- €

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HD67515-A1

HD67515-B2





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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:

- 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 <u>www.adfweb.com/download/</u> 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
2.000	10/11/2011	Fl	All	Codes changed
2.001	03/09/2012	Fl	All	Revision
2.002	14/01/2013	Nt & Fl	All	Added new chapters
2.100	04/07/2014	Ff	All	New hardware version

#### 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:**

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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 are required for each individual application, legal and safety regulation. 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 instrument can represent a potential hazard if they are inappropriately installed and operated by personnel untrained. These instructions refer to residual risks with the following symbol:

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

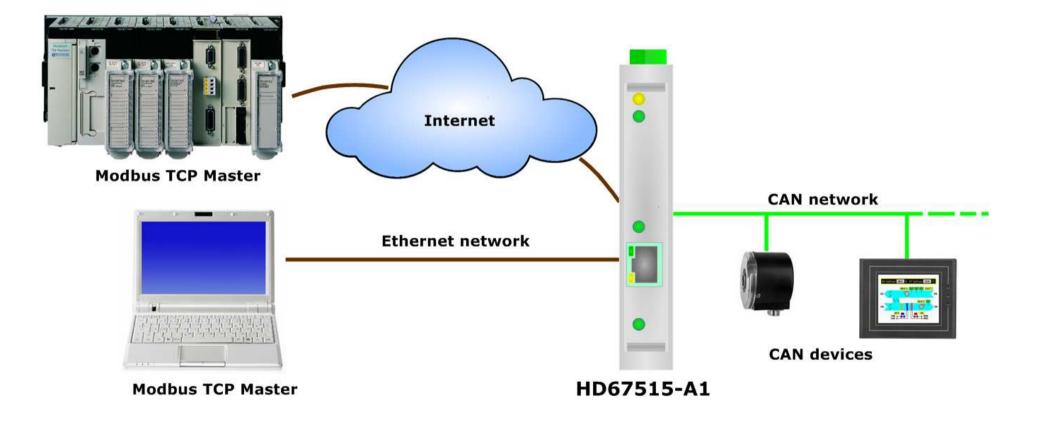
#### **CE** CONFORMITY

The declaration is made by us. You can send an email to or give us a call if you need it.



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#### **EXAMPLES OF CONNECTION:**





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#### **CONNECTION SCHEME:**

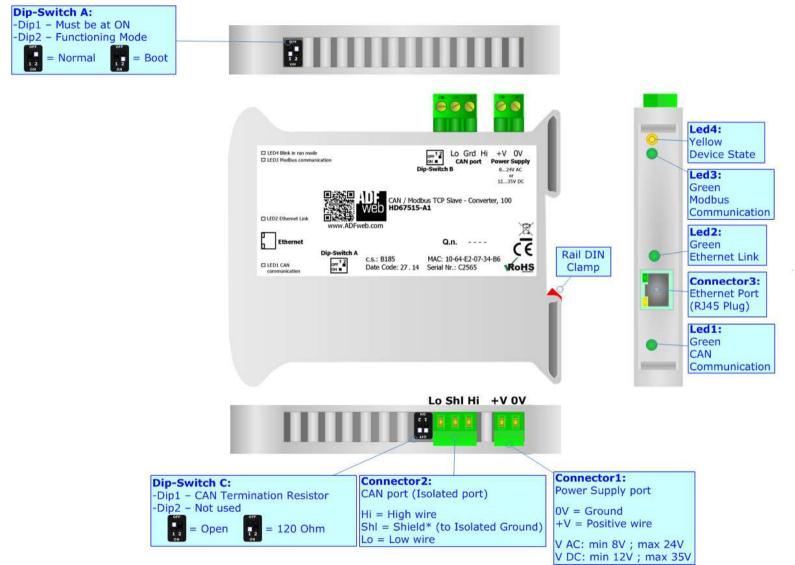


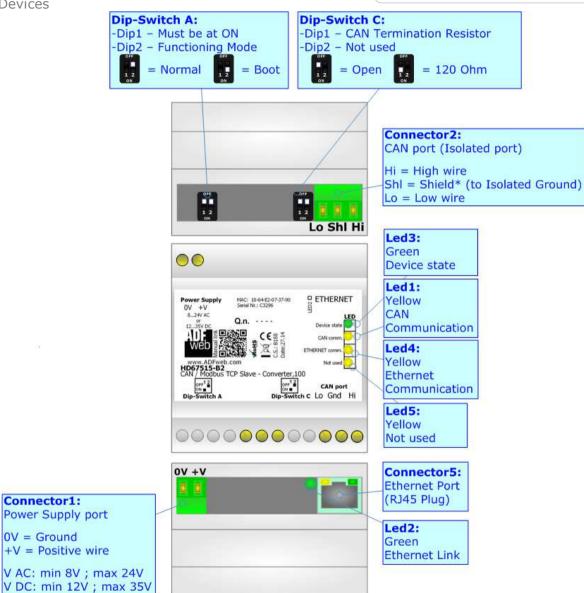
Figure 1a: Connection scheme for HD67515-A1

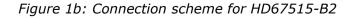
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#### CHARACTERISTICS:

The "CAN / Modbus TCP Slave – Converter" allows the following characteristics:

- two-directional information between networks CAN and Modbus;
- electrical isolation between two Buses;
- to read CAN frame from Modbus word;
- to write CAN frame from Modbus word;
- Mountable on Rail DIN;
- ✤ Temperature range from -40°C to +85°C.

This device is able to manage a maximum of four simultaneous connections at Modbus TCP side.

#### **CONFIGURATION:**

You need Compositor SW67515 software on your PC in order to perform the following:

- Define the parameter of CAN;
- Define the parameter of Modbus TCP;
- Define which CAN frames are read by the Modbus;
- Define which CAN frames are write by the Modbus.



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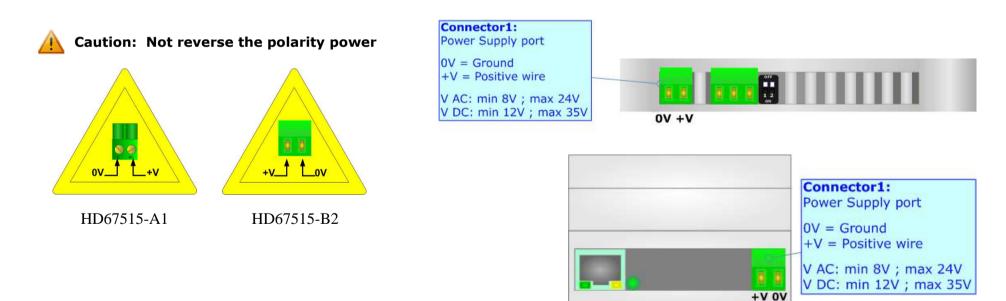
#### **POWER SUPPLY:**

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

VAC	$\sim$	VDC	
Vmin	Vmax	Vmin	Vmax
<b>8V</b>	24V	12V	35V

#### Consumption at 24V DC:

Device	Consumption [W/VA]
HD67515-A1	3.5
HD67515-B2	3.5





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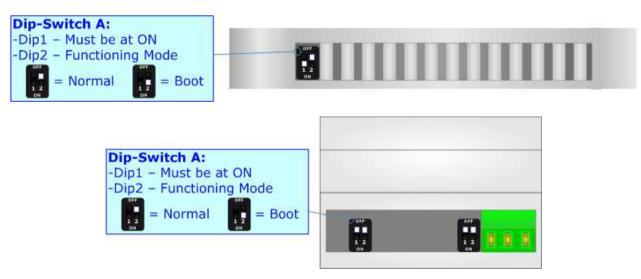
#### **FUNCTION MODES:**

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.

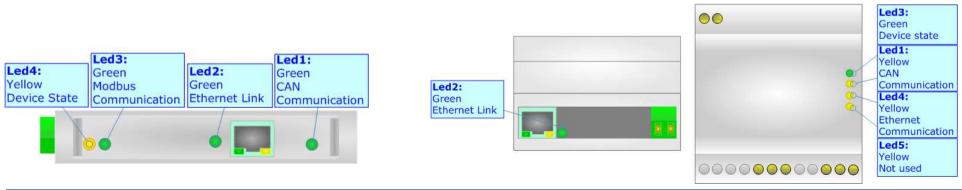


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# LEDS:

The devices has got four (five for HD67515-B2) 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: CAN Communication (green)	Blinks when CAN frames are received	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
2: Ethernet Link (green)	ON: Ethernet cable connected OFF: Ethernet cable disconnected	ON: Ethernet cable connected OFF: Ethernet cable disconnected
3: Modbus Communication (green)	Blinks when Modbus TCP frames are received	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
4: Device State (yellow)	Blinks slowly (~1Hz)	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
5: Not used (yellow) (Present only on HD67515-B2)	OFF	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress



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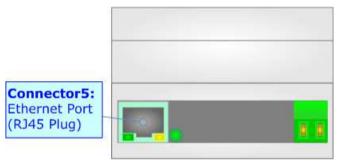


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#### ETHERNET:

The Ethernet connection must be made using Connector5 of HD67515-A1/HD67515-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 a Hub/Switch the use of a straight cable is recommended. To connect the device to a PC/PLC/other the use of a cross cable is recommended.







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# CAN:

For terminating the CAN line with a  $120\Omega$  resistor it is necessary that the Dip1 of 'Dip-Switch A' is at ON position.



#### 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



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#### **USE OF COMPOSITOR SW67515:**

To configure the Converter, use the available software that runs with Windows called SW67515. It is downloadable on the site <u>www.adfweb.com</u> 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 SW67515, the window below appears (Fig. 2).

Mote:

It is necessary to have installed .Net Framework 4.

Begin	Opened Configuration of the C Example1	Converter :	
Step 1	New Configuration	Dpen Configuration	
Step 2	Set Communication		
Step 3		Define COB	
Step 4	Transmit COB	Define COB	
Step 5	Y Update Device		www.ADFweb.com

*Figure 2: Main window for SW67515* 



#### **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 / Modbus TCP Slave -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".

Dpen Configuration	
SW67515 Open an Existing Configuration	
Example1	
Example3	
М ОК	Cancel

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#### **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.

Software Options	
SW67515 Software Options	
Enable Internet Connection Check Software Update at Start of Program Check Available Update	
OK Cancel	

Software	Options 67515	×
Softwar	Connection Options	
Selected	Language :	
	English	
	Page 1 / 1	
	OK Cancel	

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 SW67515 check automatically if there are updatings when it is launched.

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#### SET COMMUNICATION:

This section defines the fundamental communication parameters of two Buses, CAN and Modbus TCP.

By pressing the "**Set Communication**" button from the main window for SW67515 (Fig. 2) the window "Set communication" appears (Fig. 3).

This window is divided in two sections, one for configure the CAN Network and the other for the Modbus TCP.

In the section "Select Device" it is possible to select the type of converter used:

- Device till April 2014 (with Jumper);
- Device from May 2014 (with Dip-Switches).

Ι

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

- In the field "Baud Rate" the baudrate of the CAN is defined;
- If the field "CAN Bus 2.0A" is checked, the CAN with a CobID of 11Bit is used; otherwise if the field "CAN Bus 2.0B" is checked the CAN with a CobID of 29Bit is used (only if "Device till April 2014 (with Jumper)" is set);
- "TimeOut" is the timeout of the data. If this time is elapsed the value of the data of the CAN frame become "0". If the "TimeOut" field is checked in the "Receive CAN Frame" window (only if "Device till April 2014 (with Jumper)" is set).

The means for the fields for "Modbus TCP Slave" are:

- In the field "IP Address", insert the IP address that you want to give to slave Modbus;
- In the field "SubNet Mask" insert the SubNet Mask;
- In the field "Port" insert the number of the port;
- In the field "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;
- If the field "Fast StartUp" is checked, the gateway take less time to go online. This command can use only if the gateway is used in a 100Mb/s network (only if "Device till April 2014 (with Figure 3: "Set Communication" window Jumper)" is set).

Manual	CAN	/	Modbus	ТСР	Slave	

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User

Select Dev	rice			10
Device ti	ll April 20	1 <mark>4 (</mark> with Ju	umper)	•
CAN				-
Baudrate	1000K			•
Туре	CAN 2	.0A (Cobi	D 11 bits)	•
TimeOut (	ms)	0		
IP ADDRE	. 168	. 0	. 10	
255	. 255	. 255	. 0	T
GATEW	/AY			
192	. 168	. 0	. 1	
Port	502			



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#### **RECEIVE COB:**

By pressing the "**Receive COB**" button from the main window for SW67515 (Fig. 2) the window "Receive CAN Frames Definition" appears (Fig. 4). In this section, it is possible to define the CAN frames that the converter will receive from CAN network.

If "Device till April 2014 (with Jumper)" is set in the section "Set Communication", the window appears like below:

Web R	eceive CAN Fran	nes	-	
C) Re	SW67	515 rames Definition		
N	Cob-ID	Dimension	TimeOut	Mnemonic
1	0x201	8		
2	0x202	8		
3				
4				
5				
6				
7				
8				
9				
	ок	Cancel		velete Row

Figure 4a: "Receive CAN Frame Definition" window

- In the field "Cob-ID" insert the Cob-ID of the CAN frame;
- ✤ In the field "Dimension" insert the number of bytes of the CAN frame (the maximum dimension is 8 Bytes);
- If the field "TimeOut" is checked, after the timeout defined in the "Set Communication" window the value of the data of the CAN frame become "0";
- In the field "Mnemonic" a description of the frame is defined.

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Τf	"Device	from	May	2014	(with	Din-Sv	witches)	" is set	in the	section	"Set	Commun	ication"	the v	window	annears	like	helow
ш	Device	nom	inay	2014		01p-3v	viccies	15 560	in the	Section	Ser	Commun	icación,	uie v	VIIIuovv	appears	like	DEIOW.

WEB R	eceive CAN Fram	nes	-			- • ×
C) Re	SW67	515 ames Definition				
N	Cob-ID	Туре	Dimension	TimeOut	Mnemonic	
1	0x201	2.0A (11 bits)	8	0		
2	0x202	2.0A (11 bits)	8	0		
3						
4						
5						
6						
7						
8						
9						
	<mark>у</mark> ок	Cancel	Delete	Row Ir	isert Row	

*Figure 4b: "Receive CAN Frame Definition" window* 

- In the field "Cob-ID" insert the Cob-ID of the CAN frame;
- ✤ In the field "Type" insert the type of the CAN protocol used for each frame (CAN 2.0A (11 bits) or CAN 2.0B (29 bits));
- In the field "Dimension" insert the number of bytes of the CAN frame (the maximum dimension is 8 Bytes);
- ✤ If the field "TimeOut" insert the TimeOut; after the TimeOut defined, the value of the data of the CAN frame become "0";
- In the field "Mnemonic" a description of the frame is defined.



#### **DEFINE COB:**

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By pressing the "**Define COB**" button near "Receive COB" from the main window for SW67515 (Fig. 2) the window "Define Modbus Registers for Receive CAN Frames" appears (Fig. 5):

- In the field "List of Receive CAN Frames" there is the list of CAN frames that you inserted in "Receive COB" Section
- In the field "List of Modbus Registers" there are the Modbus words.
- In the field "Create/Modify a Modbus Register" you can define the index of the Modbus register and the bytes of the can frame that you map in.

For example:

Click on the frame, insert the valid address in the field "Index of Modbus Register", select the byte position (Byte 1 in High Modbus byte and Byte 3 in Low Modbus byte), click the "Create" button, in the field "List of Modbus Registers" appears the new Modbus register created with the data that it contains.

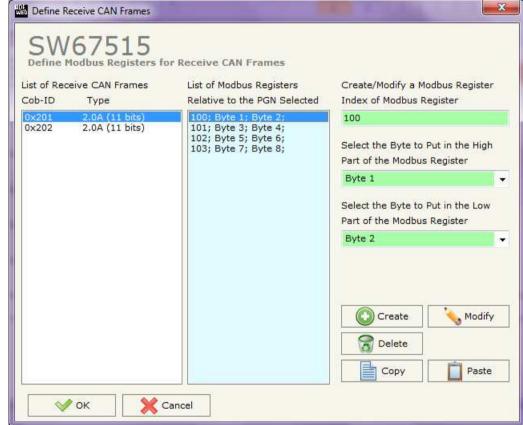


Figure 5: "Define COB" window



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#### **TRANSMIT COB:**

By pressing the **"Transmit COB**" button from the main window of SW67515 the window "Transmit CAN Frames Definition" appears (Fig. 6): in this section, it is possible to define the CAN frames that the converter will send to the CAN network.

If "Device till April 2014 (with Jumper)" is set in the section "Set Communication", the window appears like below:

WEB T	ransmit CAN Fra	mes		x
	SW67	515 rames Definition		
N	Cob-ID	Dimension	Mnemonic	-
1	0x301	8		
2	0x302	8		
3				
4				
5				
6				
7				
8				
9				
	<b>О</b> К	Cancel	Delete Row	1

Figure 6a: "Transmit CAN Frame Definition" window

- ✤ In the field "Cob-ID" insert the Cob-ID of the CAN frame;
- ✤ In the field "Dimension" insert the number of bytes of the CAN frame (the maximum dimension is 8 Bytes);
- ✤ In the field "Mnemonic" a description of the frame is defined.

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T	SW67	515 rames Definition							
N	Cob-ID	Туре	Dimension	RTR	On Change	On Timer	Timer (ms)	Mnemonic	
1	0x301	2.0A (11 bits)	8				0	Set Temperature	
2	0x302	2.0A (11 bits)	8				0	Set Pressure	
3									
4						D			
5									
6									
7									
8					<b></b>				
9									

If "Device from May 2014 (with Dip-Switches)" is set in the section "Set Communication", the window appears like below:

*Figure 6b: "Transmit CAN Frame Definition" window* 

- > In the field "Cob-ID" insert the Cob-ID of the CAN frame you would to write from Modbus TCP to CAN.
- > In the field "Type" insert the type of the CAN protocol used for each frame (CAN 2.0A (11 bits) or CAN 2.0B (29 bits));
- > In the field "Dimension" insert the number of bytes of the CAN frame (the maximum dimension is 8 Bytes);
- > If the field "RTR" is checked, the RTR bit is enabled ('1'); if it is not checked, it is disabled ('0');
- > If the field "On Change" is checked the CAN frame is sent when the data written from Modbus TCP side changes;
- > If the field "On Timer" is checked the CAN frame is sent cyclically;
- > In the field "Timer (ms)" insert the cyclic delay;
- > In the field "Mnemonic" the description for the frame is defined.



#### **DEFINE COB**

By pressing the **Define COB**<sup>"</sup> button near **Transmit COB**<sup>"</sup> from the main window for SW67515 (Fig. 2) the window **Define Modbus** Registers for Transmit CAN Frames<sup>"</sup> appears (Fig. 7):

- In the field "List of Transmit CAN Frames" there is the list of CAN frames that you inserted in "Transmit COB" Section.
- In the field "List of Modbus Registers" there are the Modbus words.
- In the field "Create/Modify a Modbus Register" you can define the index of the Modbus register and the bytes of the CAN frame where you write it.
- With the field "Send CAN frame on Modbus Write" it is possible to decide when to send the CAN frame. If a Modbus word has written "False "in this field, the CAN frame is not sent immediately but it is sent when another word that have this field "True" is written.

For example:

Click on the frame, insert the valid address in the field "Index of Modbus Register", select the byte position (Byte 1 in High Modbus byte and Byte 2 in Low Modbus byte), click the "Create" button, in the field "List of Modbus Registers" appears the new Modbus register created.

list of Trai Cob-ID	nsmit CAN Frames Type	List of Modbus Registers Relative to the PGN Selected	Create/Modify a Modbus Register Index of Modbus Register	
0x301	2.0A (11 bits)	200; Byte 1; Byte 2;	200	
1x302 2.0A (11 bits)	201; Byte 3; Byte 4; 202; Byte 5; Byte 6; 203; Byte 7; Byte 8;	Select the Byte to Put in the High Part of the Modbus Register		
			Byte 1	
			Select the Byte to Put in the Low Part of the Modbus Register	
			Byte 2	
			Send CAN frame on Modbus Write	
			False	
			Create 💊 Modify	
			Delete	
			Copy	

Figure 7: "Define COB" window

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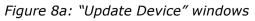
By pressing the "**Update Device**" button it is possible to load the created Configuration into the device, and also the Firmware if is necessary, using the RS232 port.

In order to load the parameters or update the firmware in the device, follow these instructions:

- Turn off the Device;
- Connect the RS232 Null Modem cable form your PC to the Converter;
- Put Dip2 of 'Dip-Switch A' in ON position;
- Select the "COM port" and press the "Connect" button;
- Turn on the device;
- Check the "Device state" Led. It must blink quickly (see "LEDS" section);
- 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;
- Disconnect the RS232 cable;
- Turn on the device.

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





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	Update Device by Serial
ito	SW67515 Update Device Using the Serial Port
5:	Follow these steps to update from RS232: 1 - Turn OFF the Device 2 - Use the Dip-Switch to set the Boot Mode 3 - Select the COM Port for the Update COM1 4 - Turn ON the Device Cancel Next
pdate l	Device by Serial
date C V Fir V Co	67515 Device Using the Serial Port Device Options mware Read Firmware After Write onfiguration Read Configuration After Write Execute Update Firmware

出し

C

Up

Up

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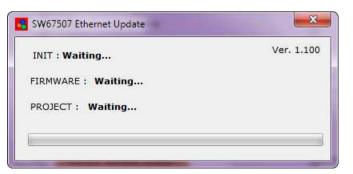
# UPDATE VIA UDP (only if "Device from May 2014 (with Dip-Switches)" is set):

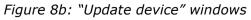
By pressing the "**Update Device**" button, it is possible to load the created Configuration into the device; and also the Firmware, if necessary. This by using the Ethernet port.

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.





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P)

SW67515 Update Firmware from Etherner (UDP)
Update Device Options
📝 Firmware
🔽 Read Firmware when finish
Configuration
🕅 Read Configuration when finish
🔶 Execute update firmware



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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 updated.

#### / <u>Note:</u>

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 HD67515-A1 or HD67515-B2 device.

# / <u>Note:</u>

When you receive the device, for the first time, you also have to update the Firmware in the HD67515-A1 or HD67515-B2 device.



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#### Warning:

If Fig. 67 appears when you try to do the Update try these points before seeking assistance:

- Check if the serial COM port selected is the correct one;
- Check if the serial cable is connected between the PC and the device;
- Try to repeat the operations for the updating;
- → If you are using a USB $\leftarrow$ →RS232 converter try with a native COM port or change the converter;
- Try to repeat the operations for the updating;
- Try with another PC;
- Try to restart the PC;
- Check the LAN 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 and 8 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 you have to launch the "Command Prompt" with Administrator Rights;
- Take attention at Firewall lock.

#### Warning:

In the case of HD67515-A1 or HD67515-B2 you have to use the software "SW67515": www.adfweb.com\download\filefold\SW67515.zip.

# Note:

The minimum version of the configuration software must be the 2.000.

# SW67515 Serial Update INIT : PROTECTION





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#### **MECHANICAL DIMENSIONS:**

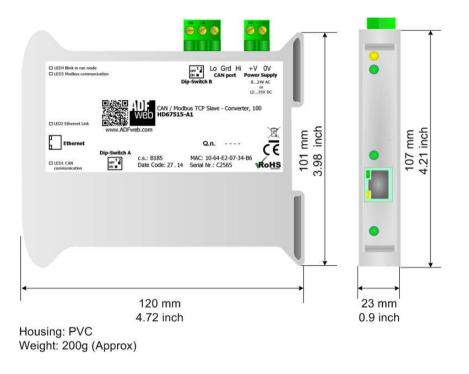
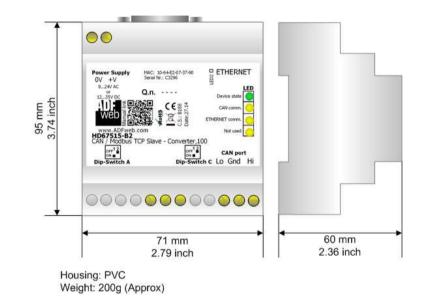


Figure 10: Mechanical dimensions scheme for HD67515-A1

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#### *Figure 11: Mechanical dimensions scheme for HD67515-B2*

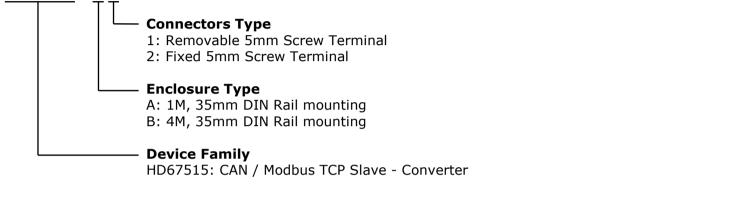


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#### **ORDERING INFORMATIONS:**

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

#### HD67515 - x x



Order Code: HD67515-A1	-	CAN / Modbus TCP Slave - Converter ( Housing type: A, Terminal Blocks Connectors )
Order Code: HD67515-B2	-	CAN / Modbus TCP Slave - Converter ( Housing type: B, Terminal Blocks Connectors )

#### ACCESSORIES:

Order Code:	AC34107	-	Null Modem Cable Fem/Fem D-sub 9 Pin 1,5 m
Order Code:	AC34114	-	Null Modem Cable Fem/Fem D-sub 9 Pin 5 m
Order Code:	AC34001	-	Rail DIN - Power Supply 220/240V AC 50/60Hz – 12 V AC
Order Code:	AC34002	-	Rail DIN - Power Supply 110V AC 50/60Hz - 12 V AC



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#### **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.I. 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.I. 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

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



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#### WARRANTIES AND TECHNICAL SUPPORT:

For fast and easy technical support for your ADFweb.com SRL products, consult our internet support at <u>www.adfweb.com</u>. 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 <u>www.adfweb.com</u>. 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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