

# User Manual

Revision 1.000 English

# LoRaWAN / NMEA 2000 - Converter

(Order Code: HD67D29-B2-868MHz

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

Very easy to configure

Power Supply 18...35V DC and 8...24 V AC

Temperature range: -40°C/+85°C (-40°F/+185°F)

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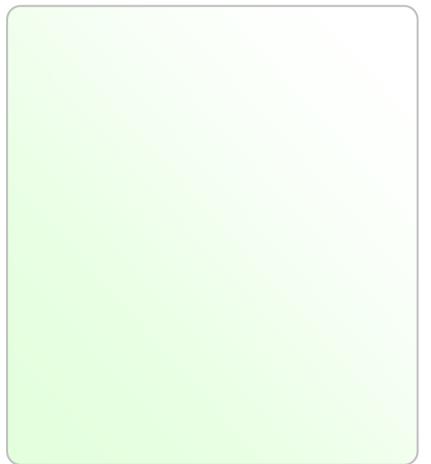
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# User Manual LoRaWAN / NMEA 2000

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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 <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
1.000	04/12/2020	Ff	All	First release version

#### WARNING:

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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

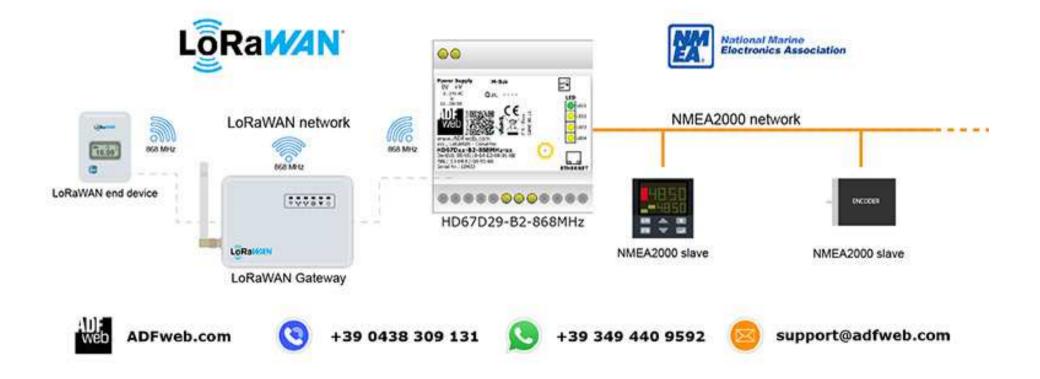
The declaration is made by our company. You can send an email to or give us a call if you need it.



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#### **EXAMPLE OF CONNECTION:**

# NMEA2000 / LoRaWAN - Converter HD67D29-B2



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#### **CONNECTION SCHEME:**

web

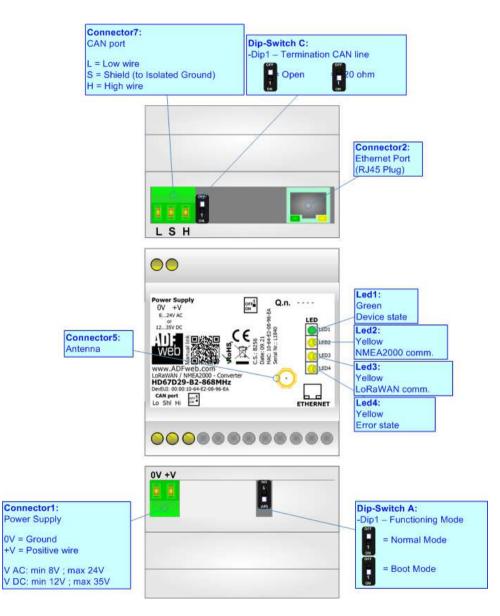


Figure 1: Connection scheme for HD67D29-B2-xxxMHz



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#### CHARACTERISTICS:

The HD67D29-B2 is a LoRaWAN / NMEA 2000 Converter.

It allows the following characteristics:

- ✤ Electrical isolation between NMEA 200and Power Supply;
- ✤ Two-directional information between LoRaWAN bus and NMEA 2000 bus;
- Mountable on 35mm Rail DIN;
- ✤ Wide power supply input range: 12...35V DC and 8...24V AC;
- ✤ Wide temperature range: -40°C / 85°C [-40°F / +185°F].

#### **CONFIGURATION:**

You need Compositor SW67D29 software on your PC in order to perform the following:

- Define the parameter of LoRaWAN line;
- Define the parameter of NMEA 200line;
- Define the list of LoRaWAN messages in uplink and downlink to the LoRaWAN gateway;
- Define the list of NMEA 200messages in transmission and reception;
- Update the device.



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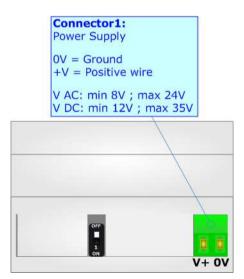
#### **POWER SUPPLY:**

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

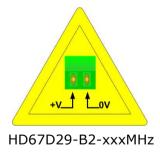
VAC	$\sim$	VDC	
Vmin	Vmax	Vmin	Vmax
8V	24V	12V	35V

Consumption at 24V DC:

[	Device	Consumption [W/VA]
	HD67D29-B2-xxxMHz	3.5



**Caution:** Not reverse the polarity power





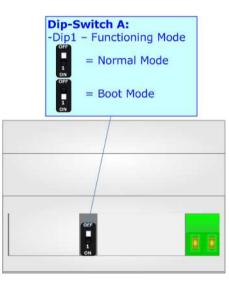
#### **FUNCTION MODES:**

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.

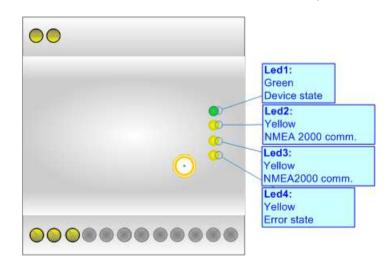




# LEDS:

The device has got four 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)	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
2: NMEA 2000 communication (yellow)	Blinks when a NMEA 2000 message is received	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
3: LoRaWAN communication (yellow)	Blinks when LoRaWAN data is received	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
4: Error state (yellow)	<b>ON:</b> An error in the communication busses occurs <b>OFF:</b> No errors are present	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress



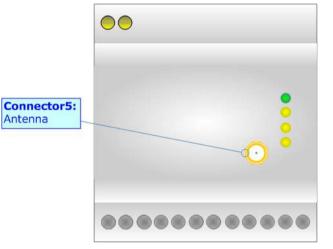
The LoRaWAN® specification is a Low Power, Wide Area (LPWA) networking protocol designed to wirelessly connect battery operated 'things' to the internet in regional, national or global networks, and targets key Internet of Things (IoT) requirements such as bi-directional communication, end-to-end security, mobility and localization services.

LoRaWAN® network architecture is deployed in a star-of-stars topology in which gateways relay messages between end-devices and a central network server.

The wireless communication takes advantage of the Long Range characteristics of the LoRa physical layer, allowing a single-hop link between the end-device and one or many gateways. All modes are capable of bi-directional communication, and there is support for multicast addressing groups to make efficient use of spectrum during tasks such as Firmware Over-The-Air (FOTA) upgrades or other mass distribution messages.

Converters from HD67D29 serie act as end-devices and they can communicate with one or more LoRwaWAN Gateways.

The converters support all the standard datarates and they work both on public and private networks.



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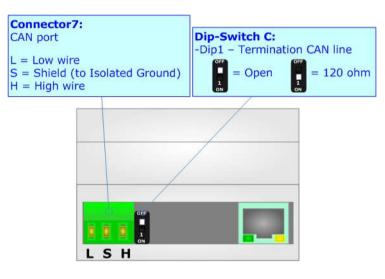
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## CAN:

For terminating the CAN line with a  $120\Omega$  resistor it is necessary that the Dip1 of 'Dip-Switch B' 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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### ETHERNET:

The Ethernet port is used for programming the device.

The Ethernet connection must be made using Connector2 of HD67D29-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.





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#### **USE OF COMPOSITOR SW67D29:**

To configure the Converter, use the available software that runs with Windows called SW67D29. It is downloadable on the site <u>www.adfweb.com</u> and its operation is described in this document. The software works with MS Windows (XP, Vista, Seven, 8, 10; 32/64bit). When launching the SW67D29, the window below appears (Fig. 2).



It is necessary to have installed .Net Framework 4.

We ADFweb.c	om - Configurator SW67D29 NMEA200	0 / LoRaWAN	×
	57D29 0 / LoRaWAN - Converter		
Begin	Opened Configuration of the Conv Example1	verter :	]
Step 1	New Configuration	Open Configuration	]
Step 2	Set Communication		
Step 3	Set LoRaWAN Access		
Step 4	Receive Frames		
Step 5	Send Frames		
Step 6	Y Update Device UDP		www.ADFweb.com

Figure 2: Main window for SW67D29



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# **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 "LoRaWAN / NMEA 2000 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".

🛍 Open Configuration	—		$\times$
SW67D29 Open an Existing Configuration List of Avaliable Configurations			
Example1 Example2 Example3			
✓ ок		Cance	el



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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.

	s
Software Options	×
Software Options Language Connection Options Software Settings Check Software Update at Start of Program Check Available Update	In the section "Conne updatings of the softw Checking the option SW67D29 check auto
OK X Cancel	



n the section "Connection Options", it is possible to check if there are some pdatings of the software compositor in ADFweb.com website. Checking the option "Check Software Update at Start of Program", the W67D29 check automatically if there are updatings when it is launched.

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Software Options	$\times$
SW67D29 Software Options	
Language Connection Options Software Settings	
OK X Cancel	

In the section "Software Settings", it is possible to enable/disable some keyboard's commands for an easier navigation inside the tables contained in the different sections of the software.

#### SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, LoRaWAN and NMEA 2000.

By Pressing the "**Set Communication**" button from the main window for SW67D29 (Fig. 2) the window "Set Communication" appears (Fig. 3).

The window is divided in different sections in order to define the different parameters of the converter:

- LoRaWAN
- NMEA 2000
- Ethernet



*Figure 3a: "Set Communication" window* 

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#### LORAWAN:

This section is used to define the general parameters of LoRaWAN. The means of the fields are:

- In the field "RF Band" the wireless band used for LoRaWAN communication is defined;
- In the field "Network Type" the type of LoRaWAN network is defined;
- If the field "Adaptive Data Rate" is checked, the converter will enable the ADR functionalities to select the best data rate to be used in relation to the environmental conditions;
- In the field "Data Rate" the data rate for LoRaWAN communication is defined;
- In the field "Transmission Type" the type of LoRaWAN communication is defined;
- In the field "Max Payload Size" the maximum dimension of the LoRaWAN messages is defined (fixed in relation to the data rate selected);
- In the field "Activation Method" the method used to join into a LoRaWAN network is defined;
- In the field "Device Address" the device identifier (DevEUI) is defined (only for ABP method);
- In the field "Application Identifier" the application identifier (AppEUI) is defined (only for ABP method);
- In the field "Network Session Key" the key used for the communication with the LoRaWAN gateway (NwkSKey) is defined (only for ABP method);
- In the field "Application Session Key" the key for encryption and decryption of the payload (AppSKey) is defined (only for ABP method);
- If OTAA method is selected, in the field "Application Key" the secret key for the dynamic activation of the converter in the LoRAWAN network is defined.

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LoRaWAN			Ξ
RF Band	AS923	~	
Network Type	Private	$\sim$	
Adaptive DataRate			
DataRate	6- LoRa: SF7/250kHz 11000 [bit/s]	$\sim$	
Transmission Type	Unconfirmed	$\sim$	
Max Payload Size	230		
Activation Method	Activation by Personalization [ABP]	$\sim$	
Device Address	01		
Application Identifier	0102030405060708		
Network Session Key	0A0B0C0D0E0F		
Application Session Key	111213141516171819		

Figure 3b: "Set Communication  $\rightarrow$  LoRaWAN" window

#### NMEA 2000:

This section is used to define the main parameters of NMEA 2000 line. The means of the fields are:

- In the field "Baudrate" the data rate of J1939 is defined;
- In the field "TimeOut Data" a time is defined. When a NMEA2000 message is not received in this time, the data on OPC UA side are set to 0xFF;
- If the field "Enable Peer to Peer" is checked, the gateway will mask the Source Address of the NMEA2000 messages received.

#### **ETHERNET:**

This section is used to define the general parameters of Ethernet. The means of the fields are:

- In the fields "IP Address" the IP address for Ethernet side of the converter is defined;
- In the fields "SubNet Mask" the SubNet Mask for Ethernet side of the converter is defined;
- In the fields "Gateway" the default gateway of the net is defined. This feature can be enabled or disabled pressing the Check Box field. This feature is used for going out of the net;
- In the fields "DNS" the IP address of the DNS server is defined

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2. NMEA 2000		Ξ
Baudrate	250K	~
TimeOut Data (s)	0	
Enable Peer to Peer		

Figure 3c: "Set Communication → NMEA 2000" window

3. Ethernet					Ξ
IP Address	192	. 168	. 0	. 10	
SubNet Mask	255	. 255	. 255	. 0	
Gateway	192	. 168	. 0	. 1	
	8	. 8	. 8	. 8	

Figure 3d: "Set Communication → Ethernet" window

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#### LORAWAN ACCESS:

By Pressing the "LoRaWAN Access" button from the main window for SW67D29 (Fig. 2) the window "Set LoRaWAN Access" appears (Fig. 4). This section is used to define the LoRaWAN messages where the converter will place the data read from NMEA 2000 (Uplink) and the LoRaWAN messages that the converter will take (Downlink) for writing the data to NMEA 2000.

#### LORAWAN UPLINK

WED Set	t LoRaWAI	N Access						- 0	×					
Set	SW67D29 Set LoRaWAN Access													
LoRaV	LoRaWAN Uplink LoRaWAN Downlink													
N	Enable	Start Byte	Num. Byte	On Change	On CMD	On Timer	Time (s)	Mnemonic	^					
0		1	200				60	Test						
1														
2														
3														
4														
5									~					
	🔶 ок		Cancel	🛐 Delete	Row	🛐 Insert	Row	Copy Row Paste Row						

Figure 4a: "LoRaWAN Access → LoRaWAN Uplink" window

- If the field "Enable" is checked, the LoRaWAN message is enabled;
- In the field "Start Byte" the starting byte of the internal memory array where taking the data is defined;
- In the field "Num. Byte" the number of consecutive bytes to take from the internal array starting from "Start Byte" is defined;
- ✤ If the field "On Change" is checked, the LoRaWAN message is sent only when the data from NMEA 2000 change;
- ✤ If the field "On CMD" is checked, the LoRaWAN message is sent when a NMEA 2000 message is received;
- ✤ If the field "On Timer" is checked, the LoRaWAN message is sent cyclically with the delay defined in "Time (s)" field;
- ✤ In the field "Mnemonic" a description of the message is defined.



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#### LORAWAN DOWNLINK

WEB Se	et LoRaWA	N Access		- 🗆	×							
	SW67D29 Set LORAWAN Access											
LoRa	LoRaWAN Uplink LoRaWAN Downlink											
Ν	Enable	Start Byte	Num. Byte	Mnemonic	^							
0		1	200	Test								
1												
2												
3												
4												
5					~							
	🔶 ок		Cancel	Delete Row     Insert Row     Copy Row     Paste Row								

Figure 4b: "LoRAWAN Access → LoRaWAN Downlink" window

- ✤ If the field "Enable" is checked, the LoRaWAN message is enabled;
- ✤ In the field "Start Byte" the starting byte of the internal memory array where placing the data is defined;
- In the field "Num. Byte" the number of consecutive bytes to write to the internal array starting from "Start Byte" is defined;
- ✤ In the field "Mnemonic" a description of the message is defined.



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#### **RECEIVE NMEA 2000 FRAMES:**

WEB F	Receive NMEA 20	00 Frames							—	×
	Ceive NMEA 2									
N	PGN	Source Address	Transport Protocol	Fast Packet	Start Byte	N Byte	Cancel Data	Mnemonic		^
1	0xFECA	0x01	<b>V</b>		0	25				
2	0x1FEEE	0x01			0	15				
3										
4										
5										~
	🔷 ок	Cance	el 🗾 Delete	Row	Insert Row	,	Copy Row	Paste R	.ow	

*Figure 5: "Receive Frames" window* 

- ✤ In the field "PGN" the PGN of the NMEA 2000 message to receive is defined (in the NMEA 2000 protocol, the PGN is an identifier);
- ✤ In the field "Source Address" the address of the device that sends the frame is defined.
- ✤ If the field "Transport Protocol" is checked, the frame can use transport protocol functions;
- ✤ If the field "Fast Packet" is checked, the frame will use the Fast Packet functions;
- In the field "Start Byte" the starting byte to save internal memory array is defined;
- In the field "N Bytes" the number of consecutive byte from the starting one is defined. For example, if the Start Byte is '20' and Num Bytes is '10', it is possible to read the byte from 20 to 30;
- If the field "Cancel Data" is checked, when the data is oldest of the time inserted in the "TimeOut Data", the converter sets "0xFF" in the bytes of the internal memory array reserved for the PGN;
- ✤ In the field "Mnemonic" the description for the frame is defined.



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#### **TRANSMIT NMEA 2000 FRAMES:**

ADF Web	Transmit NM	/IEA 2000 Fram	nes							—		×
		7D29										
N	Priority	PGN	Source Address	Fast Packet	Num Byte	Request	Data Change	On Timer	Send Timer	Mnemon	ic	^
1	6	0x0000	0x01		8				1000			
2	3	0x1234	0x01	<ul><li>✓</li></ul>	10				2500			
3												
4												
5												
	V OK	:	Cancel	Delete R	.ow	Insert F	20w	Copy Row	Past	e Row		·

*Figure 6: "Transmit Frames" window* 

- In the field "Priority" the priority of the NMEA 2000 message is defined. In NMEA 2000 protocol, the priority is a number between 0 and 7. '0' is the highest priority and '7' is the lowest;
- In the field "PGN" the PGN of the NMEA 2000 message to send is defined (in NMEA 2000 protocol the PGN is an identifier);
- In the field "Source Address" the address of the device that sends the frame is defined;
- If the field "Fast Packet" is checked, the frame will use the Fast Packet functions;
- In the field "Num Byte" the number of bytes of the NMEA 2000 message is defined;
- If the field "On Request" is checked, the NMEA 2000 frame is sent when arrive a request frame from the NMEA 2000 network;
- ✤ If the field "Data Change" is checked, the NMEA 2000 frame is sent when a byte from LoRaWAN side changes value;
- If the field "On Timer" is checked, the NMEA 2000 frame is sent cyclically;
- In the field "Send Timer" the delay (in milliseconds) with which sending the NMEA 2000 message is defined;
- ✤ In the field "Mnemonic" a description for the frame is defined.



#### **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. 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 Dip1 of 'Dip-Switch A' in ON position;
- Turn ON the device
- Connect the Ethernet cable;
- Insert the IP "192.168.2.205";
- 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' in OFF position;
- Turn ON the device.

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;
- 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.

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Update Device by Ethernet (UDP)	×
SW67D29 Update Device Using the Ethernet Port	
Insert the IP Address of Device 192 . 168 . 2 . 205 Select Update Options	
Firmware + Configuration	~
Cancel	
ADFweb.com - SW67D29 Ethernet Update	×
INIT : Waiting	Ver. 1.602
FIRMWARE : Waiting	
-	
FIRMWARE : Waiting	

Figure 7: "Update device" windows



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#### Note: CA

When you receive the device, for the first time, you also have to update the Firmware in the HD67D29 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; 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.

#### Warning:

In the case of HD67D29 you have to use the software "SW67D29": www.adfweb.com\download\filefold\SW67D29.zip.

ADFweb.com - SW67D29 Ethernet Update	×
INIT : Device Not Found	Ver. 1.602
FIRMWARE : Waiting	
PROJECT : Waiting	
L	
ADFweb.com - SW67D29 Ethernet Update	×
ADFweb.com - SW67D29 Ethernet Update	× Ver. 1.602
	~ ~
INIT : PROTECTION	~ ~
INIT : <b>PROTECTION</b> FIRMWARE : <b>Waiting</b>	~ ~





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#### LORAWAN PAYLOAD

The LoRAWAN messages in Uplink and Downlink are structured into a defined format in order to recognize them from LoRaWAN gateway side and to understand to which bytes of the internal memory array they are associated.

The payload of the LoRaWAN messages is defined in Hex format:

- The first byte refers to the row of the tables defined into "LoRaWAN Access" section of SW67D29: it can have a value between 0 and 255 (0xFF);
- The following bytes will contain the data to be linked to the internal memory arrays of the converter (using "Start Byte" and "Num. Byte" of "LoRaWAN Access" section of SW67D29);

#### Example 1:

the converter is sending a LoRaWAN message related to row 4 of "LoRaWAN Access  $\rightarrow$  LoRaWAN Uplink" table of "LoRaWAN Access" section of SW67D29 with a "Num. Byte" set of '4'. The data from these 4 bytes is "01 02 03 04" (hex). The payload of the LoRaWAN message will look like "04 01 02 03 04" where:

- ← 04: index of the row of "LoRaWAN Access  $\rightarrow$  LoRaWAN Uplink" table;
- 01 02 03 04: data taken from internal memory array of the converter.

#### Example 2:

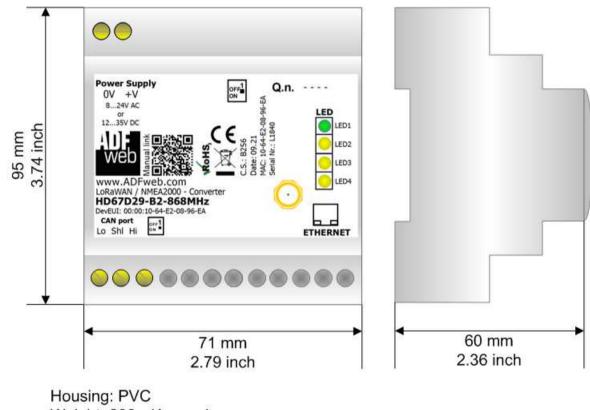
The external LoRaWAN gateway needs to send a LoRaWAN message to the converter and link it to row 3 of "LoRaWAN Access  $\rightarrow$  LoRaWAN Downlink" table of "LoRaWAN Access" section of SW67D29. The "Num. Byte" set is '4' and the data to be written is "55 66 77 88" (hex). The payload of the LoRaWAN message will look like "03 55 66 77 88" where:

- ♦ 03: index of the row of "LoRaWAN Access → LoRaWAN Downlink" table;
- ✤ 55 66 77 88: data to be written to the internal memory array of the converter.



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#### **MECHANICAL DIMENSIONS:**



Weight: 200g (Approx)

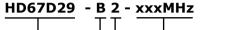
Figure 9: Mechanical dimensions scheme for HD67D29-B2

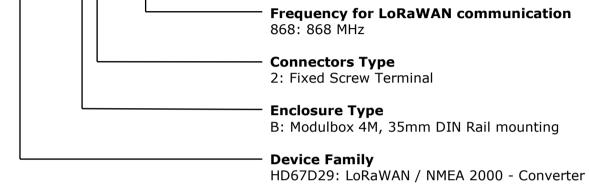


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#### **ORDERING INFORMATIONS:**

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





Order Code: HD67D29-B2-868MHz - LoRaWAN / NMEA 2000 – Converter

#### ACCESSORIES:

 Order Code:
 AC34011
 35mm Rail DIN - Power Supply 220/240V AC 50/60Hz - 12 V DC

 Order Code:
 AC34012
 35mm Rail DIN - Power Supply 220/240V AC 50/60Hz - 24 V DC



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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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