![ADFweb logo]

Industrial Electronic Devices

User Manual

Revision 1.000
English

⊕

⊕ Power Supply 18…35V DC and 8…24 V AC

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

User Manual

ADFweb.com Srl – IT31010 – Mareno – Treviso

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INDEX:

UPDATED DOCUMENTATION:

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REVISION LIST:

Revision	Date	Author	Chapter	Description
1.000	13/03/2019	Tf	All	First release version

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Industrial Electronic Devices

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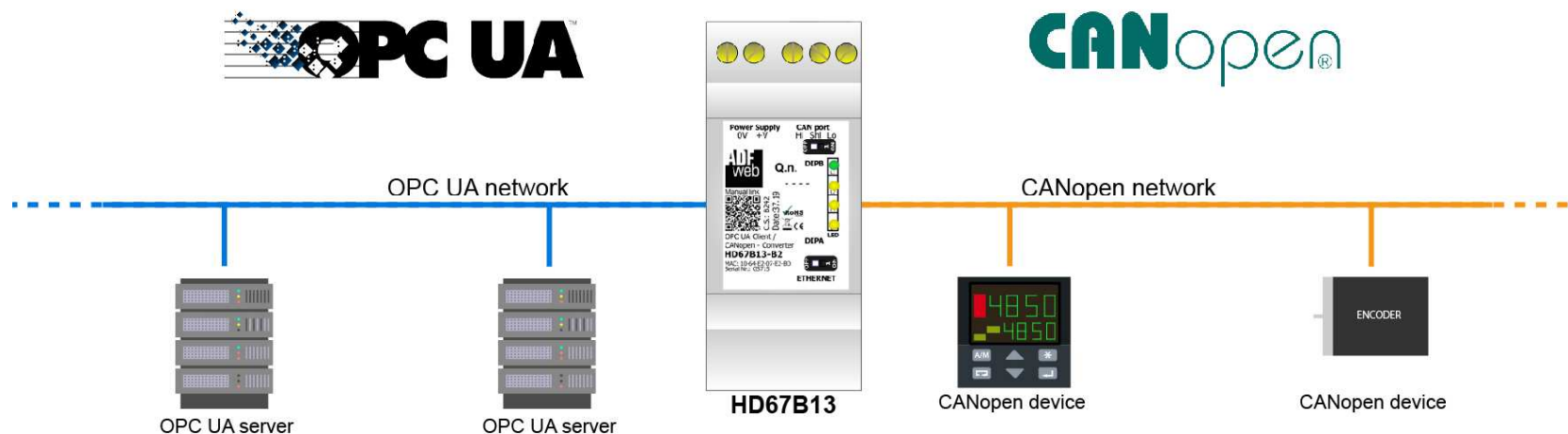
This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

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

EXAMPLE OF CONNECTION:

CONNECTION SCHEME:

Connector3:
Ethernet Port
(RJ45 Plug)

Led5:
Green
Link Ethernet

Dip-Switch B:
-Dip1 – Termination CAN line

= Open   = 120 ohm

Dip-Switch A:
-Dip1 – Functioning Mode

= Normal Mode

= Boot Mode

Led1:
Green
Device state

Led2:
Yellow
OPC UA
comm.

Led3:
Yellow
CANopen
comm.

Led4:
Yellow
Error state

Connector1:
Power Supply

0V = Ground
+V = Positive wire

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

Connector4:
CAN port

Hi = High wire
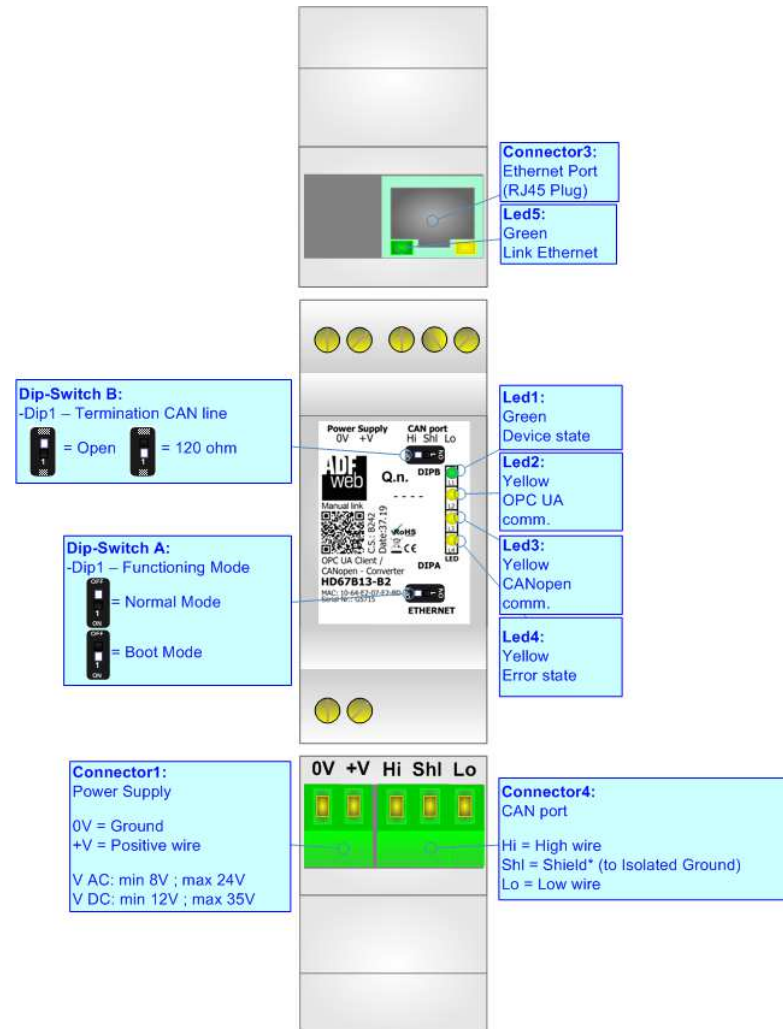Shl = Shield* (to Isolated Ground)
Lo = Low wire

Figure 1: Connection scheme for HD67B13-B2

CHARACTERISTICS:

The HD67B13-B2 is a OPC UA Client / CANopen converter.

It allows the following characteristics:

- Up to 1500 bytes in reading and 1500 bytes in writing;
- Two-directional information between CANopen and OPC UA;
- 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 SW67B13 software on your PC in order to perform the following:

- Define the parameter of OPC UA;
- Define the parameter of CANopen line;
- Define the list of OPC UA servers connected to the converter;
- Define the list of CANopen objects accessible on CANopen side;
- Update the device.

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POWER SUPPLY:

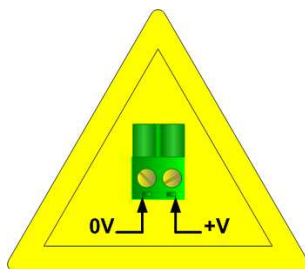The devices can be powered between a wide range of tensions. For more details see the two tables below.

	VAC 〰		VDC ▬▬	
	Vmin	**Vmax**	**Vmin**	**Vmax**
HD67B13-B2	**8V**	**24V**	**12V**	**35V**

Consumption at 24V DC:

Device	W/VA
HD67B13-B2	4

⚠️ **Caution: Not reverse the polarity power**

HD67B13-B2
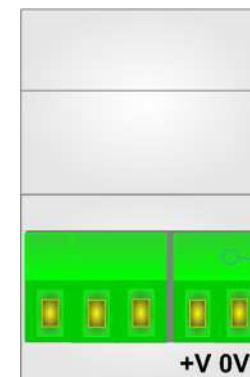
Connector1:
Power Supply

0V = Ground
+V = Positive wire

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

FUNCTION MODES:

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

➤ The first, with Dip1 in Off position (factory setting), is used for the normal working of the device.
➤ The second, with Dip1 in On position, is used for upload the Project/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).
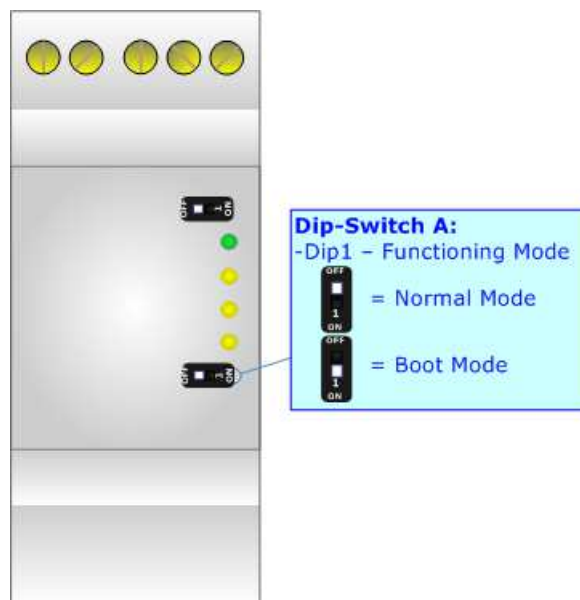
LEDS:

The device has got five 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: OPC UA comm. (yellow)	**Flashing:** OPC UA response **OFF:** No OPC UA response	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
3: CANopen comm. (yellow)	**Flashing:** CANopen message **OFF:** No CANopen message	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
4: Error state (yellow)	**ON:** At least one OPC UA Server is disconnected **OFF:** all OPC UA Servers are connected	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
5: Link Ethernet (green)	**ON:** Ethernet cable connected **OFF:** Ethernet cable disconnected	**ON:** Ethernet cable connected **OFF:** Ethernet cable disconnected
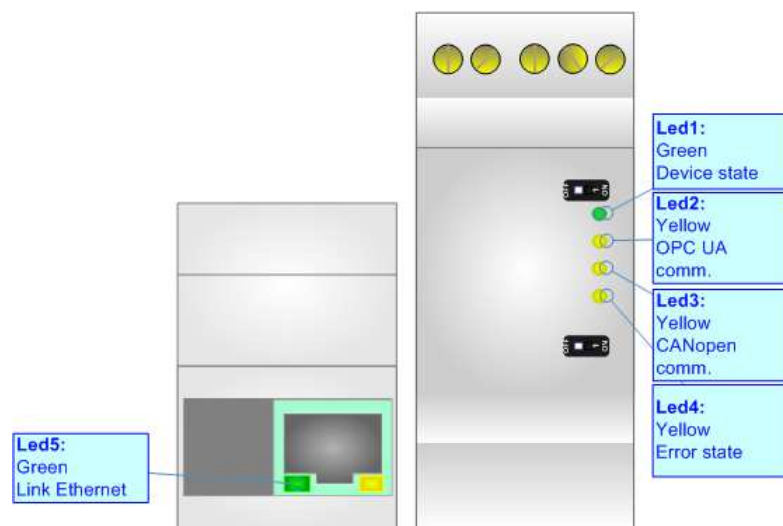
CAN:

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

Connector4:
CAN port

Hi = High wire
Shl = Shield* (to Isolated Ground)
Lo = Low wire

lo Shl Hi

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

ETHERNET:

The Ethernet connection must be made using Connector3 of HD67B13-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.

Connector3:
Ethernet Port
(RJ45 Plug)
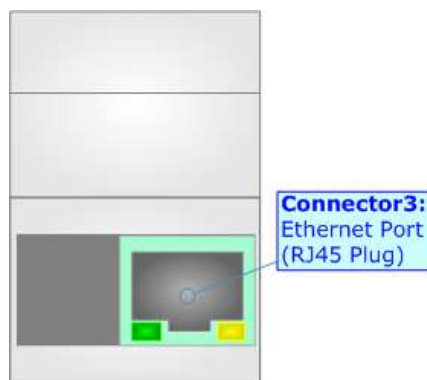
USE OF COMPOSITOR SW67B13:

To configure the Converter, use the available software that runs with Windows called SW67B13. 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, 10; 32/64bit).

When launching the SW67B13, the window below appears (Fig. 2).

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

Figure 2: Main window for SW67B13

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 "OPC UA Client / CANopen - 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.
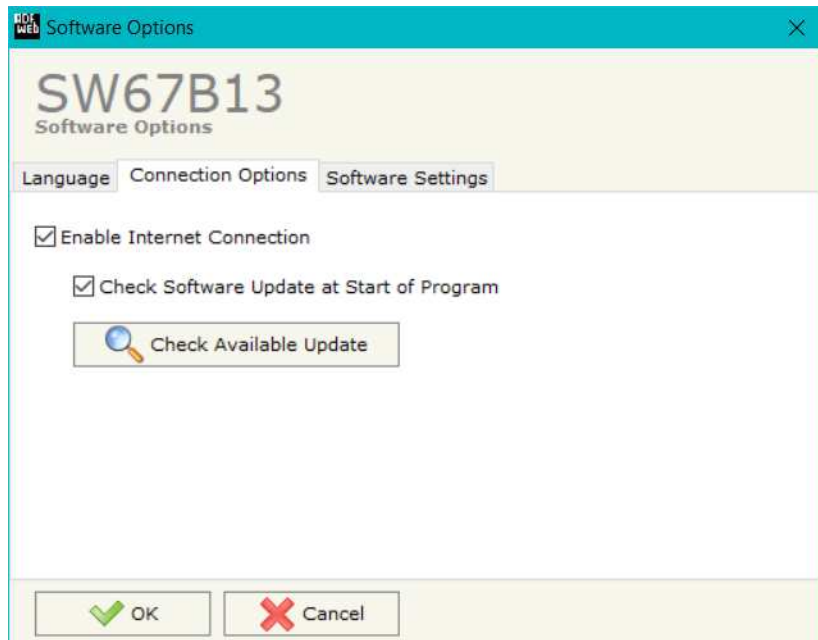
In the section "Connection Options", it is possible to check if there are some updatings of the software compositor in ADFweb.com website.

Checking the option "**Check Software Update at Start of Program**", the SW67B13 check automatically if there are updatings when it is launched.

Software Options

SW67B13

Software Options

Language | Connection Options | Software Settings

☐ Jump into next field in the tables by pressing the Enter Key

☐ Enable Auto Size of Table Columns by Double Click

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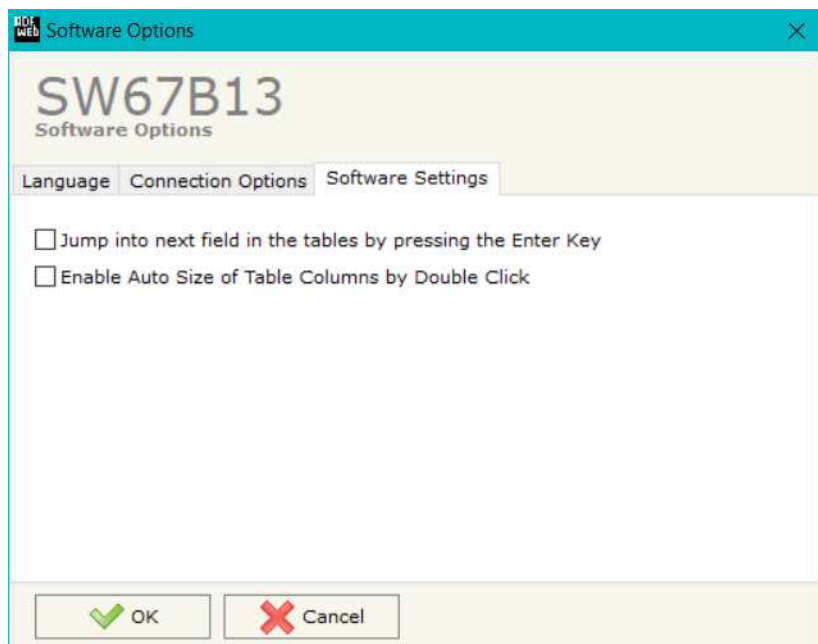
In the section "Software Settings", it is possible to enable/disable some keyboard's commands for an easier navigation inside the tables contained in the different sections of the software.

SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, OPC UA Client and CANopen.

By Pressing the "**Set Communication**" button from the main window for SW67B13 (Fig. 2) the window "Set Communication" appears (Fig. 3a).

The means of the fields for "OPC UA Client" are:

➔ In the field "**IP Address**" the IP address for OPC UA side of the converter is defined;
➔ In the field "**SubNet Mask**" the SubNet Mask for OPC UA side of the converter is defined;
➔ In the field "**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 field "**DNS**" the IP Address of the DNS server is defined. This feature can be enabled or disabled pressing the Check Box field.

The means of the fields for "CANopen" are:

➔ In the field "**Device ID**" the ID for the CANopen side is defined;
➔ In the field "**Baudrate**" the baudrate for the CANopen is defined;
➔ In the field "**Set Operational State at Start-up**" the state of the CANopen is defined. I.e. if it is checked the board starts in Operational State, else it starts in Pre-Operational;
➔ In the field "**Network Start at Start-up**" the state of the network CANopen is defined. I.e. if it is checked the board sends a command to set the Operational State for all the devices present in the network;
➔ In the field "**Delay**" the delay before sending the network start command for the CANopen is defined;
➔ If the field "**SDO Client TimeOut (1/10 ms)**" the timeout for the SDO requests is defined. It is the maximum time that the device attends for the answer from the Slave interrogated.
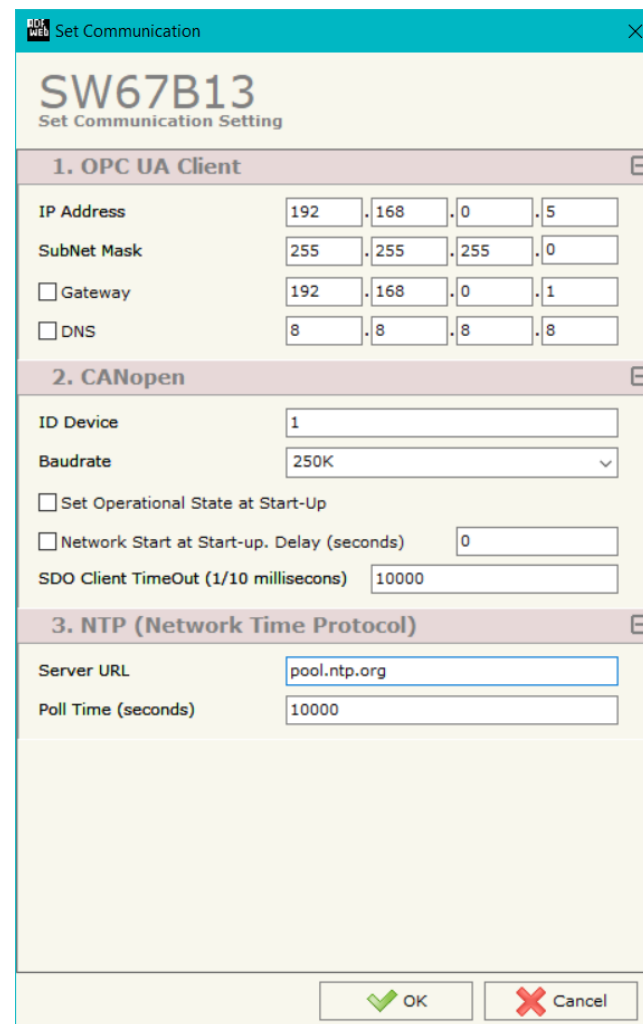

Figure 3: "Set Communication" window

The means of the fields for "NTP (Network Time Protocol)" are:

⮞ In the field "**Server URL**" the URL or the IP Address of the NTP Server is defined;

⮞ In the field "**Poll Time (seconds)**" the polling time for the time synchronization is defined.

OPC UA ACCESS:

By Pressing the "**OPC UA Client Access**" button from the main window for SW67B13 (Fig. 2) the window "OPC UA Client Access" appears (Fig. 4).
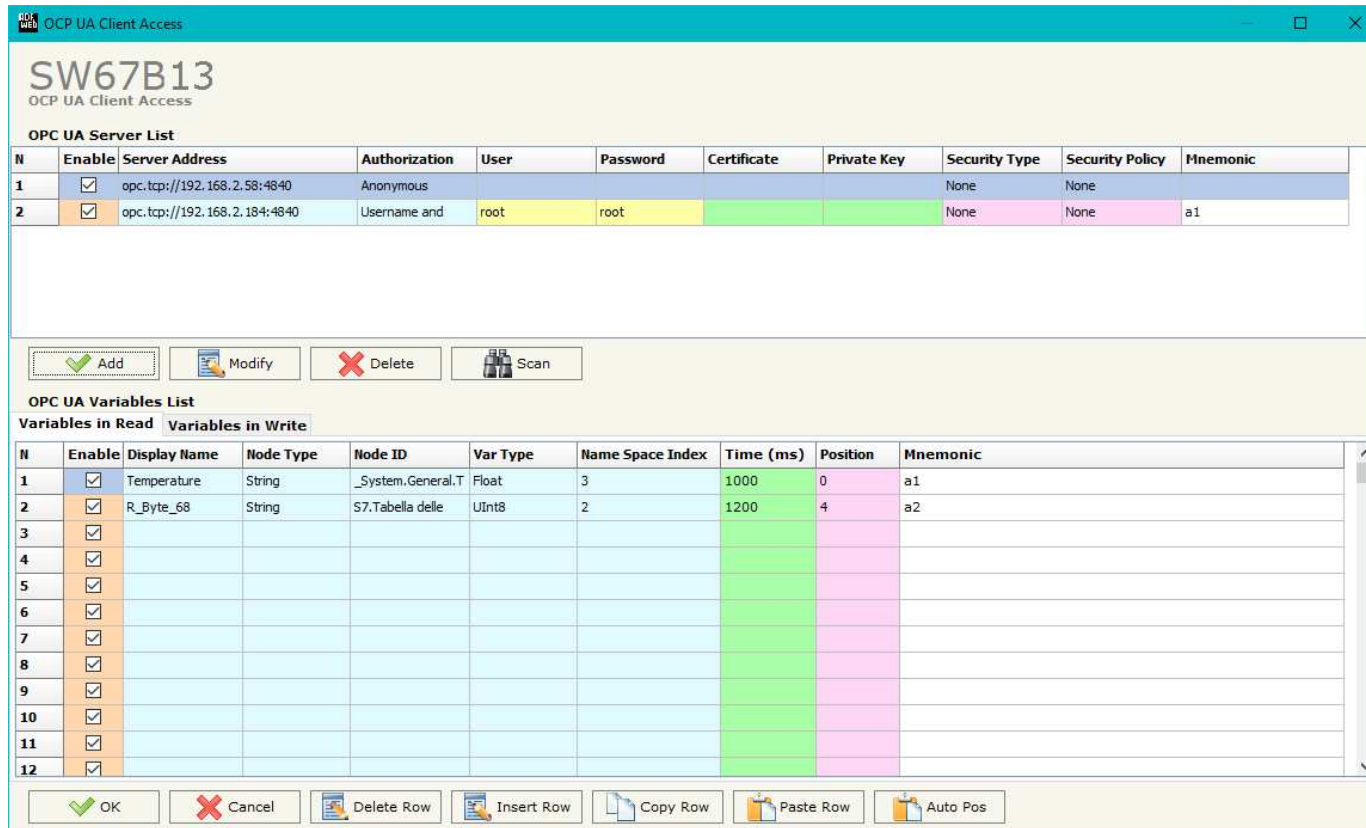This section is used to define the list of the OPC UA Servers to read/write on CANopen side.

Figure 4: "OPC UA Client Access" window

By clicking on "**Add**", it is possible to add a new OPC UA Server inserting its characteristics (Server Address, Authorization, Security Type…). The window "Add OPC UA Server" appears (Fig. 5). By clicking on "**Modify**", it is possible to change these characteristics for the selected Server. The window "Modify OPC UA Server" appears (Fig. 6).

Figure 5: "Add OPC UA Server"

Figure 6: "Modify OPC UA Server"

By clicking on "**Scan**", it is possible to get the list of available variables from the selected Server. The window "Scan Server OPC UA" appears (Fig. 7).
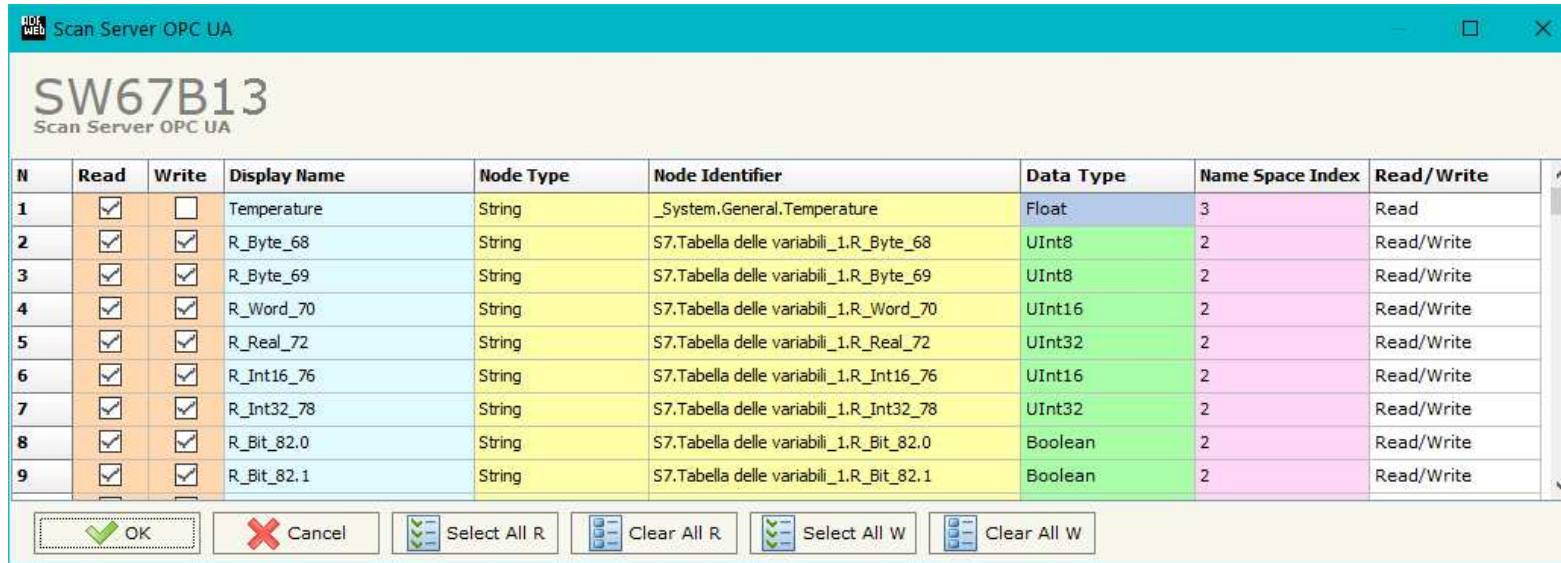
Figure 7: "Scan Server OPC UA" window

The means of the checkboxes inside the table are:

   ➔ If the field "**Read**" is checked, the variable can be read;
   ➔ If the field "**Write**" is checked, the variable can be written.

 Note:
For each variable, it is possible to uncheck these fields and the variable will not be used in read/write.

After the scan, the selected variables will appear in "Variables in Read" and/or "Variables in Write" sections, in the lower part of the window "OPC UA Client Access" (Fig. 4).
The "Variables in Read" section is used to define the OPC UA variables to read on CANopen side (Fig. 8).

Figure 8: "Variables in Read" section

The means of the fields are:

- If the field "**Enable**" is checked, the OPC UA variable is enabled;
- In the field "**Display name**" the name of the OPC UA variable is defined;
- In the field "**Node Type** " the type of the OPC UA node, which includes the variable, is defined;
- In the field "**Node ID**" the name of the OPC UA node, which includes the variable, is defined;
- In the field "**Var Type**" the data format of the OPC UA variable is defined;
- In the field "**Name Space Index**" the Name Space Index of the node, which includes the variable, is defined;
- In the field "**Time (ms)**" the delay in ms between two readings of the variable is defined;
- In the field "**Position**" the starting byte of the internal memory arrays where saving the value is defined;
- In the field "**Mnemonic**" a description of the variable is defined.

The "Variables in Write" section is used to define the OPC UA variables to write from CANopen side (Fig. 9).

Figure 9: "Variables in Write" section

In "Variables in Write" section (Fig. 8), the means of the fields are:

- If the field "**Enable**" is checked, the OPC UA variable is enabled;
- In the field "**Display name**" the name of the OPC UA variable is defined;
- In the field "**Node Type** " the type of the OPC UA node, which includes the variable, is defined;
- In the field "**Node ID**" the name of the OPC UA node, which includes the variable, is defined;
- In the field "**Var Type**" the data format of the OPC UA variable is defined;
- In the field "**Name Space Index**" the Name Space Index of the node, which includes the variable, is defined;
- If the field "**On Change**" is checked, the OPC UA variable is sent when the data on CANopen changes the value;
- If the field "**On CMD**" is checked, the OPC UA variable is sent when a CANopen message is received;
- If the field "**On Timer**" is checked, the OPC UA variable is sent cyclically;
- In the field "**Time (ms)**" the delay in ms between two writings of the variable is defined (if "On Timer" is checked);

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- In the field "**Position**" the starting byte of the internal memory arrays where getting the value is defined;
- In the field "**Mnemonic**" a description of the variable is defined.

Note:
By clicking on "**Auto Pos**", the position of the internal memory arrays where saving/getting the value of variable is automatically calculated.

Note:
A variable can be added manually in "Variables in Read" and/or "Variables in Write" sections without scanning the OPC UA Server.

SET SDO SERVER:

By pressing the "**Set SDO Server**" button from the main window for SW67B13 (Fig. 2) the window "Set SDO Server Access" appears (Fig. 10).

This window is made to create the SDO in read or write in the CANopen side and to indicate which byte are associated to these SDOs.

It is divided in two parts, the "SDO in Read" and the "SDO in Write".
The first part is used to read, using the SDO, the data arrived from OPC UA side. The second is used to write, using SDO, the data that will be sent to OPC UA side.

The data of the columns have the following meanings:

→ In the field "**Index**" the address of the SDO Object is defined;
→ In the field "**SubIndex**" the second address of the SDO Object is defined;
→ If the field "**N Byte**" the dimension of the SDO is defined (it can be 1, 2 or 4);
→ In the field "**Address Byte1**" insert the byte of the internal memory array where reading/writing the 1st byte of the SDO;
→ In the field "**Address Byte2**" insert the byte of the internal memory array where reading/writing the 2nd byte of the SDO (only if N Byte is 2 or 4);
→ In the field "**Address Byte3**" insert the byte of the internal memory array where reading/writing the 3rd byte of the SDO (only if N Byte is 4);
→ In the field "**Address Byte4**" insert the byte of the internal memory array where reading/writing the 4th byte of the SDO (only if N Byte is 4);
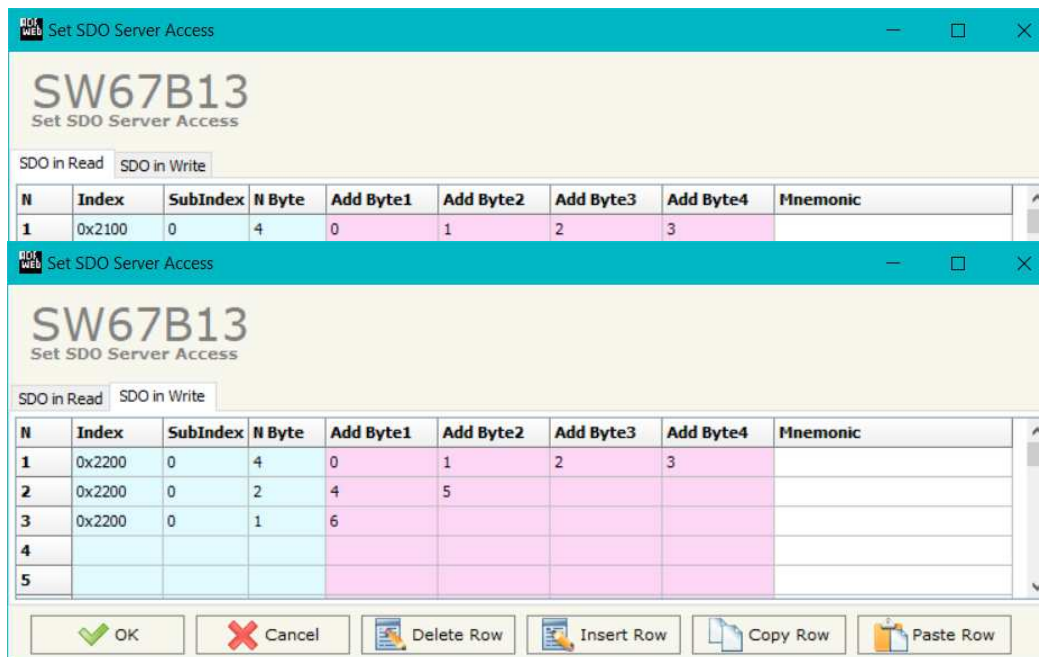→ In the field "**Mnemonic**" the description for the SDO is defined.

Figure 10: "Set SDO Server Access" window
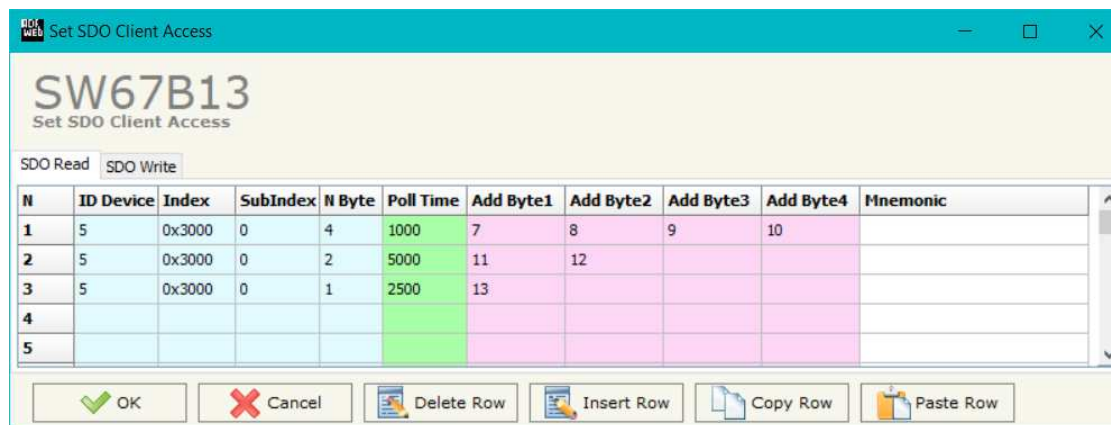
SET SDO CLIENT:

By pressing the "**Set SDO Client**" button from the main window for SW67B13 (Fig. 2) the window "Set SDO Client Access" appears (Fig. 11a and 11b).

With the SDO Client the HD67B13 can read and/or write the data from/to others devices connected in the CANopen network.

It is divided in two parts, the " SDO Read" and the "SDO Write". The first part is used to read, using the SDO, the data in another device and then put this data in the internal memory array. The second part is used to write, using the SDO, the data present in the internal memory array to others CANopen devices.

The meaning of the columns in the "SDO Read" are:

<img> **Figure:** (on the right)

The meaning of the columns in the "SDO Read" are:

- In the field "**Device ID**" the ID of the device to read is defined;
- In the field "**Index**" the address of the SDO to read is defined;
- In the field "**SubIndex**" the second address of the SDO to read is defined;
- In the field "**N Byte**" the dimension of the SDO to read is defined (it can be 1, 2, or 4);
- In the field "**Poll Time**" the cyclic time of the request is defined;
- In the field "**Address Byte1**" the byte of the internal memory array where coping the 1st byte of the SDO read is defined;

Figure 11a: "Set SDO Client Access – SDO Read" window

- In the field "**Address Byte2**" the byte of the internal memory array where coping the 2nd byte of the SDO read is defined (only if N Byte is 2 or 4);
- In the field "**Address Byte3**" the byte of the internal memory array where coping the 3rd byte of the SDO read is defined (only if N Byte is 4);
- In the field "**Address Byte4**" the byte of the internal memory array where coping the 4th byte of the SDO read is defined (only if N Byte is 4);
- In the field "**Mnemonic**" the description for the SDO is defined.

The meaning of the columns in the "SDO Write" are:

→ In the field "**Device ID**" the ID of the device to write is defined;

→ In the field "**Index**" the address for the SDO to write is defined;

→ In the field "**SubIndex**" the second address for the SDO to write is defined;

→ In the field "**N Byte**" the dimension of the SDO to write is defined (it can be 1, 2, or 4);

→ In the field "**Poll Time**" the time to make the request is defined;

→ If the field "**On Change**" is checked, the converter sends the writing request when the data from OPC UA side changes;

Figure 11b: "Set SDO Client Access – SDO Write" window

→ In the field "**Address Byte1**" the byte of the internal memory array where taking the 1st byte of the SDO write is defined;

→ In the field "**Address Byte2**" the byte of the internal memory array where taking the 2nd byte of the SDO write is defined (only if N Byte is 2 or 4);

→ In the field "**Address Byte3**" the byte of the internal memory array where taking the 3rd byte of the SDO write is defined (only if N Byte is 4);

→ In the field "**Address Byte4**" the byte of the internal memory array where taking the 4th byte of the SDO write is defined (only if N Byte is 4);

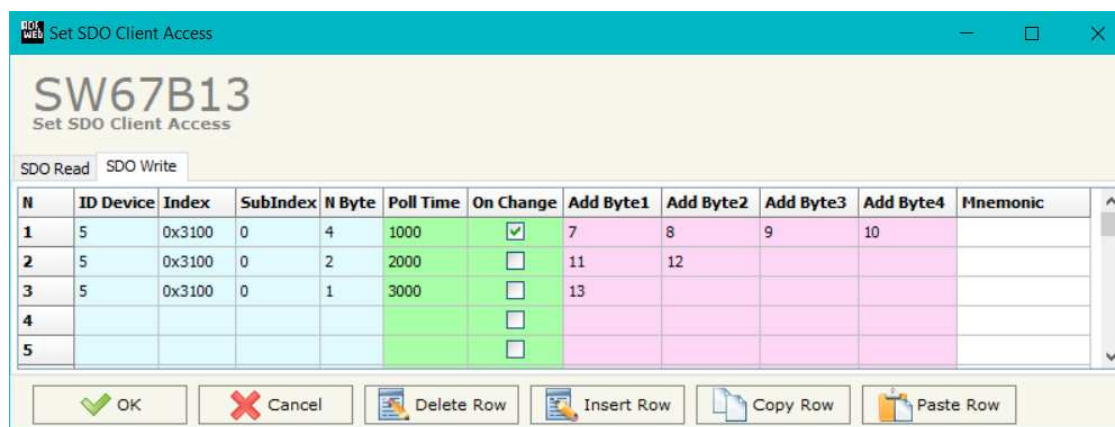→ In the field "**Mnemonic**" the description for the SDO is defined.

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SET PDO ACCESS:

By pressing the "**Set PDO Access**" button from the main window for SW67B13 (Fig. 2) the window "Set PDO Access" appears (Fig. 12a and 12b).
This window is used to create the Receive and the Transmit PDOs in the CANopen side and to indicate which bytes of internal memory array are associated to these PDOs.

It is divided in two parts, the "Receive PDO" and the "Transmit PDO". The first part is used to receive PDO from the CANopen network and copy the data in the internal memory array. The second part is used to transmit PDO in the CANopen network with the data of internal memory array.

The meaning of the columns in the "Receive PDO" are:

N	COB-ID	Dimension	Add B1	Add B2	Add B3	Add B4	Add B5	Add B6	Add B7	Add B8	TimeOut	Mnemonic
1	0x181	8	14	15	16	17	18	19	20	21	10000	
2	0x182	4	22	23	24	25					0	
3												
4												
5												

Figure 12a: "Set PDO Access – Receive PDO" window

- In the field "**Cob-ID**" the COB-ID for the PDO is defined;

- In the field "**Dimension**" the dimension of the PDO is defined (it can be between 1 and 8 bytes);

- In the field "**Add B1**" the byte of the internal memory array where coping the 1st byte of the RPDO is defined;
- In the field "**Add B2**" the byte of the internal memory array where coping the 2nd byte of the RPDO is defined;
- In the field "**Add B3**" the byte of the internal memory array where coping the 3rd byte of the RPDO is defined;
- In the field "**Add B4**" the byte of the internal memory array where coping the 4th byte of the RPDO is defined;
- In the field "**Add B5**" the byte of the internal memory array where coping the 5th byte of the RPDO is defined;
- In the field "**Add B6**" the byte of the internal memory array where coping the 6th byte of the RPDO is defined;
- In the field "**Add B7**" the byte of the internal memory array where coping the 7th byte of the RPDO is defined;
- In the field "**Add B8**" the byte of the internal memory array where coping the 8th byte of the RPDO is defined;
- In the field "**TimeOut**" the timeout is defined. It is used to put to 0 the data into the internal memory array if the PDO doesn't arrive in the defined time. If the value in this field is '0', the function is not used;
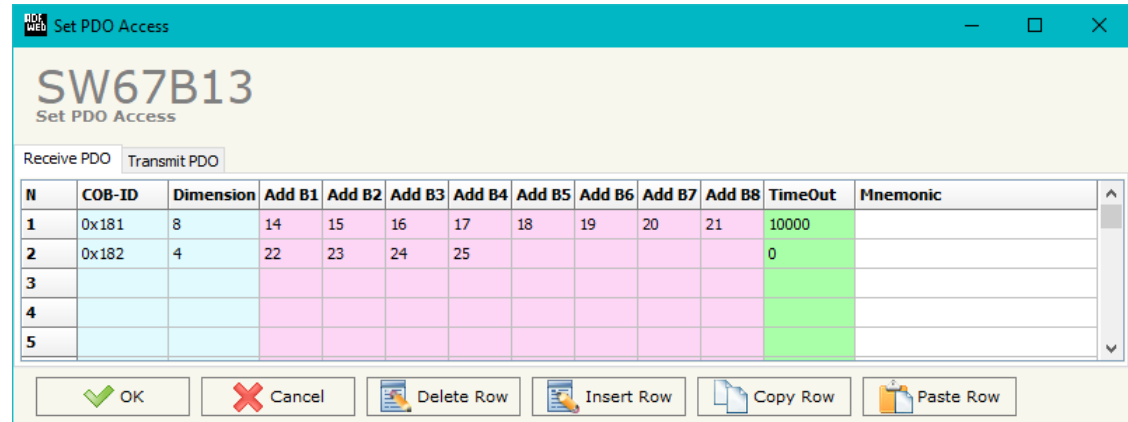- In the field "**Mnemonic**" the description for the PDO is defined.

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The meaning of the columns in the "Transmit PDO" are:

- In the field "**Cob-ID**" the COB-ID for the PDO is defined;
- In the Field "**Dimension**" the dimension of the PDO is defined (it can be between 1 and 8 bytes);
- In the field "**Add B1**" the byte of the internal memory array where taking the 1st byte of the RPDO is defined;
- In the field "**Add B2**" the byte of the internal memory array where taking the 2nd byte of the RPDO is defined;
- In the field "**Add B3**" the byte of the internal memory array where taking the 3rd byte of the RPDO is defined;

Figure 12b: "Set PDO Access – Transmit PDO" window

- In the field "**Add B4**" the byte of the internal memory array where taking the 4th byte of the RPDO is defined;
- In the field "**Add B5**" the byte of the internal memory array where taking the 5th byte of the RPDO is defined;
- In the field "**Add B6**" the byte of the internal memory array where taking the 6th byte of the RPDO is defined;
- In the field "**Add B7**" the byte of the internal memory array where taking the 7th byte of the RPDO is defined;
- In the field "**Add B8**" the byte of the internal memory array where taking the 8th byte of the RPDO is defined;
- In the field "**Send Time** " the interval used to send the PDO is defined. The time is in milliseconds;
- If the field "**On Change**" is checked, the gateway sends the Transmit PDO when the data from OPC UA change the value;
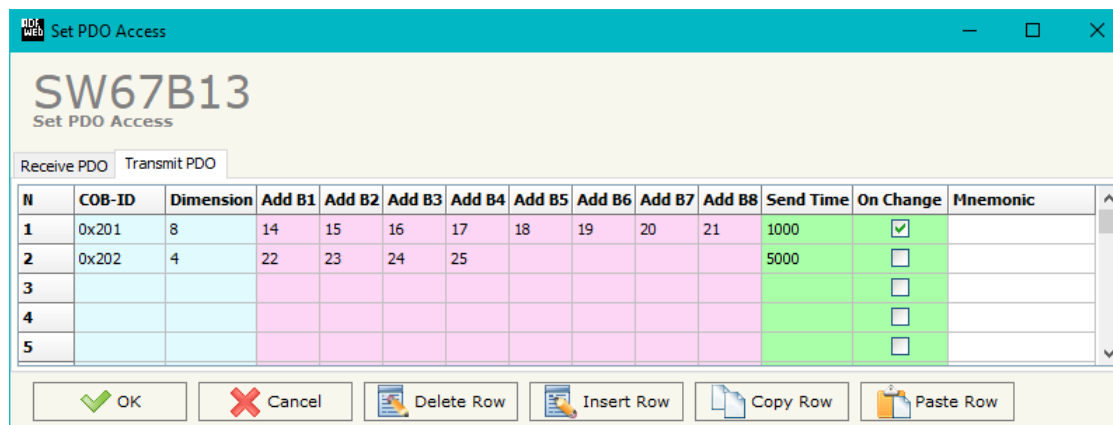- In the field "**Mnemonic**" the description for the PDO is defined.

EDS FILE:

By Pressing the "**EDS File**" button from the main window for SW67B13 (Fig. 2) it is possible to generate the EDS file to be imported into the CANopen Client.

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.

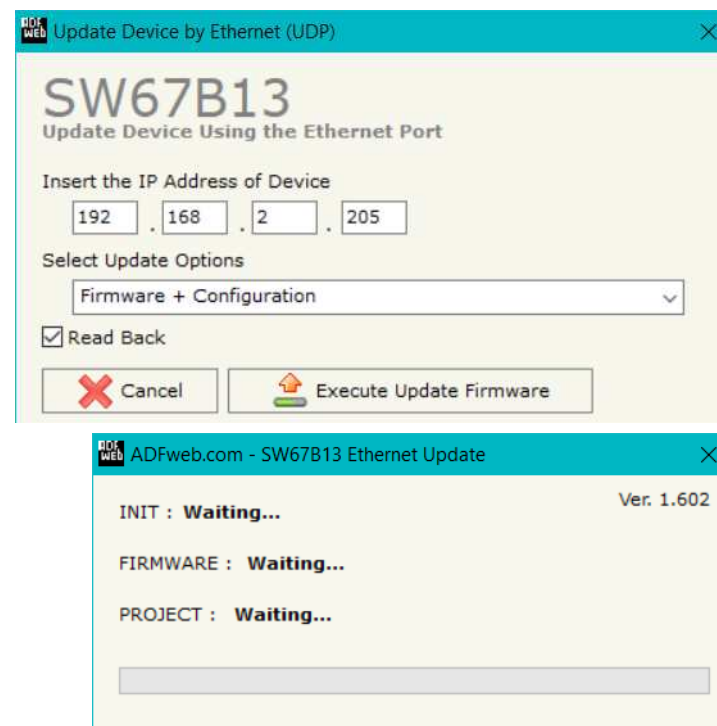At this point the configuration/firmware on the device is correctly updated.

Figure 13: "Update device" windows

Note:
When you receive the device, for the first time, you also have to update the Firmware in the HD67B13 device.

Warning:
If Fig. 14 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.
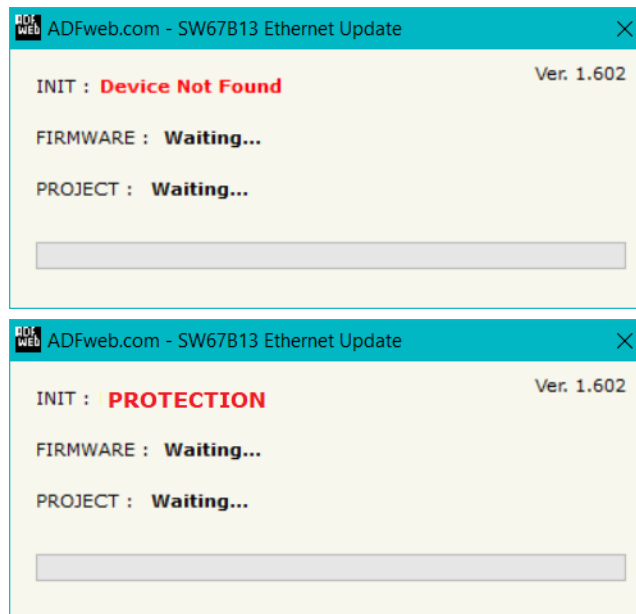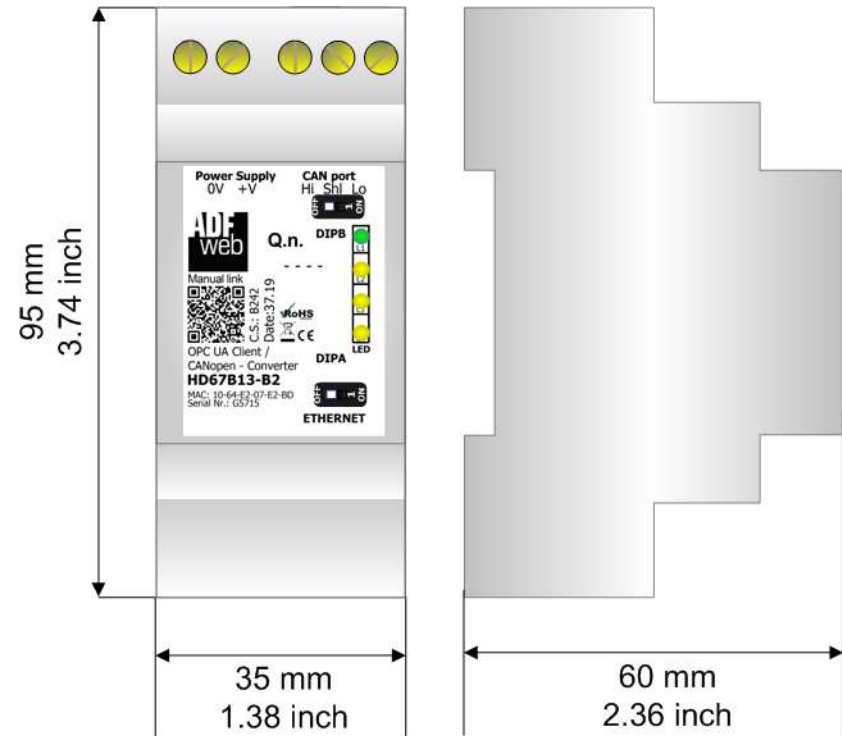
Figure 14: "Error" window

Warning:
In the case of HD67B13 you have to use the software "SW67B13": www.adfweb.com\download\filefold\SW67B13.zip.

MECHANICAL DIMENSIONS:

Figure 15: Mechanical dimensions scheme for HD67B13-B2

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ORDERING INFORMATIONS:

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

HD67B13 – B 2

Connectors Type
2: Fixed Screw Terminal

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

Device Family
HD67B13: OPC UA Client / CANopen - Converter
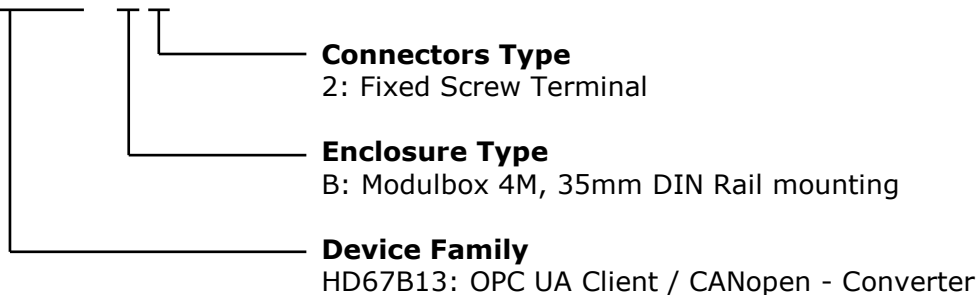
Order Code: **HD67B13-B2**   **-**   OPC UA Client / CANopen - Converter

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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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.

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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 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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