

User Manual

Revision 1.002
English

Gateway CAN from/to Modbus Master

(Order Code: HD67411-Exx-xxx)

for Website information:

www.adfweb.com?Product=HD67411

for Price information:

www.adfweb.com?Price=HD67411-E4V

www.adfweb.com?Price=HD67411-E7V

www.adfweb.com?Price=HD67411-E4R

www.adfweb.com?Price=HD67411-E7R

Benefits and Main Features:

- ▶ Easy to configure
- ▶ Metal enclosure with fixing lugs
- ▶ Varnished / Resined (optionally)
- ▶ Wide supply input range
- ▶ Triple isolation
- ▶ Industrial temperature range:
-40°C / 105°C (-22°F / 158°F)



Similar
Products



For other Gateways / Bridges:

CAN from/to Modbus

See also the following links:

www.adfweb.com?product=HD67012

(Modbus RTU Slave)

www.adfweb.com?product=HD67514

(Modbus TCP Master)

www.adfweb.com?product=HD67515

(Modbus TCP Slave)

CANopen from/to Modbus

See also the following links:

www.adfweb.com?product=HD67001

(Modbus RTU Master)

www.adfweb.com?product=HD67502

(Modbus RTU Slave)

www.adfweb.com?product=HD67504

(Modbus TCP Master)

www.adfweb.com?product=HD67505

(Modbus TCP Slave)

Do you have an your customer protocol?

See the following links:

www.adfweb.com?Product=HD67003

Do you need to choose a device? do you want help?

Ask it to the following link:

www.adfweb.com?Cmd=helpme

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UPDATED DOCUMENTATION:

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

- Updated
- Related to the product you own

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

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

To obtain the updated documentation for the product that you own, note the "Document Code" (Abbreviated written "Doc. Code" on the label on the product) and download the updated from our web site www.adfweb.com/download/

REVISION LIST:

Revision	Date	Author	Chapter	Description
1.000	11/07/2011	Fl	All	First release version
1.001	09/11/2011	Fl	All	Revision
1.002	18/04/2012	Dp	All	Revision

WARNING:

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ADFweb.com is not responsible for any error this manual may contain.

TRADEMARKS:

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CONNECTION SCHEME:

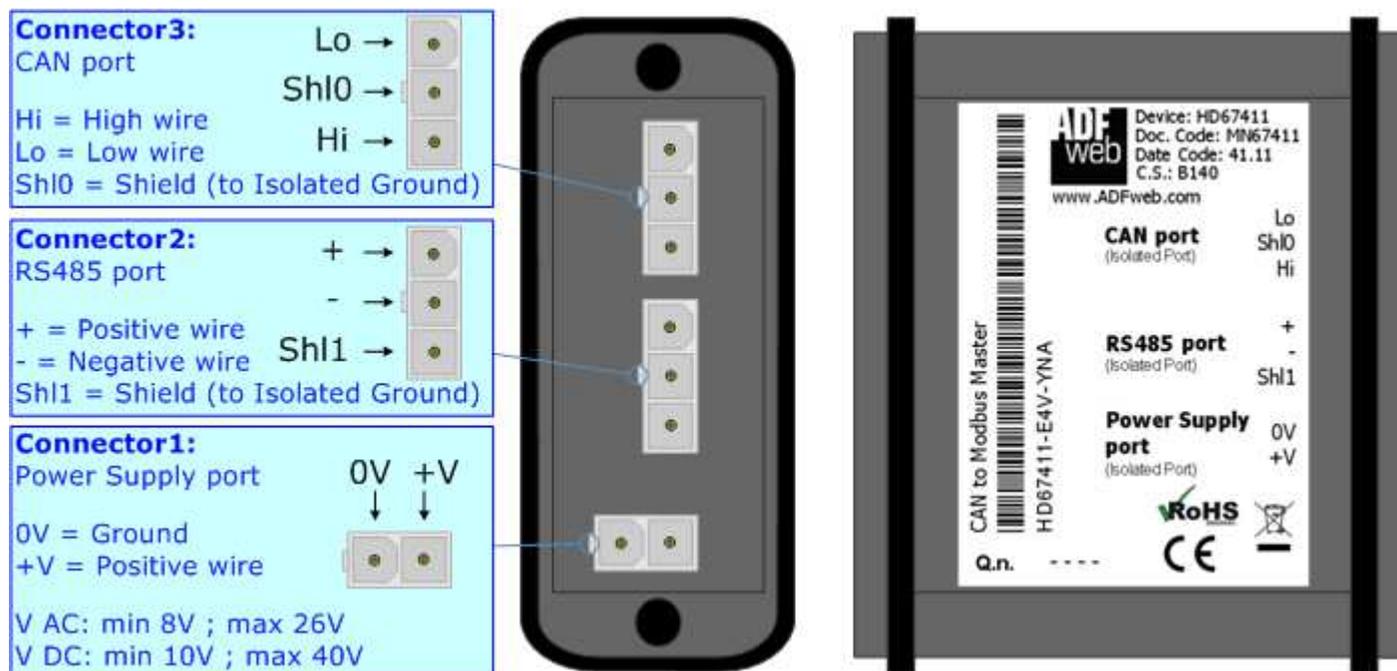


Figure 1-1: Connection scheme for HD67411-E4x-xxx

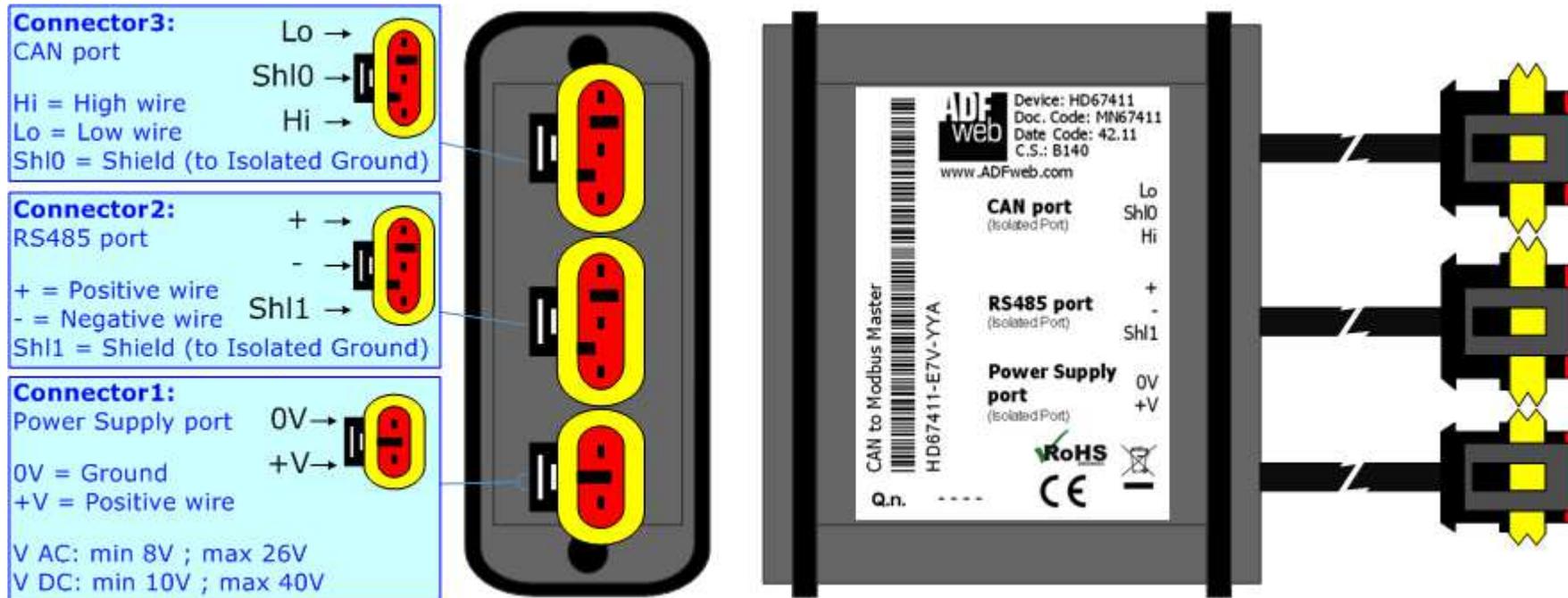


Figure 1-2: Connection scheme for HD67411-E7x-xxx

POWER SUPPLY:

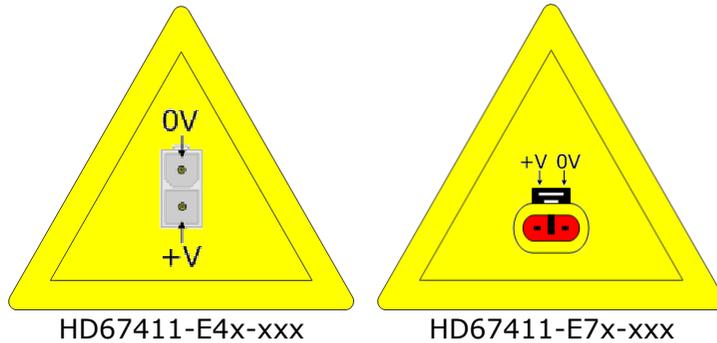
The devices can be powered between a wide range of tensions. For more details see the two tables below.

	VAC		VDC	
	Vmin	Vmax	Vmin	Vmax
HD67411-Exx-xxx	8V	26V	10V	40V

Consumption at 24V DC:

Device	W/VA
HD67411-Exx-xxx	4

Caution: Not reverse the polarity power

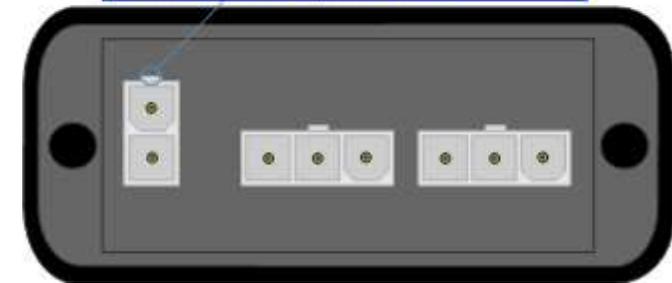


Note: It is possible to use also negative tensions. In this case the polarity must be inverted.

Connector1:
Power Supply port

0V = Ground
+V = Positive wire

V AC: min 8V ; max 26V
V DC: min 10V ; max 40V

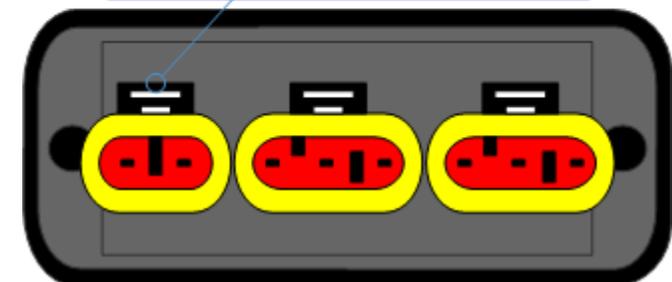


Connector1:
Power Supply port

+V 0V

0V = Ground
+V = Positive wire

V AC: min 8V ; max 26V
V DC: min 10V ; max 40V



RS485:

The connection of the RS485 in the HD670411-E4x-xxx device must be made with a 3way MiniFit Female connector. The pinout of Male MiniFit connector of the board is at right side of the page.

The connection of the RS485 in the HD670411-E7x-xxx device must be made with a AMP SuperSeal 1.5 Male connector. The pinout of Female connector of the board is at right side of the page.

The termination of RS485 line, with a 220Ω resistor, in the HD67411-Exx-xxx is made internally of the device; when the order is performed. If the device have the RS485 terminated the code is the follow: HD67411-Exx-xYx; otherwise is this other: HD67411-Exx-xNx.

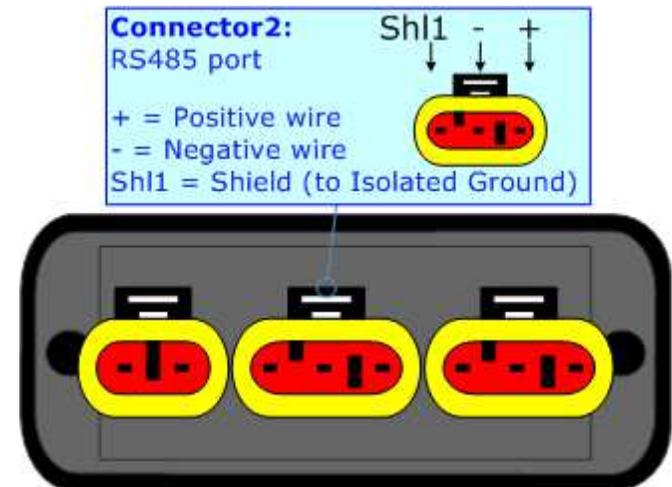
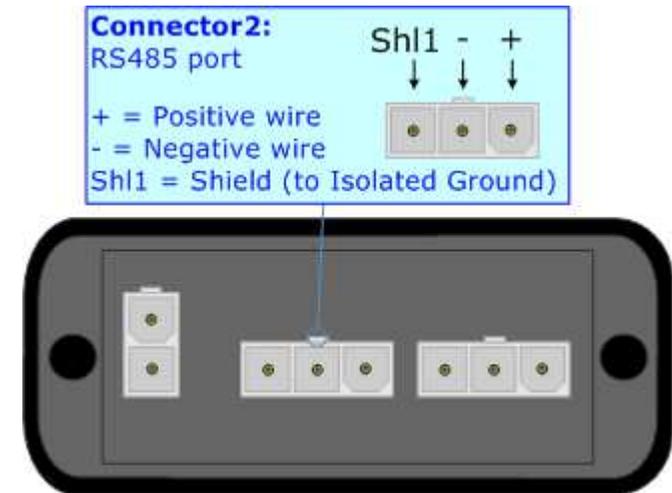
The maximum length of the cable should be 1200m (4000 feet).

Here some codes of cables:

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

Link for Mini-Fit® connectors: http://www.molex.com/molex/products/group?key=minifit_products&channel=products

Link for SuperSeal 1.5 connectors: <http://www.te.com/catalog/cinf/en/c/10876/956>



CAN:

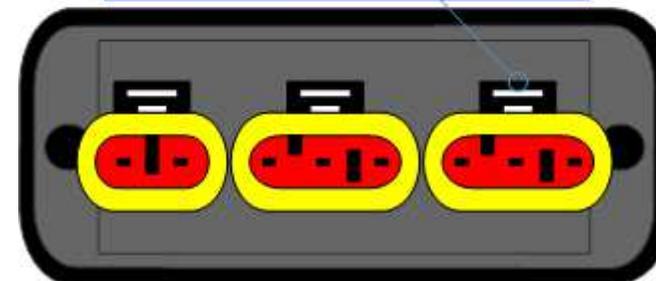
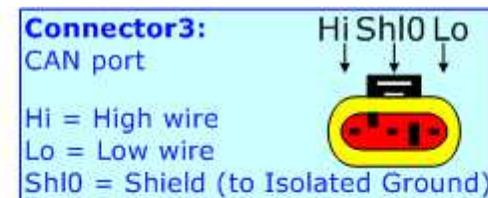
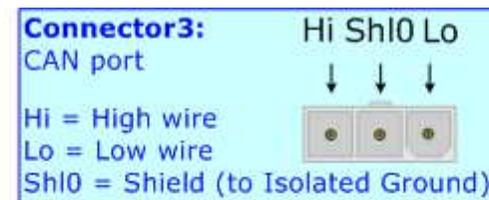
The connection of the CAN in the HD670400-E4x-xxx device must be made with a 3way MiniFit Female connector. The pinout of Male MiniFit connector of the board is at right side of the page.

The connection of the CAN in the HD670411-E7x-xxx device must be made with a AMP SuperSeal 1.5 Male connector. The pinout of Female connector of the board is at right side of the page.

The termination of CAN line, with a 120Ω resistor, in the HD67411-Exx-xxx is made internally of the device; when the order is performed. If the device have the CAN terminated the code is the follow: HD67411-Exx-Yxx; otherwise is this other: HD67411-Exx-Nxx.

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



CHARACTERISTICS:

The "CAN from/to Modbus Master" Gateway has the following characteristics:

- Two-directional information between networks CAN and Modbus;
- Metal Enclosure with four fixing lugs;
- Triple isolation between CAN - Power supply and between CAN - RS485 and between RS485 - Power supply;
- Varnished and optionally resined;
- Temperature range -40°C to 105°C.

The Gateway can be configured up to a maximum 500 CAN bus frame in reading and 500 CAN bus frame in writing.



Note:

The HD67411-E7x-xxx is furnished with 10 cm cable length.

CONFIGURATION:

The "CAN from/to Modbus Master" Gateway allows a CAN network to communicate with a Modbus network.

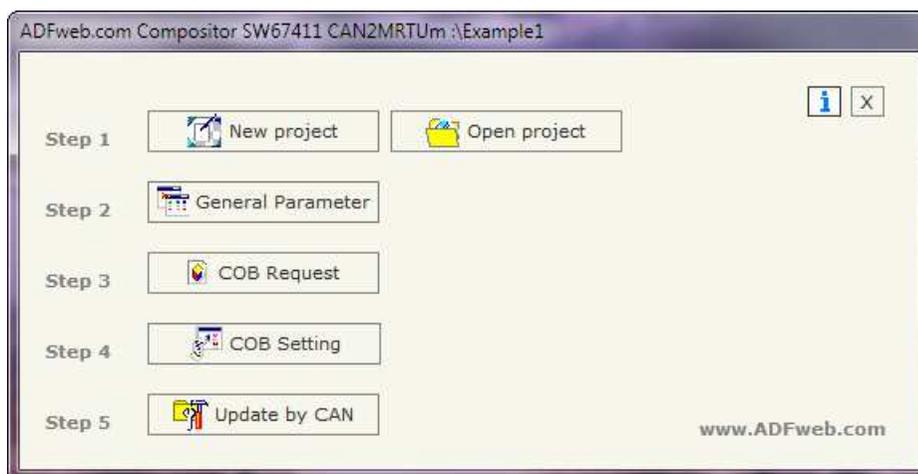
You need Compositor SW67411 software on your PC in order to perform the following:

- Define the parameters of two buses;
- Define which Modbus Registers are reading from CAN frame;
- Define which Modbus Registers are writing from CAN frame;
- Update the device.

USE OF COMPOSITOR SW67411:

To configure the "CAN from/to Modbus Master" Gateway, use the available software that runs with Windows, called SW67411. 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 (MS 2000, XP, Vista, Seven). When launching the SW67411 the right window appears (Fig. 2).

Figure 2: Main window for SW67411



NEW PROJECT / OPEN PROJECT:

The "**New Project**" button creates the folder which contains the entire device configuration. A device configuration can also be imported and exported:

- To clone the configurations of a Programmable "CAN from/to Modbus Master" Gateway 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 Project**".

When a new project is created or an existent project is open, it will be possible to access the various configuration sections of the software:

- "General parameter";
- "COB Request";
- "COB Setting".

GENERAL PARAMETER:

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

By pressing the **General Parameter** button from the main window for SW67411 (Fig. 2) the window "General Parameter" appears (Fig. 3).

The window is divided in two sections, one for the CAN and the other for the Modbus line (Serial):

- In the field **Baudrate**, the velocity of the two buses is defined;
- If the field **Enable HeartBeat** is checked, the device sends CAN messages to the network to confirm its presence;
- In the field **Time HeartBeat (ms)**, is the time between two HeartBeat messages (expressed in milliseconds);
- In the field **COB-ID HeartBeat**, the COB-ID of the HeartBeat message is defined;
- With the **2.0A (11bit)** or **2.0B (29bit)**, the Protocol of HeartBeat message is defined;
- In the field **Num Byte HeartBeat**, the number of byte for the HeartBeat Message is defined;
- In the field **Data Message HeartBeat (HEX)**, the bytes of the HeartBeat message is defined. The bytes have to be write in Hexadecimal and separated by a space (for example to insert the byte 1,2,3 and 255 the correct string is "01 02 03 FF");
- In the field **Parity** the serial parity is defined;
- **TimeOut** is the maximum time that the device attends for the answer from the Slave interrogated.
- In the field **Cyclic Delay** insert a time that pass between two Modbus request.

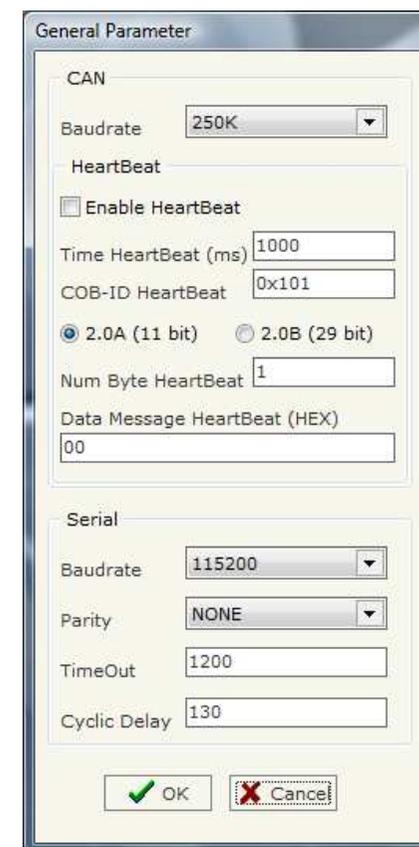


Figure 3: "General Parameter" window

COB REQUEST:

By pressing the **COB Request** button from the main window for SW67411 (Fig. 2) the window "Request" appears (Fig. 4).

The COB inserted in this table are the data read from the Modbus. These are the meanings of the various fields that composes the table:

- In the field **COB** insert the COB of the CAN frame;
- In the field **CAN Type** select the type of frame defined (CAN2.0A or CAN 2.0B);
- In the field **Address Device** insert the address of Modbus device that contains the Modbus data;
- In the field **Register Address** insert the Modbus word that contains the Modbus data;
- In the field **Type** insert the data type of Modbus Register you like to read:
 - Coil status
 - Input status
 - Holding register
 - Input register
- In the field **N° Register** insert the number of consecutive registers you configured;
- In the field **Cyclic Time** the time between two Modbus request is defined. If the value is 0, that means that the Modbus register is performed "on request"; i.e. it is necessary to send the COB without data and then the device asks the Modbus registers and gives back the values. Otherwise, if you insert a value greater than 0, if the gateway finds the Modbus Slave device, automatically sends the CAN frame to the network.
- In the field **Max Error**, is the number of errors continues that the gateway waits before suspending the poll until the next reboot. If is set to zero this function is disabled;
- In the field **Mnemonic** you can insert a brief description.



N°	COB	CAN Type	Address Device	Register Address	Type	N° Register	Cyclic Time	Max Error	Mnemonic
1	\$00000123	CAN 2.0 A (11 bits)	1	100	Holding Register	4	0	0	Tempearatu
2	\$12345678	CAN 2.0 B (29 bits)	1	200	Input Status	64	1000	0	Input
3									
4									

Figure 4: "Request" window

Examples:

1)
 In the first case of the table:
 If we want to read the 4 Holding Register at address 100 (Fig. 4) we must send a CAN bus frame with COB ID= \$0123 and without data (Fig. 5-1).
 As an answer we would have a CAN bus frame with COB ID=\$0123 and 8 bytes of data (Fig. 5-2). They are the value of the Modbus registers.

If you are using a CAN Analyzer , you can see the windows on the right: (for example you can see our CAN Analyzer at the following address:
http://www.adfweb.com/home/products/CAN_BUS_analyzers.asp)

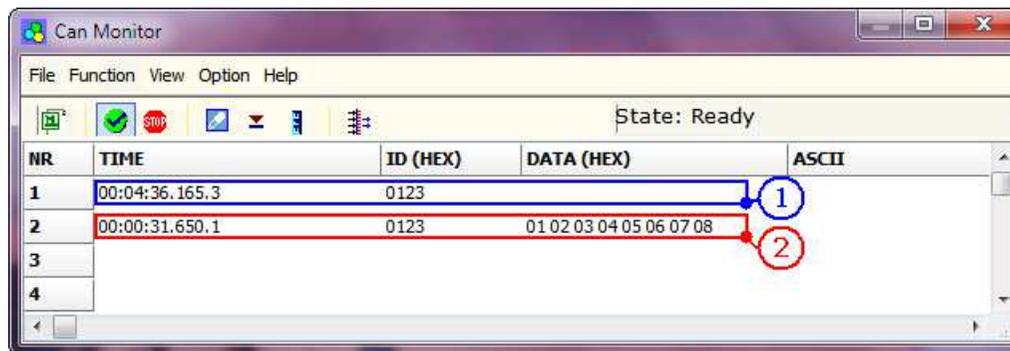


Figure 5: "Can Monitor" window for visualize the CAN frame for read request 1

2)
 In the second case of the table:
 The item has a "Cyclic Time"; so if the Gateway is able to require the data to the Slave Modbus, automatically sends the frames on CAN (Fig. 6). If the Modbus Slave isn't reachable, no frames are sent on the CAN bus network.

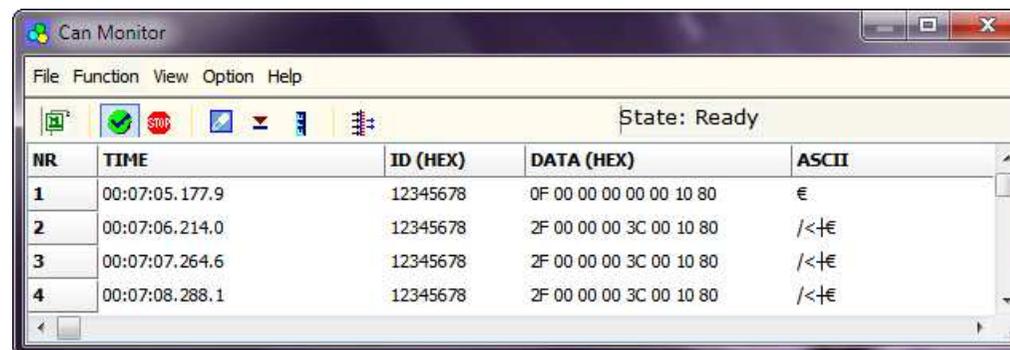


Figure 6: "Can Monitor" window for visualize the CAN frame for read request 2

COB SETTING:

By pressing the "**COB Setting**" button from the main window for SW67411 (Fig. 2) the window "Request" appears (Fig. 7).

The COB inserted in this table are the data write from the Modbus.
These are the meanings of the various fields that composes the table:

- In the field "**COB**" insert the COB of the CAN frame;
- In the field "**CAN Type**" select the type of frame defined (CAN2.0A or CAN 2.0B);
- In the field "**Address Device**" insert the address of Modbus device that contains the Modbus data;
- In the field "**Register Address**" insert the Modbus word that contains the Modbus data;
- In the field "**Type**" insert the data type of Modbus Register you like to read:
 - Coil status
 - Holding register
- In the field "**N° Register**" insert the number of consecutive registers you configured;
- In the field "**Mnemonic**" you can insert a brief description.



N°	COB	CAN Type	Address Device	Register Address	Type	N° Register	Mnemonic
1	\$00000567	CAN 2.0 A (11 bits)	2	10	Coil Status	64	Output
2	\$00023456	CAN 2.0 B (29 bits)	3	13	Holding Register	4	Set-Point
3							
4							
5							

Figure 7: "Request" window

Example:

If we want to write the 4 Holding Register at address 13 (Fig. 7) we must send a CAN frame with COB ID=023456 and 8 byte of data (Fig. 8-1); they are the values of the registers Modbus that they want to set.

If you are using a CAN Analyzer, you can see the windows below (Fig. 8) (for example you can see our CAN Analyzer at the following address:

http://www.adfweb.com/home/products/CAN_BUS_analyzers.asp)

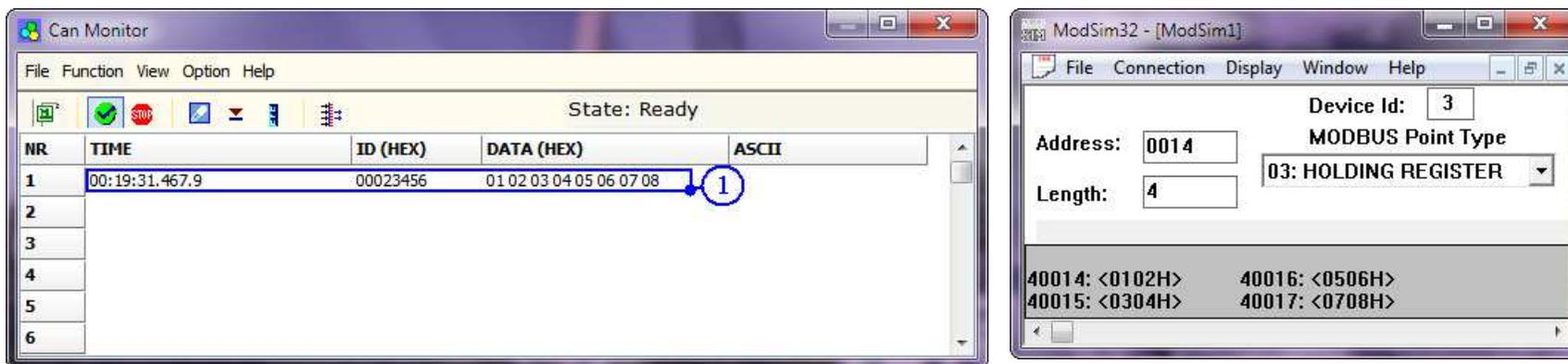


Figure 8: "Can Monitor" window for visualize the CAN frame for write request

UPDATE DEVICE:

By pressing the **Update by CAN** button from the main window for SW67411 (Fig. 2) the right window appears (Fig. 9).

Note: For updating the device you need the programmer "AC67400 - CAN Interface to configure devices".

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

- Connect the "AC67400" programmer to the PC through the USB port and connect the CAN port of the "AC67400" to the CAN port of HD67411-Exx-xxx;
- Select the **COM port** where the "AC67400" is connected (the USB port of the device is see like a COM port);
- If the BaudRate of CAN is known select it in the field "Select the BaudRate of CAN" otherwise you have to select **Search Baudrate**;
- Press the **Next** button;
- Select which operations you want to do. You can select only **Firmware**, only **Project** or both of them;
- Press the **Execute update firmware** button to start the upload;
- When all the operations are "OK" the configuration/firmware on the device is correctly updated and it is possible to disconnect the "AC67400" programmer.

Note: When you install a new version of the software it is better if the first time you do the update of the Firmware in the HD67411-Exx-xxx device.

Warning: If the Fig. 10 appears when you try to do the Update before require assistance try these points:

- Check if the serial COM port selected is the correct one;
- Check if the CAN cable is connected between the "AC67400" and the device;
- Try to repeat the operations for the updating;
- Try with another PC;
- Try to restart the PC.

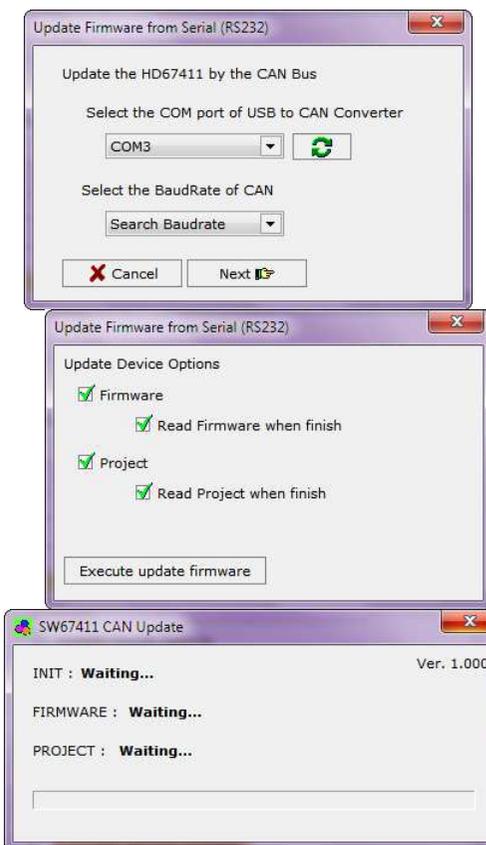
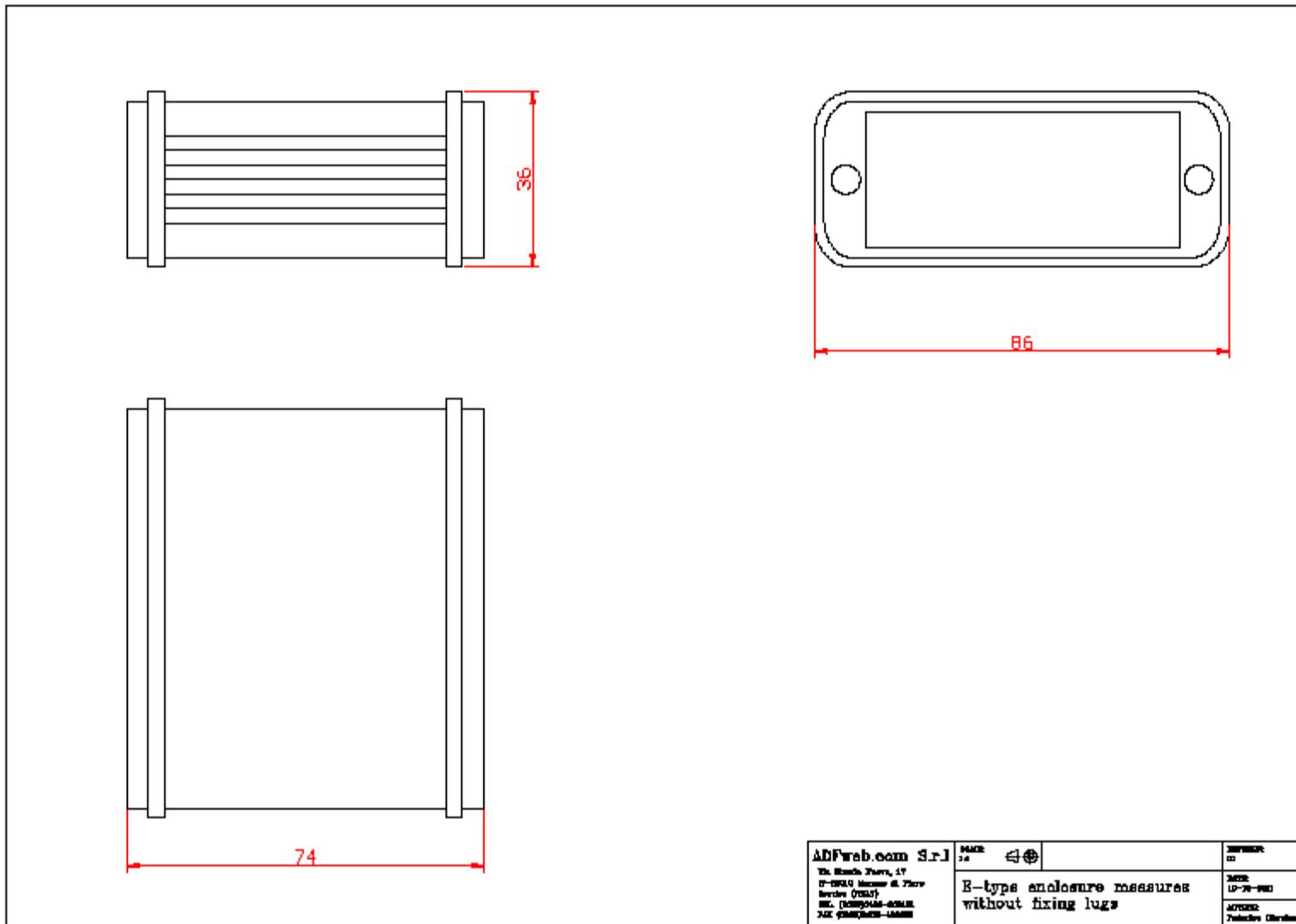


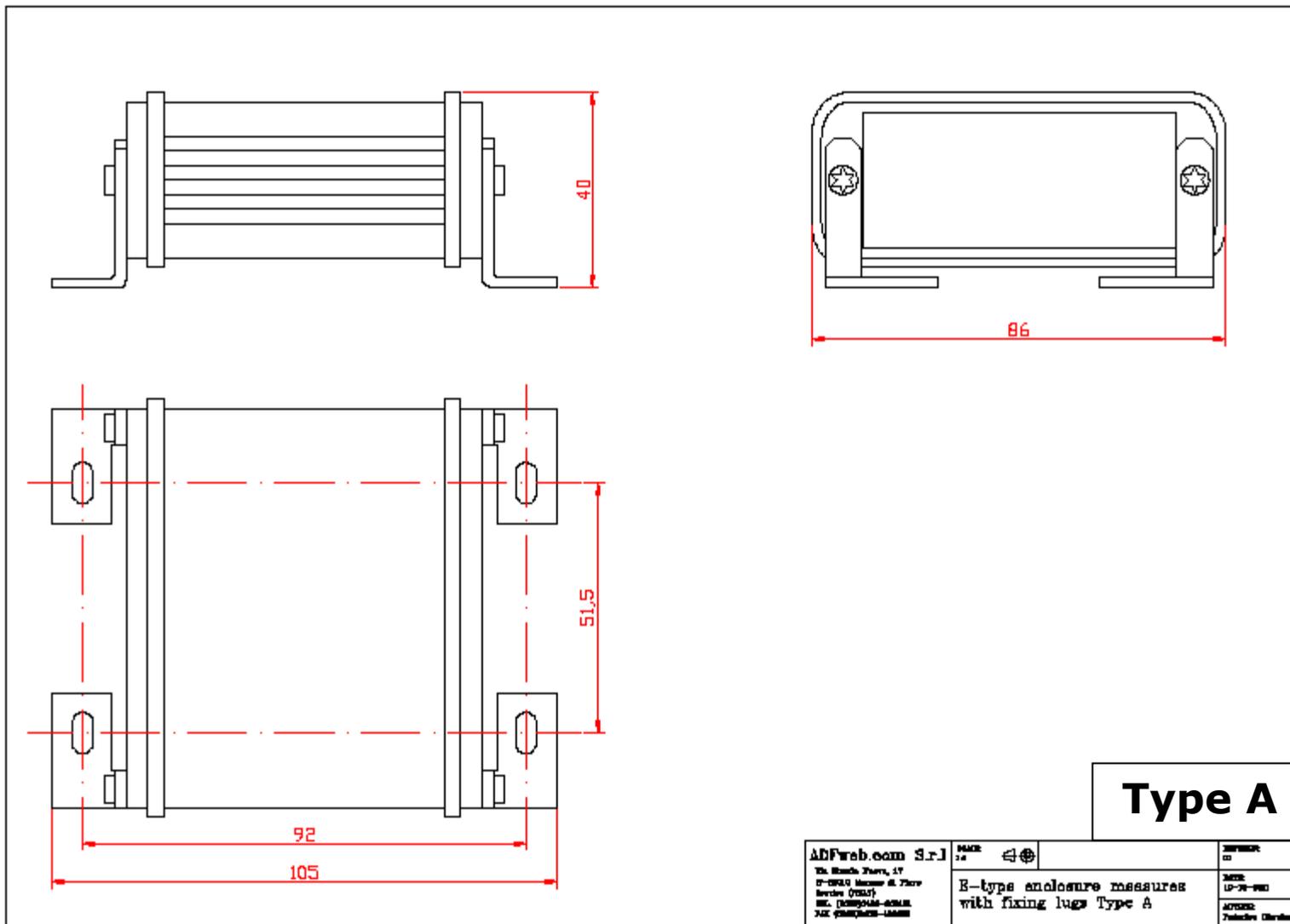
Figure 9: "Update Device" windows

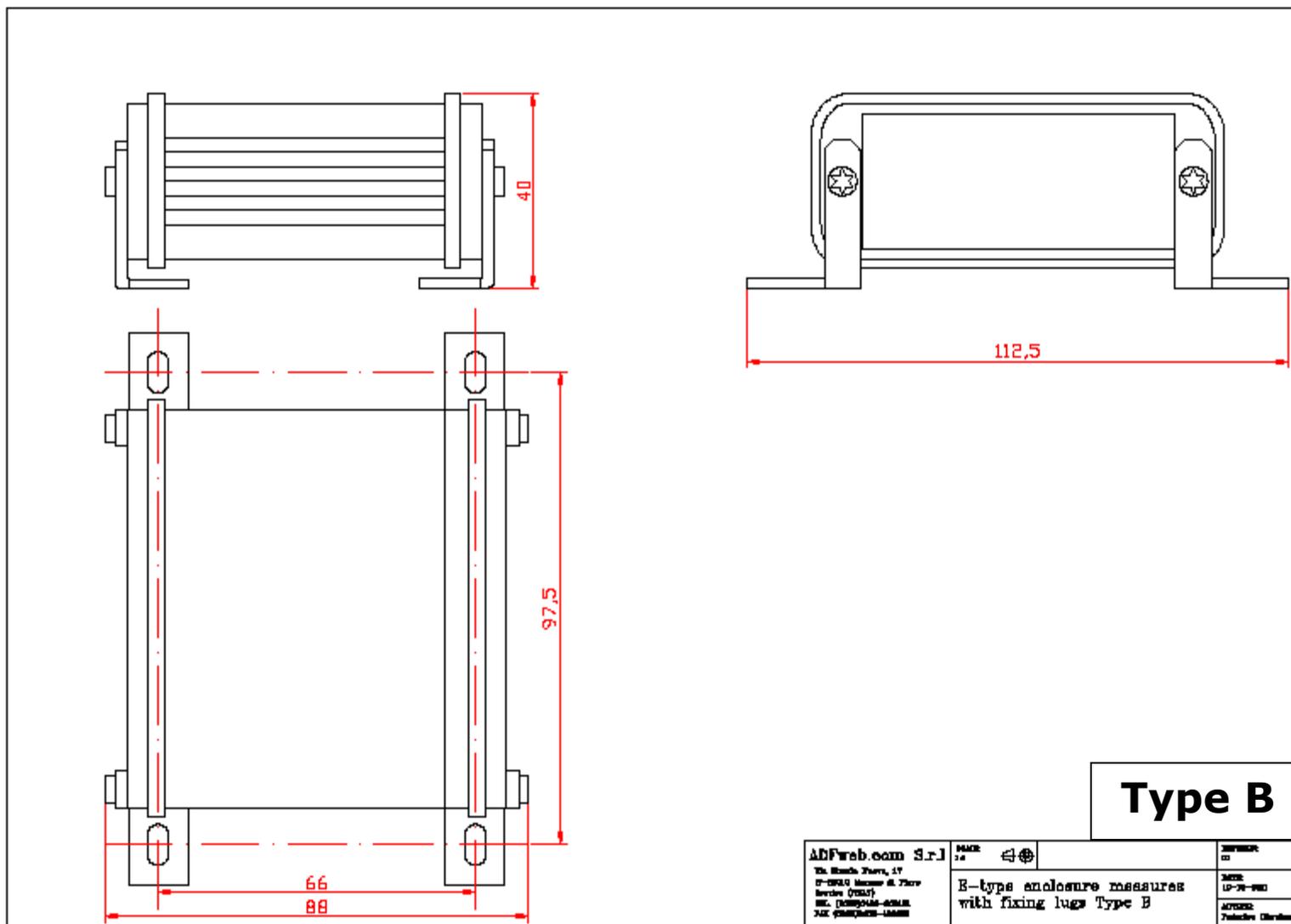


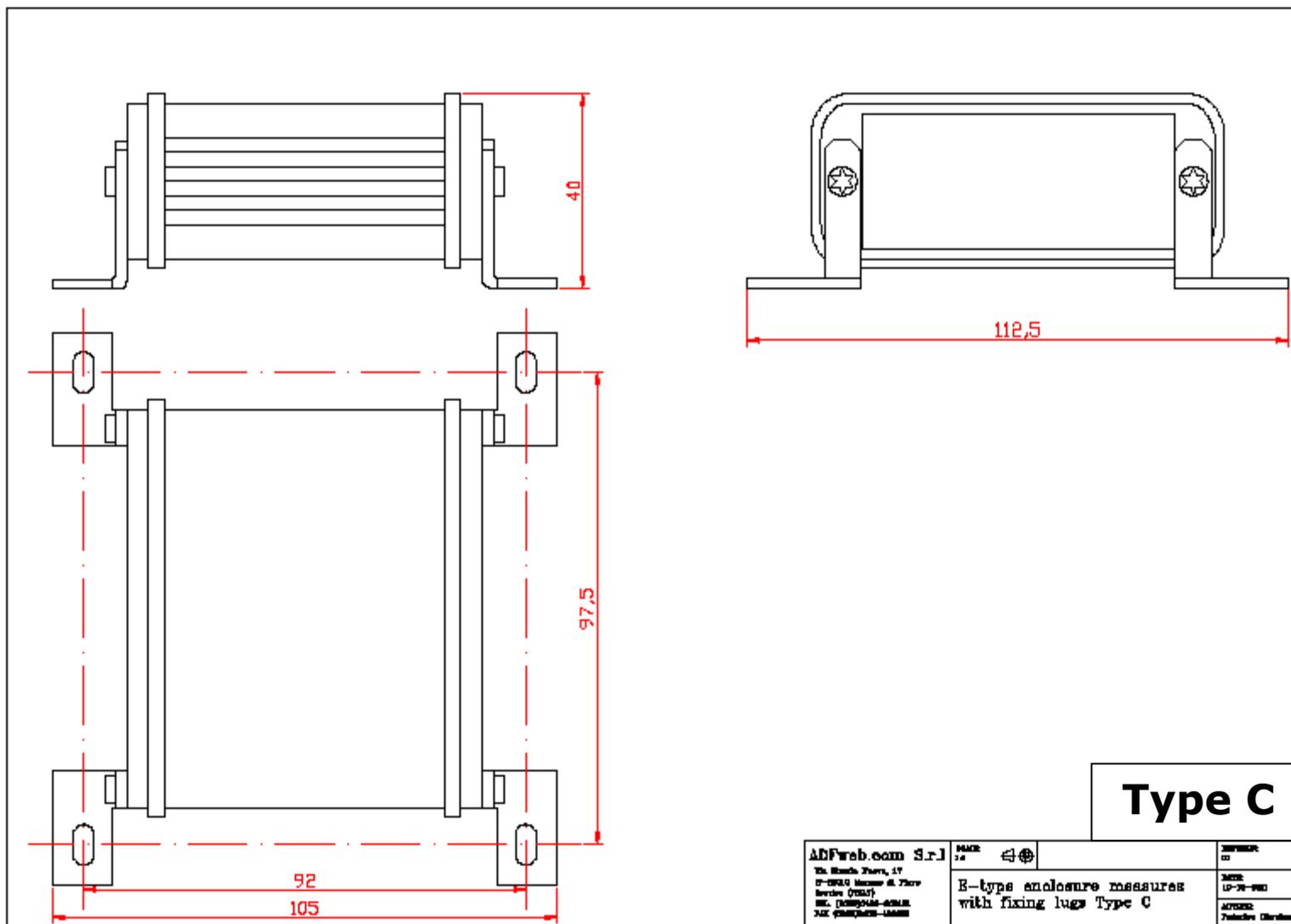
Figure 10: "Protection" window

MECHANICAL DIMENSIONS:





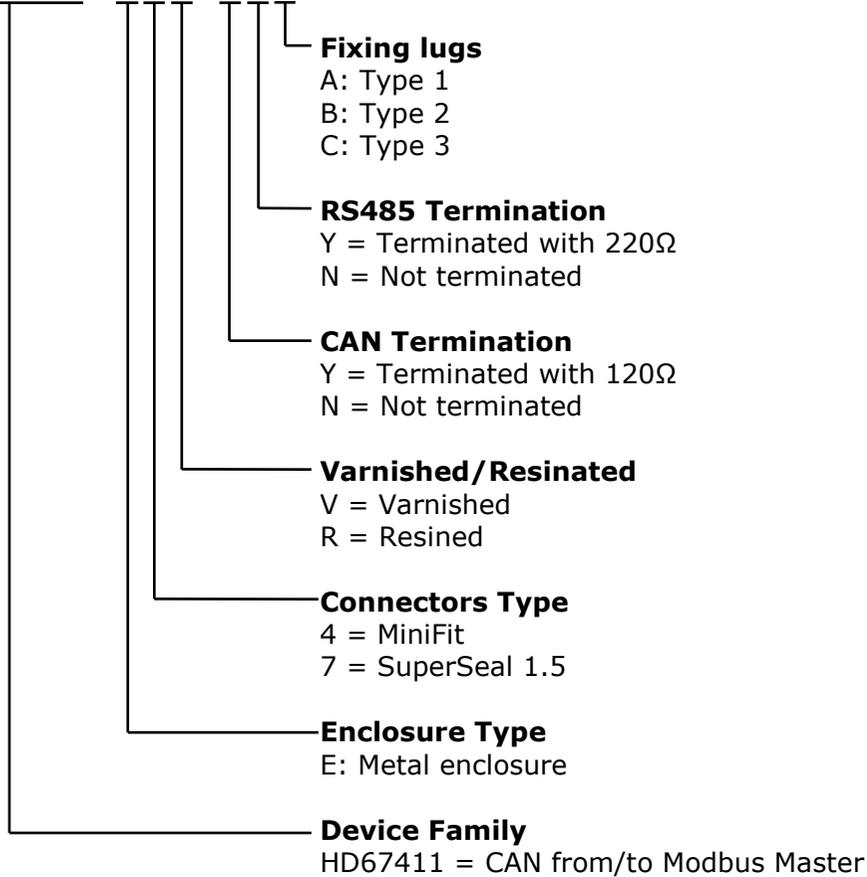




ORDERING INFORMATIONS:

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

HD67411 - E y z - s d f



- Order Code: **HD67411-E4V-NNA** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 not terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4V-NNB** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 not terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4V-NNC** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 not terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4V-NYA** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4V-NYB** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4V-NYC** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4V-YNA** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 not terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4V-YNB** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 not terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4V-YNC** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 not terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4V-YYA** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4V-YYB** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4V-YYC** - CAN from/to Modbus with MiniFit connectors, electronic board varnished, RS485 terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4R-NNA** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 not terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4R-NNB** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 not terminated, CAN not terminated and fixing lugs "Type B"

- Order Code: **HD67411-E4R-NNC** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 not terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4R-NYA** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4R-NYB** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4R-NYC** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4R-YNA** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 not terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4R-YNB** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 not terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4R-YNC** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 not terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E4R-YYA** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E4R-YYB** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E4R-YYC** - CAN from/to Modbus with MiniFit connectors, electronic board resined, RS485 terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7V-NNA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 not terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7V-NNB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 not terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7V-NNC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 not terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7V-NYA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 terminated, CAN not terminated and fixing lugs "Type A"

- Order Code: **HD67411-E7V-NYB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7V-NYC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7V-YNA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 not terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7V-YNB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 not terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7V-YNC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 not terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7V-YYA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7V-YYB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7V-YYC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board varnished, RS485 terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7R-NNA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 not terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7R-NNB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 not terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7R-NNC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 not terminated, CAN not terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7R-NYA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 terminated, CAN not terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7R-NYB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 terminated, CAN not terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7R-NYC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 terminated, CAN not terminated and fixing lugs "Type C"

- Order Code: **HD67411-E7R-YNA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 not terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7R-YNB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 not terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7R-YNC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 not terminated, CAN terminated and fixing lugs "Type C"
- Order Code: **HD67411-E7R-YYA** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 terminated, CAN terminated and fixing lugs "Type A"
- Order Code: **HD67411-E7R-YYB** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 terminated, CAN terminated and fixing lugs "Type B"
- Order Code: **HD67411-E7R-YYC** - CAN from/to Modbus with SuperSeal 1.5 connectors, electronic board resined, RS485 terminated, CAN terminated and fixing lugs "Type C"

ACCESSORIES:

- Order Code: **AC67400** - CAN interface to configure devices

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:

- 1) 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.
- 2) 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.

PRODUCTS AND RELATED DOCUMENTS:

Part	Description	URL
HD67031	Analyzer / Scanner / Sniffer M-Bus	www.adfweb.com?product=HD67031
HD67117	CAN bus Repeater	www.adfweb.com?product=HD67117
HD67119	Converter USB 2.0 to RS485 Isolated	www.adfweb.com?product=HD67119
HD67302	GSM I/O and Alarms Modem	www.adfweb.com?Product=HD67302
HD67316	CAN, CANopen, J1939, DeviceNet, NMEA2000 Analyzer	www.adfweb.com?Product=HD67316