

Document code: MN67626\_ENG Revision 1.000 Page 1 of 27

# User Manual

Revision 1.000 English

# S7comm / SNMP Agent - Converter

(Order Code: HD67626-A1)

for Website information:

http://www.adfweb.com/?Product=HD67626

for Price information:

http://www.adfweb.com/?Price=HD67626-A1

## **Benefits and Main Features:**

- Triple electrical isolation
- Two Ethernet ports
- Temperature range: -40°C/+85°C (-40°F/+185°F)





For others S7comm devices, see also the following links:

### S7comm from/to ...

www.adfweb.com?Product=HD67618 www.adfweb.com?Product=HD67619 www.adfweb.com?Product=HD67620 www.adfweb.com?Product=HD67621 www.adfweb.com?Product=HD67622 www.adfweb.com?Product=HD67623 www.adfweb.com?Product=HD67624 www.adfweb.com?Product=HD67625 www.adfweb.com?Product=HD67627 www.adfweb.com?Product=HD67628 www.adfweb.com?Product=HD67629 www.adfweb.com?Product=HD67630 www.adfweb.com?Product=HD67631 www.adfweb.com?Product=HD67632 www.adfweb.com?Product=HD67633 www.adfweb.com?Product=HD67D39 www.adfweb.com?Product=HD67E28

(Modbus TCP Slave) (PROFIBUS Slave) (IEC61850 Server) (Serial) (Modbus Slave) (CAN) (CANopen) (DeviceNet Slave) (EtherNet/IP Slave) (KNX) (MOTT) (BACnet Slave) (Ethernet) (OPC UA Server) (PROFINET Slave) (LoRaWAN) (S7comm)

Do you have an your customer protocol?

See the following links:

 $\underline{www.adfweb.com?Product=HD67003}$ 

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

Ask it to the following link: www.adfweb.com?Cmd=helpme



User Manual



Document code: MN67626 ENG Revision 1.000 Page 2 of 27

### **INDEX:**

	Page
INDEX	2
UPDATED DOCUMENTATION	2
REVISION LIST	2
WARNING	2
TRADEMARKS	2
SECURITY ALERT	3
EXAMPLE OF CONNECTION	4
CONNECTION SCHEME	5
CHARACTERISTICS	6
CONFIGURATION	6
POWER SUPPLY	7
FUNCTION MODES	8
LEDS	9
ETHERNET	10
USE OF COMPOSITOR SW67626	11
NEW PROJECT / OPEN PROJECT	12
SOFTWARE OPTIONS	13
SET COMMUNICATION	15
S7COMM ACCESS	17
SET SNMP ACCESS	20
MIB FILE	21
UPDATE DEVICE	22
MECHANICAL DIMENSIONS	24
ORDERING INFORMATIONS	25
ACCESSORIES	25
DISCLAIMER	26
OTHER REGULATIONS AND STANDARDS	26
WARRANTIES AND TECHNICAL SUPPORT	27
RETURN POLICY	27

### **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 <a href="www.adfweb.com/download/">www.adfweb.com/download/</a> 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	11/03/2021	Ff	All	First release version

### **WARNING:**

ADFweb.com reserves the right to change information in this manual about our product without warning.

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

### TRADEMARKS:

All trademarks mentioned in this document belong to their respective owners.

Document code: MN67626\_ENG Revision 1.000 Page 3 of 27

INFO: www.adfweb.com

#### **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:



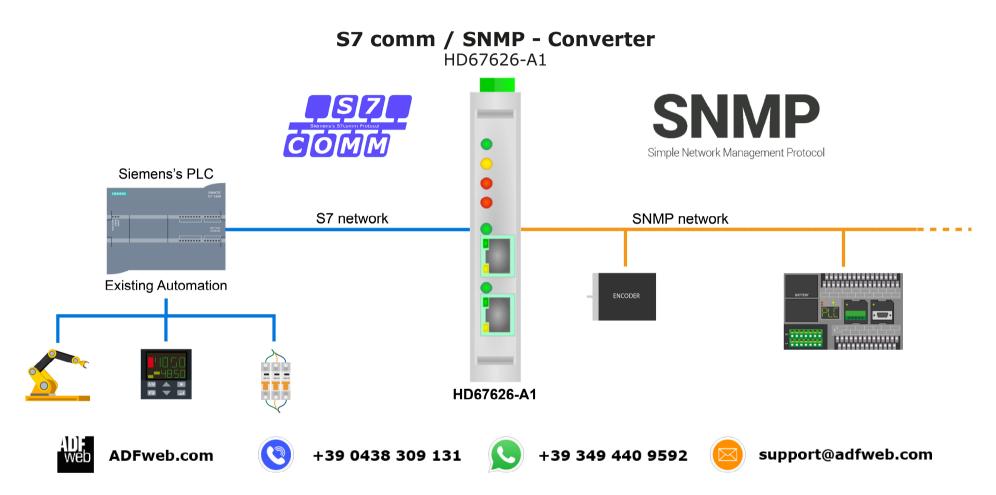
This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

### **CE CONFORMITY**

The declaration is made by our company. You can send an email to <a href="mailto:support@adfweb.com">support@adfweb.com</a> or give us a call if you need it.

Document code: MN67626\_ENG Revision 1.000 Page 4 of 27

## **EXAMPLE OF CONNECTION:**



Document code: MN67626\_ENG Revision 1.000 Page 5 of 27

### **CONNECTION SCHEME:**

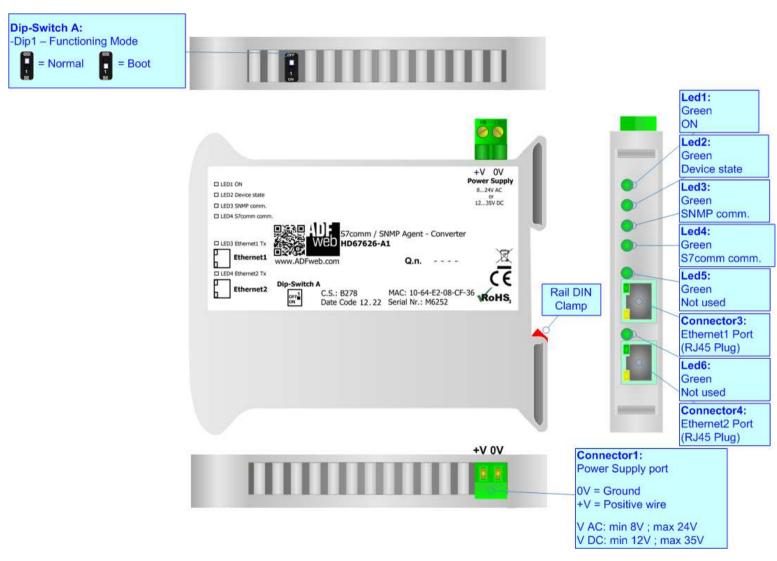


Figure 1: Connection scheme for HD67626-A1

Document code: MN67626\_ENG Revision 1.000 Page 6 of 27

INFO: www.adfweb.com

### **CHARACTERISTICS:**

The HD67626-A1 is a S7comm / SNMP Agent Converter.

It allows the following characteristics:

- → Two-directional information between S7comm and SNMP;
- → 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 SW67626 software on your PC in order to perform the following:

- Define the parameter of the SNMP;
- Define the parameter of the S7comm;
- Define the S7comm requests to send to the S7comm servers;
- Define the SNMP OIDs in read and write;
- Export the MIB file;
- Update the device.

Document code: MN67626\_ENG Revision 1.000 Page 7 of 27

## **POWER SUPPLY:**

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

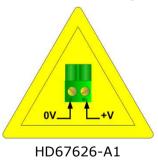
	VAC ~		VDC ===	
	Vmin	Vmax	Vmin	Vmax
HD67626-A1	<b>8V</b>	24V	12V	35V

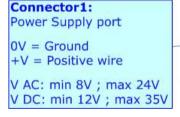
Consumption at 24V DC:

Device	W/VA
HD67626-A1	4



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







INFO: www.adfweb.com

Document code: MN67626\_ENG Revision 1.000 Page 8 of 27

## **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).



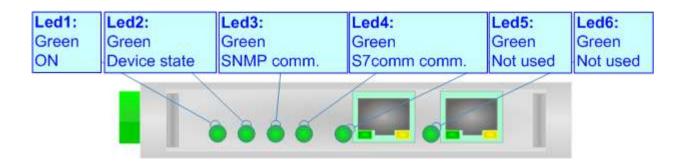
Document code: MN67626\_ENG Revision 1.000 Page 9 of 27

INFO: www.adfweb.com

### LEDS:

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

LED	Normal Mode	Boot Mode
1: ON [supply voltage]	ON: Device powered	ON: Device powered
(green)	OFF: Device not powered	OFF: Device not powered
2: Device State (green)	Blinks slowly (~1Hz)	Blinks quickly: Boot state
		Blinks very slowly (~0.5Hz): update in progress
3: SNMP communication (green)	Blinks when a SNMP response is received	Blinks quickly: Boot state
		Blinks very slowly (~0.5Hz): update in progress
4: S7comm communication	Plinks when a C7semm response is resolved	Blinks quickly: Boot state
(green)	Blinks when a S7comm response is received	Blinks very slowly (~0.5Hz): update in progress
5: Not used (green)	OFF	Blinks quickly: Boot state
		Blinks very slowly (~0.5Hz): update in progress
6: Not used (green)	OFF	Blinks quickly: Boot state
	OFF	Blinks very slowly (~0.5Hz): update in progress

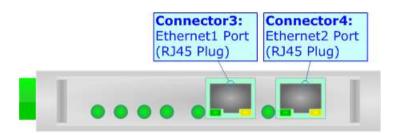


Document code: MN67626\_ENG Revision 1.000 Page 10 of 27

INFO: www.adfweb.com

### **ETHERNET:**

The Ethernet connection must be made using Connector3 or Connector4 of HD67626-A1 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.



Document code: MN67626\_ENG Revision 1.000 Page 11 of 27

## **USE OF COMPOSITOR SW67626:**

To configure the Converter, use the available software that runs with Windows called SW67626. It is downloadable on the site <a href="https://www.adfweb.com">www.adfweb.com</a> 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, 11; 32/64bit).

When launching the SW67626, the window below appears (Fig. 2).



## Note:

It is necessary to have installed .Net Framework 4.

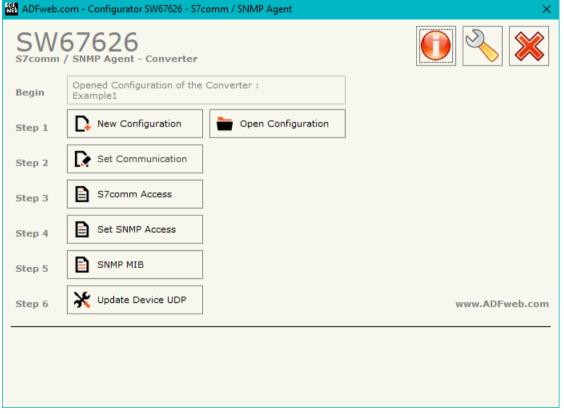


Figure 2: Main window for SW67626

Document code: MN67626\_ENG Revision 1.000 Page 12 of 27

## **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 "S7comm / SNMP Agent 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".

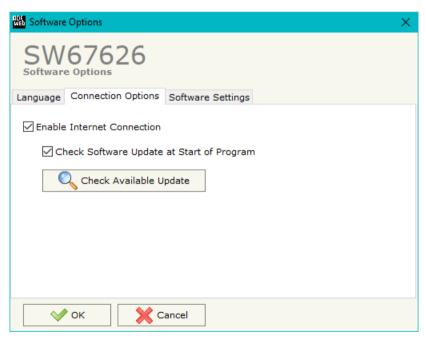


Document code: MN67626\_ENG Revision 1.000 Page 13 of 27

### **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 Brogram", the

Checking the option "Check Software Update at Start of Program", the SW67626 check automatically if there are updatings when it is launched.

INFO: www.adfweb.com



### Industrial Electronic Devices



# User Manual S7comm / SNMP Agent

Document code: MN67626\_ENG Revision 1.000 Page 14 of 27

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.

ADFweb.com Srl – IT31010 – Mareno – Treviso INFO: <u>www.adfweb.com</u> Phone +39.0438.30.91.31

Document code: MN67626\_ENG Revision 1.000 Page 15 of 27

#### **SET COMMUNICATION:**

This section define the fundamental communication parameters of two buses, SNMP and S7comm.

By Pressing the "Set Communication" button from the main window for SW67626 (Fig. 2) the window "Set Communication" appears (Fig. 3).

The means of the fields for "Ethernet Connection" are:

- → In the field "Device Name (Hostname)" the Hostname to assign to the converter is defined;
- → If the field "Obtain an IP Address Automatically (DHCP for Cable Connection)" is checked, DHCP for LAN connection is enabled;
- → If the field "Enable DNS" is checked, DNS protocol is enabled;
- ▶ In the field "Primary DNS" the IP Address of the primary DNS server is defined;
- ▶ In the field "Secondary DNS" the IP Address of the secondary DNS server is defined.

The means of the fields for "S7comm" are:

- ▶ In the fields "IP ADDRESS" the IP address for S7comm side of the converter is defined;
- → In the fields "SUBNET Mask" the SubNet Mask for S7comm 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.

The means of the fields for "SNMP Agents" are:

- ▶ In the field "IP ADDRESS" the IP address of SNMP side of the converter is defined;
- → In the field "SUBNET Mask" the SubNet Mask of SNMP side of the converter is defined;
- → In the field "GATEWAY" the default gateway of the network 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 "SNMP Name of Station" the name for SNMP Agent station is defined;
- → In the field "Contact" the contact for SNMP Agent station is defined;

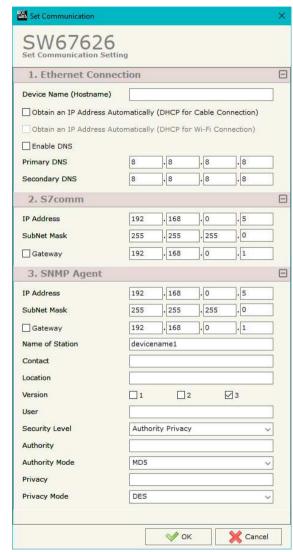


Figure 3: "Set Communication" window



Document code: MN67626\_ENG Revision 1.000 Page 16 of 27

INFO: www.adfweb.com

- ▶ In the field "Location" the location for SNMP Agent station is defined;
- → In the field "Version" the version of SNMP is defined;
- → If SNMP V3 is used, the following fields must be filled:
  - o In the field "User" the user for the SNMP authentication is defined;
  - o In the field "Security Level" the type of security used is defined;
  - o In the field "Authority" the password for the SNMP authentication is defined;
  - o In the field "Authority Mode" the mode used for the authentication is defined;
  - o In the field "Privacy" the password for Privacy authentication is defined;
  - o In the field "Privacy Mode" the mode used for Privacy is defined;

Document code: MN67626\_ENG Revision 1.000 Page 17 of 27

INFO: www.adfweb.com

### **S7comm ACCESS:**

By Pressing the "S7comm Access" button from the main window of SW67626 (Fig. 2), the window "Set S7comm Access" appears (Fig. 4). The window is divided in two parts, the "S7comm Read" that contains the data that the converter reads from the S7comm servers and "S7comm Write" that contains the data that the converter writes into the S7comm servers.

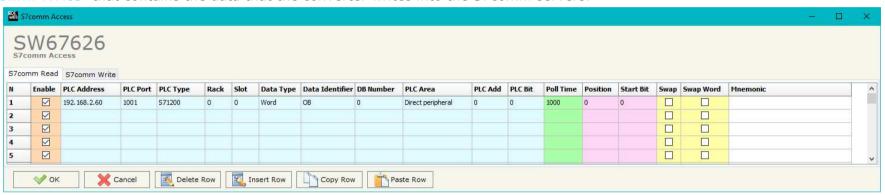


Figure 4a: "S7 Protocol Access → S7comm Read" window

The means of the fields in the window "S7comm Read" are the following:

- ▶ In the field "PLC Address" the IP address of the PLC that contains the data to be read is defined;
- ▶ In the field "PLC Port" the port used for S7comm communication is defined;
- In the field "PLC Type" the family of the PLC is defined;
- In the field "Rack" the Rack's ID of the PLC is defined;
- In the field "Slot" the Slot's ID is defined;
- ▶ In the field "Data Type" the data format of the variable to read is defined;
- In the field "Data Identifier" the identifier of the variable to read is defined;
- ▶ In the field "PLC Area" the memory area where the data is located inside the PLC is defined;
- In the field "PLC Add" the starting memory address where the data is located is defined;
- → In the field "Poll Time" the frequency of the request is defined (in ms);
- ▶ In the field "Position" the starting byte of the internal memory array from which mapping the data read is defined;



### Industrial Electronic Devices

# User Manual S7comm / SNMP Agent

Document code: MN67626\_ENG Revision 1.000 Page 18 of 27

- ▶ In the field "Start Bit" is used for the "Bit" data. It is possible to select the bit of the selected Position where mapping the data;
- If the field "Swap" is checked, the bytes' order is reversed;
- ▶ In the field "Mnemonic" a description of the data inserted in the row is defined.

ADFweb.com Srl – IT31010 – Mareno – Treviso INFO: <u>www.adfweb.com</u> Phone +39.0438.30.91.31

Document code: MN67626\_ENG Revision 1.000 Page 19 of 27

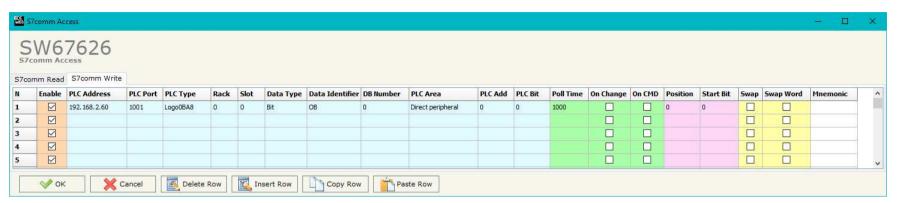


Figure 4b: "S7 Protocol Access → S7comm Write" window

The means of the fields in the window "S7comm Read" are the following:

- ▶ In the field "PLC Address" the IP address of the PLC that contains the data to be read is defined;
- In the field "PLC Port" the port used for S7comm communication is defined;
- ▶ In the field "PLC Type" the family of the PLC is defined;
- In the field "Rack" the Rack's ID of the PLC is defined;
- In the field "Slot" the Slot's ID is defined;
- ▶ In the field "Data Type" the data format of the variable to read is defined;
- ▶ In the field "Data Identifier" the identifier of the variable to read is defined;
- In the field "PLC Area" the memory area where the data is located inside the PLC is defined;
- ▶ In the field "PLC Add" the starting memory address where the data is located is defined;
- In the field "PLC Bit" the starting bit of the selected PLC Address is defined;
- ★ In the field "Poll Time" the frequency of the request is defined (in ms);
- ▶ By checking the field "On Change" the S7comm write request is sent only if SNMP data are changed;
- ▶ By checking the field "On CMD" the S7comm write request is sent when a SNMP writing for the selected variable is received;
- ▼ In the field "Position" the starting byte of the internal memory array from which taking the data to write is defined;
- ▶ The field "Start Bit" is used for the "Bit" data. It is possible to select the bit of the selected Position from which taking the data;
- → If the field "Swap" is checked, the bytes' order is reversed;
- → If the field "Swap W" is checked, the words' order is reversed;
- ▶ In the field "Mnemonic" a description of the data inserted in the row is defined.

Document code: MN67626\_ENG Revision 1.000 Page 20 of 27

### **SET SNMP ACCESS:**

By pressing the "**Set SNMP Access**" button from the main window for SW67626 (Fig. 2) the "Set SNMP Access" window appears (Fig. 5). In this section, it is possible to create the OIDs for SNMP side to read or write using GET and SET commands or to be sent as TRAP messages. The window is divided into two tables, one for SNMP readings and one for SNMP writings.

The data of the columns in the "SNMP Read" have the following meanings:

- → If the field "Enable" is checked, the SNMP OID is enabled;
- → In the field "Community Name" the name of the Community is defined;
- → In the field "Type" the type of data of the OID is defined (Octet String or Integer);



Figure 5a: "Set SNMP Access -> SNMP Read" window

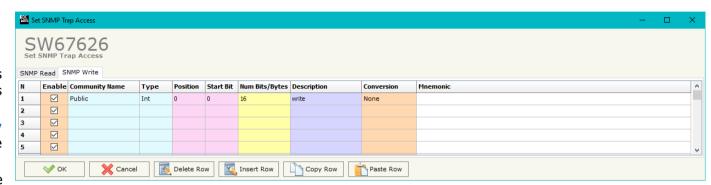
- → If the field "On Change" is checked, the OID is sent as Trap when the data from S7comm side change;
- → If the field "On CMD" is checked, the OID is sent as Trap when the a S7comm response is received;
- → If the field "On Timer" is checked, the OID is sent as Trap cyclically;
- ▶ In the field "Time (ms)" the delay time for the Trap send is defined (if "On Timer" option is checked);
- → In the field "Position" the starting byte of the internal memory array where taking the data is defined;
- → In the field "Start Bit" the starting bit of the selected Position is defined;
- → In the field "Num Bits/Bytes" the dimension of the OID is defined. For 'Int' type the dimension is in bit, for 'String' type the dimension is in bytes;
- → In the field "Description" the description/name of the OID is defined;
- → In the field "IP Address" the IP Address of the SNMP device where addressing the Trap message is defined. This field is used only when 'On Change' or 'On Timer' option is checked;
- → In the field "Conversion" it is possible to select the data conversion to apply to the data;
- → In the field "Mnemonic" a brief description of the OID is defined.



Document code: MN67626\_ENG Revision 1.000 Page 21 of 27

The data of the columns in the "SNMP Write" have the following meanings:

- → If the field "Enable" is checked, the SNMP OID is enabled;
- ➤ In the field "Community Name" the name of the Community is defined;
- In the field "Type" the type of data of the OID is defined (Octet String or Integer);



INFO: www.adfweb.com

Figure 5b: "Set SNMP Access -> SNMP Write" window

- ▶ In the field "Position" the starting byte of the internal memory array where mapping the data is defined;
- ▶ In the field "Start Bit" the starting bit of the selected Position is defined;
- → In the field "Num Bits/Bytes" the dimension of the OID is defined. For 'Int' type the dimension is in bit, for 'String' type the dimension is in bytes;
- ♣ In the field "Description" the description/name of the OID is defined;
- ▶ In the field "Conversion" it is possible to select the data conversion to apply to the data;
- ▶ In the field "Mnemonic" a brief description of the OID is defined.

## Note:

If the fields "On Change" and "On Timer" are disabled, the OID is readable using standard GET command. If one of these fields is enabled, the OID is sent as Trap and it is readable by GET command too.

## Note:

The field "Description" must start with lowercase letter and it cannot contain special chars (just letters and numbers). All the "Description" fields must be different between them.

#### **SNMP MIB:**

By pressing the "SNMP MIB" button it is possible to save the MIB file for the SNMP Manager.

Document code: MN67626\_ENG Revision 1.000 Page 22 of 27

### **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 6: "Update device" windows

INFO: www.adfweb.com



Document code: MN67626\_ENG Revision 1.000 Page 23 of 27



### Note:

When you receive the device, for the first time, you also have to update the Firmware in the HD67626 device.

## Warning:

If Fig. 7 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, 10 or 11 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 7: "Error" window

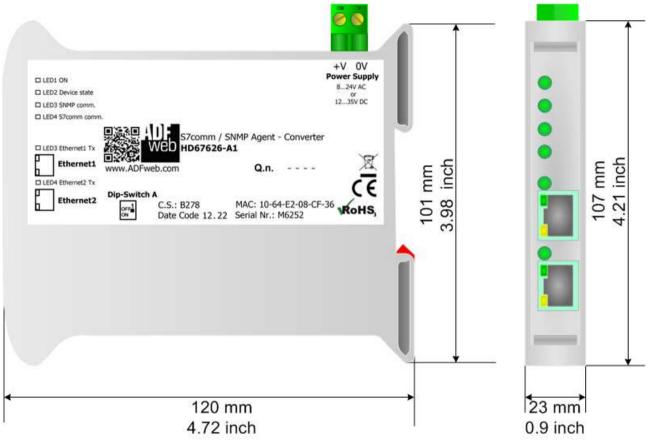


## <u>Warning:</u>

In the case of HD67626 you have to use the software "SW67626": <a href="www.adfweb.com\download\filefold\SW67626.zip">www.adfweb.com\download\filefold\SW67626.zip</a>.

Document code: MN67626\_ENG Revision 1.000 Page 24 of 27

## **MECHANICAL DIMENSIONS:**



Housing: PVC

Weight: 200g (Approx)

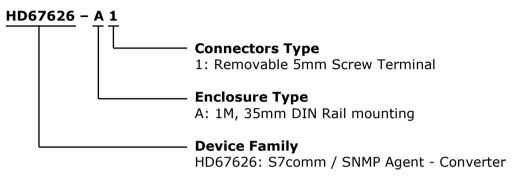
Figure 8: Mechanical dimensions scheme for HD67626-A1

Document code: MN67626\_ENG Revision 1.000 Page 25 of 27

INFO: www.adfweb.com

### **ORDERING INFORMATIONS:**

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



Order Code: **HD67626-A1** - S7comm / SNMP Agent - Converter

### **ACCESSORIES:**

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

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



Document code: MN67626 ENG Revision 1.000 Page 26 of 27

### **DISCLAIMER:**

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

#### OTHER REGULATIONS AND STANDARDS:

#### **WEEE INFORMATION**

Disposal of old electrical and electronic equipment (as in the European Union and other European countries with separate collection systems).

This symbol on the product or on its packaging indicates that this product may not be treated as household rubbish. Instead, it should be taken to an applicable collection point for the recycling of electrical and electronic equipment. If the product is disposed correctly, you will help prevent potential negative environmental factors and impact of human health, which could otherwise be caused by inappropriate disposal. The recycling of materials will help to conserve natural resources. For more information about recycling this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

#### RESTRICTION OF HAZARDOUS SUBSTANCES DIRECTIVE



The device respects the 2002/95/EC Directive on the restriction of the use of certain hazardous substances in electrical **RoHS** and electronic equipment (commonly referred to as Restriction of Hazardous Substances Directive or RoHS).

INFO: www.adfweb.com

## **CE MARKING**

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

Document code: MN67626\_ENG Revision 1.000 Page 27 of 27

### **WARRANTIES AND TECHNICAL SUPPORT:**

For fast and easy technical support for your ADFweb.com SRL products, consult our internet support at <a href="www.adfweb.com">www.adfweb.com</a>. 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 <a href="https://www.adfweb.com">www.adfweb.com</a>. 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.



ADFweb.com S.r.I.
Via Strada Nuova, 17
IT-31010 Mareno di Piave
TREVISO (Italy)
Phone +39.0438.30.91.31
Fax +39.0438.49.20.99
www.adfweb.com



ADFweb.com Srl - IT31010 - Mareno - Treviso

INFO: www.adfweb.com

Phone +39.0438.30.91.31