

User Manual

Revision 1.100

English

BACnet Slave / PROFINET - Converter

(Order Code: HD67679-IP-A1, HD67679-MSTP-A1, HD67679-MSTP-B2)

For Website information:

www.adfweb.com?Product=HD67679

For Price information:

www.adfweb.com?Price=HD67679-IP-A1

www.adfweb.com?Price=HD67679-MSTP-A1

www.adfweb.com?Price=HD67679-MSTP-B2

Benefits and Main Features:

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



For others BACnet products see also the following link:

Converter BACnet Slave to

www.adfweb.com?Product=HD67056
www.adfweb.com?Product=HD67086
www.adfweb.com?Product=HD67170
www.adfweb.com?Product=HD67670
www.adfweb.com?Product=HD67671
www.adfweb.com?Product=HD67672
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www.adfweb.com?Product=HD67674
www.adfweb.com?Product=HD67675
www.adfweb.com?Product=HD67676
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www.adfweb.com?Product=HD67681
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www.adfweb.com?Product=HD67686
www.adfweb.com?Product=HD67693
www.adfweb.com?Product=HD67802
www.adfweb.com?Product=HD67833

(M-Bus Master)
(M-Bus Wireless)
(SNMP Manager)
(DMX)
(Modbus Master)
(Modbus Slave)
(Modbus TCP Master)
(Modbus TCP Slave)
(PROFIBUS Master)
(PROFIBUS Slave)
(CAN)
(CANopen)
(PROFINET)
(DeviceNet Master)
(DeviceNet Slave)
(EtherNet/IP)
(NMEA 2000)
(Ethernet)
(J1939)
(Router)
(SNMP Agent)
(KNX)
(DALI)

Do you have an your customer protocol?

www.adfweb.com?Product=HD67003

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

www.adfweb.com?Cmd=helpme



User Manual

INDEX:

	Page
INDEX	2
UPDATED DOCUMENTATION	2
REVISION LIST	2
WARNING	2
TRADEMARKS	2
SECURITY ALERT	3
EXAMPLE OF CONNECTION	4
CONNECTION SCHEME	6
CHARACTERISTICS	9
CONFIGURATION	9
POWER SUPPLY	10
FUNCTION MODES	11
LEDS (for HD67679-IP-A1)	12
LEDS (for HD67679-MSTP-A1/B2)	13
ETHERNET	14
RS485 (HD67679-MSTP-A1/B2)	15
USE OF COMPOSITOR SW67679	16
NEW CONFIGURATION / OPEN CONFIGURATION	17
SOFTWARE OPTIONS	18
SET COMMUNICATION	20
SET BACNET ACCESS	23
SET BDT ACCESS	25
OBJECTS MAP	26
PROFINET XML	26
UPDATE DEVICE	27
MECHANICAL DIMENSIONS	29
ORDERING INFORMATIONS	32
ACCESSORIES	32
DISCLAIMER	33
OTHER REGULATIONS AND STANDARDS	33
WARRANTIES AND TECHNICAL SUPPORT	34
RETURN POLICY	34

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.

REVISION LIST:

Revision	Date	Author	Chapter	Description
1.011	24/01/2017	Ff	All	New software version
1.100	17/06/2025	Mdb	All	New design

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.

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:

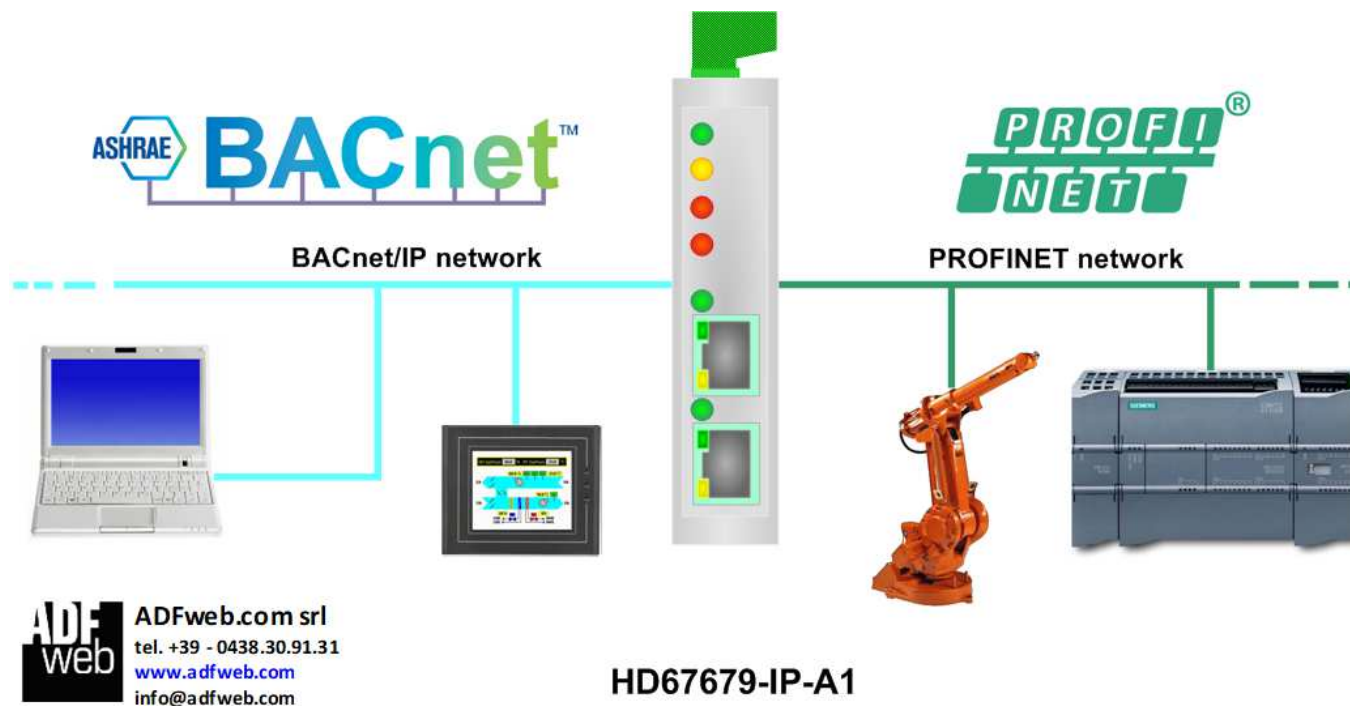


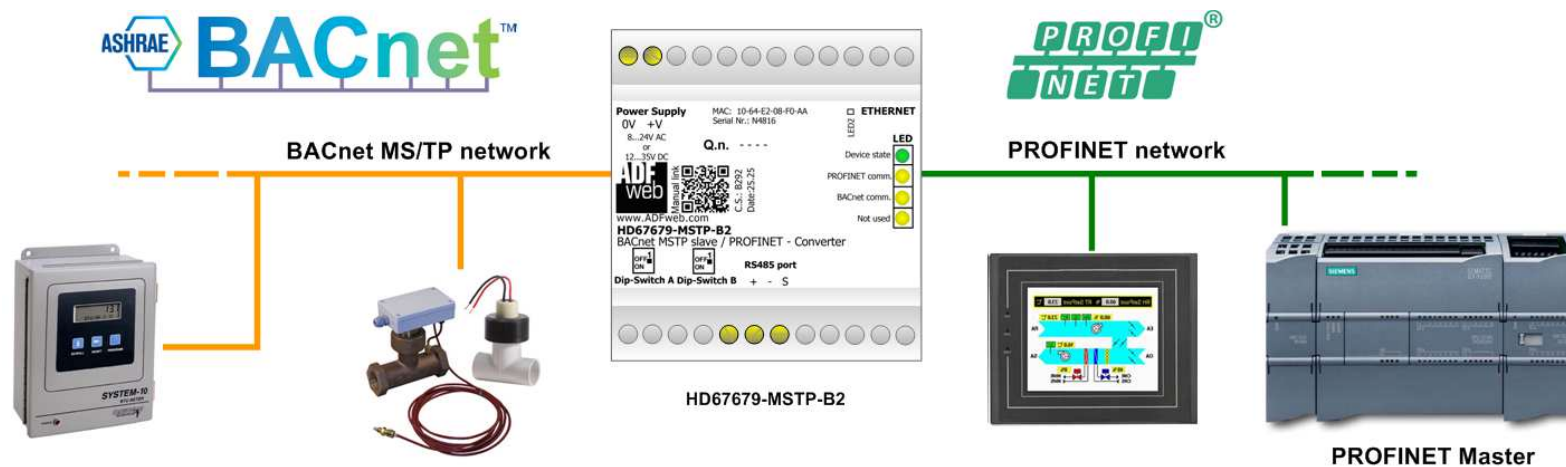
This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

CE CONFORMITY

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

EXAMPLES OF CONNECTION:





CONNECTION SCHEME:

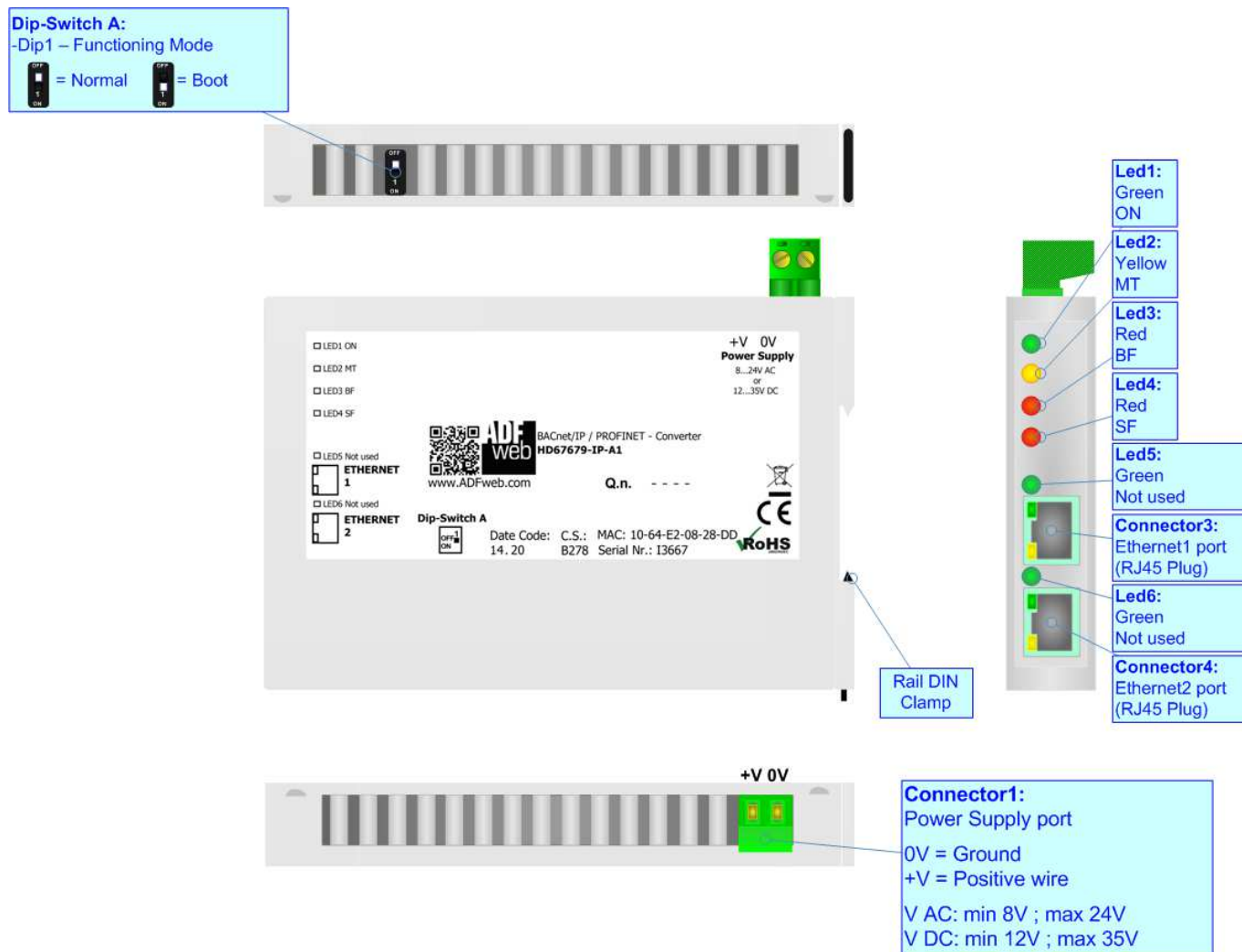


Figure 1a: Connection scheme for HD67679-IP-A1

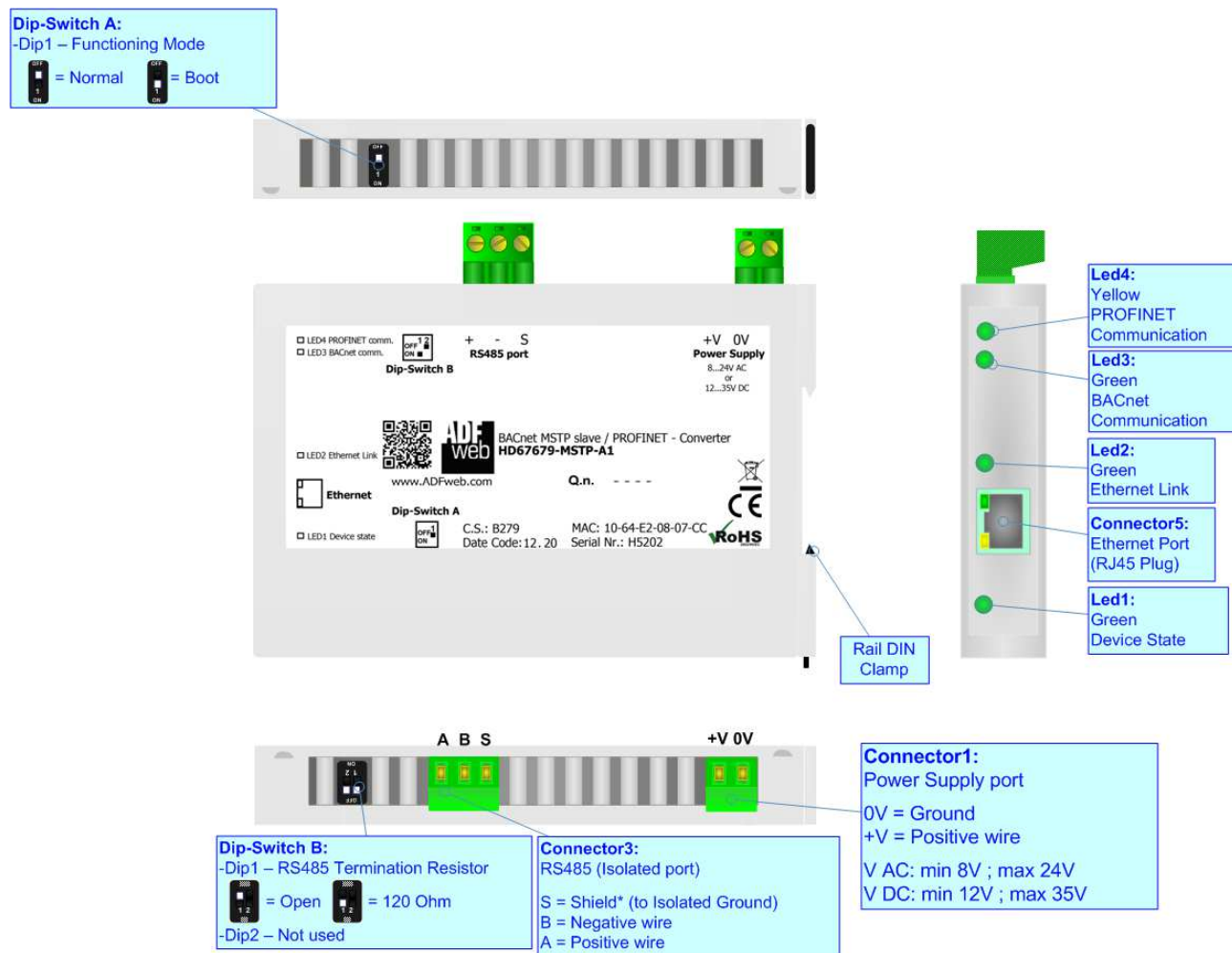


Figure 1b: Connection scheme for HD67679-MSTP-A1

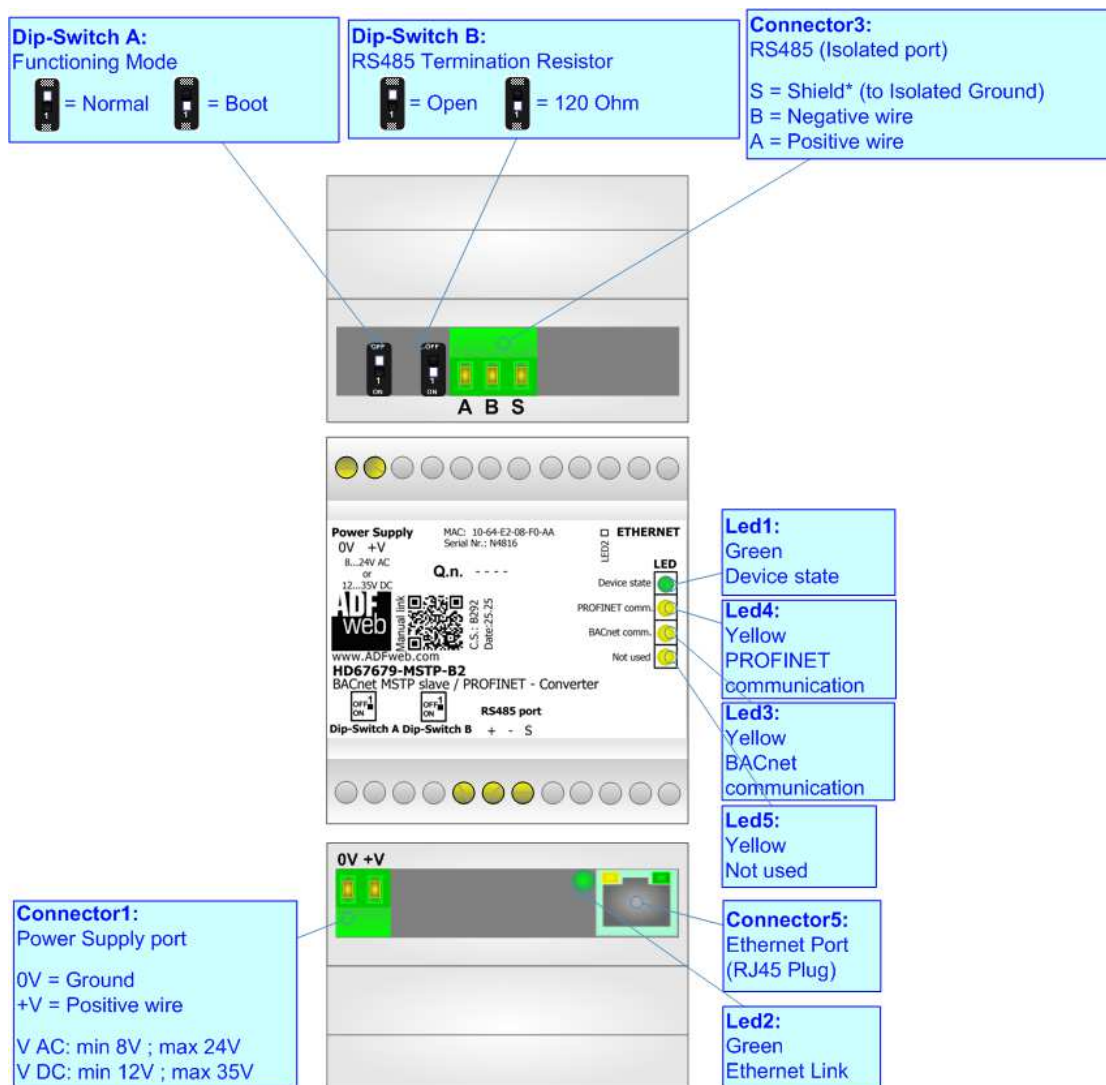


Figure 1c: Connection scheme for HD67679-MSTP-B2

CHARACTERISTICS:

The HD67679-xxx-A1 and HD67679-xxx-B2 are BACnet slave / PROFINET Converter.

It allows the following characteristics:

- Up to 2000 BACnet objects (Read+Write);
- Two-directional information between BACnet and PROFINET;
- 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 SW67679 software on your PC in order to perform the following:

- Define the parameter of BACnet line;
- Define the parameter of PROFINET line;
- Define BACnet objects that contain the data arrived from the PROFINET Master;
- Define BACnet objects that contains the data to send to the PROFINET Master;
- Update the device.

POWER SUPPLY:

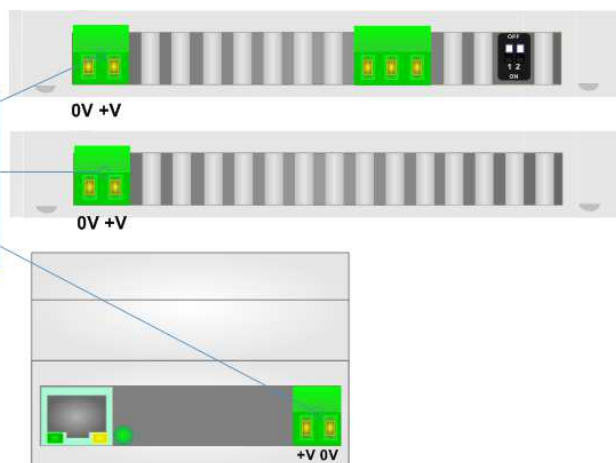
The devices can be powered at 8...24V AC and 12...35V DC. For more details see the two tables below.

VAC 		VDC 	
Vmin	Vmax	Vmin	Vmax
8V	24V	12V	35V

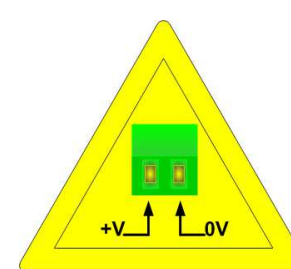
Consumption at 24V DC:

Device	Consumption [W/VA]
HD67679-IP-A1	3.5
HD67679-MSTP-A1/B2	3.5

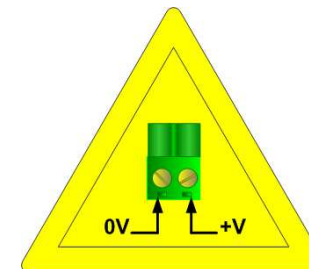
Connector1:
Power Supply port
0V = Ground
+V = Positive wire
V AC: min 8V ; max 24V
V DC: min 12V ; max 35V



Caution: Not reverse the polarity power



HD67679-IP-A1
HD67679-MSTP-A1



HD67679-MSTP-B2

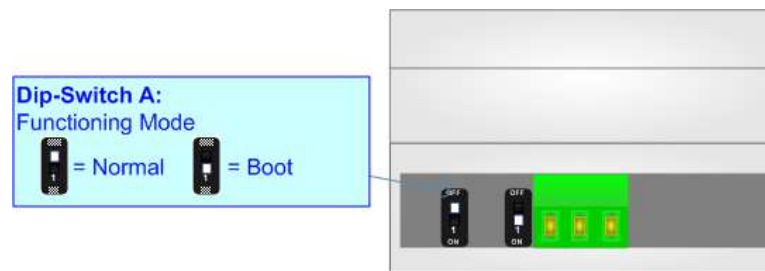
FUNCTION MODES:

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).

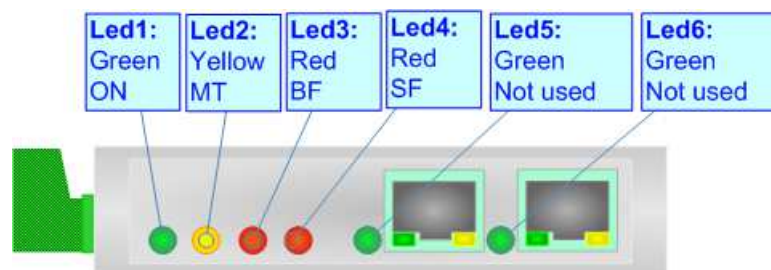
According to the functioning mode, the LEDs will have specifics functions (see 'LEDS' section).



LEDS (for HD67679-IP-A1):

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

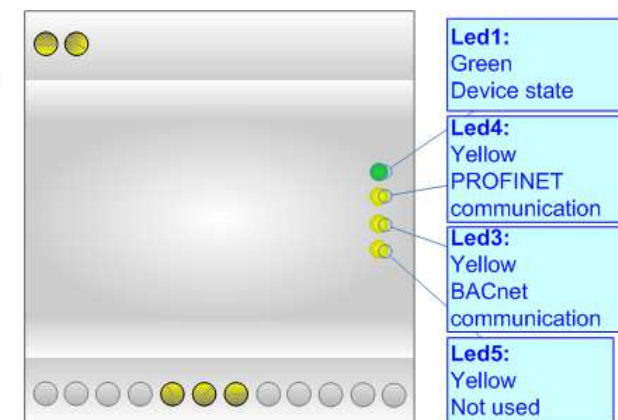
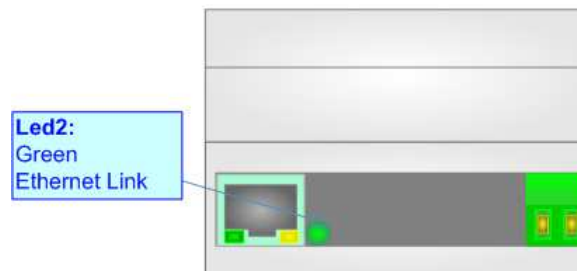
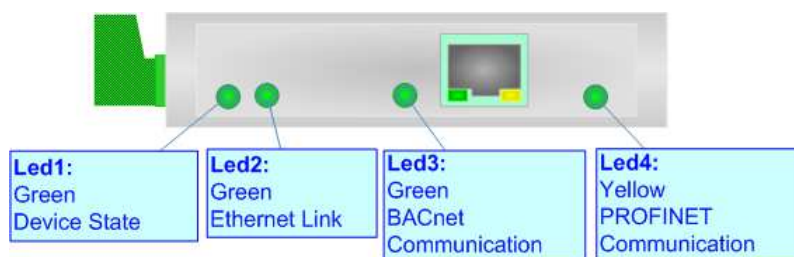
LED	Normal Mode	Boot Mode
1: ON [supply voltage] (green)	ON: Device powered OFF: Device not powered	ON: Device powered OFF: Device not powered
2: MT [maintenance display] (yellow)	ON: Device not able to communicate OFF: No maintenance are present	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
3: BF [bus fault] (red)	ON: The Ethernet connection is defective; the IP address exists several times in the network; the own NameOfStation exists several times in the network; no IP address has been set Flashing: At least one configured AR is no longer in the data exchange OFF: No errors are present	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
4: SF [group error] (red)	ON: At least one AR is not in the data exchange OFF: No errors are present	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
5: Not used (green)	/	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
6: Not used (green)	/	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress



LEDS (for HD67679-MSTP-A1/B2):

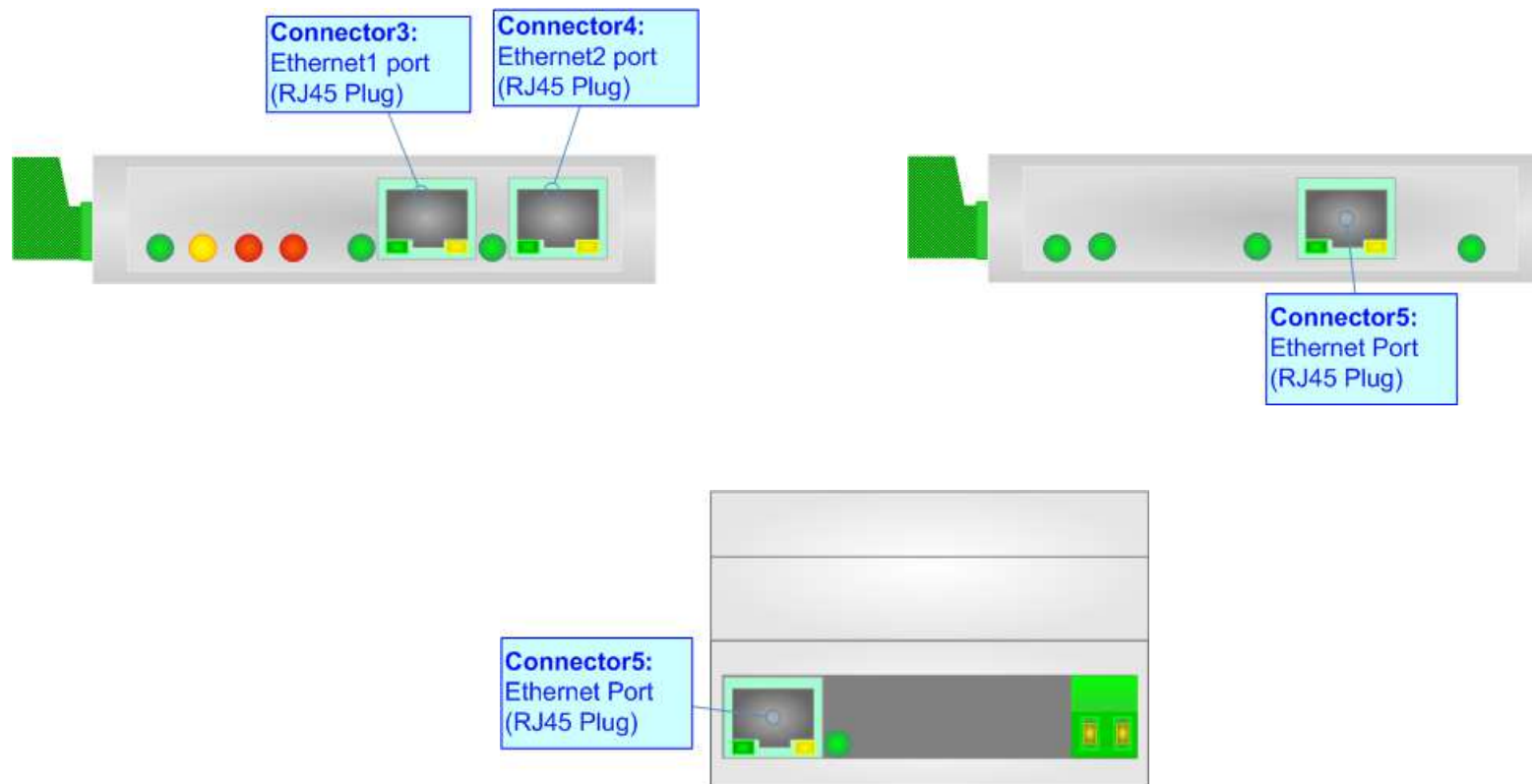
The device has got four LEDs (five the -B2 version) that are used to give information about the functioning status.
The various meanings of the LEDs are described in the table below.

LED	Normal Mode	Boot Mode
1: Device State	Blinks slowly ($\sim 1\text{Hz}$)	ON: Device powered OFF: Device not powered
2: Ethernet Link	ON: Ethernet cable connected OFF: Ethernet cable disconnected	Blinks quickly: Boot state Blinks very slowly ($\sim 0.5\text{Hz}$): update in progress
3: BACnet comm.	Blinks quickly when receive BACnet requests	Blinks quickly: Boot state Blinks very slowly ($\sim 0.5\text{Hz}$): update in progress
4: PROFINET comm.	Blinks quickly when is in communication with a master PROFINET	Blinks quickly: Boot state Blinks very slowly ($\sim 0.5\text{Hz}$): update in progress
5: Not Used	OFF	Blinks quickly: Boot state Blinks very slowly ($\sim 0.5\text{Hz}$): update in progress



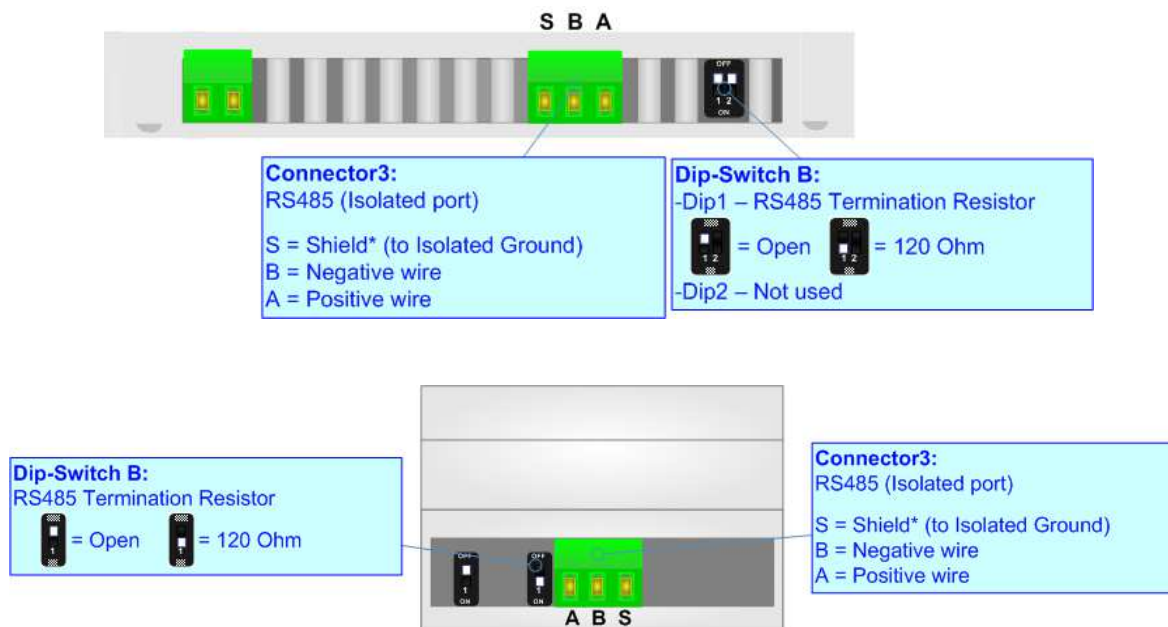
ETHERNET:

The BACnet/IP connection (HD67679-IP-A1), PROFINET connection and the updating of the Converter must be made using Connector3 and/or Connector4 or connector5 of HD67679 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.



RS485 (HD67679-MSTP-A1/B2):

To terminate the RS485 line with a 120Ω resistor it is necessary to put ON dip 1, like in figure.



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.

USE OF COMPOSITOR SW67679:

To configure the Converter, use the available software that runs with Windows called SW67679. 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 or 11; 32/64bit).

When launching the SW67679, the window below appears (Fig. 2).



Note:

It is necessary to have installed .Net Framework 4.

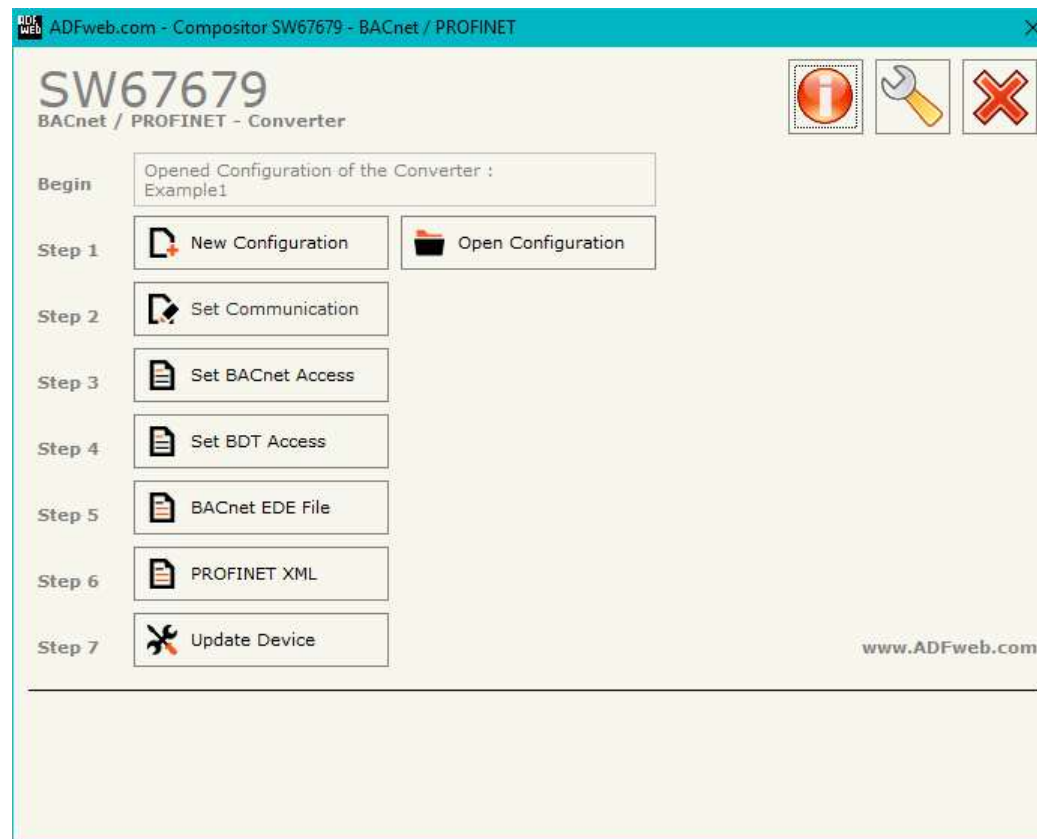


Figure 2: Main window for SW67679

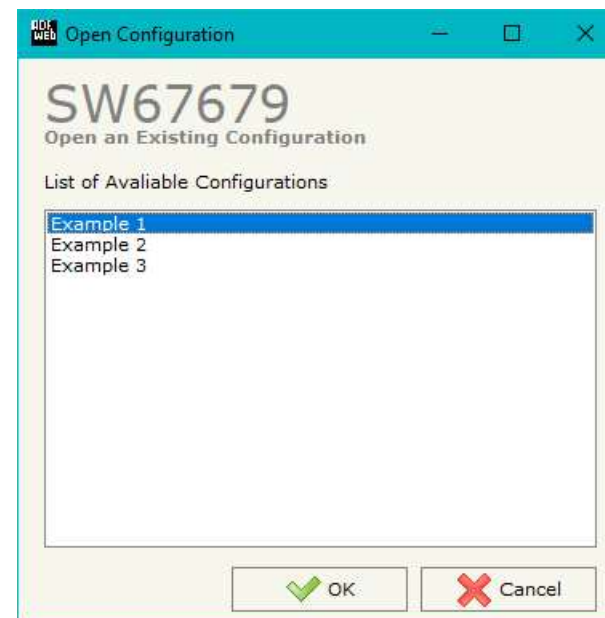
NEW CONFIGURATION / OPEN CONFIGURATION:

The “**New Configuration**” button creates the folder which contains the entire device’s configuration.




A device’s configuration can also be imported or exported:

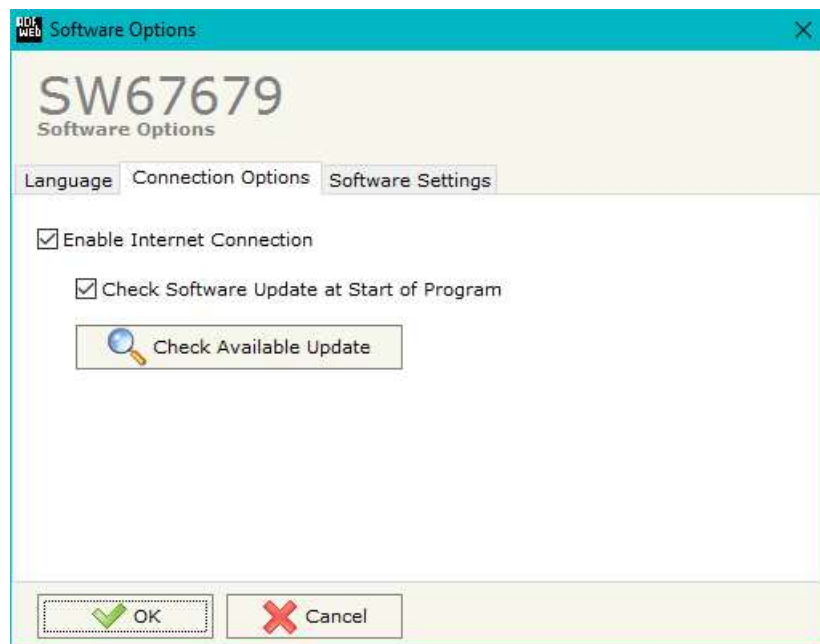
- To clone the configurations of a programmable “BACnet slave / PROFINET - Converter” in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- To clone a project in order to obtain a different version of the project, it is sufficient to duplicate the project folder with another name and open the new folder with the button “**Open Configuration**”.



SOFTWARE OPTIONS:

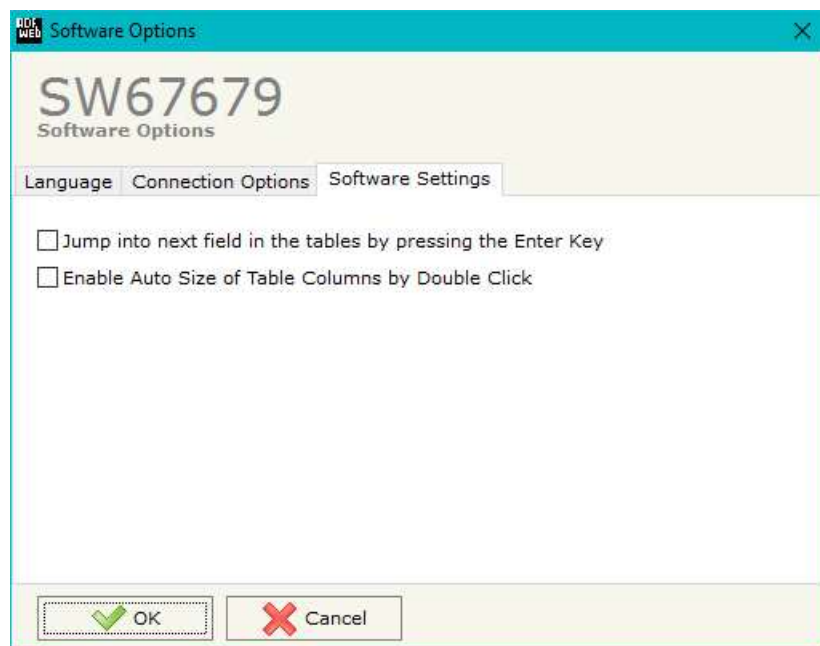
By pressing the “**Settings**” () button there is the possibility to change the language of the software and check the updatings for the compositor.

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 SW67679 check automatically if there are updatings when it is launched.



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, BACnet and PROFINET.

By Pressing the **"Set Communication"** button from the main window for SW67679 (Fig. 2) the window "Set Communication" appears (Fig. 3).

In the section "BACnet Type" is possible to select the type of BACnet to use from:

- BACnet/IP (use Ethernet);
- BACnet MS/TP (use RS485).

If selected "BACnet/IP" the means of the fields for "BACnet" are:

- In the field **"IP ADDRESS"** insert the IP address that you want to give to BACnet side of the converter;
- In the field **"SUBNET Mask"** insert the SubNet Mask of BACnet side of the converter;
- In the field **"GATEWAY"** insert the default gateway that you want to use for BACnet side of the converter. 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 **"Port"** the port number used for BACnet communication is defined. The default port used for BACnet communication is 47808, but is possible to insert any value (except 10000 and 10001);
- In the field **"BACnet Device Name"** is possible to assign a name to the BACnet node;
- In the field **"Device Identifier"** is possible to assign a number to the BACnet node (Used for the Device Identifier);
- In the field **"BACnet description up to 32 chars"** is checked, the description for the BACnet Objects can be up to 32 chars long;
- If the field **"Enable BBMD"** is checked, the BACnet/IP Broadcast Management Device function is enabled;
- If the field **"Accept FDR"** is checked, the converter accepts the Foreign Device Registration.

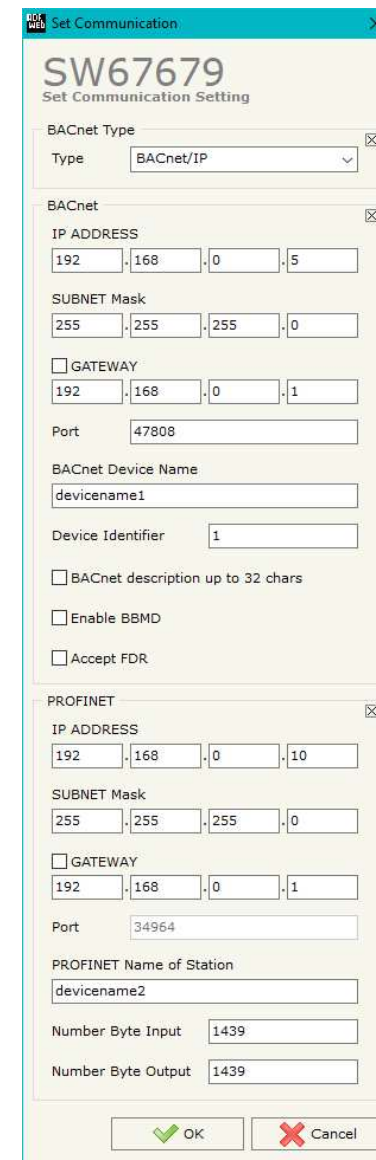


Figure 3a: "Set Communication" window

The means of the fields for the "PROFINET" section are the same for all types of BACnet:

- In the field "**IP ADDRESS**" insert the IP address that you want to give to PROFINET side of the converter;
- In the field "**SUBNET Mask**" insert the SubNet Mask of PROFINET side of the converter;
- In the field "**GATEWAY**" insert the default gateway that you want to use for PROFINET side of the converter. 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 "**Port**" the port used for PROFINET communication is defined. The port has a fixed value of 34964;
- In the field "**PROFINET Name of Station**" is possible to assign a name to the PROFINET node;
- In the field "**Number Byte Input**" is possible to define how many bytes the master PROFINET exchange with the converter (writeable by PROFINET Master);
- In the field "**Number Byte Output**" is possible to define how many bytes the converter exchange with the master PROFINET(readable by PROFINET Master).

If selected "BACnet MS/TP", the means of the fields for "BACnet" are:

- In the field "**Baudrate**" it is possible to select the baudrate of the BACnet line;
- In the field "**Parity**" it is possible to select the parity of the line;
- In the field "**BACnet Device Name**" is possible to insert the name to give to the BACnet node;
- In the field "**MAC Address**" is possible to define the MAC of BACnet node (from 0 to 254);
- The field "**Max Master**" specifies the highest allowable address for master nodes. The value shall be less than or equal to 127;
- The field "**Max Info Frames**" specifies the maximum number of information frames the node may send before it must pass the token;
- In the field "**Device Instance**" is possible to assign a number to the BACnet node (Used for the Device Identifier);
- In the field "**Network**" it is possible to define the BACnet MS/TP network number;
- If the field "**BACnet description up to 32 chars**" is checked, the description for the BACnet Objects can be up to 32 chars long.

The means of the fields for the "Ethernet Update" section are:

- In the fields "**IP ADDRESS**" insert the IP address that you want to give to the converter;
- In the fields "**SUBNET Mask**" insert the SubNet Mask;
- In the fields "**GATEWAY**" insert the default gateway that you want to use. This feature can be enabled or disabled pressing the Check Box field. This feature is used for going out of the net.

These information are used for programming the Converter.

SW67679
Set Communication Setting

BACnet Type ☒
Type BACnet MS/TP

BACnet ☒
Baudrate 57600
Parity NONE
BACnet Device Name devicename1
MAC Address 0
Max Master 1
Max Info Frames 1
Device Instance 1
Network 1
☐ BACnet description up to 32 chars

Ethernet Update ☒
IP ADDRESS 192.168.0.5
SUBNET Mask 255.255.255.0
☐ GATEWAY 192.168.0.1

PROFINET ☒
IP ADDRESS 192.168.0.10
SUBNET Mask 255.255.255.0
☐ GATEWAY 192.168.0.1
Port 34964
PROFINET Name of Station devicename2
Number Byte Input 1439
Number Byte Output 1439
OK Cancel

Figure 3b: "Set Communication" window

SET BACNET ACCESS:

By Pressing the **"Set BACnet Access"** button from the main window for SW67679 (Fig. 2) the window "BACnet Set Access" appears (Fig. 4).

The window is divided in two parts, the "BACnet in Read" that contains the BACnet objects readable by a BACnet Master (the PROFINET data associated to these objects are written by a PROFINET Master); and "BACnet in Write" that contains the BACnet objects writeable by a BACnet Master (the PROFINET data associated to these objects are readed by a PROFINET Master).

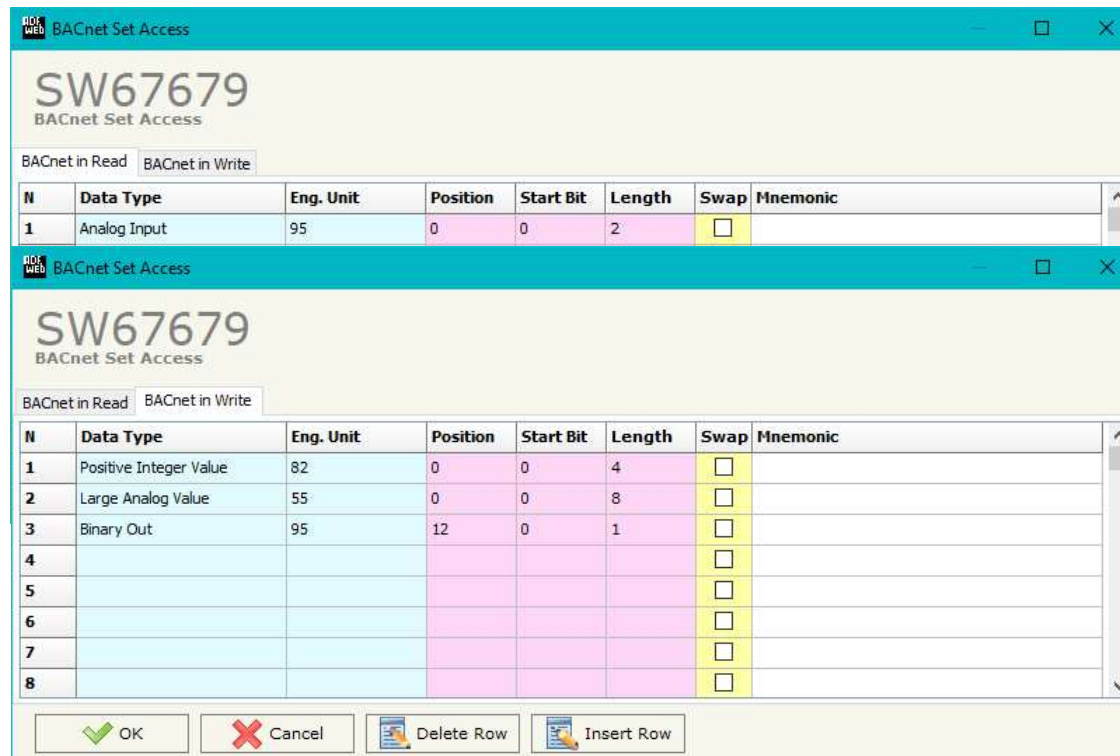
The meaning of the fields in the window are the follows:

- In the field **"Data Type"** it is possible to select the BACnet object data type;
- In the field **"Eng. Unit"**, with double click the window *"Select the BACnet Engineering Unit"* appears (Fig. 5);
- In the field **"Position"** it is possible to select the position where take/save the data from a 1440 bytes array;
- The field **"Start Bit"** it is used for binary objects;
- The field **"Length"** it is used for all the others BACnet objects (on "BACnet in Write" this field isn't editable);
- If the field **"Swap"** is checked, it is possible to exchange the bytes' order;
- In the field **"Mnemonic"** a description of the object is defined.



Notes:

The "BACnet in Write" objects are also readable.



N	Data Type	Eng. Unit	Position	Start Bit	Length	Swap	Mnemonic
1	Analog Input	95	0	0	2	<input type="checkbox"/>	

N	Data Type	Eng. Unit	Position	Start Bit	Length	Swap	Mnemonic
1	Positive Integer Value	82	0	0	4	<input type="checkbox"/>	
2	Large Analog Value	55	0	0	8	<input type="checkbox"/>	
3	Binary Out	95	12	0	1	<input type="checkbox"/>	
4						<input type="checkbox"/>	
5						<input type="checkbox"/>	
6						<input type="checkbox"/>	
7						<input type="checkbox"/>	
8						<input type="checkbox"/>	

Figure 4: "BACnet Set Access" window

It is possible to insert directly the Unit (using its unique number) by compiling the "**Selected BACnet Engineering Unit**" field; or by selecting with the fields "**Select the Type**" and "**Select unit**" the Type/Unit desired. If the second way is used, is necessary to press the "**Select Engineering Unit**" button for confirm the choice.

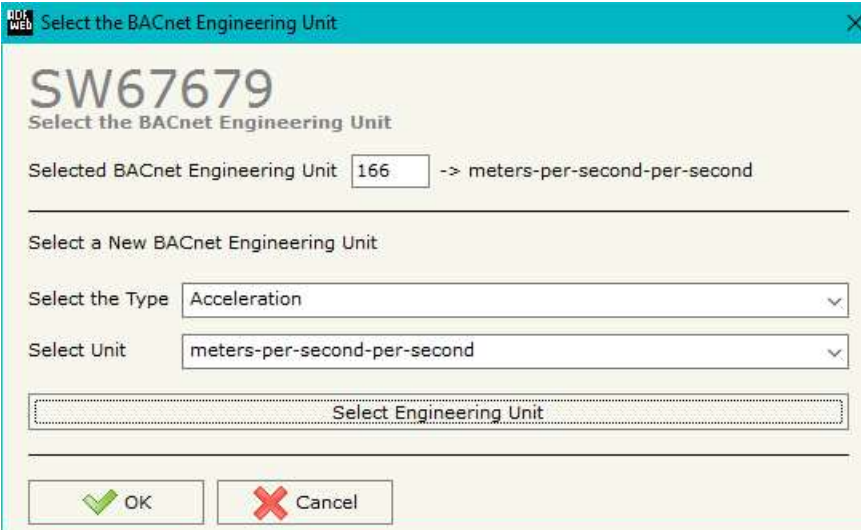
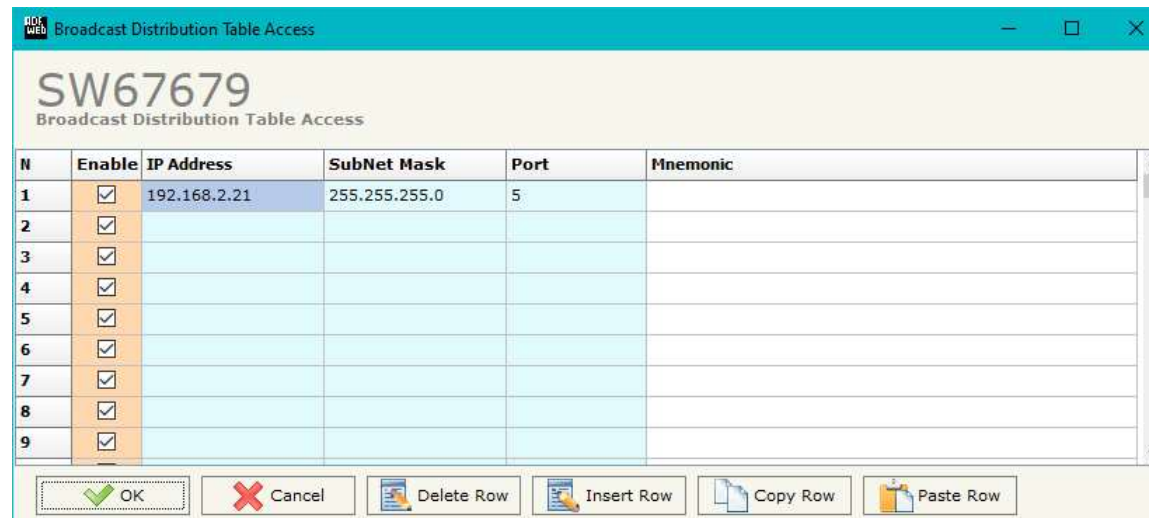


Figure 5: "Select the BACnet Engineering Unit" window

SET BDT ACCESS:

By Pressing the “**Set BDT Access**” button from the main window for SW67679 (Fig. 2) the window “Broadcast Distribution Table Access” appears (Fig. 6).



N	Enable	IP Address	SubNet Mask	Port	Mnemonic
1	<input checked="" type="checkbox"/>	192.168.2.21	255.255.255.0	5	
2	<input checked="" type="checkbox"/>				
3	<input checked="" type="checkbox"/>				
4	<input checked="" type="checkbox"/>				
5	<input checked="" type="checkbox"/>				
6	<input checked="" type="checkbox"/>				
7	<input checked="" type="checkbox"/>				
8	<input checked="" type="checkbox"/>				
9	<input checked="" type="checkbox"/>				

Figure 6: “Broadcast Distribution Table Access” window

The meaning of the fields in the window are the follows:

- If the option “**Enable**” is checked, the BDT rule is enabled;
- In the field “**IP Address**” the destination IP Address which forwarding the data to is defined;
- In the field “**SubNet Mask**” the destination SubNet Mask is defined;
- In the field “**Port**” the destination port which forwarding the data to is defined;
- In the field “**Mnemonic**” a brief description is defined.

OBJECTS MAP:

By Pressing the "**BACnet EDE File**" button from the main window for SW67679 (Fig. 2) it is possible to create a .csv document with the map of BACnet Objects.

PROFINET XML:

By pressing the "**PROFINET XML**" button it is possible to save the xml file for the PROFINET side. With this feature you can save the configuration of the converter of the PROFINET side.

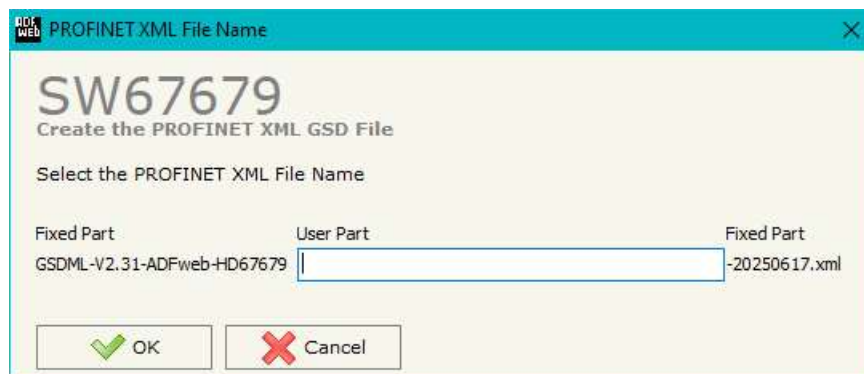


Figure 7: "PROFINET XML File" window

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.

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"**;
- Press the **"Ping"** button, "Device Found! must appear";
- Press the **"Next"** button;

- Select which operations you want to do;
- Press the **"Execute update firmware"** button to start the upload;
- When all the operations are "OK" turn OFF the Device;
- Put 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;
- Press the **"Ping"** button, must appear "Device Found!";
- Press the **"Next"** button;
- Select which operations you want to do;
- Press the **"Execute update firmware"** button to start the upload;
- When all the operations are "OK" the device automatically goes at Normal Mode.

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

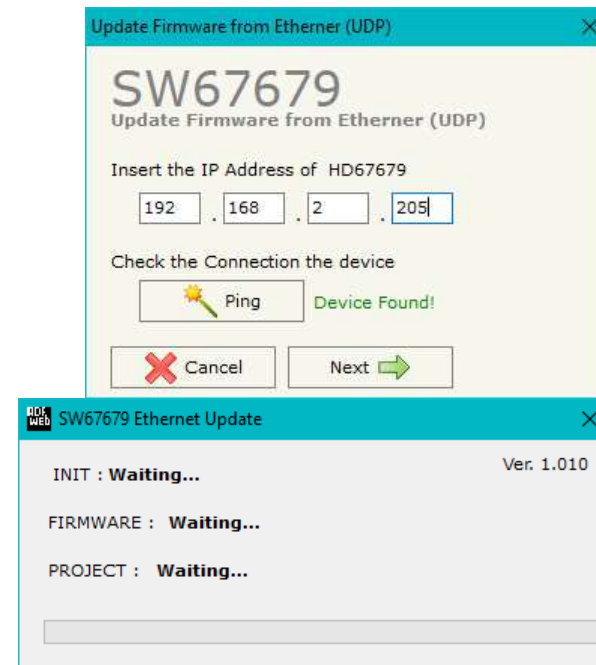


Figure 8: "Update device" windows


Note:

When you install a new version of the software, if it is the first time it is better you do the update of the Firmware in the HD67679 device.


Note:

When you receive the device, for the first time, you also have to update the Firmware in the HD67679 device.


Warning:

If Fig. 9 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;
- Check the Wi-Fi 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 or 11 you have to launch the "Command Prompt" with Administrator Rights;
- Pay attention at Firewall lock.

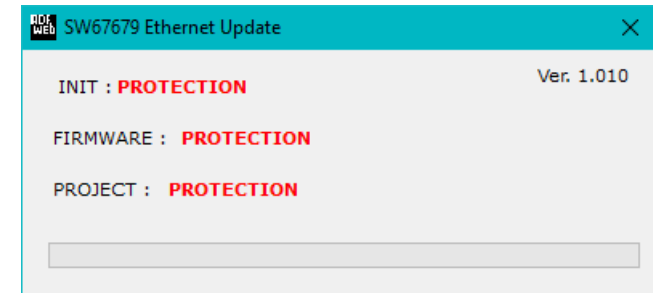


Figure 9: "Protection" window



In the case of HD67679 you have to use the software "SW67679": www.adfweb.com/download/filefold/SW67679.zip.

MECHANICAL DIMENSIONS:

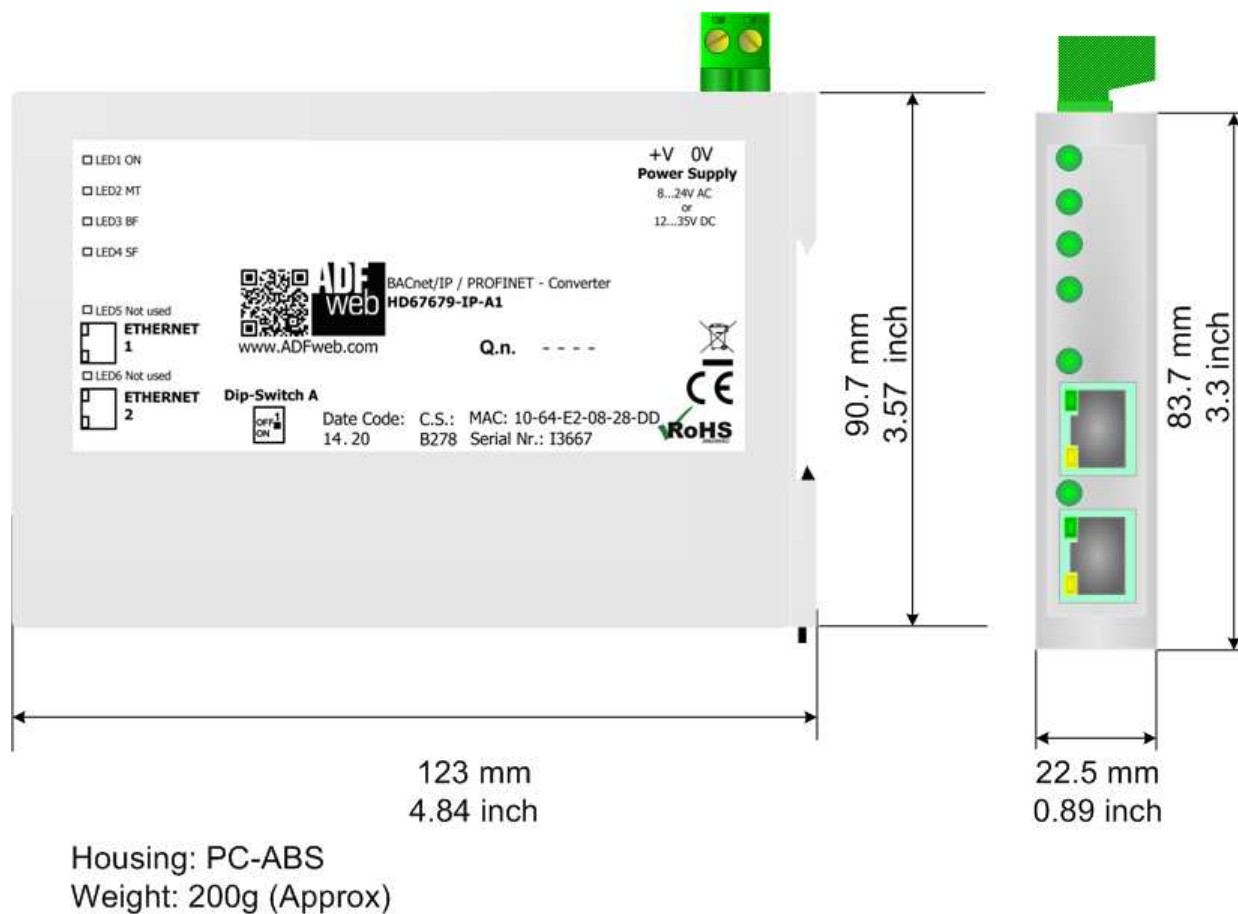


Figure 10a: Mechanical dimensions scheme for HD67679-IP-A1

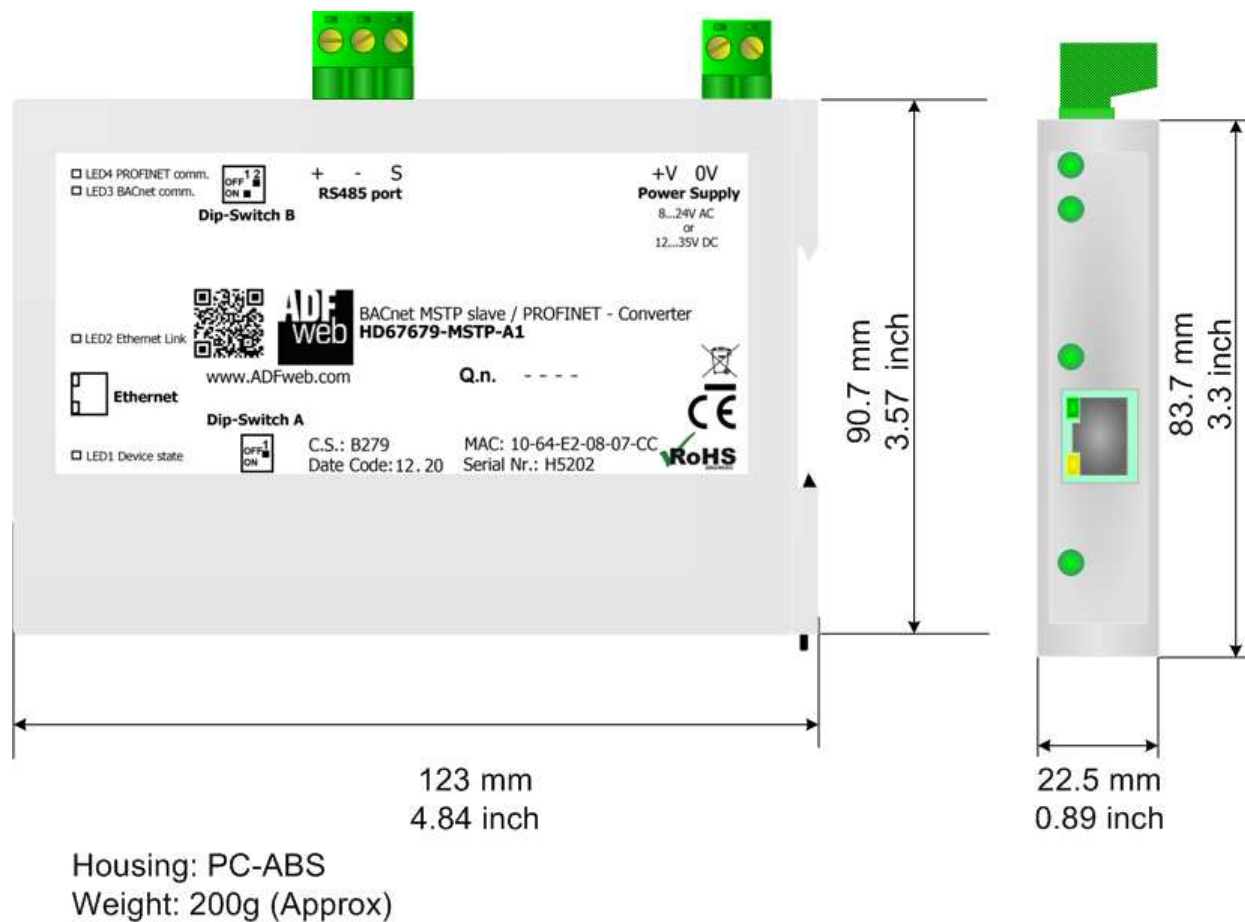


Figure 10b: Mechanical dimensions scheme for HD67679-MSTP-A1

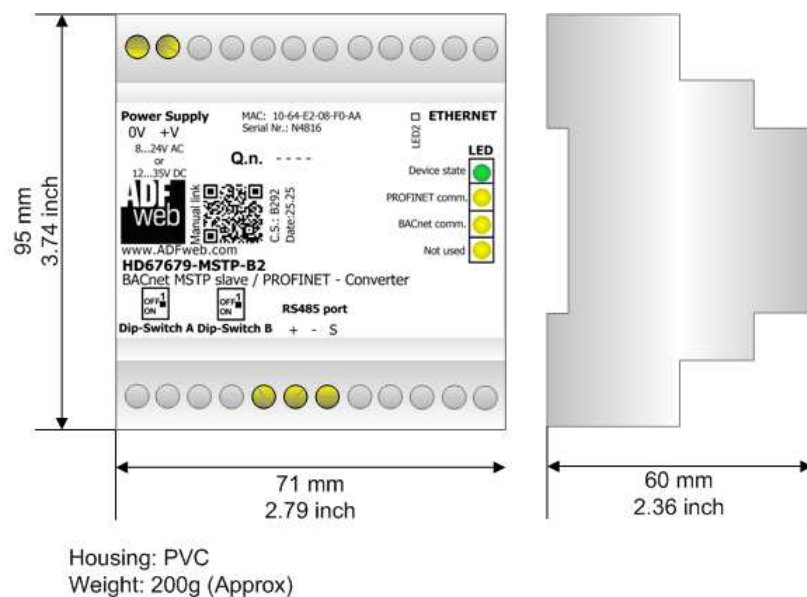
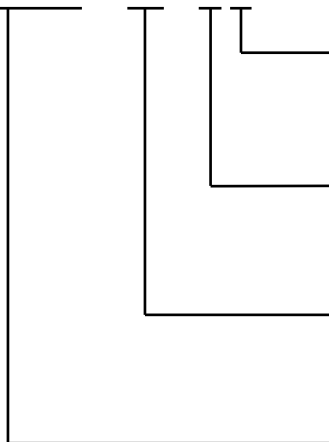


Figure 10c: Mechanical dimensions scheme for HD67679-MSTP-B2

ORDERING INFORMATION:

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

HD67679 - xxx - xx



Connectors Type

- 1: Removable 5mm Screw Terminal
- 2: Fixed 5mm Screw Terminal

Enclosure Type

- A: 1M, 35mm DIN Rail mounting
- B: 4M, 35mm DIN Rail mounting

BACnet type

- IP: BACnet/IP
- MSTP: BACnet MS/TP

Device Family

- HD67679: BACnet Slave / PROFINET - Converter

- | | | |
|------------------------------------|---|---|
| Order Code: HD67679-IP-A1 | - | BACnet/IP Slave / PROFINET - Converter |
| Order Code: HD67679-MSTP-A1 | - | BACnet MS/TP Slave / PROFINET - Converter |
| Order Code: HD67679-MSTP-B2 | - | BACnet MS/TP Slave / PROFINET - 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.

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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