

User Manual

Revision 1.000 English

EtherNet/IP Master / KNX- Converter

(Order Code: HD67806-KNX-B2)

For Website information: www.adfweb.com?Product=HD67806-B2

For Price information: www.adfweb.com?Price=HD67806-KNX-B2

Benefits and Main Features:

- Very easy to configure
- Power Supply 18...35V DC and 8...24 V AC
- Temperature range: -40°C/+85°C (-40°F/+185°F)



User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 1 of 25



For others KNX products, see also the following links:

Converter KNX to

www.adfweb.com?Product=HD67746 www.adfweb.com?Product=HD67773 www.adfweb.com?Product=HD67801 www.adfweb.com?Product=HD67802 www.adfweb.com?Product=HD67803 www.adfweb.com?Product=HD67804 www.adfweb.com?Product=HD67807 www.adfweb.com?Product=HD67808 www.adfweb.com?Product=HD67809 www.adfweb.com?Product=HD67810 www.adfweb.com?Product=HD67811 www.adfweb.com?Product=HD67812 www.adfweb.com?Product=HD67813 www.adfweb.com?Product=HD67814 www.adfweb.com?Product=HD67815 www.adfweb.com?Product=HD67818 www.adfweb.com?Product=HD67820 www.adfweb.com?Product=HD67821 www.adfweb.com?Product=HD67822 www.adfweb.com?Product=HD67825 www.adfweb.com?Product=HD67830 www.adfweb.com?Product=HD67947 www.adfweb.com?Product=HD67B18 www.adfweb.com?Product=HD67B41 www.adfweb.com?Product=HD67B79 (IEC 61850 Server) (IEC 61850 Client) (BACnet Master) (BACnet Slave) (CAN) (CANopen) (EtherNet/IP Slave) (DeviceNet Master) (DeviceNet Slave) (J1939) (M-Bus Master/wM-Bus) (Modbus Master) (Modbus Slave) (Modbus TCP Master) (Modbus TCP Slave) (PROFINET slave) (SNMP) (DMX) (DALI) (Ethernet) (NMEA 2000) (MQTT) (OPC UA Client) (OPC UA Server) (PROFINET Master)

Do you have an your customer protocol? <u>www.adfweb.com?Product=HD67003</u>

Do you need to choose a device? do you want help? www.adfweb.com?Cmd=helpme Veb

Industrial Electronic Devices

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
KNX	10
ETHERNET	11
USE OF COMPOSITOR SW67806	12
NEW CONFIGURATION / OPEN CONFIGURATION	13
SOFTWARE OPTIONS	14
SET COMMUNICATION	16
ETHERNET/IP ACCESS	17
KNX ACCESS	18
UPDATE DEVICE	20
MECHANICAL DIMENSIONS	22
ORDERING INFORMATIONS	23
ACCESSORIES	23
DISCLAIMER	24
OTHER REGULATIONS AND STANDARDS	24
WARRANTIES AND TECHNICAL SUPPORT	25
RETURN POLICY	25

User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 2 of 25

UPDATED DOCUMENTATION:

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

- Updated
- ✤ Related to the product you own

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

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

REVISION LIST:

Revision	Date	Author	Chapter	Description
1.000	05/06/2019	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: MN67806_ENG Revision 1.000 Page 3 of 25

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.

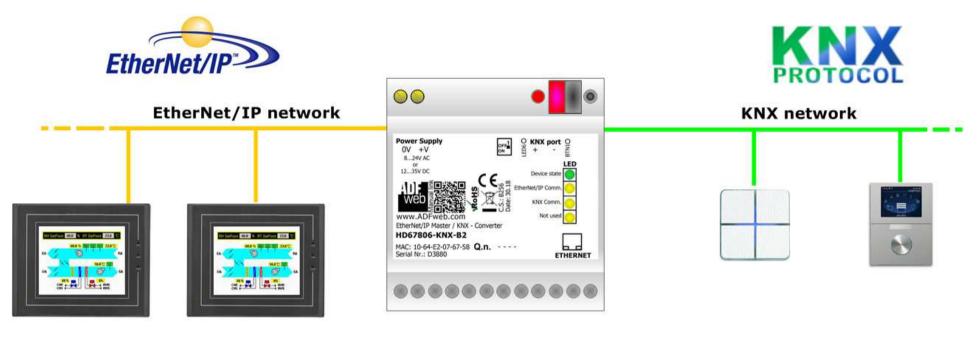
CE CONFORMITY

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



Document code: MN67806_ENG Revision 1.000 Page 4 of 25

EXAMPLE OF CONNECTION:







CONNECTION SCHEME:

User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 5 of 25

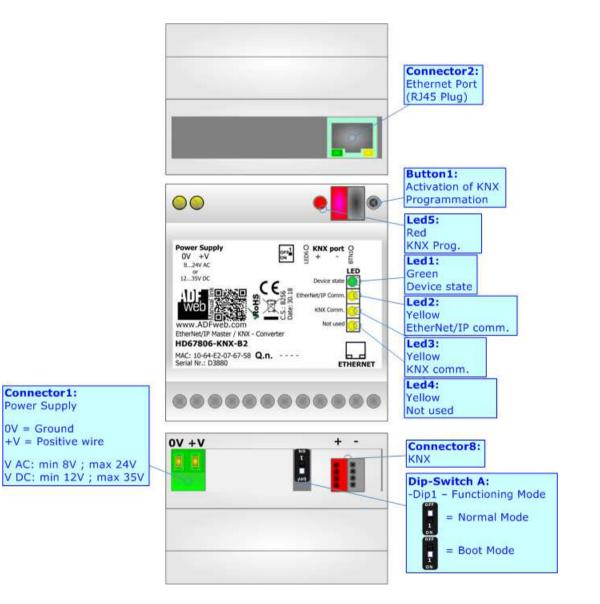


Figure 1: Connection scheme for HD67806-KNX-B2



Industrial Electronic Devices

User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 6 of 25

CHARACTERISTICS:

The HD67806-KNX is a EtherNet/IP Master / KNX Converter.

It allows the following characteristics:

- ✤ Electrical isolation between Ethernet and KNX;
- Mountable on 35mm Rail DIN;
- ✤ Wide power supply input range: 18...35V DC and 8...24V AC;
- ✤ Wide temperature range: -40°C / 85°C [-40°F / +185°F].

CONFIGURATION:

You need Compositor SW67806 software on your PC in order to perform the following:

- Define the parameter of EtherNet/IP;
- Define the parameter of KNX line;
- Define the list of EtherNet/IP slaves connected to the converter;
- Define the list of KNX data points to read/write;
- Update the device.



Document code: MN67806_ENG Revision 1.000 Page 7 of 25

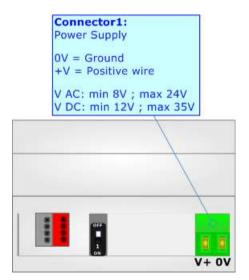
POWER SUPPLY:

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

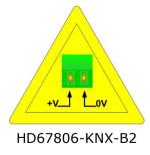
VAC 🔨		VDC	
Vmin	Vmax	Vmin	Vmax
8V	24V	12V	35V

Consumption at 24V DC:

Device		Consumption [W/VA]	
	HD67806-KNX-B2	3.5	



Caution: Not reverse the polarity power





Web Industrial Electronic Devices

Document code: MN67806_ENG Revision 1.000 Page 8 of 25

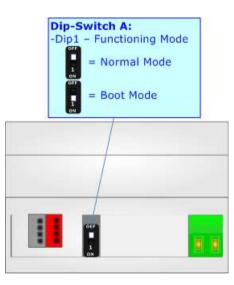
FUNCTION MODES:

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

- ✤ The first, with 'Dip1 of Dip-Switch A' at "OFF" position, is used for the normal working of the device.
- ✤ The second, with `Dip1 of Dip-Switch A' at ``ON'' position, is used for upload the Project and/or Firmware.

For the operations to follow for the updating, see 'UPDATE DEVICE' section.

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



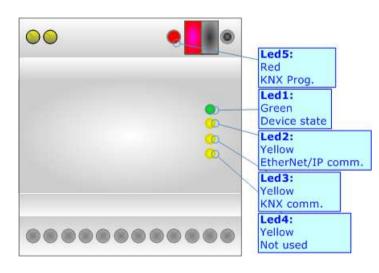


Document code: MN67806_ENG Revision 1.000 Page 9 of 25

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: EtherNet/IP communication (yellow)	Blinks when EtherNet/IP communication is running	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
3: KNX communication (yellow)	Blinks when KNX communication is running	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
4: Not used (yellow)	OFF	Blinks quickly: Boot state Blinks very slowly (~0.5Hz): update in progress
5: KNX prog. (red)	ON: KNX program mode activated OFF: KNX program mode not activated	OFF





Document code: MN67806_ENG Revision 1.000 Page 10 of 25

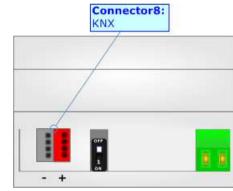
Industrial Electronic Devices

KNX:

KNX is the standard that allows the automated and decentralized management of the technologic plans of a big typology of structures: commercial buildings, factories, houses, public locals, schools and so on. KNX can be used in all the applications and functions for the building automations: from lighting to control dampers, to the security, to the heating monitoring, to the conditioning, to the hydric control and alarms, to energy management and so on.

Characteristics	Description TP1-256
Medium	Shielded Twisted Pair
Topology	Linear, Star, Tree or mixed
Baudrate	9600 bps
Device supplying	Normal: bus powered devices Optional: remote powered devices
Device power consumption	3 mA- 12 mA
Power Supply Unit (PSU)	DC 30 V
Number of PSU's per physical Segment	Max. 2
Number of connectable devices per physical Segment	Max. 256
Number of addressable devices per physical Segment	Max. 255
Total cable length per physical Segment	Max. 1000 m
Distance between two devices	Max. 700 m

(*) Taken from KNX specifications



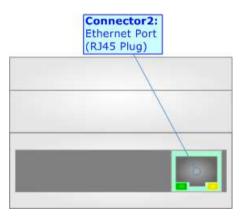


Document code: MN67806_ENG Revision 1.000 Page 11 of 25

ETHERNET:

The Ethernet port is used for programming the device and for EtherNet/IP communication.

The Ethernet connection must be made using Connector2 of HD67806-KNX-B2 with at least a Category 5E cable. The maximum length of the cable should not exceed 100m. The cable has to conform to the T568 norms relative to connections in cat.5 up to 100 Mbps. To connect the device to an Hub/Switch is recommended the use of a straight cable, to connect the device to a PC is recommended the use of a cross cable.





Document code: MN67806_ENG Revision 1.000 Page 12 of 25

USE OF COMPOSITOR SW67806:

To configure the Converter, use the available software that runs with Windows called SW67806. It is downloadable on the site <u>www.adfweb.com</u> and its operation is described in this document. The software works with MS Windows (XP, Vista, Seven, 8, 10; 32/64bit).

When launching the SW67806, the window below appears (Fig. 2).



It is necessary to have installed .Net Framework 4.

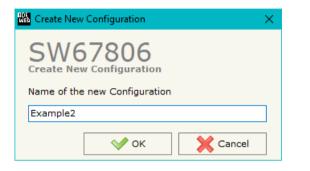
Web ADFweb.c	com - Configurator SW67806 - EtherNet/IP Master /	KNX ×
	67806 /IP Master / KNX - Converter	
Begin	Opened Configuration of the Converter : Example1	
Step 1	New Configuration	onfiguration
Step 2	Set Communication	
Step 3	EtherNet/IP Access	
Step 4	KNX Access	
Step 5	Vpdate Device UDP	www.ADFweb.com

Figure 2: Main window for SW67806



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 "EtherNet/IP Master / KNX 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".

Web Open Configuration	—		×
SW67806 Open an Existing Configuration List of Avaliable Configurations			
Example2 Example3			
✓ ок		Cance	el

User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 13 of 25



Document code: MN67806_ENG Revision 1.000 Page 14 of 25

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.

Web Software	e Options			\times
	67806			
Language	Connection Options	Software Settings		
_	Internet Connection neck Software Update	at Start of Program	1	
	Check Available U	pdate		
	ок 🗙 с	ancel		

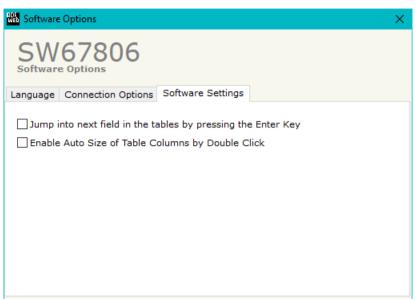
Web Software	Options		×
	67806		
Language	Connection Options	Software Settings	
Selected	Language :		
	English		
		Page 1 / 1	
	ОК ХСаг	ncel	

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 SW67806 check automatically if there are updatings when it is launched.



Industrial Electronic Devices

X Cancel



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

User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 15 of 25

💎 ок



SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, KNX and EtherNet/IP.

By Pressing the "**Set Communication**" button from the main window for SW67806 (Fig. 2) the window "Set Communication" appears (Fig. 3).

The means of the fields for "KNX" are:

- In the field "Type" the type of KNX is defined (fixed to 'KNX TP');
- ✤ In the field "ID Device" the ID of the KNX side of the converter is defined.

The means of the fields for "EtherNet/IP Master" are:

- In the fields "IP ADDRESS" the IP address for EtherNet/IP side of the converter is defined;
- In the fields "SUBNET Mask" the SubNet Mask for EtherNet/IP side of the converter is defined;
- In the fields "GATEWAY" the default gateway of the net is defined. This feature can be enabled or disabled pressing the Check Box field. This feature is used for going out of the net;
- In the field "Port" the port used for EtherNet/IP communication is defined. The port has a fixed value of 44818.

User Manual EtherNet/IP Master / KNX - Conv	verter
---	--------

Document code: MN67806_ENG Revision 1.000 Page 16 of 25

Set Communication		×
SW67806 Set Communication Set	ting	
1. KNX		E
Туре	KNX TP	~
ID Device	1.1.200	
2. EtherNet/IP Ma	aster	E
IP Address	192 . 168 . 0 . 10	
SubNet Mask	255 . 255 . 255 . 0	
Gateway	192 . 168 . 0 . 1	
Port	44818	
	OK X Cance	1

Figure 3: "Set Communication" window



Document code: MN67806_ENG Revision 1.000 Page 17 of 25

ETHERNET/IP ACCESS:

By Pressing the "EtherNet/IP Access" button from the main window for SW67806 (Fig. 2) the window "Set EtherNet/IP Slaves Access" appears (Fig. 4).

This section is used to define the list of the EtherNet/IP slaves to read/write from KNX side.

WED Se	et EtherNet	t/IP Slaves Access										- 0	×
		7806 tt/IP Slaves Acce	:55										
N	Enable	IP Address	Start Input	Num Input	Start Output	Num Output	Time Poll	Instance T > 0	Conn. Point T > O	Instance 0 > T	Conn. Point O > T	Mnemonic	^
1		192.168.0.12	0	10	5	15	1000	1	100	1	101		
2		192.168.2.13	1	5	0	0	2500	1	100	1	101		
3													
4													
5													~
	💎 ок	: X Ca	ncel	Delete Row	Insert	Row	Copy Row	Paste Row					

Figure 4: "Set EtherNet/IP Slaves Access" window

The means of the fields are:

- If the field "Enable" is checked, the polling to the EtherNet/IP slave is enabled;
- In the field "IP Address" the IP Address of the EtherNet/IP slave is defined;
- + In the field "Start Input" the starting Input byte of the EtherNet/IP slave to map on internal memory array is defined;
- In the field "Num Input" the number of consecutive Input byte to map on internal memory array is defined;
- In the field "Start Output" the starting Output byte of the EtherNet/IP slave to write from internal memory array is defined;
- In the field "Num Output" the number of consecutive Output byte to write from internal memory array is defined;
- In the field "Time Poll" the polling time in ms is defined;
- ✤ In the field "Instance T > O" the instance of the assembly for the Target to Originator data direction is defined;
- ✤ In the field "Conn. Point T > O" the connection point of the assembly for the Target to Originator data direction is defined;
- ✤ In the field "Instance O > T" the instance of the assembly for the Originator to Target data direction is defined;
- In the field "Conn. Point O > T" the connection point of the assembly for the Originator to Target data direction is defined;
- ✤ In the field "Mnemonic" a brief description is defined.



Industrial Electronic Devices

KNX ACCESS:

By pressing the "KNX Access" button from the main window for SW67806 (Fig. 2) the "KNX Access" window appears (Fig. 5).

The means of the fields are:

- If the field "Enable" is checked, the KNX message is enabled;
- In the field "Source Address" the Source Address to assign to the KNX message is defined;

S	IMA	7806	5														
	X Set Ac																
	Enable	Source Add	Dest/Group	APCI	Priority	Format	Extended	ReTest	OnCMD	OnChange	OnTimer	Poll Time	Position	Bit Mode	Length	Mnemonic	
		1.1.2	1/1/1	Read	System	None						1000	4	No	4		T
		1.1.2	1/1/2	Read	System	None						1000	0	No	4		
_																	

Figure 5: "KNX Set Access" window

- In the field "Dest/Group the Group address (2 level structure, 3 level structure or free address structure) or the device address is defined. In case of Group address, the levels must be separated by '/', in case of Device address, the parts of the address must be separated by `.';
- + In the field "APCI" the APCI of the KNX message is defined. You can choose between the following:
 - Read: it is used to send a reading request to a KNX device;
 - Write: it is used to send a writing request to a KNX device;
 - Specific value (edited manually).
- ✤ In the field "Priority" the Priority of the KNX message is defined. You can choose between the following:
 - System (Highest);
 - Urgent;
 - Normal;
 - Low (Lowest).
- ✤ In the field "Format" the data format of the KNX message is defined;
- If the field "Extended" is checked, the extended format of the KNX message is used;
- ✤ If the field "ReTest" is checked, the KNX message is re-sent in case of not correct response;
- ✤ If the field "OnCMD" is checked, the KNX request is sent when a EtherNet/IP message is received;
- ✤ If the field "On Change" is checked, the gateway sends the KNX command when the data on EtherNet/IP change the value;
- ✤ If the field "On Timer" is checked, the gateway sends the KNX command cyclically;
- ✤ In the field "Poll Time" the delay in ms between two KNX commands is defined (if "On Timer" is checked);

Document code: MN67806_ENG Revision 1.000 Page 18 of 25



Web Industrial Electronic Devices

Document code: MN67806_ENG Revision 1.000 Page 19 of 25

- ✤ In the field "Position" insert the address of the internal array where placing the information;
- ✤ In the field "Bit Mode" insert the start bit of the first byte of the field "Position" where start to insert the data read;
- ✤ In the field "Lenght" the dimension of the KNX message is defined;
- ✤ In the field "Mnemonic" the description for the request is defined.

<u>Note:</u>

If the field "On change" is checked and the "Poll Time" is different from 0, the converter sends the KNX command cyclically and also when the data is changed.

<u>/ Note:</u>

If the field "OnCMD", "OnChange" and "OnTimer" are not checked, the converter only sniffs the bus in order to monitor the status of the KNX message.



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.

Wi Update Device by Ethernet (UDP)	×
SW67806 Update Device Using the Ethernet Port	
Insert the IP Address of Device	
Select Update Options	
Firmware + Configuration	~
Read Back	
Cancel 🔄 Execute Update Firmware	
🟙 ADFweb.com - SW67806 Ethernet Update	×
INIT : Waiting	Ver. 1.601
FIRMWARE : Waiting	
FIRMWARE : Waiting PROJECT : Waiting	

Figure 6: "Update device" windows

User Manual EtherNet/IP Master / KNX - Converter

Document code: MN67806_ENG Revision 1.000 Page 20 of 25

Document code: MN67806_ENG Revision 1.000 Page 21 of 25

Note:

When you receive the device, for the first time, you also have to update the Firmware in the HD67806 device.

Warning: If Fig. 7 appears when you try to do the Update try these points before seeking assistance: INIT : Device No

- Check if the serial cable is connected between the PC and the device;
- Try to repeat the operations for the updating;
- Try with another PC;
- Try to restart the PC;
- Check the LAN settings;

Industrial Electronic Devices

- If you are using the program inside a Virtual Machine, try to use in the main Operating System;
- If you are using Windows Seven, Vista, 8 or 10 make sure that you have the administrator privileges;
- In case you have to program more than one device, using the "UDP Update", you have to cancel the ARP table every time you connect a new device on Ethernet. For do this you have to launch the "Command Prompt" and write the command "arp -d". Pay attention that with Windows Vista, Seven, 8, 10 you have to launch the "Command

Prompt" with Administrator Rights;

✤ Pay attention at Firewall lock.

Warning:

In the case of HD67806 you have to use the software "SW67806": <u>www.adfweb.com\download\filefold\SW67806.zip</u>.

ADFweb.com - SW67806 Ethernet Update	×
INIT : Device Not Found	Ver. 1.601
FIRMWARE : Waiting	
PROJECT : Waiting	
ADFweb.com - SW67806 Ethernet Update	×
ADFweb.com - SW67806 Ethernet Update	× Ver. 1.601
	× Ver. 1.601
INIT : PROTECTION	X Ver. 1.601

Figure 7: "Error" window







Document code: MN67806_ENG Revision 1.000 Page 22 of 25

MECHANICAL DIMENSIONS:

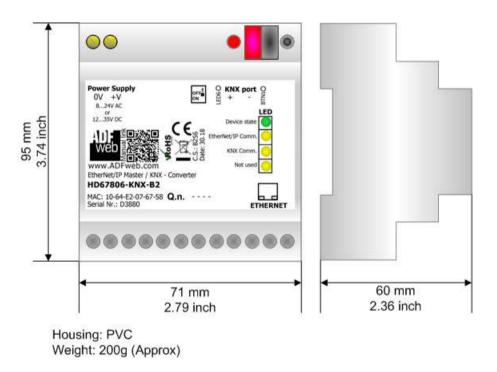


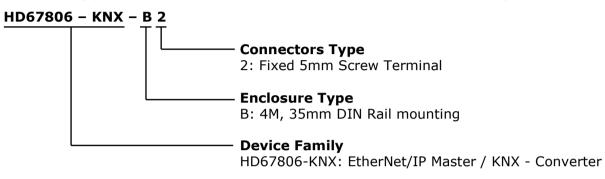
Figure 8: Mechanical dimensions scheme for HD67806-KNX-B2



Document code: MN67806_ENG Revision 1.000 Page 23 of 25

ORDERING INFORMATIONS:

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



Order Code: HD67806-KNX-B2 - EtherNet/IP Master / KNX – 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



Document code: MN67806_ENG Revision 1.000 Page 24 of 25

DISCLAIMER:

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

OTHER REGULATIONS AND STANDARDS:

WEEE INFORMATION

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

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

RESTRICTION OF HAZARDOUS SUBSTANCES DIRECTIVE

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

CE MARKING

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



Document code: MN67806_ENG Revision 1.000 Page 25 of 25

WARRANTIES AND TECHNICAL SUPPORT:

For fast and easy technical support for your ADFweb.com SRL products, consult our internet support at <u>www.adfweb.com</u>. Otherwise contact us at the address support@adfweb.com

RETURN POLICY:

If while using your product you have any problem and you wish to exchange or repair it, please do the following:

- Obtain a Product Return Number (PRN) from our internet support at <u>www.adfweb.com</u>. Together with the request, you need to provide detailed information about the problem.
- Send the product to the address provided with the PRN, having prepaid the shipping costs (shipment costs billed to us will not be accepted).

If the product is within the warranty of twelve months, it will be repaired or exchanged and returned within three weeks. If the product is no longer under warranty, you will receive a repair estimate.



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

