

## User Manual

Revision 1.001  
English

### **PROFINET Master / EtherNet/IP - Converter**

(Order Code: HD67B78-A1)

For Website information:

<http://www.adfweb.com/?Product=HD67B78>

For Price information:

<http://www.adfweb.com/?Price=HD67B78-A1>

#### **Benefits and Main Features:**

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

For others PROFINET Master devices, see also the following links:

#### **PROFINET Master from/to ...**

[www.adfweb.com?Product=HD67983](http://www.adfweb.com?Product=HD67983)  
[www.adfweb.com?Product=HD67B45](http://www.adfweb.com?Product=HD67B45)  
[www.adfweb.com?Product=HD67B70](http://www.adfweb.com?Product=HD67B70)  
[www.adfweb.com?Product=HD67B71](http://www.adfweb.com?Product=HD67B71)  
[www.adfweb.com?Product=HD67B72](http://www.adfweb.com?Product=HD67B72)  
[www.adfweb.com?Product=HD67B73](http://www.adfweb.com?Product=HD67B73)  
[www.adfweb.com?Product=HD67B74](http://www.adfweb.com?Product=HD67B74)  
[www.adfweb.com?Product=HD67B75](http://www.adfweb.com?Product=HD67B75)  
[www.adfweb.com?Product=HD67B76](http://www.adfweb.com?Product=HD67B76)  
[www.adfweb.com?Product=HD67B77](http://www.adfweb.com?Product=HD67B77)  
[www.adfweb.com?Product=HD67B79](http://www.adfweb.com?Product=HD67B79)  
[www.adfweb.com?Product=HD67B80](http://www.adfweb.com?Product=HD67B80)  
[www.adfweb.com?Product=HD67B81](http://www.adfweb.com?Product=HD67B81)  
[www.adfweb.com?Product=HD67B82](http://www.adfweb.com?Product=HD67B82)  
[www.adfweb.com?Product=HD67B84](http://www.adfweb.com?Product=HD67B84)  
[www.adfweb.com?Product=HD67D32](http://www.adfweb.com?Product=HD67D32)  
[www.adfweb.com?Product=HD67E22](http://www.adfweb.com?Product=HD67E22)  
[www.adfweb.com?Product=HD67F32](http://www.adfweb.com?Product=HD67F32)

**(IO-Link Slave)**  
**(OPC UA Server)**  
**(Serial)**  
**(Modbus)**  
**(PROFIBUS Slave)**  
**(CAN)**  
**(CANopen)**  
**(DeviceNet Slave)**  
**(Modbus TCP Slave)**  
**(SNMP Agent)**  
**(KNX)**  
**(MQTT)**  
**(BACnet Slave)**  
**(IEC 61850 Server)**  
**(Ethernet)**  
**(LoRaWAN)**  
**(EtherCAT Slave)**  
**(LoRaWAN Gateway)**

Do you have an your customer protocol?

See the following links:

[www.adfweb.com?Product=HD67003](http://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](http://www.adfweb.com?Cmd=helpme)



User Manual

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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/](http://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
1.000	13/03/2019	Ff	All	First release version
1.001	17/12/2024	Ln	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:

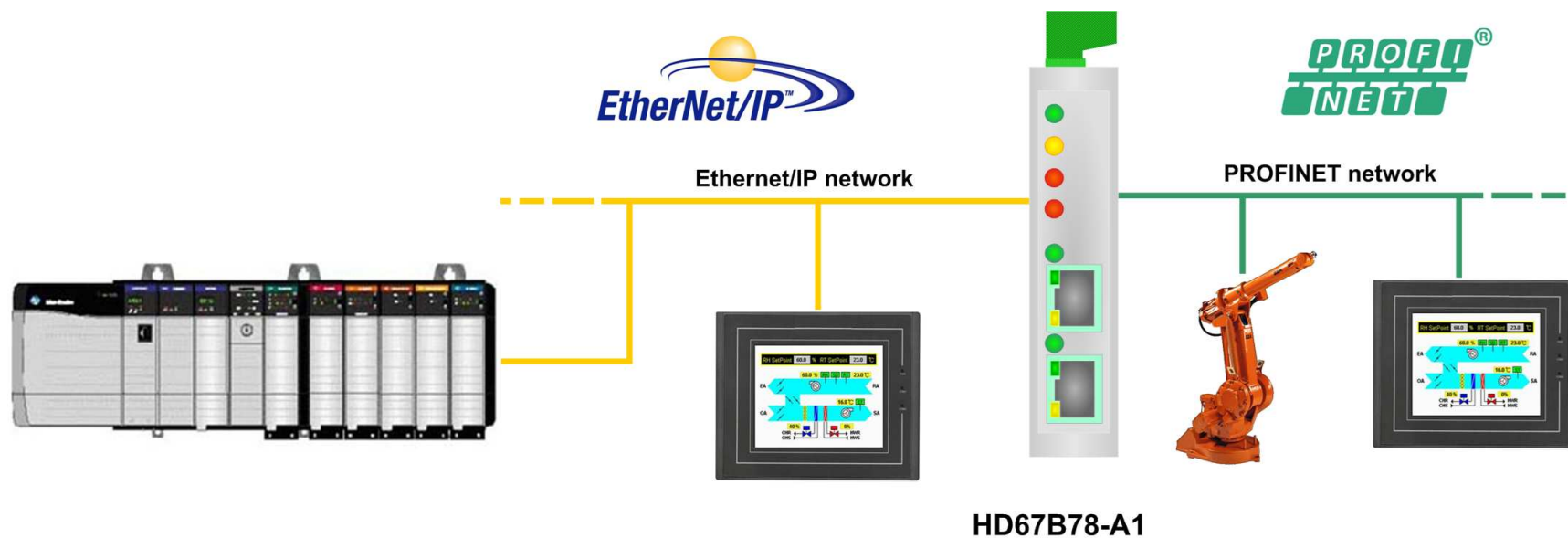


This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

**CE CONFORMITY**

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

## EXAMPLE OF CONNECTION:



## CONNECTION SCHEME:

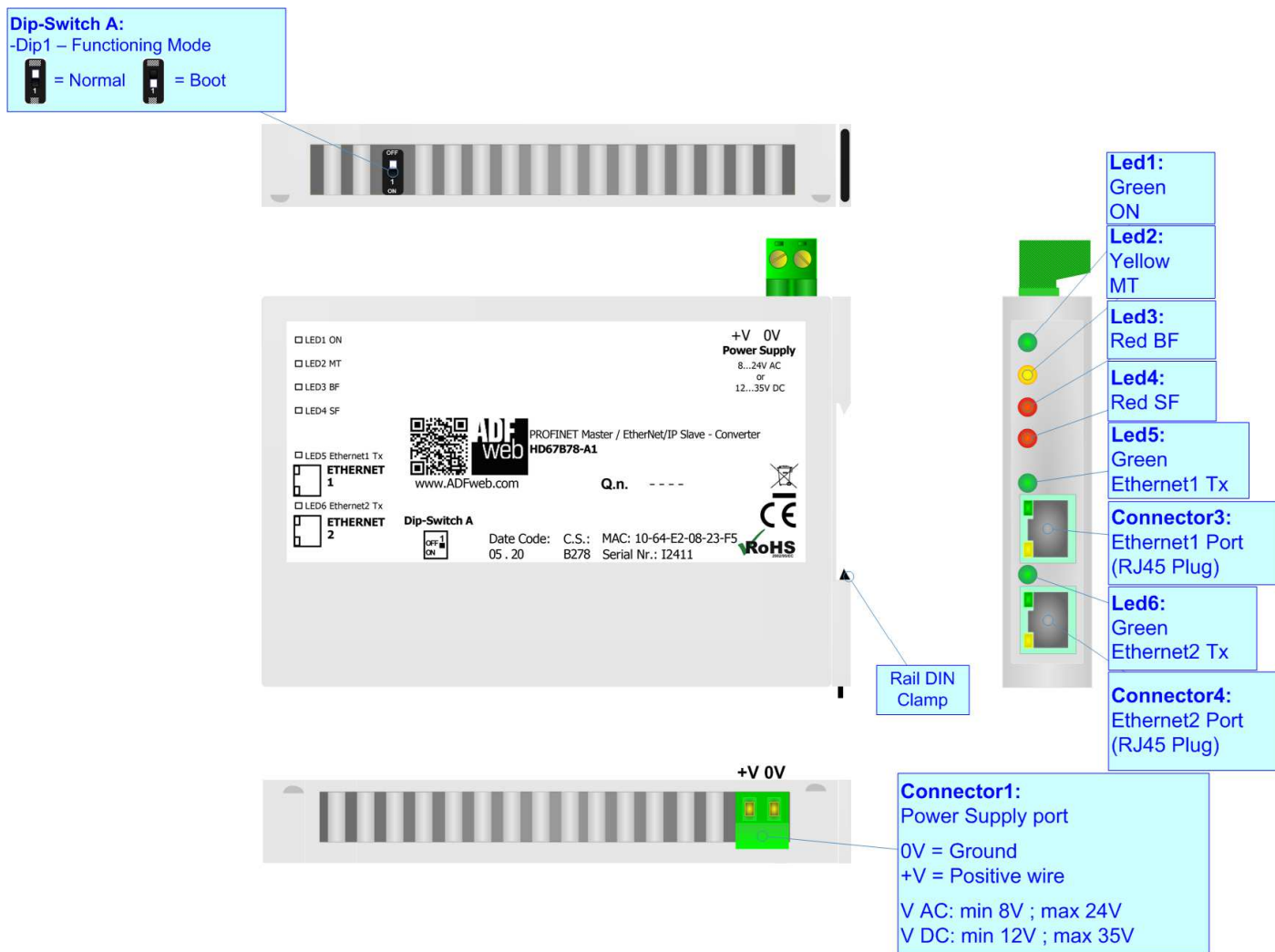


Figure 1: Connection scheme for HD67B78-A1

**CHARACTERISTICS:**

The HD67B78-A1 is a PROFINET Master / EtherNet/IP converter.

It allows the following characteristics:

- Up to 496 bytes in reading and 496 bytes in writing;
- Two-directional information between EtherNet/IP 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 SW67B78 software on your PC in order to perform the following:

- Define the parameter of the PROFINET;
- Define the parameter of the EtherNet/IP;
- Define the list of PROFINET slaves connected to the converter;
- 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.

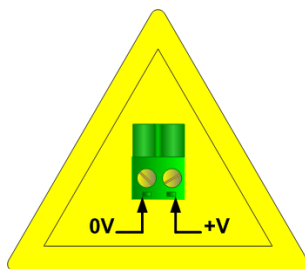
	VAC 		VDC 	
	Vmin	Vmax	Vmin	Vmax
HD67B78-A1	8V	24V	12V	35V

Consumption at 24V DC:

Device	W/VA
HD67B78-A1	4



**Caution: Not reverse the polarity power**



HD67B78-A1

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



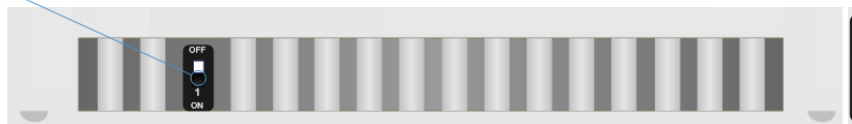
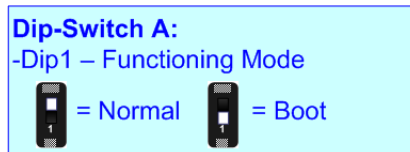
**FUNCTION MODES:**

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

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

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

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

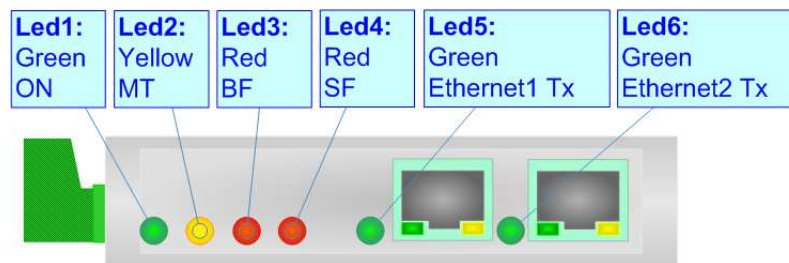




## LEDS:

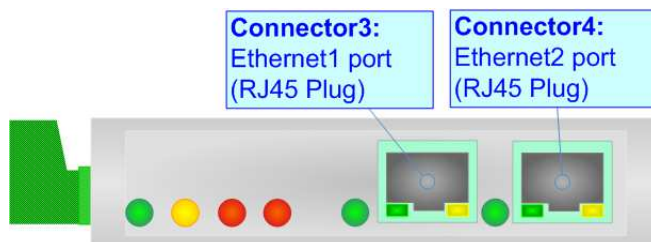
The device has got six LEDs that are used to give information of the functioning status.  
The various meanings of the LEDs are described in the table below.

LED	Normal Mode	Boot Mode
1: ON [supply voltage ] (green)	<b>ON:</b> Device powered <b>OFF:</b> Device not powered	<b>ON:</b> Device powered <b>OFF:</b> Device not powered
2: MT [maintenance display] (yellow)	<b>ON:</b> Maintenance are present <b>OFF:</b> No maintenance are present	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
3: BF [bus fault] (red)	<b>ON:</b> 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 <b>Flashing:</b> At least one configured AR is no longer in the data exchange <b>OFF:</b> No errors are present	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
4: SF [group error] (red)	<b>ON:</b> At least one AR is not in the data exchange <b>OFF:</b> No errors are present	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
5: Ethernet1 Tx (green)	Blinks when is transmitting Ethernet frames	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress
6: Ethernet2 Tx (green)	Blinks when is transmitting Ethernet frames	<b>Blinks quickly:</b> Boot state <b>Blinks very slowly (~0.5Hz):</b> update in progress



**ETHERNET:**

The Ethernet connection must be made using Connector3 or Connector4 of HD67B78-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.



## USE OF COMPOSITOR SW67B78:

To configure the Converter, use the available software that runs with Windows called SW67B78. It is downloadable on the site [www.adfweb.com](http://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 SW67B78, the window below appears (Fig. 2).



### Note:

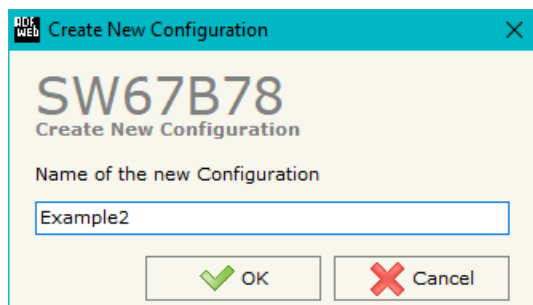
It is necessary to have installed .Net Framework 4.



Figure 2: Main window for SW67B78

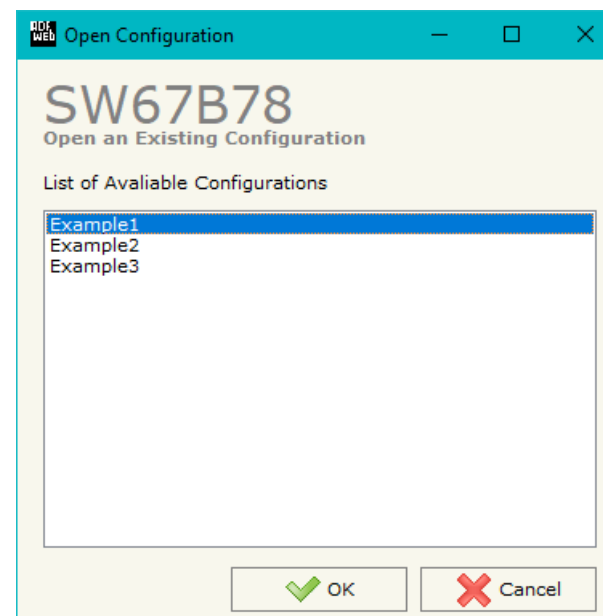
## NEW CONFIGURATION / OPEN CONFIGURATION:

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




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

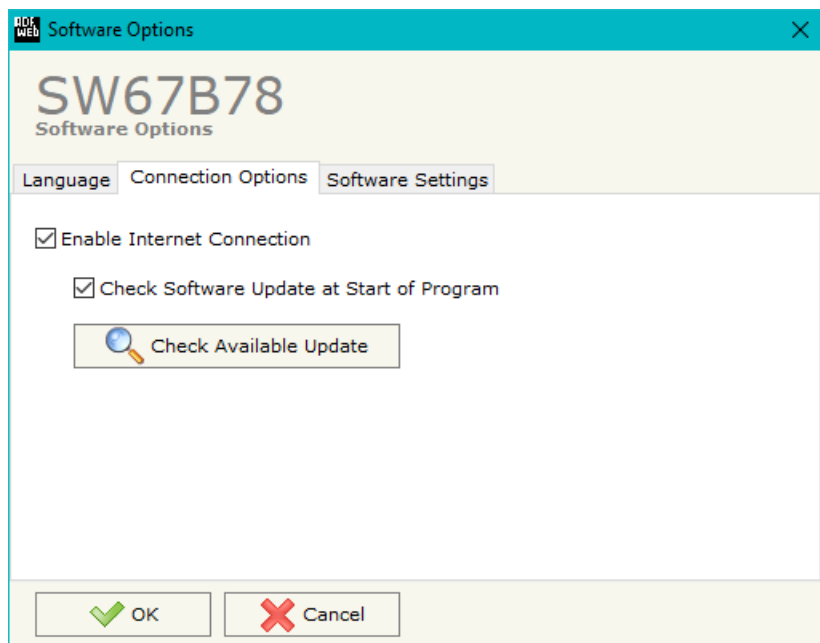
- To clone the configurations of a programmable “PROFINET Master / EtherNet/IP - Converter” in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- To clone a project in order to obtain a different version of the project, it is sufficient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



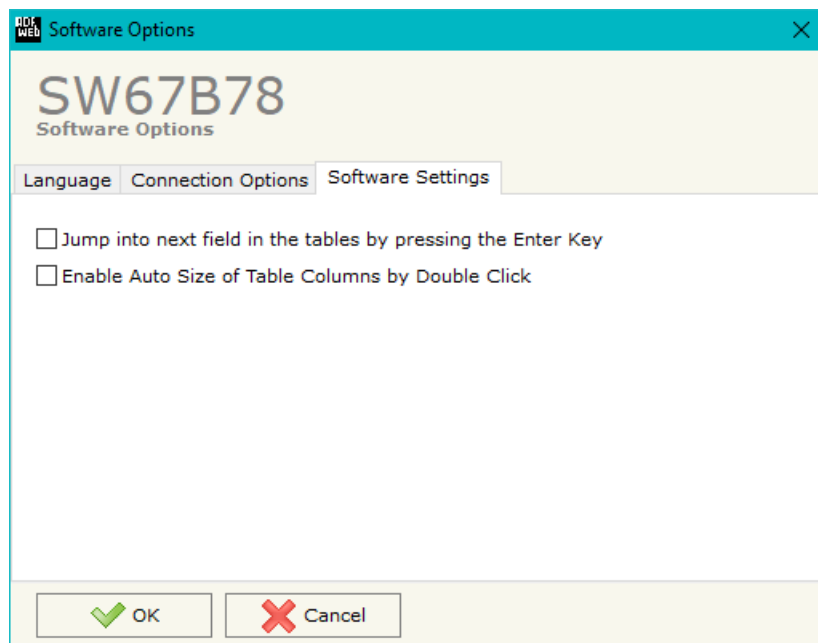
## SOFTWARE OPTIONS:

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 SW67B78 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, PROFINET and EtherNet/IP.

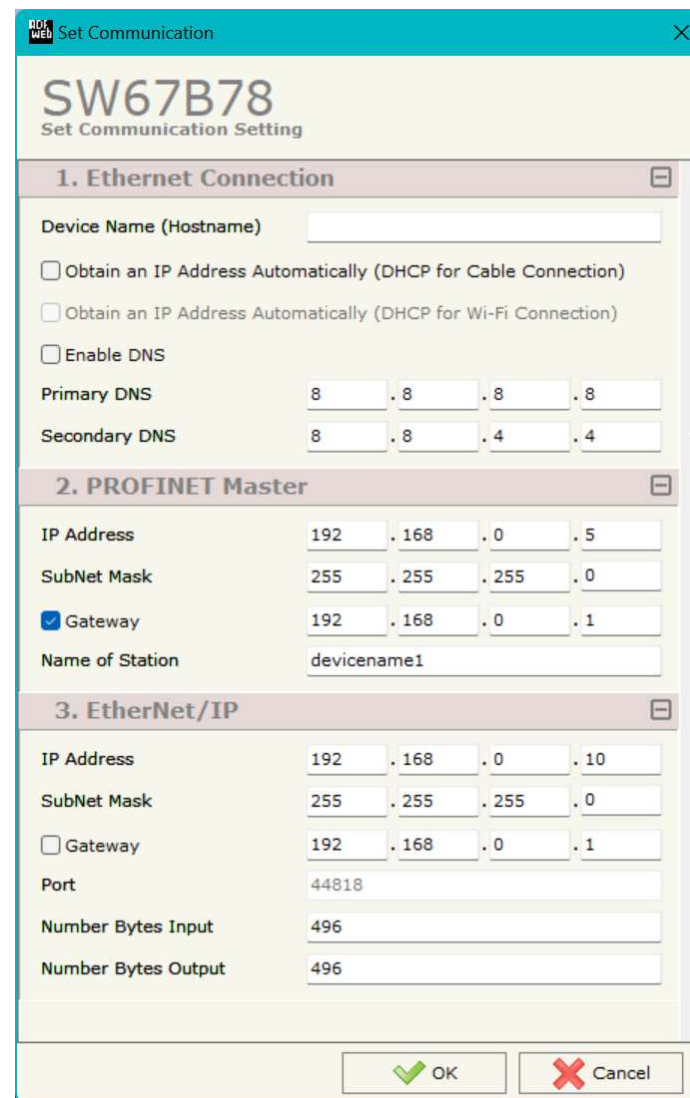
By Pressing the **"Set Communication"** button from the main window for SW67B78 (Fig. 2) the window "Set Communication" appears (Fig. 3).

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 "PROFINET Master" are:

- In the fields **"IP Address"** the IP address for PROFINET side of the converter is defined;
- In the fields **"SubNet Mask"** the SubNet Mask for PROFINET 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 **"Name of Station"** the name of the PROFINET node is defined.



**SW67B78**  
Set Communication Setting

**1. Ethernet Connection**

Device Name (Hostname)

☐ Obtain an IP Address Automatically (DHCP for Cable Connection)

☐ Obtain an IP Address Automatically (DHCP for Wi-Fi Connection)

☐ Enable DNS

Primary DNS

Secondary DNS

**2. PROFINET Master**

IP Address

SubNet Mask

☒ Gateway

Name of Station

**3. EtherNet/IP**

IP Address

SubNet Mask

☐ Gateway

Port

Number Bytes Input

Number Bytes Output

☒ OK ☐ Cancel

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

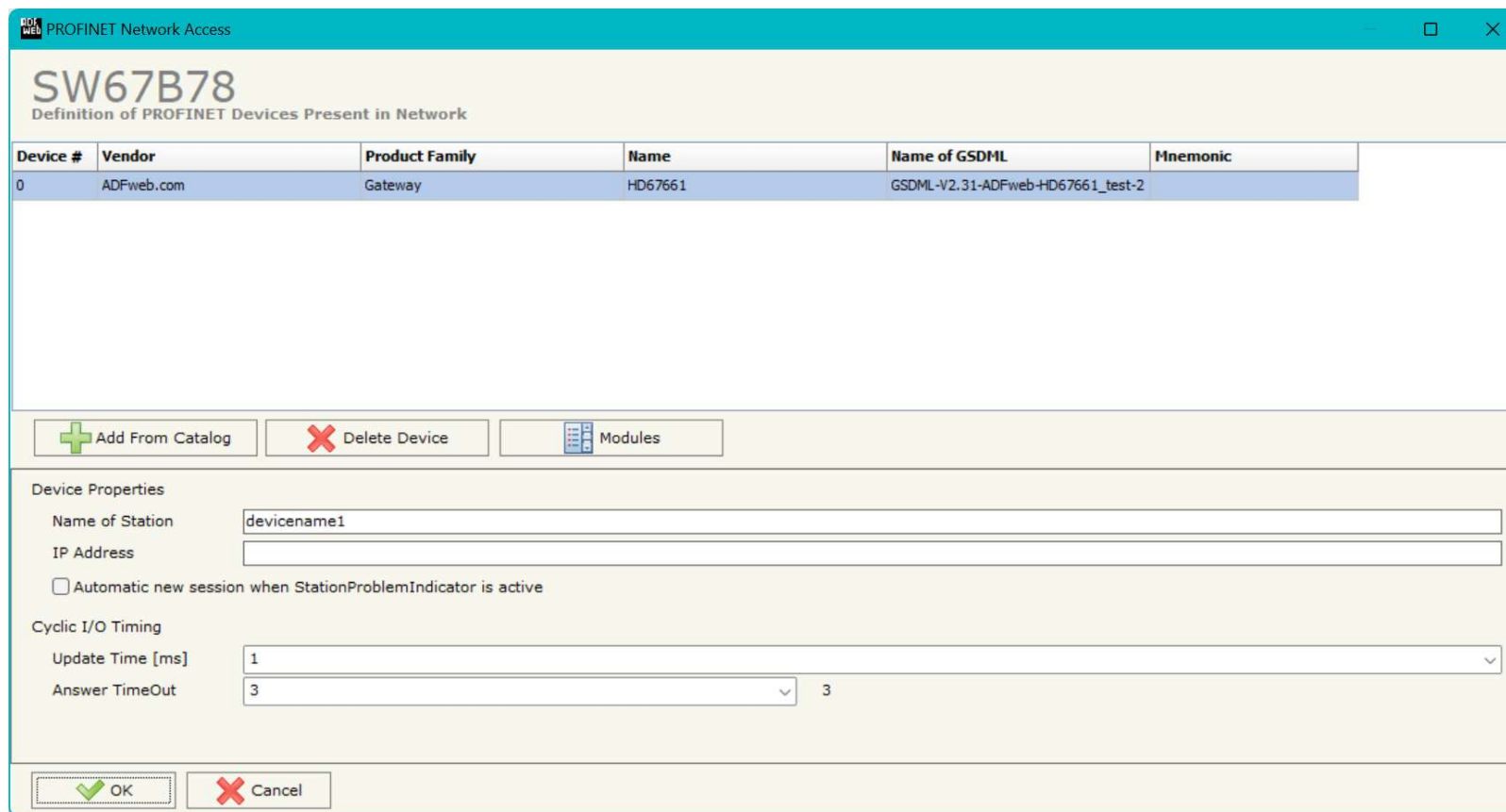
- In the field "**IP Address**" the IP address for EtherNet/IP side of the converter is defined;
- In the field "**SubNet Mask**" the SubNet Mask for EtherNet/IP side of the converter is defined; *Figure 3: "Set Communication" window*
- In the field "**Gateway**" the default gateway of the network is 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 "**Port**" the port to use for EtherNet/IP communication is defined;
- In the field "**Number Bytes Input**" the number of byte from the EtherNet/IP Master to the converter is defined;
- In the field "**Number Bytes Output**" the number of byte from the converter to the EtherNet/IP Master is defined;



## PROFINET ACCESS:

By Pressing the “**PROFINET Access**” button from the main window for SW67B78 (Fig. 2) the window “Definition of PROFINET Devices Present in Network” appears (Fig. 4).

This section is used to define the list of the PROFINET slaves to read/write with the PROFINET Master. It is possible to add the PROFINET slaves from the hardware catalog. If a new device will be connected, it is possible to instal the GSDML file.



**SW67B78**  
Definition of PROFINET Devices Present in Network

Device #	Vendor	Product Family	Name	Name of GSDML	Mnemonic
0	ADFweb.com	Gateway	HD67661	GSDML-V2.31-ADFweb-HD67661_test-2	

**Device Properties**

Name of Station:

IP Address:

☐ Automatic new session when StationProblemIndicator is active

**Cyclic I/O Timing**

Update Time [ms]:

Answer TimeOut:   3

Figure 4: “Definition of PROFINET Devices Present in Network” window

The means of the fields below are:

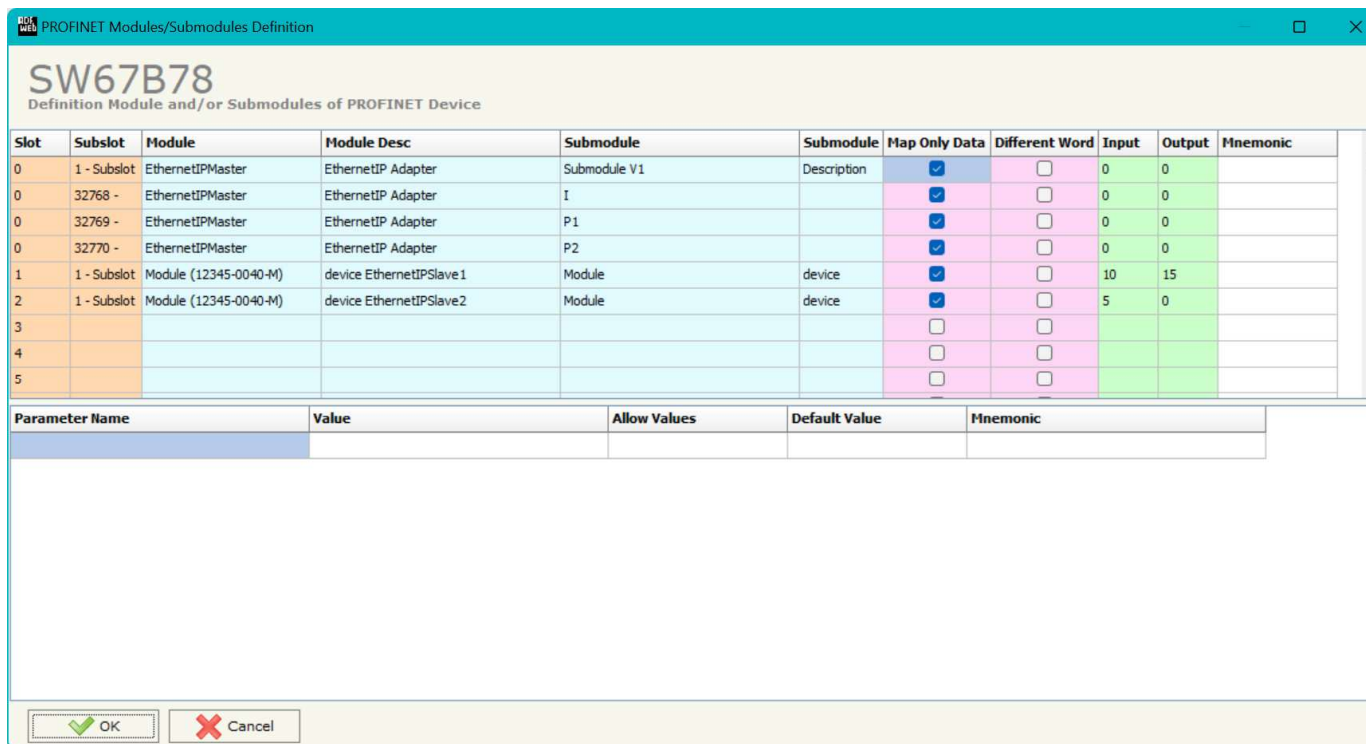
- If the field "**Name of Station**" is checked, the name of the PROFINET slave is defined;
- In the field "**IP Address**" the IP Address of the PROFINET slave is defined;
- If the field "**Automatic new session when StationProblemIndicator is active**" is checked, the converter will restart the PROFINET communication when the error indicator in the slave is present;
- In the field "**Update Time [ms]**" the delay used for IO communication is defined;
- In the field "**Answer TimeOut**" the allowed number of cycles without response from the slave is defined.



Warning:

The data from/to the slaves are mapped consecutively into the IN/OUT PROFINET arrays, following the order with which they are defined.

By clicking on “**Modules**” button, it is possible to import the modules for the selected PROFINET slave device. The window “Definition Module and/or Submodules of PROFINET Device” appears (Fig. 5). In the main table it is possible to import the Modules of the PROFINET device in use. In the properties below, it is possible to set the parameters of the slave. These options depends on the slave in use, refer to the manual of the PROFINET device.



Slot	Subslot	Module	Module Desc	Submodule	Submodule	Map Only Data	Different Word	Input	Output	Mnemonic
0	1 - Subslot	EthernetIPMaster	EthernetIP Adapter	Submodule V1	Description	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	
0	32768 -	EthernetIPMaster	EthernetIP Adapter	I		<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	
0	32769 -	EthernetIPMaster	EthernetIP Adapter	P1		<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	
0	32770 -	EthernetIPMaster	EthernetIP Adapter	P2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0	
1	1 - Subslot	Module (12345-0040-M)	device EthernetIPSlave1	Module	device	<input checked="" type="checkbox"/>	<input type="checkbox"/>	10	15	
2	1 - Subslot	Module (12345-0040-M)	device EthernetIPSlave2	Module	device	<input checked="" type="checkbox"/>	<input type="checkbox"/>	5	0	
3						<input type="checkbox"/>	<input type="checkbox"/>			
4						<input type="checkbox"/>	<input type="checkbox"/>			
5						<input type="checkbox"/>	<input type="checkbox"/>			

Parameter Name	Value	Allow Values	Default Value	Mnemonic

Figure 5: “Definition Module and/or Submodules of PROFINET Device” window

The means of the checkboxes inside the table are:

- If the field “**Map Only Data**” is checked, only the data of the modules are mapped into the EtherNet/IP arrays. Otherwise, for each module there will be the status of IN and OUT areas too (1 byte);
- If the field “**Different Word**” is checked, the data of the different modules are mapped in different and consecutive words without splitting them.

## 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 Dip2 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 Dip2 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.

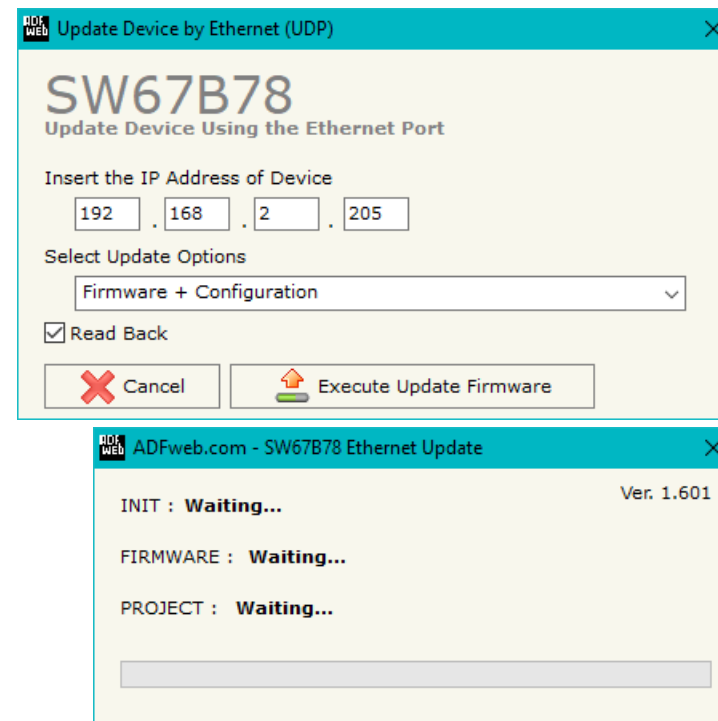


Figure 6: "Update device" windows


**Note:**

When you receive the device, for the first time, you also have to update the Firmware in the HD67B78 device.


**Warning:**

If Fig. 7 appears when you try to do the Update try these points before seeking assistance:

- Check if the serial COM port selected is the correct one;
- 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;
- 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.

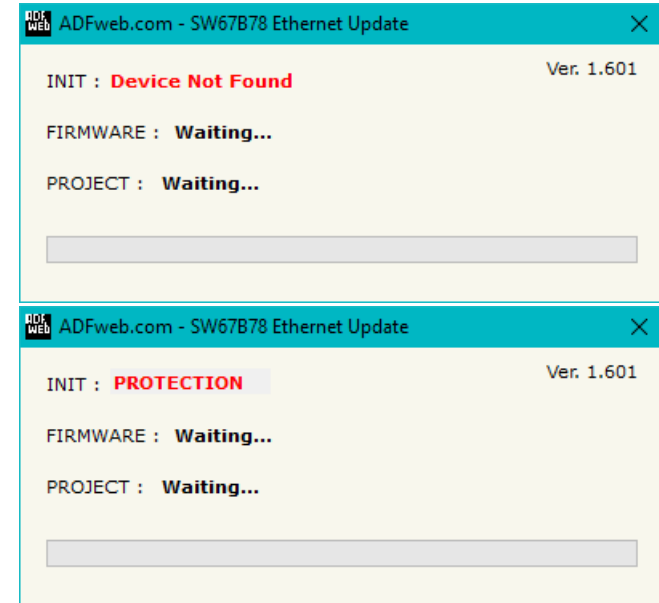


Figure 7: "Error" window


**Warning:**

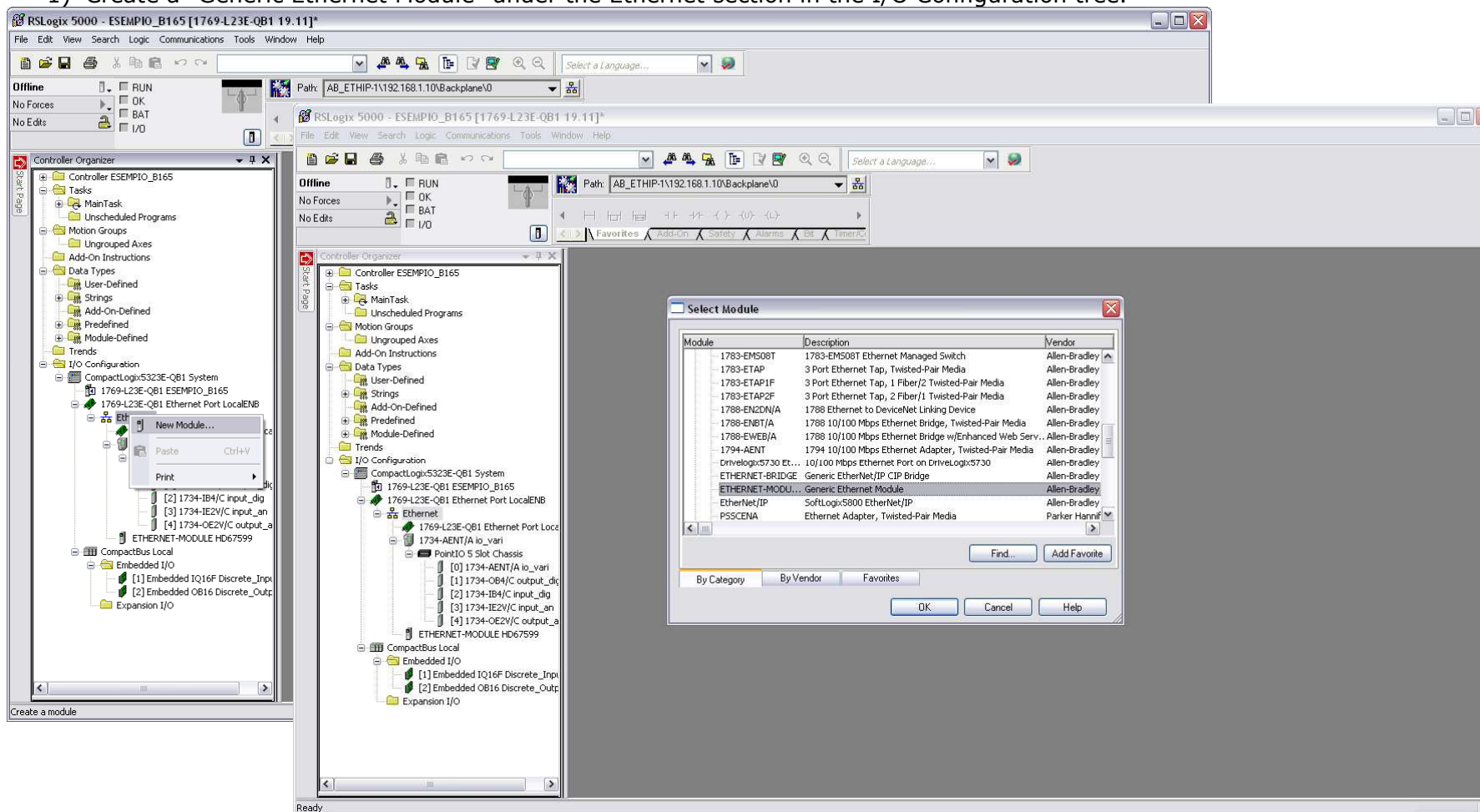
In the case of HD67B78 you have to use the software "SW67B78": [www.adfweb.com/download/filefold/SW67B78.zip](http://www.adfweb.com/download/filefold/SW67B78.zip).

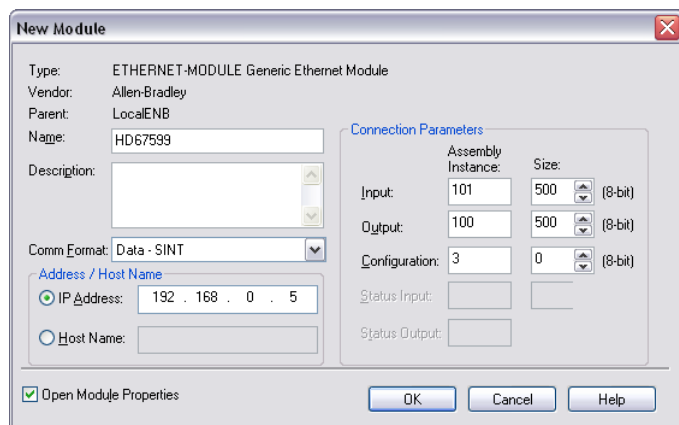
## PLC CONFIGURATION:

The configuration and commissioning of the EtherNet/IP Converter as described on the following pages was accomplished with the help of the "RSLogix 5000" software of Rockwell Automation. In case of using a control system from another supplier please attend to the associated documentation.

These are the steps to follow:

- 1) Create a "Generic Ethernet Module" under the Ethernet section in the I/O Configuration tree.





2) Edit the settings of the new Generic Ethernet Module. As shown in the screen shot below, the module was named "HD67B78" and the IP-address assigned is 192.168.0.5.

For the Comm Format "Data – SINT" shall be selected as the data type.

The HD67B78-A1 can use up to 244 bytes for input assembly instance 101 and 244 bytes for output assembly instance 100.

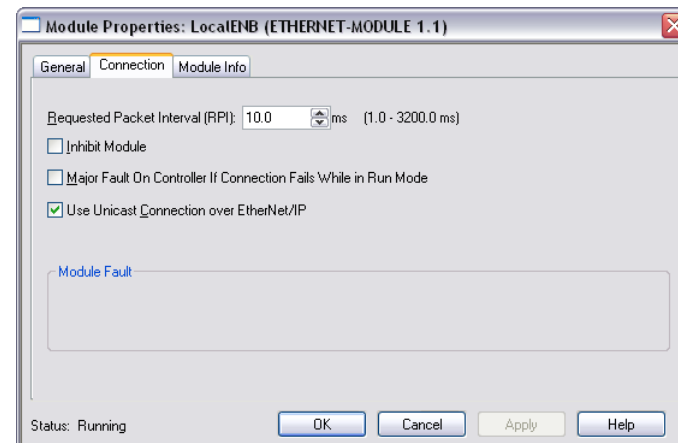
RSLogix 5000 requires a configuration assembly instance. Both modules do not provide a configuration assembly instance. Therefore it is allowed to select an instance of 3 and to set the value to zero.

3) The setting of 10msec for the "Requested Packet Interval (RPI)" is adequate but it is possible to change this value as required. A lower value of 2ms shall not be selected.



### Warning:

The field "Use Unicast Connection over EtherNet/IP" must be checked.



4) After the configuration is completed, the controller tags are created.

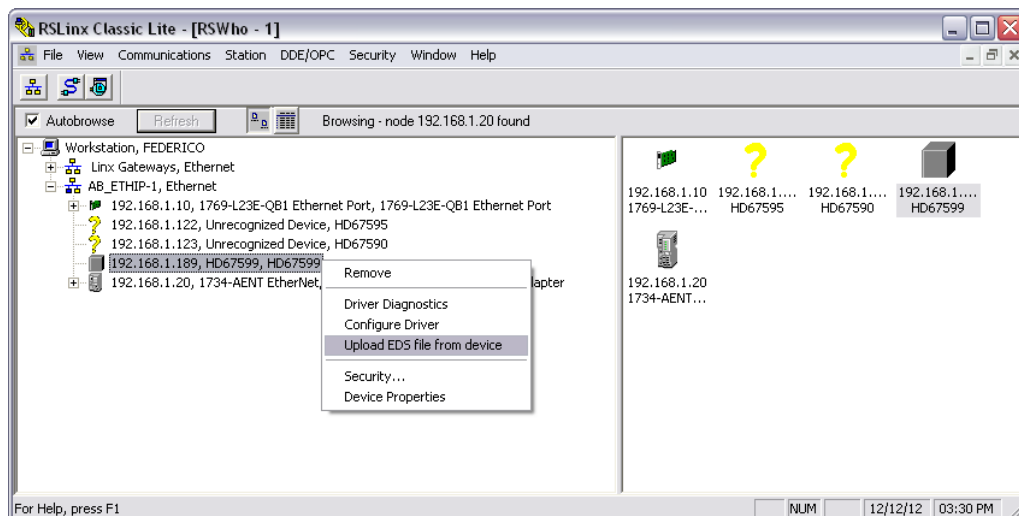
The screenshot shows the RSLogix 5000 software interface. The title bar indicates the project is "ESEMPIO\_B165 [1769-L23E-QB1 19.11]" and the active window is "[Controller Tags - ESEMPIO\_B165(controller)]".

The left pane, titled "Controller Organizer", shows a tree structure for the "Controller ESEMPIO\_B165". The "Controller Tags" folder is expanded, showing a list of tags including "Controller Fault Handler", "Power-Up Handler", "Tasks", "MainTask", "MainProgram", "Unscheduled Programs", "Motion Groups", "Ungrouped Axes", "Add-On Instructions", "Data Types", "User-Defined", "Strings", "Add-On-Defined", "Predefined", "Module-Defined", "Trends", "I/O Configuration", "CompactLogix5323E-QB1 System", "1769-L23E-QB1 ESEMPIO\_B165", "1769-L23E-QB1 Ethernet Port LocalENB", "Ethernet", "1769-L23E-QB1 Ethernet Port Local", "1734-AENT/A io\_vari", "PointIO 5 Slot Chassis", "[0] 1734-AENT/A io\_vari", "[1] 1734-QB4/C output\_dig", "[2] 1734-IB4/C input\_dig", "[3] 1734-IE2V/C input\_an", "[4] 1734-OE2V/C output\_a", "ETHERNET-MODULE HD67599", "CompactBus Local", "Embedded I/O", "[1] Embedded IQ16F Discrete\_Inp", "[2] Embedded OB16 Discrete\_Outp", and "Expansion I/O".

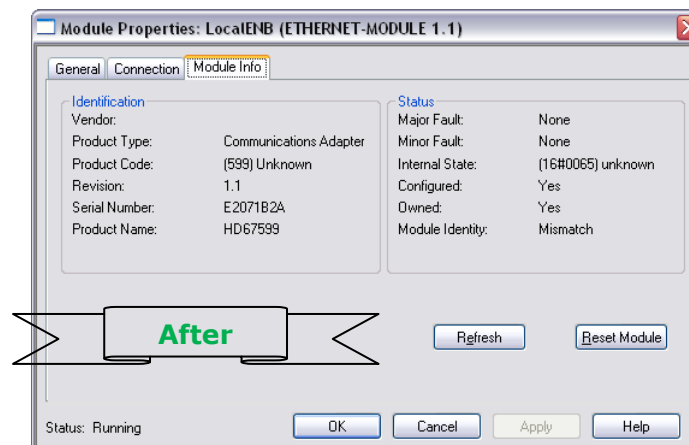
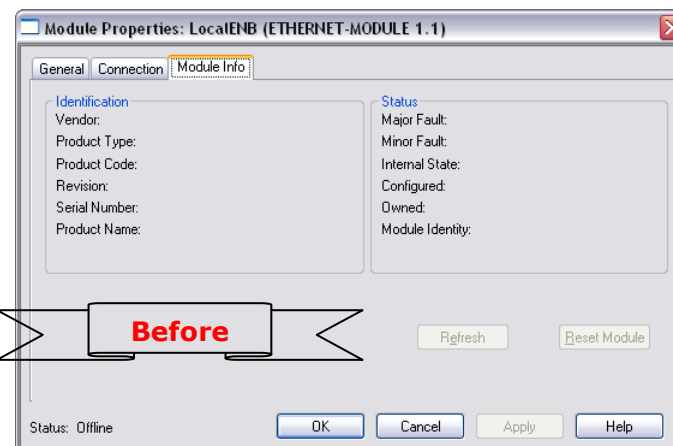
The right pane, titled "Monitor Tags", displays a table of tags. The table has columns for "Name", "Value", "Force Mask", "Style", "Data Type", "Description", and "Constant". The "Name" column lists tags starting with "HD67599...". The "Value" column shows values like "0" or "1". The "Force Mask" column shows values like "0" or "1". The "Style" column shows values like "Decimal" or "SINT". The "Data Type" column shows values like "SINT[500]" or "SINT". The "Description" column is empty. The "Constant" column is empty.

The bottom status bar shows "Monitor Tags" and "Edit Tags" buttons.

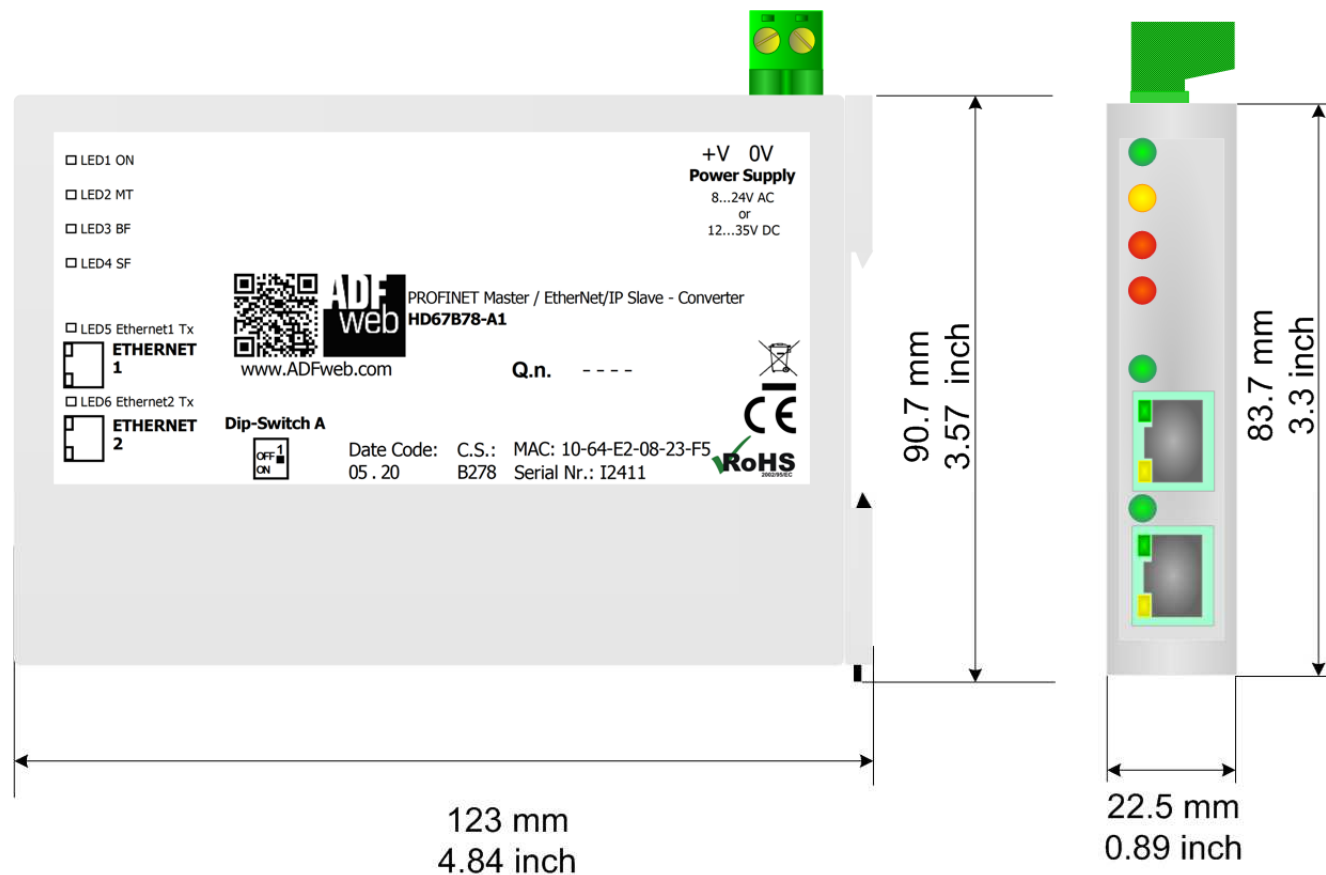




5) With "RSLinx Classic Lite", after have done a network scan (RSWho), and finding the EtherNet/IP device, it is possible to load the EDS file for the device in order to have the "Module Info" compiled.



## MECHANICAL DIMENSIONS:



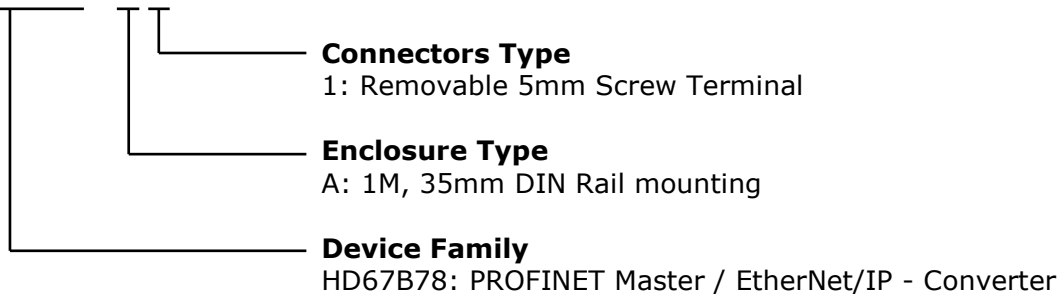
Housing: PC-ABS  
Weight: 200g (Approx)

Figure 8: Mechanical dimensions scheme for HD67B78-A1

## ORDERING INFORMATION:

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

### **HD67B78 - A 1**



Order Code: **HD67B78-A1** - PROFINET Master / EtherNet/IP - 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

**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 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](http://www.adfweb.com). Otherwise contact us at the address [support@adfweb.com](mailto: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](http://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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