Industrial Electronic Devices

User Manual
Revision 1.002
English

PROFINET / Modbus TCP Master - Converter
(Order Code: HD67611-A1)

For Website information:
www.adfweb.com?Product=HD67611

For Price information:
www.adfweb.com?Price=HD67611-A1

Benefits and Main Features:
- ⊕ Electrical isolation
- ⊕ Two Ethernet ports (for Modbus TCP / PROFINET)
- ⊕ Temperature range: -40°C/+85°C (-40°F/+185°F)

User Manual

For other PROFINET products see also the following link:

Converter PROFINET to

Link	Protocol
www.adfweb.com?Product=HD67078	(M-bus)
www.adfweb.com?Product=HD67090	(M-bus Wireless)
www.adfweb.com?Product=HD67178	(SNMP Manager)
www.adfweb.com?Product=HD67600	(NMEA 2000)
www.adfweb.com?Product=HD67601	(Serial)
www.adfweb.com?Product=HD67602	(Modbus Master)
www.adfweb.com?Product=HD67603	(Modbus Slave)
www.adfweb.com?Product=HD67604	(PROFIBUS Master)
www.adfweb.com?Product=HD67605	(PROFIBUS Slave)
www.adfweb.com?Product=HD67606	(CAN)
www.adfweb.com?Product=HD67607	(CANopen)
www.adfweb.com?Product=HD67608	(DeviceNet Master)
www.adfweb.com?Product=HD67609	(DeviceNet Slave)
www.adfweb.com?Product=HD67610	(J1939)
www.adfweb.com?Product=HD67612	(Modbus TCP Slave)
www.adfweb.com?Product=HD67613	(SNMP Agent)
www.adfweb.com?Product=HD67614	(DMX)
www.adfweb.com?Product=HD67615	(NMEA 0183)
www.adfweb.com?Product=HD67633	(S7comm)
www.adfweb.com?Product=HD67659	(EtherNet)
www.adfweb.com?Product=HD67660	(EtherNet/IP Slave)
www.adfweb.com?Product=HD67661	(EtherNet/IP Master)
www.adfweb.com?Product=HD67679	(BACnet Slave)
www.adfweb.com?Product=HD67719	(BACnet Master)
www.adfweb.com?Product=HD67752	(IEC 61850 Server)
www.adfweb.com?Product=HD67778	(IEC 61850 Client)
www.adfweb.com?Product=HD67818	(KNX)
www.adfweb.com?Product=HD67848	(DALI)
www.adfweb.com?Product=HD67876	(IO-Link Master)
www.adfweb.com?Product=HD67912	(HART)
www.adfweb.com?Product=HD67952	(MQTT)
www.adfweb.com?Product=HD67984	(IO-Link Slave)
www.adfweb.com?Product=HD67B22	(OPC UA Client)
www.adfweb.com?Product=HD67B46	(OPC UA Server)
www.adfweb.com?Product=HD67C77	(EnOcean)
www.adfweb.com?Product=HD67D33	(LoRaWAN)
www.adfweb.com?Product=HD67E23	(EtherCAT Slave)
www.adfweb.com?Product=HD67E73	(EtherCAT Master)
www.adfweb.com?Product=HD67F33	(LoRaWAN Gateway)

INDEX:

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
1.000	17/07/2013	Fl	All	First Release
1.001	27/01/2015	Ff	All	New Software Interface
1.002	12/04/2024	Ln	All	Revision

WARNING:

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

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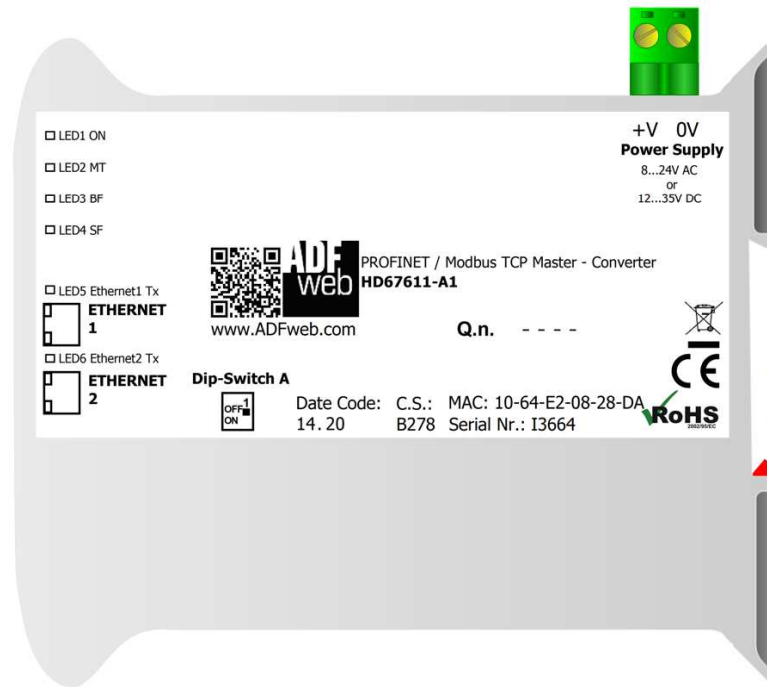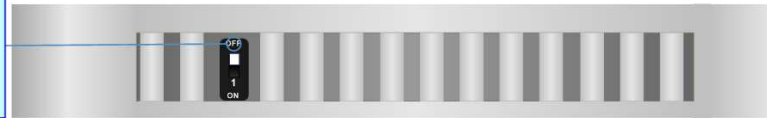
CE CONFORMITY
The declaration is made by our company. You can send an email to support@adfweb.com or give us a call if you need it.

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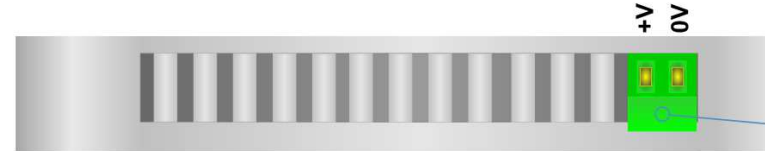
EXAMPLE OF CONNECTION:

HD67611-A1

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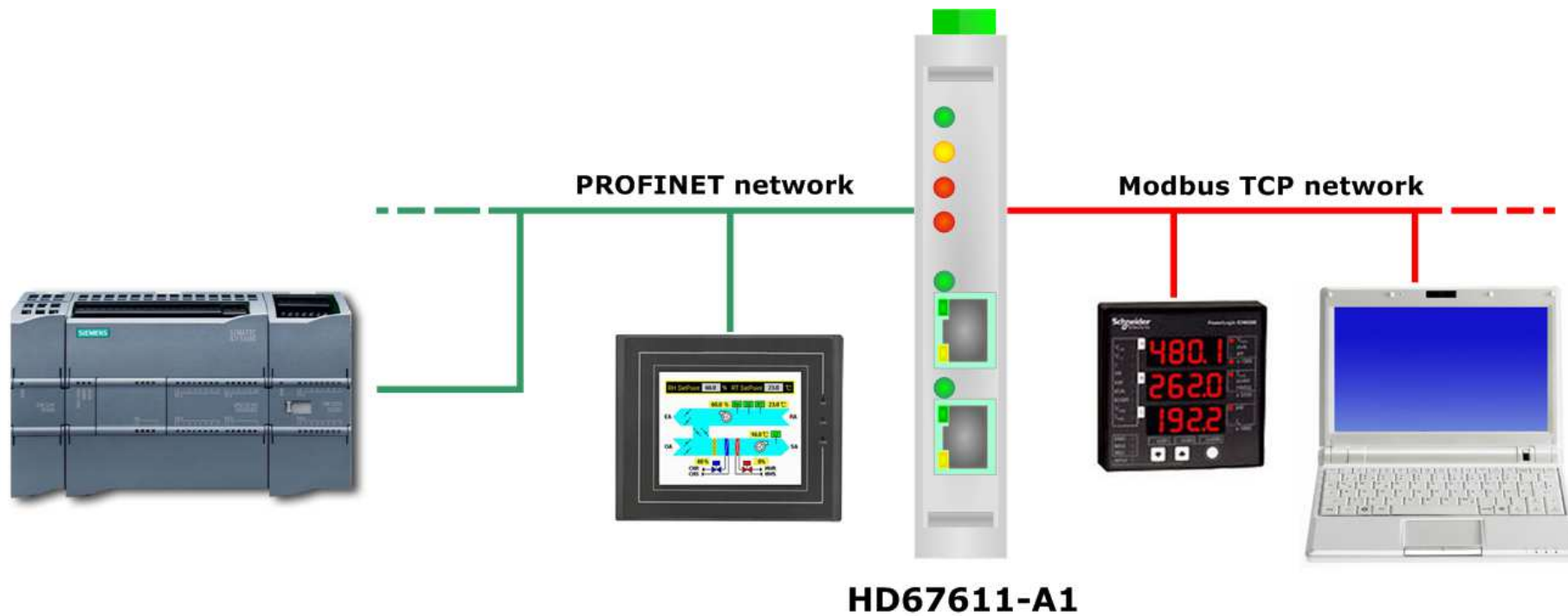
CONNECTION SCHEME:

Dip-Switch A:
-Dip1 – Functioning Mode

= Normal   = Boot

Led1:
Green
ON

Led2:
Yellow
MT

Led3:
Red
BF

Led4:
Red
SF

Led5:
Green
Ethernet1 Tx

Connector3:
Ethernet1 Port
(RJ45 Plug)

Led6:
Green
Ethernet2 Tx

Connector4:
Ethernet2 Port
(RJ45 Plug)

Rail DIN Clamp

LED1 ON
LED2 MT
LED3 BF
LED4 SF

LED5 Ethernet1 Tx
ETHERNET 1
LED6 Ethernet2 Tx
ETHERNET 2

+V 0V
Power Supply
8...24V AC
or
12...35V DC

PROFINET / Modbus TCP Master - Converter
HD67611-A1
www.ADFweb.com   **Q.n.** - - - -

Dip-Switch A

Date Code: C.S.:   MAC: 10-64-E2-08-28-DA
14. 20   B278   Serial Nr.: I3664

Connector1:
Power Supply port

0V = Ground
+V = Positive wire

V AC: min 8V ; max 24V
V DC: min 12V ; max 35V

Figure 1: Connection scheme for HD67611-A1

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CHARACTERISTICS:

The HD67611-A1 is a PROFINET / Modbus TCP Master Converter.

It allows for the following characteristics:

- Up to 1440 bytes in reading and 1440 bytes in writing;
- Isolation between Modbus/PROFINET - Power Supply;
- Two-directional information between Modbus TCP bus and PROFINET bus;
- 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 SW67611 software on your PC in order to perform the following:

- Define the parameters of PROFINET line;
- Define the parameters of Modbus line;
- Define the data to Read in Modbus and where to map these information in the PROFINET array;
- Define the data to Write in Modbus and where to take the information in the PROFINET array;
- Generate the XML file to be imported on the master PROFINET;
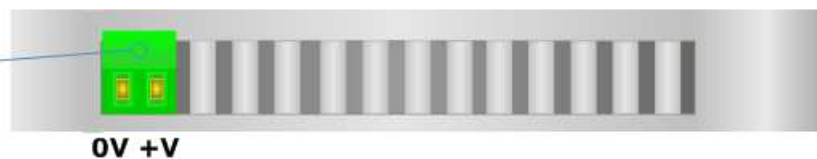- Update the device.

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]
HD67611-A1	3.5

Caution: Do not reverse the polarity power

Connector1:
Power Supply port

0V = Ground
+V = Positive wire

V AC: min 8V ; max 24V
V DC: min 12V ; max 35V

0V +V

HD67611-A1

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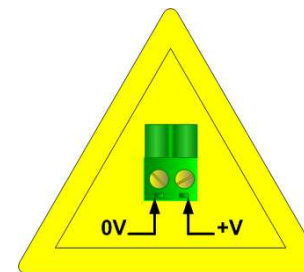
FUNCTION MODES:

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).

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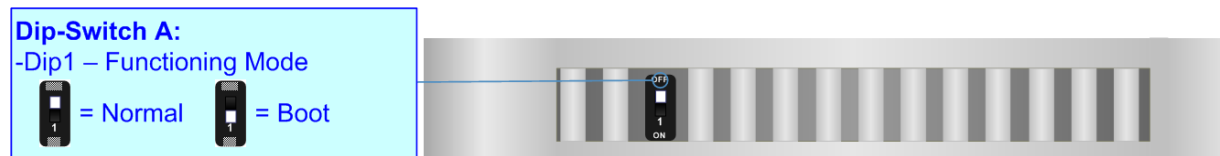
LEDS:

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:** Maintenance problem is present **OFF:** No maintenance problems 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: Ethernet1 Tx (green)	Blinks when Ethernet frames are transmitted	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
6: Ethernet2 Tx (green)	Blinks when Ethernet frames are transmitted	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress

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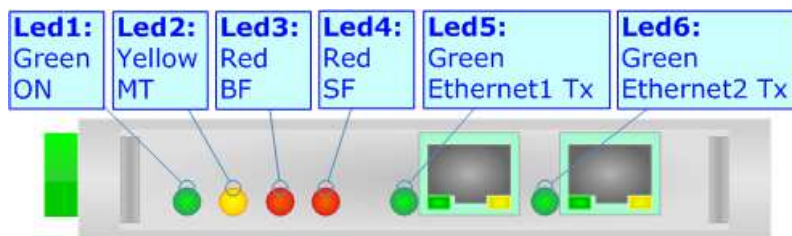
PROFINET / MODBUS TCP:

The PROFINET and Modbus TCP connection must be made using Connector3 and/or Connector4 of HD67611-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 a Hub/Switch the use of a straight cable is recommended. To connect the device to a PC/PLC/other the use of a cross cable is recommended.
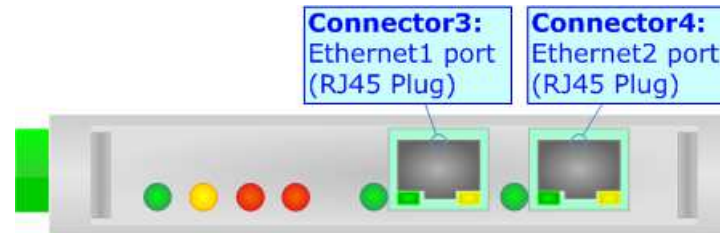
USE OF COMPOSITOR SW67611:

To configure the Converter, use the available software that runs with Windows called SW67611. 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 SW67611, the window below appears (Fig. 2).

Note:
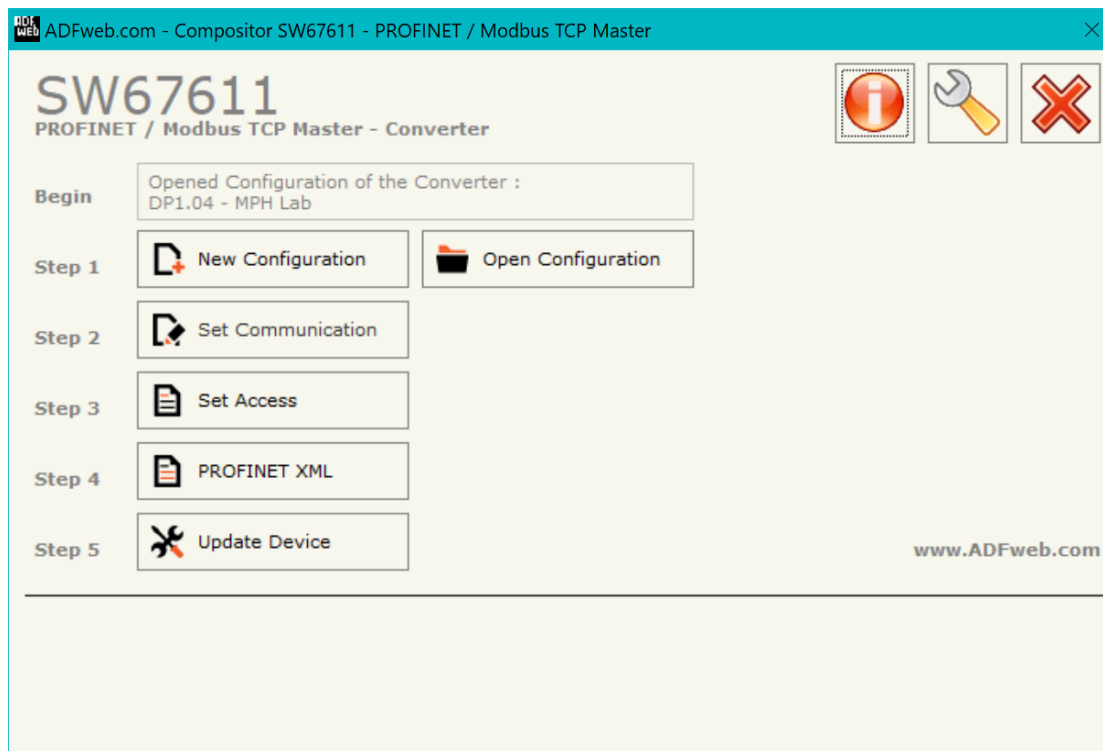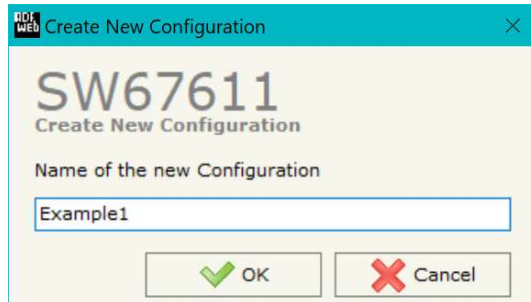It is necessary to have installed .Net Framework 4.



Figure 2: Main window for SW67611

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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 Slave / Modbus TCP Master - 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**".
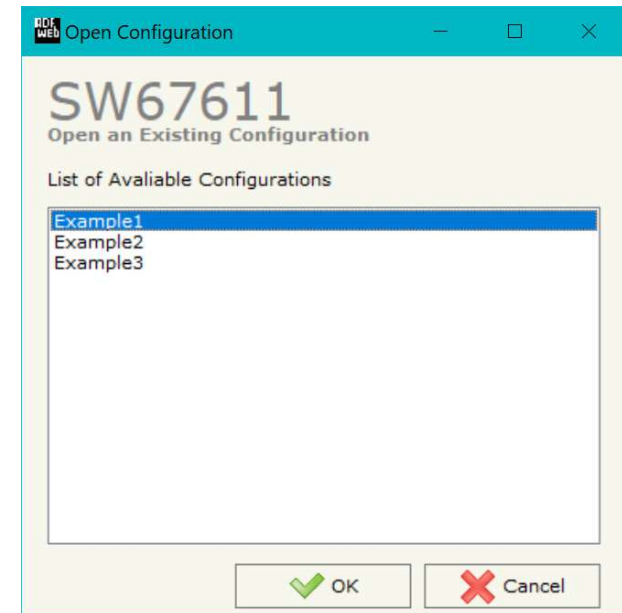
SOFTWARE OPTIONS:

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.
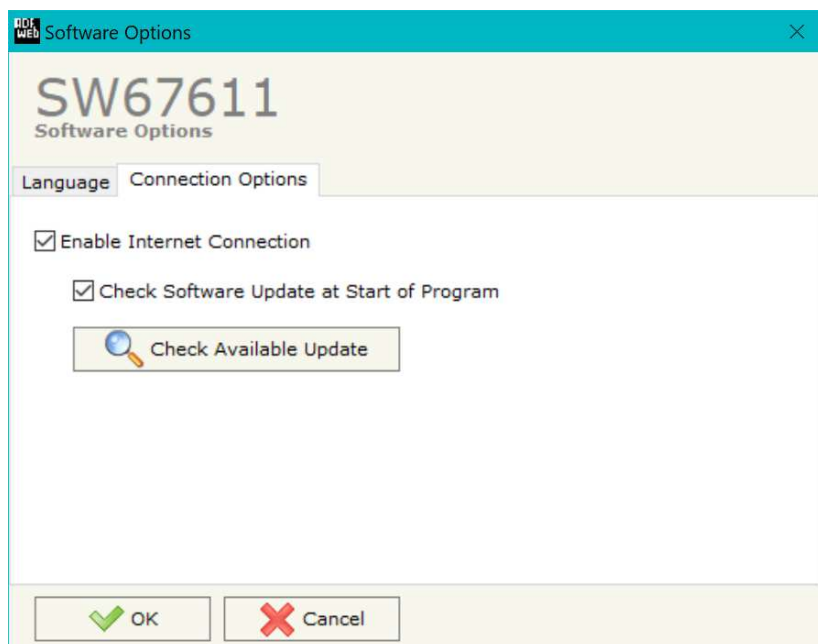
In the section "Connection Options", it is possible to check if there are some updatings of the software compositor in ADFweb.com website.
Checking the option "**Check Software Update at Start of Program**", the SW67611 check automatically if there are updatings when it is launched.

SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, PROFINET and Modbus.

By Pressing the "**Set Communication**" button from the main window for SW67611 (Fig. 2) the window "Set Communication" appears (Fig. 3).
The window is divided in two sections, one for the PROFINET and the other for the Modbus TCP Master.

The means of the fields for "PROFINET" are:

➜ In the fields "**IP ADDRESS**" insert the IP address that you want to give to the Converter (PROFINET side);
➜ In the fields "**SUBNET Mask**" insert the SubNet Mask (PROFINET side);
➜ 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 (PROFINET side);
➜ 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 IN**" insert the number of input byte of the slave station;
➜ In the field "**Number Byte Out**" insert the number of output byte of the slave station;
➜ In the field "**Diagnostic**" insert the starting byte of the PROFINET array where you will save the diagnostic of Modbus. It is possible to enable/disable this function using the checkbox.
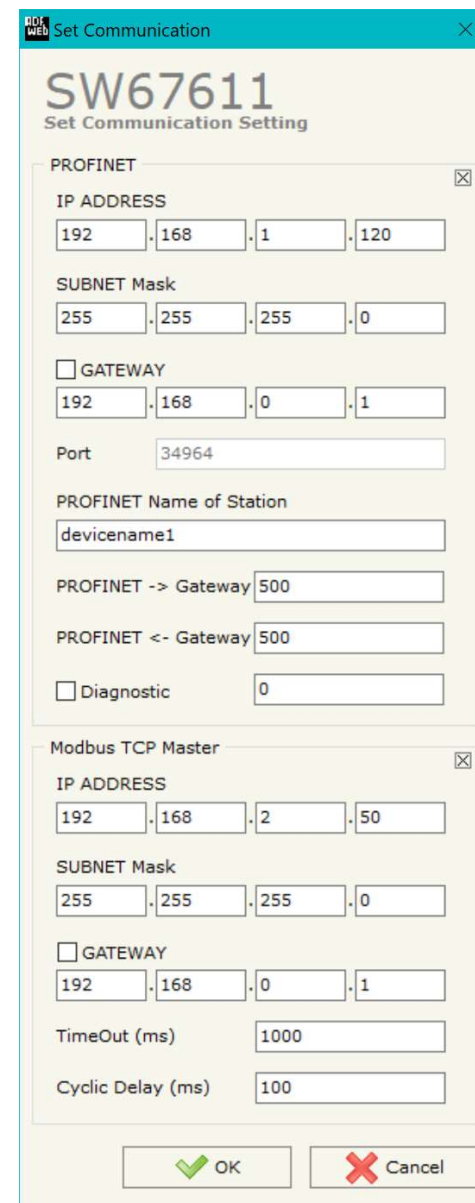For more informations about the diagnostic, see "Diagnostic" section on page 22.

Figure 3: "Set Communication" window

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The means of the fields for the "Modbus TCP Master" section are:

- In the fields "**IP ADDRESS**" insert the IP address that you want to give to the Converter (Modbus TCP side);
- In the fields "**SUBNET Mask**" insert the SubNet Mask (Modbus TCP side);
- 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 (Modbus TCP side);
- In the "**TimeOut (ms)**" define the maximum time that the device attends for the answer from the slave interrogated;
- In the field "**Cyclic Delay (ms)**" the delay between two requests is defined.

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SET MODBUS ACCESS:

By Pressing the "**Set Modbus Access**" button from the main window for SW67611 (Fig. 2) the window "Set Access" appears.

The window is divided in two parts, the "Modbus Read" (Fig. 4a) that contains the Modbus registers/status readable by the Converter and "Modbus Write" (Fig. 4b) that contains the Modbus registers/status writeable by the Converter.

MODBUS READ

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

- In the field "**Slave IP Address**" the address of the Modbus device you have to read/write is defined;
- In the field "**Port**" the port used for require the Modbus data is defined;
- In the field "**Slave ID**" is possible to insert the ID the address of the Modbus device you have to read/write;
- In the field "**Type**" insert the data type of the Register you would like to read/write. You can choose between the following:
  - Coil Status (R/W);
  - Input Status (R);
  - Holding Register (R/W);
  - Input Register (R);
- In the field "**Address**" the start address of the register/status to read/write is defined;
- In the field "**NPoint**" insert the number of consecutive registers/status to read/write;
- In the field "**Poll Time**" insert the time (expressed in milliseconds) used for read/write the register/status. If zero, the request isn't made;
- In the field "**Max Error**" insert the number of consecutive errors that the Master waits before discard the row from the cycle of requests;
- In the field "**Position**" is possible to select the position where take/save the data from PROFINET array;
- The field "**Start Bit**" is used for select from which Bit save the data (to use only when the "Type" is 'Coil Status' or 'Input Status' and the "NPoint" is more than one);
- If the field "**Swap**" is checked, the data from the Modbus registers are swapped;

Figure 4a: "Set Access → Modbus Read" window

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- ⇥ If the field "**Swap Word**" is checked, the Modbus words are swapped;
- ⇥ In the field "**Mnemonic**" is possible to insert a description of the data inserted in the row.

MODBUS WRITE

The means of the fields are:

- ⇥ In the field "**Slave IP Address**" the IP address of the Modbus TCP device to write is defined;
- ⇥ In the field "**Port**" the TCP port to use is defined;
- ⇥ In the field "**Slave ID**" the address of the Modbus TCP device that you have to write is defined;
- ⇥ In the field "**Type**" the data type of the register to write is defined. It is possible to choose between the following:
    - o Coil Status;
    - o Holding Register.
- ⇥ In the field "**Address**" the start address of the register to be written is defined;
- ⇥ In the field "**NPoint**" the number of consecutive registers to be written is defined;
- ⇥ In the field "**Poll Time**" the delay time to make the request is defined;
- ⇥ If the field "**On Change**" is checked, the converter sends the writing request when the data from SNMP side change value.
- ⇥ In the field "**Max Error**" the number of consecutive errors that the converter waits before suspending the request until the next reboot is defined. If is set to '0' this function is disabled;
- ⇥ In the field "**Position**" the address of the SNMP array where taking the information is defined;
- ⇥ In the field "**Start Bit**" the starting bit of the first byte of the field "Position" is defined. Valid only for the "Coil Status" and "Input Status";
- ⇥ If the field "**Swap**" is checked, the data written the Modbus registers are swapped;
- ⇥ If the field "**Swap Word**" is checked, the words of the data written are swapped between them;
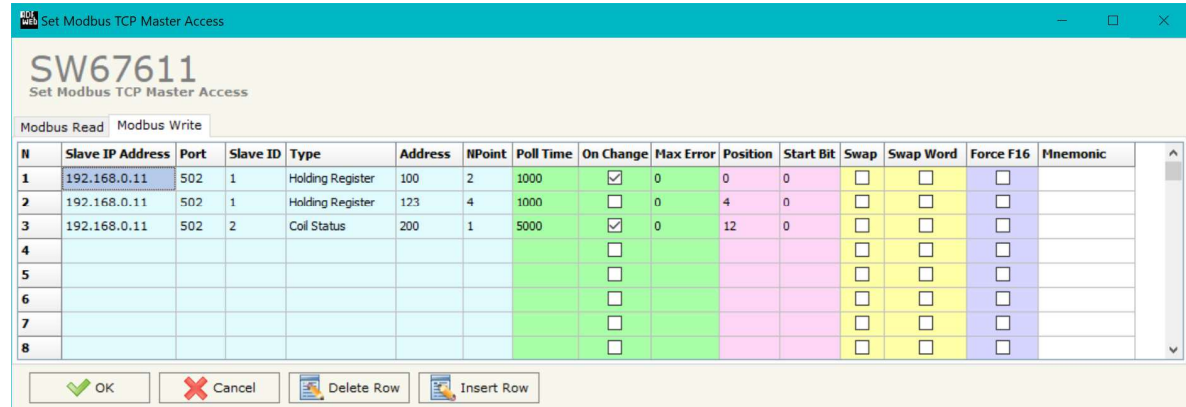
SW67611
Set Modbus TCP Master Access

Set Modbus TCP Master Access

Modbus Read | Modbus Write

N	Slave IP Address	Port	Slave ID	Type	Address	NPoint	Poll Time	On Change	Max Error	Position	Start Bit	Swap	Swap Word	Force F16	Mnemonic
1	192.168.0.11	502	1	Holding Register	100	2	1000	☑	0	0	0	☐	☐	☐	
2	192.168.0.11	502	1	Holding Register	123	4	1000	☐	0	4	0	☐	☐	☐	
3	192.168.0.11	502	2	Coil Status	200	1	5000	☑	0	12	0	☐	☐	☐	
4								☐				☐	☐	☐	
5								☐				☐	☐	☐	
6								☐				☐	☐	☐	
7								☐				☐	☐	☐	
8								☐				☐	☐	☐	

✔ OK   ✖ Cancel   Delete Row   Insert Row

Figure 4b: "Set Access→Modbus Write" window

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- If the field "**Force FC16**" is checked, the Modbus writing function used will be in any case 15 (for Coil Status) or 16 (for Holding Register);
- In the field "**Mnemonic**" the description for the request is defined.

Note:
   If the field "On change" is checked and the "Poll Time" is different from 0, the converter sends the Write request cyclically and also when the data is changed.

Note:
   If you want that the Modbus register/status is written only when data are changed, the "Poll Time" of the row must be 0.

XML FILE:

By Pressing the "**PROFINET XML**" button from the main window for SW67611 (Fig. 2) it is possible to generate the xml file to be imported into the master PROFINET.
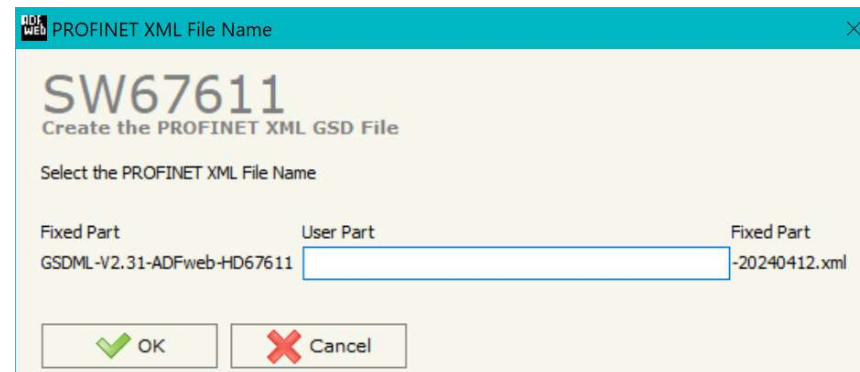

Figure 5: "PROFINET XML File Name" window

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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

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Note:
When you receive the device, for the first time, you also have to update the Firmware in the HD67611 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 or 11 you have to launch the "Command Prompt" with Administrator Rights;
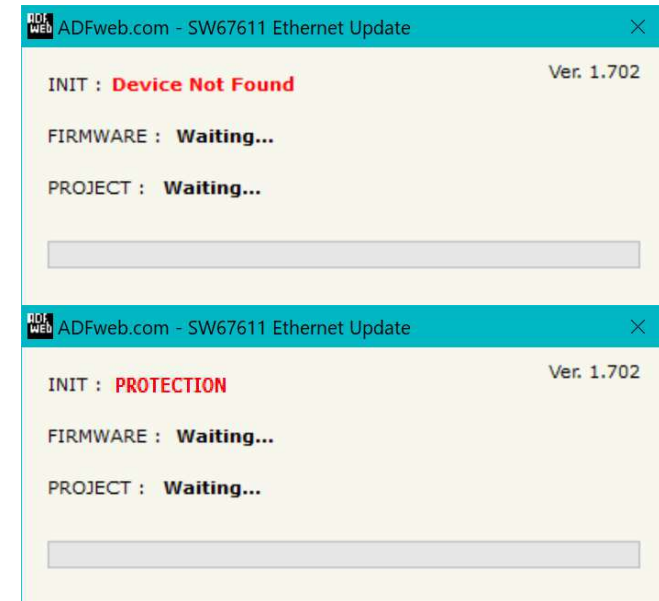 ➤ Pay attention at Firewall lock.

Figure 7: "Error" window

Warning:
In the case of HD67611 you have to use the software "SW67611": www.adfweb.com\download\filefold\SW67611.zip.

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MODBUS DIAGNOSTIC OVER PROFINET:

During the normal functioning of the device, if all the programmed Modbus requests have received a valid reply (not an exception error), every PROFINET frame has the "Data Status" byte at the value of 0x35.
Otherwise, if at least one Modbus reply is not valid, the "Data Status" byte assumes the value 0x15; that means "Problem Indicator".

Moreover, it is possible to save the Modbus Diagnostic on Output PROFINET array using the field "Diagnostic" of the section "Set Communication".
In this case, the status of each Modbus request defined in the section "Set Access" is saved starting from the byte of the PROFINET array defined in the section "Set Communication".
Each bit will represent the status of a Modbus request:
  ➡ If for a request the converter receives a correct response, the status bit is put to '0';
  ➡ If for a request the converter receives a wrong response or it doesn't receive any response, the status bit is put to '1'.
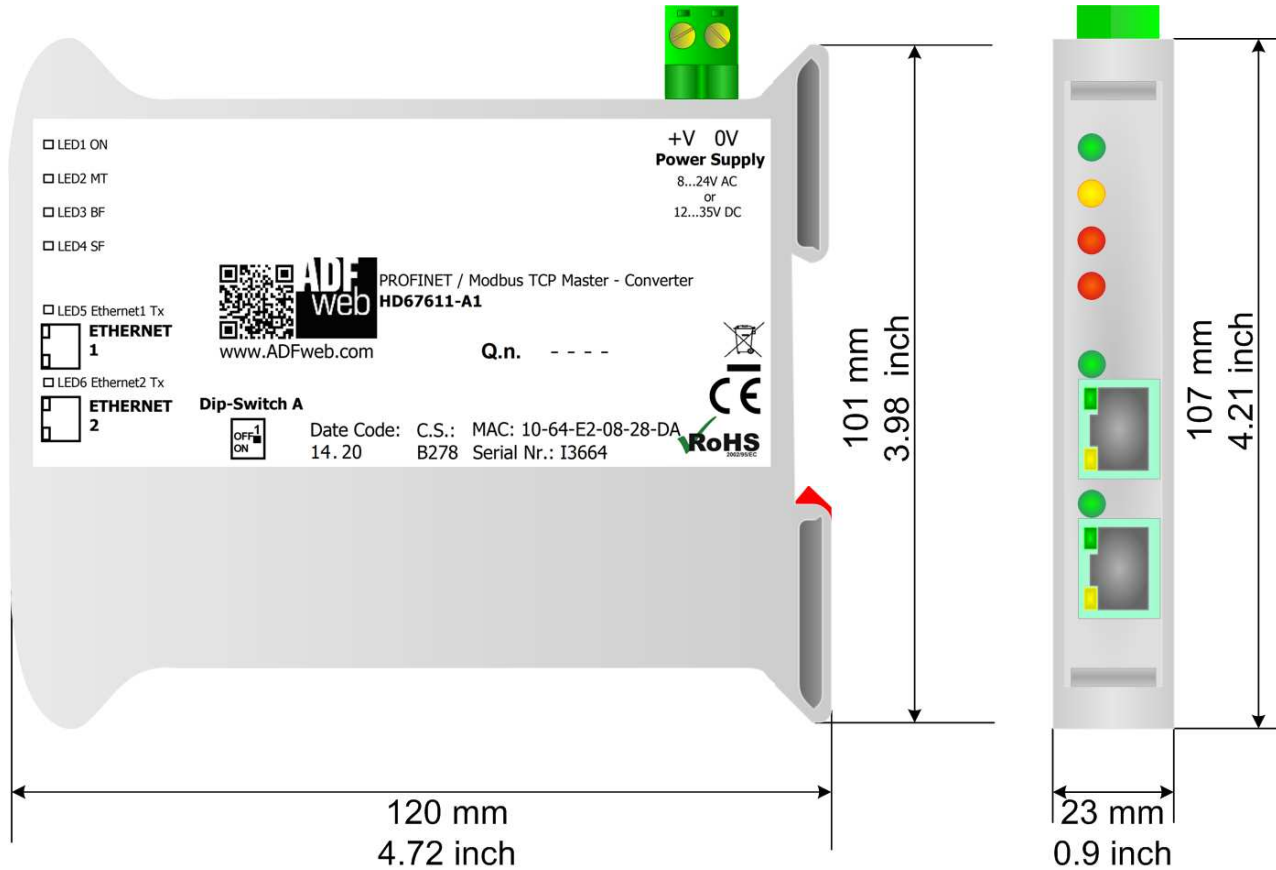
Example:
In the section "Set Access" are defined 8 Modbus reading requests ("Modbus Read" table) and 8 Modbus writing requests ("Modbus Write" table). The Modbus reading requests are working and the Modbus writing request are not working.

The status bits of the Modbus Diagnostic on PROFINET will be:

Byte x								Byte x+1							
bit7	bit6	bit5	bit4	bit3	bit2	bit1	bit0	bit7	bit6	bit5	bit4	bit3	bit2	bit1	bit0
0	0	0	0	0	0	0	0	1	1	1	1	1	1	1	1

where 'x' is the starting byte of the PROFINET array where the Modbus diagnostic is saved.

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MECHANICAL DIMENSIONS:

LED1 ON
LED2 MT
LED3 BF
LED4 SF

LED5 Ethernet1 Tx
ETHERNET 1
LED6 Ethernet2 Tx
ETHERNET 2

+V 0V
Power Supply
8...24V AC
or
12...35V DC

PROFINET / Modbus TCP Master - Converter
HD67611-A1

www.ADFweb.com   Q.n. - - - -

Dip-Switch A

OFF 1
ON

Date Code: C.S.:   MAC: 10-64-E2-08-28-DA
14. 20   B278   Serial Nr.: I3664

RoHS
2002/95/EC

101 mm
3.98 inch

107 mm
4.21 inch

120 mm
4.72 inch

23 mm
0.9 inch

Housing: PVC
Weight: 200g (Approx)

Figure 8: Mechanical dimensions scheme for HD67611-A1

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ORDERING INFORMATIONS:

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

HD67611 – A 1

Connectors Type
1: Removable 5mm Screw Terminal

Enclosure Type
A: 1M, 35mm DIN Rail mounting

Device Family
HD67611: PROFINET / Modbus TCP Master - Converter
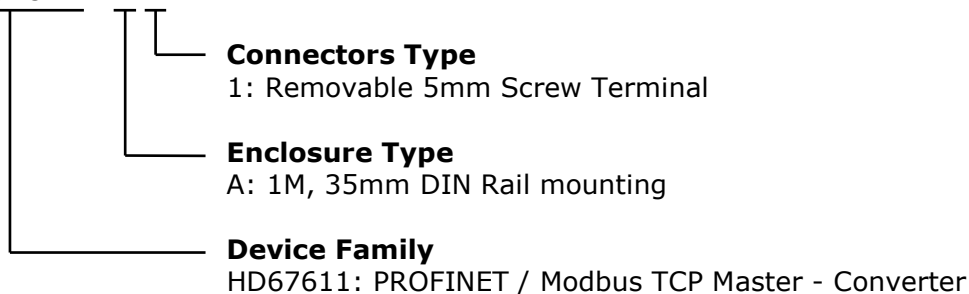
Order Code: **HD67611-A1**   -   Converter PROFINET / Modbus TCP Master Converter

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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PLC CONFIGURATION:

The configuration and commissioning of the PROFINET Converter as described on the following pages was accomplished with the help of the TIA Portal V11-software by Siemens. In the case of using a control system from another supplier, refer to attend to the associated documentation.
These are the steps to follow:

1) Install the description file of the module.

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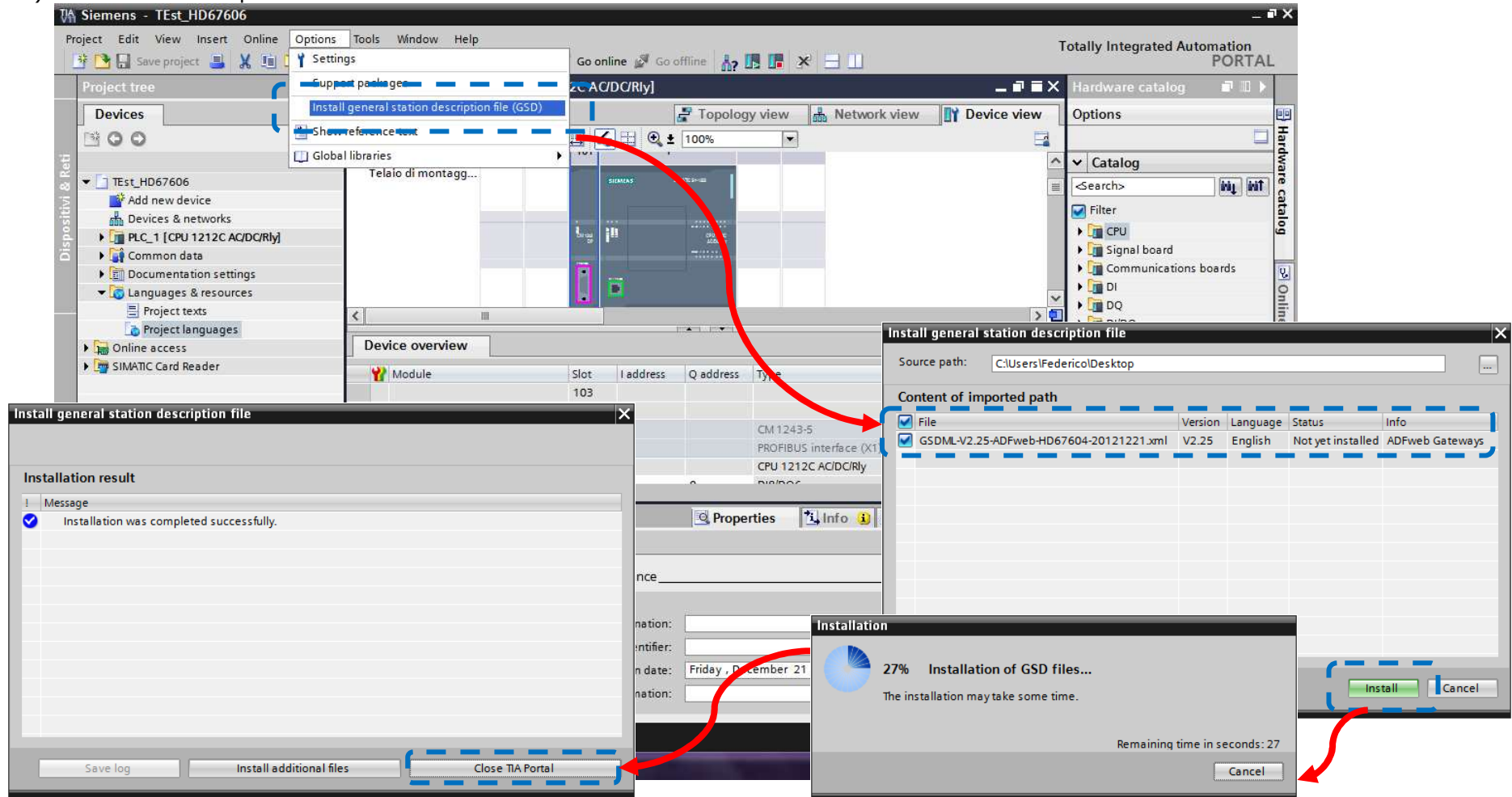
2) Press the "**Devices and networks**" button *(1)*, from the right drop-down menu, under "Other field devices→PROFINET IO→Gateway→ADFWEB.com→HD67611" double click on "modbus" module *(2)*.

Note:
If you have installed more than one GSD file, go to the Information section and in the "Version" field select the correct gsd file *(3)*, before double clicking on "modbus" module

Industrial Electronic Devices

3) Connect the PLC to the HD67611 module by drawing the Ethernet wire between the two Ethernet ports. Then assign the IP Address *(1)* defined in the Compositor_SW67611 to the HD67611-A1. Then double click the "Module" *(2)*.

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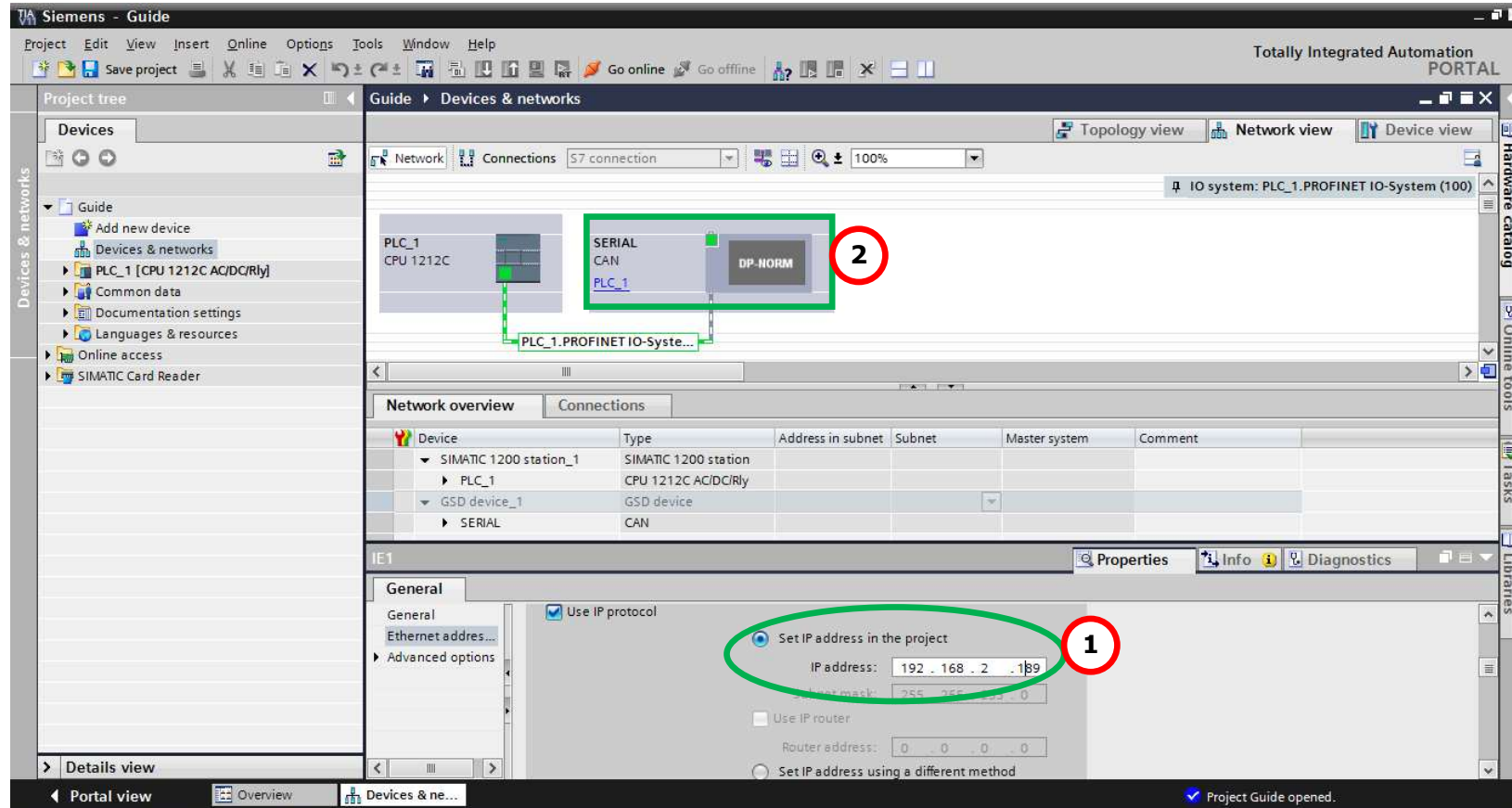
4) Then double click on the "Serial" label **(1)** and in the field name change it accordingly to the name defined in the Compositor_SW67611 **(2)**. Then add the main module "Module" by double click on the item called "Module" **(3)**.

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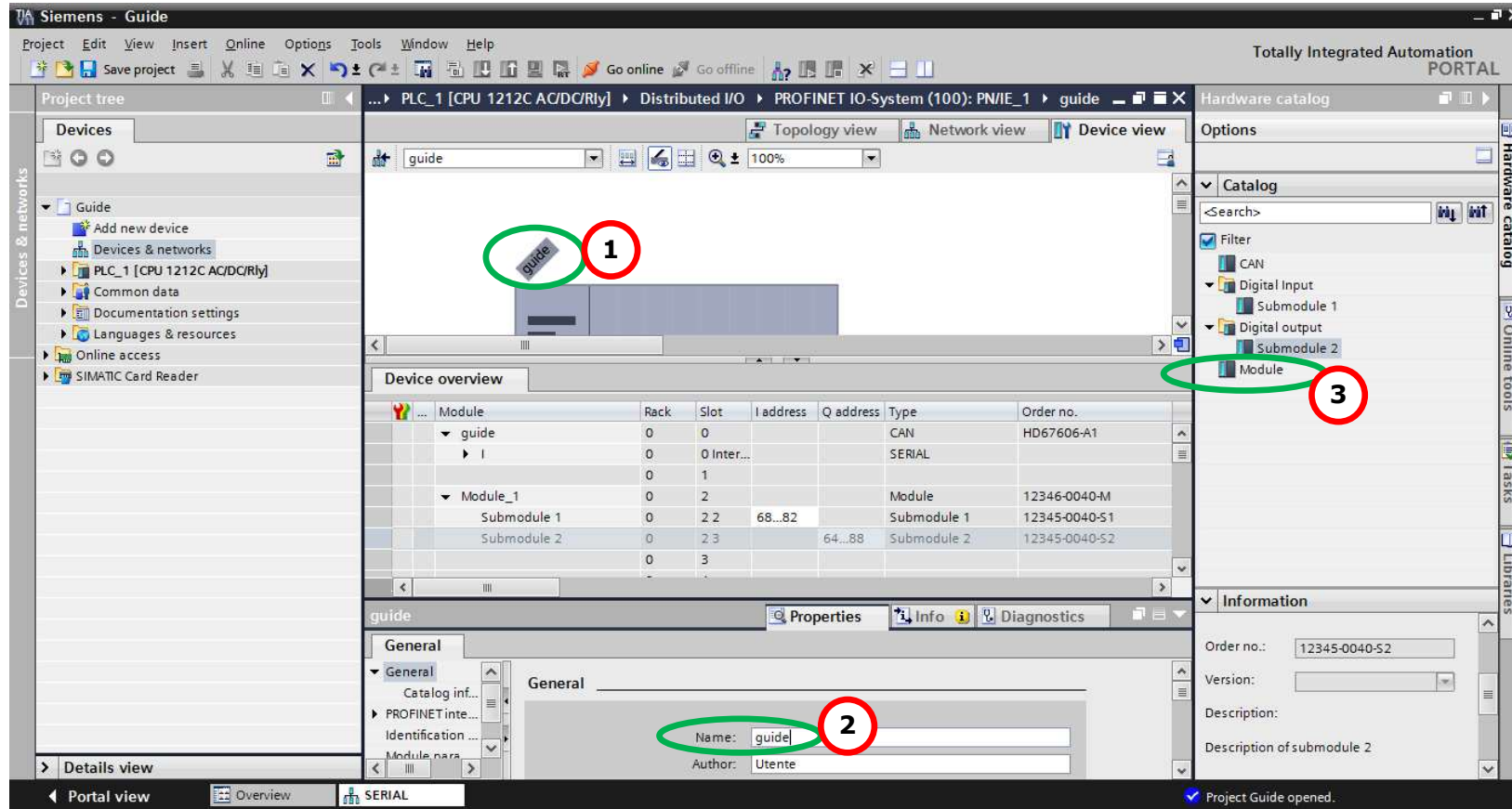
5) Load the configuration into the PLC.

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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

RoHS 2002/95/EC

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

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

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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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