ADFweb

Industrial Electronic Devices

User Manual

Revision 1.100
English

BACnet Slave / KNX - Converter

(Order Code: HD67802-KNX-BIP-B2, HD67802-KNX-BMSTP-B2)

for Website information:
www.adfweb.com?Product=HD67802

for Price information:
www.adfweb.com?Price=HD67802-KNX-BIP-B2
www.adfweb.com?Price=HD67802-KNX-BMSTP-B2

Benefits and Main Features:

⊕ Very easy to configure

⊕ Electrical isolation

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

User Manual

For others KNX products, see also the following links:

Converter KNX to

www.adfweb.com?Product=HD67628	**(S7comm)**
www.adfweb.com?Product=HD67746	**(IEC 61850 Server)**
www.adfweb.com?Product=HD67773	**(IEC 61850 Client)**
www.adfweb.com?Product=HD67801	**(BACnet Master)**
www.adfweb.com?Product=HD67803	**(CAN)**
www.adfweb.com?Product=HD67804	**(CANopen)**
www.adfweb.com?Product=HD67806	**(EtherNet/IP Master)**
www.adfweb.com?Product=HD67807	**(EtherNet/IP)**
www.adfweb.com?Product=HD67808	**(DeviceNet Master)**
www.adfweb.com?Product=HD67809	**(DeviceNet Slave)**
www.adfweb.com?Product=HD67810	**(J1939)**
www.adfweb.com?Product=HD67811	**(M-Bus Master)**
www.adfweb.com?Product=HD67812	**(Modbus Master)**
www.adfweb.com?Product=HD67813	**(Modbus Slave)**
www.adfweb.com?Product=HD67814	**(Modbus TCP Master)**
www.adfweb.com?Product=HD67815	**(Modbus TCP Slave)**
www.adfweb.com?Product=HD67818	**(PROFINET)**
www.adfweb.com?Product=HD67820	**(SNMP)**
www.adfweb.com?Product=HD67821	**(DMX)**
www.adfweb.com?Product=HD67825	**(Ethernet)**
www.adfweb.com?Product=HD67830	**(NMEA 2000)**
www.adfweb.com?Product=HD67947	**(MQTT)**
www.adfweb.com?Product=HD67B18	**(OPC UA Client)**
www.adfweb.com?Product=HD67B41	**(OPC UA Server)**
www.adfweb.com?Product=HD67B79	**(PROFINET Master)**
www.adfweb.com?Product=HD67C67	**(EnOcean)**
www.adfweb.com?Product=HD67D27	**(LoRaWAN)**
www.adfweb.com?Product=HD67F27	**(LoRaWAN Gateway)**

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

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INDEX:

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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	20/04/2015	Ff	All	First Release
1.001	11/09/2015	Ff	All	Revision
1.002	26/02/2016	Nt	All	Revision
1.100	17/05/2023	Ln	All	New version of hardware

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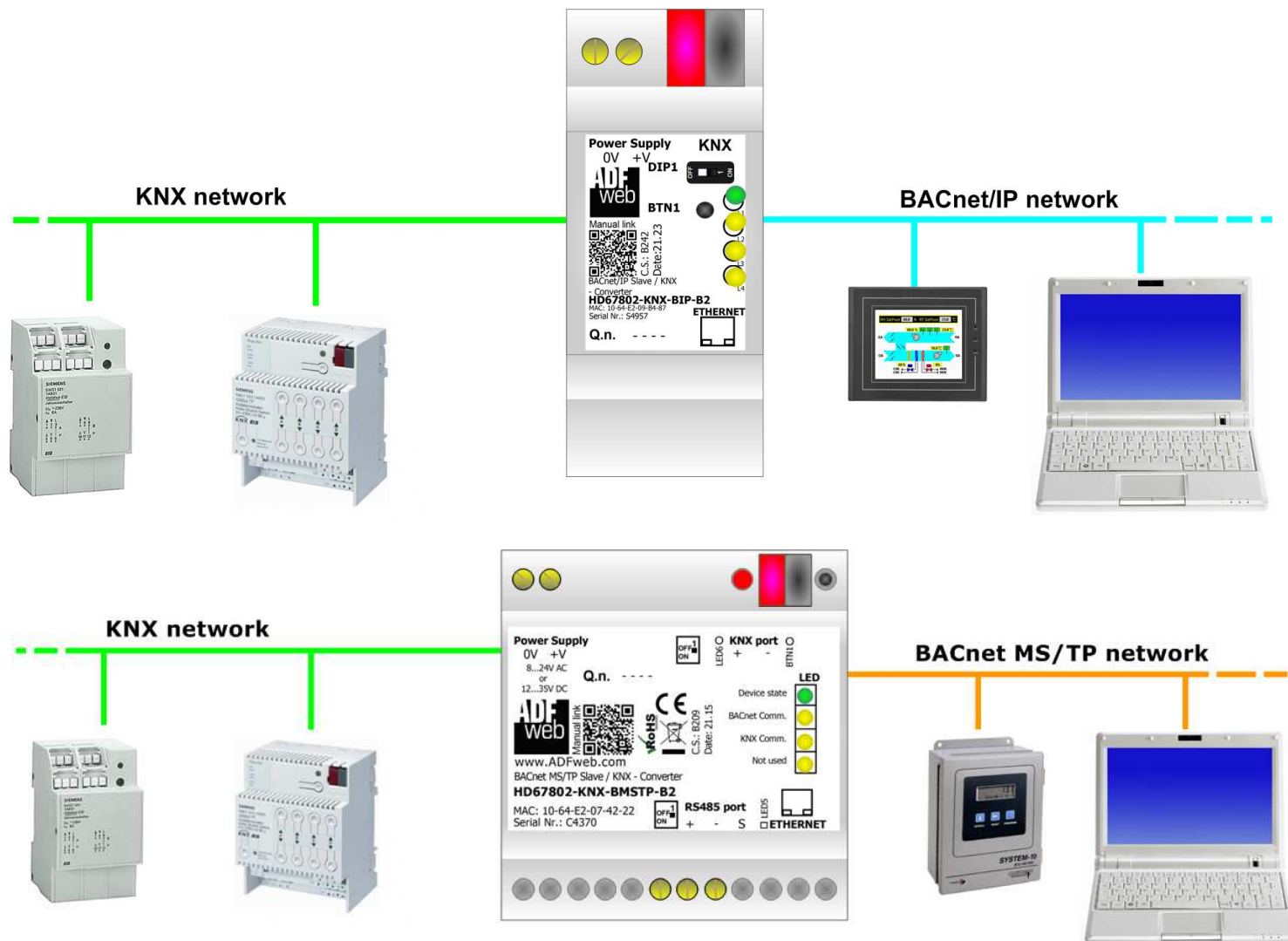
⚠️ This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

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.
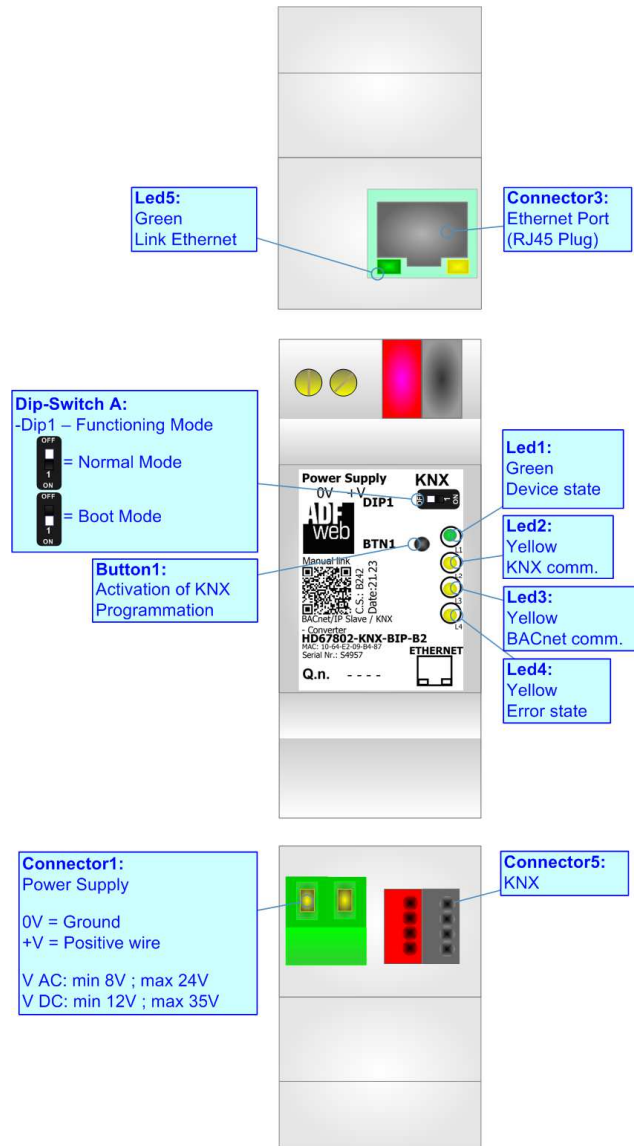
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EXAMPLE OF CONNECTION:

![ADFweb logo] Industrial Electronic Devices

CONNECTION SCHEME:

Led5:
Green
Link Ethernet

Connector3:
Ethernet Port
(RJ45 Plug)

Dip-Switch A:
-Dip1 – Functioning Mode

= Normal Mode

= Boot Mode

Button1:
Activation of KNX
Programmation

Led1:
Green
Device state

Led2:
Yellow
KNX comm.

Led3:
Yellow
BACnet comm.

Led4:
Yellow
Error state

Power Supply
0V +V
KNX
DIP1

BTN1

HD67802-KNX-BIP-B2
MAC: 10-64-E2-09-B4-87
Serial Nr.: S4957
Q.n. - - - -
ETHERNET

Connector1:
Power Supply

0V = Ground
+V = Positive wire

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

Connector5:
KNX

Figure 1a: Connection scheme for HD67802-KNX-BIP-B2

Dip-Switch B:
-Dip1 – Termination RS485 line

= Open   = 120 ohm

Connector6:
RS485 port

S = Shield (to Isolated Ground)
B = Negative wire
A = Positive wire

Led5:
Green
Link Ethernet

Connector2:
Ethernet Port
(RJ45 Plug)

A   B   S

Button1:
Activation of KNX
Programmation

Led6:
Red
KNX Prog.

Led1:
Green
Device state

Led2:
Yellow
BACnet comm.

Led3:
Yellow
KNX comm.

Led4:
Yellow
Not used

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

Device state
BACnet Comm.
KNX Comm.
Not used
LED

KNX port
+   -

www.ADFweb.com
BACnet MS/TP Slave / KNX - Converter
HD67802-KNX-BMSTP-B2
MAC: 10-64-E2-07-42-22
Serial Nr.: C4370

RS485 port
+   -   S   ETHERNET

Connector1:
Power Supply

0V = Ground
+V = Positive wire

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

0V +V   +   -

Connector8:
KNX

Dip-Switch A:
-Dip1 – Functioning Mode

= Normal Mode

= Boot Mode

Figure 1b: Connection scheme for HD67802-KNX-BMSTP-B2

CHARACTERISTICS:

The HD67802 is a BACnet Slave / KNX Converter.

It has the following characteristics:

 ➔ Up to 1440 bytes in reading and 1440 bytes in writing;
 ➔ Triple isolation between KNX - Power Supply, KNX – BACnet, Power Supply - BACnet.
 ➔ Two-directional information between KNX bus and BACnet 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 SW67802 software on your PC in order to perform the following:

 ➔ Define the parameter of KNX line;
 ➔ Define the parameter of BACnet line;
 ➔ Define BACnet objects that contains the data from KNX;
 ➔ Define BACnet objects that contains the data to send to KNX;
 ➔ Update the device.

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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]
HD67802-KNX-BIP-B2	3.5
HD67802-KNX-BMSTP-B2	3.5

Connector1:
Power Supply

0V = Ground
+V = Positive wire

V AC: min 8V ; max 24V
V DC: min 12V ; max 35V
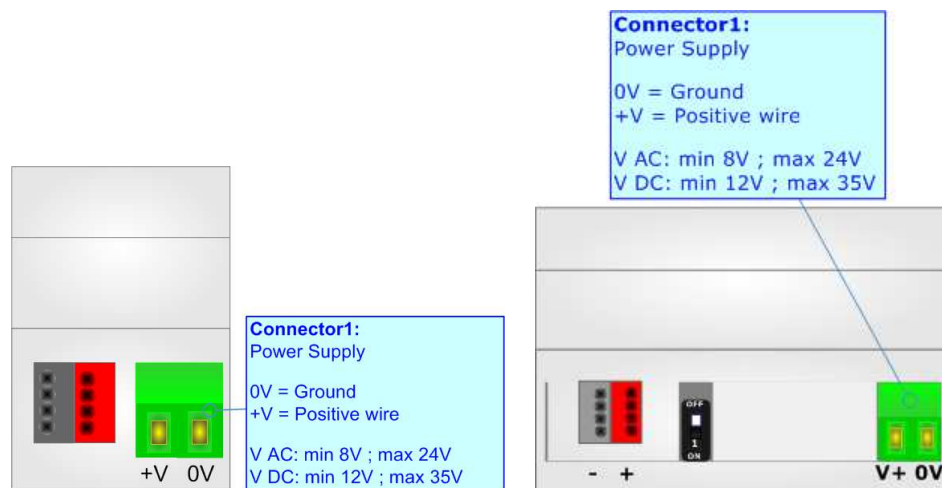
Caution: Not reverse the polarity power

Connector1:
Power Supply

0V = Ground
+V = Positive wire

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

+V 0V

- +   V+ 0V

+V 0V

HD67802-KNX-BIP-B2
HD67802-KNX-BMSTP-B2

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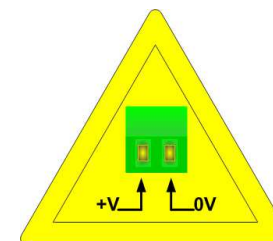
FUNCTION MODES:

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

 ◈ The first, with 'Dip1 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.

Dip-Switch A:
-Dip1 – Functioning Mode
 = Normal Mode
 = Boot Mode

Dip-Switch A:
-Dip1 – Functioning Mode
 = Normal Mode
 = Boot Mode

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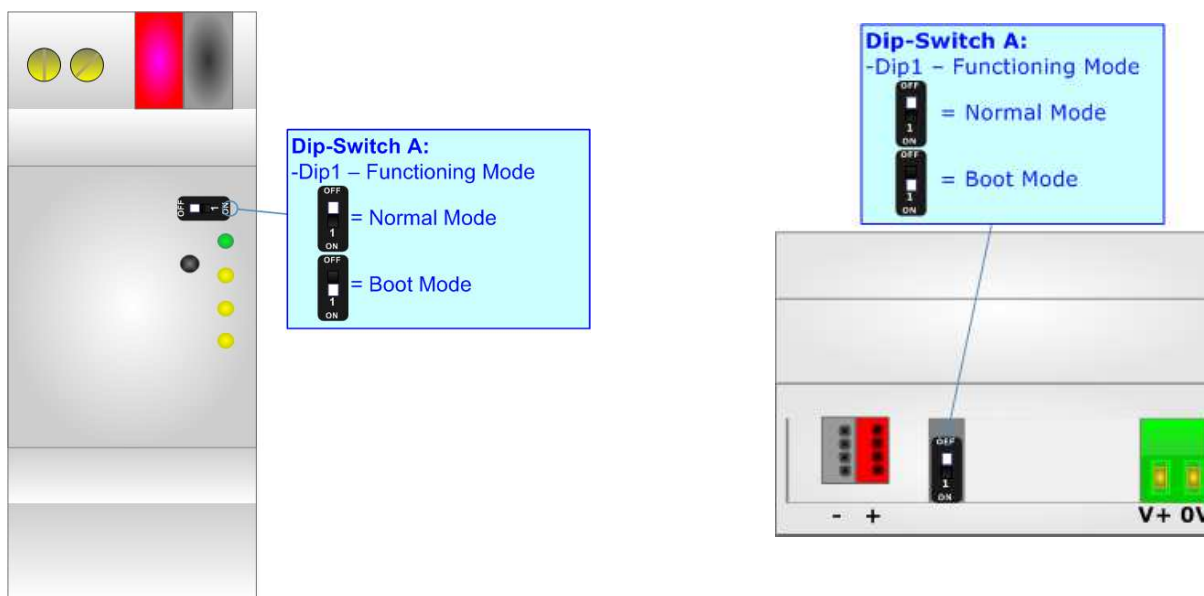
LEDS:

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: Device State (green)	Blinks slowly (~1Hz)	**ON:** Device powered **OFF:** Device not powered
2: KNX communication (yellow)	Blinks when KNX frame is received	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
3: BACnet communication (yellow)	Blinks when BACnet frame (RS232/RS485/Ethernet) is received	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
4: Error state (yellow)	**ON:** An error in the communication busses occurs **OFF:** No errors are present	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
5: Ethernet Link (green)	**ON:** Ethernet cable connected **OFF:** Ethernet cable disconnected	**ON:** Ethernet cable connected **OFF:** Ethernet cable disconnected
6: KNX Programmation (red)	**ON:** KNX Programmation activated **OFF:** KNX Programmation not activated	**Blinks quickly:** Boot state **Blinks very slowly (~0.5Hz):** update in progress
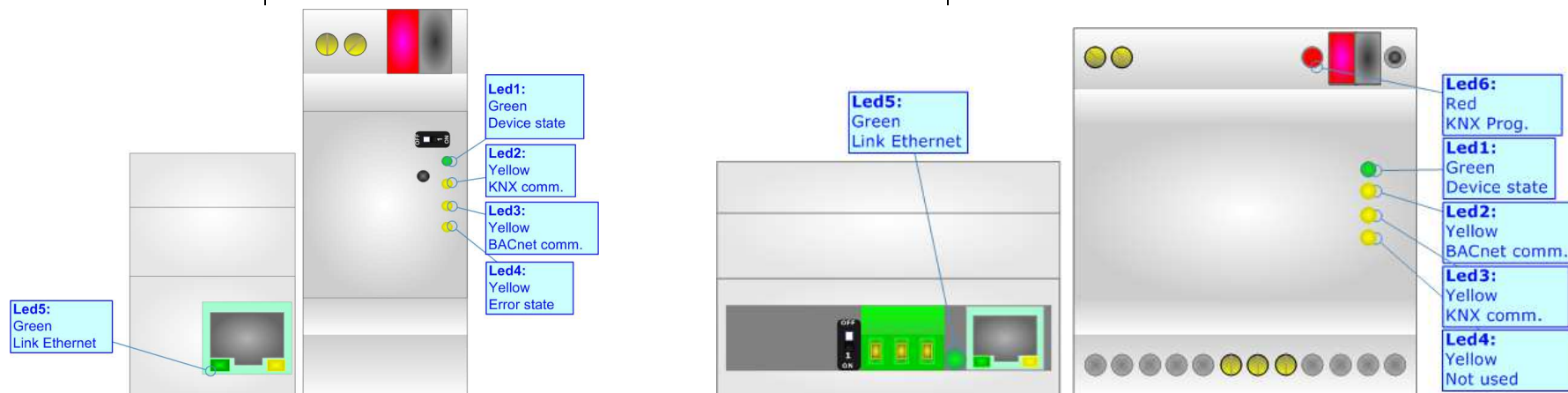
RS485:

For terminate the RS485 line with a 220Ω resistor it is necessary to put ON dip 1, like in figure.
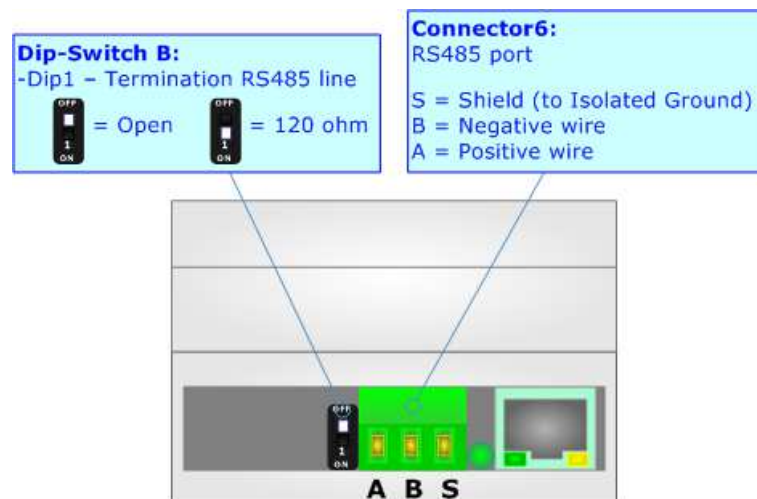
The maximum length of the cable should be 1200m (4000 feet).

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.

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.
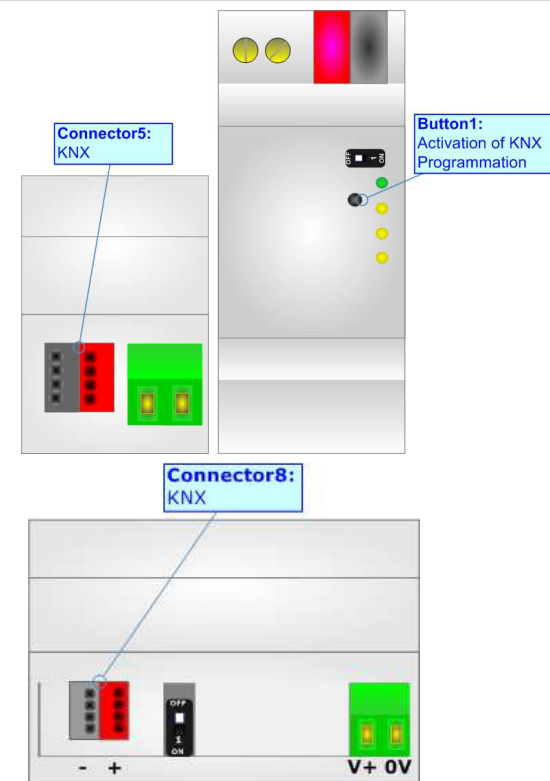
Characteristics	Description TP1-256
Medium	Shielded Twisted Pair
Topology	Linear, Star, Tree or mixed
Baudrate	9600 bps
Device supplying	Normal: bus powered devices Optional: remote powered devices
Device power consumption	3 mA- 12 mA
Power Supply Unit (PSU)	DC 30 V
Number of PSU's per physical Segment	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

Connector5: KNX

Button1: Activation of KNX Programmation

Connector8: KNX

- +   V+ 0V

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ETHERNET:

The Ethernet port is used for the BACnet/IP communication (HD67802-KNX-BIP-B2) and for programming the device.

The Ethernet connection must be made using Connector2/3 of HD67802-KNX-xxx-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.

Connector3:
Ethernet Port
(RJ45 Plug)

Connector2:
Ethernet Port
(RJ45 Plug)

Industrial Electronic Devices
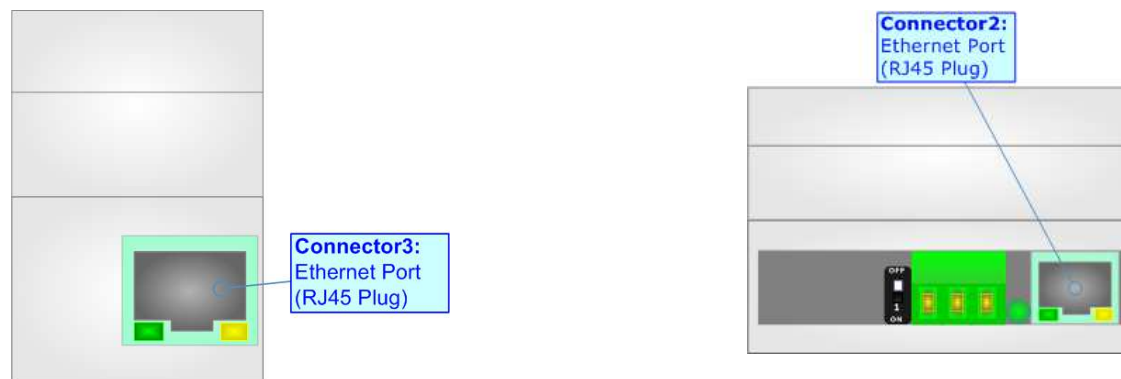
USE OF COMPOSITOR SW67802:

To configure the Converter, use the available software that runs with Windows called SW67802. 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 SW67802, the window below appears (Fig. 2).

Note:
It is necessary to have installed .Net Framework 4.
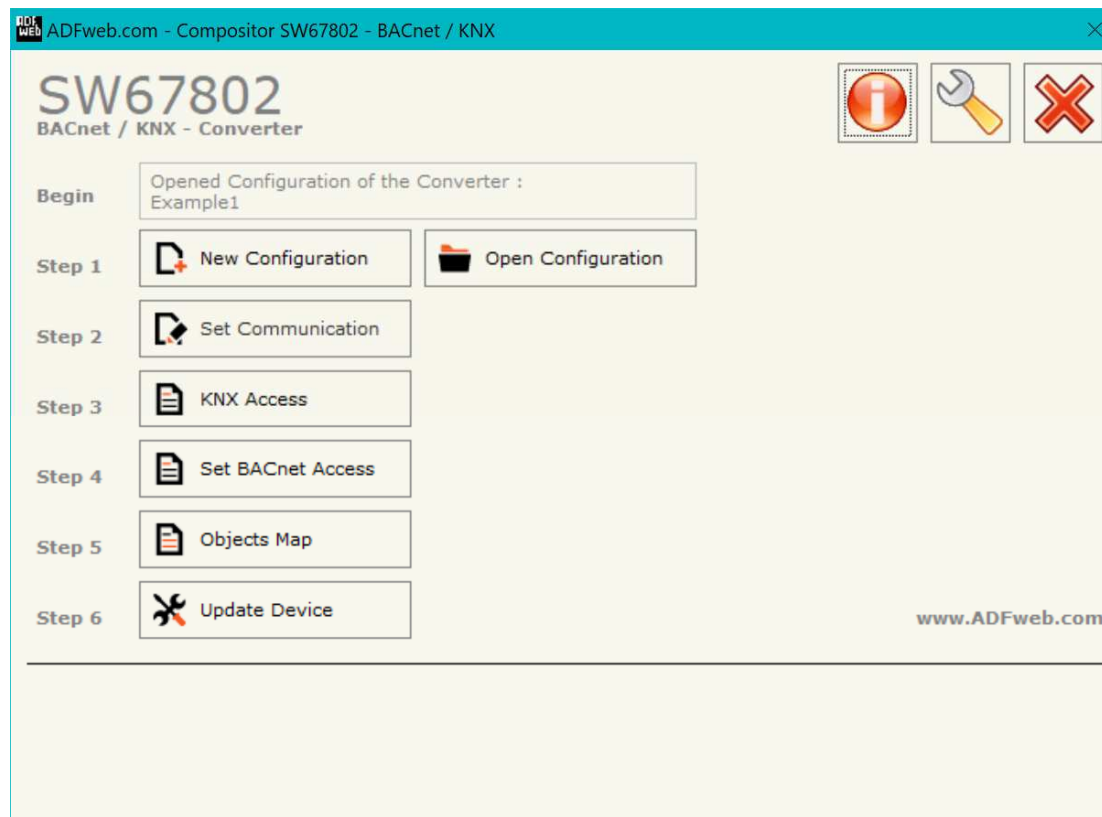
Figure 2: Main window for SW67802

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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 "BACnet Slave / 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**".
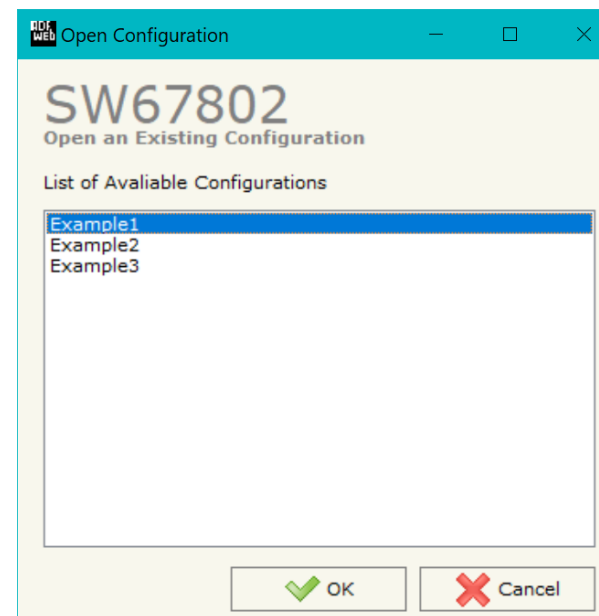
SOFTWARE OPTIONS:

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.
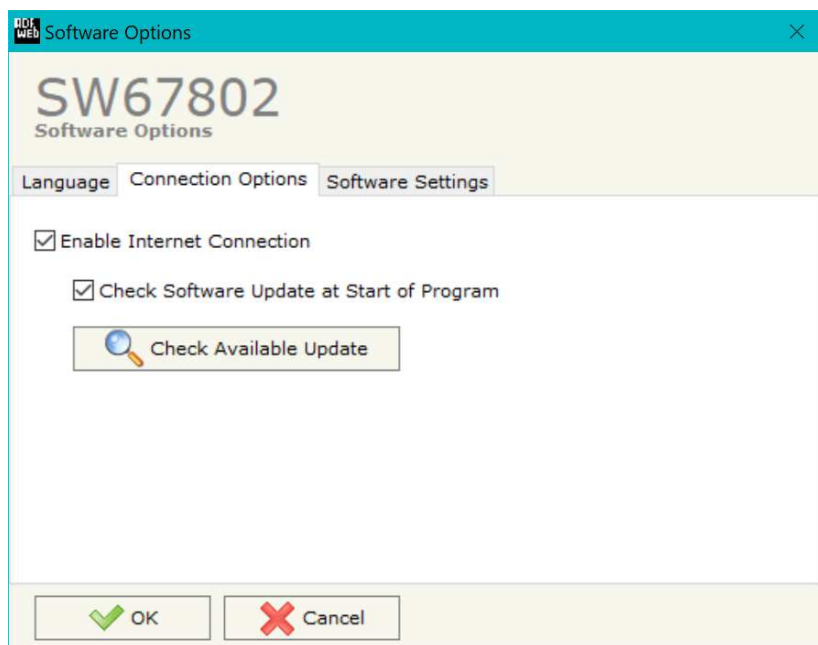
In the section "Connection Options", it is possible to check if there are some updatings of the software compositor in ADFweb.com website.
Checking the option "**Check Software Update at Start of Program**", the SW67802 check automatically if there are updatings when it is launched.
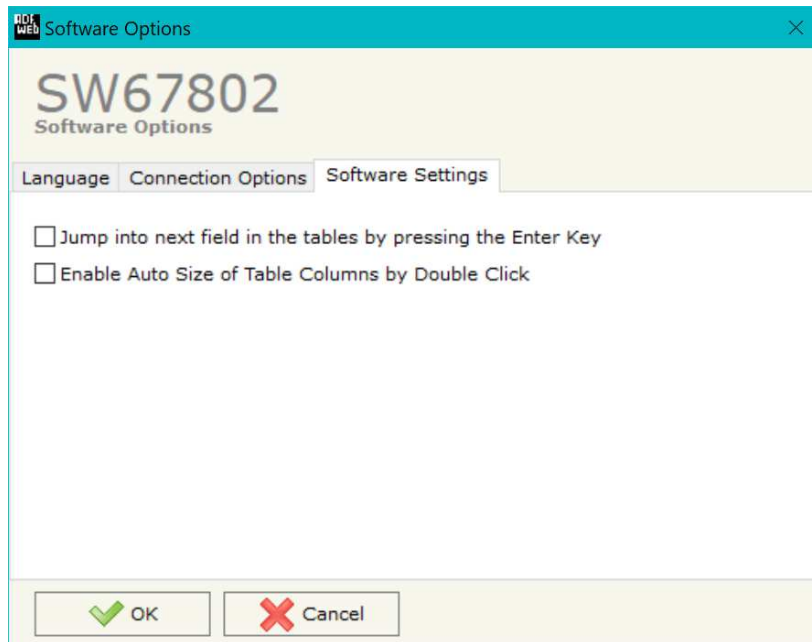
In the section "Software Settings", it is possible to enable/disable some keyboard's commands for an easier navigation inside the tables contained in the different sections of the software.

![ADF web logo] **ADF web**

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SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, KNX and BACnet.

By Pressing the "**Set Communication**" button from the main window for SW67802 (Fig. 2) the window "Set Communication" appears (Fig. 3).
The window is divided in two sections, one for the KNXand one for the BACnet.

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

➼ BACnet/IP (it uses ethernet);
➼ BACnet MS/TP (it uses RS485).

If selected "BACnet/IP" the means of the fields for "BACnet" 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;
➼ In the field "**Port**" the port 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);
➼ If the field "**BACnet description up to 32 chars**" is checked, the description of the BACnet objects can be up to 32 chars;
➼ 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.

The means of the fields for "KNX" are:

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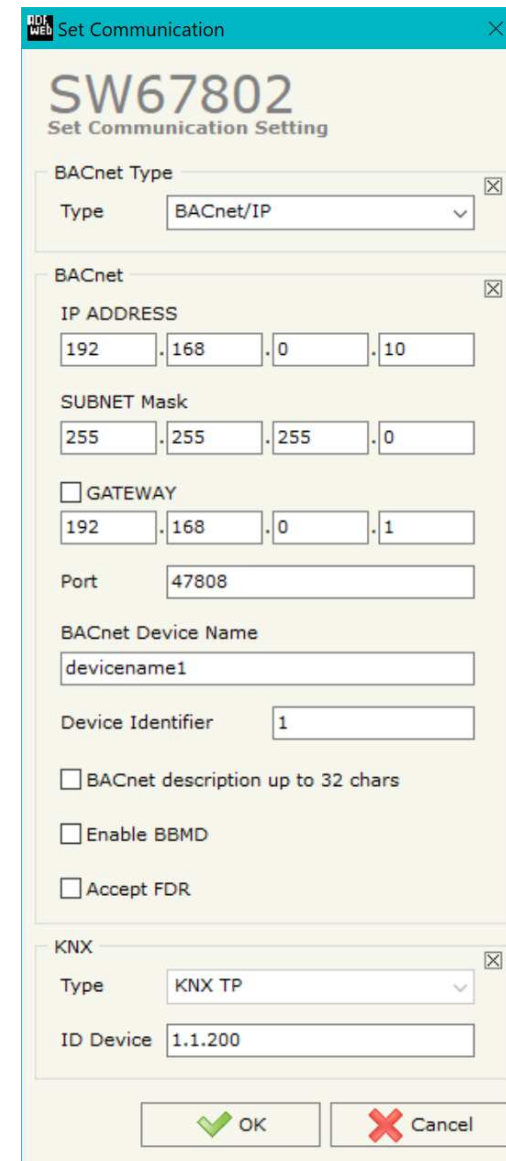➼ In the field "**ID Device**" the ID of the KNX side of the converter is defined.

Figure 3a: "Set Communication"

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 (9600, 19200, 38400, 57600, 76800, 115200);
+ In the field "**Parity**" it is possible to select the parity of the line (None, Odd, Even);
+ In the field "**BACnet Device Name**" is possible to insert the name to give to the BACnet node (maximum 17 characters).
+ In the field "**MAC Address**" is possible to define the MAC of BACnet node (from 0 to 254);
+ If the field "**BACnet description up to 32 chars**" is checked, the description of the BACnet objects can be up to 32 chars;

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.

The means of the fields for "KNX" are:

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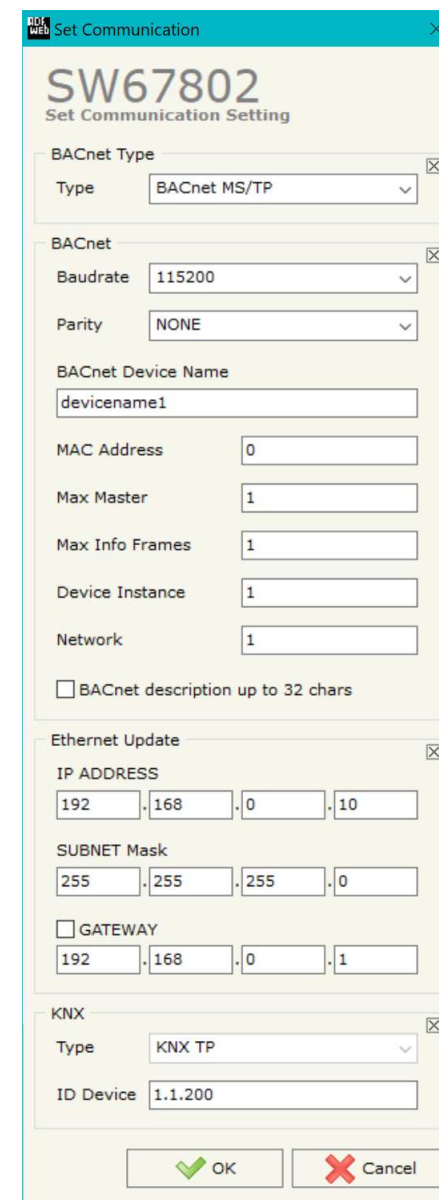+ In the field "**ID Device**" the ID of the KNX side of the converter is defined.

Figure 3b: "Set Communication"

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KNX ACCESS:

By pressing the "**KNX Access**" button from the main window for SW67802 (Fig. 2) the "KNX Access" window appears (Fig. 4).
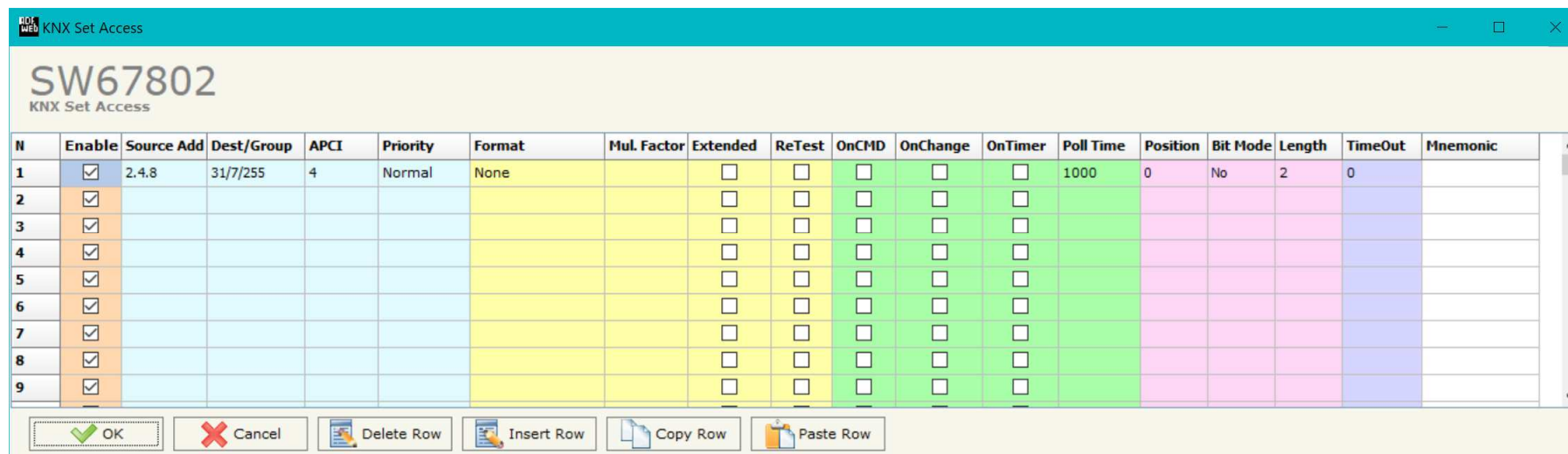

Figure 4: "KNX Set Access" window

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;
- 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:
    - o System (Highest);
    - o Urgent;
    - o Normal;
    - o Low (Lowest).
- In the field "**Format**" the data format of the KNX message is defined;
- In the field "**Mul. Factor**" a Multiply Factor for the data 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 "**On CMD**" is checked, the gateway sends the KNX command when a BACnet request is received;
- If the field "**On Change**" is checked, the gateway sends the KNX command when the data on BACnet 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);
- 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 "**Timeout**" the timeout in ms for KNX data point is defined. If the data point is not received for the time defined, the data on BACnet side are set to '0';
- 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 KNX command cyclically and also when the data is changed.

Note:
   If the fields "On CMD", "OnChange" and "OnTimer" are not checked, the converter only sniffs the bus in order to monitor the status of the KNX message.

SET BACNET ACCESS:

By Pressing the "**Set BACnet Access**" button from the main window for SW67802 (Fig. 2) the window "BACnet Set Access" appears (Fig. 5a).

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

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

→ In the field "**Data Type**" 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. 5a);

→ In the field "**Position**" is possible to select the position where take/save the data from a 6000 bytes array;

→ The field "**Start Bit**" is used for the "Binary In" and "Binary Out" BACnet objects;

→ The field "**Length**" is used for all the others BACnet objects.

→ If the field "**SWAP**" is checked, the bytes' order is reversed.
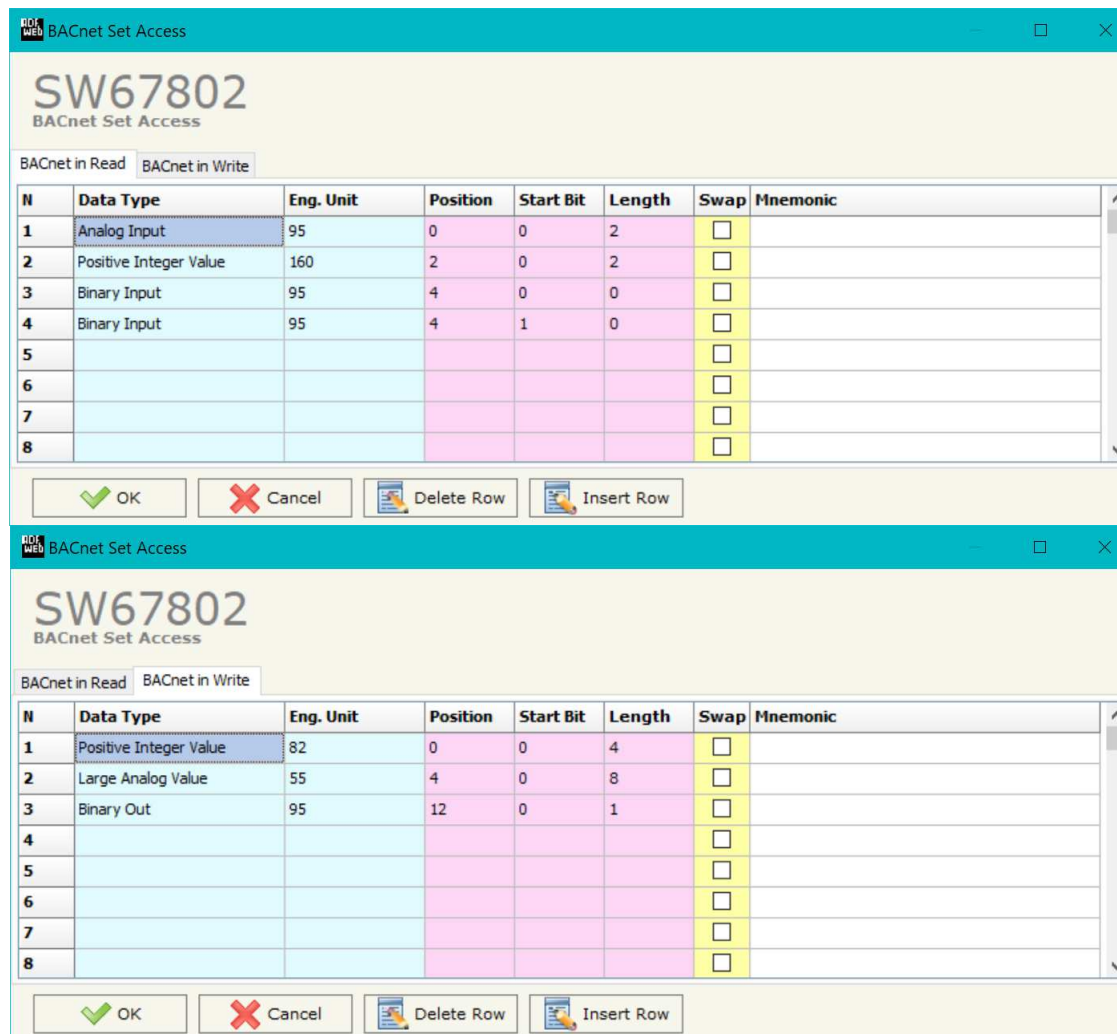

Figure 5a: "BACnet Set Access" window

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 5b: "Select the BACnet Engineering Unit"

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 HD67802 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 or 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;
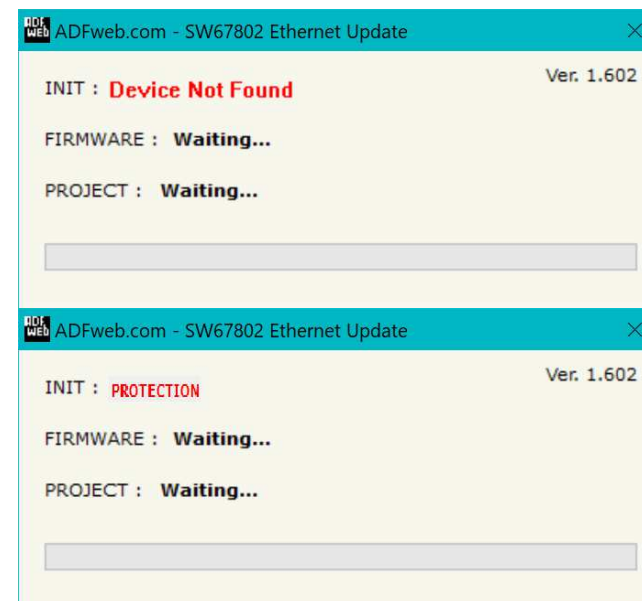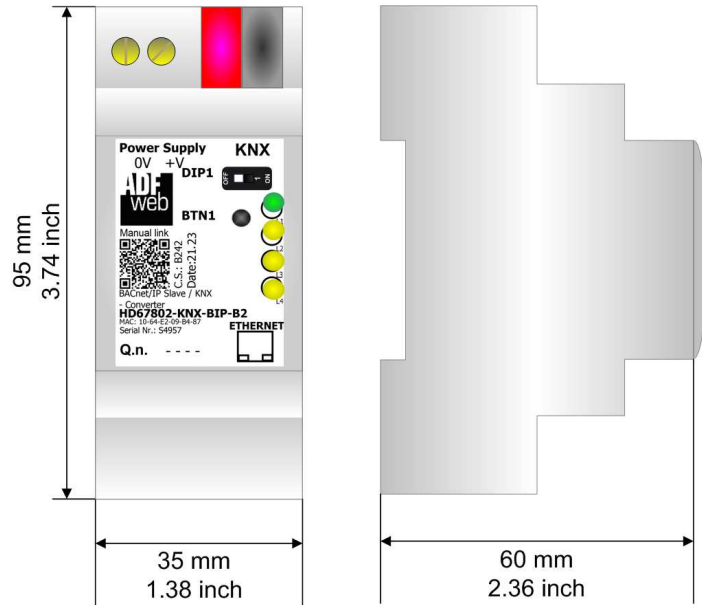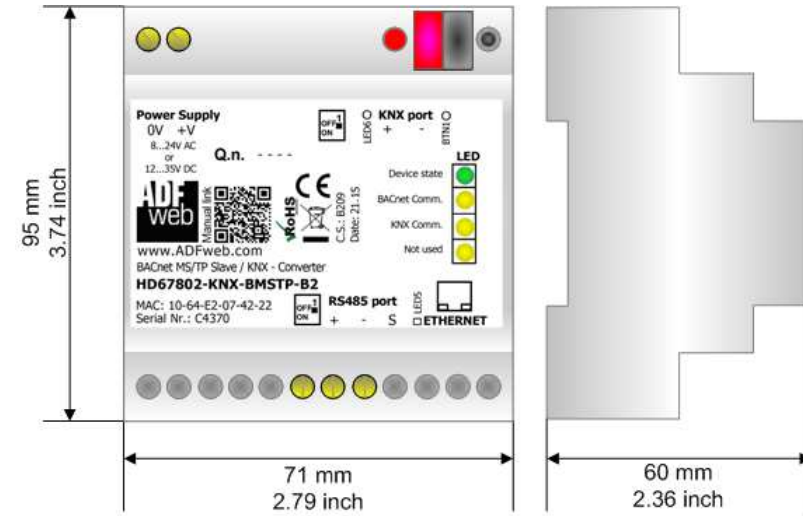+ Pay attention at Firewall lock.

Warning:
In the case of HD67802 you have to use the software "SW67802": www.adfweb.com\download\filefold\SW67802.zip.

Figure 7: "Error" window

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MECHANICAL DIMENSIONS:

Figure 8a: Mechanical dimensions scheme for HD67802-KNX-BIP-B2

Figure 8b: Mechanical dimensions scheme for HD67802-KNX-BMSTP-B2

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ORDERING INFORMATIONS:

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

HD67802 – KNX – xxx – B 2

Connectors Type
2: Fixed 5mm Screw Terminal

Enclosure Type
B: 4M, 35mm DIN Rail mounting

BACnet Type
BIP: BACnet/IP
BMSTP: BACnet MS/TP

Device Family
HD67802-KNX: BACnet Slave / KNX - Converter
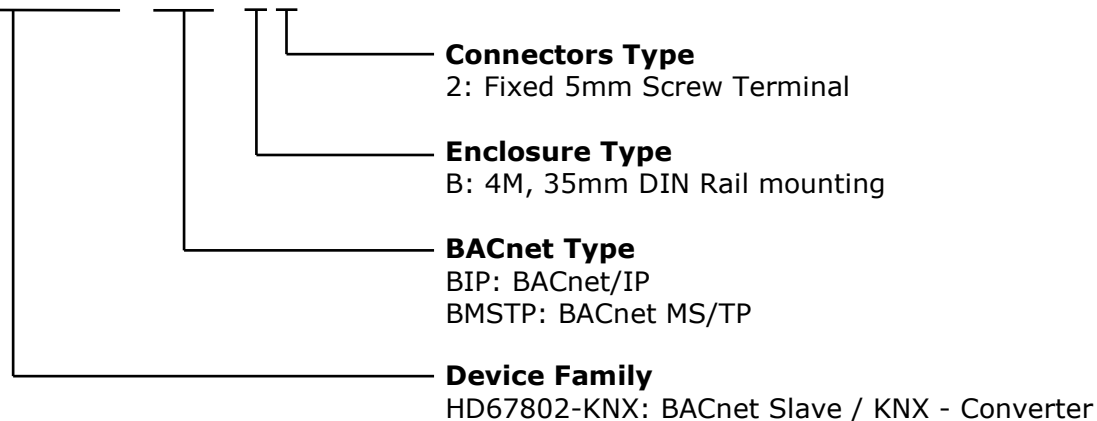
Order Code: **HD67802-KNX-BIP-B2**   -   BACnet/IP Slave / KNX – Converter
Order Code: **HD67802-KNX-BMSTP-B2**   -   BACnet MS/TP Slave / KNX – Converter

ACCESSORIES:

Order Code: **AC34001**   -   35mm Rail DIN - Power Supply 220/240V AC 50/60Hz – 12 V AC

Order Code: **AC34002**   -   35mm Rail DIN - Power Supply 110V AC 50/60Hz – 12 V AC

DISCLAIMER:

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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.

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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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