

## User Manual OPC UA Server / Serial

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# User Manual

Revision 1.000 Enalish

## **OPC UA Server / Serial - Converter**

(Order Code: HD67B26-2-B2, HD67B26-5-B2)

for Website information: www.adfweb.com/?Product=HD67B26

for Price information: www.adfweb.com/?Price=HD67B26-2-B2 www.adfweb.com/?Price=HD67B26-5-B2

## **Benefits and Main Features:**

- Triple electrical isolation
- Power Supply 18...35V DC and 8...24 V AC
- Temperature range: -40°C/+85°C (-40°F/+185°F)



For others OPC UA Server devices, see also the following links:

#### OPC UA Server from/to ....

www.adfweb.com?Product=HD67B27 www.adfweb.com?Product=HD67B28 www.adfweb.com?Product=HD67B29 www.adfweb.com?Product=HD67B30 www.adfweb.com?Product=HD67B31 www.adfweb.com?Product=HD67B32 www.adfweb.com?Product=HD67B33 www.adfweb.com?Product=HD67B34 www.adfweb.com?Product=HD67B35 www.adfweb.com?Product=HD67B36 www.adfweb.com?Product=HD67B37 www.adfweb.com?Product=HD67B38 www.adfweb.com?Product=HD67B39 www.adfweb.com?Product=HD67B40 www.adfweb.com?Product=HD67B41 www.adfweb.com?Product=HD67B42 www.adfweb.com?Product=HD67B43 www.adfweb.com?Product=HD67B44 www.adfweb.com?Product=HD67B45 www.adfweb.com?Product=HD67B46 www.adfweb.com?Product=HD67B47 www.adfweb.com?Product=HD67B48

(Modbus Master) (Modbus Slave) (Modbus TCP Master) (Modbus TCP Slave) (Bacnet Master) (Bacnet Slave) (CAN) (CANopen) (DeviceNet Master) (DeviceNet Slave) (DMX) (EtherNet/IP Master) (EtherNet/IP Slave) (**J1939**) (KNX) (MOTT) (NMEA0183) (NMEA2000) (PROFINET Master) (PROFINET Slave) (SNMP Manager) (SNMP Agent)

Do you have an your customer protocol?

See the following links: 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



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

### **REVISION LIST:**

| Revision | Date       | Author | Chapter | Description           |
|----------|------------|--------|---------|-----------------------|
| 1.000    | 13/03/2019 | Ff     | All     | First release version |
|          |            |        |         |                       |
|          |            |        |         |                       |
|          |            |        |         |                       |

## WARNING:

ADFweb.com reserves the right to change information in this manual about our product without warning.

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

## **TRADEMARKS:**

All trademarks mentioned in this document belong to their respective owners.



### **SECURITY ALERT:**

### **GENERAL INFORMATION**

To ensure safe operation, the device must be operated according to the instructions in the manual. When using the device, legal and safety regulation are required for each individual application. The same applies also when using accessories.

### **INTENDED USE**

Machines and systems must be designed so the faulty conditions do not lead to a dangerous situation for the operator (i.e. independent limit switches, mechanical interlocks, etc.).

### QUALIFIED PERSONNEL

The device can be used only by qualified personnel, strictly in accordance with the specifications.

Qualified personnel are persons who are familiar with the installation, assembly, commissioning and operation of this equipment and who have appropriate qualifications for their job.

### **RESIDUAL RISKS**

The device is state-of-the-art and is safe. The instruments can represent a potential hazard if they are inappropriately installed and operated by untrained personnel. These instructions refer to residual risks with the following symbol:

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

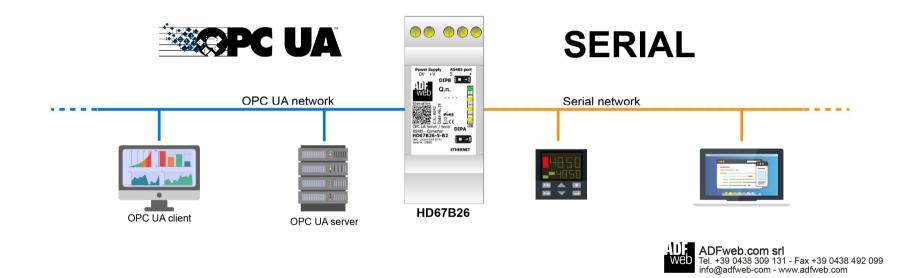
## **CE** CONFORMITY

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



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### **EXAMPLE OF CONNECTION:**





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## **CONNECTION SCHEME:**

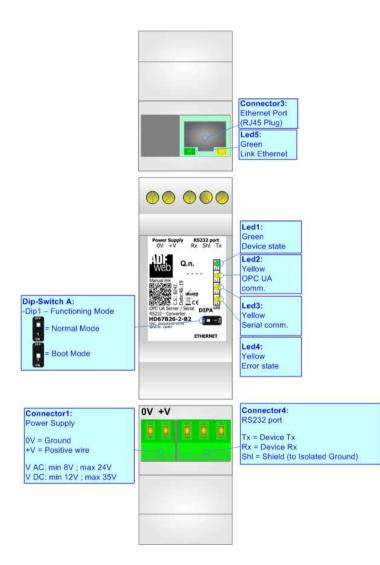


Figure 1a: Connection scheme for HD67B26-2-B2

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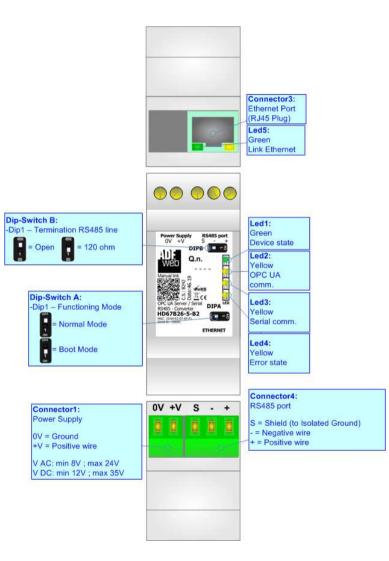


Figure 1b: Connection scheme for HD67B26-5-B2



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## **CHARACTERISTICS:**

The HD67B26-B2 is a OPC UA Server / Serial converter.

It allows the following characteristics:

- ✤ Up to 1500 bytes in reading and 1500 bytes in writing;
- Two-directional information between Serial and OPC UA;
- 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 SW67B26 software on your PC in order to perform the following:

- Define the parameter of the OPC UA;
- Define the parameter of the Serial;
- Define the list of OPC UA servers connected to the converter;
- Update the device.



## **POWER SUPPLY:**

The devices can be powered between a wide range of tensions. For more details see the two tables below.

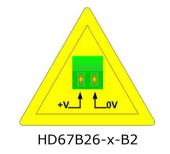
|            | VAC  | $\sim$ | VDC  |      |  |
|------------|------|--------|------|------|--|
|            | Vmin | Vmax   | Vmin | Vmax |  |
| HD67B26-B2 | 8V   | 24V    | 12V  | 35V  |  |

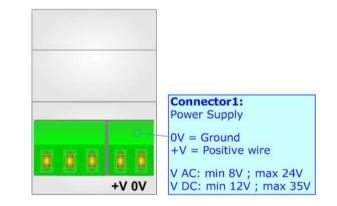
Consumption at 24V DC:

| Device       | W/VA |
|--------------|------|
| HD67B26-x-B2 | 4    |



## Caution: Not reverse the polarity power







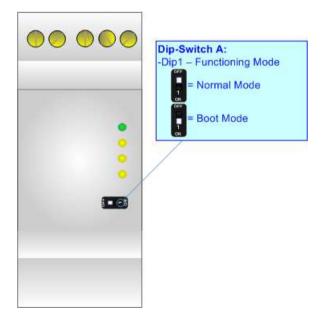
## **FUNCTION MODES:**

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).

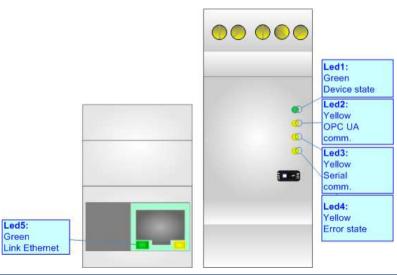




## LEDS:

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.

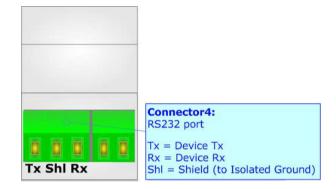
| LED                      | Normal Mode   | Boot Mode   |
|--------------------------|---|---|
| 1: Device State (green)  | Blinks slowly (~1Hz)  | Blinks quickly: Boot state<br>Blinks very slowly (~0.5Hz): update in progress |
| 2: OPC UA comm. (yellow) | Flashing: OPC UA requests<br>OFF: No OPC UA requests  | Blinks quickly: Boot state<br>Blinks very slowly (~0.5Hz): update in progress |
| 3: Serial comm. (yellow) | Flashing: Serial response<br>OFF: No Serial response  | Blinks quickly: Boot state<br>Blinks very slowly (~0.5Hz): update in progress |
| 4: Error state (yellow)  | <b>ON:</b> An error has occurred<br><b>OFF:</b> The device and the system are correctly running | Blinks quickly: Boot state<br>Blinks very slowly (~0.5Hz): update in progress |
| 5: Link Ethernet (green) | ON: Ethernet cable connected<br>OFF: Ethernet cable disconnected                                | ON: Ethernet cable connected<br>OFF: Ethernet cable disconnected              |





## RS232:

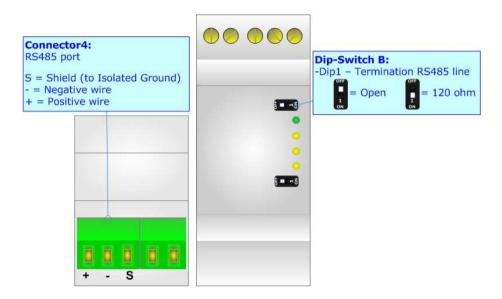
The connection from RS232 socket to a serial port (example one from a personal computer) must be made with a Null Modem cable (a serial cable where the pins 2 and 3 are crossed). It is recommended that the RS232 cable not exceed 15 meters.





## RS485:

For terminate the RS485 line with a  $120\Omega$  resistor it is necessary to put ON dip 1, like in figure.



The maximum length of the cable should be 1200m (4000 feet).

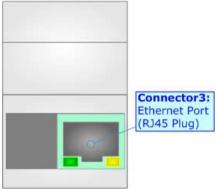
Here some codes of cables:

- 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.



## ETHERNET:

The Ethernet connection must be made using Connector3 of HD67B26-x-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/PLC/other is recommended the use of a cross cable.





### **USE OF COMPOSITOR SW67B26:**

To configure the Converter, use the available software that runs with Windows called SW67B26. It is downloadable on the site <u>www.adfweb.com</u> 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; 32/64bit).

When launching the SW67B26, the window below appears (Fig. 2).



It is necessary to have installed .Net Framework 4.

|                   | :   |   |
|-------------------|---|---|
| New Configuration | en Configuration  |   |
| Set Communication |   |   |
| OPC UA Access     |   |   |
| Vpdate Device UDP |   | www.ADFweb.com  |
|                   |   |   |
|                   |   |   |
|                   | New Configuration         Set Communication         OPC UA Access | Prer / Serial - Converter         Opened Configuration of the Converter :         xample1         New Configuration         Set Communication         OPC UA Access |

Figure 2: Main window for SW67B26



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## **NEW CONFIGURATION / OPEN CONFIGURATION:**

The **"New Configuration**" button creates the folder which contains the entire device's configuration.

| 🟙 Create New Configuration                             | $\times$ |
|--|----------|
| SW67B26  |          |
| Create New Configuration Name of the new Configuration |          |
| Example2   |          |
| OK Cancel  |          |

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

- To clone the configurations of a programmable "OPC UA Server / Serial Converter" in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- To clone a project in order to obtain a different version of the project, it is sufficient to duplicate the project folder with another name and open the new folder with the button "Open Configuration".

| Web Open Configuration                    | — |       | ×  |
|---|---|-------|----|
| SW67B26<br>Open an Existing Configuration |   |       |    |
| Example1<br>Example2<br>Example3          |   |       |    |
| ок  |   | Cance | el |



Web Software Options

## **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 |
|-----|------|---------|------------|----|----|----------|----|--------|-----|----------|----|-----|
| sof | twar | e.      |            |    |    |          |    |        |     |          |    |     |

|          | 67B26                                |
|----------|--------------------------------------|
| Language | Connection Options Software Settings |
| Selected | Language :                           |
|          | English                              |
|          | Page 1 / 1                           |
| <b>v</b> | OK Cancel                            |

| Software Options  | ĸ |                      |
|---|---|----------------------|
| SW67B26<br>Software Options   |   |                      |
| Language Connection Options Software Settings   |   |                      |
| Enable Internet Connection     Check Software Update at Start of Program     Check Available Update |   | In<br>ut<br>Cl<br>SV |
| OK X Cancel   |   |                      |

n 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 SW67B26 check automatically if there are updatings when it is launched.

ADFweb.com Srl – IT31010 – Mareno – Treviso



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| Web Software | e Options                 |                       | ×           |
|--------------|---------------------------|-----------------------|-------------|
| Softwar      | 67B26                     | Software Calling      |             |
| Language     | Connection Options        | Software Settings     |             |
| 🗌 Jump i     | into next field in the ta | ables by pressing the | e Enter Key |
| 🗌 Enable     | Auto Size of Table C      | olumns by Double C    | lick        |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
|              |                           |                       |             |
| <b>V</b>     | ок 🔀 с                    | Cancel                |             |

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



### SET COMMUNICATION:

This section define the fundamental communication parameters of two buses, OPC UA Server and Serial.

By Pressing the "**Set Communication**" button from the main window for SW67B26 (Fig. 2) the window "Set Communication" appears (Fig. 3).

The means of the fields for "OPC UA Server" are:

- In the field "IP Address" the IP address for OPC UA side of the converter is defined;
- In the field "SubNet Mask" the SubNet Mask for OPC UA side of the converter is defined;
- In the field "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 "DNS" the IP Address of the DNS server is defined. This feature can be enabled or disabled pressing the Check Box field;
- In the field "Port" the port of OPC UA Server is defined.

The means of the fields for "Serial" are:

- In the field "Serial" the serial port to use is defined (RS232 or RS485);
- In the field "Baudrate" the baudrate for the serial line is defined;
- In the field "Parity" the parity of the serial line is defined;
- In the field "Stop Bits" the number of Stop Bits of the serial line is defined.

The means of the fields for "NTP (Network Time Protocol)" are:

- In the field "Server URL" the URL or the IP Address of the NTP Server is defined;
- In the field "Poll Time (seconds)" the polling time for the time synchronization is defined.

| 1. OPC UA Serve     | 192 .168 .0 .10   |   |
|---------------------|-------------------|---|
| SubNet Mask         | 255 .255 .255 .0  | ٦ |
| Gateway             | 192 . 168 . 0 . 1 |   |
|                     | 8 .8 .8 .8        |   |
| Port                | 4840              |   |
| 2. Serial           |                   |   |
| Serial              | RS232             | ~ |
| Baudrate            | 115200            | ~ |
| Parity              | NONE              | ~ |
| Stop Bits           | 1 Stop Bits       | ~ |
| 3. NTP (Network     | Time Protocol)    |   |
| Server URL          | ntp.pool.org      |   |
| Poll Time (seconds) | 1000              |   |
|                     |                   |   |
|                     |                   |   |
|                     |                   |   |

*Figure 3: "Set Communication" window* 



## OPC UA ACCESS:

By Pressing the "**OPC UA Access**" button from the main window for SW67B26 (Fig. 2) the window "OPC UA Server Access" appears (Fig. 4). This section is used to define the list of OPC UA variables to read/write.

| S  | 5W6 | 7B27           |                          |        |              |            |          |  |
|----|-----|----------------|--------------------------|--------|--------------|------------|----------|--|
| De |     | of OPC UA Serv | er Variables<br>Position | Length | Name         | R/W        | Mnemonic |  |
|    |     | Boolean        | 0                        | 1      | boolean_test | Read/Write |          |  |
| _  |     | Signed Byte    | 4                        | 1      | sbyte_test   | Read/Write |          |  |
|    |     | Byte           | 8                        | 1      | byte_test    | Read/Write |          |  |
|    |     | Int16          | 12                       | 2      | int16_test   | Read/Write |          |  |
|    |     | UInt16         | 16                       | 2      | uint16_test  | Read/Write |          |  |
|    |     | Int32          | 20                       | 4      | int32_test   | Read/Write |          |  |
|    |     | UInt32         | 24                       | 4      | uint32_test  | Read/Write |          |  |
|    |     | Float          | 28                       | 4      | float_test   | Read/Write |          |  |
|    |     | Int64          | 32                       | 8      | int64_test   | Read/Write |          |  |
| 0  |     | Double         | 40                       | 8      | double_test  | Read/Write |          |  |

Figure 4: "OPC UA Server Access" window

The means of the checkboxes inside the table are:

- In the field "Type" the data format of the OPC UA variable is defined;
- In the field "Position" the starting byte of the internal memory arrays where getting the value is defined;
- In the field "Length" the byte length of the OPC UA variable is defined;
- In the field "Name" the name of the OPC UA variable is defined;
- In the field "R/W" the access type of the OPC UA variable is defined;
- ✤ In the field "Mnemonic" a description of the OPC UA variable is defined.



### **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.

| Update Device by Ethernet (UDP)   | ×          |
|---|------------|
| SW67B26<br>Update Device Using the Ethernet Port                                |            |
| Insert the IP Address of Device<br>192 . 168 . 2 . 205<br>Select Update Options |            |
| Firmware + Configuration  | ~          |
| Read Back   |            |
| Cancel  |            |
| ADFweb.com - SW67B26 Ethernet Update  | ×          |
| INIT : Waiting  | Ver. 1.602 |
| FIRMWARE : Waiting  |            |
| PROJECT : Waiting   |            |
|   |            |
|   |            |

Figure 5: "Update device" windows



## / Note:

When you receive the device, for the first time, you also have to update the Firmware in the HD67B26 device.

## Warning:

If Fig. 6 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 make sure that you have the administrator privileges;
- In case you have to program more than one device, using the "UDP Update", you have to cancel the ARP table every time you connect a new device on Ethernet. For do this you have to launch the "Command Prompt" and write the command "arp d". Pay attention that with Windows Vista, Seven, 8, 10 you have to launch the "Command Prompt" with Administrator Rights;
- ✤ Pay attention at Firewall lock.

| ADFweb.com - SW67B26 Ethernet Update               | ×               |
|--|-----------------|
| INIT : Device Not Found                            | Ver. 1.602      |
| FIRMWARE : Waiting                                 |                 |
| PROJECT : Waiting                                  |                 |
|  |                 |
|  |                 |
|  |                 |
| ADFweb.com - SW67B26 Ethernet Update               | ×               |
| ADFweb.com - SW67B26 Ethernet Update               | ×<br>Ver. 1.602 |
|  | ^               |
| INIT : PROTECTION                                  | ^               |
| INIT : <b>PROTECTION</b> FIRMWARE : <b>Waiting</b> | ^               |

Figure 6: "Error" window

## Warning:

In the case of HD67B26 you have to use the software "SW67B26": <u>www.adfweb.com\download\filefold\SW67B26.zip</u>.



## SERIAL PROTOCOL:

In order to read and write the data from IEC 61850 side, it is enough to send some simple commands on Serial port.

Reading data from HD67B26 (OPC UA → Serial)

MODE 1

Request:

| Byte Number | Description   |
|-------------|---|
| 1           | 'O' (0x4F)  |
| 2           | 'P' (0x50)  |
| 3           | 'C' (0x43)  |
| 4           | `U' (0x55)  |
| 5           | 'A' (0x41)  |
| 6           | `R' (0x52)  |
| 7           | `.' (0x2E)  |
| 8÷10        | Index of OPC UA variable defined in "OPC UA Access" section (in relation to their definition) |

| Byte Number | Description |
|-------------|-------------|
| 1           | 'D' (0x44)  |
| 2           | `:' (0x3A)  |
| 3 ÷ x       | Data        |



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## MODE 2

Request:

| Byte Number | Description  |
|-------------|--|
| 1           | 'O' (0x4F)   |
| 2           | 'P' (0x50)   |
| 3           | 'C' (0x43)   |
| 4           | `U' (0x55)   |
| 5           | 'A' (0x41)   |
| 6           | `R' (0x52)   |
| 7           | `.' (0x2E)   |
| 8÷n         | Name of OPC UA variable defined in "OPC UA Access" |
|             | section  |

| Byte Number | Description |
|-------------|-------------|
| 1           | 'D' (0x44)  |
| 2           | `:' (0x3A)  |
| 3 ÷ x       | Data        |



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## Writing data to HD67B26 (Serial $\rightarrow$ OPC UA)

MODE 1

Request:

| Byte Number | Description   |
|-------------|---|
| 1           | 'O' (0x4F)  |
| 2           | 'P' (0x50)  |
| 3           | `C' (0x43)  |
| 4           | `U' (0x55)  |
| 5           | 'A' (0x41)  |
| 6           | `W′ (0x57)  |
| 7           | `.' (0x2E)  |
| 8÷10        | Index of OPC UA variable defined in "OPC UA Access" |
|             | section (in relation to their definition)           |
| 11          | `.' (0x2E)  |
| 14÷n        | Data to write in the required format                |

| Byte Number | Description  |
|-------------|--------------|
| 1           | 'D' (0x44)   |
| 2           | `:' (0x3A)   |
| 3 ÷ x       | Data written |



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## MODE 2

Request:

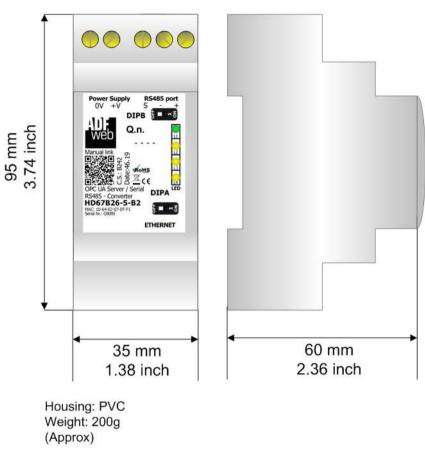
| Byte Number | Description  |
|-------------|--|
| 1           | 'O' (0x4F)   |
| 2           | `P' (0x50)   |
| 3           | 'C' (0x43)   |
| 4           | `U′ (0x55)   |
| 5           | `A' (0x41)   |
| 6           | `W′ (0x57)   |
| 7           | `.' (0x2E)   |
| 8÷n         | Name of OPC UA variable defined in "OPC UA Access" |
|             | section  |
| x           | `.' (0x2E)   |
| y÷z         | Data to write in the required format               |

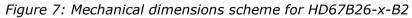
| Byte Number | Description  |
|-------------|--------------|
| 1           | `D' (0x44)   |
| 2           | `:' (0x3A)   |
| 3 ÷ x       | Data written |

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### **MECHANICAL DIMENSIONS:**

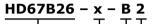


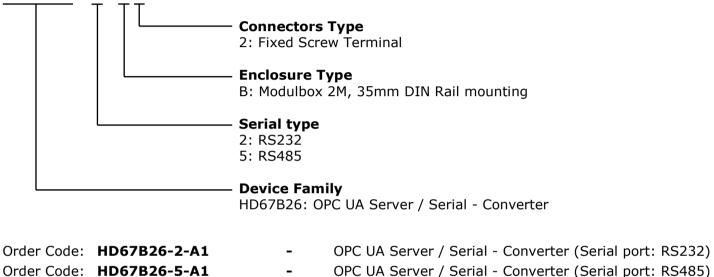




## **ORDERING INFORMATIONS:**

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





## 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



### **DISCLAIMER:**

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

## **OTHER REGULATIONS AND STANDARDS:**

### WEEE INFORMATION

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

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

### **RESTRICTION OF HAZARDOUS SUBSTANCES DIRECTIVE**

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

### **CE** MARKING

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



## WARRANTIES AND TECHNICAL SUPPORT:

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

## **RETURN POLICY:**

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

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

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

