

## User Manual

Revision 1.000

English

### EtherCAT Master / OPC UA Server - Converter

(Order Code: HD67E71-A1)

For Website information:

[www.adfweb.com?Product=HD67E71](http://www.adfweb.com?Product=HD67E71)

For Price information:

[www.adfweb.com?Price=HD67E71-A1](http://www.adfweb.com?Price=HD67E71-A1)

#### Benefits and Main Features:

- ✚ Triple Electrical isolation
- ✚ Temperature range: -40°C/+85°C (-40°F/+185°F)



For other EtherCAT Master products see also the following link:

#### Converter EtherCAT Master to

[www.adfweb.com?Product=HD67E50](http://www.adfweb.com?Product=HD67E50)  
[www.adfweb.com?Product=HD67E51](http://www.adfweb.com?Product=HD67E51)  
[www.adfweb.com?Product=HD67E52](http://www.adfweb.com?Product=HD67E52)  
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[www.adfweb.com?Product=HD67E78](http://www.adfweb.com?Product=HD67E78)

**(Serial)**  
**(Modbus Master)**  
**(Modbus Slave)**  
**(Modbus TCP Master)**  
**(Modbus TCP Slave)**  
**(BACnet Master)**  
**(BACnet Slave)**  
**(CAN)**  
**(CANopen)**  
**(DeviceNet Master)**  
**(DeviceNet Slave)**  
**(DMX)**  
**(Ethernet)**  
**(IEC61850 Client)**  
**(IEC61850 Server)**  
**(J1939)**  
**(MQTT)**  
**(NMEA0183)**  
**(NMEA2000)**  
**(OPC UA Client)**  
**(PROFINET Master)**  
**(PROFINET Slave)**  
**(SNMP Manager)**  
**(SNMP Agent)**  
**(EtherNet/IP Master)**  
**(EtherNet/IP Slave)**  
**(S7comm Client)**



User Manual

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## UPDATED DOCUMENTATION:

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

- ✦ Updated
- ✦ Related to the product you own

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

With this “Document Code” go to web page [www.adfweb.com/download/](http://www.adfweb.com/download/) and search for the corresponding code on the page. Click on the proper “Document Code” and download the updates.

## REVISION LIST:

| Revision | Date       | Author | Chapter | Description   |
|----------|------------|--------|---------|---------------|
| 1.000    | 05/07/2024 | Ln     | All     | First Release |
|          |            |        |         |               |
|          |            |        |         |               |
|          |            |        |         |               |

## WARNING:

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

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

## TRADEMARKS:

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

**SECURITY ALERT:****GENERAL INFORMATION**

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

**INTENDED USE**

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

**QUALIFIED PERSONNEL**

The device can be used only by qualified personnel, strictly in accordance with the specifications. Qualified personnel are persons who are familiar with the installation, assembly, commissioning and operation of this equipment and who have appropriate qualifications for their job.

**RESIDUAL RISKS**

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

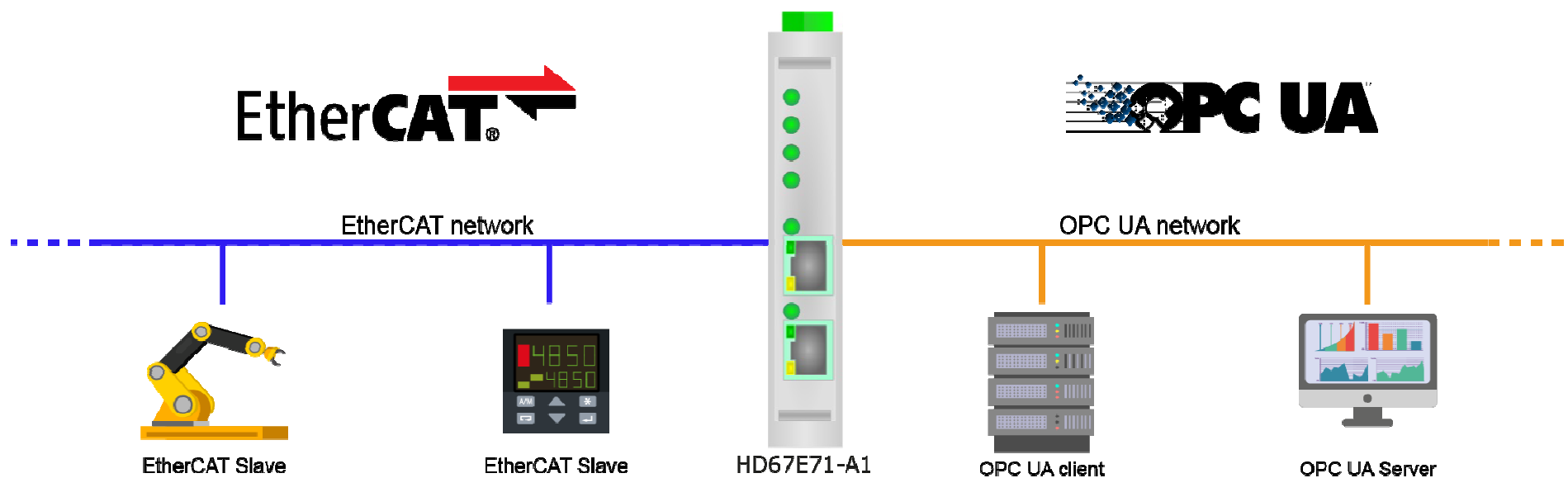


This symbol indicates that non-observance of the safety instructions is a danger for people that could lead to serious injury or death and / or the possibility of damage.

**CE CONFORMITY**

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

**EXAMPLE OF CONNECTION:**



## CONNECTION SCHEME:

### Dip-Switch A:

-Dip1 – Functioning Mode

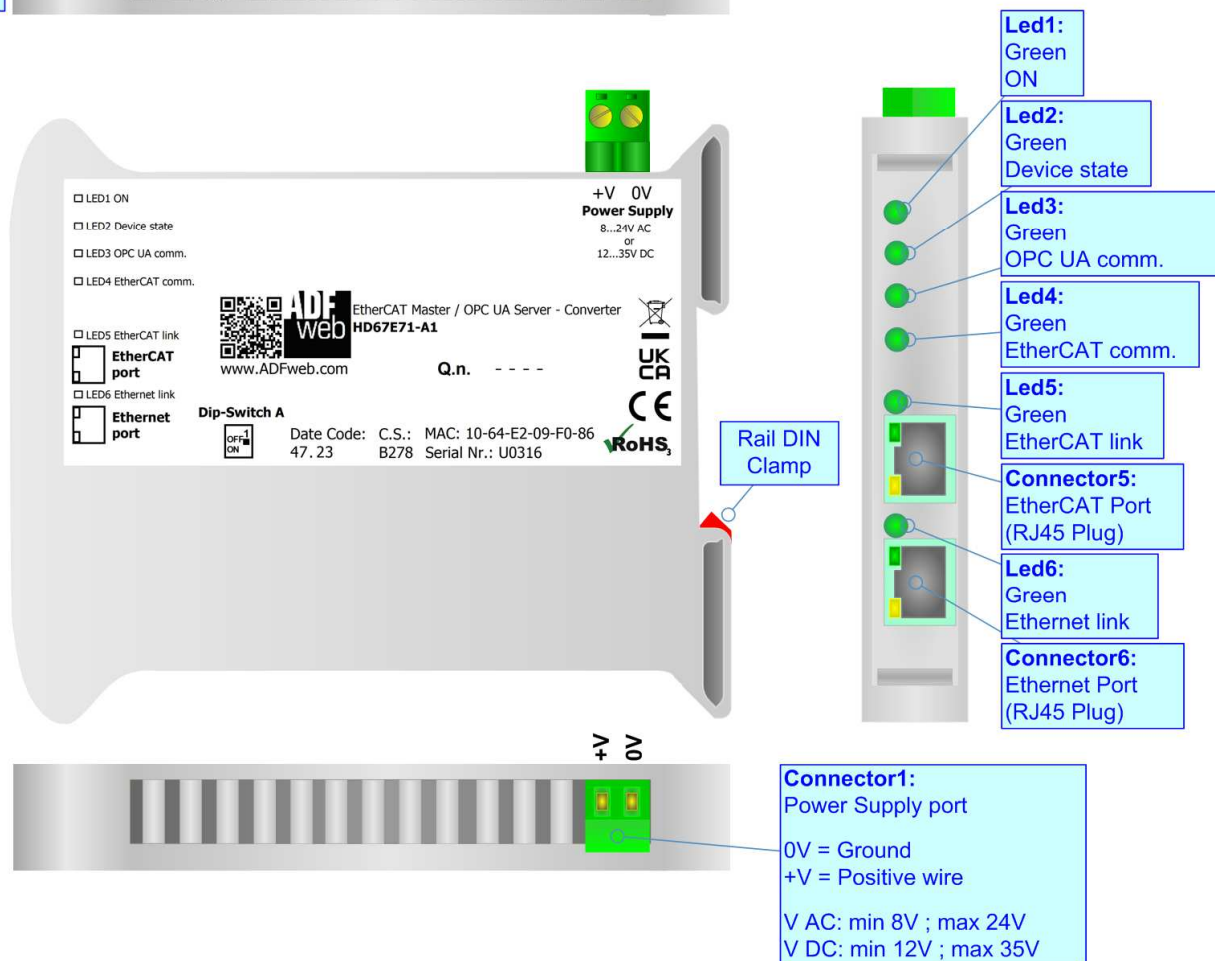
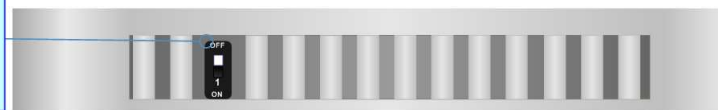


Figure 1: Connection scheme for HD67E71-A1

**CHARACTERISTICS:**

The HD67E71-A1 are EtherCAT Master / OPC UA Server - Converters.

It allows for the following characteristics:

- Isolation between EtherCAT – OPC UA – Power Supply;
- Two-directional information between EtherCAT bus and OPC UA 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 SW67E71 software on your PC in order to perform the following:

- Define the parameters of EtherCAT line;
- Define the parameters of OPC UA line;
- Define EtherCAT slaves from which reading/writing the data;
- Define the list of OPC UA variables;
- 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.

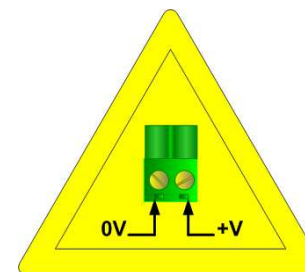
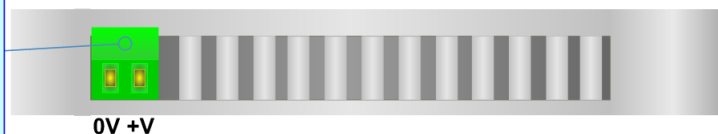
| VAC  |      | VDC  |      |
|---|------|---|------|
| Vmin  | Vmax | Vmin  | Vmax |
| 8V  | 24V  | 12V   | 35V  |

Consumption at 24V DC:

| Device     | Consumption [W/VA] |
|------------|--------------------|
| HD67E71-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



HD67E71-A1

**FUNCTION MODES:**

The device has got two function modes depending on 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 uploading 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 specific functions, see 'LEDS' section.

**Dip-Switch A:**

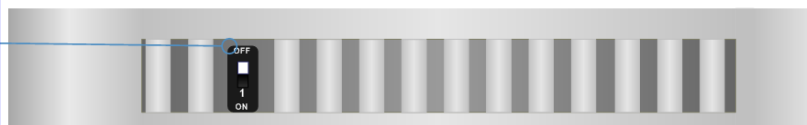
-Dip1 – Functioning Mode



= Normal



= Boot

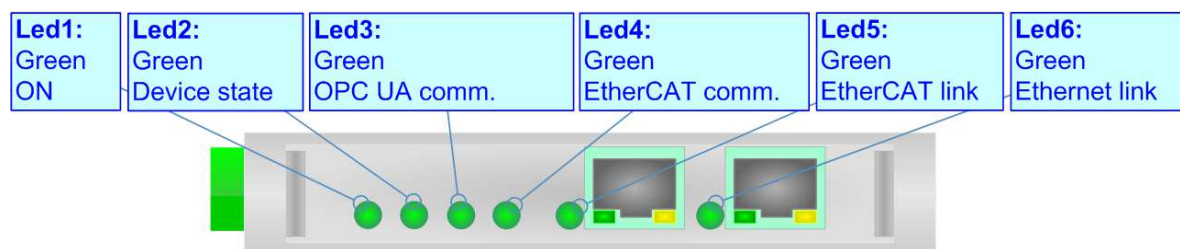




## LEDS:

The device has got seven 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) | <b>ON:</b> Device powered<br><b>OFF:</b> Device not powered                    | <b>ON:</b> Device powered<br><b>OFF:</b> Device not powered                                 |
| 2: Device State (green)         | Blinks slowly (~1Hz)   | <b>Blinks quickly:</b> Boot state<br><b>Blinks very slowly (~0.5Hz):</b> update in progress |
| 3: OPC UA comm. (green)         | It blinks when OPC UA communication is running                                 | <b>Blinks quickly:</b> Boot state<br><b>Blinks very slowly (~0.5Hz):</b> update in progress |
| 4: EtherCAT comm. (green)       | It blinks when EtherCAT communication is running                               | <b>Blinks quickly:</b> Boot state<br><b>Blinks very slowly (~0.5Hz):</b> update in progress |
| 5: EtherCAT link (green)        | <b>ON:</b> EtherCAT cable connected<br><b>OFF:</b> EtherCAT cable disconnected | <b>ON:</b> EtherCAT cable connected<br><b>OFF:</b> EtherCAT cable disconnected              |
| 6: Ethernet link (green)        | <b>ON:</b> Ethernet cable connected<br><b>OFF:</b> Ethernet cable disconnected | <b>ON:</b> Ethernet cable connected<br><b>OFF:</b> Ethernet cable disconnected              |

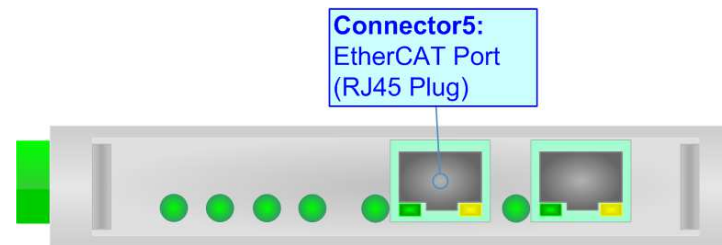


## ETHERCAT

**EtherCAT** (Ethernet for Control Automation Technology) is an Ethernet-based fieldbus system, invented by Beckhoff Automation.

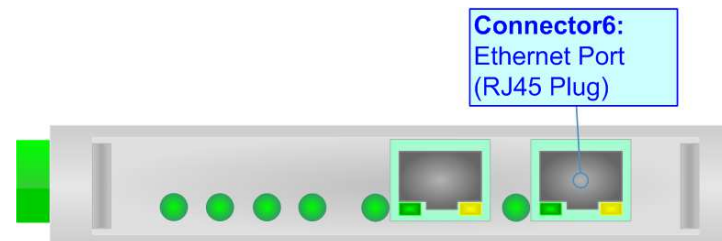
The protocol is standardized in IEC 61158 and is suitable for both hard and soft real-time computing requirements in automation technology. With EtherCAT, the standard Ethernet packet or frame (according to IEEE 802.3) is no longer received, interpreted, and copied as process data at every node. The EtherCAT slave devices read the data addressed to them while the telegram passes through the device, processing data "on the fly". In other words, real-time data and messages are prioritized over more general, less time-sensitive or heavy load data.

EtherCAT connection must be made using Connector5 of the HD67E71-A1.



## ETHERNET:

PROFINET connection and the updating of the converter must be made using Connector6 of the HD67E71-A1 with at least a Category 5E cable. The maximum length of the cable should not exceed 100m. The cable has to conform to the T568 norms relative to connections in cat.5 up to 100 Mbps. To connect the device to an Hub/Switch is recommended the use of a straight cable, to connect the device to a PC/PLC/other is recommended the use of a cross cable.



## USE OF COMPOSITOR SW67E71:

To configure the Converter, use the available software that runs with Windows called SW67E71. It is downloadable on the site [www.adfweb.com](http://www.adfweb.com) and its operation is described in this document. *(This manual is referenced to the last version of the software present on our web site)*. The software works with MSWindows (XP, Vista, Seven, 8, 10 or 11; 32/64bit).

When launching the SW67E71, the window below appears (Fig. 2).



### Note:

It is necessary to have installed .Net Framework 4.

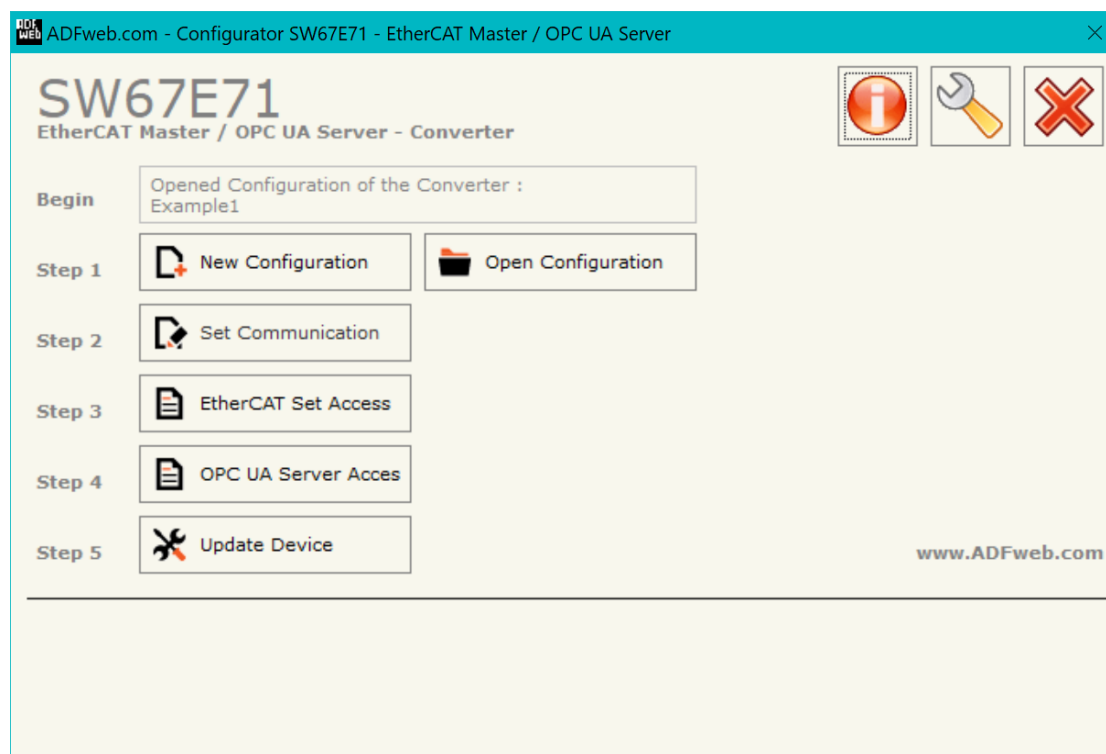
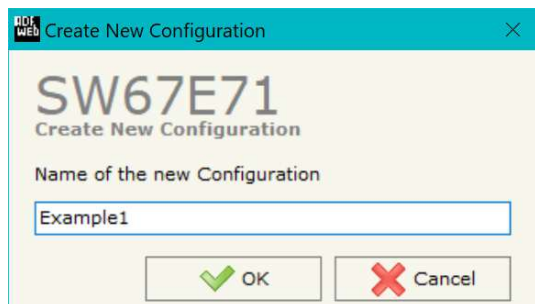


Figure 2: Main window for SW67E71

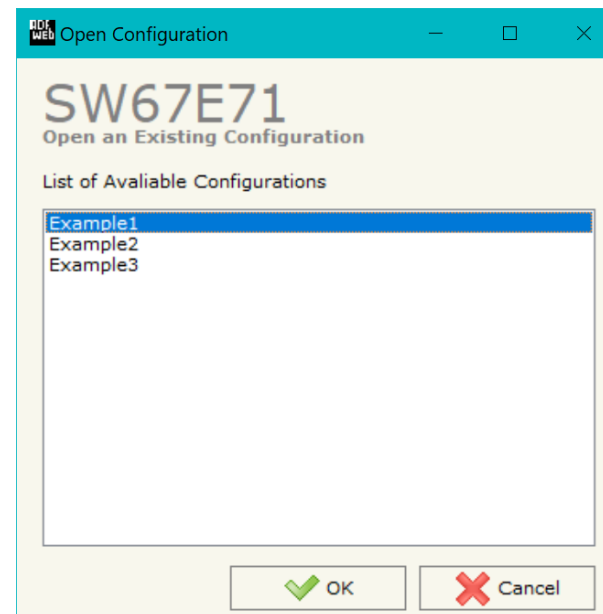
**NEW CONFIGURATION / OPEN CONFIGURATION:**

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




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

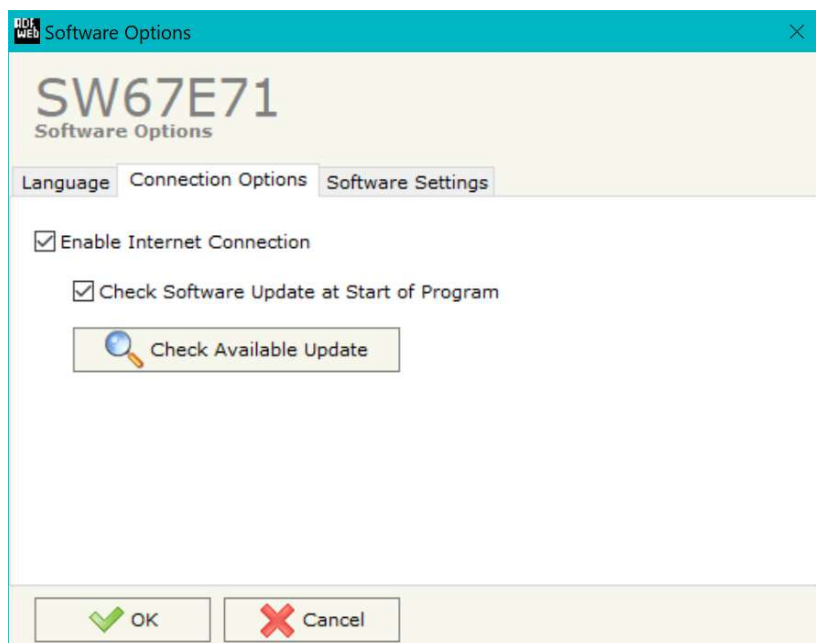
- To clone the configurations of a programmable “EtherCAT Master / OPC UA Server - Converter” in order to configure another device in the same manner, it is necessary to maintain the folder and all its contents;
- To clone a project in order to obtain a different version of the project, it is sufficient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



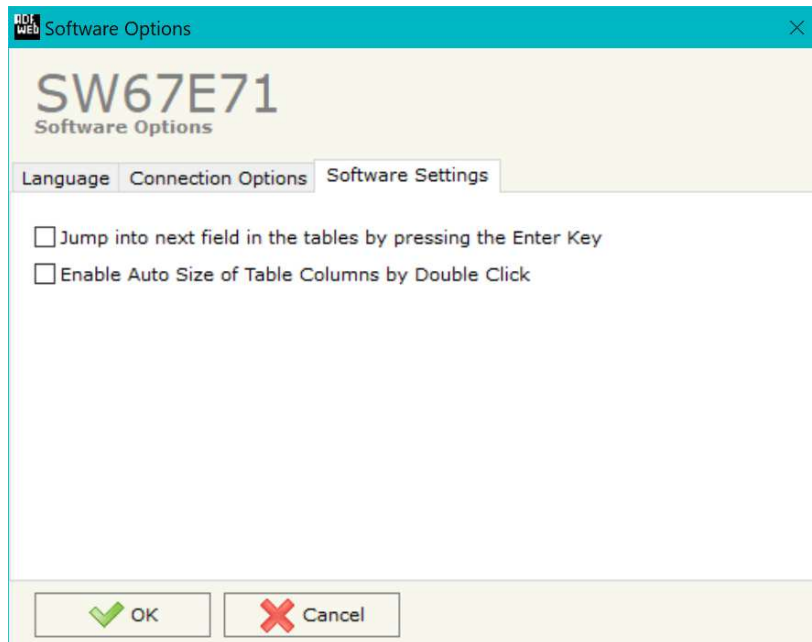
## SOFTWARE OPTIONS:

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 SW67E71 checks automatically if there are updatings when it is launched.



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

## SET COMMUNICATION:

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

By Pressing the **"Set Communication"** button from the main window for SW67E71 (Fig. 2) the window "Set Communication" appears (Fig. 3).

The means of the fields for "Ethernet Connection" are:

- In the field **"Device Name (Hostname)"** the Hostname to assign to the converter is defined;
- If the field **"Obtain an IP Address Automatically (DHCP for Cable Connection)"** is checked, DHCP for LAN connection is enabled;
- If the field **"Enable DNS"** is checked, DNS protocol is enabled;
- In the field **"Primary DNS"** the IP Address of the primary DNS server is defined;
- In the field **"Secondary DNS"** the IP Address of the secondary DNS server is defined.

The means of the fields for "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 **"Port"** the port of OPC UA Server is defined;
- If the field **"Reset for Inactivity After Minutes"** is checked, the converter will reset if there is no OPC UA communication for the minutes defined in the field on the right.

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.

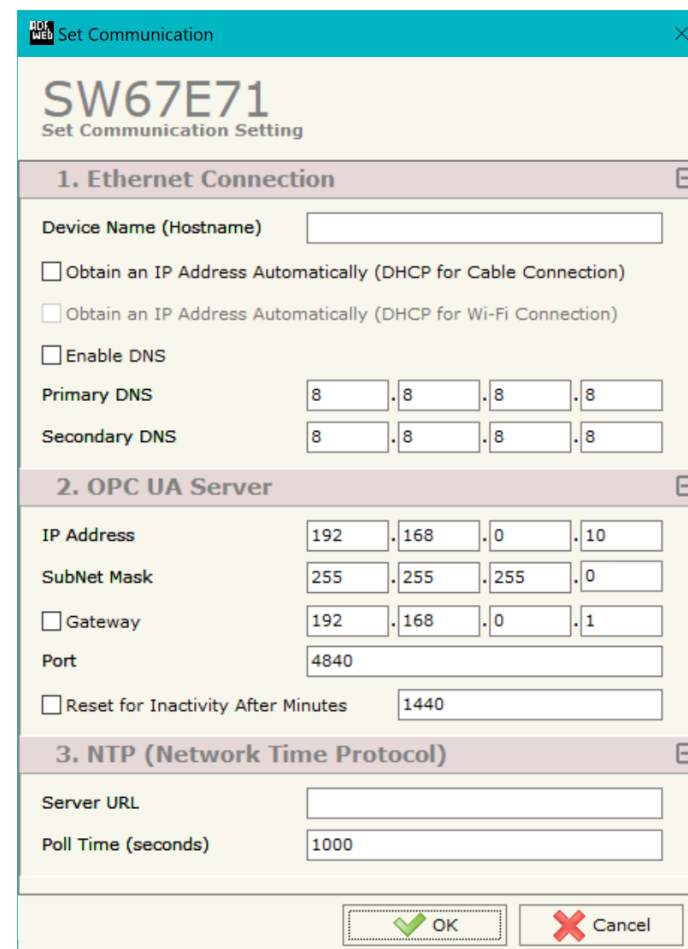
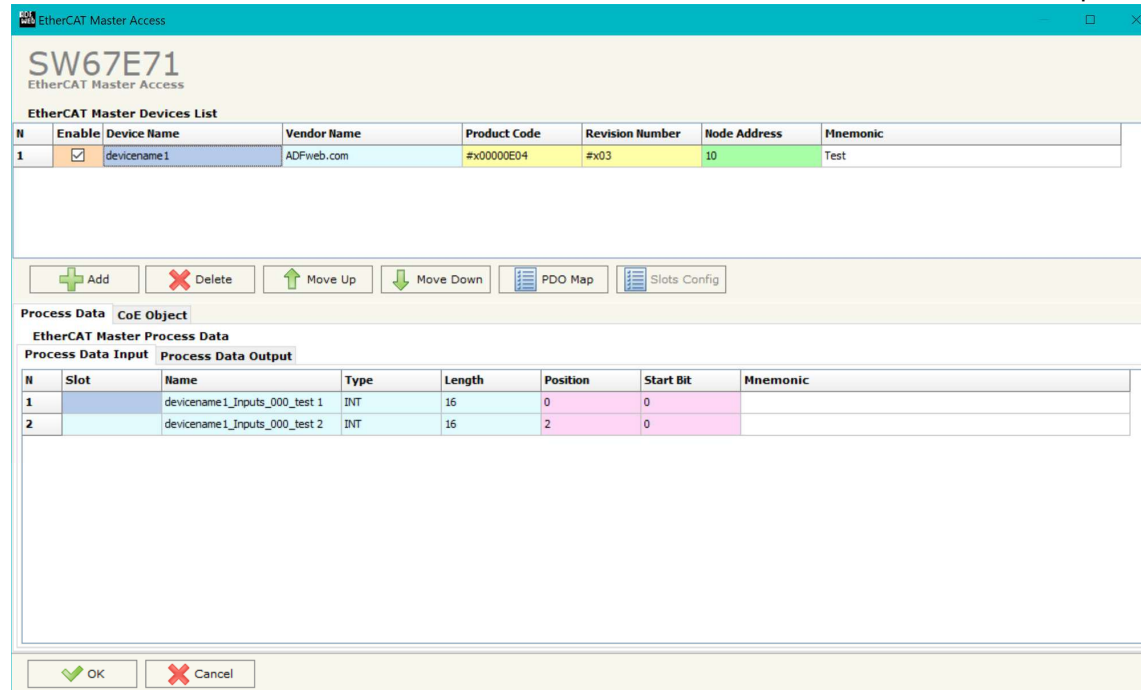


Figure 3: "Set Communication" window

## ETHERCAT SET ACCESS:

By Pressing the “**EtherCAT Set Access**” button from the main window for SW67E71 (Fig. 2) the window “EtherCAT Master Access” appears (Fig. 4). This section is used to define the list of the EtherCAT slave devices to connect and the parameters to read/write.



**SW67E71**  
EtherCAT Master Access

**EtherCAT Master Devices List**

| N | Enable                              | Device Name | Vendor Name | Product Code | Revision Number | Node Address | Mnemonic |
|---|-------------------------------------|-------------|-------------|--------------|-----------------|--------------|----------|
| 1 | <input checked="" type="checkbox"/> | devicename1 | ADFweb.com  | #x0000E04    | #x03            | 10           | Test     |

**Process Data** **CoE Object**

**EtherCAT Master Process Data**

**Process Data Input** **Process Data Output**

| N | Slot | Name                          | Type | Length | Position | Start Bit | Mnemonic |
|---|------|-------------------------------|------|--------|----------|-----------|----------|
| 1 |      | devicename1_inputs_000_test 1 | INT  | 16     | 0        | 0         |          |
| 2 |      | devicename1_inputs_000_test 2 | INT  | 16     | 2        | 0         |          |

Figure 4a: "EtherCAT Master Access" window

Below the “**EtherCAT Master Devices List**”, the list of the EtherCAT devices to connect is defined. It is possible to import the slaves using the standard ESI file provided by the manufacturer of the device. For each node, it is necessary to indicate the “**Node Address**” into the related column. If a slave device has more device instances, it is possible to select them using “**Slots Config**” button.



### Note:

The EtherCAT devices must be listed with the correct order, respecting the order of the physical connection to have a correct communication.



For each EtherCAT slave device, it is possible to define the map from/to the other bus for Process Data and for CoE objects. The list of accessible objects is imported directly from ESI file.

## **PROCESS DATA**

| N | Slot | Name                          | Type | Length | Position | Start Bit | Mnemonic |
|---|------|-------------------------------|------|--------|----------|-----------|----------|
| 1 |      | devicename1_Inputs_000_test 1 | INT  | 16     | 0        | 0         |          |
| 2 |      | devicename1_Inputs_000_test 2 | INT  | 16     | 2        | 0         |          |

Figure 4b: "Process Data" table

The means of the fields are:

- In the field "**Slot**" the selected Slot is defined;
- In the field "**Name**" the name of the variable is defined;
- In the field "**Type**" the format of the EtherCAT variable is defined;
- In the field "**Length**" the dimension in bit of the variable is defined;
- In the field "**Position**" the starting address of the internal memory array where the variable is mapped is defined;
- In the field "**Start Bit**" the starting bit of the selected Position where the variable is mapped is defined;
- In the field "**Mnemonic**" a description of the variable is defined.

## CoE OBJECT

| Process Data                     |                          | CoE Object |          |                          |            |        |          |             |           |           |             |                          |                          |                          |      |          |
|----------------------------------|--------------------------|------------|----------|--------------------------|------------|--------|----------|-------------|-----------|-----------|-------------|--------------------------|--------------------------|--------------------------|------|----------|
| EtherCAT Master CoE Objects List |                          |            |          |                          |            |        |          |             |           |           |             |                          |                          |                          |      |          |
| N                                | Enable                   | Index      | SubIndex | Name                     | Bit Length | Access | Pos Read | Start Bit R | Time Read | Pos Write | Start Bit W | On Change                | On CMD                   | On Timer                 | Time | Mnemonic |
| 1                                | <input type="checkbox"/> | #x1000     | 0        | Device Type              | 32         | ro     |          |             |           |           |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      |          |
| 2                                | <input type="checkbox"/> | #x1008     | 0        | Manufacturer Device Name | 112        | ro     |          |             |           |           |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      |          |
| 3                                | <input type="checkbox"/> | #x1009     | 0        | Manufacturer Hardware    | 200        | ro     |          |             |           |           |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      |          |
| 4                                | <input type="checkbox"/> | #x100a     | 0        | Manufacturer Software    | 256        | ro     |          |             |           |           |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      |          |
| 5                                | <input type="checkbox"/> | #x1018     | 0        | Number of entries        | 8          | ro     |          |             |           |           |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      |          |
| 6                                | <input type="checkbox"/> | #x1018     | 1        | Vendor Id                | 32         | ro     |          |             |           |           |             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |      |          |

Figure 4c: "CoE Object" table

The means of the fields are:

- If the field "**Enable**" is checked, the EtherCAT variable is enabled;
- In the field "**Index**" the index of the EtherCAT variable is defined;
- In the field "**SubIndex**" the SubIndex of the EtherCAT variable is defined;
- In the field "**Name**" the name of the EtherCAT variable is defined;
- In the field "**Bit Length**" the dimension of the EtherCAT variable is defined;
- In the field "**Access**" the allowed access to the EtherCAT variable is defined;
- In the field "**Pos Read**" the starting address of the internal memory array where the read value of the variable is mapped is defined;
- In the field "**Start Bit R**" the starting bit of the selected Position where the variable is mapped is defined;
- In the field "**Time Read**" the cyclical time in ms for the data reading is defined;
- In the field "**Pos Write**" the starting address of the internal memory array where the value to write to the variable is taken is defined;
- In the field "**Start Bit R**" the starting bit of the selected Position where the value to write is taken is defined;
- If the field "**On Change**" is checked, the writing command is sent only when the data from OPC UA is changed;
- If the field "**On Timer**" is checked, the writing command is sent cyclically with the "**Time**" defined;
- In the field "**Mnemonic**" a description of the variable is defined.

## OPC UA ACCESS:

By Pressing the **"OPC UA Access"** button from the main window for SW67E71 (Fig. 2) the window "OPC UA Server Access" appears (Fig. 5). This section is used to define the list of OPC UA variables to read/write.

| N | Enable                              | Node Type | Type   | Position | Start Bit | Length | Name   | R/W        | Swap                     | Swap Word                | Swap All                 | Mnemonic |
|---|-------------------------------------|-----------|--------|----------|-----------|--------|--------|------------|--------------------------|--------------------------|--------------------------|----------|
| 1 | <input checked="" type="checkbox"/> | Numeric   | Int32  | 0        | 0         | 4      | Test   | Read/Write | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 2 | <input checked="" type="checkbox"/> | String    | UInt32 | 4        | 0         | 4      | String | Read/Write | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 3 | <input checked="" type="checkbox"/> |           |        |          |           |        |        |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 4 | <input checked="" type="checkbox"/> |           |        |          |           |        |        |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 5 | <input checked="" type="checkbox"/> |           |        |          |           |        |        |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 6 | <input checked="" type="checkbox"/> |           |        |          |           |        |        |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 7 | <input checked="" type="checkbox"/> |           |        |          |           |        |        |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| 8 | <input checked="" type="checkbox"/> |           |        |          |           |        |        |            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

Figure 5: "OPC UA Server Access" window

The means of the checkboxes inside the table are:

- If the field **"Enable"** is checked, the OPC UA variable is enabled;
- 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.

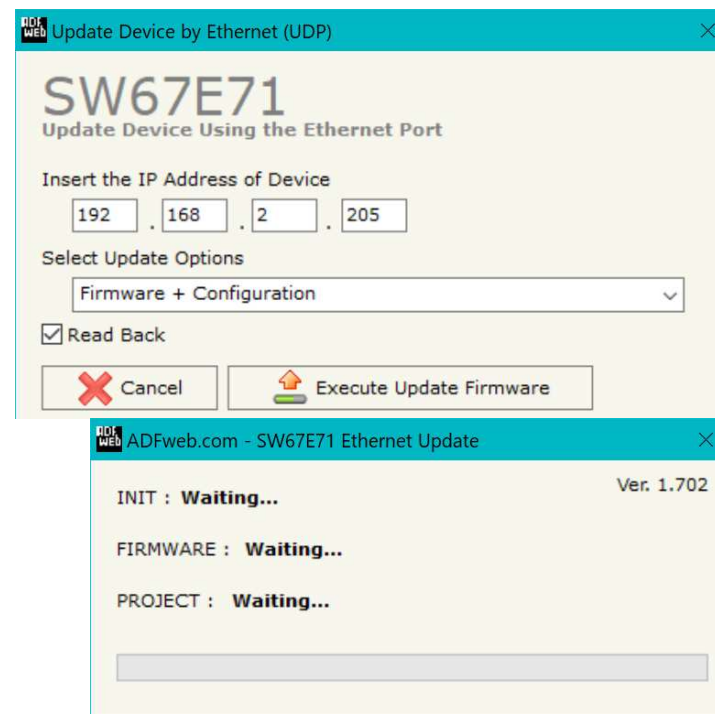


Figure 5: "Update device" windows



**Note:**

When you receive the device, for the first time, you also have to update the Firmware in the HD67E71 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, 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.

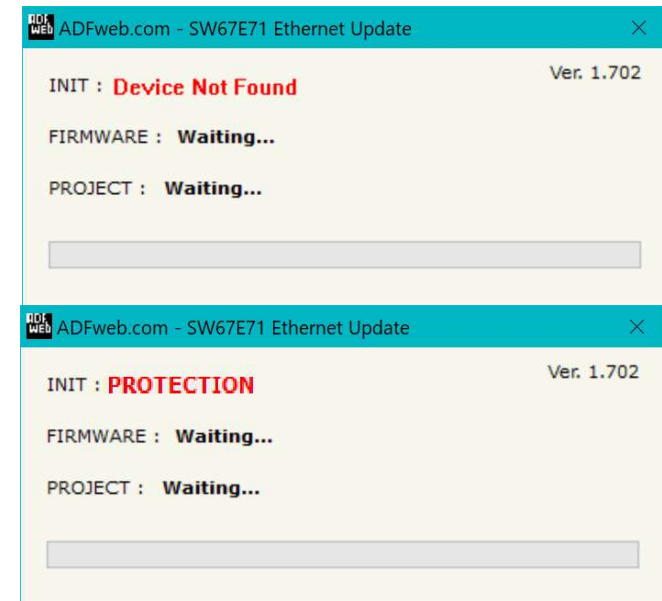


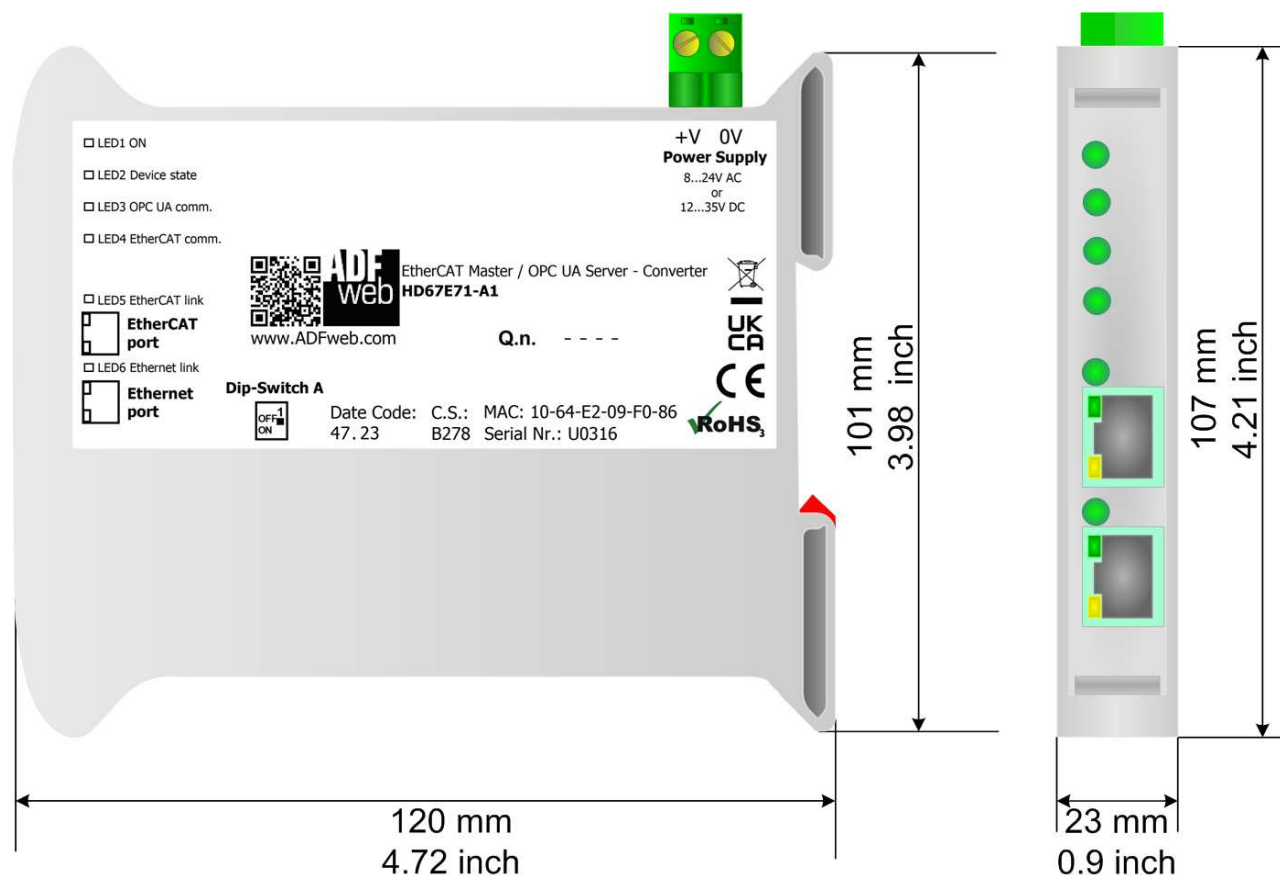
Figure 6: "Error" window



**Warning:**

In the case of HD67E71 you have to use the software "HD67E71": [www.adfweb.com/download/filefold/SW67E71.zip](http://www.adfweb.com/download/filefold/SW67E71.zip).

## MECHANICAL DIMENSIONS:



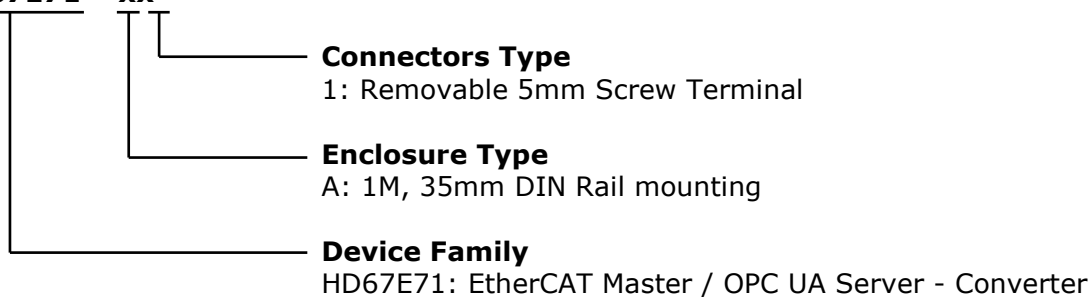
Housing: PVC  
Weight: 200g (Approx)

Figure 7: Mechanical dimensions scheme for HD67E71-A1

## ORDERING INFORMATION:

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

### **HD67E71 - xx**



Order Code: **HD67E71-A1** - EtherCAT Master / OPC UA Server – 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

**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.



## WARRANTIES AND TECHNICAL SUPPORT:

For fast and easy technical support for your ADFweb.com SRL products, consult our internet support at [www.adfweb.com](http://www.adfweb.com). Otherwise contact us at the address [support@adfweb.com](mailto:support@adfweb.com)

## RETURN POLICY:

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

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

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



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