

# KanexPro®

## SW-2X14KUSBC

2x1 USB-C & HDMI Auto switcher with Video Conferencing & CEC



Switch and Collaborate One USB-C & One HDMI Input with USB 3.0 for VTC's

**All Rights Reserved**

Version: SW-2X14KUSBC\_2019V1.0

## **Preface**

Read this user manual carefully before using the product. Pictures shown in this manual are for reference only. Different models and specifications are subject to real product.

This manual is only for operation instruction, please contact the local distributor or KanexPro for maintenance assistance. The functions described in this version were updated as of Jan 24<sup>th</sup>, 2019. For a constant effort to improve the product, we reserve the right to make functions or parameters changes without notice or obligation. Please refer to the dealers for the latest details.

## **FCC Statement**

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. It has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at their own expense will be required to take whatever measures may be necessary to correct the interference.

Any changes or modifications not expressly approved by the manufacture would void the user's authority to operate the equipment.



## **SAFETY PRECAUTIONS**

To ensure the best from the product, please read all instructions carefully before using the device. Save this manual for further reference.

- Unpack the equipment carefully and save the original box and packing material for possible future shipment.
- Follow basic safety precautions to reduce the risk of fire, electrical shock and injury to persons.
- Do not dismantle the housing or modify the module. It may result in electrical shock or burn.
- Using supplies or parts not meeting the products' specifications may cause damage, deterioration or malfunction.
- Refer all servicing to qualified service personnel.
- To prevent fire or shock hazard, do not expose the unit to rain, moisture or install this product near water.
- Do not put any heavy items on the extension cable in case of extrusion.
- Do not remove the housing of the device as opening or removing housing may expose you to dangerous voltage or other hazards.
- Install the device in a place with fine ventilation to avoid damage caused by overheat.
- Keep the module away from liquids.
- Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on to the housing, unplug the module immediately.
- Do not twist or pull by force ends of the optical cable. It can cause malfunction.
- Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- Unplug the power cord when left unused for a long period of time.
- Information on disposal for scrapped devices: do not burn or mix with general household waste, please treat them as normal electrical wastes.

## **Table of Content**

1. Product Introduction .....	1
1.1 Features .....	1
1.2 Package List.....	2
2. Specification .....	4
3. Panel Description .....	6
3.1 Front Panel.....	6
3.2 Rear Panel .....	7
4. System Connection .....	8
4.1 Usage Precaution.....	8
4.2 System Diagram.....	8
5. Button Control.....	9
5.1 Manual Switching .....	9
5.2 Automatic Switching .....	9
5.3 Display Control.....	9
5.4 EDID Setting .....	10
6. RS232 Control.....	11
6.1 RS232 Control Software .....	11
6.2 RS232 Command.....	13
6.2.1 Device Control.....	13
6.2.2 Source Switching .....	14
6.2.3 User-define EDID .....	14
6.2.4 Display Control.....	15
6.2.5 Switcher Baud Rate Setting .....	15
6.2.6 Third-party Device Control .....	16
7. Panel Drawing .....	19
8. Troubleshooting & Maintenance .....	20
9. Customer Service .....	21

## **1. Product Introduction**

The KanexPro SW-2X1USBC switcher. Intelligently designed to auto-switch between two devices with simultaneous audio. It supports video resolution up to 4Kx2K@60Hz 4:4:4 8 bit and 1080p/60.

### **USB-C Charging while you Connect**

The 2X1 switcher allows USB-C charging on the input port up to 60 Watts for MacBook Pros and iPads while you collaborate in huddle rooms.

### **Audio and USB 3.0 for SOFTCODEC & Peripheral Sharing**

The switcher supports stereo and multichannel audio on the HDMI inputs. In addition to the audio embedded in the HDMI output stream, the audio is simultaneously de-embedded to a balanced analog audio output. It also supports device extension by providing one type-B USB 3.0 port for host connection to a PC, and two type-A USB ports for HID devices such as camera, microphone, keyboard for instant conferencing.

### **Auto-Switching Enabled**

The switcher features multiple methods of control. When in the AUTO mode, the switcher will automatically switch to the first detected source device. When the active source is removed, the switcher will switch to the lowest numbered input. The switcher can be manually controlled by the front panel buttons and RS232 command. CEC allows the display device can be controlled by the front panel buttons and RS232 CEC.

#### **1.1 Features**

- True 4K/60Hz 2x1 auto-switcher with HDMI@2.0 and USB-C inputs
- Intelligent Automatic switching
- Provides charging on USB-C port up to 60W perfect for MacBook & iPads
- Controllable via front panel buttons & RS232.

- Built-in EDID management
- 4Kx2K@60Hz 4:4:4, HDR 10, Dolby Vision & HDCP 2.2.
- Provides USB data (USB 3.0/2.0) and 4K video transmission on USB-C port.
- DIP switch based EDID management
- Balanced analog audio for audio de-embedding.
- Peripheral units (e.g. microphone and camera) can be connected by type-A USB (USB 3.0/2.0) ports and automatically switched along with HDMI and USB-C input as USB DEVICES for corresponding HOST.
- Smart EDID management capable for various applications and customized setting.
- Control via front panel buttons
- Handles CEC & RS- 232 commands for display control such as, (ON, OFF, MUTE, VOL+, VOL -)
- Low profile, perfect for lecterns, small to medium sized huddle rooms
- International, locking power supply
- Backed by KanexPro 3-year parts and labor warranty

## **1.2 Package List**

- 1x SW-2X14KUSBC Switcher
- 2x Mounting Ears with 4 Screws
- 4x Plastic Cushions
- 1x 5-pin Terminal Block
- 1x RS232 Cable (3-pin terminal block to DB9)
- 1x Power Adapter / cord (24V DC, 2.71A)
- 1x User Manual

**Note:** Please contact us immediately at [support@kanexpro.com](mailto:support@kanexpro.com) if any damage or defect in the components found. Or call us at (888)975-1368 x 219

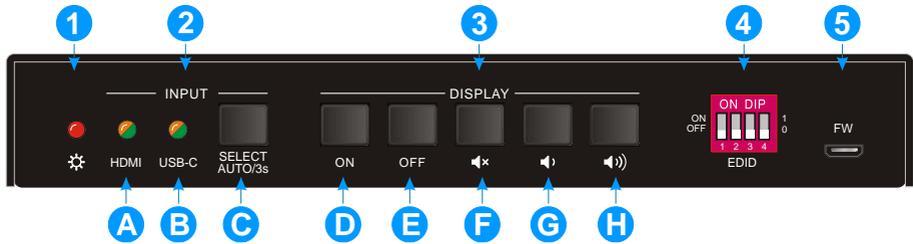
## 2. Specification

<b>Video</b>	
Video Input	(1) HDMI, (1) USB-C
Video Input Connector	(1) Type-A female HDMI, (1) Type-C USB
HDMI Input Resolution	Up to 4Kx2K@60Hz 4:4:4 8bit
USB-C Input Resolution	Up to 4Kx2K@30Hz 4:4:4
Video Output	(1) HDMI
Video Output Connector	(1) Type-A female HDMI
HDMI Output Resolution	Up to 4Kx2K@60Hz 4:4:4 8bit
HDMI Version	2.0
HDCP Version	2.2
USB Version	3.0
HDR 10	Supported
CEC	Supported
HPD	Supported
<b>Audio</b>	
Audio Output	(1) AUDIO OUT (Stereo balanced L/R)
Audio Output Connector	(1) 5-pin terminal block
HDMI Audio Format	LPCM 7.1 audio, Dolby Atmos®, Dolby® TrueHD, Dolby Digital® Plus, DTS: X™, and DTS-HD® Master Audio™ pass-through
Stereo balanced L/R audio Format	PCM
Max Output Level	2.0Vrms ± 0.5dB. 2V = 16dB headroom above -10dBV (316mV) nominal consumer line level signal
THD+N	<0.05% (-80dB), 20Hz ~ 20KHz bandwidth, 1KHz sine at 0dBFS level (or max level)
SNR	>80dB, 20Hz ~ 20KHz bandwidth
Crosstalk Isolation	>70dB, 10KHz sine at 0dBFS level (or max level before clipping)

L-R Level Deviation	< 0.3dB, 1KHz sine at 0dBFS level (or max level before clipping)
Frequency Response Deviation	<±0.5dB 20Hz ~ 20KHz
Output Load Capability	1KΩ and higher (supports 10x paralleled 10KΩ loads)
Stereo Channel Separation	>70dB@1KHz
<b>Control Part</b>	
Control	(1) EDID, (1) FW, (1) RS232, (1) HOST, (2) DEVICE
Control Connector	(1) 4-pin DIP switch, (1) Micro-USB, (1) 3-pin terminal block, (1) Type-B USB 3.0, (2) Type-A USB 3.0
<b>General</b>	
HDMI 2.0 Cable Length	4K@60Hz 4:4:4 ≤ 5m, 4K@60Hz 4:2:0 ≤ 10m, 1080P ≤ 15m
Bandwidth	18Gbps
Operation Temperature	-10°C ~ +55°C
Storage Temperature	-25°C ~ +70°C
Relative Humidity	10% ~ 90%
External Power Supply	Input: AC 100~240V, 50/60Hz, Output: 24V DC 2.71A
Power Consumption	60W (Max)
Dimension (W*H*D)	6.6" x 0.96" x3.74"
Net Weight	0.54 lbs. (245g)

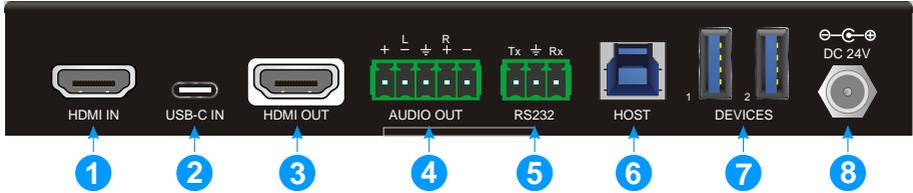
### 3. Panel Description

#### 3.1 Front Panel



- ① **Power LED:** The LED illuminates red when the device is power on.
- ② **INPUT:**
  - A. **HDMI:** The LED illuminates green when the HDMI input is selected in AUTO mode, or illuminates orange when the HDMI input is selected in manual mode.
  - B. **USB-C:** The LED illuminates green when the USB-C input is selected in AUTO mode, or illuminates orange when the USB-C input is selected in manual mode.
  - C. **SELECT AUTO/3s:** Press the button to select the next input source, or press and hold the button at least 3 seconds to enable auto switching mode. Note that the factory default switching mode is AUTO.
- ③ **DISPLAY:**
  - D. Press **ON** to turn on the display.
  - E. Press **OFF** to turn off the display.
  - F. Press  to mute/unmute display audio.
  - G. Press  to decrease the audio volume gradually, or press and hold it to decrease the audio volume constantly.
  - H. Press  to increase the audio volume gradually, or press and hold it to increase the audio volume constantly.
- ④ **EDID:** 4-pin DIP switch for EDID setting.
- ⑤ **FW:** Micro-USB port for firmware upgrade.

### 3.2 Rear Panel



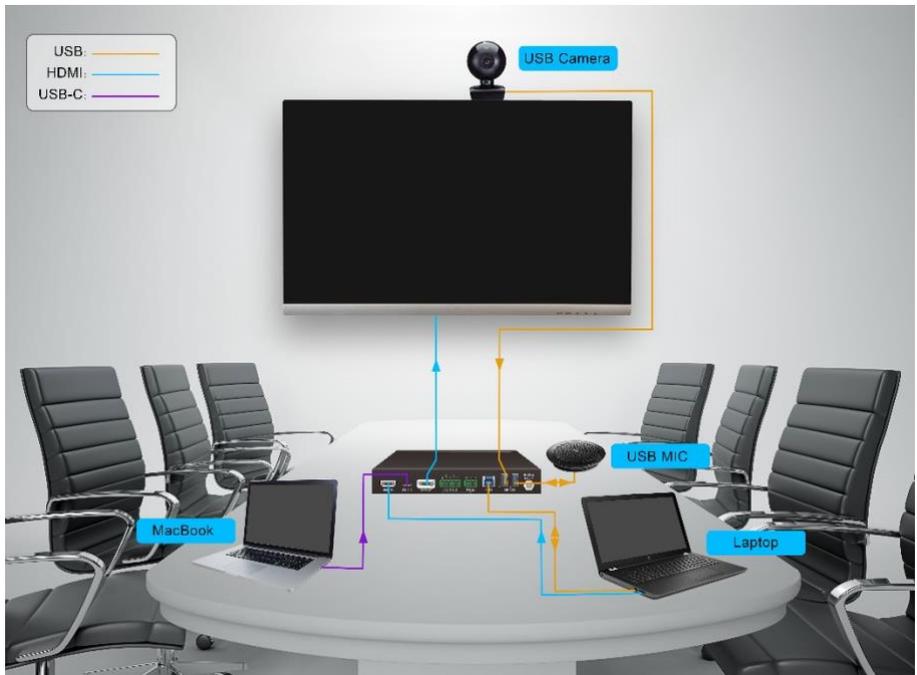
- ① **HDMI IN:** Type-A female HDMI input port to connect HDMI video source.
- ② **USB-C IN:** Type-C USB with charging capability to connect the MacBook or other device with USB-C output.
- ③ **HDMI OUT:** Type-A female HDMI output port to connect video display.
- ④ **AUDIO OUT:** 5-pin terminal block for balanced audio output.
- ⑤ **RS232:** 3-pin terminal block to connect control device (e.g. PC) or third-party device for RS232 control.
- ⑥ **HOST:** Type-B USB ports for host connection.
- ⑦ **DEVICES:** Two type-A USB ports to connect HID devices (e.g. microphone and camera). The HID devices are used to control the HOST when the HDMI input has been selected, or to control the USB-C source device (e.g. MacBook) when the USB-C input has been selected.
- ⑧ **DC 24V:** DC barrel port for power adapter connection.

## 4. System Connection

### 4.1 Usage Precaution

- Make sure all components and accessories included before installation.
- System should be installed in a clean environment with proper temperature and humidity.
- All of the power switches, plugs, sockets, and power cords should be insulated and safe.
- All devices should be connected before power on.

### 4.2 System Diagram



## 5. Button Control

### 5.1 Manual Switching

When the switcher is in the manual switching mode, press the **SELECT AUTO/3s** button repeatedly to cycle through the two video inputs, and the corresponding source LED illuminates orange immediately.

### 5.2 Automatic Switching

Press and hold the **SELECT AUTO/3s** button at least three seconds to enable automatic switching. The current input source will not be changed, and its source LED will turn green.

When in the AUTO mode, the switcher will switch according to the following rules:

- *Press and hold the **SELECT AUTO/3s** button at least three seconds again can exit AUTO mode, but the input source will not be changed, and the corresponding source LED will turn orange.*
- *New input: Upon detecting a new input, the switcher will automatically select the new input.*
- *Press the **SELECT AUTO/3s** button also can forcibly change the input source.*
- *Reboot: Once power is restored to the switcher, it will automatically reconnect the input before powered off.*
- *Source removed: When an active source is removed, the switcher will switch to the other active input.*

### 5.3 Display Control

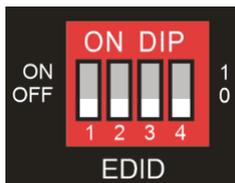
The switcher supports CEC, and the **DISPLAY** buttons on the front panel are designed for Display On/Off and volume adjustment.

- **ON:** Display On.
- **OFF:** Display Off.
-  : Mute/unmute display audio.
-  : Volume down display audio.
-  : Volume up display audio.

## 5.4 EDID Setting

The Extended Display Identification Data (EDID) is used for the source device to match its video resolution with the connected display. By default, the source device obtains its EDID from the first connected display. Meanwhile, since the displays with different capabilities are connected to the switcher, the 4-pin DIP switch on the front panel can be used to set the EDID to a built-in fixed value. Use the following table to determine the setting for the 4-pin DIP switch for specific video resolution and audio capabilities.

The switch represents “0” when in the lower (OFF) position, and it represents “1” while putting the switch in the upper (ON) position.



Switch Status	Video Resolution	Audio Format
0000 (Default)	EDID pass-through	
0001	1280x720@60Hz RGB 4:4:4	Stereo
0010	1920x1080@60Hz	DVI
0011	1920x1080@60Hz 2D	PCM 2.0
0100	1920x1080@60Hz RGB 4:4:4	Stereo
0101	1920x1080@60Hz RGB 4:4:4	High Definition
0110	1920x1200@60Hz RGB 4:4:4	Stereo
0111	3840x2160@60Hz RGB 4:2:0 HDR	Stereo
1000	3840x2160@60Hz RGB 4:2:0 HDR	High Definition
1001	3840x2160@60Hz RGB 4:4:4	Stereo
1010	3840x2160@60Hz RGB 4:4:4	High Definition
1011	User-define EDID (Please refer to the <a href="#">6.2.3 EDID User-define</a> )	
1100		
1101		
1110		
1111		

## **6. RS232 Control**

Connect the RS232 port to control device (e.g. PC) with RS232 cable. The switcher can be controlled by sending RS232 commands.

### **6.1 RS232 Control Software**

- **Installation:** Copy the control software file to the control PC.
- **Uninstallation:** Delete all the control software files in corresponding file path.

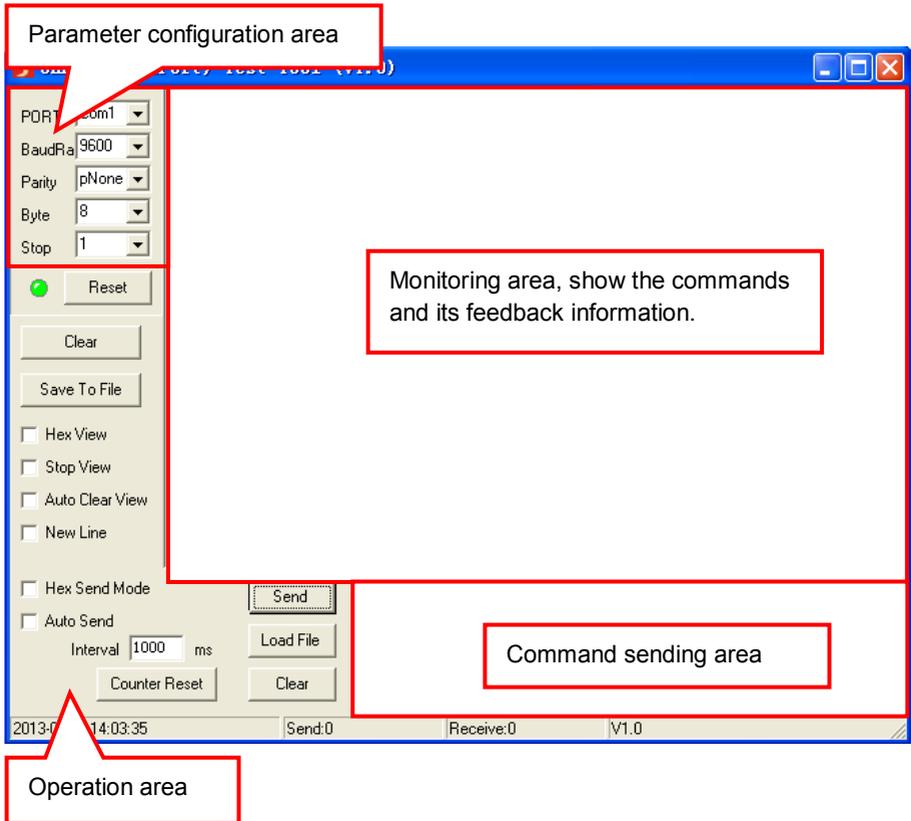
#### **Basic Setting:**

Connect the switcher with all input devices and output devices needed, then to connect it with a PC which is installed with RS232 control software. Double-click the software icon to run this software.

Here take the software **CommWatch.exe** as an example:



The main view is shown as below:



Please set the parameters of COM number, bound rate, data bit, stop bit and the parity bit correctly, and then you are able to send command in command sending area.

## 6.2 RS232 Command

**Communication protocol:** RS232 Communication Protocol

Baud rate: 9600

Data bit: 8

Stop bit: 1

Parity bit: none

**Note:**

- All commands needs to end with “<CR><LF>”.
- In the commands, “[”and “]” are symbols for easy reading and do not need to be typed in actual operation.
- Type the command carefully, it is case-sensitive.

### 6.2.1 Device Control

Command	Function	Feedback Example
#GET_FIRMWARE_VERSION	Get the firmware version.	@V1.0.0
#FACTORY_RESET	Factory reset.	@FACTORY_RESET
#REBOOT	System reboot	@REBOOT
#HELP	Get the command details.	Example: #HELP SET_AV Feedback: @SELECT VIDEO AND AUDIO INPUT PORT #SET_AV PARAM1 PARAM1=H,C H - HDMI C - TYPE-C

### 6.2.2 Source Switching

Command	Function	Feedback Example
#SET_AV H	Switch to HDMI input.	@AV H
#SET_AV C	Switch to USB-C input.	@AV C
#GET_AV	Get the current input source.	@AV H
		@AV C
#SET_AUTO_SWITCH 1	Enable auto switching mode.	@AUTO_SWITCH 1
#SET_AUTO_SWITCH 0	Disable auto switching mode.	@AUTO_SWITCH 0
#GET_AUTO_SWITCH	Get the auto switching status.	@AUTO_SWITCH 1
		@AUTO_SWITCH 0

### 6.2.3 User-define EDID

There are five EDID values can be customized by sending the below command.

Command	Function & Operation												
#UPLOAD_USER_EDID [X].	<p>X =1~5, represents the EDID, its DIP switch status shows as below:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>X</th> <th>DIP Switch Status</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1011</td> </tr> <tr> <td>2</td> <td>1100</td> </tr> <tr> <td>3</td> <td>1101</td> </tr> <tr> <td>4</td> <td>1110</td> </tr> <tr> <td>5</td> <td>1111</td> </tr> </tbody> </table> <p><b>Operation:</b></p> <p><b>Step 1:</b> Prepare the EDID file (.bin).</p> <p><b>Step 2:</b> Set the 4-pin DIP switch status, for example: "1011".</p> <p><b>Step 3:</b> Send the command "#UPLOAD_USER_EDID 1.", and the feedback is "@USER_EDID 1 READY PLEASE SEND EDID DATA IN 10S".</p> <p><b>Step 4:</b> Send the EDID file (.bin). If successfully upload, the feedback is: "OK".</p>	X	DIP Switch Status	1	1011	2	1100	3	1101	4	1110	5	1111
X	DIP Switch Status												
1	1011												
2	1100												
3	1101												
4	1110												
5	1111												

### 6.2.4 Display Control

Command	Function	Feedback Example
#SET_AUDIO_MUTE	Mute/unmute the display audio through CEC and RS232 channels.	@AUDIO_MUTE_UNMUTE
#SET_VOL +	Increase the display audio through CEC and RS232 channels.	@VOL -
#SET_VOL -	Decrease the display audio through CEC and RS232 channels.	@VOL +
#SET_DISPLAY 1	Power on the display.	@DISPLAY 0
#SET_DISPLAY 0	Power off the display.	@DISPLAY 1

### 6.2.5 Switcher Baud Rate Setting

Command	Function	Feedback Example
#SET_RS232_BAUD 0	Set the RS232 baud rate to 115200.	@RS232_BAUD 0
#SET_RS232_BAUD 1	Set the RS232 baud rate to 57600.	@RS232_BAUD 1
#SET_RS232_BAUD 2	Set the RS232 baud rate to 38400.	@RS232_BAUD 2
#SET_RS232_BAUD 3	Set the RS232 baud rate to 19200.	@RS232_BAUD 3
#SET_RS232_BAUD 4	Set the RS232 baud rate to 9600.	@RS232_BAUD 4
#SET_RS232_BAUD 5	Set the RS232 baud rate to 4800.	@RS232_BAUD 5
#SET_RS232_BAUD 6	Set the RS232 baud rate to 2400.	@RS232_BAUD 6
#GET_RS232_BAUD	Get the RS232 baud rate.	@RS232_BAUD 0
		@RS232_BAUD 1
		@RS232_BAUD 2
		@RS232_BAUD 3
		@RS232_BAUD 4
		@RS232_BAUD 5
		@RS232_BAUD 6

### 6.2.6 Third-party Device Control

Connect a third-party device (e.g. projector) to the RS232 port of switcher, the third-party device can be controlled simultaneously by the below RS232 commands while press the front panel button (ON, OFF, MUTE, VOLUME + or VOLUME -).

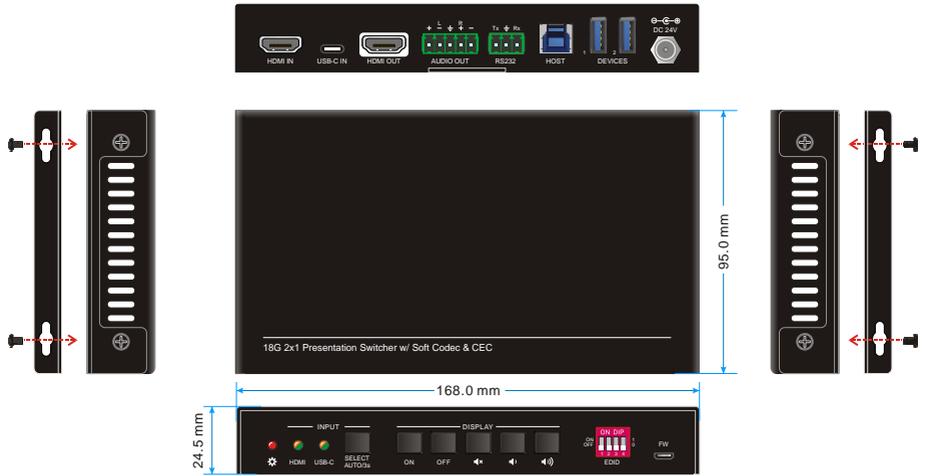
Command	Function	Command Example																
<p>#SET_ON_[B]_[T]:XXXX</p>	<p>Send the command "XXXX" to the third-party device while the <b>DISPLAY ON</b> key is pressed.</p> <ul style="list-style-type: none"> <li>The "[B]" represents the baud rate of third-party device.</li> </ul> <table border="1" data-bbox="415 517 628 847"> <thead> <tr> <th>[B]</th> <th>Baud Rate</th> </tr> </thead> <tbody> <tr> <td>00</td> <td>115200</td> </tr> <tr> <td>01</td> <td>57600</td> </tr> <tr> <td>02</td> <td>38400</td> </tr> <tr> <td>03</td> <td>19200</td> </tr> <tr> <td>04</td> <td>9600</td> </tr> <tr> <td>05</td> <td>4800</td> </tr> <tr> <td>06</td> <td>2400</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>The "[T]" represents the delay time of sending command, and its value is "00~99".</li> <li>The "XXXX" represents the specific command (ASCII, up to 48 byte).</li> </ul>	[B]	Baud Rate	00	115200	01	57600	02	38400	03	19200	04	9600	05	4800	06	2400	<p>Command: #SET_ON_05_30:1234567</p> <p>Feedback: @BAUDRATE: 4800 @DELAY TIME: 30 s @DISPLAY ON TO SEND:1234567</p>
[B]	Baud Rate																	
00	115200																	
01	57600																	
02	38400																	
03	19200																	
04	9600																	
05	4800																	
06	2400																	
<p>#SET_OF_[B]_[T]:XXXX</p>	<p>Send the command "XXXX" to the third-party device while the <b>DISPLAY OFF</b> key is pressed.</p> <ul style="list-style-type: none"> <li>The "[B]" represents the baud rate of third-party device, and its value is "00~06", the corresponding baud rate shows at above list.</li> <li>The "[T]" represents the delay time of sending command, and its value is "00~99".</li> </ul>	<p>Command: #SET_OF_05_30:ABCDEFGF</p> <p>Feedback: @BAUDRATE: 4800 @DELAY TIME: 30 s @DISPLAY OFF TO SEND:ABCDEFGF</p>																

	<ul style="list-style-type: none"> <li>• The “XXXX” represents the specific command (ASCII, up to 48 byte).</li> </ul>	
<p>#SET_AM_[B]_[T]:XXXX</p>	<p>Send the command “XXXX” to the third-party device while the <b>VOLUME MUTE</b> key is pressed.</p> <ul style="list-style-type: none"> <li>• The “[B]” represents the baud rate of third-party device, and its value is “00~06”, the corresponding baud rate shows at above list.</li> <li>• The “[T]” represents the delay time of sending command, and its value is “00~99”.</li> <li>• The “XXXX” represents the specific command (ASCII, up to 48 byte).</li> </ul>	<p>Command: #SET_AM_05_30:ABCDEFGH</p> <p>Feedback: @BAUDRATE: 4800 @DELAY TIME: 30 s @DISPLAY ON TO SEND:1234567</p>
<p>#SET_AU_[B]_[T]:XXXX</p>	<p>Send the command “XXXX” to the third-party device while the <b>VOLUME +</b> key is pressed.</p> <ul style="list-style-type: none"> <li>• The “[B]” represents the baud rate of third-party device, and its value is “00~06”, the corresponding baud rate shows at above list.</li> <li>• The “[T]” represents the delay time of sending command, and its value is “00~99”.</li> </ul>	<p>Command: #SET_AU_05_30:ABCDEFGH</p> <p>Feedback: @BAUDRATE: 4800 @DELAY TIME: 30 s @VOLUME + TO SEND:ABCDEFGH</p>

	<ul style="list-style-type: none"> <li>• The “XXXX” represents the specific command (ASCII, up to 48 byte).</li> </ul>	
<p>#SET_AD_[B]_ [T]:XXXX</p>	<p>Send the command “XXXX” to the third-party device while the <b>VOLUME</b> - key is pressed.</p> <ul style="list-style-type: none"> <li>• The “[B]” represents the baud rate of third-party device, and its value is “00~06”, the corresponding baud rate shows at above list.</li> <li>• The “[T]” represents the delay time of sending command, and its value is “00~99”.</li> <li>• The “XXXX” represents the specific command (ASCII, up to 48 byte).</li> </ul>	<p>Command: #SET_AD_05_30:ABCDEFGF</p> <p>Feedback: @BAUDRATE: 4800 @DELAY TIME: 30 s @VOLUME - TO SEND:ABCDEFGF</p>

**Note:** These third-party device control commands not need to end with “<CR><LF>”.

## 7. Panel Drawing



## 8. Troubleshooting & Maintenance

Problems	Potential Causes	Solutions
Output image with snowflake	Bad quality of the connecting cable.	Try another high quality cable.
	Fail or loose connection.	Make sure the connection is good
No output image when switching	No signal at the input / output end.	Check with oscilloscope or multimeter if there is any signal at the input/ output end.
	Fail or loose connection.	Make sure the connection is good.
	The switcher is broken.	Send it to authorized dealer for repairing.
<b>POWER</b> indicator doesn't work or no respond to any operation	Fail connection of power cord.	Make sure the power cord connection is good.
Static becomes stronger when connecting the video connectors	Bad grounding.	Check the grounding and make sure it is connected well.
Cannot control the device by control device (e.g. a PC) through RS232 port	Wrong RS232 communication parameters.	Type in correct RS232 communication parameters.
	Broken RS232 port.	Send it to authorized dealer for checking.

**Note:** If your problem still remaining after following the above troubleshooting steps, please contact your local dealer or distributor for further assistance.

## **9. Customer Service**

The return of a product to our Customer Service implies the full agreement of the terms and conditions hereinafter. These terms and conditions may be changed without prior notice.

### **1) Warranty**

The limited warranty period of the product is fixed three years.

### **2) Scope**

These terms and conditions of Customer Service apply to the customer service provided for the products or any other items sold by authorized distributor only.

### **3) Warranty Exclusion**

- Warranty expiration.
- Factory applied serial number has been altered or removed from the product.
- Damage, deterioration or malfunction caused by:
  - ✓ Normal wear and tear.
  - ✓ Use of supplies or parts not meeting our specifications.
  - ✓ No certificate or invoice as the proof of warranty.
  - ✓ The product model showed on the warranty card does not match with the model of the product for repairing or had been altered.
  - ✓ Damage caused by force majeure.
  - ✓ Servicing not authorized by distributor.
  - ✓ Any other causes which does not relate to a product defect.
- Shipping fees, installation or labor charges for installation or setup of the product.

### **4) Documentation**

Customer Service will accept defective product(s) in the scope of warranty coverage at the sole condition that the defect has been clearly defined, and upon reception of the documents or copy of invoice, indicating the date of purchase, the type of product, the serial number, and the name of distributor.

**Remarks:** Please contact your local distributor for further assistance or solutions.