INOVANCE



GR10-4DAE

19011284A05

Analog Output Module User Guide

1

1. Overview

Thank you for purchasing the GR10-4DAE analog output remote module developed and manufactured independently by Inovance. This 4-channel analog output remote module supports EtherCAT communication and can be used with EtherCAT masters, such as AM600. It is powered by an external 24 VDC power supply. It supports voltage and current output, with a resolution of up to 16 bits.

This guide describes the specifications, characteristics, and usage instructions of the module. For proper and safe operation, please read this guide carefully before use. Visit our website (www.inovance.com) for the latest version of the guide.

2. Fundamental Safety Instructions

Safety Disclaimer

1. Read and comply with the safety instructions during installation, operation, and maintenance of the product.

2. To ensure the safety of humans and the products, follow the marks on the products and all the safety instructions in this document.

3. The "CAUTION", "WARNING", and "DANGER" are only supplements to the safety instructions.

4. Use this product according to the designated environment requirements. Damage caused by improper use is not covered by warranty.

5. Inovance shall take no responsibility for any personal injury or property damage caused by improper use.

Safety Levels and Definitions

DANGER indicates that failure to comply with the notice will result in death or severe injury.

WARNING indicates that failure to comply with the notice may result in death or severe injury.

CAUTION indicates that failure to comply with the notice may result in minor or moderate injury, or equipment damage.

Unpacking

WARNING

- Do not install the product in case of any damage, rust, or signs of use on the product or accessories upon unpacking.
- Do not install the product in case of water seepage into the product or missing or damaged components upon unpacking.
- Do not install the product in the case of any discrepancy between the product you received and the product name on the packing list.

CAUTION

- Check whether the packing is intact and whether there is damage, water seepage, dampness, and deformation before unpacking.
- Unpack the package by following the unpacking sequence. Do not strike the package violently.Once the CPU of the PLC detects an exception in the system, all outputs may be closed. When a fault occurs in the controller circuit, the output may not be under control. Therefore, it is necessary to set up an external control circuit to ensure normal operation.
- Check for damage, rust, or dents on the surfaces of the product and accessories upon unpacking.
- After unpacking, check the contents against the packing list to ensure that the equipment and accessories are in the correct quantities, and that all documentation is complete.

Storage and transpostation

WARNING

- Large or heavy equipment must be handled by qualified professionals using specialized hoisting equipment. Failure to comply could result in personal injury or equipment damage.
- Before hoisting the equipment, ensure that components such as the front cover and terminal blocks are secured firmly with screws. Loosely-connected components may fall off and result in personal injury or equipment damage.
- Never stand or stay under the equipment while it is being hoisted.
- When hoisting the equipment with a steel rope, ensure the equipment is hoisted at a constant speed without suffering from vibration or shock. Do not turn the equipment over or let the equipment stay hanging in the air. Failure to comply could result in personal injury or equipment damage.

CAUTION

- Handle the equipment with care during transportation and mind your step to prevent personal injury or equipment damage.
- When carrying the equipment with bare hands, hold the equipment casing firmly with care to prevent parts from falling. Failure to comply could result in personal injury.
- Do not store or transport the equipment in locations where the equipment may be exposed to splashing water or rain, direct sunlight, strong electric field, strong magnetic field, or strong vibration.
- Store the equipment for up to three months. Take stricter protective measures and carry out the necessary inspections for a longer storage time.
- Pack the equipment securely and properly before transportation. Use a fully enclosed container for long-distance transportation.
- Never transport the equipment with other devices or items that could impact or cause harm to the equipment.

Design

DANGER

- Provide a safety circuit and include an error handling program in the software to ensure that the product remains in a safe state in case of an external power failure or an internal fault.
- If a sustained overcurrent occurs due to overload or load short circuit, the product may smoke or catch fire. An external safety device (such as a fuse or circuit breaker) must be installed.

WARNING

- Any damaged output components such as relays or transistors in this product may result in uncontrolled output that stays in a constant ON or OFF state.
- The product design must comply with the overvoltage category requirements specified in the Environmental Specifications. The system-level power supply must have a lightning protection device, assuring that overvoltage due to lightning shock is not applied to the controller's terminals such as power supply input terminals, signal input terminals, and control output terminals, to prevent damage to the product.
- Ensure that appropriate actions have been taken to prevent product malfunction caused by a communication fault between the product and related devices. Failure to comply could cause personal injury or equipment damage.

CAUTION

- Switches that could cause personal injury or equipment damage cannot be configured on the touch screen. Use independent switches for performing critical operations. Failure to comply could result in accidents caused by wrong outputs or faults.

Installation

DANGER

- This equipment must be operated only by trained and qualified electrical personnel.

WARNING

- Read through the guide and safety instructions before installation.
- Do not install this equipment in places with strong electric or magnetic field.
- Before installation, check that the mechanical strength of the installation site can bear the weight of the equipment. Failure to comply may result in mechanical hazards.
- Before installation, ensure that the installation site meets the required environmental conditions. Failure to comply could result in equipment damage.
- Do not wear loose clothes or accessories during installation. Failure to comply could result in electric shock.
- When installing the equipment in an enclosed environment (such as a cabinet or case), use cooling devices (such as fans or air conditioners) to cool the space and meet the installation environment requirements. Failure to do so could result in equipment overheating or fire.
- Do not modify this equipment.
- Never loosen the fixing bolts on components and modules, or any bolts marked in red.
- This equipment must be installed inside an indoor cabinet or terminal equipment. The cabinet or terminal equipment itself must be provided with the necessary protective enclosures, such as a fireproof enclosure, an electrical protective enclosure, and a mechanical protective enclosure. The IP rating of these enclosures must comply with the relevant IEC standards, and applicable local laws and regulations.
- Before installing devices with strong electromagnetic interference, such as a transformer, install a shielding device for this equipment to prevent malfunction.
- Install the equipment onto a non-combustible object such as metal. Keep the equipment away from combustible objects. Failure to comply may result in fire.
- For products not supporting hot swapping, disconnect all external power supplies of the system before installing/removing the product. Failure to comply could result in electric shock, product failure, or malfunction.

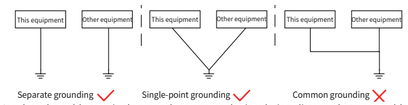
CAUTION

- Cover the top of the equipment with a piece of cloth or paper during installation. This is to prevent unwanted objects such as metal chippings, oil, and water from falling into the product and causing faults. After installation, remove the cloth or paper for effective ventilation and cooling.
- During installation, ensure the equipment is connected to the respective connector securely and hook the equipment firmly. Improper installation may cause the equipment malfunction, failure, or loosening.

Wiring

DANGER

- This equipment must be operated only by trained and qualified electrical personnel. Non-professionals cannot operate this equipment.
- Before wiring, disconnect all the power supplies of the equipment. Wait for at least the time designated on the warning label before further operations because residual voltage still exists after power-off. After waiting for the designated time, measure the DC voltage in the main circuit to ensure the DC voltage is within the safe voltage range. Failure to comply could result in electric shock.
- Do not perform wiring, remove the equipment cover, or touch the circuit board with power ON. Failure to comply could result in electric shock.
- Ensure that the equipment is grounded properly. Failure to comply could result in electric shock. Ground the equipment separately or to a single point. Common grounding cannot be used.



- Insulate the cable terminals properly to ensure the insulation distance between cables will not be shortened after cables are connected to the terminal block. Failure to comply could result in electric shock or equipment damage.
- Install the terminal cover attached to the equipment before power-on or operation after wiring is completed. Failure to comply could result in electric shock

WARNING

- Never connect the power cable to output terminals of the equipment. Failure to comply could cause equipment damage or even fire.
- Cables used for wiring must comply with the requirements for the cross-sectional area and shielding. The shielding layer of the shielded cable must be reliably grounded at one end.
- Tighten the terminal screws with the torque specified in the user guide. Insufficient or excessive torque may cause overheating and damage of the joint, which could result in fire.
- After wiring is done, ensure that all cables are connected properly and no screws, washers or exposed cables are left inside the equipment. Failure to comply could result in electric shock or equipment damage.

CAUTION

- Follow the proper electrostatic discharge (ESD) procedure, and wear an anti-static wrist strap to perform wiring. Failure to comply could damage the equipment or its internal circuits.
- Use shielded twisted pairs for the control circuit. Connect the shield to the grounding terminal of the equipment for grounding purpose. Failure to comply will result in equipment malfunction.

Power-on

DANGER

- This equipment must be operated only by trained and qualified electrical personnel. Before power-on, ensure that the equipment is installed and wired properly.
- Ensure that the power supply meets equipment requirements before power-on to prevent equipment damage or fire accident.
- Do not open the cabinet door or protective cover of the product, touch any wiring terminal of the product, or remove any components or parts while the product is powered on. Failure to comply could result in personal injury or even death.

WARNING

- Perform a trial run after wiring to ensure the equipment operates safely. Failure to comply could result in personal injury or equipment damage.

Operation

DANGER

- The equipment must be operated only by professionals. Failure to comply can result in injury or death.
- Do not touch any connecting terminals or disassemble any unit or component of the equipment during operation. Failure to comply could result in electric shock.

WARNING

- Do not touch the enclosure, fan, or resistor with bare hands. Failure to comply could result in burns.
- Prevent metal or other objects from falling into the equipment during operation. Failure to comply could result in fire or equipment damage.
- During operation, do not bring live parts into contact with the metal enclosure of the product. Failure to comply could result in fire or product damage.

CAUTION

- Operate the equipment within the specified environmental conditions. Failure to comply could result in equipment failure or damage.
- Touch the HMI panel with hands only. Failure to comply could cause panel damage, which is out of the warranty range.

Safety recommendations

- In positions where the operator directly touches the mechanical components, for example, where a mechanical device is loaded/unloaded, or where a machine runs automatically, manually-operated devices or other alternative means must be carefully designed so that they are independent of the product to start or stop the automatic operation of the system.
- If you need to modify the program while the system is running, use the lock function or other protective measures. Ensure that only authorized personnel can make the necessary modifications.

Battery Usage

WARNING

- Do not use batteries that do not meet the product requirements. Failure to comply could result in death, personal injury, explosion, or fire.
- Do not throw batteries into a fire or heat oven. Do not crush or cut the battery. Failure to comply could result in death, personal injury, explosion, or fire.
- Do not expose the battery to extremely high temperatures. Failure to comply could result in death, personal injury, explosion, or fire.
- Do not swallow batteries. Failure to comply could result in chemical burns.
- Seek for medical treatment immediately if a button battery is swallowed by accident, because this may cause severe internal burns within two hours and even death.

CAUTION

- Keep batteries out of reach of children.
- If the battery compartment is not securely closed, stop using the product immediately and keep it out of reach of children.

Maintenance

DANGER

- Maintenance must be performed only by trained and qualified electrical personnel.
- Do not maintain the equipment with power ON. Failure to comply could result in electric shock.
- Before maintenance, disconnect all the power supplies of the equipment and wait for at least the time specified on the warning label.
- Disconnect all external power supplies of the system before cleaning the equipment or re-tightening screws on the terminal block or screws of the connectors. Failure to comply could result in electric shock.
- Disconnect all external power supplies of the system before removing or installing the product, or connecting or disconnecting cables. Failure to comply could result in electric shock or malfunction.

WARNING

- Perform routine and periodic inspection and maintenance on the equipment according to maintenance requirements and keep a maintenance record.

Repair

DANGER

- Repair must be performed only by trained and qualified electrical personnel.
- Do not repair the equipment with power ON. Failure to comply could result in electric shock.
- Before inspection or repair, disconnect all the power supplies of the equipment and wait for at least the time specified on the warning label.

WARNING

- Submit a request for repair based on the warranty agreement.
- When the fuse is blown or the circuit breaker or earth leakage circuit breaker (ELCB) trips, wait for at least the time designated on the equipment warning label before power-on or further operations. Failure to comply could result in equipment damage, personal injury, or death.
- Troubleshooting and repair of a faulty or damaged equipment must be performed by professionals based on the repair instructions, with the repair records kept properly.
- Replace quick-wear parts of the equipment according to the replacement instructions.
- Do not use damaged equipment. Failure to comply could result in death, personal injury, or severe equipment damage.
- Recheck the wiring and reset the parameters after equipment replacement.

Disposal

WARNING

- Dispose of the retired equipment in accordance with applicable national regulations and standards. Failure to comply could result in property damage, personal injury, or death.
- Recycle retired equipment in accordance with industry waste disposal standards to avoid environmental pollution.
- Treat the retired equipment as industrial waste. Dispose of used batteries according to local laws and regulations.

Safety Labels

To ensure safe operation, comply with safety labels on the equipment and do not damage or remove the labels. The following table describes the meanings of the safety labels.

Safety label	Description
	◆ Before using the equipment, read the guide and safety precautions carefully. Failure to comply could result in personal injury, death, or equipment damage. ◆ Do not touch the terminals or remove the cover with power-on or within 10 min after power-off. Failure to comply could result in electric shock. ◆ The surface of the running equipment may become very hot. Do not touch these hot areas. Failure to comply may cause burns.

3. Product Information

■ Model and nameplate

G R 10 - 4 DA E

① ② ③ ④ ⑤ ⑥

①	Product Family G: Inovance general module	③	Series 10: 10 series	⑤	Module Type DA: Analog output
②	Product Type R: Remote expansion module	④	Number of Output Channels 4: Four output channels	⑥	Auxiliary Function E: EtherCAT communication

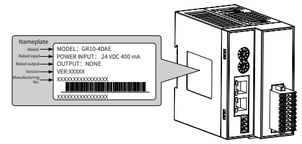
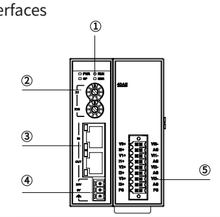


Figure1 Model and nameplate

Model	Type	Description	Applicable Model
GR10-4DAE	EtherCAT analog output module	4-channel AD remote module, supporting voltage/current analog output	AM600 series

■ External interfaces



No.	Interface		Description
①	Signal indicator	PWR	The power supply indicator turns off when the power supply is disconnected, and turns on when it is connected.
		RUN	Operation state indicator Flashing quickly: boot state; Off: initialization state; Flashing: pre-operational state; Single flashing: safe operational state; Solid on: operational state.
		SF	The SF indicator flashes and the RUN indicator turns solid on when the network cable is disconnected in the operational state. The SF indicator is solid on when the module is faulty.
		ERR	The ERR indicator turns on when the FPGA program is not loaded successfully.
②	Address DIP switch		Slave address setting switch: ADDR1/ADDR0. The slave address is set in hexadecimal format, converted to decimal address as ADDR1*16 + ADDR0*1 (range 1 to 255).
③	EtherCAT communication interface		X1 IN: EtherCAT input
			X2 OUT: EtherCAT output for connecting back-end EtherCAT slaves
④	24 V power input terminal		For power supply input
⑤	User output terminals		See "Electrical Design" for details.

■ General specifications

Item	Specification
Power supply	24 VDC (20.4 VDC to 28.8 VDC) (-15% to +20%)
Communication protocol	EtherCAT industrial real-time bus protocol
Maximum communication speed	100 Mbps
Network port/network cable	Standard network port with Cat 5e network cables below 100 m
Station number range	1 to 255 if set by a DIP switch, or automatically allocated by a network bus

The specific performance indicators are as follows:

Item	Specification
Communication protocol	EtherCAT protocol
Supported services	CoE (PDO, SDO)
Minimum synchronization period	500 μs (TYP)
Synchronization mode	Input and output synchronization or DC-distributed clock

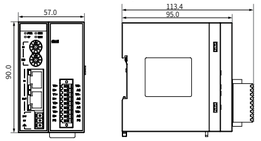
Physical layer	100Base-TX
Baud rate	100 Mbps (100Base-TX)
Duplex mode	Full duplex
Topology	Linear
Transmission medium	Network cables, see "Electrical Design"
Transmission distance	Less than 100 m between two nodes
EtherCAT frame length	44 to 1,498 bytes
Process data	Max. 1,486 bytes per frame
Synchronous jitter of two slaves	< 1 μs
Refresh time	About 500 μs

■ Output specifications

Item	Specification
Number of output channels	4
Output connection mode	Leaf spring terminal
Voltage output load	1 kΩ to 1 MΩ
Current load impedance	100 Ω to 600 Ω
Voltage output range	Bipolar: ±5 V, ±10 V; Unipolar: +5 V, +10 V
Current output range	4 mA to 20 mA, 0 mA to 20 mA
Resolution	16 bits
Conversion time	500 μs/4 channels
Accuracy (normal temperature: 25° C)	Voltage: ±0.1%, current: ±0.1% (full range)
Accuracy (ambient temperature: 0° C to 55° C)	Voltage: ±0.3%, current: ±0.8%
Voltage limits	±15 V
Current limits	±30 mA (transient), ±24 mA (average)
Maximum common mode voltage among channels	30 VDC
Isolation mode	Isolation between I/O terminals and power supply Non-isolation among channels
Output short-circuit protection	Supported

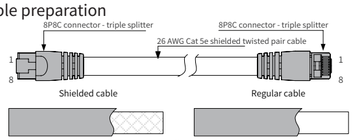
4. Mechanical Design

■ Installation dimensions (in mm)



5. Electrical Design

■ Cable preparation



Use Cat 5e shielded twisted-pair (STP) cables, with injection molded and iron shelled connectors.

■ Signal pin assignment

Pin	Signal	Type	Description
1	TD+	Output	Data transmission +
2	TD-	Output	Data transmission -
3	RD+	Input	Data reception +
4	--	--	Not used
5	--	--	Not used
6	RD-	Input	Data reception -
7	--	--	Not used
8	--	--	Not used

■ Length requirements:

According to FastEthernet technology, when an EtherCAT bus is used, the length of the cable between the devices must not exceed 100 m. Exceeding this length will attenuate the signal and affect communication.

■ Technical requirements:

100% continuity test without short circuit, open circuit, misalignment, or poor contact. Use a shielded cable as the EtherCAT bus for network data transmission, with the following recommended specifications:

Item	Specification
Cable type	Flexible crossover cable, S-FTP, Cat 5e
Standard	EIA/TIA568A, EN50173, ISO/IEC11801 EIA/TI Abulletin TSB, EIA/TIA SB40-A&TSB36
Cross sectional area	AWG26
Conductor type	Twisted pair
Number of pairs	4

■ Communication connection

1) EtherCAT connection

Insert the registered jack of the cable into the EtherCAT port of the communication module until you hear a click.

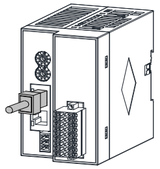
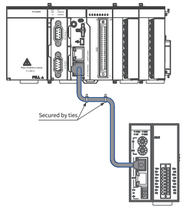


Figure2 Network cable connection

2) Requirements for securing communication cable

To protect the communication cable from any tension and to ensure communication stability, fix the cable end which is near the device before EtherCAT communication, as shown below:



3) Fault indication and troubleshooting for EtherCAT remote communication expansion module

EtherCAT slave station:

LED Indicator		Definition	Solution
RUN	Off	There is no connection between EtherCAT master and slave.	Check the configuration and parameter assignment; Check the communication address; Ensure the length and other specifications of the network cable are as specified.
	Flashing	The EtherCAT slave is in a non-OP state.	Check slave configuration for any missing, faulty, or unconfigured module.
ERR	Flashing	There is no data exchange between the EtherCAT master and slave.	Check that the cable connector is inserted correctly; Check that the network cable is intact; Restart the power supply.
SF	Solid on	The output channel encounters a fault.	Check the output channel for short circuit or overtemperature.

■ Cable selection

Material Name	Model	Applicable Diameter		Manufacturer	Crimping Tool
		MM²	AWG		
Tubular lug	GTVE07512	0.75	21	Suzhou Yuanli	YAC-5

■ Cable preparation:

Remove the cable insulation to expose 11 to 14 mm of the conductor. Pass the cable through a cable marking sleeve.

Insert the exposed conductor into the hole of the cable lug, and then crimp it with recommended crimping tool.

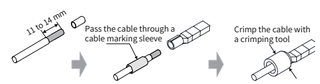
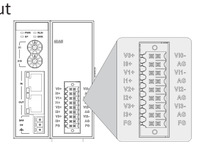


Figure3 Cable preparation

■ Terminal layout



■ Terminal assignment

No.	Name	Type	Description	Remark
1	V0+	Output	V+ of channel 0	Voltage output
2	VI0-	Output	V-/I- of channel 0	Voltage/current output
3	I0+	Output	I+ of channel 0	Current output
4	AG		Analog ground	Internal analog ground
5	V1+	Output	V+ of channel 1	Voltage output
6	VI1-	Output	V-/I- of channel 1	Voltage/current output
7	I1+	Output	I+ of channel 1	Current output
8	AG		Analog ground	Internal analog ground
9	V2+	Output	V+ of channel 2	Voltage output
10	VI2-	Output	V-/I- of channel 2	Voltage/current output
11	I2+	Output	I+ of channel 2	Current output
12	AG		Analog ground	Internal analog ground
13	V3+	Output	V+ of channel 3	Voltage output
14	VI3-	Output	V-/I- of channel 3	Voltage/current output
15	I3+	Output	I+ of channel 3	Current output
16	AG		Analog ground	Internal analog ground
17	FG	-	Shielding ground	Internally connected to housing ground
18	FG	-	Shielding ground	Internally connected to housing ground

■ External wiring

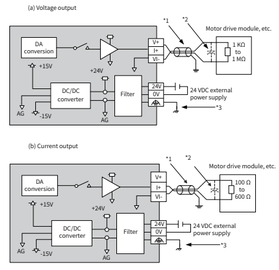


Figure4 Module wiring

*1 Use 2-core shielded twisted pair cable for analog signal.

*2 If noises or ripples are generated in external wiring, connect a capacitor of 0.1 to 0.47 μF 25V between terminals V+/I+ and VI-.

*3 The module should be mounted on a metal bracket. The metal spring piece at the bottom of the module must be in good contact with the bracket. Ensure that the grounding pin of the power supply terminal is reliably connected.

■ Wiring precautions

Do not bundle the cable together with AC cables, main lines, and high voltage cables, otherwise it may result in an increased noise, surge, and induction.

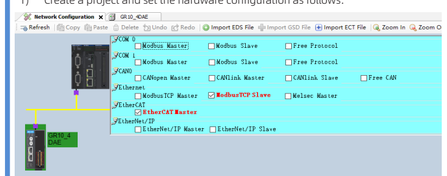
Apply single-point grounding for the shielding of shielded cable and solder sealed cable.

Tubed and solderless crimp terminal cannot be used with terminal block. It is recommended to use a marking sleeve or insulation sleeve to cover the cable connector part of the crimp terminals.

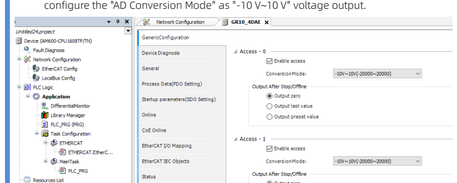
6. Programming Example

The following is an example where AM600 is used as the main control module and the channel 0 output voltage of the GR10-4DAE module is +10 V.

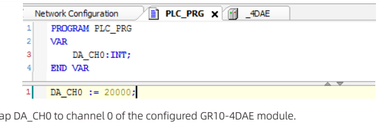
1) Create a project and set the hardware configuration as follows:



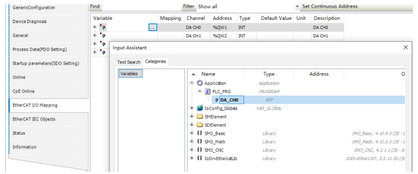
2) In the "General Configuration" interface of the GR10-4DAE module, enable channel 0, and configure the "AD Conversion Mode" as "-10 V~10 V" voltage output.



3) Define a variable DA_CH0 with the ST programming language, as shown below. As the "-10 V~10 V" voltage output corresponds to a digital value from -20000 to 20000, assign 20000 to the variable and the output voltage of channel 0 will be +10 V.



4) Map DA_CH0 to channel 0 of the configured GR10-4DAE module.



5) After successful compiling, download the project and run it.

7. Software Troubleshooting

When the GR10-4DAE module encounters a fault, the fault code can be obtained through the object dictionary with index 0xA005. For details, see the following table.

Subindex	Name	Data Type	Access Mode	Mapping	Default Value
Index: 0xA005 (4DA module status)					
0	SubIndex 000	UINT	RO	NO	-
1	Basic information	UINT	RO	NO	0
2	Module information	UINT	RO	NO	0
3	Channel information	UDINT	RO	NO	0

SubIndex 1: "Basic information" is the basic state of the module, where Bit0 to Bit15 are reserved for future use.

SubIndex 2: "Module information" is a summary of module faults. The specific faults related to each bit are shown in the following table.

Bit	Cause	Solution
Index: 0xA005 (4DA module status)		
Bit0 to Bit2	Reserved	-
Bit3	Analog chip overheat 0: normal 1: overheated	Check whether the ambient temperature is too high.
Bit4 to Bit7	Reserved	-
Bit8	Channel 0 fault	Check whether the channel 0 is faulty through subindex 3.
Bit9	Channel 1 fault	Check whether the channel 1 is faulty through subindex 3.
Bit10	Channel 2 fault	Check whether the channel 2 is faulty through subindex 3.
Bit11	Channel 3 fault	Check whether the channel 3 is faulty through subindex 3.
Bit12 to Bit15	Reserved	-

SubIndex 3: "Channel information" is a detailed definition of channel faults. The specific faults related to each bit are shown in the following table.

Bit	Cause	Solution
Index: 0xA005 (4DA module status)		
Bit0	Reserved	-
Bit1	Channel 0 exceeds the upper limit.	Check whether the configured value of channel 0 exceeds the upper limit.
Bit2	Channel 0 exceeds the lower limit.	Check whether the configured value of channel 0 exceeds the lower limit.
Bit3	Channel 0 current is open-circuited.	Check whether the wiring is correct or whether the impedance of the external device is too high.
Bit4	Channel 0 voltage is short-circuited.	Check whether the wiring is correct or whether the impedance of the external device is too low.
Bit5 to Bit7	Reserved	-
Bit8 to Bit15	Channel 1 fault.The specific faults are the same to channel 0.	
Bit16 to Bit23	Channel 2 fault.The specific faults are the same to channel 0.	
Bit24 to Bit31	Channel 3 fault.The specific faults are the same to channel 0.	

NOTE When the GR10-4DAE module is used for voltage output and the output value is set to 0, the open circuit fault cannot be detected.

INOVANCE Warranty Agreement

Inovance provides an 18-month free warranty (subject to information indicated by the barcode on the equipment) to the equipment itself from the date of manufacturing for the failure or damage under normal use conditions.

Within the warranty period, maintenance will be charged for the following damage:

1) Damage caused by improper use and unauthorized disassembly, repair, or retrofit;
2) Damage caused by fire, flood, abnormal voltage, other disasters, or secondary disasters;
3) Hardware damage caused by equipment fall-off or that caused during transportation;
4) Damage caused by failure to operate the product according to the user guide provided by Inovance;
5) Faults and damage caused by external factors, such as peripheral devices;

If the equipment is faulty or damaged, fill in the Product Warranty Card correctly.

Maintenance is charged according to the latest Maintenance Price List of Inovance.

The Product Warranty Card is not re-issued. Keep the card and present it to the maintenance personnel during maintenance.

If there is any problem during the service, contact Inovance or Inovance agents.

You are assumed to agree on terms and conditions of this warranty agreement by purchase of the product. This agreement shall be interpreted by Suzhou Inovance Technology Co., Ltd.

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