

# SeaLINK.SC

User Manual | 2123



**SEALEVEL®**

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# Introduction

## Overview

Sealevel's SeaLINK® 2123 USB to serial interface adapter offers an easy way to connect a DB9 serial device to a USB port. All configuration and electrical interface selections are handled through the driver, eliminating the need to open the enclosure to set jumpers or switches. The serial port is software configurable for RS-232, RS422, or RS-485 (full and half duplex) with the electrical interface settings maintained locally, allowing the host computer to be repaired or upgraded without reconfiguring the serial ports. Additionally, the 2123 can be configured at one computer and deployed to other computers.

Sealevel SeaCOM USB software drivers and utilities make installation and operation easy for Windows 98SE, ME, 2000, XP, and Vista operating systems. Once the software is installed, plug the 2123 into an available USB port and the serial port is recognized as a standard COM port by the host system enabling compatibility with legacy software. Serial data rates to 921.6K bps are supported.

To prevent accidental cable disconnection, the 2123 integrates a patent-pending SeaLATCH locking USB port, which is fully compatible with standard USB cables. When used with the included USB cable with a SeaLATCH USB type B connector, the metal thumbscrew provides a secure connection to the device. Standard operating temperature range is 0°C to 70°C and extended temperature range (-40°C to +85°C) is optional. Status LEDs display electrical interface selection and serial data activity.

## Features

- Serial port is software configurable for RS-232, RS-422, and two-wire or four-wire RS-485
- Electrical interface settings maintained across multiple computers
- High speed UART with 128-byte Tx FIFO and 384-byte Rx FIFO
- Automatic hardware RS-485 enable/disable
- DB9M connector – serial port supports data rates to 921.6K bps
- Powered by USB host connection
- Full modem control signals implemented in RS-232 mode
- Status LEDs indicate power, electrical interface, and serial data activity
- Flexible mounting options
- DIN rail clips are available as an option.



# Before You Get Started

The SeaLINK.SC is shipped with the following items. If any of these items is missing or damaged, please contact Sealevel for replacement.

- **2123 – USB to RS-232/422/485 Two Port Serial Interface Adapter**
- **CA356 – USB Type A to SeaLATCH USB Type B Device Cable, 6' in Length**

## Advisory Conventions



### **Warning**

The highest level of importance used to stress a condition where damage could result to the product, or the user could suffer serious injury.



### **Important**

The middle level of importance used to highlight information that might not seem obvious or a situation that could cause the product to fail.






### **Note**

The lowest level of importance used to provide background information, additional tips, or other non-critical facts that will not affect the use of the product.



## Optional Items

Depending upon your application, you are likely to find one or more of the following items useful. All items can be purchased from our website ([www.sealevel.com](http://www.sealevel.com)) or by calling our sales team at (864) 843-4343.


## Cables

<b>DB9F to DB25M (RS-232) Extension Cable (Item# CA177)</b>	
The CA177 is a standard AT-style RS-232 modem cable with a DB9F connector on one end and a DB25M connector on the other. This cable is 72 inches length.	
<b>DB9F to DB9M Extension Cable (Item# CA127)</b>	
The CA127 allows users to extend a DB9 cable up to six feet. The connectors are pinned one -to-one so the cable is compatible with any device or cable that has DB9 connectors.	
<b>DB9F (RS-422) to DB25M (RS-530) Cable (Item# CA176)</b>	
The CA176 allows users to convert any Sealevel RS- 422 DB9 Male asynchronous adapter to an RS-530. DB25 Male pinout. This cable is ten inches in length.	

## Terminal Blocks

Terminal Block – DB9F to 9 Screw Terminals (Item# TB05)	
<p>Terminal Block – DB9F to 9 Screw Terminals (Item# TB05) The CA127 allows users to extend a DB9 cable up to six feet. The connectors are pinned one -to-one so the cable is compatible with any device or cable that has DB9 connectors.</p>	
Terminal Block – Dual DB9F to 18 Screw Terminals (Item# TB06)	
<p>The TB06 terminal block breaks out dual DB9 connectors to 18 screw terminals to simplify field wiring of serial connections including RS-422 and RS-485 networks. The TB06 is designed to connect directly to Sealevel dual port DB9 serial cards or any cable with DB9M connectors.</p>	

## Adapters and Converters

DB9F to RJ45 Modular Adapter (Item# RJ9S8)	
<p>The RJ9S8 is a DB9 female to RJ45 adapter. It can be configured without tools, and it is an excellent choice for using available infrastructure wiring.</p>	

# Installation & Configuration

## Windows Installation



Do not connect the device to the USB port until the software has been fully installed.



Only users running Windows 7 or newer should utilize these instructions for accessing and installing the appropriate driver via Sealevel's website. If you are utilizing an operating system prior to Windows 7, please contact Sealevel by calling 864.843.4343 or emailing [support@sealevel.com](mailto:support@sealevel.com) to receive access to the proper driver download and installation instructions.

1. Begin by locating, selecting, and installing the correct software from the [Sealevel software driver database](#).
2. Type in or select the part number (#2123) for the adapter from the listing.
3. Select "Download Now" for SeaCOM for Windows.
4. The setup files will automatically detect the operating environment and install the proper components. Follow the information presented on the screens that follow.
5. A screen may appear with text similar to: "The publisher cannot be determined due to the problems below: Authenticode signature not found." Please click the 'Yes' button and proceed with the installation. This declaration simply means that the operating system is not aware of the driver being loaded. It will not cause any harm to your system.
6. During setup, the user may specify installation directories and other preferred configurations. This program also adds entries to the system registry that are necessary for specifying the operating parameters for each driver. An uninstall option is also included to remove all registry/INI file entries from the system.
7. The software is now installed, and you can proceed with the hardware installation.

## Linux Installation



You MUST have “root” privileges to install the software and drivers.



The syntax is case sensitive.

SeaCOM for Linux can be downloaded here: <https://www.sealevel.com/support/software-seacom-linux/>. It includes the **README** and the **Serial-HOWTO** help files (located at seacom/dox/howto). This series of files both explains typical Linux serial implementations and informs the user about Linux syntax and preferred practices.



User can use a program such as 7-Zip to extract the tar.gz file.

In addition, the software selectable interface settings can be accessed by referencing **seacom/utilities/2123mode**.

For additional software support, including QNX, please call Sealevel Systems’ Technical Support, (864) 843-4343. Our technical support is free and available from 8:00 AM - 5:00 PM Eastern Time, Monday through Friday. For email support contact: [support@sealevel.com](mailto:support@sealevel.com).



Windows NT is not USB aware and thus cannot support this device.



## Hardware Installation



Do not connect the device to a USB port until the software has been successfully installed.

To install the 2123, plug the device into an available USB port using the supplied USB cable. The following instructions were tested with Windows XP and may vary based on your version of Windows.

Once the device has been connected, the Found New Hardware wizard will appear first for the root hub and then for each port that you are installing. Follow the instructions on the following page to finish installation.



The installation will repeat twice for the COM port. This is a limitation in the way Windows installs external serial devices.

1. Click on 'Install the software automatically' followed by the 'Next' button.
2. Windows will show a warning message that the hardware has not passed Windows logo testing. Click on 'Continue Anyway.'
3. Click on 'Finish.'



All applications and drivers have been fully tested to maintain the integrity of your operating system. Clicking on 'Continue anyway' will not harm your system in any way.

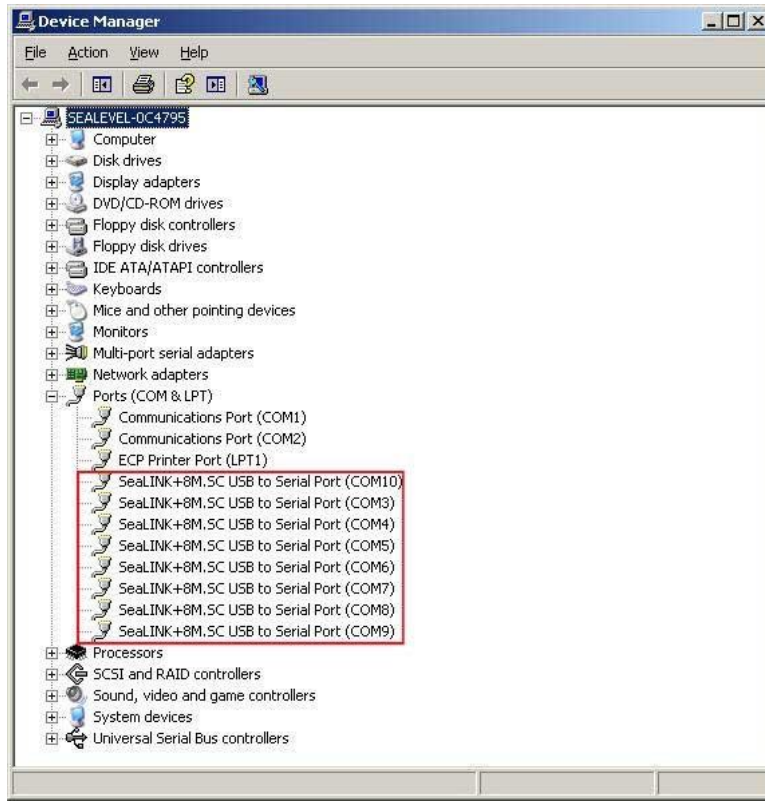
## Verifying Installation

To confirm that the drivers have been successfully installed, you can look in Device Manager under 'Ports (COM & LPT)' and the port you installed will be included on the list with the associated COM number. To access Device Manager, follow the steps below:

1. Right-click on the 'My Computer' icon on your desktop or in the Start menu.
2. Click on 'Properties' in the fly out menu to launch the 'System Properties' window.
3. Click on the 'Hardware' tab and then click on the 'Device Manager' button.
4. When Device Manager launches, look under 'Ports (COM & LPT)' to verify that the serial port has been correctly installed (screenshot of 2833 shown; only one port will be listed for the 2123).



Your system will assign the next available COM numbers which may vary for each computer used.



# Hardware Configuration

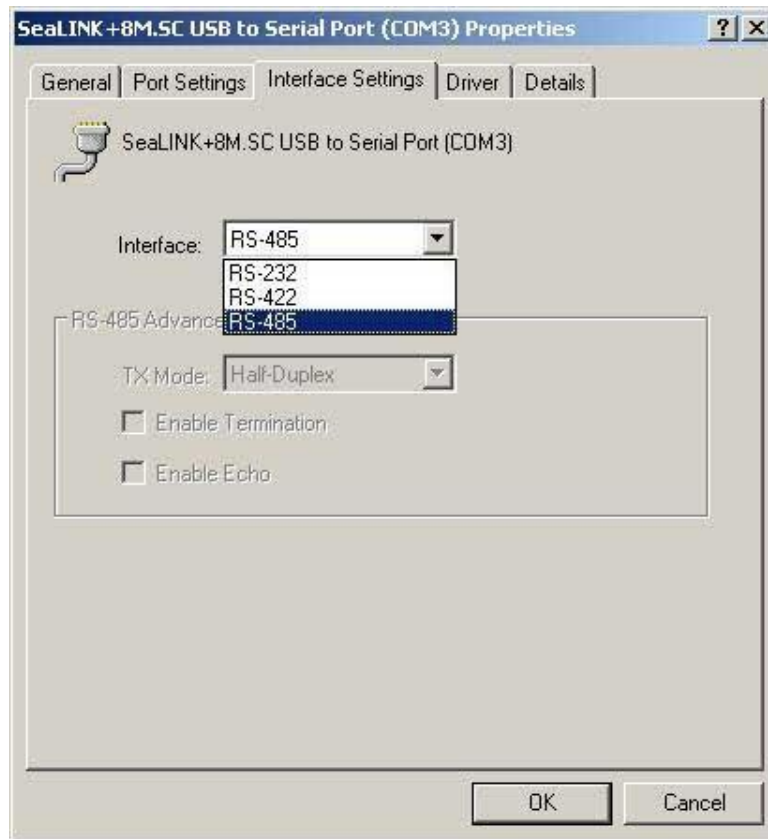
## Electrical Interface Mode Selection

The 2123 offers RS-232, RS-422, and RS-485 (full and half duplex) modes. The electrical interface is a software selectable feature that can be accessed and changed using the Sealevel SeaCOM driver via Device Manager. To select the electrical interface, follow the steps below:

1. Open Device Manager and locate 'Ports (COM&LPT)' following the steps above. You should see the 2123's port listed.
2. Select the port by right-clicking on it and selecting 'Properties' from the fly out menu. The serial port properties menu will appear.
3. Click on the 'Interface Settings' tab (screenshot of 2833 shown).



The Sealevel SeaCOM driver adds the 'Interface Settings' tab. If this tab is missing, SeaCOM is not correctly installed.



## Hardware Configuration, Continued

4. Select the appropriate electrical interface for your application and click on 'OK.'



The electrical interface settings are maintained across multiple computers. Once the SeaCOM software driver has been installed on target computers, the 2123 can easily be moved from one computer to another without having to configure the electrical interface at each computer.

### Interface Biasing

1K-ohm pull up/pull down combination resistors bias the receiver inputs and are handled automatically for each mode. The pull-up (PU) and pull-down (PD) resistor settings are shown in the table below.

Mode	PU Setting	PD Setting
<b>RS-232</b>	Always Off	Always Off
<b>RS-422</b>	Always Off	Always Off
<b>RS-485</b>	Always On	Always On

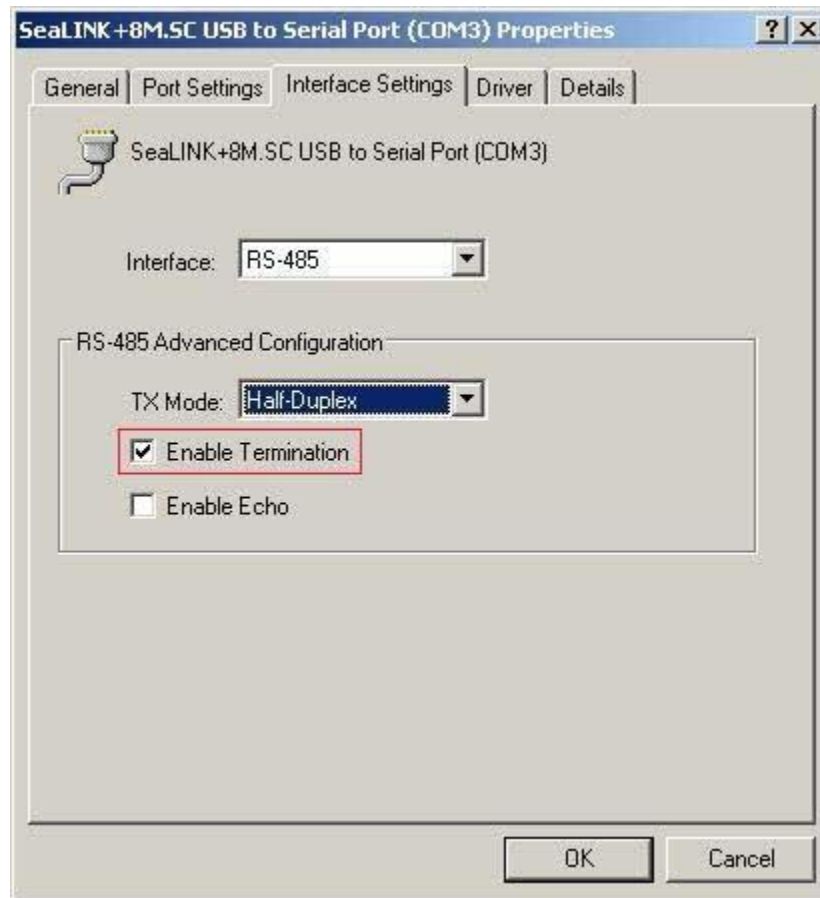
### Line Termination

A 120-ohm resistor is across the RS-422/485 input. If multiple devices are configured in an RS-485 network, only the devices on each end should have the termination in place.

Termination configuration is software selectable for both full- and half-duplex RS485. By default, line termination is disabled, and this configuration can be set by placing a check next to 'Enable Termination' in the 'RS-485 Advanced Configuration' field, as shown in the image below.

# Hardware Configuration, Continued

## Line Termination

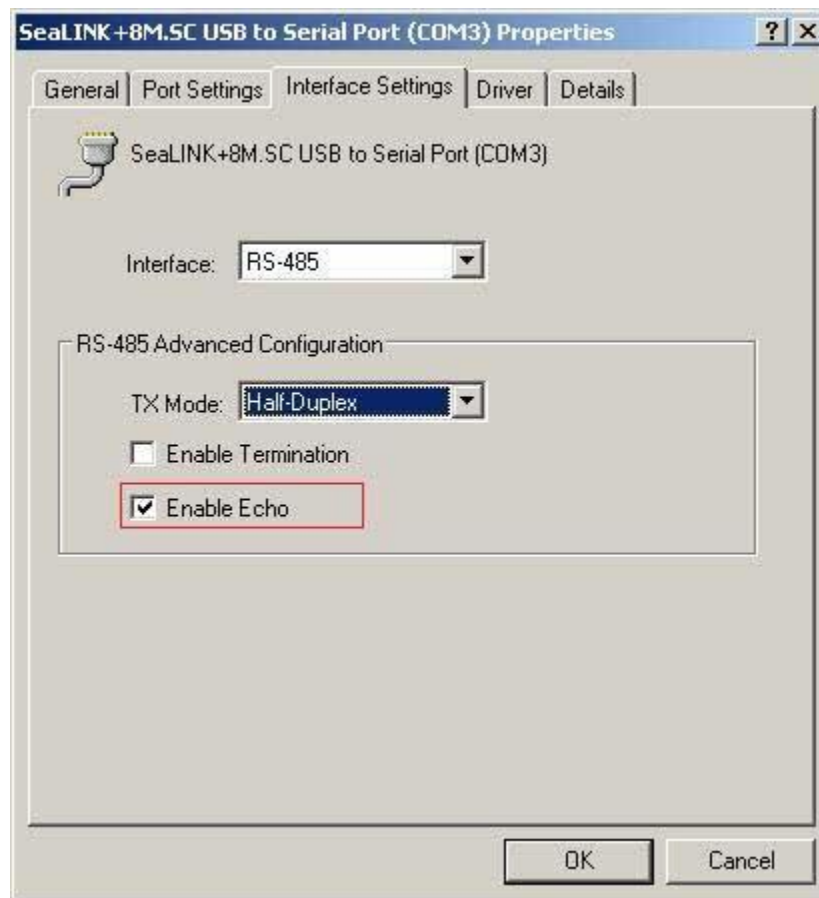


## Hardware Configuration, Continued

### Echo

The RS-485 'Echo' is the result of connecting the receiver inputs to the transmitter outputs. Each time a character is transmitted; it is also received. This can be beneficial if the software can handle echoing (i.e., using received characters to throttle the transmitter), but it can also confuse the system if the software cannot support echoing.

Echo configuration is software selectable for half-duplex RS-485. By default, ECHO is disabled, and this configuration can be set by placing a check next to 'Enable Echo' in the 'RS-485 Advanced Configuration' field, as pictured below.



# Hardware Description



## SeaLATCH™ USB Port

The 2123 integrates a patent-pending SeaLATCH USB port, which is fully compatible with standard USB cables. When used with the included USB cable with a SeaLATCH type B USB connector, the metal thumbscrew provides a secure metal-to-metal connection to the device and prevents accidental cable disconnection.

## Status LEDs

Status LEDs on the front of the 2123 indicate the following information:

- MODE (Red or Green) – Indicates the electrical interface selected
  - Green indicates RS-232 mode
  - Red indicates RS-422 or RS-485 mode
- DATA (Green) – Blinks to indicate data is being transmitted or received
- EN[able] (Green) – Lights when the hub is properly powered through the USB port and communication between the device and host has been enabled

## DB9M Serial Connectors

The 2123 includes a single DB9M serial connector with full modem control signals implemented in RS-232 mode. Pin outs for the connector are included in the following Electrical Specifications section.

# SeaLATCH™ USB

The 2123 integrates a patent-pending SeaLATCH USB port, which is fully compatible with standard USB cables. When used with SeaLATCH locking USB cables, the metal thumbscrew provides a secure metal-to-metal connection and prevents accidental cable disconnection.

Sealevel incorporates SeaLATCH locking USB ports on many USB I/O devices. Accidental cable disconnection is the most common point of failure with USB industrial I/O devices and SeaLATCH cables and connectors prevents that while being fully compatible with standard USB cables.

The image below shows the 2123 secured with the included SeaLATCH cable.





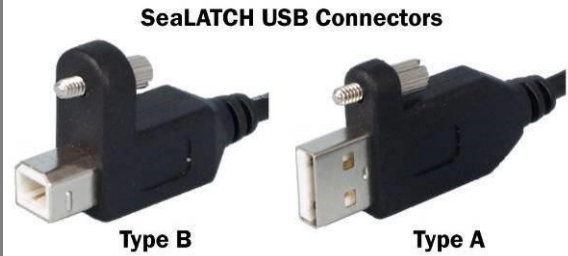
# SeaLATCH Locking USB Cables / SeaLATCH USB Connectors



SeaLATCH locking USB cables integrate a small thumbscrew into each USB connector.

## SeaLATCH USB Connectors

SeaLATCH USB cables are fully interchangeable with standard USB cables. The thumbscrew provides a secure metal-to-metal connection preventing accidental disconnection. SeaLATCH USB cables are available in three configurations.



## 72" USB Cable with SeaLATCH type B connector and a standard USB type A connector (Item# CA356)

The CA356 is a 72" USB cable with a SeaLATCH type B connector and a standard USB type A connector. This cable provides a secure connection between Sealevel products with a SeaLATCH type B port and legacy USB type A ports. The CA356 is included with Sealevel devices with a SeaLATCH type B port.



## 72" USB cable with both SeaLATCH Type A and B connectors (Item# CA332)

The CA332 is a 72" cable with both SeaLATCH type A and B connectors. This cable secures both ends of the cable to devices with SeaLATCH USB ports and offers complete protection against accidental cable disconnection.



## 72" Cable with standard USB type B and SeaLATCH type A connector (Item# CA355)

The CA355 is a 72" cable with a standard USB type B and a SeaLATCH type A connector. This cable provides a secure connection between legacy USB devices and Sealevel products with a SeaLATCH type A port, such as the isolated USB hub (Item# 270U).

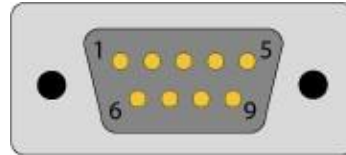


# Electrical Specifications

The 2123 connects to a single USB port and provides a single RS-232/422/485 software configurable serial port. The 2123 utilizes high speed USB/UARTs with 128-byte Tx FIFOs and 384-byte Rx FIFOs. The chips feature programmable baud rates and data rates to 921.6K bps.

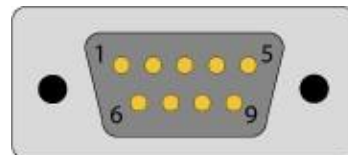
## Connector Pinouts RS-232 (DB9 Male)

Pin #	Signal
1	DCD
2	RX
3	TX
4	DTR
5	GND
6	DSR
7	RTS
8	CTS
9	RI



## RS-422 & RS-485 Four-Wire (DB9 Male)

Pin #	Signal
1	RX+
2	RX-
3	TX-
4	TX+
5	GND

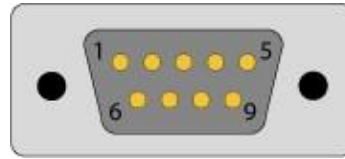


Pins 6 – 9 are “no connect”

## Electrical Specifications, Continued

### RS-485 Two-Wire (DB9 Male)

Pin #	Signal
3	DATA-
4	DATA+
5	GND



Pins 1, 2, 6-9 are 'no connect'

# Technical Specifications

## Physical Dimensions

<b>Package Length</b>	4.3 inches (10.9 cm)
<b>Package Width *</b>	3.4 inches (8.6 cm)
<b>Package Height</b>	1.3 inches (3.3 cm)

## Environmental Specifications

<b>Specification</b>	<b>Operating</b>	<b>Storage</b>
<b>Temperature Range</b>	0° to 70° C (32°F – 158°F)	-50° to 105° C (-58°F – 221°F)
<b>Humidity Range</b>	10 to 90% R.H. Non-Condensing	10 to 90% R.H. Non-Condensing

## Power Requirements

This device is a high power USB device. It must be plugged directly into a USB port on your computer or a self-powered hub capable of supplying 200 mA per port. Some laptop computers running on battery power and non-powered USB hubs may not provide the 200mA necessary to power this device.

## Manufacturing

All Sealevel Systems Printed Circuit boards are built to UL 94V0 rating and are 100% electrically tested. These printed circuit boards are solder mask over bare copper or solder mask over tin nickel.

# Appendix A – Troubleshooting

The adapter should provide years of trouble-free service. However, in the event that it appears to be functioning incorrectly, the following tips can eliminate most common problems without the need to call Technical Support.

1. Ensure that the Sealevel Systems SeaCOM software has been installed on the machine so that the necessary files are in place to complete the installation. To confirm installation, click on the Windows 'Start' button and then select 'All Programs.' You should see the 'SeaCOM' program folder listed.

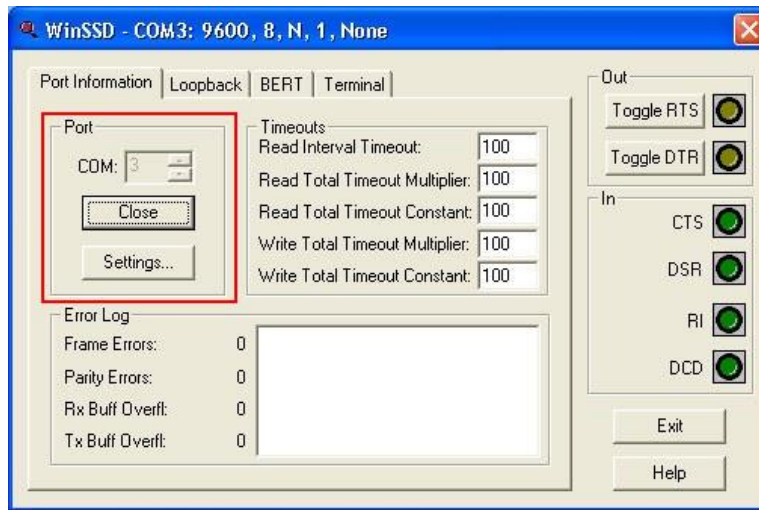


The SeaCOM driver **must** be installed **before** the adapter is connected to your computer.

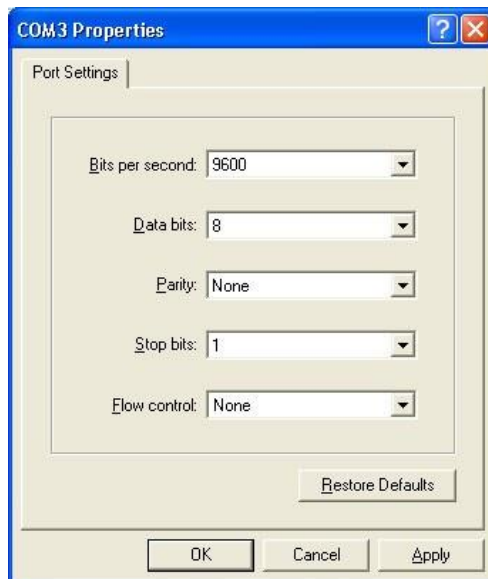
2. Check to make sure that USB support is enabled and functioning properly in the operating system. The presence of the 'Universal Serial Bus controllers' listing in Device Manager will confirm that USB support is enabled in Windows 98SE, ME, 2000, XP, or Vista operating systems.
3. While Device Manager is open, locate the COM ports (described under "Verifying Installation" in the Installation and Configuration section of this manual).
4. Once you have confirmed that the COM ports are listed in Device Manager, you can use the [Sealevel WinSSD utility](#), and a loopback plug to test communications. Detailed help is included in the WinSSD utility.
  - o If you have a loopback plug, put it on the DB9 connector that you want to test. If you do not have a loopback plug, contact Technical Support for assistance.
  - o If you are testing RS-485 mode, you will need to have ECHO enabled otherwise the following test will fail. Refer to the Hardware Configuration section for instructions on enabling ECHO.
  - o To test communications, launch the WinSSD utility in the SeaCOM folder under the 'Start' menu.

## Appendix Troubleshooting, Continued

- On the 'Port Information' tab, select the COM port you want to test and click on the 'Open' button. (pictured below)



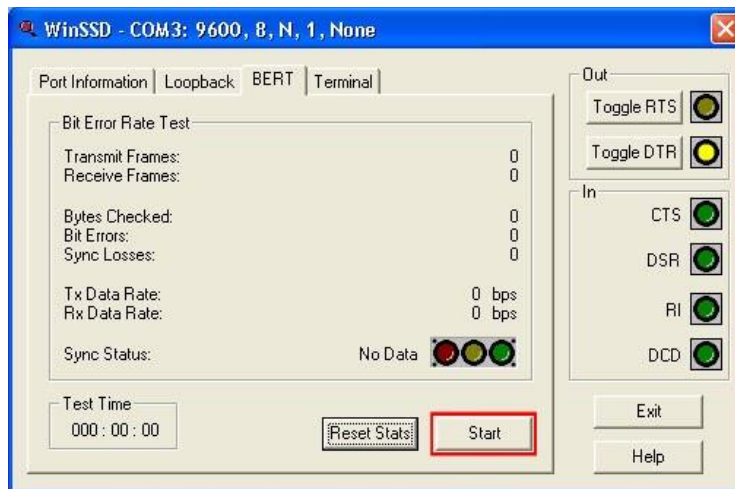
- Click the 'Settings' button to open the COM Properties menu. Change your parameters to 9600 bits per second, 8 data bits, no parity, 1 stop bit, and no flow control, as pictured below.



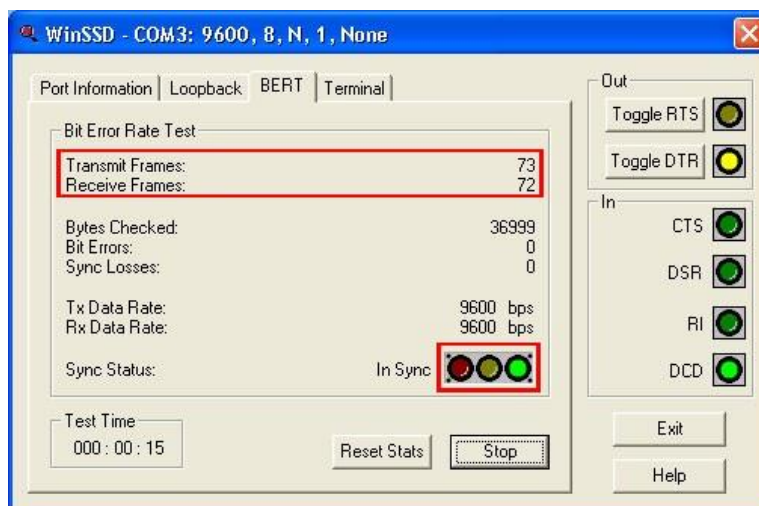
- Click 'Apply' and 'Ok.'

## Appendix Troubleshooting, Continued

- Select the 'BERT' tab and with the loopback connected to the port you wish to test, click on the 'Start' button. If testing RS-485, be sure that ECHO is enabled. (Pictured below).



- If the COM port is working properly, the green light will glow and the Transmit Frames and Receive Frames will increase. The Tx and Rx Data Rates will show the calculated data rate. (Pictured below)



## Appendix Troubleshooting, Continued

- You can continue testing this port with different configurations or proceed with testing other ports, if necessary.

If these steps do not solve your problem, please call Sealevel Systems' Technical Support, (864) 843-4343. Our technical support is free and available from 8:00 AM to 5:00 PM Eastern Time Monday through Friday. For email support contact [support@sealevel.com](mailto:support@sealevel.com).



# Appendix B – How To Get Assistance

Please refer to: Appendix A – Troubleshooting Guide prior to calling Technical Support.

Begin by reading through the Trouble Shooting Guide in Appendix A. If assistance is still needed, please see below.

When calling for technical assistance, please have your user manual and current adapter settings. If possible, please have the adapter installed in a computer ready to run diagnostics.

Sealevel Systems provides an FAQ section on its web site. Please refer to this to answer many common questions. This section can be found at <http://www.sealevel.com/faq.asp>.

Sealevel Systems maintains a web page on the Internet. Our home page address is [www.sealevel.com](http://www.sealevel.com). The latest software updates, and newest manuals are available via our web site.

Technical support is available Monday to Friday from 8:00 a.m. to 5:00 p.m. eastern time. Technical support can be reached at (864) 843-4343.

**RETURN AUTHORIZATION MUST BE OBTAINED FROM SEALEVEL SYSTEMS BEFORE RETURNED MERCHANDISE WILL BE ACCEPTED. AUTHORIZATION CAN BE OBTAINED BY CALLING SEALEVEL SYSTEMS AND REQUESTING A RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER.**

# Appendix C – Electrical Interfaces

## RS-232

Quite possibly the most widely used communication standard is RS-232. This implementation has been defined and revised several times and is often referred to as RS232 or EIA/TIA-232. The IBM PC computer defined the RS-232 port on a 9 pin D sub connector and subsequently the EIA/TIA approved this implementation as the EIA/TIA574 standard. This standard is defined as the 9-Position Non-Synchronous Interface between Data Terminal Equipment and Data Circuit-Terminating Equipment Employing Serial Binary Data Interchange. Both implementations are in widespread use and will be referred to as RS-232 in this document. RS-232 is capable of operating at data rates up to 20 Kbps at distances less than 50 ft. The absolute maximum data rate may vary due to line conditions and cable lengths. RS-232 is a single ended or unbalanced interface, meaning that a single electrical signal is compared to a common signal (ground) to determine binary logic states. The RS-232 and the EIA/TIA-574 specification define two types of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE).

## RS-422

The RS-422 specification defines the electrical characteristics of balanced voltage digital interface circuits. RS-422 is a differential interface that defines voltage levels and driver/receiver electrical specifications. On a differential interface, logic levels are defined by the difference in voltage between a pair of outputs or inputs. In contrast, a single ended interface, for example RS-232, defines the logic levels as the difference in voltage between a single signal and a common ground connection. Differential interfaces are typically more immune to noise or voltage spikes that may occur on the communication lines. Differential interfaces also have greater drive capabilities that allow for longer cable lengths. RS-422 is rated up to 10 Megabits per second and can have cabling 4000 feet long. RS-422 also defines driver and receiver electrical characteristics that will allow one driver and up to 32 receivers on the line at once. RS-422 signal levels range from 0 to +5 volts. RS-422 does not define a physical connector.

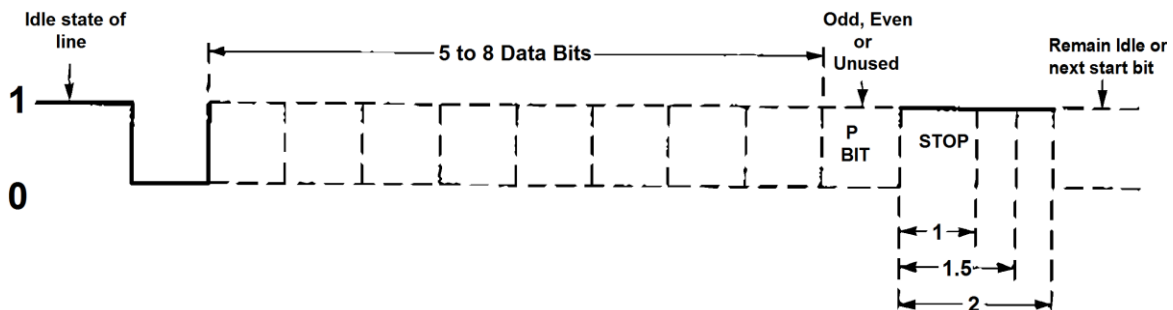
## RS-485

RS-485 is backwardly compatible with RS-422; however, it is optimized for party line or multi-drop applications. The output of the RS-422/485 driver is capable of being Active (enabled) or Tri-State (disabled). This capability allows multiple ports to be connected in a multi-drop bus and selectively polled. RS-485 allows cable lengths up to 4000 feet and data rates up to 10 Megabits per second. The signal levels for RS-485 are the same as those defined by RS-422. RS-485 has electrical characteristics that allow for 32 drivers and 32 receivers to be connected to one line. This interface is ideal for multi-drop or network environments. RS-485 tri-state driver (not dual-state) will allow the electrical presence of the driver to be removed from the line. Only one driver may be active at a time and the other driver(s) must be tri-stated. RS-485 can be cabled in two ways, two-wire and four wire mode. Two-wire mode does not allow for full duplex communication and requires that data be transferred in only one direction at a time. For half-duplex operation, the two transmit pins should be connected to the two receive pins (Tx+ to Rx+ and Tx- to Rx-). Four-wire mode allows full duplex data transfers. RS-485 does not define a connector pinout or a set of modem control signals. RS-485 does not define a physical connector.

# Appendix D – Asynchronous Communications

Serial data communications implies that individual bits of a character are transmitted consecutively to a receiver that assembles the bits back into a character. Data rate, error checking, handshaking, and character framing (start/stop bits) are pre-defined and must correspond at both the transmitting and receiving ends.

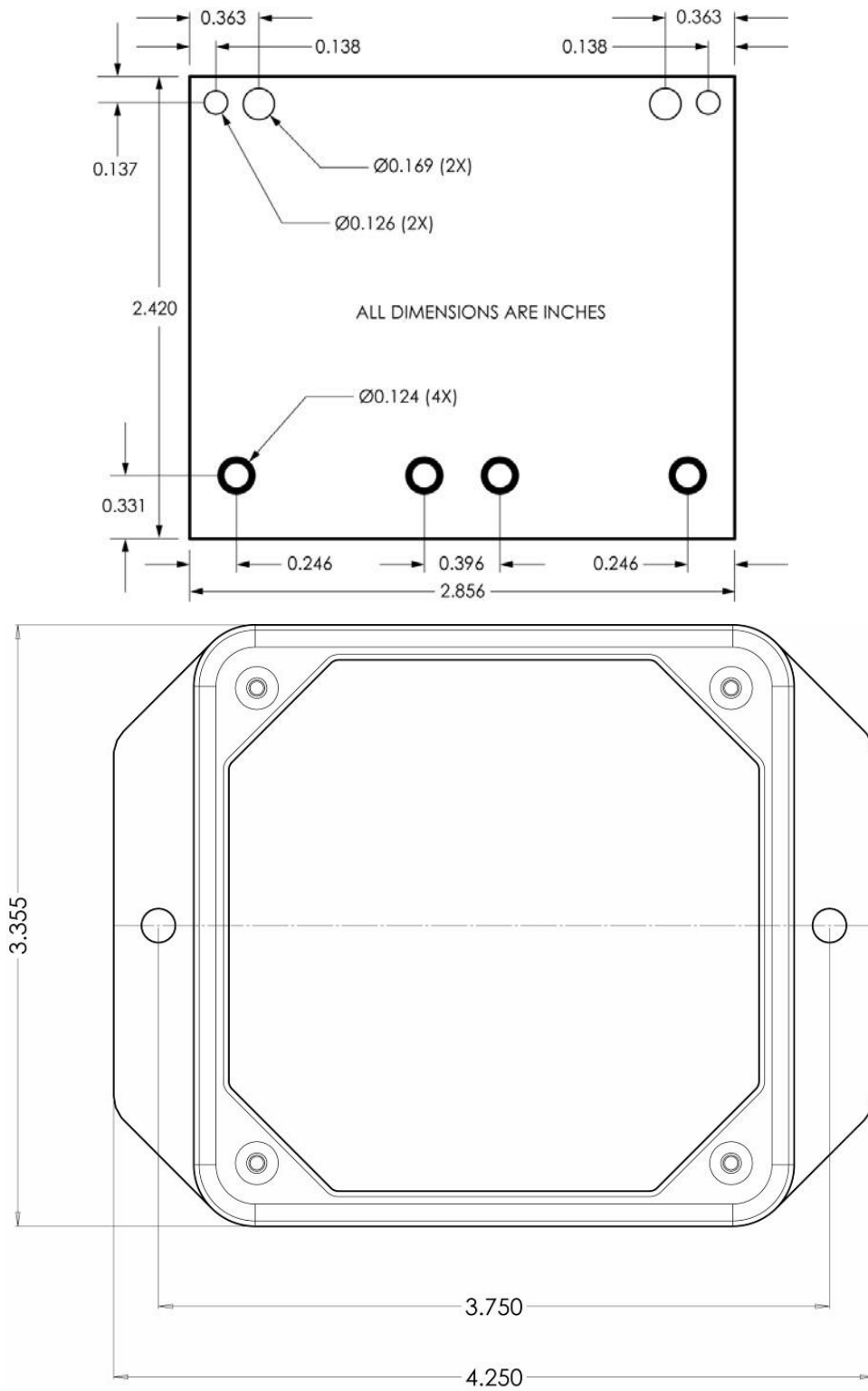
Asynchronous communications is the standard means of serial data communication for PC compatibles and PS/2 computers. The original PC was equipped with a communication or COM: port that was designed around an 8250 Universal Asynchronous Receiver Transmitter (UART). This device allows asynchronous serial data to be transferred through a simple and straightforward programming interface. A start bit, followed by a pre-defined number of data bits (5, 6, 7, or 8) defines character boundaries for asynchronous communications. The end of the character is defined by the transmission of a pre-defined number of stop bits (usually 1, 1.5 or 2). An extra bit used for error detection is often appended before the stop bits.



*Asynchronous Communications Bit Diagram*

This special bit is called the parity bit. Parity is a simple method of determining if a data bit has been lost or corrupted during transmission. There are several methods for implementing a parity check to guard against data corruption. Common methods are called (E)ven Parity or (O)dd Parity. Sometimes parity is not used to detect errors on the data stream. This is referred to as (N)o parity. Because each bit in asynchronous communications is sent consecutively, it is easy to generalize asynchronous communications by stating that each character is wrapped (framed) by pre-defined bits to mark the beginning and end of the serial transmission of the character. The data rate and communication parameters for asynchronous communications have to be the same at both the transmitting and receiving ends. The communication parameters are baud rate, parity, number of data bits per character, and stop bits (i.e., 9600, N,8,1).

# Appendix E – CAD Drawings - 2123



# Appendix F – Compliance Notices

## Federal Communications Commission (FCC) Statement



This equipment has been tested and found to comply with the limits for Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in such case the user will be required to correct the interference at the user's expense.

## EMC Directive Statement



Products bearing the CE Label fulfill the requirements of the EMC directive (89/336/EEC) and of the low-voltage directive (73/23/EEC) issued by the European Commission. To obey these directives, the following European standards must be met:

- **EN55022 Class A** - "Limits and methods of measurement of radio interference characteristics of information technology equipment"
- **EN55024** – "Information technology equipment Immunity characteristics Limits and methods of measurement".



Always use cabling provided with this product if possible. If no cable is provided or if an alternate cable is required, use high quality shielded cabling to maintain compliance with FCC/EMC directives.



This is a Class A Product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

# Warranty

Sealevel's commitment to providing the best I/O solutions is reflected in the Lifetime Warranty that is standard on all Sealevel manufactured I/O products. We are able to offer this warranty due to our control of manufacturing quality and the historically high reliability of our products in the field. Sealevel products are designed and manufactured at its Liberty, South Carolina facility, allowing direct control over product development, production, burn-in and testing. Sealevel achieved ISO-9001:2015 certification in 2018.

## Warranty Policy

Sealevel Systems, Inc. (hereafter "Sealevel") warrants that the Product shall conform to and perform in accordance with published technical specifications and shall be free of defects in materials and workmanship for the warranty period. In the event of failure, Sealevel will repair or replace the product at Sealevel's sole discretion. Failures resulting from misapplication or misuse of the Product, failure to adhere to any specifications or instructions, or failure resulting from neglect, abuse, accidents, or acts of nature are not covered under this warranty.

Warranty service may be obtained by delivering the Product to Sealevel and providing proof of purchase. Customer agrees to ensure the Product or assume the risk of loss or damage in transit, to prepay shipping charges to Sealevel, and to use the original shipping container or equivalent. Warranty is valid only for original purchaser and is not transferable.

This warranty applies to Sealevel manufactured Product. Product purchased through Sealevel but manufactured by a third party will retain the original manufacturer's warranty.

## Non-Warranty Repair/Retest

Products returned due to damage or misuse and Products retested with no problem found are subject to repair/retest charges. A purchase order or credit card number and authorization must be provided in order to obtain an RMA (Return Merchandise Authorization) number prior to returning Product.

## How to obtain an RMA (Return Merchandise Authorization)

If you need to return a product for warranty or non-warranty repair, you must first obtain an RMA number. Please contact Sealevel Systems, Inc. Technical Support for assistance:

Available	Monday – Friday, 8:00AM to 5:00PM EST
Phone	864-843-4343
Email	<a href="mailto:support@sealevel.com">support@sealevel.com</a>

## Trademarks

Sealevel Systems, Incorporated acknowledges that all trademarks referenced in this manual are the service mark, trademark, or registered trademark of the respective company.