PC-ACB.MP

User Manual | 3612

Contents

Introduction

Overview

In the last few years, the portable and notebook market has grown by leaps and bounds. Most early laptops and notebooks handled I/O expansion through proprietary expansion slots. These slots provided limited expansion for specific peripherals such as modems and FAX peripherals. Mass storage peripherals were factory installed and could not be easily changed. Interconnectivity through local area networks offered limited performance through slow parallel port network interfaces.

During this time period two standards organizations, JEIDA, and PCMCIA, were working on the standardization of memory IC cards. These cards were designed as strictly non-volatile silicon storage. JEIDA was the first to propose the 68-pin connector standard for memory cards. In 1989, PCMCIA adopted the JEIDA 68 pin standard and worked with JEIDA on further developments.

As the notebook market grew, the need for a standard I/O bus was seen. The PCMCIA groups saw an opportunity to meet this need with an expanded version of the 68-pin interface. Further development occurred and within one year, release 2.0 of the standard was completed. Release 2.0 was a major update to Release 1.0 and included full hardware support for I/O devices. Release 2.0 coincided with JEIDA's 4.1 release and is identical.

The **PC-ACB.MP** adapter provides your portable PC with a single channel multi-protocol serial interface utilizing the Zilog Z85233 (ESCC™), which is suitable for the most popular communication protocols including HDLC/SDLC, X.25, Bi-Sync, Mono-Sync, and asynchronous.

The **PC-ACB.MP** utilizes the Sipex-505 multi-protocol electrical interface chip that allows the **PC-ACB.MP** to be compliant with EIA/TIA-530/530A, EIA/TIA-232E, EIA/TIA-485, and ITU V.35.

3

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Before You Get Started

What's Included

The **PC-ACB.MP** is shipped with the following items. If any of these items are missing or damaged, contact the supplier.

- *PC-ACB.MP* PCMCIA Serial Interface Adapter

- DB-25 cable assembly

- Loopback Plug

- Impact Resistant Carrying Case (Jewel Case)

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.

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Installation

Hardware Installation

Card and Socket Services must be loaded on the system prior to installing the **PC-ACB.MP** card. Card and Socket Services are supplied by the PCMCIA slot provider (i.e., the computer manufacturer or the PC adapter manufacturer). These may be in the form of a third-party add-on Card and Socket service (e.g., CardSoft's CardWizard) or with your current operating system (e.g., Windows 95/98/NT/2000).

Socket Services are the lowest level of the PCMCIA Software hierarchy. Socket Services provide a standard interface to the higher-level drivers and isolate the socket controller's specific hardware details. Socket Services provide the 'BIOS' interface to the socket controller hardware. Socket Services are typically hidden under Card Services and are rarely directly accessible by application software.

Card Services provide the interface to application software and drivers. Card Services are responsible for allocating card resources and ensuring that card resources do not interfere with other existing system resources. Card Services are typically implemented as a driver. Almost all PCMCIA type cards require some sort of software driver. In the case of the **PC-ACB.MP**, the generic Card Services driver supplied with the computer system should provide adequate support for most applications.

Connecting the **PC-ACB.MP** to the computer requires no special technical skills. In fact, it is usually done in as simple as two steps:

1. Follow the directions below which are given for your operating system in the Software Installation.

N The SeaMAC synchronous serial driver must be installed prior to the hardware being installed.

2. Simply slide the card into a PCMCIA Type II compliant slot on the personal computer. The PCMCIA slot is keyed so that the **PC-ACB.MP** cannot be installed backwards or upside down. After the card has been installed into the PCMCIA slot, the I/O cable should be connected to the card. The cable is also keyed to prevent it from being installed incorrectly. The card is automatically recognized by the system.

W The card should install with a minimal amount of pressure. Do not force the card into the slot. Forcing the card can result in damage to the *PC-ACB.MP* or to the PCMCIA slot.

3. For Windows users that are using Sealevel's SeaMAC software please note that there is a different install for this card than the normal SeaMAC software.

N If you are installing Part# 3612 or 5102 and need to install the Windows 2000 interrupt mode HDLC/SDLC driver, the Windows NT interrupt mode Async driver or all other ACB products, please contact Sealevel's Technical support for assistance. 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.

Installation is complete.

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Installation, Continued

Software Installation

Windows 98/ME/2000/XP/Vista™ Operating Systems

1. Begin by locating, selecting, and installing the correct software (SeaMAC synchronous serial driver) from the Sealevel software driver database.

2. Select the Part Number (3612) for your device from the listing in the Sealevel software driver database.

3. Click the 'Install Drivers' button.

4. The setup file will automatically detect the operating environment and install the proper components.

To confirm that the driver has been successfully installed, click on the 'Start' button, and then select 'All Programs.' You should see the 'SeaMAC' program folder listed. The SeaMAC V5 software provides a powerful WIN32 interface (Create File, Read File, Write File, etc.) for Sealevel synchronous serial products.

The Sealevel SeaMAC driver also provides support for HDLC and SDLC. Certain configurations of Bi-Sync, Monosync, and RAW protocols are supported. Please contact Sealevel Systems, Inc. Technical Support to discuss your specific requirements, (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.

Installation is complete.

Optional Items

The **PC-ACB.MP** has several cabling options available. All optional items can be purchased from our website (http://www.sealevel.com) or by calling 864-843-4343.

- **CA-103** - This cable provides a high-quality shielded cable with the V.35 mechanical specification met on one end and a DB-25S (female) on the other end. V.35 has a mechanical specification that is impossible to place on a PC bracket and requires this adapter cable.
- **CA-104** - This cable provides a 6' extension for use with RS-232, and RS-530/530A.
- **CA-107** - RS-530 (DB-25P) to RS-449 (DB-37P) cabling adapter. RS-530 is replacing RS-449 in Telecom applications, but there is still a very large base of installed equipment that uses the RS-449 pin-out. Both standards use RS-422 to define the electrical specifications and are interchangeable via this adapter cable.

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Technical Description

The *PC-ACB.MP* utilizes the Zilog 85233 **E**nhanced **S**erial **C**ommunications **C**ontroller (ESCC). This chip features programmable baud rate, data format and interrupt control. Refer to the ESCC User's Manual for details on programming the 85233 ESCC chip.

Features

- One channel of synchronous or asynchronous communications using the Zilog Z85233 chip

- Programmable electrical interface selection EIA/TIA-232/530/530A/485 and ITU V.35

- Programmable options for Transmit clock as input or output

- Software programmable baud rate

Internal Baud Rate Generator

The baud rate of the ESCC is programmed under software control.

Control and Status Registers Definition

The control and status registers occupy 16 consecutive locations. The following tables provide a functional description of the bit positions. X = do not care

Base	Mode	D7	D6	D5	D4	D3	D2	D1	D0
+4	RD	0	IRQST	0	0	0	0	0	DSRA
+4	WR	X	X	X	X	X	X	X	X
+5	RD	485CLK	ECHOA	SYNCA_RTS	SYNCA_CTS	AM3	AM2	AM1	AM0
+5	WR	485CLK	ECHOA	SYNCA_RTS	SYNCA_CTS	AM3	AM2	AM1	AM0
+6	RD	0	0	0	0	RLA	LLA	TSETSLA	RXCOPTA
+6	WR	X	X	X	X	RLA	LLA	TSETSLA	RXCOPTA
+7	RD	SD7	SD6	SD5	SD4	SD3	SD2	SD1	SD0

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Technical Description, continued

Field	Description		
IRQST	SCC interrupt status:	**1 = No interrupt pending on ESCC**	0 = Interrupt pending on ESCC.
DSRA	DSRA:	**1 = DSRA is not active**	0 = DSRA is active
TSETSLA	TSET clock source:	1 = Received TXC as source	**0 = TRXCA as source**
RXCOPTA	RXCOPTA:	1 = Selects SCC PCLK for RTXCA	**0 = Selects received RXC for RTXCA**
SYNCA_RTS	SYNCA _RTS:	1 = SYNCA connected to RTS	**0 = SYNCA is high**
SYNCA_CTS	SYNCA_CTS:	1 = SYNCA connected to CTS	**0 = SYNCA is high**
485CLK	TSET switches with TXD	1 = clk switches	**0 = no CLK switching**
ECHOA	ECHO enable:	1 = echo disabled	**0 = echo enabled**
AM0-AM3	I/O mode select. See table for valid interface options	**0 = High Impedance**	
SD0-SD7	Optional security feature. Unique value per customer or application. **Default value = FF**		

N Default values are listed in bold

Technical Description, continued

Interface Selection

The *PC-ACB.MP* supports a variety of electrical interfaces. Refer to the **Control and Status Register Definitions** found in the **Technical Description** section of this manual for this bit description. There is line termination on RXD, RXC, and TXC in the following modes: RS-530, RS-530A, RS-485T, and V.35.

HEX	M3	M2	M1	M0	Interface Mode
0	0	0	0	0	**All signals are high impedance**
1	0	0	0	1	* not supported *
2	0	0	1	0	**RS-232**
3	0	0	1	1	* not supported *
4	0	1	0	0	**RS-485T with 120 ohm termination**
5	0	1	0	1	**RS-485 without termination**
6,7,8,9	0	1	1	0	* not supported *
A	1	0	1	0	**single ended loop-back**
B	1	0	1	1	**differential loop-back**
C	1	1	0	0	* not supported *
D	1	1	0	1	**RS-530**
E	1	1	1	0	**V.35**
F	1	1	1	1	**RS-530A**

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Technical Description, continued

25 Pin Connector Signal Layouts (DB-25 Male)
RS-232 Signals

Base+5, M3-M0=2, 0010

Signal	Name	Pin #	Mode
GND	Ground	7	
RD	Receive Data	3	Input
CTS	Clear To Send	5	Input
DSR	Data Set Ready	6	Input
DCD	Data Carrier Detect	8	Input
TM	Test Mode	25	Input
TXC	Transmit Clock	15	Input
RXC	Receive Clock	17	Input
TSET	Transmit Signal Element Timing	24	Output
DTR	Data Terminal Ready	20	Output
TD	Transmit Data	2	Output
RTS	Request To Send	4	Output

N Please terminate any control signals that are not going to be used. The most common way to do this is connect RTS to CTS and RI. Also, connect DCD to DTR and DSR. Terminating these pins, if not used, will help insure you get the best performance from your adapter.

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Technical Description, continued

V.35 Signals
Base+5, M3-M0=E, 1110

Signal	Name	DB-25	V.35	Mode
GND	Ground	7	B	
RDB RX+	Receive Positive	16	T	Input
RDA RX-	Receive Negative	3	R	Input
TXCB TXC+	Transmit Clock Positive	12	AA	Input
TXCA TXC-	Transmit Clock Negative	15	Y	Input
RXCB RXC+	Receive Clock Positive	9	X	Input
RXCA RXC-	Receive Clock Negative	17	V	Input
TDB TX+	Transmit Positive	14	S	Output
TDA TX-	Transmit Negative	2	P	Output
TSETB TSET+	Transmit Signal Element Timing +	11	W	Output
TSETA TSET-	Transmit Signal Element Timing -	24	U	Output
CTS	Clear To Send	5	D	Input *
DSR	Data Set Ready	6	E	Input *
DCD	Data Carrier Detect	8	F	Input *
DTR	Data Terminal Ready	20	H	Output *
RTS	Request To Send	4	C	Output *

N All modem control signals are single ended (un-balanced) with RS-232 signal levels.

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Technical Description, continued

RS-530 (RS-422)
Base+5, M3-M0=D, 1101

Signal	Name	Pin #	Mode
GND	Ground	7	
RDB RX+	Receive Positive	16	Input
RDA RX-	Receive Negative	3	Input
CTSB CTS+	Clear To Send Positive	13	Input
CTSA CTS-	Clear To Send Negative	5	Input
DCDB DCD+	Data Carrier Detect Positive	10	Input
DCDA DCD-	Data Carrier Detect Negative	8	Input
TXCB TXC+	Transmit Clock Positive	12	Input
TXCA TXC-	Transmit Clock Negative	15	Input
RXCB RXC+	Receive Clock Positive	9	Input
RXCA RXC-	Receive Clock Negative	17	Input
TDB TX+	Transmit Positive	14	Output
TDA TX-	Transmit Negative	2	Output
RTSB RTS+	Request To Send Positive	19	Output
RTSA RTS-	Request To Send Negative	4	Output
DTRB DTR+	Data Terminal Ready Positive	23	Output
DTRA DTR-	Data Terminal Ready Negative	20	Output
TSETB TSET+	Transmit Signal Element Timing Positive	11	Output
TSETA TSET-	Transmit Signal Element Timing Negative	24	Output
DSRB DSR+	Data Set Ready Positive	22	Input
DSRA DSR-	Data Set Ready Negative	6	Input

Technical Description, continued

RS-530A

Base+5, M3-M0=F, 1111

Signal	Name	Pin #	Mode
GND	Ground	7	
RDB RX+	Receive Positive	16	Input
RDA RX-	Receive Negative	3	Input
CTSA CTS-	Clear To Send Negative	5	Input
DCDA DCD-	Data Carrier Detect Negative	8	Input
TXCB TXC+	Transmit Clock Positive	12	Input
TXCA TXC-	Transmit Clock Negative	15	Input
RXCB RXC+	Receive Clock Positive	9	Input
RXCA RXC-	Receive Clock Negative	17	Input
TDB TX+	Transmit Positive	14	Output
TDA TX-	Transmit Negative	2	Output
RTSA RTS-	Request To Send Negative	4	Output
DTRA DTR-	Data Terminal Ready Negative	20	Output
TSETB TSET+	Transmit Signal Element Timing Positive	11	Output
TSETA TSET-	Transmit Signal Element Timing Negative	24	Output

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RS-485 or RS-485T

Base+5, M3-M0=4, 0100 (With termination)

Base+5, M3-M0=5, 0101 (Without termination)

Signal	Name	Pin #	Mode
GND	Ground	7	
RDB RX+	Receive Positive	16	Input
RDA RX-	Receive Negative	3	Input
TXCB TXC+	Transmit Clock Positive	12	Input
TXCA TXC-	Transmit Clock Negative	15	Input
RXCB RXC+	Receive Clock Positive	9	Input
RXCA RXC-	Receive Clock Negative	17	Input
TDB TX+	Transmit Positive	14	Output
TDA TX-	Transmit Negative	2	Output
TSETB TSET+	Transmit Signal Element Timing Positive	11	Output
TSETA TSET-	Transmit Signal Element Timing Negative	24	Output

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Specifications

Environmental Specifications

Specification	Operating	Storage
Temperature Range	0º to 50º C (32º to 122º F)	-20º to 70º C (-4º to 158º F)
Humidity Range	10 to 90% R.H. Non-Condensing	10 to 90% R.H. Non-Condensing

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.

Power Consumption

Supply Line	+5 VDC
Rating	170 mA

Mean Time Between Failures (MTBF)

Greater than 150,000 hours. (Calculated)

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Appendix A – Troubleshooting

Sealevel Diagnostic Software is available to test the Sealevel Systems adapter and can be used in the troubleshooting procedures. Please contact Technical Support for more information in obtaining the diagnostic software before following the steps below. Sealevel Systems' Technical Support can be reached at, (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.

1. Identify all I/O adapters currently installed in your system. This includes your on-board serial ports, controller cards, sound cards etc. The I/O addresses used by these adapters, as well as the IRQ (if any) should be identified.

2. Make sure the Sealevel Systems adapter is securely installed in a PCMCIA slot.

3. Use the supplied Sealevel Software and this User Manual to verify that the Sealevel Systems adapter is configured correctly. This software contains a diagnostic program 'SSDMP' that will verify if an adapter is configured properly. This diagnostic program is written with the user in mind and is easy to use.

4. Windows users can use the installed programs in the SeaMAC Folder to verify operation.

5. Always use the Sealevel Systems diagnostic software when troubleshooting a problem. This will eliminate any software issues from the equation.

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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. 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.

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Appendix C – Electrical Interface

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 RS-232 or EIA/TIA-232. It is defined by the EIA as the *Interface between Data Terminal Equipment and Data Circuit- Terminating Equipment Employing Serial Binary Data Interchange*. The mechanical implementation of RS-232 is on a 25 pin D sub connector. 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 often operates at 38.4 Kbps over very short distances. The voltage levels defined by RS-232 range from -12 to +12 volts. 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. A voltage of +12 volts (usually +3 to +10 volts) represents a binary 0 (space) and -12 volts (-3 to -10 volts) denotes a binary 1 (mark). The RS-232 and the EIA/TIA-574 specification defines two type of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE). The Sealevel Systems adapter is a DTE interface.

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 1 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.

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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 pin-out or a set of modem control signals. RS-485 does not define a physical connector.

RS-530 / 530A

RS-530 (a.k.a. EIA-530) compatibility means that RS-422 signal levels are met, and the pin-out for the DB-25 connector is specified. The EIA (Electronic Industry Association) created the RS-530 specification to detail the pin-out and define a full set of modem control signals that can be used for regulating flow control and line status. The major difference between RS-530 and RS-530A lies in the modem control interface signals. In RS-530 all signals are differential, in RS-530A signals DTR, DSR, DCD are single ended. The RS-530 specification defines two types of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE). The Sealevel Systems adapter is a DTE interface.

V.35

V.35 is a standard defined by ITU (formerly CCITT) that specifies an electrical, mechanical, and physical interface that is used extensively by high-speed digital carriers such as AT&T Dataphone Digital Service (DDS). ITU V.35 is an international standard that is often referred to as *Data Transmission at 48 Kbps Using 60 - 108 KHz Group-Band Circuits*. ITU V.35 electrical characteristics are a combination of unbalanced voltage and balanced current mode signals. Data and clock signals are balanced current mode circuits. These circuits typically have voltage levels from 0.5 Volts to -0.5 Volts (1 Volt differential). The modem control signals are unbalanced signals and are compatible with RS-232. The physical connector is a 34-pin connector that supports 24 data, clock, and control signals. The physical connector is defined in the ISO-2593 standard. ITU V.35 specification defines two types of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE). The Sealevel Systems adapter is a DTE interface.

Appendix D – 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".

W 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 to prevent or correct the interference.

W 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.

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	support@sealevel.com

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