



# Wi-Fi Digital Clock/Timer Install Guide - Levo Series

OneVue Managed Time (Wi-Fi)



## Legal Notice

Copyright ©2018 Primex. All rights reserved.

Printed in the USA.

Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of those agreements. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical or otherwise, for any purpose, without the prior written permission of Primex.

## About Primex

Primex is a leading provider of solutions that automate and maintain facility compliance, increase efficiencies, enhance safety and reduce risk for enterprise organizations in the healthcare, retail pharmacy, education, manufacturing and business vertical markets.

The solutions delivered by Primex include Environmental Monitoring, Managed Time and School Bell Scheduling.

Worldwide Headquarters

965 Wells Street, Lake Geneva, WI 53147

Phone: 1-262-729-4853 | email: [info@primexinc.com](mailto:info@primexinc.com) | [www.primexinc.com](http://www.primexinc.com)

## About this Guide

### Audience

This guide is intended for users tasked with installing Levo Series Digital Clocks/Timers for use with the Primex OneVue Managed Time solution.

### Content messaging

This guide includes notes, cautions, and warnings content that highlights important messages.

Typeface	Indicates
Note	Indicates something important or useful.
Caution	Indicates a command or procedure may have an unwanted or undesirable result.
Warning	Indicates a command or procedure that could be dangerous to system or device.
Example	Provides an example of the topic.

# CONTENTS

Specifications - Levo Series .....	8
Component Specifications .....	9
Dimension Specifications .....	10
Digital code blue and elapsed timer operation .....	13
Install Digital Clock/Timer .....	14
Installation Requirements - Levo Series .....	15
Tilt Bracket and Wall Mount Dimensions .....	16
Tilt Bracket Mount .....	17
Wall Mount Install .....	18
Dual Clock Bracket Kit Assembly & Mounting .....	19
Flush Mount Install .....	22
Timer Control Switch Install .....	25
Remove from Tilt Bracket .....	27
Remove from Dual Mount Bracket .....	28
Manual .....	29
Warranty .....	30
Technical Support .....	31

## Important Safety Instructions

READ ALL INSTRUCTIONS BEFORE INSTALLATION, OPERATION, OR MAINTENANCE OF PRODUCT.

Some of the following information may not apply to your particular product model; however, as with any electronic product, precautions should be observed during installation, operation, and maintenance.

- Installation must conform to state or local building codes and ordinances.
- Installation or maintenance should be performed only by qualified personnel as defined in the Local Electrical Code.
- Mount in location where device will not readily be subject to tampering.
- Any wiring instructions must be followed precisely. Failure to do so could cause permanent equipment damage.
- To avoid possible electric shock or damage to the device, disconnect power source before installation or servicing.
- Do not install or use device near water. To reduce the risk of electrical shock, do not expose device to rain or moisture. Device must not be exposed to dripping or splashing and no objects filled with liquids, such as vases, must be placed on the device.
- Device is designed for indoor use only. Operating outdoors, or in wet areas, is an electrical hazard and may damage the equipment while nullifying the warranty.
- Device is cleanable with a cloth moistened with water or a common disinfectant. Be sure to test any cleaning solutions on a small area of the clock before using it on the entire device. Do not use caustic cleaners or abrasives.
- Keep away from dust, dirt and moisture.
- For healthcare facilities, devices are not intended for patient use and must not be installed within 6 feet (2 m) of patient contact.

## AC-Power Models

- AC main power supply must be disconnected while installing or performing maintenance of any device. To completely disconnect the power input, the main plug should be disconnected from the main socket outlet completely.
- The main socket outlet must provide a protective earthing connection where the outlet has a protective earth (ground) connection.
- Main plug is used as disconnect device and it should remain readily operable during intended use.
- If power cable is connected directly to junction box without an outlet, AC power must be supplied from a circuit that has a resettable circuit breaker. AC mains power supply must be disconnected while installing or performing maintenance of any device. Open the circuit breaker supplying the device before attempting installation, maintenance, or repairs.

## Regulatory Approvals

### FCC Compliance

Pursuant to FCC 15.21 of the FCC rules, changes not expressly approved by Primex might cause harmful interference and void the FCC authorization to operate this product.

### FCC Radio Frequency Interference

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions.

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and not be co-located or operating in conjunction with any other antenna or transmitter.

### FCC warning

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:


- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## European Union Declaration of Conformity and Restrictions

Hereby, Primex Inc. declares that this equipment complies with the essential requirements and other relevant provisions of Directive 1999/5/EC:

- Primex Digital LED Clocks/Timers, .

This equipment is marked with  and can be used throughout the European community.

This indicated compliance with the R&TTE Directive 1999/5/EC and meets the relevant parts of following technical specifications:

- EN 300 328 – Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission Systems; Data transmission equipment operating in the 2.4GHz ISM band and using spread spectrum modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE directive.
- EN 301 489-17 – Electromagnetic Compatibility and Radio Spectrum Matters (ERM); Electromagnetic Compatibility (EMC) standard for radio equipment and services; Part 17 Specific Conditions for Wideband Data and HIPERLAN Equipment.
- EN 60950 – Low Voltage Directive (Safety)
- EN 50385 – Product standard to demonstrate the compliances of radio base stations and fixed terminal stations for wireless telecommunication systems with the basic restrictions or the reference levels related to human exposure to radio frequency electromagnetic fields.
- Indoor use: maximum power (EIRP\*) of 100 mW for the entire 2400-2483.5 MHz frequency band.
- Outdoor use: maximum power (EIRP\*) of 100 mW for the 2400-2454 MHz band and with maximum power (EIRP\*) of 10 mW for the 2454-2483 MHz band.

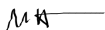
**Note:**

Exposure to Radio Frequency Radiation To comply with RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all person.

The technical documentation relevant to the above equipment will be held at: Primex | 965 Wells Street | Lake Geneva, WI 53147 | Phone: (262) 729-4853

Company Representative: Mike O'Brien, General Manager

Signed:



## SPECIFICATIONS - LEVO SERIES

### Operation

12- or 24-hour time display

PM indicator light

Alternating time and date display option

LED dimmer option (100%, 75%, 50%, 25%)

Power outage memory backup for up to 1 hour

### AC Powered Models

100 - 240 VAC, 50-60 cycle, supplied with a 10 ft (3.0 m) power cord with a two-prong plug

### Network Communication

- Wireless (Wi-Fi) Networking Protocols: 802.11b, 11g, 11n single stream (2.4 GHz)
- Security Protocols: WEP (Open & Shared), WPA (TKIP & AES), WPA2 (TKIP & AES)
- Encryption Protocols: TLS 1.2
- Network Communication Protocols: Hypertext Transfer Protocol Secure (HTTPS)
- IP Addressing: Dynamic Host Configuration Protocol (DHCP), static IP addressing
- Data Packet Size: typically less than 5 kilobytes (kB)

### Environment

Operating Temperature Range: 32° to 95°F (0° to 35°C); indoor use only

Storage Temperature Range: -20° to 185°F (-29° to 85°C)

### Enclosure

Enclosure: ABS plastic

Junction box: UL listed (UL 50E 1st Ed; listing number E469550)

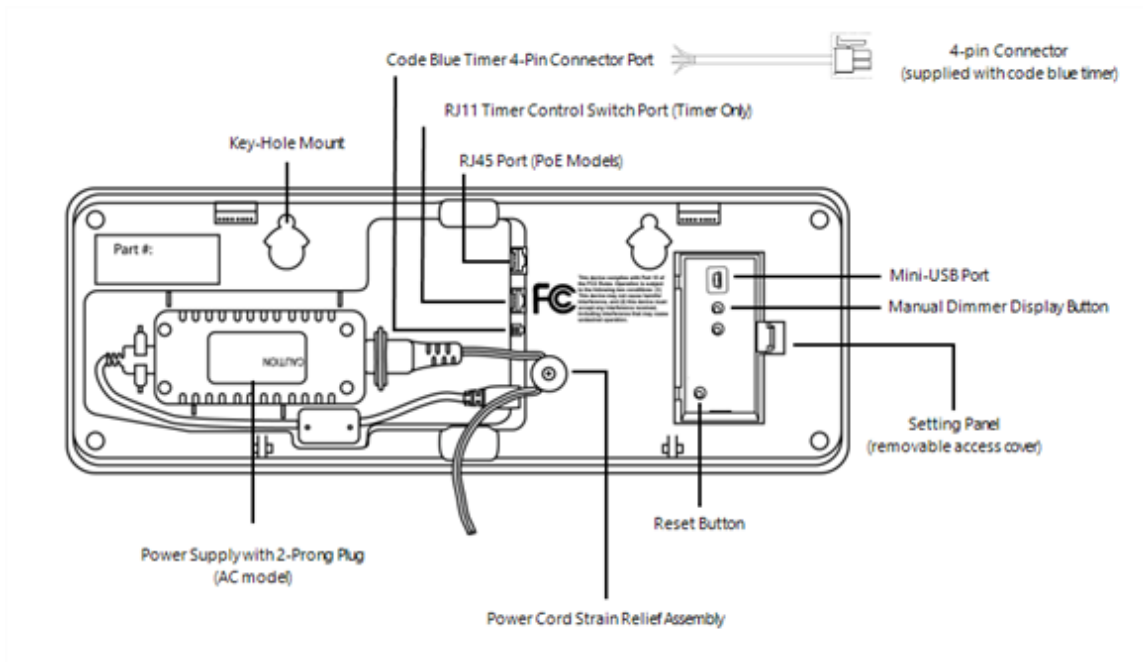


## Component Specifications

### Backside of the clock/timer

The backside of the clock/timer houses the mounting, power and connection inputs and setting panel.

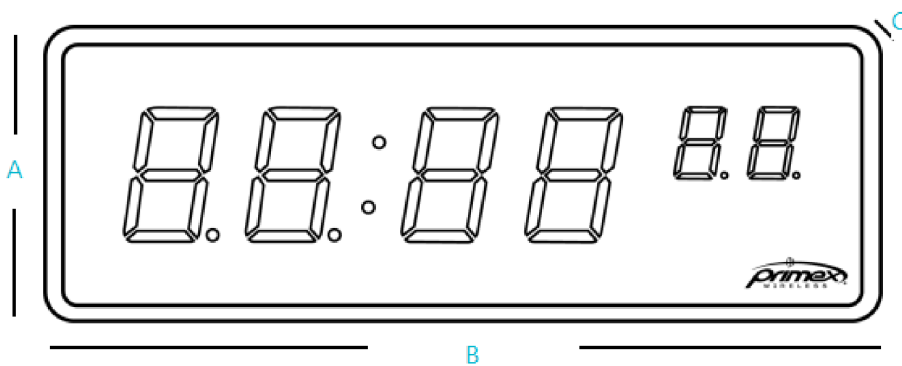
- Key-Hole Mount (2)
- Power Supply
- Power Cord with 2-prong plug
- Power Cord Strain Relief Assembly with supplied washer and screw
- RJ11 Port - Code Blue Timer models only. For connection from timer to timer control switch. Supplied with a 4 pin 30 inches (76.2 cm) connector.
- Setting Panel - Mini-USB Port, Manual Dimmer Display Button, Reset (check-in) Button



## Dimension Specifications

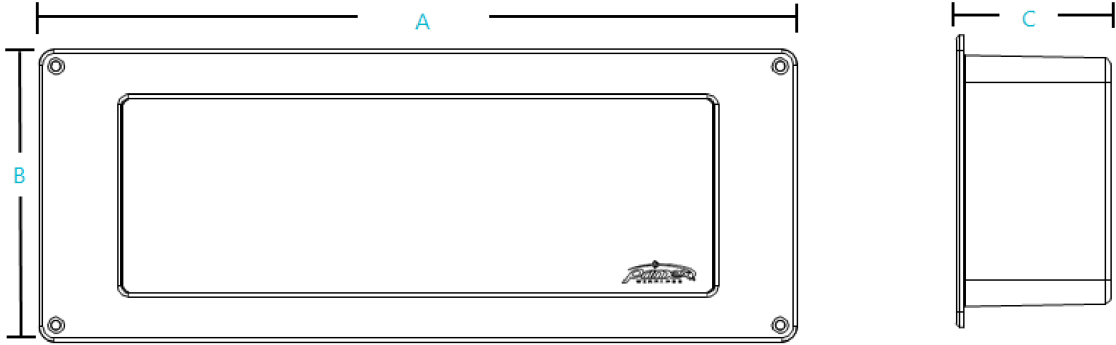
### Wall mount dimensions

Clock Type	Weight	Max. Current Draw	Height (A)	Width (B)	Depth (C)
2.5" (6.4 cm) 4-digit	1.8 lb (0.8 kg)		5.0" (12.7 cm)	10.8" (27.3 cm)	2.2" (5.6 cm)
2.5" (6.4 cm) 6-digit	2.0 lb (0.9 kg)		5.0" (12.7 cm)	13.8" (34.9 cm)	2.2" (5.6 cm)
4" (10.16 cm) 4-digit	3.9 lb (1.8 kg)		8.0" (20.3 cm)	17.9" (45.5 cm)	2.4" (6.1 cm)
4" (10.16 cm) 6-digit	4.6 lb (2.1 kg)		8.0" (20.3 cm)	23.3" (59.2 cm)	2.4" (6.1 cm)



## Flush mount dimensions

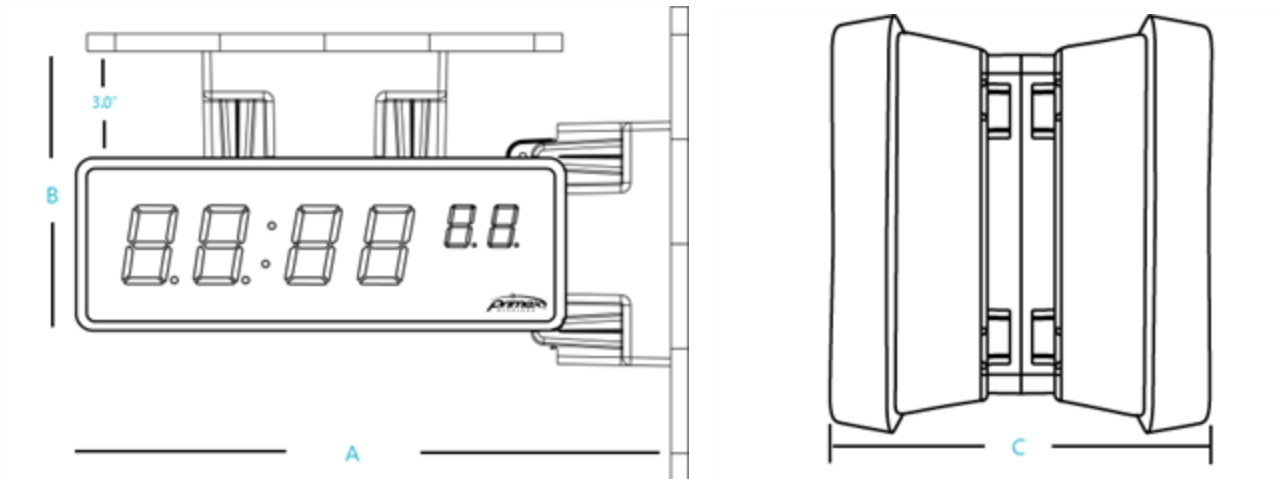
Clock Type	Weight	Max. Current Draw	Width (A)	Height (B)	Depth (C)
2.5" (6.4 cm)	2.0 lb (0.9 kg)	230 mA	16.8" (42.7 cm)	16.5" (16.5 cm)	3.4" (8.6 cm)
6-digit					



## Dual-sided dimensions (use of dual clock bracket kit)

Clock Type	Mounted Dimensions		
	Width from Wall (A)	Height from Ceiling (B)	Depth of 2 Clocks (C)
Dual 2.5" (6.4 cm) 4-digit	13.8" (35.1 cm)	8.0" (20.3 cm)	5.9" (15.0 cm)
Dual 2.5" (6.4 cm) 6-digit	16.8" (42.7 cm)	8.0" (20.3 cm)	5.9" (15.0 cm)
Dual 4" (10.16 cm) 4-digit	20.9" (53.1 cm)	11.0" (27.9 cm)	6.3" (16.0 cm)
Dual 4" (10.16 cm) 6-digit	N/A*	11.0" (27.9 cm)	6.3" (16.0 cm)

\*4" 6-digit clock is not available as wall mount.



## Digital code blue and elapsed timer operation

Capability of functioning as a normal clock and timer with both count-up and count-down options. When power is applied it begins operating as a digital clock.

### Up counter features

- The up counter can count up from any preset time to 99:59:59 (99 hours, 59 minutes, 59 seconds)
- The decimal point on the far left (near the 10 hour digit) lights up to indicate up counter function
- The user can preset count up start time
- Up-counters can count from 00:00:00 to 99:59:59 (99 hours, 59 minutes, 59 seconds). The display flashes every second and the clock beeps for 3 seconds when 99:59:59 is reached.

### Down counter features

- The count-down timer can count down from a preset time to 00:00:00
- The decimal point on the far right (near the minutes/seconds digits) lights up to indicate down counter function
- The user can preset count-down start time
- Down counters can count from 99:59:59 to 00:00:00. The display flashes every second and the clock beeps for 3 seconds when 00:00:00 is reached

### Elapsed Timer audible tone

- Audible tone only on count-up and count-down events
- Frequency: 3 kHz +/- 0.5 kHz

## INSTALL DIGITAL CLOCK/TIMER

Learn how to install a Digital Clock/Timer.

## Installation Requirements - Levo Series

Refer to the Important Safety Instructions before installing, operating or performing maintenance of clocks/timers.

**Note:**

Any damage to the clock or timer due to improper wiring voids the warranty.

### Clock configuration

Before installation, verify the clock is configured for the network and can successfully check-in to your OneVue account at its installation location. Commonly, a network is assigned to a clock during device preconfiguration.

Your OneVue account ID and the settings provided during device preconfiguration are configured into your clocks and each clock is labeled before they are shipped from Primex.

### Wireless operation

Clocks can be installed anywhere indoors within range of an 802.11 b/g/n wireless access point.

Clocks must have adequate signal to support wireless operation. A minimum wireless access point signal strength of -60 dBm is required to support reliable wireless operation.

If signal strength is not reliable, the use of a wireless access point in closer proximity of the sensor installation location is recommended.

The data packet size is typically less than 5 kilobytes (kB).

### AC-powered digital clock/timer power specifications

**Levo Series digital clocks/timers** - shipped from the factory with a 10 ft (3.0 m) two-prong grounded plug. The two-prong plug may be removed for hardwired (pigtail) installation.

**Hardwired (pigtail) installation** - requires a 120V~ power line in a 4 in. x 4 in. junction box installed by a licensed electrician. Leave a minimum of 6 in. of pigtail inside the junction box.

### Power-over-Ethernet (PoE) digital clocks/timers

Requires a connection to a PoE enabled LAN. PoE power is usually injected into the LAN using either PoE enabled Ethernet switches or Mid Span power injectors. Consult with your IT department to verify the required PoE equipment is in place.

- Single-sided PoE 802.3 af Input Power Specification - 48V, 12.9 watts max power

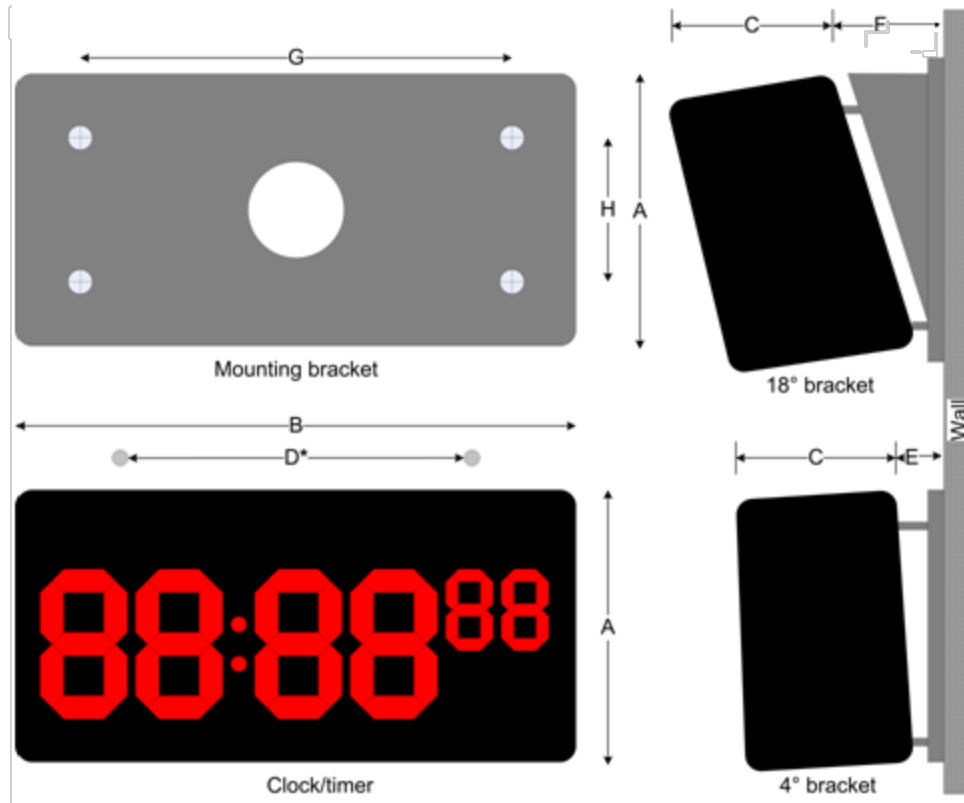
## Tilt Bracket and Wall Mount Dimensions

**Dimension D** - clock screw hole spacing.

**Dimension E** - distance to wall surface for 4° mounting bracket

**Dimension F** - distance to wall surface for 18° mounting bracket

**Dimension G/H** - mounting bracket screw hole spacing.



Clock/Timer Model	Dimension							
	A	B	C	D	E	F	G	H
2.5" 4-digit - 4° bracket	4.8"	10.6"	2.1"	6.0"	0.38" – 0.63"	N/A"	8.0"	2.5"
2.5" 6-digit - 4° bracket	4.8"	13.6"	2.1"	6.0"	0.38" – 0.63"	N/A	8.0"	2.5"
2.5" 4-digit - 18° bracket	4.6"	10.6"	2.2"	6.0"	N/A	2.1"	9.5"	2.5"
2.5" 6-digit - 18° bracket	4.6"	13.6"	2.1"	6.0"	N/A	2.1"	9.5"	2.5"
4" 4-digit wall mount	8.0"	17.9"	2.4"	14"	0.4 – 0.9"	N/A	12.0"	4.0"
4" 6-digit wall mount	8.0"	23.3"	2.4"	14"	0.4 – 0.9"	N/A	12.0"	4.0"



## Tilt Bracket Mount

A Levo Series Digital Clock/Timer can be tilt-mounted to a wall surface with use of the supplied tilt bracket.

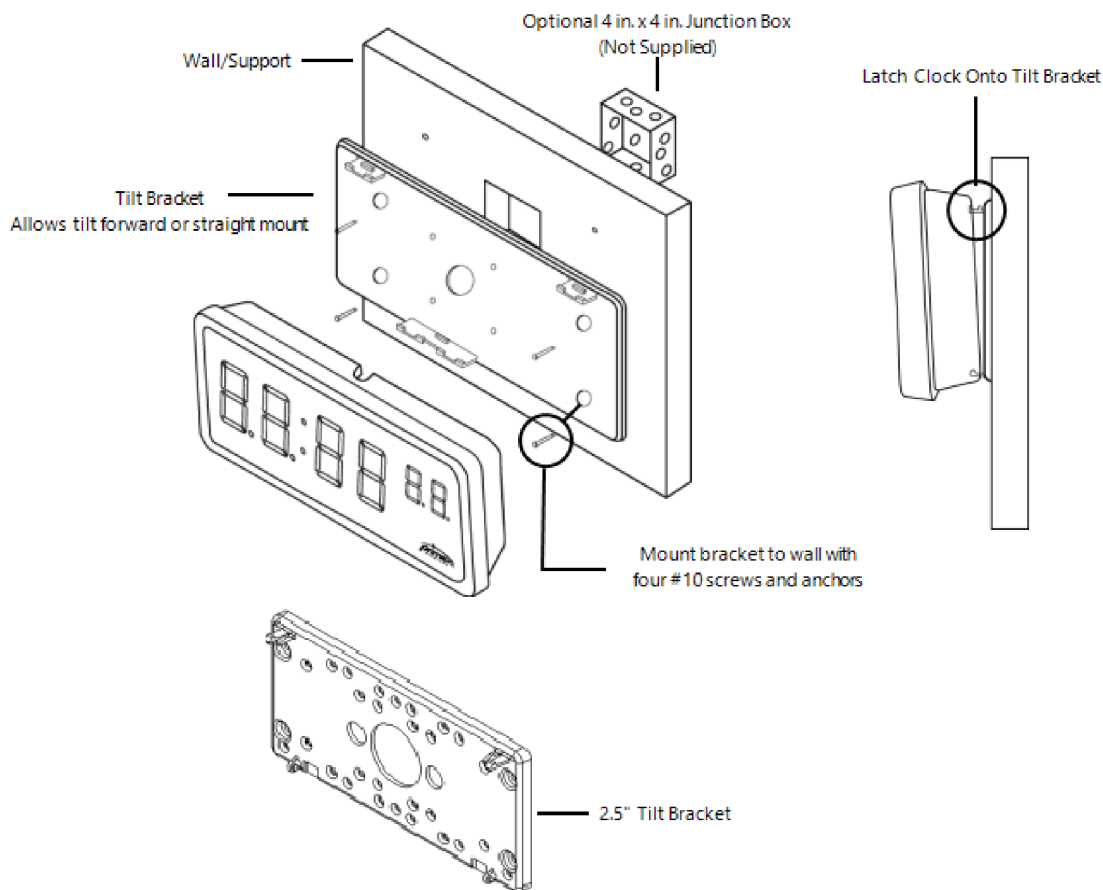
### How to mount a clock/timer to a wall surface with use of the supplied tilt bracket

**Note:**

AC-powered clocks are supplied with a power cord with a two-prong plug. The two-prong plug may be removed for a hardwired (pigtail) installation. Hardwired installation requires a 120V~ power line in a junction box installed by a licensed electrician. Leave a minimum of 6 in. (15 cm) of cord inside the junction box.

The tilt bracket has a center pass-through hole for the 120V~ pigtail. If a junction box is present, the tilt bracket has mounting holes spaced to allow direct attachment of the tilt bracket to the junction box cover plate screw holes.

1. Mount the tilt bracket directly to the wall with the four #10 screws and anchors (supplied). To determine the spacing of the screws, see For more information, see "Tilt Bracket and Wall Mount Dimensions" on the previous page.
2. Latch the clock onto the tilt bracket. The top latch position determines the tilt degree.



## Wall Mount Install

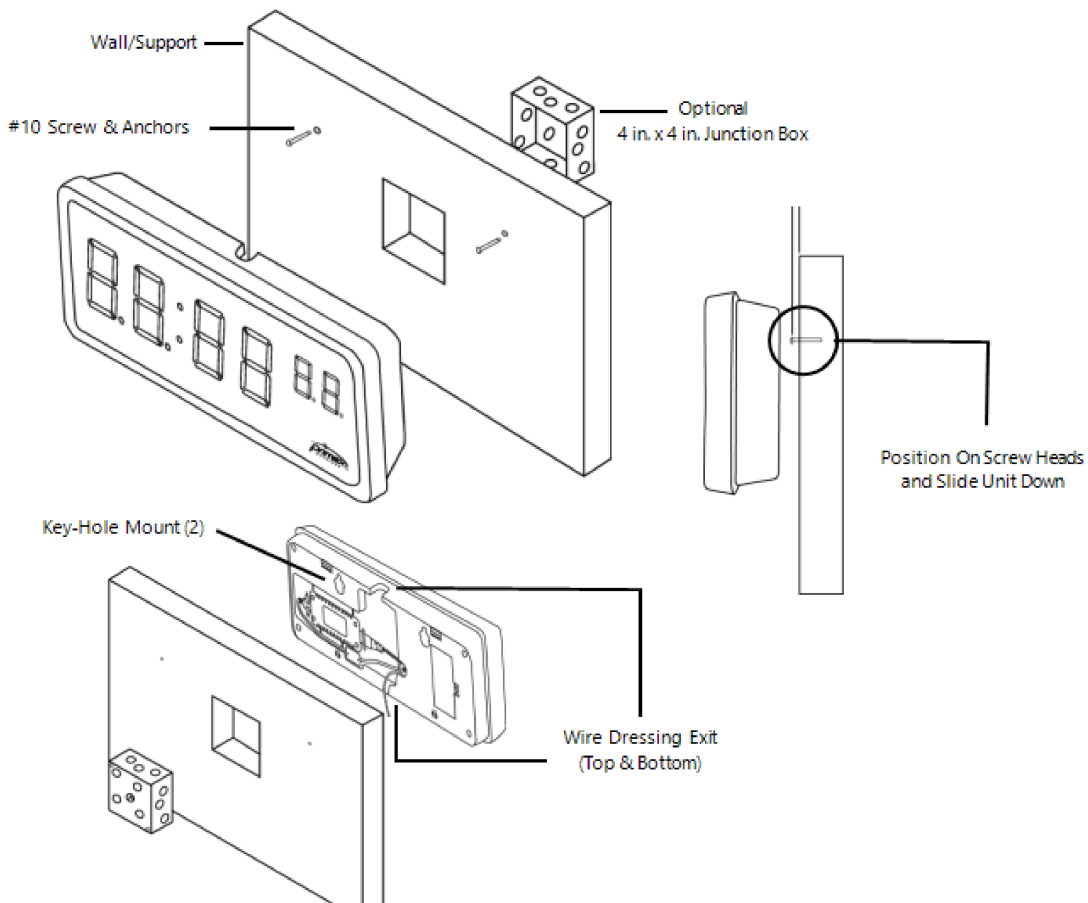
A Levo Series Digital Clock/Timer can be mounted directly to the surface of a wall by use of the clock key-hole mounts and the supplied screws and anchors.

**Note:**

Most building codes prohibit the use of hardwired power connections for devices that can be removed without tools. A clock/timer mounted directly to a wall is required to have a standard power plug.

### How to directly mount a clock/timer to the surface of a wall

1. Mount the clock/timer directly to the wall with the two #10 screws and anchors (supplied). To determine the spacing of the screws, refer to For more information, see "Tilt Bracket and Wall Mount Dimensions" on page 16.



## Dual Clock Bracket Kit Assembly & Mounting

A Levo Series Dual-Sided Digital Clock/Timer consists of two single-sided clocks and a Dual Clock Bracket Kit.

The kit includes a dual housing bracket, a flange that mounts to ceiling or wall, and the hardware necessary to complete the installation. Using the kit, you combine the two single-sided clocks to create a dual-sided clock.

The two clocks function independently of each other. The clocks are monitored and managed as two single units in your OneVue account.

### Note:

The 4" x 6 digit version of digital clock cannot be wall mounted – ceiling only.

### Dual Clock Bracket Kit supplied parts

(1) Flange (mounts to ceiling or wall)

(1) Bracket (bolts to flange and to which two clocks are mounted)

Hardware necessary to complete the installation.

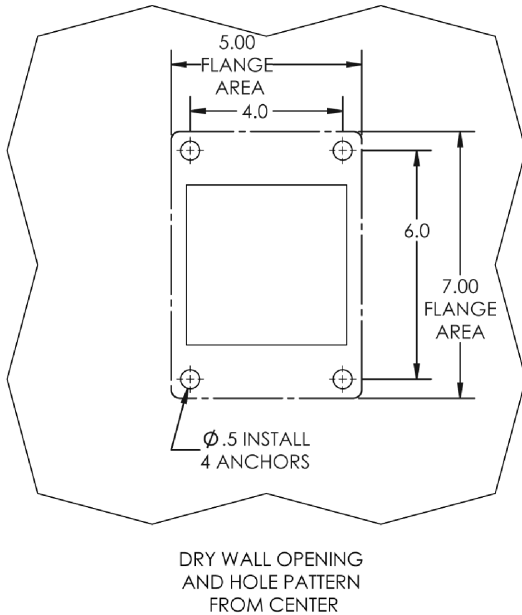
### Parts required (not supplied)

(1) Electrical junction box

Cord retaining clips

## How to assemble and mount a dual-sided digital clock/timer

1. On the wall or ceiling, measure and drill holes with the correct spacing to mount the flange over the junction box.

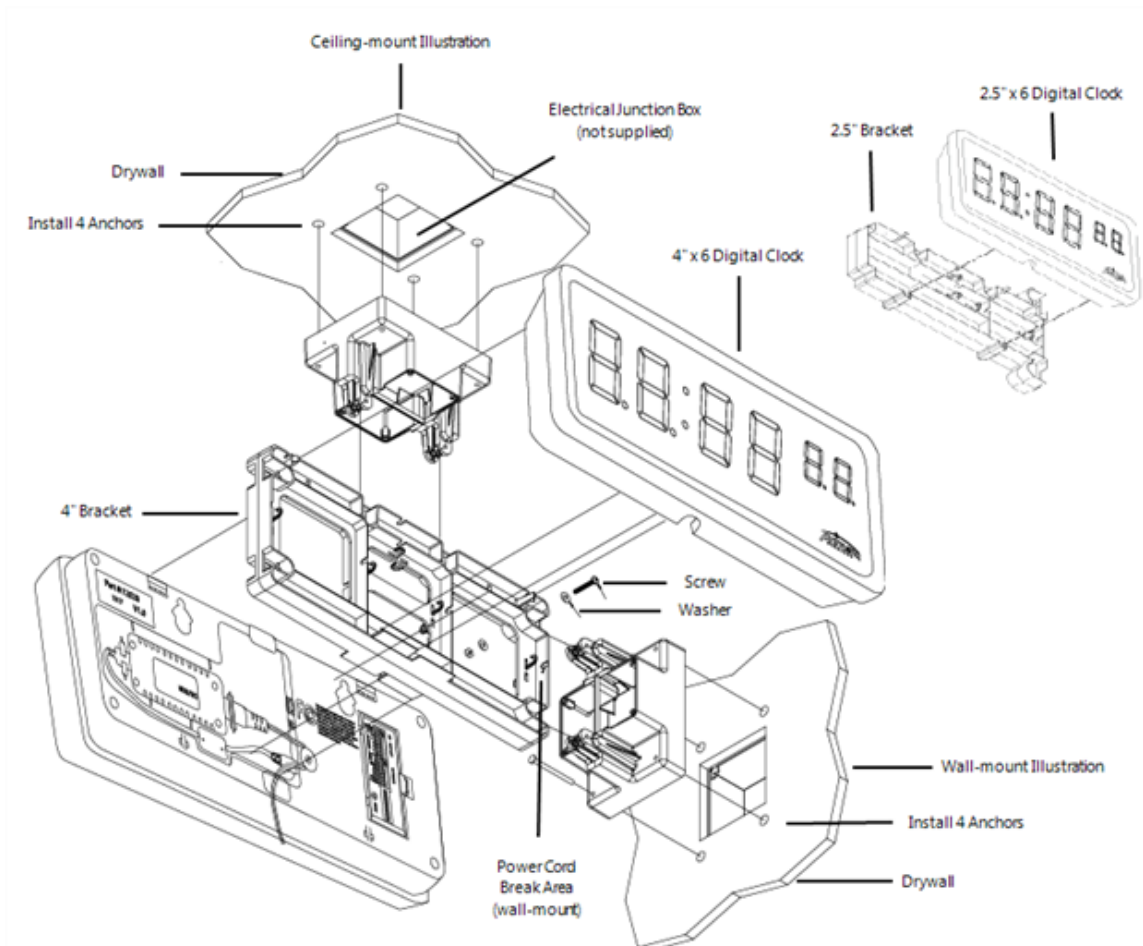


2. Attach the flange to the wall or ceiling using the toggle anchors and the longer machine screws provided.

### Note:

Wall-mount: if the mounting location is outside of the junction box, break off or cut openings in flange to route power cords.

3. Attach the bracket to the flange using the supplied shorter machine screws, nuts, and washers.
4. For wall mount only, knock out power cord break.
5. Wire clocks to main power, using cord retaining clips to dress wires.
6. Align the clock to the bracket hooks and hinges and snap into place.



## Flush Mount Install

A Levo Series Digital Clock/Timer Flush Mount model can be installed to either a new or existing wall surface.

### Supplied parts

- (1) Flush mount junction box (Material: ABS plastic, color black, and UL Rated 94-V0)
- (1) Bezel (material: ABS plastic, color black, and UL Rated 94-V0)
- (4) #10 Phillips Flat Head Screw
- (4) Drywall Anchors

### How to install a flush mount clock/timer

1. Mount the junction box.

**New Wall Surface** - mount the junction box to wall studs using four common drywall screws (not supplied), as shown in **New Wall Surface - Flush Mount Assembly Illustration**. Remove the applicable conduit knockout(s) for the incoming AC-power, and the timer input for a timer model only. Do not remove knockouts that you will not be using.

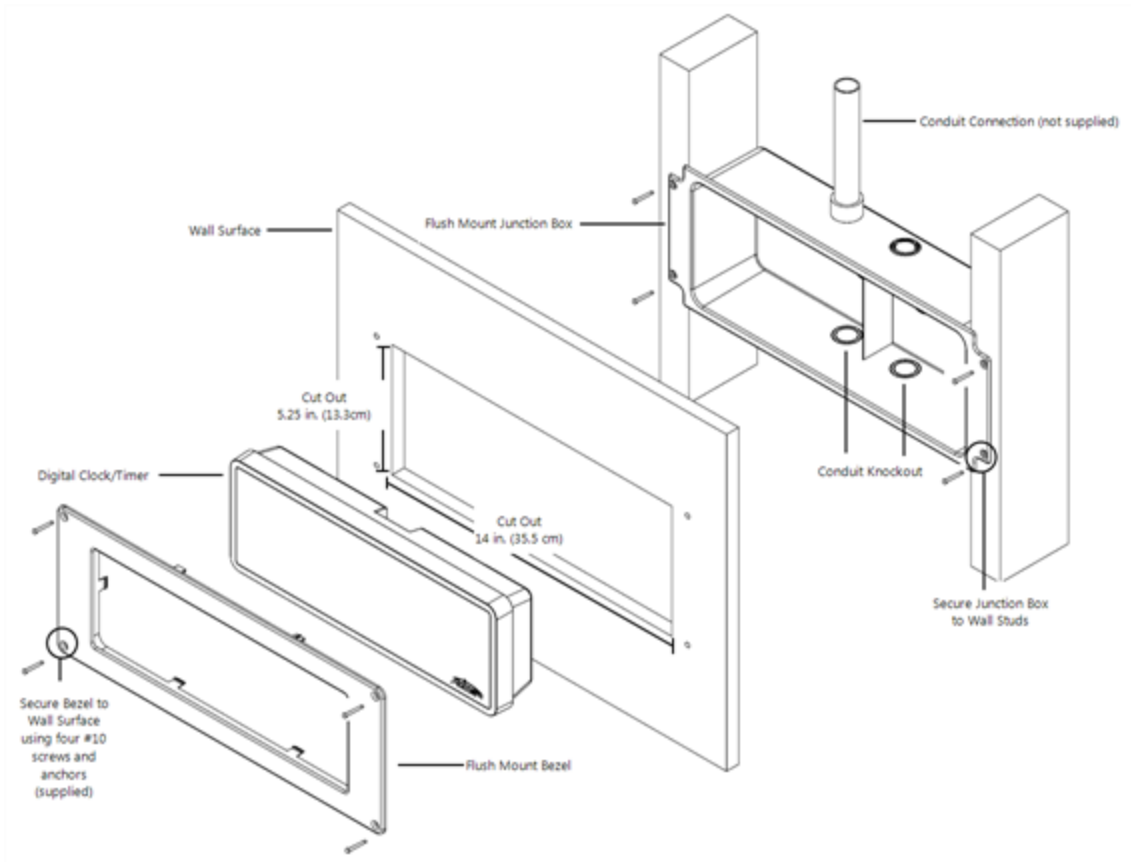
**Existing Wall Surface** - cut a 14.4 in. (36.5 cm) wide x 5.8 in.(14.7 cm) high wall opening between two wall studs, as shown in **Existing Wall Surface - Flush Mount Assembly Illustration**. Securely mount the junction box to all studs using four common drywall screws (not supplied) at each of the corner locations. Remove the applicable conduit knockout(s) for the incoming AC-power conduit and the timer input conduit (required for timer models only). Do not remove knockouts that you will not be using.

**Note:**

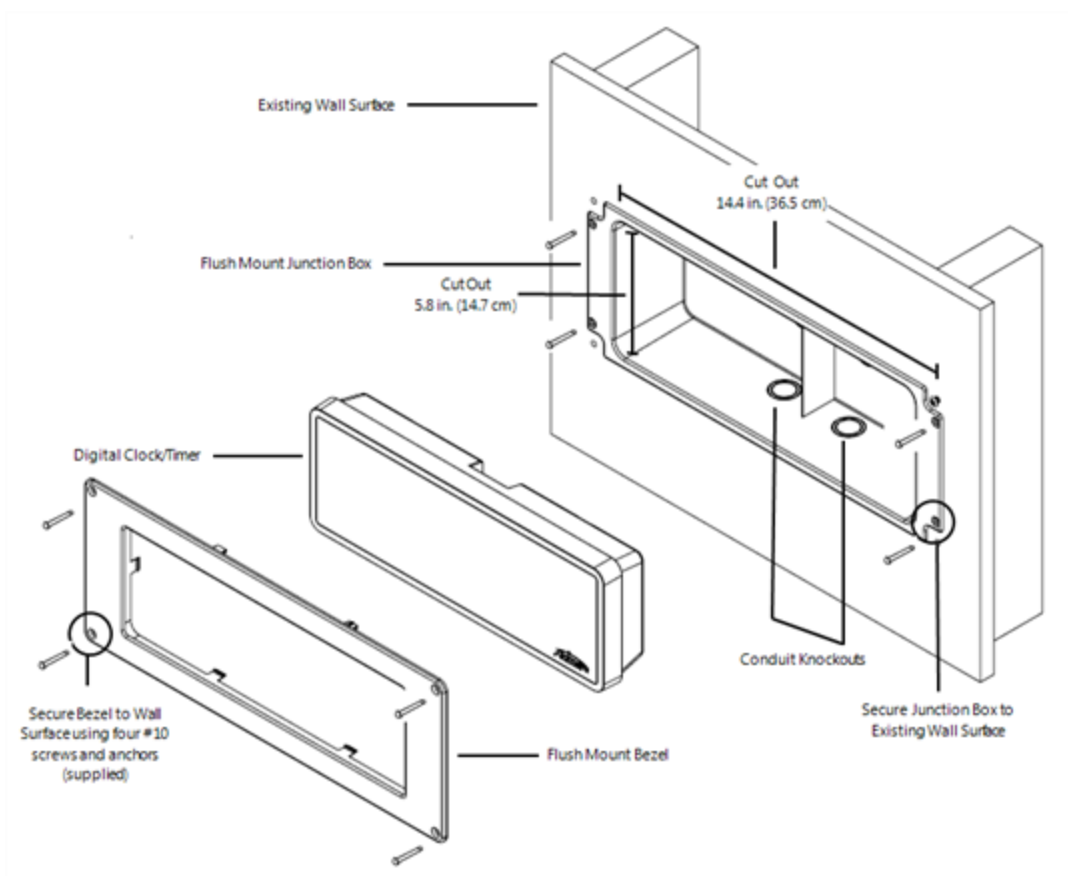
For timer models only, AC wiring is required to be located to the right side of the junction box divider and the timer input to the left side.

1. Connect the conduit connection(s) to the junction box.
2. **New Wall Surface only** - cut out a 14 in. (35.5 cm) wide x 5.25 in. (13.3 cm) high wall opening for placement of the clock assembly. Trim opening if necessary.
3. Gently snap the flush mount bezel onto the front of the clock/timer.
4. Secure wiring and complete AC-power. For timer models, secure and complete timer input connections.
5. Insert the clock assembly into wall opening.
6. Level the clock assembly within wall opening and secure bezel to the wall surface using the four screws and anchors (supplied) at each of the corner locations.

# New Wall Surface - Flush Mount Assembly Illustration



## Existing Wall Surface - Flush Mount Assembly Illustration





## Timer Control Switch Install

Digital Elapsed and Code Blue timers include a Timer Control Switch that is required to be mounted to a single-gang junction box (not supplied). The junction box dimension is typically 2.25 in. x 2.75 in. x 4 in. (5.72 cm x 6.99 cm x 10.16 cm).

### Attach timer to timer control switch

The timer control switch is not connected to the timer during shipment.

The supplied 14 feet (4.3 m) Rj11 cable is required to be connected from the timer to the timer control switch.

The cable length can be extended up to 100 feet (30 m).

### How to wire timer to code blue system

#### **For code blue systems that apply a voltage to start a code blue event**

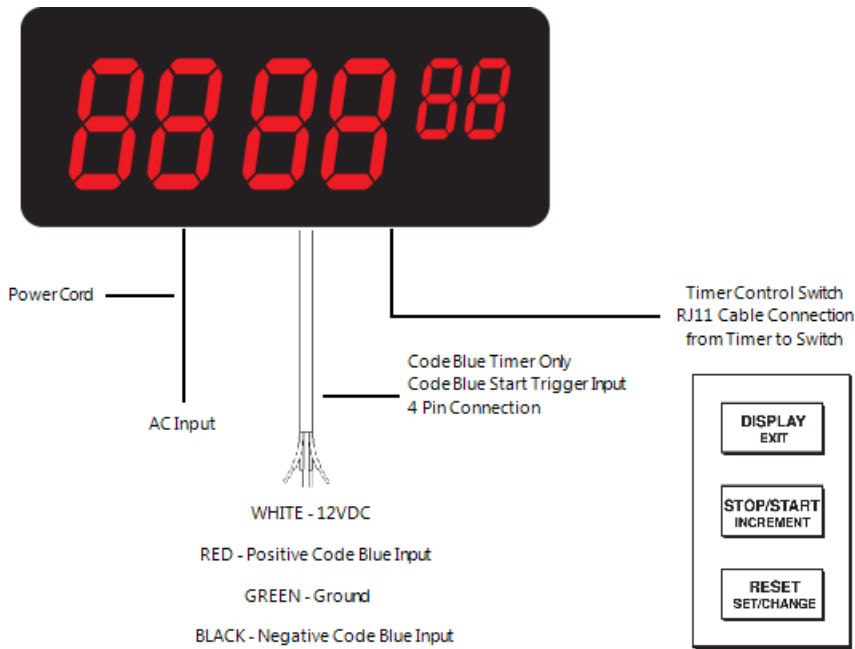
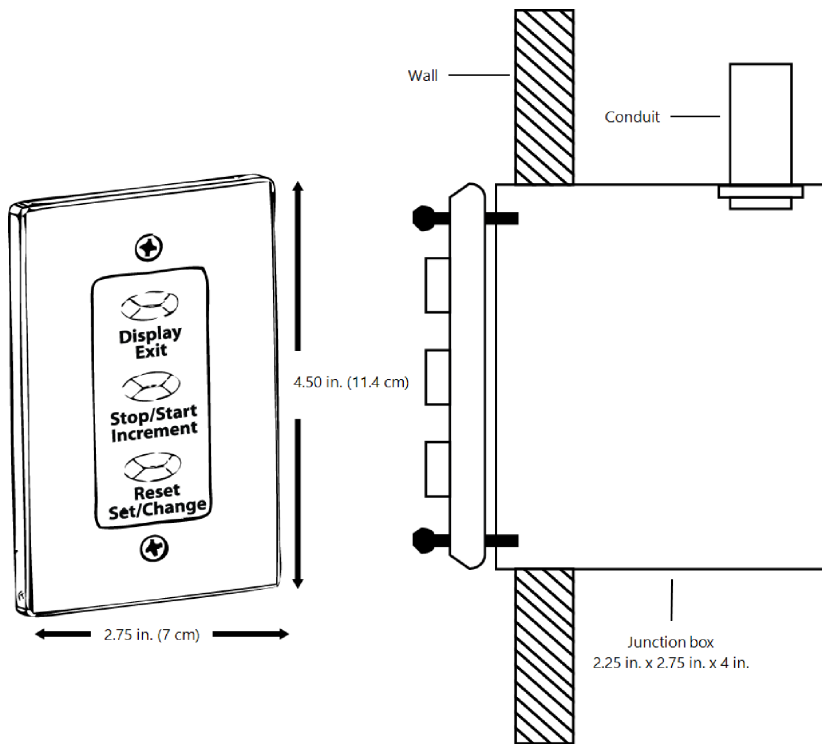
Wire the timer 4 pin connector's RED (Positive Code Blue Input) and BLACK (Negative Code Blue Input) wires to the code blue system. Cap off the WHITE and GREEN wires separately.

An input voltage of 5-120V (AC or DC) can be used. When using DC, be sure to use the correct polarity; RED wire is positive and the BLACK wire is ground. Code Blue start/stop events are triggered by the application of voltage across the code blue input wires.

#### **For code blue systems that use a dry contact and do not inject a voltage**

Wire the timer 4 pin connector GREEN (Ground) and BLACK (Negative Code Blue Input) wires together and wire the WHITE (12VDC) and RED (Positive Code Blue Input) wires to the code blue system dry contact.

## Installation and wiring illustration



## How to clean a timer control switch

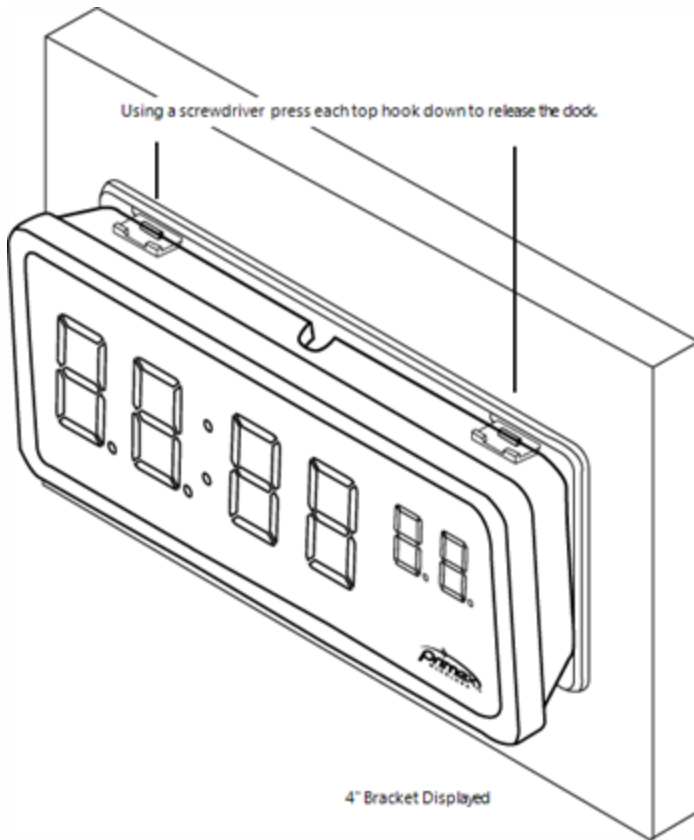
The switch buttons and wall plate cover may be cleaned with water or a common disinfectant cleaning solution. Be sure to test any cleaning solutions on a small area of the switch before using it on the entire switch.

## Remove from Tilt Bracket

### How to remove a Levo Series Digital Clock/Timer from a tilt bracket

**2.5" model** - from the top of the bracket using a screwdriver press each hook down to release the clock and pull out to unsnap bottom hinges.

**4" model** - from the top of the bracket, insert a thin screwdriver into each notch and gently move the screwdriver sideways to unlock the clock, pull clock forward and up to unsnap, and lift out.



## Remove from Dual Mount Bracket

### How to remove a digital clock/timer from a dual mount bracket

**2.5" model** - from the top of the bracket, using a screwdriver press each hook down to release the clock. Then pull out to unsnap bottom hinges.

**4" model** - from the top of the bracket, insert a thin screwdriver into each notch and gently move the screwdriver sideways to unlock the clock, pull clock forward and up to unsnap, and lift out.

## Manual

During each check-in, a digital clock/timer synchronizes its time with a NTP Server and transmits its status to your OneVue account. Also, any pending setting changes are downloaded to the clock and events of a code blue or elapsed timer are transmitted to your OneVue account.

It's recommended to validate a clock can successfully check-in at its permanent installation location.

### How to initiate a manual check-in for a Digital Clock/Timer

1. Press and release the **Reset** button.

**Note:**

Classic Series - Reset button is located inside the removable top panel.

Series - Reset button is located inside the removable backside setting panel.

The four LED circle segments illuminate in sequence, indicating the following check-in connection sequence:

1 LED circle - initialized its radio

2 LED circles - connected to network

3 LED circles - received NTP time

4 LED circles - connected to OneVue

.'- - - -' is shown on the LED display while the clock is waiting for the synchronized NTP time.

After approximately 20 to 30 seconds, the clock automatically set its time.

## WARRANTY

### One Year Limited Warranty

Primex warrants this product to be free from defects in materials and workmanship for a standard of one (1) year from the date of purchase. Primex will at its sole option, repair or replace any components that fail in normal use. Such repairs or replacements will be made at no charge to the customer for replacement parts. The customer will be responsible for any transportation costs. This warranty does not cover failures due to misuse, abuse, accidental or unauthorized alterations or repairs.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties express or implied or statutory, including any liability arising under any warranty or merchantability or fitness for a particular purpose, implied, statutory or otherwise. In no event shall Primex be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use this product or from defects in the product. Some states do not allow this exclusion or limitation of incidental or consequential damages so the above limitations or exclusion may not apply to you.

To obtain warranty service: If after following the instructions in the product guide, you are certain the product is defective, please contact Primex Technical Support to assist with troubleshooting the issue. If the issue cannot successfully be resolved and the product is under warranty, an RMA (Return Material Authorization) will be generated. The RMA form will be provided via email with detailed instructions for the return.

Primex retains the exclusive right to repair or replace the unit at its sole discretion. All merchandise returned must be shipped to Primex, Attn: Returns Dept., N3211 County Road H, Lake Geneva, WI 53147. Primex retains the exclusive right to repair or replace the unit at its sole discretion. Such shall be your sole exclusive remedy for any breach of warranty.

## TECHNICAL SUPPORT

You may require Technical Support when you have questions about product features, system configuration or troubleshooting. Support services are delivered in accordance with your organization's support agreement, end user licenses agreements, and warranties, either with a Primex Certified Sales and Service Partner or directly with Primex.

### Support through Primex Certified Sales and Service Partners

Ensuring our customers experience excellent service is of utmost importance to Primex. Our network of Certified Sales and Service Partners offer technical support services for Primex products.

If you have purchased Primex products or have a service agreement with a Primex Partner, they are your primary contact for all Technical Support inquiries.

### When contacting Primex Technical Support

Make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer or device on which the problem occurred, in case it's necessary to replicate the problem.

When you contact Primex Technical Support, please have the following information available:

- Customer ID/Account Name
- Problem description/error messages
- Device hardware information
- Troubleshooting performed before contacting Primex
- Recent network changes

### Primex Technical Support

Hours 8:00 a.m. to 5:00 p.m. CST | Monday through Friday

Phone: 1-262-729-4860

Email: [techsupport@primexinc.com](mailto:techsupport@primexinc.com)

Web: [www.primexinc.com/support](http://www.primexinc.com/support)