

Analog Clock Bluetooth

Install Guide

OneVue Sync Bluetooth

Product Models B1004Z

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Specifications Sync Bluetooth™ Analog Clock

Battery-powered models	<p>Typical five (5) year battery life. Battery life is based on operating conditions and may vary due to installed site conditions.</p> <p>9" (22.86 cm) model requires two C-cell alkaline batteries (not included)</p> <p>12.5" (31.75 cm) and 16" (40.64 cm) models require two D-cell alkaline batteries (not included)</p>
AC-powered models	<p>Power Supply 100-240 VAC, 18 in. (45.72 cm) cord with plug</p> <p>Single-Sided: 10mA @ 120 VAC</p>
Bluetooth® Wireless Communication Protocol	<p>Bluetooth® Low Energy (BLE) Wireless Technology, version 4.1</p> <p>Bluetooth Range: up to 100 feet (30 meters)</p>
Operation	<ul style="list-style-type: none"> • Clock automatically connects daily to an available Sync Bluetooth mesh network to receive UTC time and synchronize its time to its Time Zone offset and DST rules, downloads OneVue setting updates and send its current operating status. • Automatically adjusts for Daylight Saving Time (DST) • Automatically performs a daily midnight hand verification check. When check fails for three (3) consecutive days, the clock enters a hand position failure status. • If power is interrupted, the clock stops until power resumes. Upon resumption of power, the clock self-corrects to the current time.
Environment	<p>Operating Temperature Range: 32° to 95° F (0° to 35° C); indoor use only</p> <p>Storage Temperature Range: -4° to 158° F (-20° to 70° C)</p>
Certifications	<p>FCC, CE, and IC compliant</p> <p>Bluetooth® SIG Certified. Reference Qualified Design 62891, 03 February 2017</p>

Install and operation overview: Sync Bluetooth Analog Clock

Sync Bluetooth clocks and repeaters are designed to provide ease of installation, requiring no end user configuration, simply take-out-of the box and install. The only operation dependency is its connection to an available Sync Bluetooth mesh network.

About Sync Bluetooth Devices

- Each device is equipped with a Bluetooth Low Energy (BLE) Wireless Technology radio component that allows it to establish a wireless connection to a Sync Bluetooth mesh network.
- Each device is identified by a unique Device ID, allowing it to receive its unique settings managed in OneVue, and authenticate and connect to the mesh network.
- A Bridge is the only system device that connects to an Ethernet or Wi-Fi network. Upon its network connection, it connects to a NTP Server to receive UTC time and checks-in to OneVue. During each check-in, it sends device data received from its last connection to the mesh network and downloads any pending setting updates. Pending setting updates are then transmitted to devices during its next connection to the mesh network.

Add a Clock Mode

Upon first-power up at its installation location, a clock and repeater enters Add a Clock mode as described below.

1. Once powered on at its installation location, the device continuously searches for an available Sync Bluetooth mesh network.
It may take up to 15 minutes for a device to authenticate and connect to an available mesh network. We recommend to continue installing additional devices, while other devices establish their connection to the mesh network.
2. Once a device has authenticated with the mesh network, it establishes a communication path either to another Sync Bluetooth device or directly to a Bridge available within the mesh network.
3. Once connected, the device receives the New Clock Time Zone and sets its time. For an analog clock, its hands perform one full revolution past 12:00 and then sets its time.
 - During its first connection to the mesh network, its unique Device ID is added to the mesh network.
 - If a Bridge is in 8-hour deployment mode, within 30 minutes of receiving a new Device ID, the Bridge connects to your facility's network and sends the new Device ID to OneVue. The new device is added to your OneVue account.
 - If a Bridge is not in 8-hour deployment mode, the new device is added to your OneVue account within 24 hours to 7 days.
4. When the Bridge connects to OneVue, the new device default settings are downloaded to the Bridge.
5. Upon its next connection to the mesh network, the Bridge automatically sends updated device settings received for each device based on their Device ID.

In summary, from the time a clock or repeater device is first powered on at its install Location and connects to the mesh network, it receives and sets its time within 15 minutes. If a Bridge is in 8-hour deployment mode, a new device is added to your OneVue account within 30 minutes, and when not in 8-hour deployment mode it may take up to 24 hours to 7 days.

Battery-operated clock only: When a clock cannot establish a connection to a mesh network to receive time, its estimated battery life is reduced to 90 days.

Post-install operation

Once a Bridge has connected to OneVue and the Bluetooth clocks and/or repeaters have authenticated and connected to a Sync Bluetooth mesh network, the devices operate as described below.

1. Once a day, at a system-defined time, each Bridge connects to your facility's network to receive UTC time from an NTP Server and check-in to OneVue to download device setting updates.
2. Once a day, at a system-defined time, each Sync Bluetooth device automatically establishes a wireless communication path to either another Bluetooth device or directly to a Bridge to build the Sync Bluetooth mesh network.
 - Clock and repeater statuses are forwarded to a Bridge either by its communication path to another clock, repeater, or directly to a Bridge.
 - Clocks and repeaters receive setting updates and synchronize received UTC time to its Time Zone offset and DST rules.
3. Once the Sync Bluetooth mesh network has completed its daily build, a Bridge connects to your facility's network to send all received device status data to OneVue.

Install requirements: Sync Bluetooth Analog Clocks

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

Location guidelines

When identifying the install location of a Bluetooth device, the following guidelines should be followed to ensure a device as adequate Bluetooth wireless signal strength.

- 100 ft. (30 m) when in clear-line-of sight to another Sync Bluetooth device
- 50 ft. (15.2 m) when there is 1 internal wall between Sync Bluetooth devices
- 30 ft. (9.1 m) when there are 2 internal walls between Sync Bluetooth devices

You can also measure the Bluetooth signal strength at an install location to determine if the location has adequate signal strength.

AC-powered analog clock install guidelines

A socket-outlet is required to be available within 18 inches (45.7 cm) from the clock installation location and should be easily accessible. Refer to the table below for power specifications.

Model	Input Power	Current Draw
AC-powered Single-sided	120V~, 47-63Hz	10mA@120V~

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 inches (15.2 cm) of cord inside the junction box.

Battery use recommendations

Battery life expectancy is based on common operating conditions and may vary due to installed site conditions and settings. Sync Bluetooth battery-operated clocks and repeaters have up to a five-year battery life.

- Use high-quality, name brand alkaline batteries
- Use batteries with expiration date five or more years beyond the installation date
- Use new batteries of the same type and date code
- Do not use heavy-duty or zinc-carbon batteries, as they will not last as long as alkaline batteries
- Do not use rechargeable NiCad batteries, as their output voltage is too low to assure proper operation
- Do not use lithium batteries

Install Analog Clock: wall mount

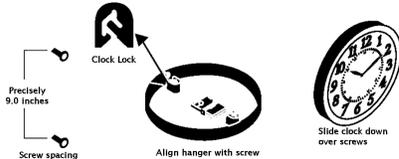
The backs of most analog clocks feature two specially designed clock-lock hangers spaced at precise distances, one on the top and the other on the bottom. The clock-lock feature prevents accidental removal if the clock is bumped and it may reduce theft by requiring a particular combination of moves to remove the clock. To avoid the clock-lock feature, use finishing nails with no heads angled at 45 degrees into the wall in place of headed screws.

Supplied components

Quantity	Component
2	Screw, #8 x 1 1/4" flat head
2	Anchor

Wall mount with clock-lock hanger

1. Verify the installation requirements are met.
2. Drill holes for the screw anchors at the spacing listed in the following table. If two screws are being used to secure the clock to the wall using the clock-lock mount, the distance between the screws is precisely the same as the hole spacing specified below.



Model	Hole Spacing	Mounting Type
12.5" Round Model*	9 in. (22.86 cm)	Clock Lock (2)
16" Round Model	9 in. (22.86 cm)	Clock Lock (2)

3. Use a screwdriver to insert and tighten each screw, leaving the top of the screw head 3/8 in. (0.9 cm) out from the wall.
4. Apply power to the clock.
5. Hold the clock with the face down and align the clock-lock hanger with the bottom screw.
6. Tilt the clock face to vertical and position the clock with the screw heads in the opening of the clock-lock hanger.
7. Slide the clock down over the screw heads to latch it into place.

When a clock or repeater is powered-on, it enters Add a Clock Mode to initiate a connection to the Sync Bluetooth mesh network.

Install Analog Clock: 12.5" dual-sided

A dual-sided analog clock consists of two single analog clocks and a dual clock kit. Using the kit, you combine two clocks to create a dual-sided clock, which can be either ceiling or wall-mounted.

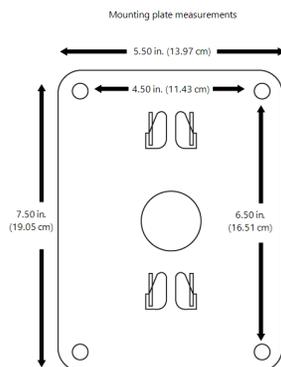
Supplied components

Quantity	Component
1	Dual mount bracket
1	Mounting plate

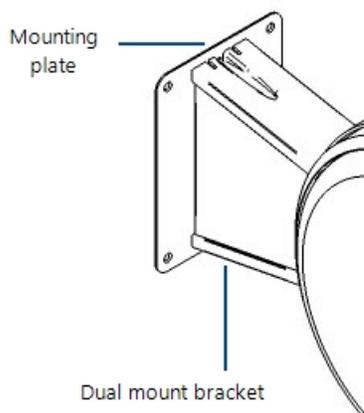
Screws and anchors supplied with each clock are included in the order packaging.

Step 1: Mount plate to wall or ceiling and assemble bracket

1. Measure and drill holes on the wall or ceiling to meet the spacing dimensions of the supplied mounting plate, as shown in the figure below.



2. Attach the mounting plate to the wall/ceiling using the provided anchors and screws. The mounting plate holes are to line up with the holes drilled in the wall/ceiling.

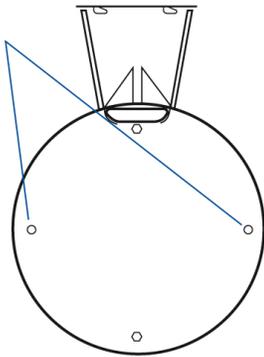


3. Slide the dual clock bracket over the four tabs on the mounting plate. A tap with a rubber mallet on the clock bracket may be required to set the clock bracket assembly fully into place.
4. Examine the mounting plate to ensure the bracket is fully engaged. The small hole in top side of the mounting plate should be visible and fully exposed. To increase the security of the clock assembly, a common screw may be inserted into the hole and screwed into the wall.

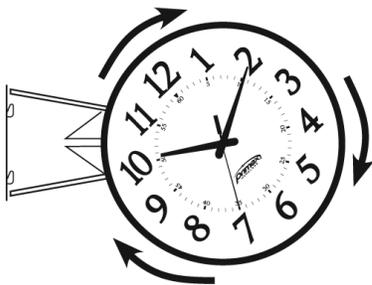
Step 2: Assemble clocks to bracket

Complete the steps below to assemble the clocks to the bracket.

1. Apply power to the clock.
2. Press and release the button located on the back of each clock to initiate its connection to a Sync mesh network to receive its time .
3. Place the clock into the bracket housing with the 10/11 and 4/5 numerals over the metal posts.



4. Place your hands at the 10/11 and 4/5 positions and turn the clock clockwise to lock into place.



When a clock or repeater is powered-on, it enters Add a Clock Mode to initiate a connection to the Sync Bluetooth mesh network.

Install Analog Clock: 12.5" dual-sided electric powered

A dual-sided analog clock consists of two single analog clocks and a dual clock kit. Using the kit you combine the two clocks to create a dual-sided clock, which can be either ceiling or wall-mounted.

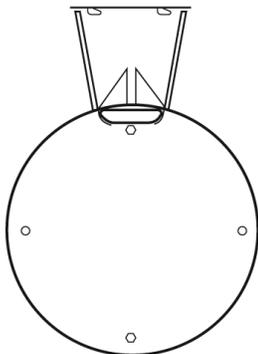
Supplied components

Quantity	Component
1	Dual mount bracket
1	Mounting plate

Screws and anchors supplied with each clock are included in the order packaging.

Step 1: Assemble clocks to dual mount bracket

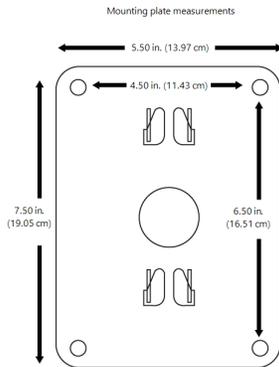
1. Place each clock in the housing with the 10/11 and 4/5 numerals over the brass posts.



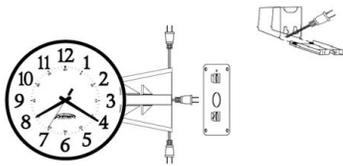
2. Route the clock power cords to the left, right, or center position. For right or left routing, remove the dual mount bracket cover and thread the cord through the clearance hole in the bracket. Lift the power cord out of the way, then slide the bracket cover back onto the dual mount bracket.
3. Place your hands at the 10/11 and 4/5 positions and turn the clock clockwise to lock into place. Repeat this step for each of the two clocks.

Step 2: Mount bracket kit to wall or ceiling

1. Measure and drill holes into the wall or ceiling to align with the mounting plate hole spacing measurements.



2. Attach the mounting plate to the wall or ceiling using the provided anchors and screws.
3. Slide the assembled dual clock bracket over the four tabs on the mounting plate. A tap with a rubber mallet on the clock bracket may be required to set the clock bracket assembly fully into place.
4. Route the power cords as desired and apply AC power.



When a clock or repeater is powered-on, it enters Add a Clock Mode to initiate a connection to the Sync Bluetooth mesh network.

Install Analog Clock: 16" dual-sided

A dual-sided analog clock consists of two analog clocks and a dual clock kit. Using the kit you combine two clocks to create a dual-sided clock, which can be either ceiling or wall-mounted.

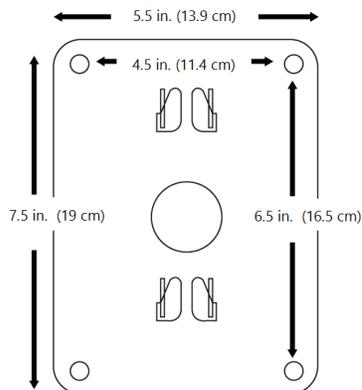
Dual clock kit supplied components

Quantity	Component
1	Dual mount bracket
1	Mounting plate
4	#6 x 1/2 inch long screw

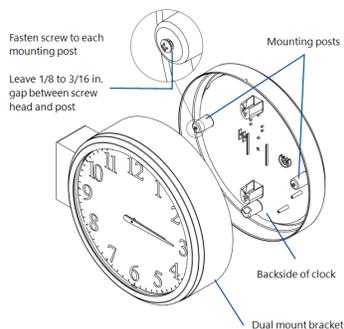
Screws and anchors supplied with each clock are included in the order packaging.

Assemble and install a 16" dual-sided clock

1. At the installation location, measure and drill holes into the wall or ceiling to align with the mounting plate hole spacing measurements.



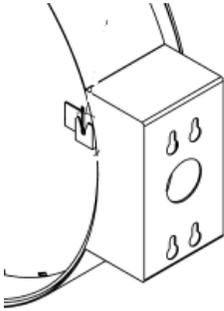
2. Fasten a supplied #6 x 1/2" long screw to each mounting post located on the backside of each clock, leaving a 1/8 to 3/16 in. gap between the screw head and mounting post.



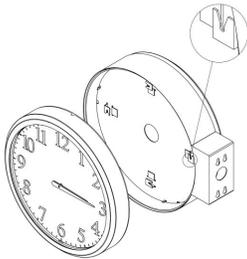
3. Apply power to each clock.

Battery-powered model: insert batteries.

Electric and PoE models: route cables through the bracket opening and complete connection.



4. **For each clock:** place the clock into the bracket housing with the 10/11 and 4/5 numerals over the clock-lock tab and rotate clock clockwise to lock into place. The screws fastened to the clock mounting posts lock into the housing clock-lock tabs.

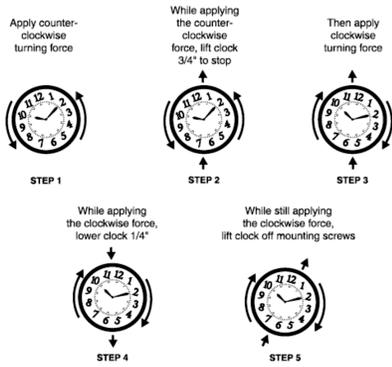


5. Slide the assembled bracket over the four tabs on the mounting plate. A tap with a rubber mallet on the dual mount bracket may be required to set the bracket assembly fully into place.
6. Examine the mounting plate to ensure the bracket is fully engaged. The small hole in the top side of the mounting plate should be visible and fully exposed. To increase the security of the clock assembly, a common screw may be inserted into the hole and screwed into the wall.

When a clock or repeater is powered-on, it enters Add a Clock Mode to initiate a connection to the Sync Bluetooth mesh network.

Analog Clock: remove from clock-lock mount

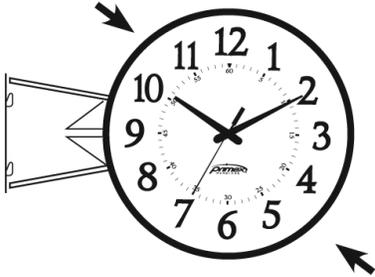
Follow the illustrated steps below to remove a clock from a clock-lock mount.



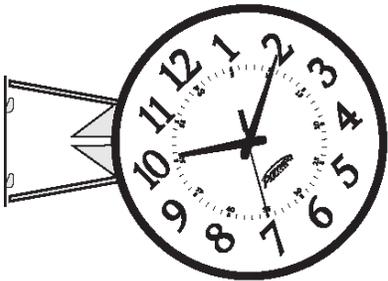
Dual-sided Analog Clock: remove from dual mount bracket

This procedure is commonly performed to replace clock batteries.

1. Place your hands at the 10/11 and 4/5 positions.



2. Turn each clock counter clockwise to unlock the clock housing from the twist-lock mount.



Reassemble clocks to dual bracket

1. Place the clock in the housing with the 10/11 and 4/5 numerals over the brass posts.
2. Place your hands at the 10/11 and 4/5 positions and turn the clock clockwise to lock into place.

Analog Clock: battery requirements and how to replace

OneVue monitors the battery level of Analog Clocks. During each connection to the Sync Bluetooth mesh network, the clock's current battery level is received by a Bridge, which is then sent to OneVue.

Clock in a Warning state with Low Battery status: Batteries should be replaced promptly to maintain clock performance and reduce risk of battery leakage due to excess discharge.

Battery use requirements

Battery life expectancy is based on common operating conditions and may vary due to installed site conditions and settings. Sync Bluetooth battery-operated clocks and repeaters have up to a five-year battery life.

- Use high-quality, name brand alkaline batteries
- Use batteries with expiration date five or more years beyond the installation date
- Use new batteries of the same type and date code
- Do not use heavy-duty or zinc-carbon batteries, as they will not last as long as alkaline batteries
- Do not use rechargeable NiCad batteries, as their output voltage is too low to assure proper operation
- Do not use lithium batteries

Replace analog clock batteries

Configuration settings are retained during battery replacement.

1. If mounted, dismount the clock from the wall to access the back of the clock.
2. Remove its batteries and wait 10 seconds.
3. Insert new alkaline batteries into the battery holder as specified; verify correct polarity.

The clock automatically resets its time.

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 license 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 offers 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.

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

Monday through Friday from 8:00 AM to 5:00 PM CT

Phone: 1-262-729-4860

Email: service@primexinc.com

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 Statement

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 receiver's antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to 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.

FCC Radiation Exposure Statement

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.

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

Caution!

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

RADIO STANDARDS SPECIFICATION (RSS)

This device complies with Industry Canada licence-exempt RSSs.

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation de routine dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 RF. Les utilisateurs peuvent obtenir l'information canadienne sur l'exposition à la RF et la conformité avec celle-ci.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

Cet équipement devrait être installé et utilisé avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

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 Sync Bluetooth Analog Clocks

This equipment is marked with CE 0984 D 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.

Marking by the symbol D indicates that usage restrictions apply.

- 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.

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, Inc., 965 Wells Street, Lake Geneva, WI 53147.

Signed:



Mike O'Brien | Primex, Inc. | Vice President, Channel Sales

TWO YEAR LIMITED WARRANTY

Warranty applies to: Sync Bluetooth Bridge, Repeater, Analog Clocks (non-education series), Digital Clocks, and Digital Timers (B100, B200, BC100)

Primex, Inc. warrants this product to be free from defects in materials and workmanship for a standard of two (2) years from the date of purchase. Primex, Inc. 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. All product accessories are warranted for a period of one (1) year against material or manufacturing defects from the date of purchase.

THIS WARRANTY DOES NOT COVER

(1) Physical damage to this product; (2) Product failure or damage caused by improper installation, lack of periodic maintenance, improper or abnormal use, misuse, neglect or accident (3) Damage caused by another device or software used with this product (including, but not limited to, damage resulting from use of non-Primex brand or approved parts, consumables or accessory items); (4) Problems arising from anything other than defects in materials or workmanship; and (5) Consumables or other items requiring periodic maintenance or replacement with ordinary wear and tear, including, but not limited to, product batteries and cables. This warranty is VOID if this product has been altered or modified in any way (including, but not limited to, attempted warranty repair other than by Primex or an authorized service partner).

LIMITATION OF LIABILITY

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, Inc. 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 manual, you are certain the product is defective, contact Primex Technical Support to assist with troubleshooting the issue. If the issue cannot successfully be resolved and the product is under warranty, a RMA (Return Material Authorization) will be generated. The RMA form will be provided via email with detailed instructions for the return. All merchandise returned must be shipped to Primex, Inc. Attn: Returns Dept., N3211 County Road H, Lake Geneva, WI 53147. Primex, Inc. 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.