User’s Guide

OMG-COMM2-EX
Dual Port ISA RS-232/422/485 Interface Board

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**WARNING:** These products are not designed for use in, and should not be used for, patient-connected applications.
Contents

INTRODUCTION.............................................................................................................. 1
OVERVIEW.................................................................................................................... 1
WHAT’S INCLUDED ................................................................................................... 1
FACTORY DEFAULT SETTINGS.................................................................................. 1

CARD SETUP .............................................................................................................. 2
ADDRESS SELECTION .............................................................................................. 2
PORT ENABLE / DISABLE ......................................................................................... 3
INTERFACE SELECTION ............................................................................................ 3
RS-422/485 ................................................................................................................. 3
RS-232 ........................................................................................................................ 3
IRQ SELECTION ........................................................................................................ 3
INTERRUPT MODES .................................................................................................. 4
HEADERS E3 AND E4 .............................................................................................. 5

INSTALLATION .......................................................................................................... 6
OPERATING SYSTEM INSTALLATION .................................................................... 6
For Windows Users .................................................................................................. 6
Other Operating Systems ....................................................................................... 6

TECHNICAL DESCRIPTION ..................................................................................... 7
FEATURES ................................................................................................................... 7
MODEM CONTROL SIGNAL CONSIDERATIONS .................................................. 7
LINE TERMINATION ................................................................................................. 7
CONNECTOR PIN ASSIGNMENTS .......................................................................... 8
RS-232 (Male DB9) ..................................................................................................... 8
RS-422/485 (Male DB9) ........................................................................................... 8

SPECIFICATIONS ..................................................................................................... 9
ENVIRONMENTAL SPECIFICATIONS ..................................................................... 9
MANUFACTURING ..................................................................................................... 9
POWER CONSUMPTION .......................................................................................... 9
MEAN TIME BETWEEN FAILURES (MTBF) ............................................................ 9
PHYSICAL DIMENSIONS ......................................................................................... 9

APPENDIX A - TROUBLESHOOTING .................................................................. 10

APPENDIX B - How To Get Assistance................................................................. 11

APPENDIX C - ELECTRICAL INTERFACE ....................................................... 12
Introduction

Overview
The OMG-COMM2-EX provides the PC with 2 asynchronous serial ports providing a versatile interface field selectable as RS-232 for modems, printers and plotters, as well as RS-422/485 for industrial automation and control applications.

What’s Included
The OMG-COMM2-EX is shipped with the following items. If any of these items are missing or damaged, contact the supplier.

- OMG-COMM2-EX Serial I/O Adapter
- Software

Factory Default Settings
The OMG-COMM2-EX factory default settings are as follows:

<table>
<thead>
<tr>
<th>Port #</th>
<th>Base Address</th>
<th>IRQ</th>
<th>Electrical Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port 1</td>
<td>280</td>
<td>5</td>
<td>RS-422</td>
</tr>
<tr>
<td>Port 2</td>
<td>288</td>
<td>10</td>
<td>RS-422</td>
</tr>
</tbody>
</table>

To install the OMG-COMM2-EX using factory default settings, refer to Installation on page 6.

For your reference, record installed OMG-COMM2-EX settings below:

<table>
<thead>
<tr>
<th>Port #</th>
<th>Base Address</th>
<th>IRQ</th>
<th>Electrical Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Card Setup

The OMG-COMM2-EX contains several jumper straps which must be set for proper operation.

Address Selection

Each port on the OMG-COMM2-EX occupies eight consecutive I/O locations. A DIP-switch is used to set the base address for these locations. Be careful when selecting the base address as some selections conflict with existing ports. The following table shows several examples that typically do not cause a conflict. SW1 sets the I/O address for port 1 of the OMG-COMM2-EX and SW2 sets the address for port 2.

<table>
<thead>
<tr>
<th>Address</th>
<th>Binary</th>
<th>Switch Position Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hex</td>
<td>A9</td>
<td>A0</td>
</tr>
<tr>
<td>280-287</td>
<td>1010000XXX</td>
<td>Off</td>
</tr>
<tr>
<td>2A0-2A7</td>
<td>1010100XXX</td>
<td>Off</td>
</tr>
<tr>
<td>2E8-2EF</td>
<td>1011101XXX</td>
<td>Off</td>
</tr>
<tr>
<td>2F8-2FF</td>
<td>1011111XXX</td>
<td>Off</td>
</tr>
<tr>
<td>3E8-3FF</td>
<td>1111011XXX</td>
<td>Off</td>
</tr>
<tr>
<td>300-307</td>
<td>1100000XXX</td>
<td>Off</td>
</tr>
<tr>
<td>328-32F</td>
<td>1100101XXX</td>
<td>Off</td>
</tr>
<tr>
<td>3F8-3FF</td>
<td>1111111XXX</td>
<td>Off</td>
</tr>
</tbody>
</table>

Figure 1 - Address Selection Table

The following illustration shows the correlation between the DIP-switch setting and the address bits used to determine the base address. In the example below, address 300 is selected as a base. Address 300 in binary is XX11 0000 0XXX where X = a non-selectable address bit.

Figure 2 - DIP-Switch Illustration

Note: Setting the switch ‘On’ or ‘Closed’ corresponds to a ‘0’ in the address, while leaving it ‘Off’ or ‘Open’ corresponds to a ‘1’.

Refer to Appendix A for common address contentions.
Port Enable / Disable

Each port on the **OMG-COMM2-EX** can be enabled or disabled with switch position 8 on the DIP-switch. The port is enabled with the switch ‘On’ or ‘Closed’ and disabled when ‘Off’ or ‘Open’. If any port is disabled, be sure to disable the interrupt request for that port by removing the IRQ jumper.

Interface Selection

**RS-422/485**

To select the RS-422/485 mode of operation install dip shunts in sockets found at E6 and E7. **E6 sets Port 1** and **E7 sets Port 2**.

**RS-232**

To select the RS-232 mode of operation install dip shunts in sockets found at E5 and E8. **E5 sets Port 1** and **E8 sets Port 2**.

**IRQ Selection**

Headers E1 and E2 select the interrupt request for each serial port (E1 - Port 2, E2 - Port 1). If COM1: is selected, the corresponding jumper must be on the IRQ4 setting. If COM2: is selected, the corresponding jumper must be on IRQ3.

![Figure 3 - Header E1 and E2, IRQ Selection](image)

Any two or more ports can share a common IRQ, provided a polling driver is used, by placing the jumpers on the same IRQ setting and setting the appropriate selections at E3. The following examples show the setup if a polling driver is used. NOTE: Windows does not provide a polling driver. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper.
Interrupt Modes

Headers E9 and E10 select the interrupt modes for each port. Each port must be set in the correct mode to insure proper installation. E10 sets Port 1 and E9 sets Port 2.

‘N’ indicates the Normal, single interrupt per port mode. S’ Indicates the Shared interrupt mode, which allows more than one port to access a single IRQ. Any two or more ports can share a common IRQ by placing the jumpers on the same IRQ setting, and setting the appropriate selections at E1. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper. M indicates the inclusion of a 1K ohm pull-down resistor required on one port when sharing interrupts.

![Figure 4 - Headers E9 and E10, Normal IRQ Mode](image)

Set the jumpers to ‘S’ for shared interrupt mode on all blocks sharing an IRQ except one. Set that port block for ‘M’. This provides the pull-down resistor circuit that makes sharing of IRQs possible. If you are using more than one OMG-COMM2-EX or a compatible adapter in a bus you should only have one port set to ‘M’. The following example shows both ports sharing a single IRQ.

![Figure 5 - Headers E9 and E10, Shared IRQ Mode](image)
Set the jumper to ‘S’ if you are using more than one OMG-COMM2-EX in a bus or you wish to completely remove the pull-down resistor for hardware compatibility. Setting the adapter in this configuration when it is not accompanied by a pull-down resistor will prevent the ports from triggering an interrupt.

headers E9 and E10, Sharing IRQ’s with another adapter

Headers E3 and E4

Position ‘A’ Determines whether the RS-485 driver is enabled by the UART signal Request To Send (RTS) or always enabled. With the jumper installed in position ‘A’, RTS enables the driver. Removing the jumper enables the driver regardless of RTS. **E4 sets Port 1** while **E3 sets Port 2**. This jumper should only be set to ‘A’ if you are running the board in a multi-drop polled environment such as RS-485, and you have software that ‘knows how to talk’ on the RS-485 bus. For normal point-to-point RS-422 (such as terminal emulation), make sure that a jumper at position ‘A’ is not in place.

Positions **B** & **C** determine whether the board provides a direct ground connection (as in RS-232 and most RS-422), or a 100 ohm high impedance ground. The high impedance ground is normally used by RS-485 (and some RS-422) to avoid ground loop currents with long cables. Position ‘B’ selects the direct ground and position ‘C’ selects the 100 ohm high impedance ground.
Installation

The OMG-COMM2-EX can be installed in any of the PC expansion slots, but to access the ‘AT’ or (E)ISA IRQs (10 - 15) it must be installed in one of the 16 bit slots. The OMG-COMM2-EX contains several jumper straps for each port which must be set for proper operation prior to installing the adapter into the computer.

1. Turn off PC power. Disconnect the power cord.
2. Remove the PC case cover.
3. Locate an available slot and remove the blank metal slot cover.
4. Gently insert the OMG-COMM2-EX into the slot. Make sure that the adapter is seated properly.
5. Replace the screw.
6. Replace the cover.
7. Connect the power cord.
Installation is complete.

Operating System Installation

For Windows Users

Start by choosing Install Software at the beginning of the CD. Choose Asynchronous COM: Port Software, SeaCOM.

Other Operating Systems

Refer to the appropriate section of the Serial Utilities Software.
Technical Description

The **OMG-COMM2-EX** adapter utilizes the 16550 UART chip. This chip features programmable baud rate, data format, interrupt control and has a 16 byte transmit and receive FIFO.

Features

- Full independent operation of ports allowing two ports RS-232, two ports RS-422/485 or one port of each.
- Addressable as COM1: - COM4: or any other I/O address up to 3FF Hex.
- ‘Shareable’ IRQs allow more than one port to share a single IRQ provided the proper driver is used.
- IRQs 2/9-5, 7, 10, 11, 12, 15 supported
- Support for non-standard baud rates available. These baud rates (such as 31.25K or 76.8K baud) are supported by installing a different oscillator. Please consult Technical Support for more information.

Modem Control Signal Considerations

Some software packages require the use of the modem handshake signals such as CTS or DCD. Refer to your application software manual to determine the requirements for modem control signals. If no requirements are mentioned, a safe configuration is to tie DTR to DSR and DCD, and tie RTS to CTS. This configuration will typically satisfy the modem control signal requirements for most communications software.

Line Termination

Typically, each end of the RS-422/485 bus must have line terminating resistors. A 100 ohm resistor is across each RS-422/485 input and a 1K ohm pull-up/pull-down combination bias the receiver inputs. If more than two RS-485 nodes are configured in a multi-drop network, only the nodes at each end of the bus should have the 100 ohm resistors installed.
Connector Pin Assignments

RS-232 (Male DB9)

<table>
<thead>
<tr>
<th>Name</th>
<th>Pin #</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>TD</td>
<td>3</td>
<td>Output</td>
</tr>
<tr>
<td>RTS</td>
<td>7</td>
<td>Output</td>
</tr>
<tr>
<td>DTR</td>
<td>4</td>
<td>Output</td>
</tr>
<tr>
<td>GND</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>RD</td>
<td>2</td>
<td>Input</td>
</tr>
<tr>
<td>DCD</td>
<td>1</td>
<td>Input</td>
</tr>
<tr>
<td>DSR</td>
<td>6</td>
<td>Input</td>
</tr>
<tr>
<td>CTS</td>
<td>8</td>
<td>Input</td>
</tr>
<tr>
<td>RI</td>
<td>9</td>
<td>Input</td>
</tr>
</tbody>
</table>

**Note:** These assignments meet EIA/TIA/ANSI-574 DTE for DB-9 type connectors.

RS-422/485 (Male DB9)

<table>
<thead>
<tr>
<th>Signal</th>
<th>Name</th>
<th>Pin #</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>GND</td>
<td>Ground</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>TX+</td>
<td>Transmit Data Positive</td>
<td>4</td>
<td>Output</td>
</tr>
<tr>
<td>TX-</td>
<td>Transmit Data Negative</td>
<td>3</td>
<td>Output</td>
</tr>
<tr>
<td>RTS+</td>
<td>Request To Send Positive</td>
<td>6</td>
<td>Output</td>
</tr>
<tr>
<td>RTS-</td>
<td>Request To Send Negative</td>
<td>7</td>
<td>Output</td>
</tr>
<tr>
<td>RX+</td>
<td>Receive Data Positive</td>
<td>1</td>
<td>Input</td>
</tr>
<tr>
<td>RX-</td>
<td>Receive Data Negative</td>
<td>2</td>
<td>Input</td>
</tr>
<tr>
<td>CTS+</td>
<td>Clear To Send Positive</td>
<td>9</td>
<td>Input</td>
</tr>
<tr>
<td>CTS-</td>
<td>Clear To Send Negative</td>
<td>8</td>
<td>Input</td>
</tr>
</tbody>
</table>

**Technical Note:** 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.
Specifications

Environmental Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Operating</th>
<th>Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature Range</td>
<td>0º to 50º C</td>
<td>-20º to 70º C</td>
</tr>
<tr>
<td></td>
<td>(32º to 122º F)</td>
<td>(-4º to 158º F)</td>
</tr>
<tr>
<td>Humidity Range</td>
<td>10 to 90% R.H.</td>
<td>10 to 90% R.H.</td>
</tr>
<tr>
<td></td>
<td>Non-Condensing</td>
<td>Non-Condensing</td>
</tr>
</tbody>
</table>

Manufacturing

- IPC 610-B Class-III standards are adhered to with a 0.1 visual A.Q.L. and 100% Functional Testing.
- All Printed Circuit boards are built to U.L. 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

<table>
<thead>
<tr>
<th>Supply line</th>
<th>+12 VDC</th>
<th>-12 VDC</th>
<th>+5 VDC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>50 mA</td>
<td>50 mA</td>
<td>195 mA</td>
</tr>
</tbody>
</table>

Mean Time Between Failures (MTBF)

Greater than 150,000 hours. (Calculated)

Physical Dimensions

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board length</td>
<td>6.9 inches (17.53 cm)</td>
</tr>
<tr>
<td>Board Height including Goldfingers</td>
<td>4.2 inches (8.89 cm)</td>
</tr>
<tr>
<td>Board Height excluding Goldfingers</td>
<td>3.9 inches (8.13 cm)</td>
</tr>
</tbody>
</table>
Appendix A - Troubleshooting

Serial Utility test software is supplied with the adapter and will be used in the troubleshooting procedures. By using this software and following these simple steps, most common problems can be eliminated without the need to call Technical Support.

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. Configure your adapter so that there is no conflict with currently installed adapters. No two adapters can occupy the same I/O address.

3. Make sure the adapter is using a unique IRQ The IRQ is typically selected via an on-board header block. Refer to the section on Card Setup for help in choosing an I/O address and IRQ.

4. Make sure the adapter is securely installed in a motherboard slot.

5. When running DOS, Windows 3.x or other operating systems refer to the Serial Utilities software for that operating system and the User Manual to verify that the adapter is configured correctly. The supplied software contains a diagnostic program ‘SSD’ that runs under DOS and will verify if an adapter is configured properly. This diagnostic program is written with the user in mind and is easy to use. Refer to the DIAG.txt file in the dos\diag directory for detailed instructions on using ‘SSD’.

6. For Windows 95/98 and Windows NT, the diagnostic tool 'WinSSD' is installed in the Omega Engineering folder on the Start Menu during the setup process. First find the ports using the Device Manager, then use 'WinSSD' to verify that the ports are functional.

7. Always use the diagnostic software when troubleshooting a problem. This will help eliminate any software issues and identify any hardware conflicts.
Appendix B - How To Get Assistance

Please refer to Troubleshooting Guide prior to calling Technical Support.

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

2. 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.

3. Omega Engineering maintains a Home page on the Internet. Our home page address is www.omega.com. The latest software updates, and newest manuals are available via our FTP site that can be accessed from our home page.

4. Technical support is available Monday to Friday from 8:30 a.m. to 6:00 p.m. eastern time. Technical support can be reached at 1-800-DAS-IEEE.

RETURN AUTHORIZATION MUST BE OBTAINED FROM OMEGA ENGINEERING BEFORE RETURNED MERCHANDISE WILL BE ACCEPTED. AUTHORIZATION CAN BE OBTAINED BY CALLING OMEGA CUSTOMER SERVICE AND REQUESTING AN AUTHORIZED RETURN (AR) NUMBER.
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. The IBM PC computer defined the RS-232 port on a 9 pin D sub connector and subsequently the EIA/TIA approved this implementation as the EIA/TIA-574 standard. This standard is defined as the 9-Position Non-Synchronous Interface between Data Terminal Equipment and Data Circuit-Terminating Equipment Employing Serial Binary Data Interchange. Both implementations are in wide spread use and will be referred to as RS-232 in this document. RS-232 is capable of operating at data rates up to 20 Kbps at distances less than 50 ft. The absolute maximum data rate may vary due to line conditions and cable lengths. RS-232 is a single ended or unbalanced interface, meaning that a single electrical signal is compared to a common signal (ground) to determine binary logic states. The RS-232 and the EIA/TIA-574 specification define two types of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE). The OMG-COMM2-EX is a DTE device.

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.
RS-485

RS-485 is backwardly compatible with RS-422; however, it is optimized for partyline 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.
Appendix D - Asynchronous Communications

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

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

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

Figure 8 - Asynchronous Communications Bit Diagram
Appendix F - Compliance Notices

Federal Communications Commission Statement

FCC - 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 his own 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.

- **EN60950 (IEC950)** - “Safety of information technology equipment, including electrical business equipment”

**Warning**

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.

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.
OMEGA ENGINEERING, INC. warrants this unit to be free of defects in materials and workmanship for a period of **13 months** from date of purchase. OMEGA's WARRANTY adds an additional one (1) month grace period to the normal one (1) year product warranty to cover handling and shipping time. This ensures that OMEGA's customers receive maximum coverage on each product.

If the unit malfunctions, it must be returned to the factory for evaluation. OMEGA's Customer Service Department will issue an Authorized Return (AR) number immediately upon phone or written request. Upon examination by OMEGA, if the unit is found to be defective, it will be repaired or replaced at no charge. OMEGA's WARRANTY does not apply to defects resulting from any action of the purchaser, including but not limited to mishandling, improper interfacing, operation outside of design limits, improper repair, or unauthorized modification. This WARRANTY is VOID if the unit shows evidence of having been tampered with or shows evidence of having been damaged as a result of excessive corrosion; or current, heat, moisture or vibration; improper specification; misapplication; misuse or other operating conditions outside of OMEGA's control. Components which wear are not warranted, including but not limited to contact points, fuses, and triacs.

OMEGA is pleased to offer suggestions on the use of its various products. However, OMEGA neither assumes responsibility for any omissions or errors nor assumes liability for any damages that result from the use of its products in accordance with information provided by OMEGA, either verbal or written. OMEGA warrants only that the parts manufactured by it will be as specified and free of defects. OMEGA MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, EXCEPT THAT OF TITLE, AND ALL IMPLIED WARRANTIES INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. LIMITATION OF LIABILITY: The remedies of purchaser set forth herein are exclusive, and the total liability of OMEGA with respect to this order, whether based on contract, warranty, negligence, indemnification, strict liability or otherwise, shall not exceed the purchase price of the component upon which liability is based. In no event shall OMEGA be liable for consequential, incidental or special damages.

CONDITIONS: Equipment sold by OMEGA is not intended to be used, nor shall it be used: (1) as a “Basic Component” under 10 CFR 21 (NRC), used in or with any nuclear installation or activity; or (2) in medical applications or used on humans. Should any Product(s) be used in or with any nuclear installation or activity, medical application, used on humans, or misused in any way, OMEGA assumes no responsibility as set forth in our basic WARRANTY/DISCLAIMER language, and, additionally, purchaser will indemnify OMEGA and hold OMEGA harmless from any liability or damage whatsoever arising out of the use of the Product(s) in such a manner.

**RETURN REQUESTS/INQUIRIES**

Direct all warranty and repair requests/inquiries to the OMEGA Customer Service Department. BEFORE RETURNING ANY PRODUCT(S) TO OMEGA, PURCHASER MUST OBTAIN AN AUTHORIZED RETURN (AR) NUMBER FROM OMEGA'S CUSTOMER SERVICE DEPARTMENT (IN ORDER TO AVOID PROCESSING DELAYS). The assigned AR number should then be marked on the outside of the return package and on any correspondence.

The purchaser is responsible for shipping charges, freight, insurance and proper packaging to prevent breakage in transit.

FOR **WARRANTY** RETURNS, please have the following information available BEFORE contacting OMEGA:

1. Purchase Order number under which the product was PURCHASED,
2. Model and serial number of the product under warranty, and
3. Repair instructions and/or specific problems relative to the product.

FOR **NON-WARRANTY** REPAIRS, consult OMEGA for current repair charges. Have the following information available BEFORE contacting OMEGA:

1. Purchase Order number to cover the COST of the repair,
2. Model and serial number of the product, and
3. Repair instructions and/or specific problems relative to the product.

OMEGA's policy is to make running changes, not model changes, whenever an improvement is possible. This affords our customers the latest in technology and engineering.

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