User’s Guide

OMG-DATASHARK
Dual Port ISA High Speed RS-232 Interface Board
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It is the policy of OMEGA to comply with all worldwide safety and EMC/EMI regulations that apply. OMEGA is constantly pursuing certification of its products to the European New Approach Directives. OMEGA will add the CE mark to every appropriate device upon certification.

The information contained in this document is believed to be correct, but OMEGA Engineering, Inc. accepts no liability for any errors it contains, and reserves the right to alter specifications without notice.

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

Figure 1 - Address Selection Table .................................................................2
Figure 2 - Header E1 and E2, IRQ Selection......................................................3
Figure 3 - Header E3, Normal IRQ Mode........................................................4
Figure 4 - Header E3, Shared IRQ Mode ...........................................................4
Figure 5 - Header E3, Sharing IRQ's with another adapter............................5
Figure 6 - Headers E4 and E5, Clocking Modes .............................................5
Figure 7 - Asynchronous Communications Bit Diagram...............................13
Introduction

Overview
The OMG-DATASHARK provides the PC with 2 Asynchronous serial ports. The OMG-DATASHARK also provides a jumper to select clocking modes that allow much higher data rates than those typically associated with RS-232. These data rates are accomplished by using high-speed drivers and receivers designed to handle these higher rates, up to a maximum 460Kbps. The OMG-DATASHARK can be configured as COM1: through COM4:, providing a versatile interface for common RS-232 needs (i.e. modem, mouse and plotters) as well as higher speed applications (i.e. ISDN, V.34 modems etc.).

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

- OMG-DATASHARK Serial I/O Adapter
- Software

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

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

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

For your reference, record installed OMG-DATASHARK settings below:

<table>
<thead>
<tr>
<th>Port #</th>
<th>Base Address</th>
<th>IRQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Port 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Card Setup

The **OMG-DATASHARK** contains several jumper straps which must be set for proper operation.

**Address Selection**

Each serial port on the **OMG-DATASHARK** occupies eight consecutive I/O locations, and looks to the PC as a standard serial port. A DIP switch (SW1) is used to set the port address options for the **OMG-DATASHARK**. Be careful when selecting the port addresses as some selections may conflict with existing ports. The following table shows the addressing options available with the standard PAL. If you do not see an address option that suits your needs, please contact Technical Support about a custom PAL option.

<table>
<thead>
<tr>
<th>Port1</th>
<th>Port2</th>
<th>SW1 1</th>
<th>SW1 2</th>
<th>SW1 3</th>
<th>SW1 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>J2</td>
<td>J3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3F8</td>
<td>2F8</td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>3E8</td>
<td>2E8</td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>On</td>
</tr>
<tr>
<td>2F8</td>
<td>2F8</td>
<td>On</td>
<td>On</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>2F8</td>
<td>3E8</td>
<td>On</td>
<td>Off</td>
<td>On</td>
<td>On</td>
</tr>
<tr>
<td>3220</td>
<td>3228</td>
<td>Off</td>
<td>On</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>4220</td>
<td>4220</td>
<td>On</td>
<td>Off</td>
<td>Off</td>
<td>On</td>
</tr>
<tr>
<td>5220</td>
<td>5228</td>
<td>On</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>5220</td>
<td>4220</td>
<td>Off</td>
<td>On</td>
<td>On</td>
<td>On</td>
</tr>
<tr>
<td>280</td>
<td>290</td>
<td>Off</td>
<td>On</td>
<td>On</td>
<td>Off</td>
</tr>
<tr>
<td>300</td>
<td>308</td>
<td>Off</td>
<td>On</td>
<td>Off</td>
<td>On</td>
</tr>
<tr>
<td>310</td>
<td>318</td>
<td>Off</td>
<td>On</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>280</td>
<td>288</td>
<td>Off</td>
<td>Off</td>
<td>On</td>
<td>On</td>
</tr>
<tr>
<td>290</td>
<td>298</td>
<td>Off</td>
<td>Off</td>
<td>On</td>
<td>Off</td>
</tr>
<tr>
<td>300</td>
<td>280</td>
<td>Off</td>
<td>Off</td>
<td>Off</td>
<td>On</td>
</tr>
</tbody>
</table>

**Figure 1 - Address Selection Table**

**Note:** Each COM: port in your system should have a unique address. Typically COM1: - COM4: addresses are 3F8, 2F8, 3E8 & 2E8 Hex. If a COM1: & COM2: are already present, use the second addressing option. This will provide the typical addresses for COM3: & COM4:.

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

Port 2 on the OMG-DATASHARK can be enabled or disabled with the jumper at E6 for applications requiring only one port. The port is enabled with the jumper installed and disabled when removed. If Port 2 is disabled, be sure to disable the interrupt request for that port by removing the IRQ jumper at E2. When the port is disabled only the Port 1 address from the selection is valid (See Figure 1).

IRQ Selection

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

Note: Most communications software applications default COM3: to IRQ4 and COM4: to IRQ3. This requires the sharing of interrupts between COM1: and COM3:, and between COM2: and COM4:. While this is the default, it is not always the preferred setting. Check your software configuration instructions to determine the most appropriate IRQ selection.

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 E3. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper.
Interrupt Modes

Header E3 selects the interrupt mode for each port. Each port must be set in the correct mode to insure proper installation.

‘N’ indicates the (N)ormal, single interrupt per port mode. ‘S’ indicates the (S)hared 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. ‘R’ indicates the inclusion of a 1K ohm pull-down resistor required on one port when sharing interrupts.

![Diagram](image)

*Figure 3 - Header E3, Normal IRQ Mode*

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

![Diagram](image)

*Figure 4 - Header E3, Shared IRQ Mode*
Set the jumper to S if you are using more than one OMG-DATASHARK 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.

![Figure 5 - Header E3, Sharing IRQ's with another adapter](image)

**Clock Modes**

The OMG-DATASHARK employs a unique clocking option that allows the end user to select from divide by 4, divide by 2 and divide by 1 clocking modes. These modes are selected at Headers E4 and E5. To select the Baud rates commonly associated with RS-232 (i.e. 2400, 4800, 9600, 19.2, … 115.2K Bps ) place the jumper in the divide by 4 mode. To double these rates up to a maximum rate for 230.4K bps place the jumper in the divide by 2 position. To select the maximum data rate (460.8K bps) place the jumper in the divide by 1 position. In the example below, Port 1 (E4) is selected for the divide by 4 rate to support a common RS-232 application (i.e. serial mouse) and Port 2 (E5) is selected to support a high speed application in the divide by 1 mode (i.e. ISDN or digital link).

![Figure 6 - Headers E4 and E5, Clocking Modes](image)
Installation

The OMG-DATASHARK can be installed in any of the PC expansion slots, but to access the ‘AT’ or (E)ISA IRQs (10, 11, 12, 15) it must be installed in one of the 16 bit slots. The OMG-DATASHARK 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-DATASHARK 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-DATASHARK utilizes the 16C650 UART. This chip features programmable baud rate, data format, interrupt control and a 32 byte input and output FIFO.

Features Include:

- Addressable as COM1: - COM4: and other selectable address combinations.
- Speeds up to 460.8 Kbps available via enhanced hardware drivers and receivers.
- Multiple clocking modes insuring compatibility with existing software products.
- ‘Shareable’ IRQs allow more than one port to share a single IRQ
- IRQs 2-5, 7, 10, 11, 12, 15 supported

Connector Pin Assignments

<table>
<thead>
<tr>
<th>Name</th>
<th>Pin #</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>TD Transmit Data</td>
<td>3</td>
<td>Output</td>
</tr>
<tr>
<td>RTS Request To Send</td>
<td>7</td>
<td>Output</td>
</tr>
<tr>
<td>DTR Data Term Ready</td>
<td>4</td>
<td>Output</td>
</tr>
<tr>
<td>GND Ground</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>RD Receive Data</td>
<td>2</td>
<td>Input</td>
</tr>
<tr>
<td>DCD Data Carrier Detect</td>
<td>1</td>
<td>Input</td>
</tr>
<tr>
<td>DSR Data Set Ready</td>
<td>6</td>
<td>Input</td>
</tr>
<tr>
<td>CTS Clear To Send</td>
<td>8</td>
<td>Input</td>
</tr>
<tr>
<td>RI Ring Indicator</td>
<td>9</td>
<td>Input</td>
</tr>
</tbody>
</table>

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

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

- 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>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board length</td>
<td>5.4 inches (13.72 cm)</td>
</tr>
<tr>
<td>Board Height including Goldfingers</td>
<td>3.5 inches (8.89 cm)</td>
</tr>
<tr>
<td>Board Height excluding Goldfingers</td>
<td>3.2 inches (8.13 cm)</td>
</tr>
</tbody>
</table>
Appendix A - Troubleshooting

A Serial Utility Diskette is supplied with the adapter and will be used in the troubleshooting procedures. By using this diskette 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. While the adapter does allow the sharing of IRQs, many other adapters (i.e. SCSI adapters & on-board serial ports) do not. 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 or Windows 3.x refer to the Serial Utilities disk 1 and the User Manual to verify that the adapter is configured correctly. The supplied diskette contains a diagnostic program ‘SSD’ that 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 ‘README’ file on the supplied diskette for detailed instructions on using ‘SSD’.

6. For Windows 95 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. The following are known I/O conflicts:
   - The 278 and 378 settings may conflict with your printer I/O adapter.
   - 3B0 cannot be used if a Monochrome adapter is installed.
   - 3F8-3FF is typically reserved for COM1:
   - 2F8-2FF is typically reserved for COM2:
   - 3E8-3EF is typically reserved for COM3:
   - 2E8-2EF is typically reserved for COM4:

8. Please refer to your included diskette for any post production manual updates and application specific information.

9. Always use the diagnostic software when Troubleshooting a problem. This will eliminate the software issue from the equation.
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 BEFORE RETURNED MERCHANDISE WILL BE ACCEPTED. AUTHORIZATION CAN BE OBTAINED BY CALLING OMEGA CUSTOMER SERVICE AND REQUESTING AN AUTHORIZED RETURN NUMBER (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-DATASHARK is a DTE device.
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.

![Figure 7 - Asynchronous Communications Bit Diagram](image)

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

Federal Communications Commission Statement
This equipment has been tested and found to comply with the limits for Class B 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 residential installation. 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. 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

Caution
Omega Engineering is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution of attachment of connecting cables and equipment other than those specified by Omega Engineering. Such unauthorized modifications, substitutions, or attachments may void the user’s authority to operate the equipment. The correction of interference caused by such unauthorized modifications, substitutions, or attachments will be the responsibility of the user.

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 directives.

Canadian Radio Interference Regulations
This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet Appareil numérique de la classe B respecte toutes les exigences de Règlement sur le matériel du Canada
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 B** - ‘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’

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 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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