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About this User's Guide

What you will learn from this user's guide

This user's guide describes the Omega Engineering OM-USB-2404-60 data acquisition device and lists device specifications.

Conventions in this user's guide

For more information
Text presented in a box signifies additional information and helpful hints related to the subject matter you are reading.

**Caution!** Shaded caution statements present information to help you avoid injuring yourself and others, damaging your hardware, or losing your data.

**bold** text **Bold** text is used for the names of objects on a screen, such as buttons, text boxes, and check boxes.

**italic** text **Italic** text is used for the names of manuals and help topic titles, and to emphasize a word or phrase.

Where to find more information

Additional information about OM-USB-2404-60 hardware is available on our website at [www.omega.com](http://www.omega.com). You can also contact Omega Engineering by phone, fax, or email with specific questions.

- Phone: (203) 359-1660
- Fax: (203) 359-7700
- Email: das@omega.com

Safety guidelines

You can connect hazardous voltages to the OM-USB-2404-60 device's screw terminals. A hazardous voltage is a voltage greater than 42.4 V_{pk} or 60 VDC to earth ground. Take the following precautions if you connect hazardous voltages to the OM-USB-2404-60:

**Caution!** Ensure that hazardous voltage wiring is performed only by qualified personnel adhering to local electrical standards.

Do not mix hazardous voltage circuits and human-accessible circuits on the same device.

Make sure that devices and circuits connected to the OM-USB-2404-60 are properly insulated from human contact.

When device terminals are hazardous voltage LIVE (>42.4V_{pk}/60 VDC), ensure that devices and circuits connected to the OM-USB-2404-60 are properly insulated from human contact. Use the OM-ACC-160 connector backshell kit to ensure that the terminals are not accessible.
Chapter 1

Introducing the OM-USB-2404-60

The OM-USB-2404-60 is a USB 2.0 high-speed device that is supported under popular Microsoft® Windows® operating systems. The OM-USB-2404-60 is fully compatible with both USB 1.1 and USB 2.0 ports.

The OM-USB-2404-60 provides four channels of 24-bit simultaneous analog inputs.

The maximum sampling rate is 50 kS/s per channel, and the input voltage range is ±60 V, nominal.

An anti-alias filter removes noise that may be present in the signals prior to conversion. A 250 Vrms channel-to-channel and channel-to-ground isolation protects the device and computer from ground spikes, and ensures a reliable data stream. An on-board LED indicates the status of the device.

Field connections are made to four 2-position detachable screw terminals. Ten additional two-position connectors are available with the optional OM-ACC-102 connector kit.

The USB 2.0 high-speed driver transfers data at rates up to 480 Mbps. The OM-USB-2404-60 is powered by the +5 volt USB supply from your computer. No external power is required.

Functional block diagram

OM-USB-2404-60 functions are illustrated in the block diagram shown here.

![Functional block diagram of OM-USB-2404-60](image)

Figure 1. OM-USB-2404-60 functional block diagram
Chapter 2

Installing the OM-USB-2404-60

What comes with your shipment?

As you unpack your OM-USB-2404-60, verify that the following components are included.

**Hardware**

- OM-USB-2404-60
- USB cable

**Software**

- Software for OMB-DAQ-2400, OM-USB, OM-WEB, and OM-WLS Series Data Acquisition Modules CD

**Documentation**

In addition to this hardware user's guide, you should also receive the *OMB-DAQ-2400, OM-USB, OM-WEB, and OM-WLS Series Data Acquisition Software User's Guide*. This booklet provides an overview of the software you received with the device, and includes information about installing the software.

**Optional accessories**

- OM-ACC-102 — Two-position screw terminal connector blocks (quantity ten).
- OM-ACC-160 — Backshell for use with the OM-ACC-102 two-position screw terminal connector blocks.
  Provides strain relief and operator protection from high-voltage signals (quantity six).

**Unpacking**

As with any electronic device, take care while handling to avoid damage from static electricity. Before removing the device from its packaging, ground yourself using a wrist strap or by simply touching the computer chassis or other grounded object to eliminate any stored static charge.

If any components are missing or damaged, notify Omega Engineering immediately by phone, fax, or e-mail.

- Phone: (203) 359-1660
- Fax: (203) 359-7700
- Email: das@omega.com

**Installing the software**

Refer to the *Software User's Guide* for instructions on installing the software. This booklet ships with the hardware, and is available in PDF at [http://www.omega.com/manuals/manualpdf/M4803.pdf](http://www.omega.com/manuals/manualpdf/M4803.pdf).

**Installing the hardware**

**Install the software before you install your device**

The driver needed to run the OM-USB-2404-60 is installed when you install the software. Therefore, you need to install the software you plan to use before you install the hardware.

To connect the OM-USB-2404-60 to your system, connect the USB cable to an available USB port on the computer or to an external USB hub connected to the computer. Connect the other end of the USB cable to the USB connector on the device. No external power is required.

When connected for the first time, a **Found New Hardware** dialog opens when the operating system detects the device. When the dialog closes, the installation is complete. The LED on the OM-USB-2404-60 blinks steadily to indicate that the device is initialized and receiving power.
Allow the OM-USB-2404-60 to operate for at least 30 minutes before using the device. This warm up time is required to achieve the specified rated accuracy of measurements.

Calibrating the hardware

The OM-USB-2404-60 is shipped fully calibrated. Calibration coefficients are stored in EEPROM. Return the device to Omega Engineering when calibration is required. The recommended calibration interval is once per year.
Functional Details

Components

The OM-USB-2404-60 has the following external components:

- Screw terminal connectors
- USB port
- LED
- Strain relief slot

Screw terminals (CH0 to CH3)

The OM-USB-2404-60 has four 2-terminal detachable screw terminals for connection to four isolated analog inputs. The maximum sampling rate is 50 kS/s per channel, and the input voltage range is ±60 V, nominal. The channels may be sampled individually or simultaneously. Signal assignments are listed in the following table.

<table>
<thead>
<tr>
<th>Screw terminal</th>
<th>Signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>CH0+ (CH0 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH0– (CH0 IN LO)</td>
</tr>
<tr>
<td>0</td>
<td>CH1+ (CH1 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH1– (CH1 IN LO)</td>
</tr>
<tr>
<td>0</td>
<td>CH2+ (CH2 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH2– (CH2 IN LO)</td>
</tr>
<tr>
<td>0</td>
<td>CH3+ (CH3 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH3– (CH3 IN LO)</td>
</tr>
</tbody>
</table>

Use 16 AWG to 28 AWG wires to connect signals to the device.
USB connector
The USB connector provides +5 V power and communication. The voltage supplied through the USB connector is system-dependent, and may be less than 5 V. No external power supply is required.

LED
The LED indicates the device status. When connected to a USB port, the LED blinks steadily to indicate that the device is initialized and receiving power. Refer to the following table for the possible LED states.

<table>
<thead>
<tr>
<th>LED State</th>
<th>device status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>The device is not connected to a USB port or hub.</td>
</tr>
<tr>
<td>Continuous single-blink</td>
<td>The device is operating normally.</td>
</tr>
<tr>
<td>Continuous double-blink</td>
<td>The device is connected to a USB 1.1 Full-Speed port or hub, which may affect performance. Optimum performance requires connections to a USB 2.0 Hi-Speed host controller (480 Mbps) and USB 2.0 high-speed hubs.</td>
</tr>
</tbody>
</table>

Strain relief slot
Use the strain relief slot to keep the USB cable from disconnecting from the device inadvertently. Feed a tie wrap through the slot and secure to the USB cable when it is connected to the device.

High-voltage applications
For high voltage applications, we recommend using the OM-ACC-160 backshell to ensure that the terminals are not accessible. The backshell also provides strain relief to protect the screw terminals.

Signal source connections
You can connect ground-referenced or floating signal sources to the OM-USB-2404-60.
- Connect the positive signal of the signal source to the CH+ screw terminal.
- Connect the negative signal of the signal source to the CH – screw terminal.

The following figures show the connections between the OM-USB-2404-60 and both a grounded signal source and a floating signal source.
When making a ground-referenced connection between the signal source and the OM-USB-2404-60, make sure the voltage on the CH+ and CH– connections are within the channel-to-earth safety voltage range. Refer to the Specifications chapter for information about operating voltages and overvoltage protection.

![Diagram of signal source connection](image)

**Figure 6. Connecting a floating signal source**

---

**Don't connect to signals or use for measurements within category III or IV**

Refer to the "Safety voltages" section in the Specifications chapter for information about Measurement Categories.

---

**Analog input circuitry**

The OM-USB-2404-60 analog input channels are floating with respect to earth ground and to each other. The incoming analog signal on each channel is conditioned, buffered, and then sampled by a 24-bit Delta-Sigma ADC. Each channel provides an independent signal path and ADC, enabling you to sample all four channels simultaneously. Figure 7 shows the circuitry for one analog input channel.

![Diagram of analog input circuitry](image)

**Figure 7. Analog input circuitry for one channel**

---

**Filtering**

The OM-USB-2404-60 uses a combination of analog and digital filtering to provide an accurate representation of in-band signals while rejecting out-of-band signals. The filters discriminate between signals based on the frequency range, or bandwidth, of the signal. The passband, stopband, and alias-free bandwidths are important.

The OM-USB-2404-60 represents signals within the passband frequency, as quantified primarily by passband ripple and phase nonlinearity. All signals within the alias-free bandwidth are either unaliased signals or signals that have been filtered by at least the amount of the stopband rejection.

**Passband bandwidth**

The signals within the passband bandwidth have frequency-dependent gain or attenuation. The small amount of variation in gain with respect to frequency is called the passband flatness. The device's digital filters adjust the frequency range of the passband to match the data rate. Therefore, the amount of gain or attenuation at a given frequency depends on the sample rate. Figure 8 shows typical passband flatness for the 50 kS/s sample rate.
Figure 8. Passband response (typical)

Stopband bandwidth

The filter significantly attenuates all signals above the stopband frequency \((0.547 \cdot f_s\), where \(f_s\) is the sample rate). The filter is used primarily to prevent aliasing. Therefore, the stopband frequency scales precisely with the sample rate.

The stopband rejection (100 dB) is the minimum amount of attenuation applied by the filter to all signals with frequencies within the stopband bandwidth.

Alias-free bandwidth

Any signal that appears in the alias-free bandwidth of the OM-USB-2404-60 is not an aliased artifact of signals at a higher frequency. The alias-free bandwidth \((0.453 \cdot f_s\) is defined by the ability of the filter to reject frequencies above the stopband frequency. The alias-free bandwidth equals the sample rate minus the stopband frequency.

Sample rates

A master timebase frequency \((f_m)\) controls the OM-USB-2404-60 sample rate \((f_s)\). The internal master timebase frequency is 12.8 MHz.

The equation below provides the available sample rates of the OM-USB-2404-60:

\[
f_s = \frac{(f_m \times 256)}{n},\text{ where } n \text{ is any integer from 1 to 31}
\]

The sample rate must keep the device within the sample rate range. Refer to the Specifications chapter for more information about the sample rate range.

Using the internal master timebase of 12.8 MHz results in sample rates of 50 kS/s, 25 kS/s, 16.67 kS/s and so on down to 1.613 kS/s, depending on the value of \(n\).
Specifications

All specifications are subject to change without notice.
Typical for the range 0 to 60 °C unless otherwise noted.
All voltages are relative to the CH– signal on each channel unless otherwise noted.

Analog input

Table 1. Analog input specifications

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Conditions</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of channels</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>A/D converter resolution</td>
<td>24-bit</td>
<td></td>
</tr>
<tr>
<td>A/D converter type</td>
<td>Delta-Sigma with analog pre-filtering</td>
<td></td>
</tr>
<tr>
<td>Sampling mode</td>
<td>Simultaneous</td>
<td></td>
</tr>
<tr>
<td>Sample rate range ( (f_s) )</td>
<td>Minimum: 1.613 kS/s</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maximum: 50 kS/s (Note 1)</td>
<td></td>
</tr>
<tr>
<td>Sample rates ( (f_s) )</td>
<td>( \frac{(f_M \div 256)}{n} ), ( n = 1, 2, \ldots, 31 )</td>
<td></td>
</tr>
<tr>
<td>Internal master timebase ( (f_M) )</td>
<td>Frequency: 12.8 MHz</td>
<td>Accuracy: ±100 ppm maximum</td>
</tr>
<tr>
<td>Input voltage ranges CH+ to CH–</td>
<td>±60 V, nominal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>±62.64 V, typical</td>
<td></td>
</tr>
<tr>
<td></td>
<td>±61.5 V, minimum</td>
<td></td>
</tr>
<tr>
<td>Overvoltage protection</td>
<td>±100 V</td>
<td></td>
</tr>
<tr>
<td>Input coupling</td>
<td>DC</td>
<td></td>
</tr>
<tr>
<td>Input impedance CH+ to CH–</td>
<td>1 MΩ</td>
<td></td>
</tr>
<tr>
<td>Input noise</td>
<td>320 µV rms</td>
<td></td>
</tr>
<tr>
<td>Gain drift</td>
<td>±5 ppm/°C</td>
<td></td>
</tr>
<tr>
<td>Offset drift</td>
<td>±150 µV/°C</td>
<td></td>
</tr>
<tr>
<td>Post calibration gain match</td>
<td>channel-to-channel, 20 kHz</td>
<td>0.22 dB maximum</td>
</tr>
<tr>
<td>Crosstalk</td>
<td>1 kHz</td>
<td>−130 dB</td>
</tr>
<tr>
<td>Phase mismatch</td>
<td>channel-to-channel</td>
<td>0.045%/kHz maximum</td>
</tr>
<tr>
<td>Phase nonlinearity ( f_s = 50 kS/s )</td>
<td>0.11° maximum</td>
<td></td>
</tr>
<tr>
<td>Input delay</td>
<td>38.4/f_s +2.6 µs</td>
<td></td>
</tr>
<tr>
<td>Passband frequency</td>
<td>0.453 \cdot f_s</td>
<td></td>
</tr>
<tr>
<td>Passband flatness ( f_s = 50 kS/s )</td>
<td>±100 dB maximum</td>
<td></td>
</tr>
<tr>
<td>Stopband frequency</td>
<td>0.547 \cdot f_s</td>
<td></td>
</tr>
<tr>
<td>Stopband rejection</td>
<td>100 dB</td>
<td></td>
</tr>
<tr>
<td>Alias-free bandwidth ( f_s )</td>
<td>0.453 \cdot f_s</td>
<td></td>
</tr>
<tr>
<td>−3 dB pre-filter bandwidth</td>
<td>( f_s = 50 kS/s )</td>
<td>24.56 kHz</td>
</tr>
<tr>
<td>Common mode rejection ratio ( (CMRR) )</td>
<td>( f_{in} = 60 \text{ Hz} )</td>
<td>116 dB</td>
</tr>
<tr>
<td>Spurious free dynamic range ( (SFDR) )</td>
<td>1 kHz, −60 dBFS</td>
<td>−128 dBFS</td>
</tr>
<tr>
<td>Total harmonic distortion</td>
<td>1 kHz, −1 dBFS</td>
<td>−99 dB</td>
</tr>
<tr>
<td></td>
<td>1 kHz, −20 dBFS</td>
<td>−105 dB</td>
</tr>
</tbody>
</table>
**Note 1:** Full performance requires connections to a USB 2.0 Hi-Speed host controller and USB 2.0 high-speed hubs. The maximum sample rate may be lower on USB 1.1 ports.

### Accuracy

<table>
<thead>
<tr>
<th>Measurement conditions</th>
<th>Percent of reading (gain error)</th>
<th>Percent of range (offset error) (Note 2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calibrated maximum (−0 to 60 °C)</td>
<td>±0.13%</td>
<td>±0.05%</td>
</tr>
<tr>
<td>Calibrated typical (25 °C, ±5 °C)</td>
<td>±0.03%</td>
<td>±0.008%</td>
</tr>
<tr>
<td>Uncalibrated, maximum (−0 to 60 °C)</td>
<td>±1.2%</td>
<td>±0.55%</td>
</tr>
<tr>
<td>Uncalibrated, typical (25 °C, ±5 °C)</td>
<td>±0.3%</td>
<td>±0.11%</td>
</tr>
</tbody>
</table>

**Note 2:** The range is equal to 62.64 V.

### Power

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current consumption from USB</td>
<td>500 mA, maximum</td>
</tr>
</tbody>
</table>

### Bus interface

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>USB specification</td>
<td>USB 2.0 Hi-Speed mode (480 Mbps) is recommended. Otherwise, USB 1.1 Full-Speed mode (12 Mbps)</td>
</tr>
</tbody>
</table>

### Environmental

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temperature range</td>
<td>0 to 60 °C</td>
</tr>
<tr>
<td>Storage temperature range</td>
<td>−40 to 85 °C</td>
</tr>
<tr>
<td>Operating humidity</td>
<td>10 to 90% relative humidity, non-condensing</td>
</tr>
<tr>
<td>Storage humidity</td>
<td>5 to 95% relative humidity, non-condensing</td>
</tr>
<tr>
<td>Maximum altitude</td>
<td>2000 meters (6561.679 feet)</td>
</tr>
<tr>
<td>Pollution degree (IEC60664)</td>
<td>2</td>
</tr>
</tbody>
</table>

### Mechanical

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions</td>
<td>4.5” L x 5.5” W x 1.5” H</td>
</tr>
<tr>
<td>Weight</td>
<td>1.2 lbs. (544 grams)</td>
</tr>
</tbody>
</table>
### Safety voltages

**Table 7. Safety specifications (Note 3)**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Conditions</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel-to-earth ground isolation</td>
<td>Continuous</td>
<td>250 Vrms, Measurement Category II (Note 4)</td>
</tr>
<tr>
<td></td>
<td>Withstand</td>
<td>2,300 Vrms, verified by a 5 sec dielectric withstand test</td>
</tr>
<tr>
<td>Channel-to-channel isolation</td>
<td>Continuous</td>
<td>250 Vrms, Measurement Category II (Note 4)</td>
</tr>
<tr>
<td></td>
<td>Withstand</td>
<td>1,390 Vrms, verified by a 5 sec dielectric withstand test</td>
</tr>
</tbody>
</table>

**Note 3:** Connect only voltages that are within the limits specified in this table.

**Note 4:** Measurement Category II is for measurements performed on circuits directly connected to the electrical distribution system. This category refers to local-level electrical distribution, such as that provided by a standard wall outlet, for example 115 V for US or 230 V for Europe.

**Caution!** Do not connect the device to signals or use for measurements within Measurement Categories III or IV.

### Screw terminal connectors

**Table 8. Screw terminal connector specifications**

<table>
<thead>
<tr>
<th>Connector type</th>
<th>Screw terminal wiring</th>
<th>Torque for screw terminals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screw terminal wiring</td>
<td>16 to 28 AWG copper conductor wire with 7 mm (0.28 in.) of insulation stripped from the end.</td>
<td>0.22 to 0.25 N·m (1.95 to 2.21 lb·in.)</td>
</tr>
</tbody>
</table>

**Table 9. Screw terminal assignments**

<table>
<thead>
<tr>
<th>Screw terminal</th>
<th>Signal</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>CH0+ (CH0 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH0– (CH0 IN LO)</td>
</tr>
<tr>
<td>0</td>
<td>CH1+ (CH1 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH1– (CH1 IN LO)</td>
</tr>
<tr>
<td>0</td>
<td>CH2+ (CH2 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH2– (CH2 IN LO)</td>
</tr>
<tr>
<td>0</td>
<td>CH3+ (CH3 IN HI)</td>
</tr>
<tr>
<td>1</td>
<td>CH3– (CH3 IN LO)</td>
</tr>
</tbody>
</table>

### Accessory products

**Table 10. Screw terminal connector specifications**

<table>
<thead>
<tr>
<th>ACC-102</th>
<th>Two-position detachable screw terminal connector blocks (quantity ten)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACC-160</td>
<td>Backshell for use with the ACC-102 two-position screw terminal connector blocks. Provides strain relief and operator protection from high-voltage signals (quantity four)</td>
</tr>
</tbody>
</table>
WARRANTY/DISCLAIMER

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; misuse; or other operating conditions outside of OMEGA’s control. Components in which wear is not warranted, include but are 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 the company will be as specified and free of defects. OMEGA MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND WHATSOEVER, EXPRESSED 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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