

**Sensorsoft®**

# **Sensorsoft® Humidity Meter User Manual**

**Models SM6204J and SM6204C**

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## Overview

The SM6204J and SM6204C Sensorsoft Humidity Meters are RS232 compatible serial devices based on the Sensorsoft Device Protocol. The SM6204J and SM6204C have a built-in humidity sensor and are intended for applications where the customer needs to monitor or measure relative humidity in rooms or warehouses.

Sensorsoft devices offer the following benefits over other RS232 serial devices:

- Powered from the serial port (no external power or battery required)
- CRC error detection (detects transmission errors and improves reliability)
- Virtually unlimited cable lengths (1000 ft)
- Plug and go operation (little or no user configuration required)

## About this Manual

The Sensorsoft Humidity Meter may also be referred to as a Soft Humidity Meter, Sensorsoft device or SSD (Sensorsoft Soft Device) throughout this manual.

## Installing the Sensorsoft Humidity Meter

Installation of the Sensorsoft Humidity Meter is composed of the following steps:

- Choosing a Location for Installation
- Connecting the Sensorsoft Humidity Meter to a serial port
- Starting the Sensorsoft software. Please refer to the specific software manual that applies to your installation

### Choosing a Location for Installation

Locate this Sensorsoft Humidity Meter close to the equipment or airflow you are monitoring. Since the SM6204C/J Sensorsoft Humidity Meter is not waterproof or weatherproof, keep the following rules in mind:

- Keep the Sensorsoft Humidity Meter housing out of contact with direct sunlight, UV exposure and dripping water.
- Protect the Sensorsoft Humidity Meter from high traffic areas that could wear/damage the housing or cable.
- Never allow the Sensorsoft Humidity Meter housing to come into contact with harsh chemicals or cleaning agents. If it needs to be cleaned, do so with a damp cloth or vacuum cleaner.

Use a Velcro fastener (P/N F1000 or F1001) to affix the Sensorsoft Humidity Meter to a stable surface.

### Connecting the Sensorsoft Humidity Meter to a serial port

If you have a SM6204C (C-Suffix) Sensorsoft Humidity Meter, plug its molded DB-9F connector into an available RS232 serial port connector (DB-9M) on your computer or terminal server.

If you have an SM6204J (J-Suffix) Sensorsoft Humidity Meter, use the appropriate C200X cable to connect this device to your computer or terminal server. Please refer to the Sensorsoft price list for available types.

If you intend to make your own custom cable for a J-Suffix Sensorsoft device, please refer to *Making communication cables for J-Suffix Sensorsoft Devices*.

If you are connecting a Sensorsoft device to a device server, please be sure to configure the port as follows:

- 1200 bps, 8 bits, no parity, 1 stop bit
- Turn off autobaud
- Flow control set to none

- Non-telnet binary (raw) transfer mode
- Assert RTS and DTR always

Refer to your device server's documentation for more details on the above.

Note the physical or COM port number where you plugged the cable into your computer or device server. If the Sensorsoft device is being plugged into a Windows based computer that has only one COM port, the port number is usually COM1.

## SM6204C Sensorsoft Humidity Meter Specifications

**Measurement Range:** 0 to 100 % RH

**Resolution:** 1 % RH

**Accuracy:** +/- 3 % RH

**Calibration:** Calibrated at the factory. Re-calibration is possible by returning this device to the factory or to a humidity calibration lab.

**Maximum measurement rate:** one reading every second

**Housing Dimensions:** 8 cm (3.1") x 4 cm (1.6") x 2 cm (0.8")

**Housing Material:** injection molded ABS thermoplastic

**Housing Colour:** light gray

**Operating temperature range:** 0 ° C to +60 ° C (32 ° F to +140 ° F)

**Sensor type:** capacitive, thin film polymer

**Communications cable:** integrated 6 m (20 ft.) cable with DB-9F (female) mini D-SUB connector

**Power source:** Port-powered (RTS and DTR, both asserted).

**Power supply current drain:** < 10 mA

**Communications Interface:** RS232C using TX,RX,RTS,DTR and GND. One device per serial port.

**Maximum extension cable length:** 305 m (1000 ft.) using recommended cable type. Low capacitance shielded cable or UTP is recommended.

**Communications Protocol:** Sensorsoft Device Protocol, Version 2.0

**Error control:** 16 bit CRC (cyclic redundancy checking) for detection of communication errors between the device and host computer.

## SM6204J Sensorsoft Humidity Meter Specifications

**Measurement Range:** 0 to 100 % RH

**Resolution:** 1 % RH

**Accuracy:** +/- 3 % RH

**Calibration:** Calibrated at the factory. Re-calibration is possible by returning this device to the factory or to a humidity calibration lab.

**Maximum measurement rate:** one reading every second

**Housing Dimensions:** 8 cm (3.1") x 4 cm (1.6") x 2 cm (0.8")

**Housing Material:** injection molded ABS thermoplastic

**Housing Colour:** light gray

**Operating temperature range:** 0 ° C to +60 ° C (32 ° F to +140 ° F)

**Sensor type:** capacitive, thin film polymer

**Communications connector:** 8 position modular jack, (accepts 8 position plug RJ45)

**Power source:** Port-powered (RTS and DTR, both asserted) or via External DC power connector

**Power supply current drain:** < 10 mA

**External DC power connector:** 2.1 mm power jack, automatic polarity correction and over-voltage protection.

**External power supply voltage:** 9.0 - 14.0 VDC

**Communications Interface:** RS232C using TX,RX,RTS,DTR and GND. One device per serial port.

**Maximum communications cable length:** 305 m (1000 ft.) using recommended cable type.

Low capacitance shielded cable or UTP is recommended.

**Communications Protocol:** Sensorsoft Device Protocol, Version 2.0

**Error control:** 16 bit CRC (cyclic redundancy checking) for detection of communication errors between the device and host computer



## Resolution, Accuracy and Calibration

The terms resolution, accuracy and calibration frequently cause misunderstanding for many individuals who have not been trained in metrology. We endeavor here to explain these terms and how they might affect your application of Sensorsoft devices.

Resolution or precision is the fineness of the measurement. It is usually specified in terms of the smallest unit that can be resolved.

Accuracy is the trueness of the measurement or how close it can be to the true value (National Standard). Accuracy is often specified as a percentage (i.e. +/- 3 % of reading), or a fixed value (i.e. +/- 0.5 ) that the reading can vary from the true value.

Calibration is a process where accuracy is verified (and often corrected) with respect to a standard. Calibrations are routinely carried out to certify that a device has not lost its accuracy, linearity and stability. Calibrations can be carried out at a time interval that is required by your industry. In many cases this is done at least once every year. When a calibration or verification takes place, it must always be done with equipment that has significantly better accuracy and resolution than the device under test. When a calibration is performed on a unit under test with an instrument that is proven as traceable to the National Standards Laboratory, the unit under test is also considered to be traceable.

### Avoid making invalid judgements or comparisons

Using any of the following measurement devices or situations is **unacceptable** for comparing to, or judging the accuracy of a Sensorsoft device:

- Measurement device purchased from a hardware or drug store
- Digital display on HVAC or cooling/heating equipment
- Location of the active sensing element is unknown
- Measurement device has its active sensing element more than one inch (2.5 cm) away from the Sensorsoft device/probe
- Measurement device has similar specifications to the Sensorsoft device
- Measurement device has unknown specifications
- Measurement device has not been calibrated within one year, has no calibration certificate or is not traceable to a standard

### Use the proper instrument and method to make comparisons

We recommend one of the following instruments (or equivalent) that have a recently dated traceable calibration certificate, for judging the accuracy or stability of your Sensorsoft device:

- Vaisala HM34 Humidity & Temperature Meter (Hand held, approx. price \$500 USD)
- Vaisala HMP233 Humidity & Temperature Transmitter and external probe (Wall mount, RS232 interface, order with 115/230 VAC power supply, approx. price \$1800 USD)

- Vaisala HMI38/HMP35E Humidity & Temperature Data Processor and external probe (Desk top unit, RS232 interface, approx. price \$2580 USD)

More details about the above instruments are available on Vaisala's web site:

<http://www.vaisala.com>

Keep the following points in mind when assessing the accuracy or stability of your Sensorsoft device:

- Use one of the above recommended instruments (or equivalent)
- Recommended instrument has had a traceable calibration within one year of current date
- Sensorsoft device and the traceable instrument's probe must be exactly side by side (within one inch of each other)
- Allow sufficient time (10-20 minutes) for the Sensorsoft device and the traceable instrument to stabilize

### **What to do, if you believe the Sensorsoft device is reading incorrectly**

If after following the above procedure you find that the Sensorsoft device is not reading within its stated specifications, you have two options:

- a) Return the Sensorsoft device to our factory for repair or calibration. See Returns at the end of this guide. Charges may apply if the unit is out-of-warranty or if we find no evidence that the device is out-of-calibration.
- b) If you have access to a local calibration lab you may send it there for verification or calibration along with the Remote Watchman software. Refer to the specifications of your Sensorsoft device to determine whether its sensor can be re-calibrated or replaced.

## Making extension cables for C-Suffix Sensorsoft Devices

In some applications it is not possible to use pre-assembled cables. When installing the Sensorsoft device at a remote location it may be necessary to run cables through walls, ceiling or conduits where connectors would get jammed. In this situation it makes sense to run the cables and then terminate them, on-site, using hand tools. Further, if your host serial port is of the DCE type (some multi-port serial cards) it will be necessary to make your own cables. The following details will assist you in doing that.

A properly made cable will allow your Sensorsoft device to operate reliably over long distances.

### PIN-OUT OF THE DB-9F CONNECTOR ON A C-SUFFIX SENSORSOFT DEVICE

Note: Only positions used in Sensorsoft device application are shown

| Position | Function                            |
|----------|-------------------------------------|
| 2        | TX (data to computer)               |
| 3        | RX (data from computer)             |
| 4        | POWER (connects to DTR on computer) |
| 5        | Ground                              |
| 7        | POWER (connects to RTS on computer) |

The following are suggested specialized tools and parts needed to make good quality extension cables:

#### Hand Tools:

AMP Crimping Tool P/N 90312-1 or 90302-1, for subminiature D pin or socket contacts

AMP PROCRIMPER P/N 58448-2, for subminiature D pin or socket contacts

AMP Insertion/Extraction Tool P/N 91285-1, for subminiature D connector contacts

#### Materials:

Berk-Tek UTP (Unshielded Twisted Pair) round stranded cable, P/N 540036--TP

(4 pair, 8-#24 AWG wires, category 4 or better, 75 C)

AMP DB-9 receptacle subminiature D connector (crimp-snap-in), P/N 205203-1 or -3

AMP DB-25 receptacle subminiature D connector (crimp-snap-in), P/N 205207-1 or 207463-1

AMP socket crimp contact for subminiature D connectors, P/N 1-66504-0

AMP pin crimp contact for subminiature D connectors, P/N 1-66506-0

## Making communication cables for J-Suffix Sensorsoft Devices

In some applications it is not possible to use pre-assembled cables. When installing the Sensorsoft device at a remote location it may be necessary to run cables through walls, ceiling or conduits where connectors would get jammed. In this situation it makes sense to run the cables and then terminate them, on-site, using hand tools. Further, if your host serial port is of the DCE type (some multi-port serial cards) it will be necessary to make your own cables. The following details will assist you in doing that.

A properly made cable will allow your Sensorsoft device to operate reliably over long cable lengths up to 305 m (1000 ft) long. You may connect the Sensorsoft device to the port with as little as three wires (RX, TX and GND) using inexpensive unshielded telephone wire. However the host may need to set the number of retries high in order to overcome the effect of occasional noise/interference and would also require the use of an external power supply at the Sensorsoft device.

The Sensorsoft device modular jack connector uses the same UTP wire map as 10-BASE-T and ISDN. It is therefore possible to use this type of cabling system for Sensorsoft devices.

### PIN-OUT OF THE MODULAR 8 POSITION JACK/PLUG ON A SENSORSOFT DEVICE

Note: Terminal No. 1 is the terminal to the extreme left as you face the cable opening, latch tab down.

| Terminal | Function         | UTP wire color (solid-tracer) |
|----------|------------------|-------------------------------|
| 1        | ST Receive Data  | white-green                   |
| 2        | Ground           | green                         |
| 3        | ST Transmit Data | white-orange                  |
| 4        | Power +V         | blue                          |
| 5        | Ground           | white-blue                    |
| 6        | Ground           | orange                        |
| 7        | Power +V         | white-brown                   |
| 8        | Ground           | brown                         |

The following are suggested specialized tools and parts needed to make good quality cables:

#### Hand Tools:

AMP Crimping Tool P/N 1-231652-0 or 2-231652-1, for modular plugs

AMP 8 position modular die set P/N 853400-1

AMP Crimping Tool P/N 90312-1 or 90302-1, for subminiature D pin or socket contacts

AMP PROCRIMPER P/N 58448-2, for subminiature D pin or socket contacts

AMP Insertion/Extraction Tool P/N 91285-1, for subminiature D connector contacts

#### Materials:

Berk-Tek UTP (Unshielded Twisted Pair) round stranded cable, P/N 540036--TP

(4 pair, 8-#24 AWG wires, category 4 or better, 75 C)

AMP 8 position modular plug for round stranded wire cables, P/N 5-554169-3 (CAT4)

AMP 8 position modular plug for round stranded wire cables, P/N 5-557961-3 (CAT5)

AMP DB-9 receptacle subminiature D connector (crimp-snap-in), P/N 205203-1 or -3

AMP DB-25 receptacle subminiature D connector (crimp-snap-in), P/N 205207-1 or 207463-1

AMP socket crimp contact for subminiature D connectors, P/N 1-66504-0

AMP pin crimp contact for subminiature D connectors, P/N 1-66506-0

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**Cable P/N C2000**  
**9 pin Serial Port to Sensorsoft Device**  
**DB-9F to RJ45 modular plug**

| 9 pin Port |            |              | Sensorsoft Device |   |  |
|------------|------------|--------------|-------------------|---|--|
| 3          | TX         | white-green  | RX                | 1 |  |
| 2          | RX         | white-orange | TX                | 3 |  |
| 4          | DTR        | white-brown  | POWER +V          | 7 |  |
| 7          | RTS        | blue         | POWER +V          | 4 |  |
| 5          | SIGNAL GND | green        | GND               | 2 |  |

P/N C2000 is for use with PC's and most other devices which have a 9 position serial port. F indicates female/socket type connector.

**Cable P/N C2001 and C2002**  
**DTE Serial Port to Sensorsoft Device**  
**DB-25 to RJ45 modular plug**

| DTE Port |            |              | Sensorsoft Device |   |  |
|----------|------------|--------------|-------------------|---|--|
| 2        | TX         | white-green  | RX                | 1 |  |
| 3        | RX         | white-orange | TX                | 3 |  |
| 20       | DTR        | white-brown  | POWER +V          | 7 |  |
| 4        | RTS        | blue         | POWER +V          | 4 |  |
| 7        | SIGNAL GND | green        | GND               | 2 |  |

P/N C2002 is for use with Sun SPARCstation or SPARCserver serial ports A or B. The DTE end of this cable uses a DB-25M connector. P/N C2001 is for use with PC's which have a DB-25 connector. The DTE end of this cable uses a DB-25F connector. M indicates male/pin type connector. F indicates female/socket type connector.

**Cable P/N C2012**  
**DCE Serial Port to Sensorsoft Device**  
**DB-25M to RJ45 modular plug**

| DCE Port |            |              | Sensorsoft Device |   |  |
|----------|------------|--------------|-------------------|---|--|
| 3        | TX         | white-green  | RX                | 1 |  |
| 2        | RX         | white-orange | TX                | 3 |  |
| 6        | DSR        | white-brown  | POWER +V          | 7 |  |
| 5        | CTS        | blue         | POWER +V          | 4 |  |
| 7        | SIGNAL GND | green        | GND               | 2 |  |

P/N C2012 is for use with some multiport cards and terminal servers that have a DCE pin-out. M indicates male/pin type connector.

## Writing programs for the Sensorsoft Humidity Meter

The following describes how to write your own programs for the Sensorsoft Humidity Meter. This Sensorsoft device uses a binary, packet-formatted, master-slave protocol. All data is represented in the **little endian format** - least significant byte is first and the most significant byte is last. Your host computer (master) must send commands to and receive responses back from the Sensorsoft device (slave).

Use the following parameters when programming the serial port where the Sensorsoft device is connected:

Bit rate: 1200 bps  
Bits: 8  
Parity: none  
Stop bits: 1  
Flow control: none

In order to make use of the port powered feature of the Sensorsoft device you must enable serial port lines DTR and RTS when the port is opened. A delay of 1-2 seconds is required after opening the serial port before any commands are sent to the Sensorsoft device. This delay allows the Sensorsoft device to power-up correctly before it receives any commands and prevents incorrect readings.

You should also be aware that the Sensorsoft device has an inter-packet retry time-out delay. This delay is one (1) second and is encoded into the Sensorsoft device's firmware. If your program sends a command to the Sensorsoft device and it receives no response, your program must wait at least one (1) second before re-sending that command. Possible reasons that a Sensorsoft device may ignore your commands can be due to data transmission (CRC) errors or improper power-up delay during hot plugging.

## Sending commands to the Sensorsoft Humidity Meter

Each command packet your host sends to the Sensorsoft Humidity Meter must be in the following format:

<CMD-byte> <PACKETlength-bytes> <ADDRESS-bytes> <ARGUMENT-byte> <CRC-bytes>

### ***CMD-byte***

A single byte command indicating the desired action the Sensorsoft Humidity Meter device should carry out.

### ***PACKETlength-bytes***

Two bytes indicating the total length of the packet from start to finish (includes CRC bytes).

### ***ADDRESS-bytes***

The six-byte (48-bit) address of the device you are sending the command to. For RS232 Sensorsoft devices this is always decimal 1.

***ARGUMENT-byte***

The internal register number of the Sensorsoft Humidity Meter that you want to read or write. This byte is required for the humidity command. This byte is not required for the status command.

***CRC-bytes***

A two byte (16 bit) Cyclic Redundancy Check that is calculated on the entire packet from the CMD byte to the last ARGUMENT byte or ADDRESS byte.

Send the following bytes to request a status reading:

Hex            C1 0B 00 01 00 00 00 00 00 47 98

Send the following bytes to request a humidity reading:

Hex            C5 0C 00 01 00 00 00 00 01 0E 49

Note: In the above examples the last two bytes are CRC bytes that were pre-calculated.



## Receiving responses from the Sensorsoft Humidity Meter

Each response packet the Sensorsoft Humidity Meter returns is in the following format:

<RESPONSE-byte> <PACKETlength-bytes> <DATA-byte(s)> <CRC-bytes>

### ***RESPONSE-byte***

A single byte response code indicating the type of response. Valid codes are 90 hex and 94 hex.

### ***PACKETlength-bytes***

Two bytes indicating the total length of the packet from start to finish (includes CRC bytes).

### ***DATA-byte(s)***

Most responses return additional data in the form of byte(s). In response to a command to read the humidity, one byte is returned for DATA-byte(s). In response to a status command, one byte is returned for DATA-byte(s). See *SENSORSOFT DEVICE STATUS BYTE FORMAT* chart.

### ***CRC-bytes***

A two byte (16 bit) Cyclic Redundancy Check. This placeholder is filled with CRC bytes calculated by the Sensorsoft device on the entire packet from the RESPONSE byte to the last DATA-byte. These bytes allow the host to verify the integrity of the response packet. You may choose to use or ignore these bytes depending on your programming skill or application.

The Sensorsoft device returns a normal RESPONSE-byte (**90 hex**) in acknowledgement that the previous host command was received and executed without errors. The device only acknowledges correctly received commands that have no CRC errors. If the Sensorsoft device detects a CRC error in a received command packet, it does not respond to the command. It is considered the job of the host to time-out and re-transmit that command packet.

When an internal problem occurs inside the Sensorsoft device it sends out an abnormal response byte (**94 hex**) in response to any command from the host. If the host receives this response byte, it must immediately read and interpret the Sensorsoft device's status to determine the problem. See *SENSORSOFT DEVICE STATUS BYTE FORMAT* chart.

The generator polynomial used for the CRC is hexadecimal 1021. The following references provide information for readers who wish to use the CRC capability;

- Calculating CRC's by Bits and Bytes, Greg Morse, Byte Magazine, September 1986, Pg. 115-124
- Implementing CRC's, Jack Crenshaw, Embedded Systems Programming Magazine, January 1992, Pg. 18-45
- Technical Aspects of Data Communication, John McNamara, Digital Equipment Press 1982, Pg. 110-122
- Data and Computer Communications, 2nd edition, William Stallings, Macmillan Publishing, Pg. 107-112
- The modem reference: the complete guide to selection, installation, and applications, 2nd edition, Michael A Banks, Brady Publishing 1991, Pg. 27-42

## SENSORSOFT DEVICE STATUS BYTE FORMAT

| BIT | NAME             | DESCRIPTION                                    |
|-----|------------------|--|
| 0   | Low power supply | Voltage is unacceptable for reliable operation |
| 1   | IRQ enable       | N/A  |
| 2   | IRQ pending      | N/A  |
| 3   | Power-up         | Sensorsoft device just powered-up              |
| 4   | Tamper           | Sensor element is disconnected or broken       |
| 5   | NV Option        | EEPROM is available                            |
| 6   | NV Failure       | Could not read or write to EEPROM              |
| 7   | Future use       | N/A  |

A logic one condition on any of these bits indicates the condition is set or active. Otherwise they are reset to logic zero. It is a good practice for the host to check the status of the Sensorsoft device on a regular basis in case a bit changes state.

If bit 0 is set, this indicates that the Sensorsoft device power supply voltage is too low.

When bit 3 is set, this indicates that the Sensorsoft device has just powered-up. This bit gets reset after the status is read.

When bit 4 is set, this indicates that the sensor element has become damaged or disconnected.

Bits 1,2 and 7 can be ignored, because they are not used in the SM6204.

## Converting DATA-byte(s) to humidity readings

In response to a humidity command the Sensorsoft Humidity Meter returns one byte in the DATA-byte(s) placeholder, as described below.

It is the job of the host software to convert the DATA-byte(s) to an integer number. It is then possible to display relative humidity readings in % RH.

### SENSORSOFT HUMIDITY METER DATA-byte(s) FORMAT

| % RH | Binary   | Hex |
|------|----------|-----|
| 0    | 00000000 | 00h |
| 10   | 00001010 | 0Ah |
| 25   | 00011001 | 19h |
| 50   | 00110011 | 32h |
| 75   | 01001011 | 4Bh |
| 90   | 01011010 | 5Ah |
| 100  | 01100100 | 64h |

## Reading the Sensorsoft ID Record

Every Sensorsoft device (SSD) accepts an identification (ID) command, whose response can be used to uniquely identify the type of SSD currently connected. Specifically, the model number and description can be extracted from the SSD's ID response, allowing application software to determine the specific model of the SSD connected and to configure itself appropriately.

The format of the ID command is identical to the format of all other commands, described earlier.

Send the following bytes to the SSD to request the ID:

Hex <C3h> <0Bh> <00h> <01h> <00h> <00h> <00h> <00h> <00h> <20h> <5Eh>

The ID response contains four variable-length null-terminated strings. The sequence of four strings begins at the 10<sup>th</sup> byte in the response packet.

To read the SSD's description, count to the 10<sup>th</sup> byte in the ID response and extract the following ASCII null-terminated string.

Following this is the manufacturer's name; also a null-terminated string.

The third null-terminated string is the SSD's model number. The model number can be used to uniquely identify the type of SSD, so that your software can configure itself appropriately for different models of SSDs.

The fourth and final null-terminated string is the SSD's firmware version.

### Structure of the ID response packet

| Byte | Description of field                         |
|------|--|
| 1    | Response byte                                |
| 2-3  | Packet length                                |
| 4-9  | Not used                                     |
| 10   | Device name or description (null-terminated) |
| ~    | Manufacturer (null-terminated)               |
| ~    | Model Number (null-terminated)               |
| ~    | Firmware Version (null-terminated)           |
| ~    | Record Terminator (FFh)                      |
| ~    | CRC bytes (2)                                |

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**Sample ID response packet from a SM6204 Sensorsoft Humidity Meter**

| Byte | Contents                            |
|------|-------------------------------------|
| 1    | <90h>                               |
| 2    | <48h>                               |
| 3    | <00h>                               |
| 4-9  | <01h><00h><00h><02h><03h><07h>      |
| 10   | Sensorsoft (TM) Humidity Meter<00h> |
| ~    | Sensorsoft Corp.<00h>               |
| ~    | SM6204<00h>                         |
| ~    | 1.71<00h>                           |
| ~    | <FFh>                               |
| ~    | <B1h><33h>                          |

## Getting Help

### Limited Warranty

Sensorsoft Corporation warrants Sensorsoft products to be free from manufacturing defects for a period of two years. This includes parts and labor. All shipping and brokerage fees are your responsibility when returning a Sensorsoft product for warranty claims. The following will void the warranty and 30 day money back guarantee:

- signs of water or chemical damage
- cracks to the housing
- signs of tampering or reverse engineering

### Technical Support

If in the unlikely event you should have problems installing or using your Sensorsoft product and the previous sections of this manual have failed to provide a solution, we offer technical support to help you overcome your difficulties (see web site address below). No-charge installation and configuration support is provided for 90 days, after that there is a per-incident fee. Sensorsoft Corporation **does not** provide free support to those wishing to write their own software; this is available on a charge-per-incident basis only. Please contact support for current rates.

**World Wide Web:** <http://www.sensorsoft.com>  
**E-mail:** [support@sensorsoft.com](mailto:support@sensorsoft.com)

### 30 Day Money Back Guarantee

If for any reason you want to return a Sensorsoft product for a refund, you can do so within 30 days (calendar days) of your purchase. The refund does not include shipping or brokerage fees you may have incurred or paid.

### Returns

If returning a product or item, please keep in mind the follow guidelines:

- Contact Sensorsoft for an RMA number (Return Material Authorization).
- Provide a detailed explanation or reason for returning the product.
- Return shipments that bear no RMA number (on the outside of the package) or are not prepaid for shipping/clearing charges, will be refused.

## **FCC Compliance and Advisory Statement**

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against such interference when operating in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with this guide, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause interference in which case the user, at his or her own expense, will be required to take whatever measures may be required to correct the interference.

**Warning:** Changes or modifications to this device not explicitly approved by Sensorsoft Corporation will void the user's authority to operate this device.