

User Manual



MPTP-TUH44T

Transmitter of 2x1 18G KVM Extender over
HDBaseT 3.0



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Version: MPTP-TUH44T_2025V1.0

Preface

Read this user manual carefully before using the product. Pictures shown in this manual are for reference only. Different models and specifications are subject to real product.

This manual is only for operation instruction, please contact the local distributor for maintenance assistance. The functions described in this version were updated till Jan. 06, 2025. In the constant effort to improve the product, we reserve the right to make functions or parameters changes without notice or obligation. Please refer to the dealers for the latest details.

FCC Statement

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. It has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at their own expense will be required to take whatever measures may be necessary to correct the interference.

Any changes or modifications not expressly approved by the manufacture would void the user's authority to operate the equipment.



SAFETY PRECAUTIONS

To ensure the best from the product, please read all instructions carefully before using the device. Save this manual for further reference.

- Unpack the equipment carefully and save the original box and packing material for possible future shipment.
- Follow basic safety precautions to reduce the risk of fire, electrical shock and injury to persons.
- Do not dismantle the housing or modify the module. It may result in electrical shock or burn.
- Using supplies or parts not meeting the products' specifications may cause damage, deterioration or malfunction.
- Refer all servicing to qualified service personnel.
- To prevent fire or shock hazard, do not expose the unit to rain, moisture or install this product near water.
- Do not put any heavy items on the extension cable in case of extrusion.
- Do not remove the housing of the device as opening or removing housing may expose you to dangerous voltage or other hazards.
- Install the device in a place with fine ventilation to avoid damage caused by overheat.
- Keep the module away from liquids.
- Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on to the housing, unplug the module immediately.
- Do not twist or pull by force ends of the optical cable. It can cause malfunction.
- Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- Unplug the power cord when left unused for a long period of time.
- Information on disposal for scrapped devices: do not burn or mix with general household waste, please treat them as normal electrical wastes.

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1. Product Introduction

Thanks for choosing the MPTP-TUH44T transmitter (TX) of 2x1 18G KVM Extender. It is usually used with the receiver (RX) - MPTP-TUH43R (Receiver of 18G KVM Extender). With RX connected to the TX, video signal can be transmitted up to 40m at 4K@60Hz and 70m at 4K@30Hz via CAT6A cable. It also supports audio pass-through, two-way IR, USB extend and RS232 pass-through. 24V PoC feature makes it possible for the TX and the RX to be powered from each other and only one power adapter is needed in system.

1.1 Features

- 18Gbps high bandwidth, HDMI V2.0.
- HDMI and USB-C video resolution up to 4K@60Hz 4:4:4, HDR10, Dolby Vision.
- Supports to transmit up to 40m at 4K@60Hz or 70m at 4K@30Hz, with HDCP 2.2.
- Controlled by button on the front panel, GUI via TCP/IP and RS232.
- Two-way IR and RS232 pass-through.
- Supports audio separation for PCM 2.0, and audio pass-through.
- Supports two-way 24V PoC.
- Provides HDMI loop out.

1.2 Packing List

- | | |
|--|---------------------------------|
| • 1x MPTP-TUH44T Transmitter | • 4x Rubber Feet |
| • 2x Mounting Ears with 2 Screws | • 1x Power Adapter (DC24V 1.5A) |
| • 1x 5-pin Terminal Block | • 1x User Manual |
| • 1x RS232 Cable (3-pin terminal block to DB9) | |

Note: Please contact your distributor immediately if any damage or defect in the components is found.

2. Specification

Video	
Input	1x HDMI IN, 1x USB-C
Input Connector	1x Type-A female HDMI, 1x USB Type-C
Input Resolution	Both HDMI and USB-C support up to 4K@60Hz 4:4:4
Output	1x HDBT OUT, 1x LOOPOUT
Output Connector	1x RJ45, 1x Type-A female HDMI
Output Resolution	Up to 4K@60Hz 4:4:4
Audio	
Input	1x L/R IN
Input Connector	1x 3.5mm jack
Output	1x Analog audio output
Output Connector	1x 5-Pin terminal block
Audio Format	Supports PCM 2.0
Frequency Response	20Hz ~ 20KHz, ± 3 dB
Max Output Level	2.0Vrms $\pm$ 0.5dB. 2V = 16dB headroom above -10dBV (316mV) nominal consumer line level signal
THD+N	< 0.05% (-80dB), 20Hz~20KHz bandwidth, 1kHz sine at 0dBFS level (or max level)
SNR	> 80dB, 20Hz-20kHz bandwidth
Crosstalk Isolation	-70dB, 10kHz sine at 0dBFS level (or max level before clipping)
L-R Level Deviation	< 0.3dB, 1kHz sine at 0dBFS level (or max level before clipping)
Frequency Response Deviation	20Hz - 20kHz, ± 3 dB
Output Load Capability	1K Ω and higher (Supports 10x paralleled 10K Ω loads)
Stereo Channel Separation	> -70dB@1KHz
Control	
Control Part	2x DEVICES, 1x HOST, 1x USB-C, 1x PoC Switch, 1x MODE Switch, 1x RS232, 1x IR IN, 1x IR OUT, 1x TCP/IP
Control Connector	2x USB 3.2 Gen1 Type-A, 1x USB 3.2 Gen1 Type-B, 1 x USB-C, 2x 3.5mm Jacks, 1x 3-pin Terminal Block, 1x 2-pin DIP Switch

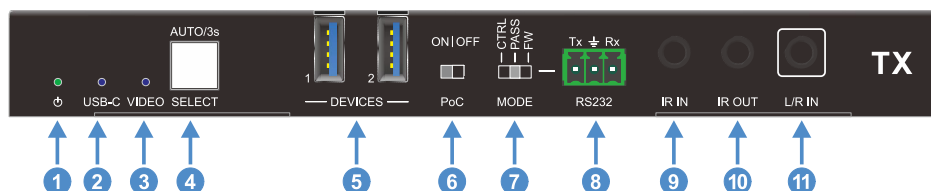
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General	
Bandwidth	18Gbps
HDMI Standard	2.0
HDCP Version	Input: HDCP 2.2, HDCP 1.4 compliant. Support HDCP management.
Two-way PoC	Supported two-way 24V
HDMI V2.0 Cable Length	4K@60Hz 4:4:4 ≤ 5m, 4K@30Hz 4:4:4 ≤ 10m, 1080P ≤ 15m
Transmission Standard	HDBaseT
Transmission Distance	4K@60 4:4:4 ≤ 40m; 4K@30 4:4:4 ≤ 70m, 1080p@60 4:4:4 ≤ 70m
Operation Temperature	-5°C to +55°C (+23° to +131°F)
Storage Temperature	-25°C to +70°C (-13°F to +158°F)
Relative Humidity	10% to 90%, non-condensing
Power Supply	DC 24V 1.5A
Power Consumption	35.5W (Max)
Dimension (W x H x D)	190mm x 21.7mm x 130mm
Net Weight	520g

Note: Please use high-qualified HDMI cable fully compliant with HDMI V2.0 for reliable transmission and connection.

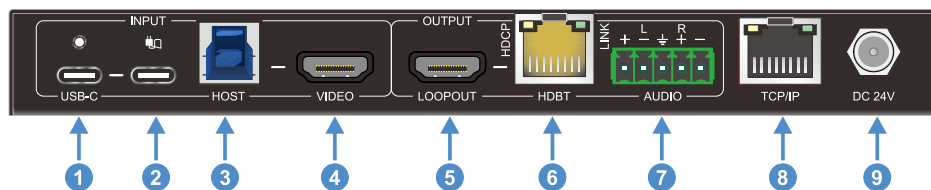
3. Panel Description

3.1 Front Panel



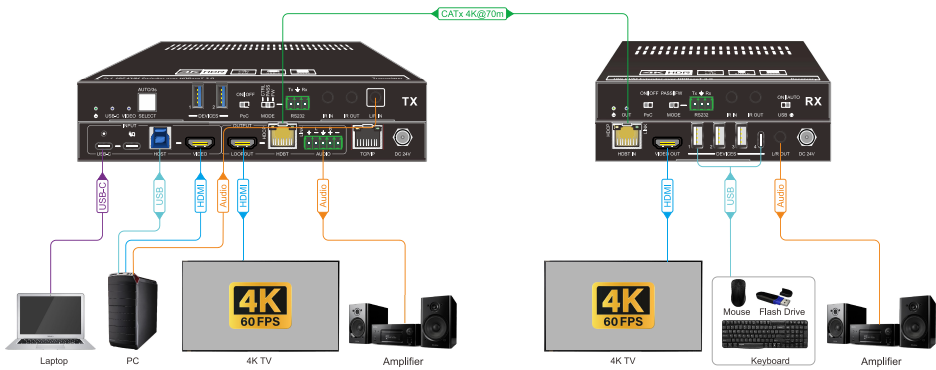
1. **POWER LED:** Illuminates green when power is applied.
2. **USB-C LED:** Illuminates when USB-C is selected to be the video input source.
3. **VIDEO LED:** Illuminates when HDMI (VIDEO port) is selected to be the video input source.
4. **SELECT Button:** Switch video input source from either USB-C or HDMI.
5. **DEVICES:** Two USB3.2 Gen1 Type-A ports, provide 500mA shared current in total.
6. **PoC:** DIP switch for PoC ON/OFF.
7. **MODE:** DIP switch for RS232 mode selection.
 - **CTRL:** Execute commands locally on the transmitter.
 - **PASS:** RS232 pass-through.
 - **FW:** Firmware upgrade.
8. **RS232:** 3-pin Phoenix socket, used for control, pass-through or upgrading.
9. **IR IN:** Connects to the IR receiver for IR pass-through.
10. **IR OUT:** Connects to the IR emitter for IR pass-through.
11. **L/R IN:** 3.5mm jack for audio input.

3.2 Rear Panel

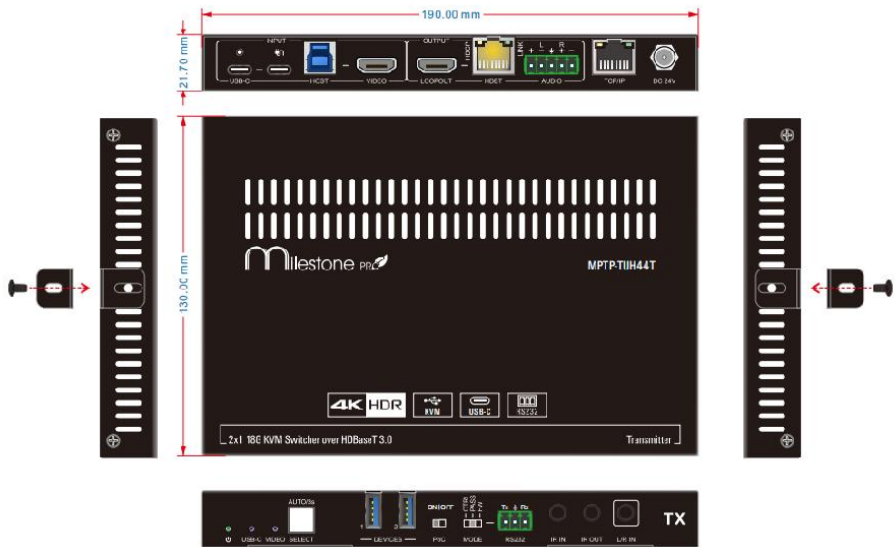


1. **USB-C IN:** USB Type-C with charging capability to connect the source device.
2. **Power:** USB Type-C connect to external PD PSU to charge USB-C IN.
3. **HOST:** USB3.2 Gen1 Type-B port for PC connection. The PC can be controlled by the USB devices which are connected to the HOST port of transmitter.
4. **VIDEO:** Connects to HDMI source device.
5. **LOOPOUT:** Connects to HDMI display device.
6. **HDBT OUT:** RJ45 port to connect the HDBT output port of receiver by CAT6A Ethernet cable. The LINK LED (green LED) illuminates when there is a valid HDBaseT link between the transmitter and the receiver. The HDCP LED (yellow LED) illuminates when the video contains HDCP content, and the HDCP LED flashes when there is no HDCP.
7. **AUDIO:** 5-pin terminal block for balanced audio output.
8. **TCP/IP:** 1x RJ45 port for GUI control.
9. **DC 24V:** DC barrel port for power adapter connection.

4. System Connection



5. Panel Drawing



6. Button Control

6.1 Manual Switching

When the switcher is in the manual switching mode, press the **SELECT AUTO/3s** button repeatedly to cycle through the two video inputs, and the corresponding source LED illuminates blue immediately.

6.2 Automatic Switching

Press and hold the **SELECT AUTO/3s** button at least 3 seconds to enable automatic switching.

In the AUTO mode, the extender would react to below scenarios:

- Press and hold the **SELECT AUTO/3s** button at least three seconds again will exit AUTO mode.
- New input: Once detecting a new input, the switcher will automatically select the new input.
- Reboot: Once power is restored to the switcher, it will automatically reconnect the input before powered off.
- Source removed: When an active source is removed, the switcher will switch to the other active input.

7. GUI Control

7.1 Login

The extender also be controlled via TCP/IP. The default IP settings are:

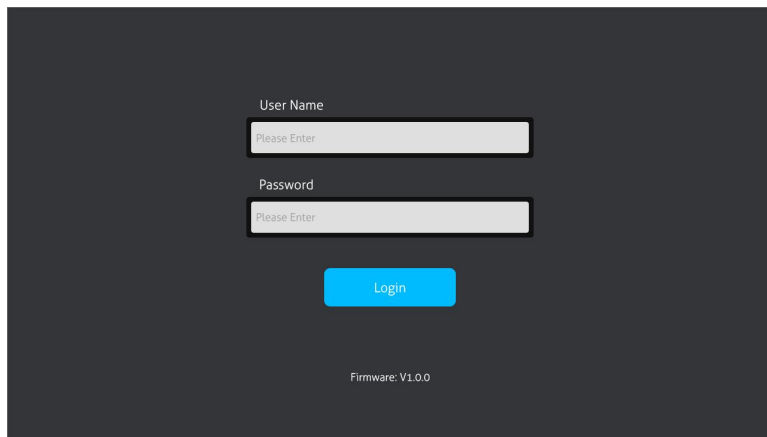
IP Address: 192.168.0.178

Subnet Mask: 255.255.255.0

Gateway: 192.168.0.1

Telnet Port: 4001

Type **192.168.0.178** in the internet browser, it will enter the below log-in webpage:

A screenshot of a login webpage with a dark gray background. It features two input fields: 'User Name' and 'Password', both with 'Please Enter' placeholder text. Below these fields is a blue 'Login' button. At the bottom center, the text 'Firmware: V1.0.0' is displayed.

User Name: admin

Password: admin

Enter the username and password into the respective input fields, then click the **Login** button.

7.2 Control Tab

7.2.1 Selection of Video Input Source

Select a video input source from either USB-C or Video (HDMI port).

USB-C: Select the video input source as USB-C.

Video (HDMI port): Select the video input source as Video.

Auto: In this mode, it will automatically switch to the new connection source or the one that is just been powered on. When the currently active source loses power or is disconnected, it will seamlessly switch to another input source with active signal.

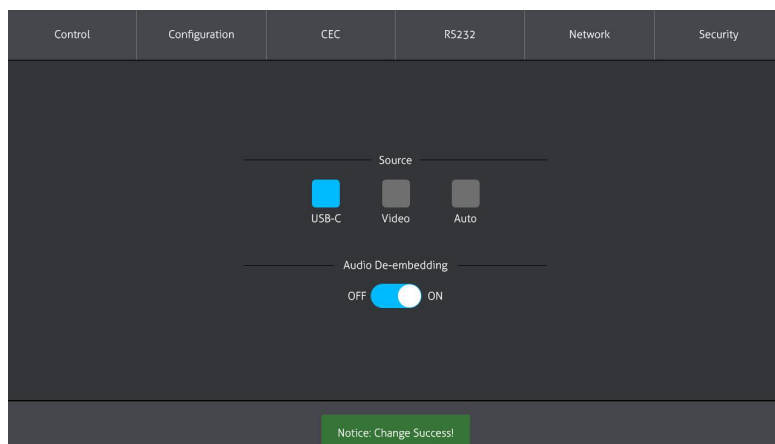
Also, when the transmitter restarts, it will remember the last connected video input source automatically.

7.2.2 Audio De-embedding Switch

Enable/disable the output of the 5-pin terminal block.

ON: Enable audio output from the 5-pin terminal block.

OFF: Disable audio output from the 5-pin terminal block.



7.3 Configuration Tab

7.3.1 EDID Settings

Choose the desired EDID format or define the appropriate EDID format.

- **Pass Through: Tx**

Retrieve the EDID of the screen connected to the VIDEO port on the TX, then provide it to the video source. This will ensure that the image on the screen connected to the RX is adjusted to match the screen connected to the TX.

- **Pass Through: Rx**

Retrieve the EDID of the screen connected to the VIDEO OUT port on the RX, then provide it to the video source. This will ensure that the image on the screen connected to the TX is adjusted to match the screen connected to the RX.

- **Built-in EDID:** There are 7 built-in EDID values can be selected by this tab.

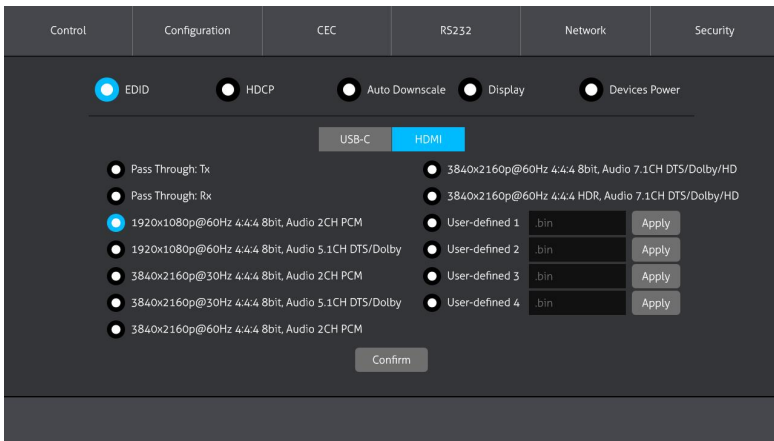
- **User-defined EDID:** There are four EDID values can be customized by the below steps:

Step 1: Prepare the EDID file (.bin) on the control PC.

Step 2: Select the user-defined.

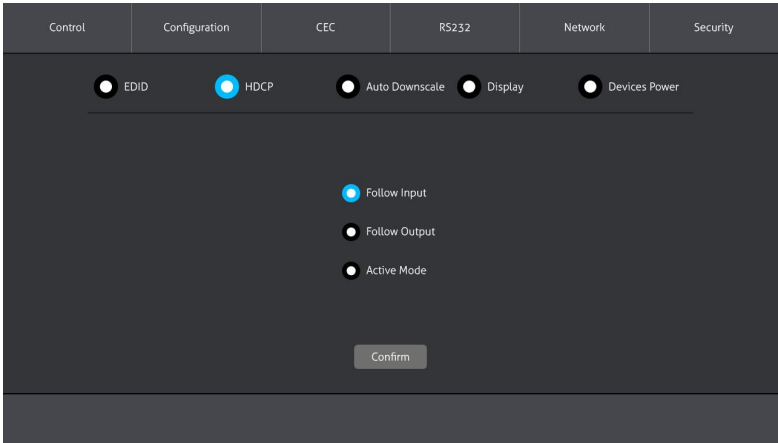
Step 3: Click the black box , and then select the EDID file (.bin) according the tooltip.

Step 4: Click **Apply** to upload the user-defined EDID.



7.3.2 HDCP Settings

Select an HDCP mode.

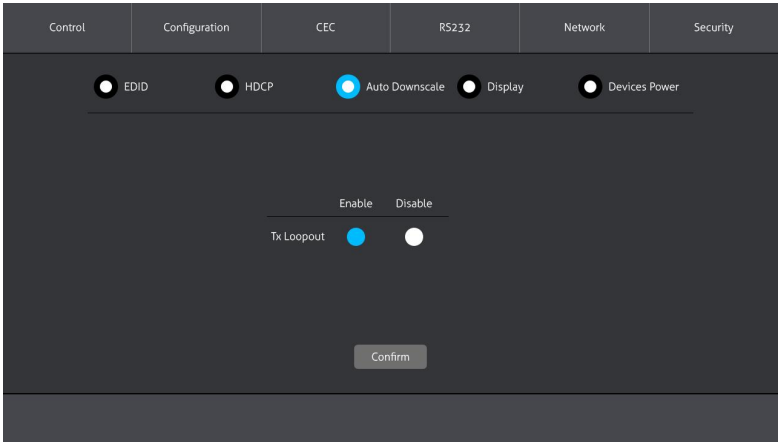


7.3.3 Auto Downscale

Enable: When the resolution of the display is lower than video input source, the resolution will automatically be downscaled to 1080p.

This feature enables the screen to at least show a relative low-resolution image instead of a blank screen.

Disable: Disable auto downscale feature.



7.3.4 Display

Auto CEC Trigger: When the TX is turned on, it sends a CEC command to the display connected to the RX to power it on. If no signal is detected from the source, another CEC command is sent to turn off the display.

Display On with Power: When the TX is turned on, it sends an RS-232 command to the display connected to the RX to power it on. If no signal is detected from the source, another RS-232 command is sent to turn off the display.

Control

Configuration

CEC

RS232

Network

Security

☐ EDID

☐ HDCP

☐ Auto Downscale

☒ Display

☐ Devices Power

Auto CEC Trigger

☐

Display On with Power

☐

Time(s)

Display Off Delay

600

Range 1 - 600

Save

9600
4800
19200
19200
39400
57600
115200

RS232ONSAVE

Baudrate

9600

Command

XXXXXXXXXXXX

Command Ending

NULL

Save

RS232OFFSAVE

Baudrate

9600

Command

XXXXXXXXXXXX

Command Ending

NULL

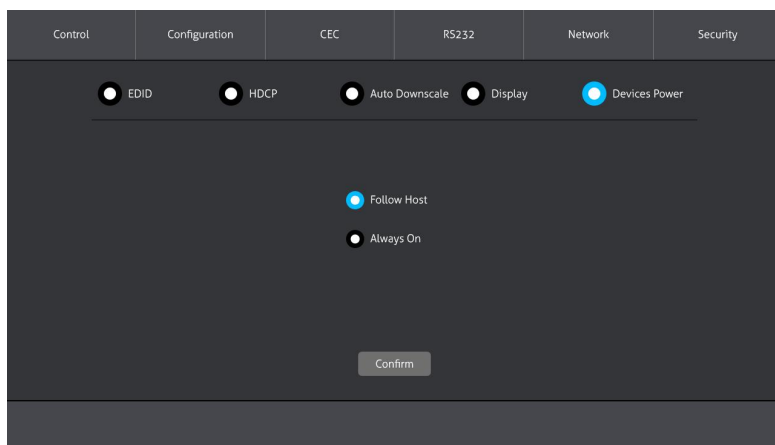
Save

7.3.5 Devices Power

Follow Host: Whether or not the devices connected to the DEVICES ports would get power depends on the ON/OFF state of the device connected to the HOST port.

For example, when a camera connects to DEVICES ports, and a PC connects to HOST port. When the PC is turned on, the camera would automatically be turned on. When the PC is turned off, no power would be provided to the camera.

Always On: There will always power be provided to the devices connected to the DEVICES ports, even though the device connected to HOST port is powered off.

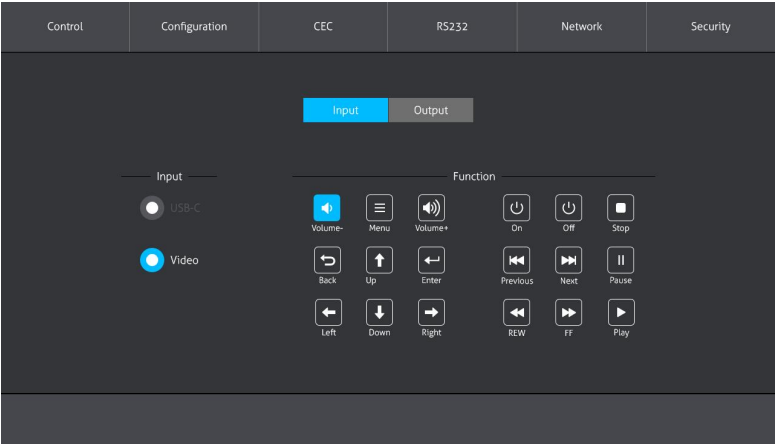


7.4 CEC Tab

If the input source devices and HDBaseT output devices support CEC, they can be controlled via the following CEC interface.

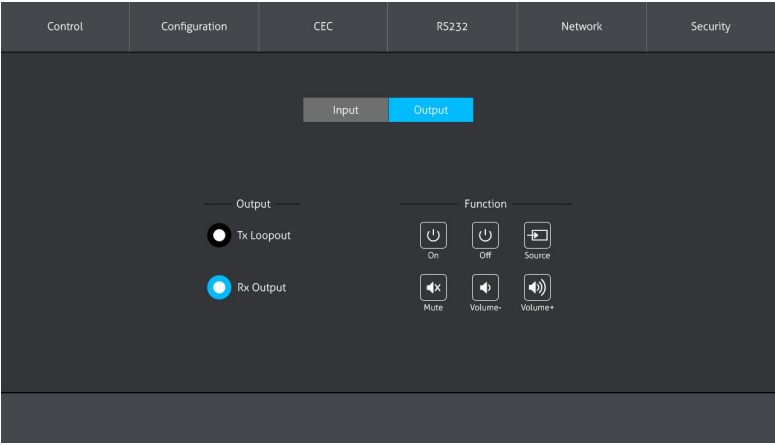
1) Input Source Device Control

Select the input source from USB-C or Video that need to be controlled, then press the function button at the right side.



2) Output Device Control

Select the output source from Tx Loopout or Rx Output that need to be controlled, then press the function button at the right side.



7.5 RS232 Tab

Baud Rate: Supports 2400, 4800, 9600, 19200, 38400, 57600, 115200.

Command Ending: NULL, CR, LF or CR+LF can be chosen.

Command: Type the command in the box to control the third-party device which is connected to the RS232 port of the MPTP-TUH44T.

Control	Configuration	CEC	RS232	Network	Security
☒ ASCII ☐ HEX Baud Rate: 9600 Command Ending: NULL Command: Confirm Cancel					

7.6 Network Tab

Toggle either Static IP or DHCP (Dynamic Host Configuration Protocol).

DHCP: The device will automatically generate the IP Address, Subnet Mask and Gateway.

Static IP: Manually modify the static IP Address, Subnet Mask, and Gateway.

Control	Configuration	CEC	RS232	Network	Security
MAC Address: 44-33-4C-C9-35-12 DHCP ☒ Static IP IP Address: 192.168.0.178 Subnet Mask: 255.255.255.0 Gateway: 192.168.0.1 Confirm					

7.7 Security Tab

In this tab, you can change the login password, upgrade the firmware, lock the Front Panel and factory reset the device.

- Password: Modify the GUI login password;
- Choose the firmware upgrade file and click confirm to upgrade the firmware;
- Lock or unlock the front panel buttons;
- Factory Default the MPTP-TUH44T.

Control	Configuration	CEC	RS232	Network	Security
Password admin Confirm Firmware Upgrade C:\\ Confirm Front Panel Lock OFF ☒ ON Auto Standby OFF ☒ ON 10 mins Confirm Factory Default Confirm					

8. RS232 Control

Connect the control device (PC) to the RS232 port of MPTP-TUH44T, the MPTP-TUH44T can be controlled by sending RS232 commands via RS232 control software installed in PC.

The RS232 port supports pass-through function, in additional, RS232 commands can be transmitted bi-directionally between MPTP-TUH44T and HDBaseT receiver, so it is able to control a third-party device from local or remote. The baud rate supports 2400, 4800, 9600(default), 19200, 38400, 57600 or 115200.

8.1 RS232 Control Software

- **Installation:** Copy the control software file to the computer connected with MPTP-TUH44T.
- **Uninstallation:** Delete all the software files in corresponding file path.
- **Basic Settings:**

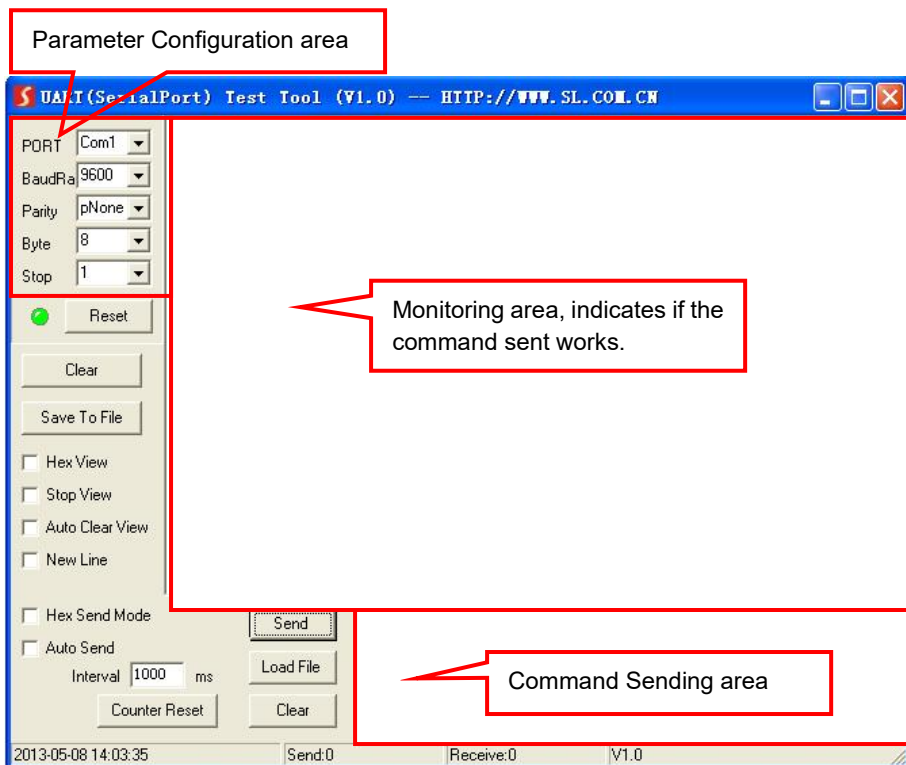
First to connect MPTP-TUH44T with all input devices and output devices needed, then to connect it with a computer which is installed with RS232 control software. Finally, double-click the software icon to run this software.

Here we take the software **CommWatch.exe** as example. The icon is showed as below:



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The interface of the control software is showed as below:



Please set the parameters of COM number, bound rate, data bit, stop bit and the parity bit correctly, and then the command is ready to be sent in Command Sending Area.

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8.2 RS232 Command

Communication protocol: RS232 Communication Protocol

Baud rate: 9600

Data bit: 8

Stop bit: 1

Parity bit: none

STA.	Report system status.	MPTP-TUH44T 2x1 18G KVM Extender over HDBaseT 3.0 FW Version: V1.0.0a Power On! Front Panel Unlock! Local RS232 Baudrate Is 9600! MAC:50-2E-AB-0C-DE-7C! GUI IP DHCP:OFF! GUI_IP:192.168.0.178! GUI_SM:255.255.255.0! GUI_GW:192.168.0.1! HDMI Out Switch Auto Mode! HDMI Out Switch To 01! Input 01 EDID From 03 EDID! Input 02 EDID From 03 EDID! Out HDCP Follow Output! Tx Loopout Down Scale On! Trigger Mode Is 5V! Audio De-embedding On! Device Power Mode Is Follow Host!
RST.	Factory reset.	Factory Default!
Baudrate[x].	Set baud rate to [x]. [x] can be 2400, 4800, 9600, 19200, 38400, 57600, or 115200.	Example: Baudrate9600. Feedback: Set Local RS232 Baudrate To 9600!
POWON.	Power on system.	Power On!
POWOFF.	System standby.	Power Off!
HDMI[X].	Select X as the video input source. [X] can be 1-2.	HDMI Out Switch To 01!
HDMIA.	Enable Auto-Switch Mode.	HDMI Out Switch Auto Mode!
HDMIM.	Enable Manual Switch Mode.	HDMI Out Switch Manual Mode!
AOUTON.	Turn on the audio de-embedding.	Audio De-embedding On!
AOUTOFF.	Turn off the audio de-embedding.	Audio De-embedding Off!

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EDID/[XX]/[YY].	Render the video source that connected to the [XX] port on the transmitter to use the EDID of [YY]. [XX] represents the video input port. 00: represents all the input ports. 01: represents No. 1 video input port. 02: represents No. 2 video input port. [YY] represents the included EDID as below: 01: Use the EDID of the screen that connect to the transmitter (TX). 02: Use the EDID of the screen that connected to the receiver (RX). 03:1920x1080@60 8bit Stereo (default) 04:1920x1080@60 8bit High Definition Audio 05:3840x2160@30Hz 8bit Stereo Audio 06:3840x2160@30Hz Deep Color High Definition Audio 07:3840x2160@60Hz 4:2:0 Deep Color Stereo Audio 08:3840x2160@60Hz Deep Color Stereo Audio 09:3840x2160@60Hz Deep Color High Definition Audio 10:3840x2160@60Hz Deep Color HDR LPCM 6CH 11: User-defined EDID1 12: User-defined EDID2 13: User-defined EDID3 14: User-defined EDID4	Example: EDID/01/01. Feedback: Input 01 EDID Upgrade OK By 01 EDID!
SetDevicePowerMode[XX].	Set the power mode: XX = 00-01 00: Follow Host 01: Always On	Set Device Power Mode To Follow Host! Set Device Power Mode To Always On!
SetGuiIP:xxx.xxx.xxx.xxx.	Set GUI IP to [xxx.xxx.xxx.xxx].	Example: SetGuiIP:192.168.0.18. Feedback: SETGUIIP:192.168.0.18 !

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EDIDUpgrade[xx].	The serial port upgrades EDID data. [xx] represents the input port, the value can be 00, 01, 02, U1, U2, U3 and U4. [xx]=00-02 means to customize the EDID of the corresponding input port (EDID is switched to the custom EDID after customization, and will not be saved in the machine), 00 means to operate on all input ports, 01-02 means input 01-02. [xx]=U1-U4 means custom built-in EDID (can be saved in the machine and recalled at any time), only one built-in EDID can be customized, and the current EDID still used after the customization is completed will not switch to the customized EDID. After receiving the instruction, the machine will prompt to send the EDID file. The file format must be .bin within 10s (in order to ensure normal data reception, all HDBaseT must be disconnected before sending the instruction).	Input XX/User Define EDID Upgrade OK!
LOCK.	Lock front panel buttons.	Front Panel Locked!
UNLOCK.	Unlock front panel buttons.	Front Panel Unlock!
SetGuiIP_DHCPON.	Enable DHCP	GUI IP DHCP ON!
SetGuiIP_DHCPOFF.	Enable Static IP.	GUI IP DHCP OFF!
/+[X]:XXX.	Control the surrounding devices that connects to it. [X] represent the baud rate; it can be 1-7. 1 - 2400, 2 - 4800, 3 - 9600, 4 - 19200, 5 - 38400, 6 - 57600, 7 - 115200 XXX represents the ASCII code.	Example: /+3:123456. Feedback: 123456
SIGNALTRG[XX]MODE.	When setting the detection mode [xx] is 1, it is 5V detection. And when it is 2, it is TMDS detection.	Set Trigger Mode To 5V!
DSOON.	Enable downscale.	Tx Loopout Down Scale On!
DSOFF.	Disable downscale.	Tx Loopout Down Scale Off!

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CEC[I/O][port][command].	[I/O]: represent either video input ports or video output port the command will be sent to. I: means the CEC command will be sent to video input port, which are the USB-C and VIDEO (HDMI port). O: means the command will be sent to video output port, which are LOOPOUT (HDMI port) and the HDBT. [port]: specify the exact port of input/output to pass the command. When [I/O] is set to I, check the clarification if the [port] is set to below: 00: the command will be sent to both USB-C and VIDEO port. 02: the command will only be sent to the VIDEO port. When [I/O] is set to O, check the clarification if the [port] is set to below: 00: the command will be sent to LOOPOUT and HDBT. 01: the command will be sent to the display that connects to LOOPOUT port. 02: the command will be sent to the HDBT port, and finally will be send to the display that connects to the receiver remotely. [commands]: represents the exact CEC commands that need to be sent to. Please note, the CEC command must in hexadecimal format with a maximum length of 12 bytes.	Example: CECI010444A Feedback: CEC Input 01 Send Success! Example: CECO018004 Feedback: CEC Output 01 Send Success!
HDCPPAS.	Render the HDCP of the output follows the input. If the input has HDCP 2.2, the output will also have HDCP 2.2. If the input has HDCP 1.4, the output will have HDCP 1.4. If the input does not have HDCP, the output will not either.	HDCP Follow Input!

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HDCPMAT.	Render the HDCP of the output follows the display.	HDCP Follow Output!
HDCPACT.	Render the HDCP of the output follows the input. If the input has HDCP, no matter which version it is, the output will have HDCP 1.4. If the input does not have HDCP, the output will not either.	HDCP Active!
HDCPOFF.	Turn off the HDCP of output. If it is turned off, there will not be any HDCP on the video output, regardless of whether the video input has HDCP or not.	Out HDCP DBG OFF!
SETMAC:AA-BB-CC-DD-EE-FF	Set a MAC address for the device.	Example: SETMAC:01-02-03-04-05-06 Feedback: MAC:01-02-03-04-05-06 !

9. Troubleshooting & Maintenance

Problems	Potential Causes	Solutions
Output image with snowflake	Bad quality of the connecting cable.	Try another high-quality cable.
	Fail or loose connection.	Make sure the connection is good
No output image when switching	No signal at the input / output end.	Check with oscilloscope or multimeter if there is any signal at the input/ output end.
	Fail or loose connection.	Make sure the connection is good.
	The switcher is broken.	Send it to authorized dealer for repairing.
POWER indicator doesn't work or no respond to any operation	Fail connection of power cord.	Make sure the power cord connection is good.
Static becomes stronger when connecting the video connectors	Bad grounding.	Check the grounding and make sure it is connected well.
Cannot control the device by control device (e.g. a PC) through RS232 port	Broken RS232 port.	Send it to authorized dealer for checking.

Note: If your problem still remains after following the above troubleshooting steps, please contact your local dealer or distributor for further assistance.

10. Customer Service

The return of a product to our Customer Service implies the full agreement of the terms and conditions hereinafter. These terms and conditions may be changed without prior notice.

1) Warranty

The limited warranty period of the product is fixed three years.

2) Scope

These terms and conditions of Customer Service apply to the customer service provided for the products or any other items sold by authorized distributor only.

3) Warranty Exclusion

- Warranty expiration.
- Factory applied serial number has been altered or removed from the product.
- Damage, deterioration or malfunction caused by:
 - ✓ Normal wear and tear.
 - ✓ Use of supplies or parts not meeting our specifications.
 - ✓ No certificate or invoice as the proof of warranty.
 - ✓ The product model showed on the warranty card does not match with the model of the product for repairing or had been altered.
 - ✓ Damage caused by force majeure.
 - ✓ Servicing not authorized by distributor.
 - ✓ Any other causes which do not relate to a product defect.
- Shipping fees, installation or labor charges for installation or setup of the product.

4) Documentation

Customer Service will accept defective product(s) in the scope of warranty coverage at the sole condition that the defeat has been clearly defined, and upon reception of the documents or copy of invoice, indicating the date of purchase, the type of product, the serial number, and the name of distributor.

Remarks: Please contact your local distributor for further assistance or solutions.