

GAI-TRONICS® A HUB BELL C OM P ANY

Model 69320-001 Voice Network Adapter

Confidentiality Notice

This manual is provided solely as an operational, installation, and maintenance guide and contains sensitive business and technical information that is confidential and proprietary to GAI-Tronics. GAI-Tronics retains all intellectual property and other rights in or to the information contained herein, and such information may only be used in connection with the operation of your GAI-Tronics product or system. This manual may not be disclosed in any form, in whole or in part, directly or indirectly, to any third party.

General Information

The Model 69320-001 Voice Network Adapter (VNA) allows voice communication between interconnected SmartSeries systems. It is installed in a 10457 Series Card Rack (Card Rack) and is controlled by a 69254 Series or 69440 Series Master Control Unit (MCU) installed in that same card rack. The VNA is designed exclusively for use in a SmartSeries system, and is not intended for use with other types of equipment.

Description of Major Components

Front Panel LEDs

| LED | Status | Description | |
|---------|--------|---|--|
| ON LINE | On | The MCU is running and is configured to recognize the VNA. | |
| | Off | The VNA is not receiving power from the card rack or the MCU is not properly configured to recognize the VNA. | |
| VNA FLT | On | The MCU has lost communication with the VNA. The MCU and the VNA continuously update handshaking information. If the VNA is not updating that information as the MCU expects, then the MCU turns on this LED. | |
| | Off | The "On" condition is not occurring. | |
| MCU FLT | On | The VNA has lost communication with the MCU. The MCU and the VNA continuously update handshaking information. If the MCU is not updating that information as the VNA expects, then the VNA turns on this LED. This LED may be On during maintenance of the MCU. | |
| | Off | The "On" condition is not occurring. | |

The following table describes the LEDs mounted on the VNA's front panel:

| LED | Status | Description | |
|--|--------------------|--|--|
| RAI/RYEL | On | The VNA is receiving the T1 Yellow Alarm (Remote Alarm Indication), and is not transmitting the T1 Yellow Alarm. | |
| | Flashing 90% On | The VNA both is receiving and is transmitting the T1 Yellow Alarm. The frequency of flashing is approximately one Hertz. | |
| | Flashing 50% On | The VNA is transmitting the T1 Yellow Alarm, and is not receiving the T1 Yellow Alarm. The frequency of flashing is approximately one Hertz. | |
| | Flashing 10% On | The T1 transceiver on the VNA is not initialized. The frequency of flashing is approximately one Hertz. | |
| | Off | All of the above four conditions are not occurring. | |
| AIS/RBL | On | The VNA is receiving the T1 Blue Alarm (Alarm Indication Signal), and is not transmitting the T1 Blue Alarm. | |
| | Flashing 90% On | The VNA both is receiving and is transmitting the T1 Blue Alarm. The frequency of flashing is approximately one Hertz. | |
| | Flashing 50% On | The VNA is transmitting the T1 Blue Alarm, and is not receiving the T1 Blue Alarm. The frequency of flashing is approximately one Hertz. | |
| | Flashing 10% On | The T1 transceiver on the VNA is not initialized. The frequency of flashing is approximately one Hertz. | |
| | Off | All of the above four conditions are not occurring. | |
| LOF/RLOS | On | The VNA is not synchronized with the received T1 signal (Loss of Frame or Receive Loss of Synchronization), and does not detect a short on its T1 transmit line. | |
| | Flashing 90% On | The VNA both is not synchronized with the received T1 signal and detects a short on its T1 transmit line. The frequency of flashing is approximately one Hertz. | |
| | Flashing 50% On | The VNA detects a short on its T1 transmit line, and is synchronized with the received T1 signal. The frequency of flashing is approximately one Hertz. | |
| | Flashing 10% On | The T1 transceiver on the VNA is not initialized. The frequency of flashing is approximately one Hertz. | |
| | Off | All of the above four conditions are not occurring. | |
| LOS/RCLOnThe VNA is not receiving a T1 signal Loss), and does not detect an open on | | The VNA is not receiving a T1 signal (Loss of Signal or Receive Carrier Loss), and does not detect an open on its T1 transmit line. | |
| | Flashing 90% On | The VNA both is not receiving a T1 signal and detects an open on its T1 transmit line. The frequency of flashing is approximately one Hertz. | |
| | Flashing 50% On | The VNA detects an open on its T1 transmit line, and is receiving a T1 signal. The frequency of flashing is approximately one Hertz. | |
| | Flashing 10% On | The T1 transceiver on the VNA is not initialized. The frequency of flashing is approximately one Hertz. | |
| | Off | All of the above four conditions are not occurring. | |

Connections to the Field Wiring Terminal Blocks

69320-001 Voice Network Adapter Connections to the Field Wiring

Connections to the field are made via the upper DB25 connector on the rear of the 10457 Series Card Rack assembly. This connector may be utilized by a direct connection of a DB25 cable to the field equipment, a DB25 cable to a DIN rail-mounted terminal block adapter, or with the use of a DB25-to-RJ45 connector adapter. The pinout definition for the DB25 connection is shown is the table below.

| Upper DB25 Connector | | |
|----------------------|-----------|--|
| Pin | Signal | |
| 1 | Tx (ring) | |
| 2 | Tx (tip) | |
| 5 | Rx (ring) | |
| 6 | Rx (tip) | |

Included with the VNA are two DB25-to-RJ45 connector adapters. The 21246-014 Connector Adapter brings the transmit pair to the RJ45 pins 1 & 2 and the receive pair to pins 4 & 5. The 21246-008 Connector Adapter brings the transmit pair to the RJ45 pins 4 & 5 and the receive pair to pins 1 & 2. These adapters permit the use of non-crossover Ethernet cables for the connections to field equipment utilizing these same pins on an RJ45 connector.

Cabling to the field equipment should be a twisted pair design.

Switch and Jumper Settings

Overview

Several switch and jumper settings are required for proper operation of the VNA Card. The following settings are set during the system commissioning and programming and should not be changed. If replacing an existing 69266-001 T1 card or VNA card for maintenance purposes, then be sure to replicate the switch and jumper setting of the card being replaced. Refer to Figure 1 for the switch and jumper locations.

Front Panel DIP Switch (SW2) Settings

NOTE: The front panel DIP switches (SW2) may be updated without powering down the card rack and without resetting the MCU.

| Position | Number | Name |
|----------|--------|------------------------------|
| Тор | 1 | Line Build 0 (LB0) |
| | 2 | Line Build 1 (LB1) |
| | 3 | Line Build 2 (LB2) |
| | 4 | Receive Equalizer Gain Limit |
| | 5 | Lamp Test |
| | 6 | Customer Disconnect Enable |
| | 7 | Local Loop Back |
| Bottom | 8 | Remote Loop Back |

The Line Build # switches control the "line build" (signal's amplitude) of the T1 transmit line. Set the Line Build # switches according to the following table:

| LB0 | LB1 | LB2 | T1 Line Length |
|--------|--------|--------|----------------------------------|
| Open | Open | Open | DSX-1 (0 to 133 feet) / 0 dB CSU |
| Open | Open | Closed | DSX-1 (133 to 266 feet) |
| Open | Closed | Open | DSX-1 (266 to 399 feet) |
| Open | Closed | Closed | DSX-1 (399 to 533 feet) |
| Closed | Open | Open | DSX-1 (533 to 655 feet) |
| Closed | Open | Closed | -7.5 dB CSU |
| Closed | Closed | Open | -15 dB CSU |
| Closed | Closed | Closed | -22.5 dB CSU |

The Receive Equalizer Gain Limit switch controls the similarly named feature of the T1 transceiver. Set the Receive Equalizer Gain Limit switch according to the following table:

| Open -36 dB (long haul) | |
|--------------------------------|----------------------------|
| Closed | -15 dB (limited long haul) |

The Lamp Test switch turns on all LEDs on the VNA's front panel. It is used during production of the VNA. The Lamp Test switch will not function when the VNA detects the MCU (MCU FLT LED is Off). Set the Lamp Test switch according to the following table:

| Open | All front panel LEDs function normally. |
|-------|---|
| Close | All front panel LEDs are ON |

The Customer Disconnect function presents a well-behaved signal on the T1 line. This signal is sometimes useful during troubleshooting and verification. Set the Customer Disconnect Enable switch according to the following table:

| Open | The T1 transceiver is operating normally. |
|--------|--|
| Closed | The Customer Disconnect signal is being transmitted on the T1 line. This setting disrupts the T1 signal and the MCU reports a T1 line fault. |

The Local Loop Back feature sometimes is used during troubleshooting. Set the Local Loop Back switch according to the following table:

| Open | The T1 transceiver is operating normally. |
|--------|--|
| Closed | The "Framer Loopback" feature of the T1 transceiver is enabled. The T1 transceiver transmits the Blue Alarm on the T1 transmit line during this condition. This setting disrupts the T1 signal and the MCU reports a T1 line fault. This setting causes the VNA to receive the T1 signal it normally would transmit, while actually transmitting the Blue Alarm. |

The Remote Loop Back feature sometimes is used during troubleshooting. Set the Remote Loop Back switch according to the following table:

| Open | The T1 transceiver is operating normally. |
|--------|---|
| Closed | The "Remote Loopback" feature of the T1 transceiver is enabled. This setting disrupts the T1 signal and the MCU reports a T1 line fault. This setting causes the VNA to transmit its received T1 signal. The T1 standards mention two types of loopbacks: "line" and "payload"; this loopback is a "line" loopback. |

Internal DIP Switch (SW1) Settings

NOTE: Internal DIP switch (SW1) changes only take effect after powering down the Card Rack; resetting the MCU is insufficient.

| Position | Number | Name |
|----------|--------|----------------------|
| Left | 1 | ST-Bus Clock Master |
| | 2 | T1 Clock Master |
| | 3 | T1 Synchronous |
| | 4 | E1 Select |
| | 5 | Sampling Rate Select |
| | 6 | Reserved |
| | 7 | Reserved |
| Right | 8 | Reserved |

Set the ST-Bus Clock Master switch according to the following table:

| Open | The VNA generates the Card Rack's backplane ST-Bus clock signals. The VNA is the ST-Bus Clock Master. |
|--------|---|
| Closed | The VNA receives the Card Rack's backplane ST-Bus clock signals. The VNA is a ST-Bus Clock Slave. |

Set the T1 Clock Master switch according to the following table:

| Open | The VNA uses its received T1 signal's timing to generate its transmitted T1 signal's timing. The VNA is a T1 Clock Slave. |
|--------|---|
| Closed | The VNA uses the Card Rack's backplane ST-Bus clock signals to generate its transmitted T1 signal's timing. The VNA is the T1 Clock Master. |

Set the T1 Synchronous switch according to the following table:

| Open | The VNA is frequency locked to the received T1 signal. This setting is ignored if the VNA is both a ST-Bus Clock Slave and a T1 Clock Slave. |
|--------|---|
| Closed | The VNA is not frequency locked to the received T1 signal. "Elastic store" buffers in the T1 transceiver integrated circuit either duplicate or drop a frame as needed. |

Set the E1 Select switch according to the following table:

| Open | The VNA uses T1 signaling. |
|--------|--|
| Closed | The VNA uses E1 signaling. Note: upon initial release of the VNA, this feature does not function properly. |

The Sample Rate Select switch configures the VNA's codec's sampling rate. The VNA's codec can run at either 8,000 samples per second (8 kHz), or 16,000 samples per second (16 kHz). The VNA accepts and generates 69266-001 T1 Interface wide bandwidth page audio regardless of the setting of this switch. The FAQ section has more information on wide bandwidth paging compatibility with the 69266-001 T1 Interface. Set the Sampling Rate Select switch according to the following table:

| Open | The VNA's codec uses 8 kHz sampling. Always use this setting if wide bandwidth paging is disabled. This setting is recommended. |
|--------|---|
| Closed | The VNA's codec uses 16 kHz sampling. |

Set the Reserved switches according to the following table:

| Open | Use this setting to help insure future compatibility. | | | |
|--------|---|--|--|--|
| Closed | Do not use this setting. Using this setting may increase the risk unexpected behavior when upgrading the VNA. | | | |

Rotary Switch and Jumper Settings

The 2xx/3xx Address (P2) shorting clip selects part of the base input/output address used by the MCU when accessing the VNA.

The Board Address (S2) rotary switch selects part of the base input/output port address used by the MCU when accessing the VNA.

The Board Identification (S1) rotary switch lets the MCU distinguish between multiple VNAs installed in the same card rack.



Figure 1. Model 69320-001 Voice Network Adapter Board Layout Diagram

Changing to a 69320-001 VNA from a 69266-001 T1 Interface

NOTE: We recommend upgrading all older Access Panel Interfaces (APIs) (Models 69257-001, 69257-002, and 69257-003) to the most recent version (69257-004 or later) when upgrading a 69266-001 T1 Interface to a 69320-001 VNA. See the FAQ section for more information.

The 69266-001 T1 Interface uses a different switch and jumper collection than the VNA. The following text states how to convert the T1 Interface switch and jumper setting to the VNA switch and jumper settings.

The 2xx/3xx Address (P2) shorting clip should be set to the 2xx position if the shorting clip on J1 of the T1 Interface is closer to the back of the T1 Interface. Otherwise, set to the 3xx position when the shorting clip on J1 of the T1 interface is closer to the front of the T1 Interface.

NOTE: The silkscreen for J1 on the T1 interface should be blacked out; if not blacked out, then that silkscreen shows the 2xx / 3xx position reversed from the actual meaning of J1.

The Board Address (S2) rotary switch on the VNA should match the Board Address rotary switch on the T1 Interface.

The Board Identification (S1) rotary switch on the VNA should match the Board Identification rotary switch on the T1 Interface.

Internal DIP switch #1 (SW1) (ST-Bus Clock Master) should be set to CLOSED if J3 of the T1 Interface is set to ING (ignore – shorting clip towards front). Otherwise, set to OPEN when J3 of the T1 Interface is set to GEN (generate – shorting clip towards back).

Internal DIP switch #2 (SW1) (T1 Clock Master) should be set to CLOSED if J4 of the T1 Interface is set to GEN (generate – shorting clip towards front). Otherwise, set to OPEN when J4 of the T1 Interface is set to REC (receive – shorting clip towards back).

Internal DIP switch #3 (SW1) (T1 Synchronous) should be set to OPEN.

Internal DIP switch #4 (SW1) (E1 Select) should be set to OPEN.

Internal DIP switch #5 (SW1) (Sampling Rate Select) should be set to OPEN.

Internal DIP switch #6 (SW1) through #8 (Reserved) should be set to OPEN.

For Front Panel DIP switch #1 (SW2) (Line Build 0), Front Panel DIP switch #2 (Line Build 1), and Front Panel DIP switch #3 (Line Build 2) select the closest matching distance from the following two tables. If the S3 T1 Interface switch settings are not listed in the table, then select all OPEN for the VNA Line Build switches.

| | 0' | 75' | 150' | 225' | 300' | 375' | 450' | 525' | 600' | 675' | 750' | 825'+ |
|------|----|-----|------|------|------|------|------|------|------|------|------|-------|
| S3-1 | - | - | - | Х | X | X | - | - | - | X | X | X |
| S3-2 | - | - | - | - | - | - | X | X | X | X | X | X |
| S3-3 | - | - | - | X | X | X | - | - | - | X | X | X |
| S3-4 | - | - | - | - | - | - | X | X | X | X | X | X |
| S3-5 | X | - | - | X | - | - | X | - | - | X | - | - |
| S3-6 | - | X | - | - | X | - | - | X | - | - | X | - |
| S3-7 | - | - | X | - | - | X | - | - | X | - | - | X |
| S3-8 | - | - | - | - | - | - | - | - | - | - | - | - |

S3 (XMIT EQUALIZATION) on T1 Interface

"X" means closed; "-" means open.

Line Build on VNA

| Build 0 | Build 1 | Build 2 | Distance |
|---------|---------|---------|----------------------------------|
| Open | Open | Open | DSX-1 (0 to 133 feet) / 0 dB CSU |
| Open | Open | Closed | DSX-1 (133 to 266 feet) |
| Open | Closed | Open | DSX-1 (266 to 399 feet) |
| Open | Closed | Closed | DSX-1 (399 to 533 feet) |
| Closed | Open | Open | DSX-1 (533 to 655 feet) |
| Closed | Open | Closed | -7.5 dB CSU |
| Closed | Closed | Open | -15 dB CSU |
| Closed | Closed | Closed | -22.5 dB CSU |

Front Panel DIP switch #4 (SW2) (Receive Equalizer Gain Limit) should be set to OPEN.

Front Panel DIP switch #5 (SW2) (Lamp Test) should be set to OPEN.

Front Panel DIP switch #6 (SW2) (Customer Disconnect Enable) should be set to OPEN.

Front Panel DIP switch #7 (SW2) (Local Loop Back) should be set to OPEN.

Front Panel DIP switch #8 (SW2) (Remote Loop Back) should be set to OPEN.

Operation

After installation, the Model 69320-001 Voice Network Adapter (VNA) should start automatically. The VNA requires no direct user intervention during normal operations.

Installation and Maintenance

Direct questions about installation of this product to the GAI-Tronics Field Service Department at 800-492-1212 inside the USA or 610-777-1374 outside the USA.

Installation Guidelines

WARNING Disconnect power to the card rack before performing any maintenance. Warning: Observe precautions for handling electrostatic sensitive devices.

Installation Instructions

- 1. Remove the VNA from its protective carton.
- 2. Verify that power is disconnected to the card rack prior to installation.
- 3. Verify that the switch and jumper settings described in the Switch and Jumper Settings section on page 4 are set in accordance with the instructions in your system manual.
- 4. Align the VNA into the upper and lower tracks for the card rack slot.
- 5. Slide the VNA toward the rear of the card rack until it comes in contact with the connector on the backplane.
- 6. Firmly press on the front bezel until the VNA is seated in the backplane connector, and tighten the two screws located on the front bezel to secure it to the card rack.

Removing the VNA Card from the Card Rack

- 1. Remove power from the card rack.
- 2. Remove the two screws on the front bezel that secures the VNA to the card rack.
- 3. Gently disengage the VNA from the connector on the backplane and slide the VNA out of the card rack.

Frequently Asked Questions

Q: Is the 69320-001 VNA compatible with the public switched telephone network?

A: No.

Q: When does the 69320-001 VNA generate at T1 Yellow Alarm?

A: When either (1) it does not detect a signal on its T1 receive line, or (2) when it detects the MCU and is not synchronized with the signal on its T1 receive line and is not receiving a T1 Blue Alarm. **NOTE:** When receiving a T1 Blue Alarm the VNA is not synchronized with its T1 receive line, by the very nature of the T1 Blue Alarm.

Q: When does the 69320-001 VNA generate a T1 Blue Alarm?

A: When either (1) it does detect a signal on its T1 receive line and does not detect the MCU, or (2) one of its loopback functions are enabled.

Q: What is the T1 Red Alarm?

A: The T1 Red Alarm is the Loss of Signal (LOS) or Receive Carrier Loss (RCL) condition.

Q: Why do the LEDs have two labels?

A: One label is the newer vernacular; the other is the older vernacular.

Q: Why does the front panel "Lamp Test" switch not function while the VNA detects the MCU is running (the MCU FLT LED is off)?

A: That behavior is by design. That design choice helps prevent the diagnostic function of the front panel LEDs from being defeated while the system is in use.

Q: What feature does setting all DIP switches to closed, both rotary switches to zero, and the 2xx/3xx jumper to 3xx enable?

A: Doing so enables all four relays on the VNA, lights all LEDs on the VNA, and routes a 2.0000 kHz tone (assuming a different signal has not been loaded after power up) to all backplane audio lines and backplane ST-Bus data lines. This feature is used to approximate the maximum power consumption and electromagnetic emissions of the VNA. This feature interferes with normal system operations, and is disabled while the VNA detects the MCU is running.

Q: Is the 69320-001 VNA capable of generating E1 timing instead of T1 timing.

A: No.

Q: Immediately after power up, all four T1 status LEDs are flashing 10% on, indicating the T1 transceiver on the VNA is not initialized. Is there anything that can be done to correct this situation?

A: Yes.

Step 1: Remove power from the card rack.

- Step 2: Disconnect the T1 line from the VNA.
- Step 3: Apply power to the card rack.

Step 4: Reconnect the T1 line to the VNA.

It is not necessary to wait for the MCU to finish booting before reconnecting the T1 line to the VNA. Steps 1 and 2 may be swapped; however, it is important that the T1 line be connected to the VNA after the card rack is powered for this fix to be effective. Resetting the MCU should have no effect on the situation.

Specifications

Electrical

Board

| Power | |
|--|--|
| | 125 mA maximum @ +12 V dc ±10% |
| | 125 mA maximum @ -12 V dc ±10% |
| T1 Parameters | |
| NOTE: the 69320-001 VNA is not con | mpatible with the public switched telephone network. |
| Encoding | |
| Framing | (Extended Superframe) ESF |
| T1 Cabling | |
| Cable characteristic impedance | |
| Maximum cable length | |
| Digital Audio - Party Line or Narrow B | andwidth Paging |
| Encoding | |
| Sampling rate | |
| Digital Audio - Wide Bandwidth Pagin | g |
| Encoding | ADPCM 32 kbps, µ-Law per CCITT Recommendation G.726 |
| Sampling rate encoding | |
| Sampling rate decoding | |
| Card Rack Page Audio from one VNA | to another VNA in a different Card Rack – Narrow Bandwidth |
| Frequency response | |
| Distortion | |
| Card Rack Page Audio from one VNA | to another VNA in a different Card Rack – Wide Bandwidth |
| Frequency response | |
| Distortion | |
| Card Rack Party Audio from one VNA | to another VNA in a different Card Rack |
| Frequency response | |
| Distortion | |

Environmental

| Temperature range (operating/storage) | +32° F to +122° F (0° C to +50° C) |
|---------------------------------------|------------------------------------|
| Relative humidity: | 10-85% non-condensing |

Mechanical

| Unit dimensions | 10.3 H \times 0.780 W \times 9.07 D inches (262 \times 19.9 \times 231 mm) |
|-----------------|--|
| Unit weight | |

Replacement Parts

The 69320-001 VNA has no field replaceable components.

Warranty

Equipment. GAI-Tronics warrants for a period of one (1) year from the date of shipment, that any GAI-Tronics equipment supplied hereunder shall be free of defects in material and workmanship, shall comply with the then-current product specifications and product literature, and if applicable, shall be fit for the purpose specified in the agreed-upon quotation or proposal document. If (a) Seller's goods prove to be defective in workmanship and/or material under normal and proper usage, or unfit for the purpose specified and agreed upon, and (b) Buyer's claim is made within the warranty period set forth above, Buyer may return such goods to GAI-Tronics' nearest depot repair facility, freight prepaid, at which time they will be repaired or replaced, at Seller's option, without charge to Buyer. Repair or replacement shall be Buyer's sole and exclusive remedy. The warranty period on any repaired or replacement equipment shall be the greater of the ninety (90) day repair warranty or one (1) year from the date the original equipment was shipped. In no event shall GAI-Tronics warranty obligations with respect to equipment exceed 100% of the total cost of the equipment supplied hereunder. Buyer may also be entitled to the manufacturer's warranty on any third-party goods supplied by GAI-Tronics hereunder. The applicability of any such third-party warranty will be determined by GAI-Tronics.

Services. Any services GAI-Tronics provides hereunder, whether directly or through subcontractors, shall be performed in accordance with the standard of care with which such services are normally provided in the industry. If the services fail to meet the applicable industry standard, GAI-Tronics will re-perform such services at no cost to buyer to correct said deficiency to Company's satisfaction provided any and all issues are identified prior to the demobilization of the Contractor's personnel from the work site. Re-performance of services shall be Buyer's sole and exclusive remedy, and in no event shall GAI-Tronics warranty obligations with respect to services exceed 100% of the total cost of the services provided hereunder.

Warranty Periods. Every claim by Buyer alleging a defect in the goods and/or services provided hereunder shall be deemed waived unless such claim is made in writing within the applicable warranty periods as set forth above. Provided, however, that if the defect complained of is latent and not discoverable within the above warranty periods, every claim arising on account of such latent defect shall be deemed waived unless it is made in writing within a reasonable time after such latent defect is or should have been discovered by Buyer.

Limitations / Exclusions. The warranties herein shall not apply to, and GAI-Tronics shall not be responsible for, any damage to the goods or failure of the services supplied hereunder, to the extent caused by Buyer's neglect, failure to follow operational and maintenance procedures provided with the equipment, or the use of technicians not specifically authorized by GAI-Tronics to maintain or service the equipment. THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES AND REMEDIES, WHETHER EXPRESS OR IMPLIED BY OPERATION OF LAW OR OTHERWISE, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Return Policy

If the equipment requires service, contact your Regional Service Center for a return authorization number (RA#). Equipment should be shipped prepaid to GAI-Tronics with a return authorization number and a purchase order number. If the equipment is under warranty, repairs or a replacement will be made in accordance with the warranty policy set forth above. Please include a written explanation of all defects to assist our technicians in their troubleshooting efforts.

Call 800-492-1212 (inside the USA) or 610-777-1374 (outside the USA) for help identifying the Regional Service Center closest to you.