Hardware Installation Manual for
DM805-AI
Digital Stepper Drive with Analog 0-5V Input

www.leadshine.com

HWMN-DMAI-R20110627
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Change Log

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<td>2011-6-27</td>
<td>Original Create</td>
<td>MN-DMAI-R20110627</td>
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Safety Items

Notice
Read this manual carefully before trying to install the stepper drive into your system. The person setup the stepper drive should have a better understanding on electronics and mechanics. Contact Leadshine technical guys when have questions on this document.

Caution
Make sure the power supply voltage dose not exceed the drive’s input range. Double check the connections and make sure the power lead polarity is correct.

Warning
Do not set high current to small stepper motor. It is possible that the motor will be damaged.

Caution
Disconnect the motor from the load if you are not sure the move direction. Adjust the axis in the middle before trying to run the motor.

Warning
Never disconnect the motor lead when the power source is energized.
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1. Introduction, Features and Applications

Introduction

The DM805-AI is a 0-5V input stepper drive with built-in oscillator which is based on the latest digital control algorithm. It brings a unique level of system smoothness, providing optimum torque and nulls mid-range instability. Motor self-test and parameter auto-setup technology offers optimum responses with different motors and easy-to-use. The driven motors can run with much smaller noise, lower heating, smoother movement than most of the drivers in the markets. Its unique features make the DM805-AI an ideal solution for applications that require low-speed smoothness.

The three built-in potentiometers are used to preset and adjust the velocity, acceleration and deceleration. In 0-5V speed mode, the motor speed is controllable and follows the analog 0-5V input. In Low/HIGH speed mode, the motor speed is selected by digital input and adjusted by the high/low speed potentiometers. The user can run the motor with the least configuration and connection. In position mode, the DM805-AI is a traditional stepper drive. There is a 5V power supply output for customer use.

Features

- Anti-Resonance, provides optimum torque and nulls mid-range instability
- Motor self-test and parameter auto-setup technology, offers optimum responses with different motors
- Multi-Stepping allows a low resolution step input to produce a higher microstep output for smooth system performance
- Command Source: 0-5V, built-in potentiometer and pulse
- Two preset velocity and adjust by built-in potentiometer
- Preset acceleration/deceleration and adjust by built-in potentiometer
- Velocity control mode via analog 0-5V and position control mode via pulse
- Built-in pulse generator nulls external motion controller
- Supply voltage up to +80 VDC
- Output current programmable, from 0.3A -5.0A(RMS)
- TTL compatible and optically isolated digital input
- Automatic current reduction
- Over-voltage, over-current, phase-error protections

Applications

This drive is suitable for the application which needs to adjust the velocity via the potentiometer or analog 0-5V command. It can work with the NEMA17/23/34 stepper motor to replace the brushless motor with gearbox due to its high torque and less motor noise at low speed. If necessary, it can be used in various kinds of machines, such as rotary heat exchange, conveyor belts, transport vehicle, laser cutters, laser markers, high precision X-Y tables, labeling machines, and so on.
2. Specifications

General Specifications

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Min</th>
<th>Typical</th>
<th>Max</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Isolation Resistance</td>
<td>500</td>
<td>-</td>
<td>-</td>
<td>MΩ</td>
</tr>
<tr>
<td>Logic Signal Current</td>
<td>7</td>
<td>10</td>
<td>16</td>
<td>mA</td>
</tr>
</tbody>
</table>

Electrical Specifications

Input Voltage

<table>
<thead>
<tr>
<th>Drive Model</th>
<th>Min</th>
<th>Typical</th>
<th>Max</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>DM805-AI</td>
<td>18</td>
<td>60</td>
<td>80</td>
<td>VDC</td>
</tr>
</tbody>
</table>

Pulse Input Frequency

<table>
<thead>
<tr>
<th>Drive Model</th>
<th>Min</th>
<th>Typical</th>
<th>Max</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>DM805-AI</td>
<td>0</td>
<td>-</td>
<td>200</td>
<td>kHz</td>
</tr>
</tbody>
</table>

Velocity Control

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
<th>Dead Band</th>
<th>Resolution</th>
<th>Min</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analog Input</td>
<td>0-5V Speed Mode</td>
<td>10 mV</td>
<td>10 mV</td>
<td>0 Rev/s</td>
<td>25 ± 0.5 Rev/s</td>
</tr>
<tr>
<td></td>
<td>External POT Mode</td>
<td>20 mV</td>
<td>10 mV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accel / Decel / Ramp Potentiometer</td>
<td>0-25 turns</td>
<td>10 mV</td>
<td>10 mV</td>
<td>0.5 Rev/s^2</td>
<td>250 ± 1 Rev/s^2</td>
</tr>
<tr>
<td>LoSpeed Potentiometer</td>
<td>0-25 turns</td>
<td>10 mV</td>
<td>10 mV</td>
<td>0 Rev/s</td>
<td>5 ± 0.01 Rev/s</td>
</tr>
<tr>
<td>HiSpeed Potentiometer</td>
<td>0-25 turns</td>
<td>10 mV</td>
<td>10 mV</td>
<td>0 Rev/s</td>
<td>25 ± 0.5 Rev/s</td>
</tr>
</tbody>
</table>

Operating Environment

<table>
<thead>
<tr>
<th>Cooling</th>
<th>Natural Cooling or Forced cooling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>Avoid dust, oil fog and corrosive gases</td>
</tr>
<tr>
<td>Ambient Temperature</td>
<td>0°C — 50°C (32°F — 122°F)</td>
</tr>
<tr>
<td>Humidity</td>
<td>40%RH — 90%RH</td>
</tr>
<tr>
<td>Operating Temperature</td>
<td>70°C (158°F) Max</td>
</tr>
<tr>
<td>Vibration</td>
<td>5.9m/s^2 Max</td>
</tr>
<tr>
<td>Storage Temperature</td>
<td>-20°C — 65°C (-4°F — 149°F)</td>
</tr>
</tbody>
</table>
Mechanical Specifications

Elimination of Heat

- Driver’s reliable working temperature should be <70℃ (158℉), and motor working temperature should be <80℃ (176℉);
- It is recommended to use automatic idle-current mode, namely current automatically reduce to 60% when motor stops, so as to reduce driver heating and motor heating;
- It is recommended to mount the driver vertically to maximize heat sink area. Use forced cooling method to cool the system if necessary.
3. Connectors and Interface

The DM805-AI has three connectors, connector for digital I/O signals connections, connector for analog 0-5V signal connections and connector for power and motor connections. The three parameters are used to preset or adjust the speed, acceleration and deceleration ramp. They have different functions in different modes. The green indicator turns on when the drive is powered on. When error happens, the red indicator flashes periodicity to indicate the error type.

- Indicator Green: Power, Red: Fault
- Potentiometers Adjusting Speed, Acceleration, Deceleration
- Digital I/O Signal Connector, 6-pin screw terminal, 3.81 mm
- Analog Signal Connector, 6-pin screw terminal, 3.81 mm
- Power Connector, 6-pin screw terminal, 3.81 mm space

Auto Tuning: Switch SW4 two times in one second.

RS232 communication port, RJ11, communicating PC software

Note: It is used to configure and current loop tuning, anti-resonance tuning with the PC software. However, the drive can still work properly without it. The DM805-AI can be fully tuned by the the auto-tuning.

DIP switch, 8 bits, current setting, selecting microstep, operating mode
4. Operating Mode

The DM805-AI supports four operating modes selected by the DIP switch SW7 and SW8, shown as the following table.

<table>
<thead>
<tr>
<th>Mode</th>
<th>SW7</th>
<th>SW8</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0~5V Speed</td>
<td>on</td>
<td>on</td>
<td>Analog 0-5V Speed Mode</td>
</tr>
<tr>
<td>Lo/Hi Speed</td>
<td>off</td>
<td>on</td>
<td>Low and High Speed Mode</td>
</tr>
<tr>
<td>External POT</td>
<td>on</td>
<td>off</td>
<td>External Potentiometer Speed Mode</td>
</tr>
<tr>
<td>Pulse/Direction</td>
<td>off</td>
<td>off</td>
<td>Pulse and Direction Position Mode</td>
</tr>
</tbody>
</table>

**Analog 0-5V Speed Mode**

In this mode motor speed follows the analog 0-5V input voltage. Motor speed is also proportional to the HiSpeed potentiometer. Direction input controls the motor direction. The actual motor speed is calculated as follows:

\[
\text{Speed (RPS)} = 25 \pm 0.5 \times \frac{\text{Analog Input}}{5V} \times \frac{\text{Turns of HiSpeed Potentiometer}}{25 \text{Turns}}
\]

After power-up, the DM805-AI does not respond to the analog 0-5V input immediately. The Enable and Run signal should be activated prior to the analog 0-5V input. The drive is enabled when the Enable/Disable input is unconnected and the motor shaft has holding torque at that time. After Run signal is active, the motor speed follows the analog 0-5V input.
Ramp Shaping

There are two potentiometers Accel and Decel for adjusting the acceleration ramp and deceleration ramp, respectively. When the input ramp exceeds the value set by the potentiometer, the actual output ramp will be limited by the potentiometer value.

Low/High Speed Mode

In low/high speed mode, motor speed is fixed to the value adjusted by the LoSpeed or HiSpeed Potentiometer, depending on the level of Speed input. When the Speed input is LOW level, the maximum motor speed adjusted by the LoSpeed potentiometer is 5rps. When the Speed input is HIGH level, the maximum motor speed adjusted by the HiSpeed is 25rps.
Signal Sequence

After power-up, the DM805-AI does not make the motor run immediately. The Enable and Run signal should be activated firstly. Drive is enabled when the Enable/Disable input is unconnected. After Run signal is activated, the Speed can be applied to the drive for low/high speed selection.
Ramp Shaping

When motor speed switches between low and high or changes direction, the acceleration/deceleration ramp adjusted by the Ramp potentiometer will be inserted automatically for smooth motion.

**Note:** Do not adjust too small or too high Ramp. Otherwise the stepper motor may stall when switching between low and high speed.

---

External Potentiometer Mode

In this mode motor speed follows the analog 0-5V input voltage. Motor speed is also proportional to the HiSpeed potentiometer. When the analog input is 0-2.5V, the motor runs in negative direction. While the analog input is 2.5-5V, the motor runs in positive direction.
Signal Sequence

![Signal Sequence Diagram]

Ramp Shaping

There are two potentiometers Accel and Decel for adjusting the acceleration ramp and deceleration ramp, respectively. When the input ramp exceeds the value set by the potentiometer, the actual output ramp will be limited by the potentiometer value.

![Ramp Shaping Diagram]

Pulse/Direction Mode

In this mode motor speed is the proportional to the pulse input frequency and motor rotary angle is controlled by the pulse counts. The microstep can be selected by the DIP switch SW5 and SW6.
5. Control Signal Requirement

Pulse/Direction Mode

DM805-AI can support Pulse/Direction and CW/CCW control signal modes. In order to avoid some fault operations and deviations, PUL, DIR and ENA should abide by some rules, shown as following diagram:

**Remark:**

a) ENA must be ahead of DIR by at least 5us. Usually, ENA+ and ENA- are NC (not connected).

b) DIR must be ahead of PUL active edge by 5us to ensure correct direction;

c) Pulse width not less than 2.5us;

d) Low level width not less than 2.5us.

6. Connecting the Motor

The DM805-AI can drive any 2-phase and 4-phase hybrid stepping motors.

4-lead Motors Connections

4 lead motors are the least flexible but easiest to wire. Speed and torque will depend on winding inductance. In setting the drive output current, multiply the specified phase current by 1.4 to determine the peak output current.
6-lead Motors Connections

Like 8 lead stepping motors, 6 lead motors have two configurations available for high speed or high torque operation. The higher speed configuration, or half coil, is so described because it uses one half of the motor’s inductor windings. The higher torque configuration, or full coil, uses the full windings of the phases.

Half Coil Configurations

As previously stated, the half coil configuration uses 50% of the motor phase windings. This gives lower inductance, hence, lower torque output. Like the parallel connection of 8 lead motor, the torque output will be more stable at higher speeds. This configuration is also referred to as half chopper. In setting the drive output current multiply the specified per phase (or unipolar) current rating by 1.4 to determine the peak output current.

Full Coil Configurations

The full coil configuration on a six lead motor should be used in applications where higher torque at lower speeds is desired. This configuration is also referred to as full copper. In full coil mode, the motors should be run at only 70% of their rated current to prevent over heating.

8-lead Motors Connections

8 lead motors offer a high degree of flexibility to the system designer in that they may be connected in series or parallel, thus satisfying a wide range of applications.

Series Connections

A series motor configuration would typically be used in applications where a higher torque at lower speeds is required. Because this configuration has the most inductance, the performance will start to degrade at higher speeds. In series mode, the motors should also be run at only 70% of their rated current to prevent over heating.
Parallel Connections

An 8 lead motor in a parallel configuration offers a more stable, but lower torque at lower speeds. But because of the lower inductance, there will be higher torque at higher speeds. Multiply the per phase (or unipolar) current rating by 1.96, or the bipolar current rating by 1.4, to determine the peak output current.

NEVER disconnect or connect the motor while the power source is energized.

7. Power Supply Selection

The DM805-AI can match medium and small size stepping motors (from NEMA frame size 14 to 34) made by Leadshine or other motor manufactures around the world. To achieve good driving performances, it is important to select supply voltage and output current properly. Generally speaking, supply voltage determines the high speed performance of the motor, while output current determines the output torque of the driven motor (particularly at lower speed). Higher supply voltage will allow higher motor speed to be achieved, at the price of more noise and heating. If the motion speed requirement is low, it’s better to use lower supply voltage to decrease noise, heating and improve reliability.

Regulated or Unregulated Power Supply

Both regulated and unregulated power supplies can be used to supply the drive. However, unregulated power supplies are preferred due to their ability to withstand current surge. If regulated power supplies (such as most switching supplies.) are indeed used, it is important to have large current output rating to avoid problems like current clamp, for example using 4A supply for 3A motor-drive operation. On the other hand, if unregulated supply is used, one may use a power supply of lower current rating than that of motor (typically 50%~70% of motor current). The reason is that the drive draws current from the power supply capacitor of the unregulated supply only during the ON duration of the PWM cycle, but not during the OFF duration. Therefore, the average current withdrawn from power supply is considerably less than motor current. For example, two 3A motors can be well supplied by one power supply of 4A rating.
Multiple Drives

It is recommended to have multiple drives to share one power supply to reduce cost, if the supply has enough capacity. To avoid cross interference, DO NOT daisy-chain the power supply input pins of the drives. Instead, please connect them to power supply separately.

Selecting Supply Voltage

The power MOSFETs inside the DM805-AI can actually operate with wider voltage range than the input specification. Higher supply voltage can increase motor torque at higher speeds, thus helpful for avoiding losing steps. However, higher voltage may cause bigger motor vibration at lower speed, and it may also cause over-voltage protection or even drive damage. Therefore, it is suggested to choose only sufficiently high supply voltage for intended applications, and it is suggested to use power supplies with theoretical output voltage of drive’s minimum + 10% to drive’s maximum – 10%, leaving room for power fluctuation and back-EMF.

The recommended power supply voltage for DM805-AI is 24-72VDC:
8. Typical Connection

Analog 0-5V Speed Mode

The 5V output of DM805-AI is connected to the COM+. The input signal is activated when it is short circuit to the signal GND. When the Limit switch is activated, the motor shaft will be free and the red indicator is on.
Low/High Speed Mode
External Potentiometer Mode
Pulse/Direction Mode

A complete stepping system should include stepping motor, stepping drive, power supply and controller (pulse generator).

9. Wiring Notes

- In order to improve anti-interference performance of the drive, it is recommended to use twisted pair shield cable.
- To prevent noise incurred in PUL/DIR signal, pulse/direction signal wires and motor wires should not be tied up together. It is better to separate them by at least 10 cm, otherwise the disturbing signals generated by motor will easily disturb pulse direction signals, causing motor position error, system instability and other failures.
- If a power supply serves several drives, separately connecting the drives is recommended instead of daisy-chaining.
- It is prohibited to pull and plug connector P2 while the drive is powered ON, because there is high current flowing through motor coils (even when motor is at standstill). Pulling or plugging connector P2 with power on will cause extremely high back-EMF voltage surge, which may damage the drive.
10. Configure the Drive

The DM805-AI uses an 8-bit DIP switch to set operating mode, microstep resolution and motor operating current as follows. The dynamic current setting by SW1, SW2 and SW3 is active for all operating mode. The microstep resolution setting by SW5 and SW6 only takes effect in Pulse/Direction mode. SW4 is used to set the idle current and auto-configure the drive when it is first time installation.

![8-bit DIP Switch Function Diagram]

**Auto Configuration by SW4**

To get the optimized performance, switch SW4 two times in one second to identify the motor parameter after power-up if it is the first time installation. The motor parameter is identified and the drive’s current loop parameters are calculated automatically when SW4 is activated. The motor shaft will have a little vibration during auto-configuration. If the user changes the motor or the power supply, don’t forget to activate SW4 once again.

Sometimes the result of the auto-configuration is not good. This will happen to the stepper motor with large inductance or resistance. The user needs to tune the current loop parameter manually. Please refer to the software manual of the DM805-AI.

![Switch Configuration Diagram]
Selecting Operating Mode

<table>
<thead>
<tr>
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<td>on</td>
<td>off</td>
<td>External Potentiometer Speed Mode</td>
</tr>
<tr>
<td>Pulse/Direction</td>
<td>off</td>
<td>off</td>
<td>Pulse and Direction Position Mode</td>
</tr>
</tbody>
</table>

Note: Remove power supply before changing operating mode.

Microstep Resolution Selection

In Pulse/Direction mode, microstep resolution is selected by SW4 and SW5. The stepper motor moves one step when one pulse is applied to the stepper drive. If microstep is 1, the step angle is a full step which is 1.8 degree for 2-phase stepper motor and 1.2 degree for 3-phase stepper motor. Microstep can be taken as the divisions of one full step. For example, stepper motor moves half of the full step when the microstep is 2. For 2-phase stepper motor and drive, we have the following formula to calculate the microstep resolution, or pulse counts of one motor shaft revolution:

\[
\text{Microstep Resolution} = 200 \times \frac{\text{Microstep}}{200}
\]

The motor speed can be calculated as follows:

\[
\text{Motor Speed (RPS)} = \frac{\text{Pulse Input Frequency}}{\text{Microstep Resolution}}
\]

When selecting the drive’s microstep resolution for the system:
- Consider the MAX speed needed, MAX input frequency of driver and MAX output frequency of the controller.
- 1600 pulses/revolution (8 Microstep) is suitable for most application.
- >1600 pulses/revolution only increase smoothness but not resolution.
- For digital driver, Microstep resolution is not important.

Current Settings

Dynamic current setting

For a given motor, higher drive current will make the motor to output more torque, but at the same time causes more heating in the motor and drive. Therefore, output current is generally set to be such that the motor will not overheat for long time operation. Since parallel and serial connections of motor coils will significantly change resulting inductance and resistance, it is therefore important to set drive output current depending on motor phase current, motor leads and connection methods. Phase current rating supplied by motor manufacturer is important in selecting drive current, however the selection also depends on leads and connections.
**Idle current setting**

When there is no pulse applied to the DM805-AI and the time exceeds the idle-time which can be configured via the PC based software, the drive goes into idle status. SW4 is used to set the idle-current, OFF meaning that the motor coil current is automatic reduced, and ON meaning that current is the same as the selected dynamic current.

By default, the current automatically reduced to 60% of the selected dynamic current two second after the last pulse. Theoretically, this will reduce motor heating to 36% (due to $P=I^2*R$) of the original value. If the user wants to change the idle time and current reduction rate, please consult the DM805-AI's software manual.
11. Protection Functions

To improve reliability, the drive incorporates some built-in protection functions. The DM805-AI uses one RED LED to indicate what protection has been activated. The periodic time of RED is 3 or 5 s (seconds), and how many times the RED turns on indicates what protection has been activated. Because only one protection can be displayed by RED LED, so the drive will decide what error to display according to their priorities. See the following Protection Indications table for displaying priorities.

Over-current Protection

Over-current protection will be activated when continuous current exceeds the limit or in case of short circuit between motor coils or between motor coil and ground, and RED LED will turn on once within each periodic time.

Over-voltage Protection

When power supply voltage exceeds the limit, protection will be activated and RED LED will turn on twice within each periodic time.

**Note:** When above protections are active, the motor shaft will be free or the LED will blink. Reset the drive by repowering it to make it function properly after removing above problems. Since there is no protection against power leads (+, -) reversal, it is critical to make sure that power supply leads correctly connected to drive. Otherwise, the drive will be damaged instantly.

Protection Indications

<table>
<thead>
<tr>
<th>Priority</th>
<th>Time(s) of ON</th>
<th>Sequence wave of RED LED</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>1</td>
<td></td>
<td>Over-current protection</td>
</tr>
<tr>
<td>2nd</td>
<td>2</td>
<td></td>
<td>Over-voltage protection</td>
</tr>
</tbody>
</table>
12. Frequently Asked Questions

In the event that your drive doesn’t operate properly, the first step is to identify whether the problem is electrical or mechanical in nature. The next step is to isolate the system component that is causing the problem. As part of this process you may have to disconnect the individual components that make up your system and verify that they operate independently. It is important to document each step in the troubleshooting process. You may need this documentation to refer back to at a later date, and these details will greatly assist our Technical Support staff in determining the problem should you need assistance.

Many of the problems that affect motion control systems can be traced to electrical noise, controller software errors, or mistake in wiring.

Problem Symptoms and Possible Causes

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Possible Problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motor is not rotating</td>
<td>No power</td>
</tr>
<tr>
<td></td>
<td>Microstep resolution setting is wrong</td>
</tr>
<tr>
<td></td>
<td>DIP switch current setting is wrong</td>
</tr>
<tr>
<td></td>
<td>Fault condition exists</td>
</tr>
<tr>
<td></td>
<td>The drive is disabled</td>
</tr>
<tr>
<td>Motor rotates in the wrong direction</td>
<td>Motor phases may be connected in reverse</td>
</tr>
<tr>
<td>The drive in fault</td>
<td>DIP switch current setting is wrong</td>
</tr>
<tr>
<td></td>
<td>Something wrong with motor coil</td>
</tr>
<tr>
<td></td>
<td>Control signal is too weak</td>
</tr>
<tr>
<td></td>
<td>Control signal is interfered</td>
</tr>
<tr>
<td>Erratic motor motion</td>
<td>Wrong motor connection</td>
</tr>
<tr>
<td></td>
<td>Something wrong with motor coil</td>
</tr>
<tr>
<td></td>
<td>Current setting is too small, losing steps</td>
</tr>
<tr>
<td>Motor stalls during acceleration</td>
<td>Current setting is too small</td>
</tr>
<tr>
<td></td>
<td>Motor is undersized for the application</td>
</tr>
<tr>
<td></td>
<td>Acceleration is set too high</td>
</tr>
<tr>
<td></td>
<td>Power supply voltage too low</td>
</tr>
<tr>
<td>Excessive motor and drive heating</td>
<td>Inadequate heat sinking / cooling</td>
</tr>
<tr>
<td></td>
<td>Automatic current reduction function not being utilized</td>
</tr>
<tr>
<td></td>
<td>Current is set too high</td>
</tr>
</tbody>
</table>
APPENDIX

Twelve Month Limited Warranty

Leadshine Technology Co., Ltd. warrants its products against defects in materials and workmanship for a period of 12 months from shipment out of factory. During the warranty period, Leadshine will either, at its option, repair or replace products which proved to be defective.

Exclusions

The above warranty does not extend to any product damaged by reasons of improper or inadequate handlings by customer, improper or inadequate customer wirings, unauthorized modification or misuse, or operation beyond the electrical specifications of the product and/or operation beyond environmental specifications for the product.

Obtaining Warranty Service

To obtain warranty service, a returned material authorization number (RMA) must be obtained from customer service at e-mail:  before returning product for service. Customer shall prepay shipping charges for products returned to Leadshine for warranty service, and Leadshine shall pay for return of products to customer.

Warranty Limitations

Leadshine makes no other warranty, either expressed or implied, with respect to the product. Leadshine specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. Some jurisdictions do not allow limitations on how long and implied warranty lasts, so the above limitation or exclusion may not apply to you. However, any implied warranty of merchantability or fitness is limited to the 12-month duration of this written warranty.

Shipping Failed Product

If your product fail during the warranty period, e-mail customer service at  to obtain a returned material authorization number (RMA) before returning product for service. Please include a written description of the problem along with contact name and address. Send failed product to distributor in your area or: Leadshine Technology Co., Ltd, 3/F, Block 2, Nanyou Tianan Industrial Park, Nanshan Dist, Shenzhen, China. Also enclose information regarding the circumstances prior to product failure.
CONTACT US

China Headquarters
Address: 3/F, Block 2, Nanyou Tianan Industrial Park, Nanshan District Shenzhen, China
Web: http://www.leadshine.com

Sales Hot Line:
Tel: 86-755-2641-7674 (for Asia, Australia, Africa areas)
   86-755-2640-9254 (for Europe areas)
   86-755-2641-7617 (for Europe areas)
Fax: 86-755-2640-2718
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