

 **DATALOGIC**

DSM0400

Fixed Mount Area Imager
Bar Code Reader



Quick Reference Guide

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This manual refers to software version 2.2.1.3 and later.



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DSM0400

Fixed Mount Area Imager Bar Code Reader

The DSM0400 is a fully self-contained standard range 2D bar code scanning module for use in self-service kiosks or other semi-automated equipment requiring the ability to read a bar code. It is intended to be an easy integration by system designers with little expertise in scanning technology. The DSM0400 uses the latest and fastest imaging technology and offers Datalogic's Green Spot for good read feedback.

The scanning technology is essentially the same as the HALOGEN™ family SCAN ENGINES area imagers, with Datalogic decoding platform and some enhancements for presentation reading and improved motion tolerance. The enclosure is designed for ease of integration, is sealed IP54 grade for cleaning, and is constructed of a solvent- and disinfectant-tolerant resin.

The DSM0400 is an area imaging scanner for OEM applications. It is available in three different data interface versions:

- DSM042X Fixed Scanner 2D Imager USB connector
- DSM045X Fixed Scanner 2D Imager RS-232 9-pin connector
 - Compatible with Datalogic 5V switching Power Supply 90ACC0287 (accessory)
- DSM049X Fixed Scanner 2D Imager RJ45 connector compatible with Datalogic cables:
 - 90A052065: USB 2m straight cable
 - 90A051230: RS232 2m straight cable - compatible with Datalogic 5V switching Power Supply; 90ACC0287 (accessory)

List of Available Models

The DSM0400 integrates Datalogic Decoding platform and Datalogic Scan Engines, having a wide choice of reading performances:

Possible Image Resolutions:

- 752x480 WideVGA (WVGA)
- 1280x960 1.2MegaPixel (MP)

Possible Optics:

- Driver License (DL)
- Standard Range (SR)
- Wide Angle (WA)

Here the list of all possible models:

DSM0421	DSM0400, 2D, WVGA, USB
DSM0422-DL	DSM0400, 2D, MP-DL, USB
DSM0452-DL	DSM0400, 2D, MP-DL, RS232
DSM0492-DL	DSM0400, 2D, MP-DL, RJ45
DSM0422-WA	DSM0400, 2D, MP-WA, USB
DSM0452-WA	DSM0400, 2D, MP-WA, RS232
DSM0492-WA	DSM0400, 2D, MP-WA, RJ45
DSM0422-SR	DSM0400, 2D, MP-SR, USB
DSM0492-SR	DSM0400, 2D, MP-SR, RJ45

Setting Up the Reader

How to connect the DM0400 to the host:



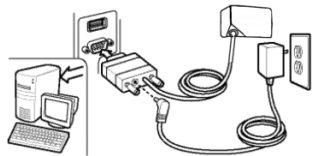
Download the correct USB COM driver from:
<http://www.datalogic.com>

IMPORTANT

- **DSM042X models:** Install Datalogic USB driver. Connect the USB connector to the host USB port and wait for enumeration



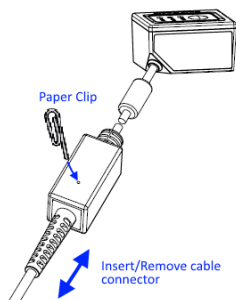
- **DSM045X models:** connect RS232 connector to host port. If external power is used, plug-in the Datalogic 5V switching Power Supply 90ACC0287 power jack into the female jack of the DSM045X RS232 connector



Actual accessories and connectors shape might differ from the above image

- **DSM049X models:** connect either one of 90A052065 (USB) or 90A051230 (RS232) to the DSM049X RJ45 female connector. Then:
 - If 90A052065 (USB) cable is used follow direction as per DSM042X models.
 - If 90A051230 (RS232) cable is used follow direction as per DSM045X models.

To disconnect the cable, insert a paper clip or similar object into the opening shown, then gently pull the cable.



DSM0400 features a cable auto-recognition procedure at startup:

- if a RS232 cable is used, the device will always boot in the RS232 interface configuration.
- If a USB cable is used the device will always boot in the preferred USB interface configuration, as illustrated in the following paragraph (default is USB-Composite interface).

Scan the appropriate bar code for your reader's interface type from the following section.

RS-232 Interface (DSM045X or DSM049X+RS232 cable models only)

The reader attaches directly to RS232 port on host, and is powered by an external 5V Datalogic power supply (90ACC0287). The reader auto-detects the RS232 cable and defaults to the RS232 interface with COM parameters: 115200, 8, N, 1, no handshaking, ACK/NAK disabled.



IMPORTANT

Thanks to the auto-recognition feature, you don't need to read the RS-232 selection label below. Use it as a reference or for any special needs.

RS-232 Standard Interface



Select RS-232 STD

USB Interface (DSM042X or DSM049X +USB cable models only)

The reader attaches directly to a USB host or a powered USB hub, and is powered by it. No additional power supply is required. The reader auto-detects the USB with the default configuration of USB-COMPOSITE interface (default COM parameters are: 115200, 8, N, 1, no handshaking, ACK/NAK disabled). USB configuration can be changed using the bar codes below; the change remains in effect until a new configuration is selected, even after a power cycle and every time a USB connector is detected.

To simulate a Keyboard, scan the bar code below:



Interface Selection: USB-KBD

To simulate a serial interface, scan the bar code below:



Interface Selection: USB-COM



IMPORTANT

Download the correct USB COM driver from: <http://www.data-logic.com>.

USB-COMPOSITE (Keyboard + COM) - DEFAULT



Interface Selection: USB-COMPOSITE



IMPORTANT

Download the correct USB COM driver from: <http://www.data-logic.com>.

USB-OEM (for use with OPOS/UPOS/JavaPOS)

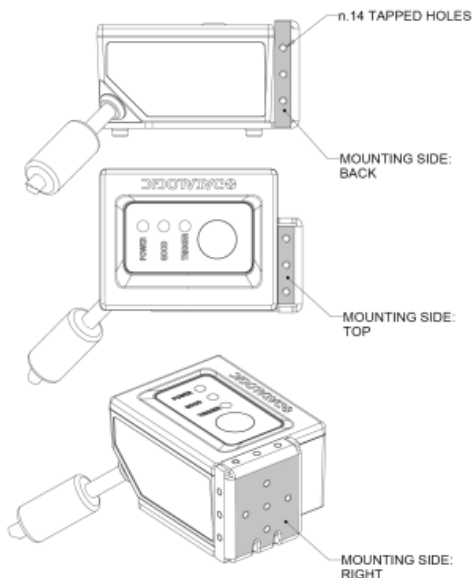


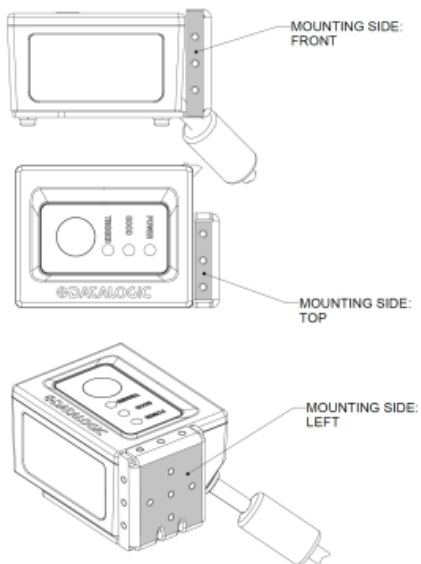
Select USB-OEM

Mounting Bracket

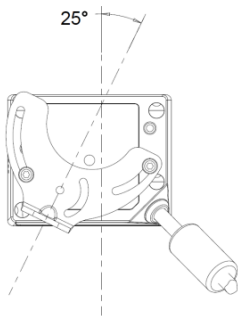
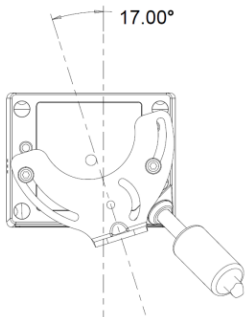
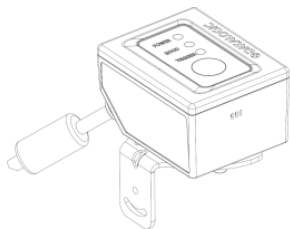
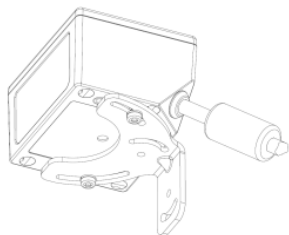
The DSM0400 can be mounted onto a stationary surface using a bracket as shown below. Just attach to the bottom of the reader using the provided screws, as shown in the figures below. For specific size information, see [DSM0400 Dimensions](#) on page 29.

Multi side Mounting Bracket

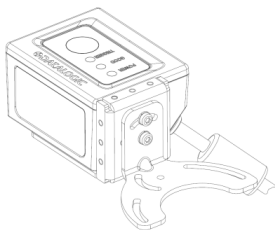
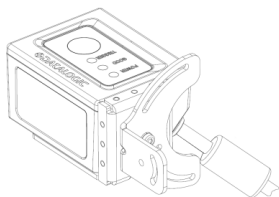




Angular Bracket (-17° to 25° Angle Mounting)



Both Brackets applied:



N.4 M2x0.4X4 ISO14583 NYLON 180 T6 SCREWS, N.4 LOCK WASHERS
UNI 1751 INCLUDED

Programming

The reader is factory-configured with a set of standard default features. After scanning the interface bar code from the Interfaces section, you can select other options and customize your reader through use of the programming bar codes available in the DSM0400 Product Reference Guide (PRG).

Programming can also be performed using the protocol "Decoded Engine Serial Protocol" (DESP) or using Datalogic Aladdin™ Configuration application, which is downloadable from the Datalogic website listed on the back cover of this manual. This multi-platform utility programs allow device configuration using a PC. It communicates with the device using a serial or USB cable and can also create configuration bar codes to print.

Using Programming Bar Codes

This manual contains bar codes which allow you to reconfigure your reader. Some programming bar code labels, like [Reset Default Settings on page 13](#), require only the scan of that single label to enact the change.

Other bar codes require the reader to be placed in Programming Mode prior to scanning them. Scan an ENTER/EXIT bar code once to enter Programming Mode; scan the desired parameter settings; scan the ENTER/EXIT bar code again to accept your changes, which exits Programming Mode and returns the reader to normal operation.

Configuring Other Settings

Additional programming bar codes are available in the PRG to allow for customization of programmable features. If your installation requires different programming than the standard factory default settings, please refer to the PRG.

Resetting Product Defaults

If you aren't sure what programming options are in your reader, or you've changed some options and want default settings restored, scan the bar code below to reset the reader to its initial configuration.



Be sure your reader is configured for the correct interface before scanning this label.



Reset Default Settings

Reference the PRG for a list of the default settings.

Reading Parameters

Move the reader towards the target, trigger the reading and center the aiming pattern and illumination system to capture and decode the bar code on the acquired image. The aim and illuminator will remain on until the symbol is decoded or until timeout if nothing is decoded. You can then repeat if needed.

Aiming System

A number of options for customizing control of the Aiming System are available. See the DSM0400 PRG for more information and programming bar codes.

Good Read / Green Spot Duration

Successful reading can be signaled by a good read green spot. Use the bar codes that follow to specify the duration of the good read pointer beam after a good read.



ENTER/EXIT PROGRAMMING MODE



Disabled



Short (300 ms)



Medium (500 ms)



Long (800 ms)

Operating Modes

The reader can operate with different behavior, depending on the selected scanning mode.



See the PRG for further information on the operation of reading modes and additional programmable features.

Trigger single (Default) - Scanning is activated when the button is pushed or through a DESP command or through an external trigger (RS232 interface only). When the device is triggered, illumination is turned on and the scanner attempts to read a label.

Scanning is activated until one of the following occurs:

- the programmable "Scanning Active Time" has elapsed
- a label has been read
- the trigger is released

Stand Mode (Automatic - Object Sense) - Scanning is turned on automatically when an item is placed in reader's field of view. The scanner looks for changes within its field-of-view. The Aiming Pattern is always on to show the optimum reading area. If a predefined amount of movement is detected, the white illumination switches on. Scanning continues until a label is read or "Scanning Active Time" has elapsed.

Always ON - scanning is continuously on. The illuminator is always ON and the reader is always ready for code reading. Double Read Timeout prevents undesired multiple reads. In DSM0421 models AIM laser is off by default.

It is not recommended to use ALWAYS ON mode continuously for an extended time (use Stand mode instead when possible). In order to prevent overheating, the device might apply power reduction strategies (like reducing FPS or turning off AIM laser) if internal temperature reaches the defined threshold; when temperature is back below threshold, full power is restored.

Operating Modes (continued)



ENTER/EXIT PROGRAMMING MODE



Operating Mode = Trigger single



Operating Mode = Stand Mode (Automatic - Object Sense)



Operating Mode = Always On



IMPORTANT

Always On mode is not recommended for continuous operation. Use Stand Mode (Automatic - Object Sense) instead.

Technical Features

Item	Description
Physical Characteristics	
Color	Black
Dimensions	Height 27mm Length 38mm Width 47mm
Weight (with cable, without bracket)	USB version - Approximately 131 g RS-232 version - Approximately 155 g RJ45 version - Approximately 96g
Electrical Characteristics	
Input Voltage	5 VDC \pm 5%
External Trigger Input (Only RS-232 model): 1V - 5V Current Consumption for 1V = 2mA max 5V = 4mA max Min Pulse Duration = 10ms *	

* Although the scan engine can respond to this minimum pulse width for triggering, bar code decoding time is dependent on several factors. External Trigger should be held active until there is a good read decode or a determined timeout period.

Item	Description
Current & Power Consumption	Typical RMS Input current at 5V in Default Configuration and Trigger Single mode
<p>DSM04x1 models (USB connected): Operating ≈ 244 mA** Standby/Idle ≈ 72 mA* Low Power ≈ 3.9 mA</p> <p>DSM04x2 models (USB connected): Operating ≈ 244 mA** Standby/Idle ≈ 70 mA* Low Power: ≈ 5 mA</p> <p>DSM04x2 models (RS232 connected): Operating ≈ 276 mA** Standby/Idle ≈ 65 mA* Low Power ≈ 9 mA</p> <p>** if "power" and "trigger" status LED are disabled subtract about 30mA * if "power" status LED is disabled subtract about 15mA</p>	

Performance Characteristics	
Nominal Frame Rate	53 frames/second (Mpixel models) or 60 frames/second (WVGA models)
Light Source	Dual LEDs
Roll (Tilt) Tolerance	Up to $\pm 180^\circ$
Pitch Tolerance	$\pm 60^\circ$
Skew (Yaw) Tolerance	$\pm 60^\circ$
Print Contrast Minimum	25% minimum reflectance
Field of View	Depending on the selected model, see the tables below
Depth of Field (Typical)	Depending on the selected model, see the tables below
Minimum Element Width	1D linear: 2 mils (MP-DL) - 3 mils (MP-SR) Data Matrix: 6 mils (MP-DL) - 7.5 mils (MP-SR) PDF417: 3 mils (MP-DL) - 6.6 mils (MP-SR) 1D Linear: (WVGA) 3mils PDF: (WVGA) 5mils Datamatrix: (WVGA) 7.5mils



The reading performances may change with different symbologies.

Decode Capability	
1D / Linear Codes	
All standard 1D codes including: UPC/EAN/JAN, P2 /P5 add-ons; Code 39; Italian Pharmacode 39; Code 128; C128 ISBT; I 2 of 5; Standard 2 of 5; Interleaved 2 of 5; Industrial 2of 5; Datalogic 2of5; IATA; Code 11; Codabar; ABC Codabar; EAN 128; Code 93; MSI/Plessey; RSS-14; BC412; Databar Limited; Databar Omnidirectional; Databar Omnidirectional Stacked; Databar Expanded; Databar Expanded Stacked; IATA; Trioptic; Matrix 2/5; Telepen. Composite codes CC-A, CC-B and CC-C PDF417; MicroPDF417.	
2D Codes	
China Han Xin Code; Datamatrix with Chinese extension; QR code; Micro QR; Aztec; MaxiCode and Dotcode.	
Postal Codes	
Australian Post; British Post; China Post; Portugal Post; Swedish Post; New Zealand Post; Japanese Post; KIX Post; IMB; Planet Code; Postnet, Postnet BB; Royal Mail Code (RM4SCC) ; Mailmark.	
Supported Interfaces	RS-232 Standard USB-COM, USB-Keyboard, USB-OEM, USB-Composite RJ45 with Datalogic USB and RS232 cables: <ul style="list-style-type: none"> ▪ 90A052065: USB 2m straight cable ▪ 90A051230: RS232 2m straight cable
User Environment	
Operating Temperature	-20° to 50° C
Storage Temperature	-40° to 70° C ^a
Humidity	Operating: 5% to 90% relative humidity, non condensing
Drop specifications	3ft free fall drops to concrete
Ambient Light immunity	Up to 100,000 Lux
Contaminants	IEC529-IP54
ESD Level	12 KV
Regulatory	See Regulatory Addendum

a. Storage conditions for EAC Compliance require the device to be kept in a heated room..

DSM04X1 models (WVGA)

Resolution: 752x480

Field of View: 40°H x 26°V

Typical Depth of Field

Symbology ^a	Resolution (mils)	Dmin (mm)	Dmax (mm)
Code 39	3	80	175
Code 39	5	55	260
PDF	10	(-) ^b	200
EAN13	13	45	420
Datamatrix	15	35	265
Code 39	20	(-) ^b	590

- All labels grade A, ambient light level 300lux, pitch angle 10°, tilt angle 10°, skew angle 0°, room temperature 20°C.
- Limited by field of view.

DSM04X2-DL models (MP)

Resolution: 1280x960

Field of View: 42°H x 32°V

Typical Depth of Field

Symbology ^a	Resolution (mils)	Dmin (mm)	Dmax (mm)
Code 39	3	65	200
Code 39	5	35	290
Datamatrix	10	75	260
EAN13	13	45	420
Datamatrix	15	55	320
Code 39	20	(-) ^b	600

- All labels grade A, ambient light level 300lux, pitch angle 10°, tilt angle 10°, skew angle 0°, room temperature 20°C.
- Limited by field of view

DSM04X2-WA models (MP)

Resolution: 1280x960

Field of View: 52° H x 40° V

Typical Depth of Field

Symbology ^a	Resolution (mils)	Dmin (mm)	Dmax (mm)
Code 39	3	50	180
Code 39	5	30	240
Datamatrix	10	40	200
EAN13	13	35	370
Datamatrix	15	30	250
Code 39	20	(1) ^b	600

a. All labels grade A, ambient light level 300lux, pitch angle 10°, tilt angle 10°, skew angle 0°, room temperature 20°C.

b. Limited by field of view

DSM04X2-SR models (MP)

Resolution: 1280x960

Field of View: 42° H x 32° V

Typical Depth of Field

Symbology ^a	Resolution (mils)	Dmin (mm)	Dmax (mm)
Code 39	3	130	220
Code 39	5	85	360
Datamatrix	10	100	280
EAN13	13	45	740
Datamatrix	15	65	400
Code 39	20	(-) ^b	1100

a. All labels grade A, ambient light level 300lux, pitch angle 10°, tilt angle 10°, skew angle 0°, room temperature 20°C.

b. Limited by field of view

RS-232 Electrical Connections

9-pin Connector

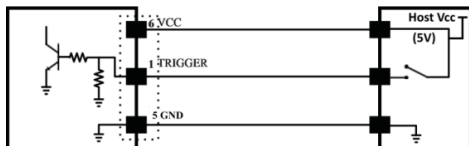
1	Trigger (DSM045X models only)	Trigger signal input (see figures below)
2	TX	Transmit Data (output from scanner)
3	RX	Receive Data (input to scanner)
4	NC	Not connected
5	GND	Ground
6	VCC	+5Vdc
7	CTS	Clear to Send (input to scanner)
8	RTS	Request to Send (output from scanner)

Default configuration is RS-232: 115200, 8, N, 1, no handshaking, ACK/NAK disabled.

External Trigger (DSM045X models only)

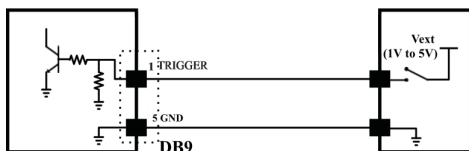
DSM0400 powered using DB9 pin n°6 and Input Trigger using DB9 pin n°1.

DSM0400



DSM0400 Input Trigger using DB9 pin n°1 with an external voltage Vext (acceptable range: from 1V to 5 V).


DSM0400



LED and Beeper Indications

Button and LED Status

The top of the product has a button and three indicator LEDs:

	POWER (yellow LED)	ON = Power ON
		OFF = Power OFF or standby
		BLINKS = during USB enumeration
	GOOD (green LED)	ON = Good Read
		BLINKS = during Flash memory updates
	TRIGGER (blue LED)	ON = acquisition triggered (button pressed or trigger command or external trigger)
		BLINKS = during Programming mode
	Button	Press for manual trigger

Indicators

The reader's beeper sounds and its LED illuminates to indicate various functions or errors on the reader. DSM0400 also projects "Green Spot" on the field of view when the "GOOD" green LED turns on. The following tables list these indications. One exception to the behaviors listed in the tables is that the reader's functions are programmable, and so may or may not be turned on. For example, certain indications such as "Green Spot" / "GOOD" green LED can be disabled using programming bar code labels.

Indicator	Description	LED	Beeper
Power-up / Reader in IDLE mode	The device powers up and ready for operation in IDLE mode	POWER LED turns on steadily. With a USB interface, the LED blinks until enumeration with the host is completed. The POWER LED turns off when device is in LOW POWER or when turned off.	Imager beeps four times upon power-up.
Good Read Beep	A code has been decoded successfully	Green Spot" and GOOD LED turns on for programmed time (default). LED behavior for this indication is configurable	Beeps if enabled

Indicator	Description	LED	Beeper
Reader in Sleep mode	The reader is in standby and in low power consumption (also USB suspend)	The POWER LED is OFF	N/A
Reader in Programming mode	The reader is in Programming, accepting programming bar codes (eg: a "enter programming" bar code is read during IDLE mode)	The Trigger LED blinks slowly	N/A
USB Enumeration	The host is enumerating the reader in USB configuration	The POWER LED blinks fast	N/A
Imager Disabled	In USB OEM interface the reader is disabled	The POWER LED blinks slowly	N/A
Flash Memory Update	Software update is in progress	GREEN SPOT / GOOD READ LED blinks slowly	N/A

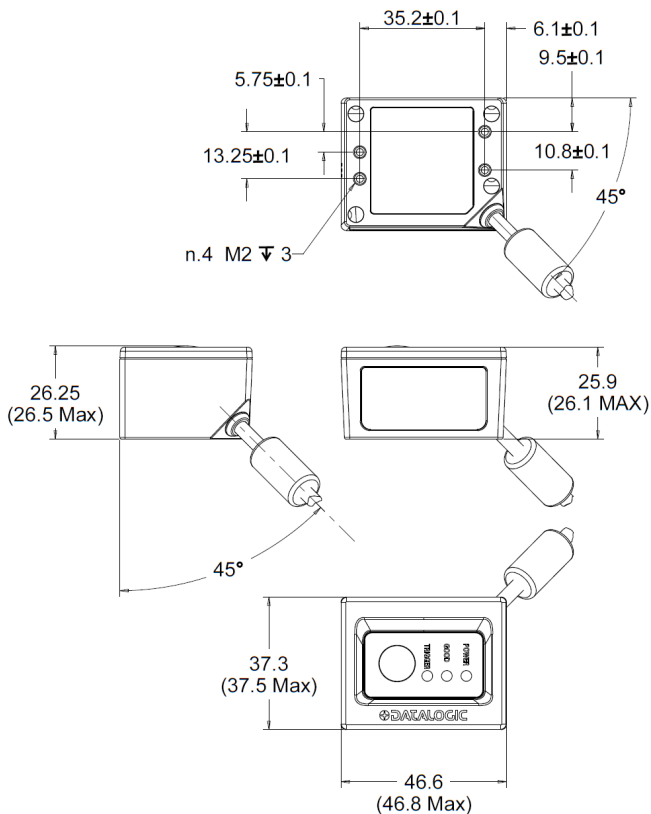
Troubleshooting

Problem	Possible Cause	Solution
Nothing happens when the scan button is pulled.	No power to the imager.	Check system power. Ensure power supply is connected
	Interface or power cables are loose	Ensure all cable connections are secure.
LED comes on, but bar code does not decode.	Imager not programmed for correct bar code type.	Ensure imager is programmed to read the type of bar code scanned. Refer to the PRG for more information.
	Bar code label is unreadable.	Check the label to ensure it is not defaced. Try scanning another bar code type.
	Distance between imager and bar code is incorrect.	Move imager closer to or further from the bar code.
Bar code is decoded but not transmitted to the host.	Imager not programmed for the correct host type.	Scan the appropriate host type bar code. Refer to the PRG for more information

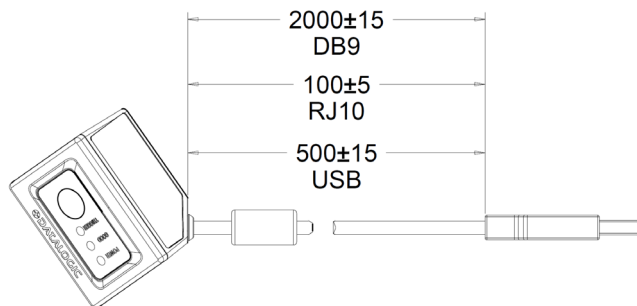


For a detailed troubleshooting, refer to the **Product Reference Guide**.

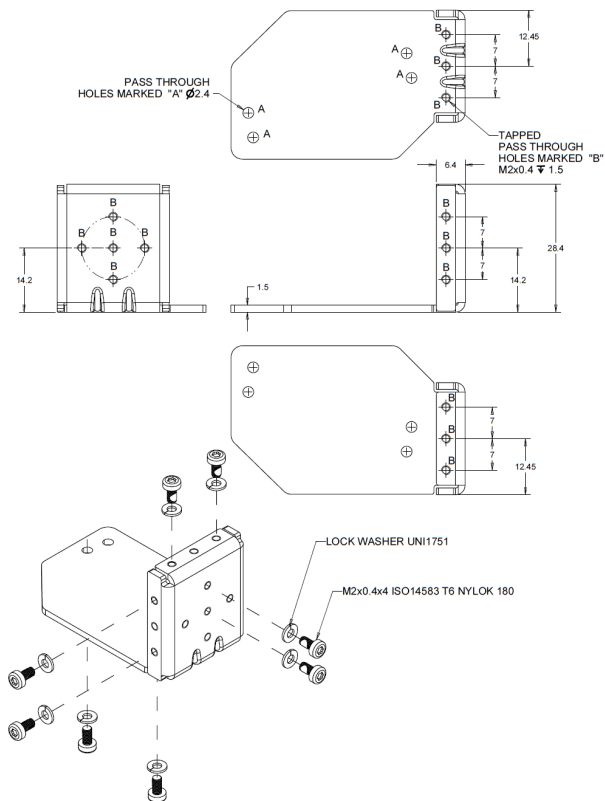
DSM0400 Dimensions



DSM0400 Dimensions (continued)

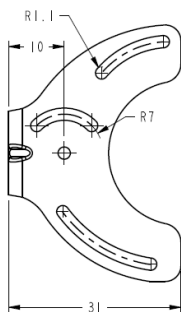
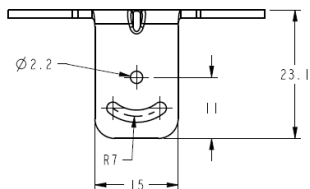
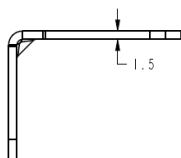
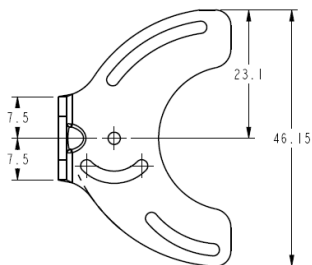


Multi-face Bracket for Mounting in 5 sides



Angular Mounting Bracket

-17° to +25° Possible Angle



Ergonomic Recommendations



CAUTION

In order to avoid or minimize the potential risk of ergonomic injury follow the recommendations below. Consult with your local Health & Safety Manager to ensure that you are adhering to your company's safety programs to prevent employee injury.

- Reduce or eliminate repetitive motion
- Maintain a natural position
- Reduce or eliminate excessive force
- Keep objects that are used frequently within easy reach
- Perform tasks at correct heights
- Reduce or eliminate vibration
- Reduce or eliminate direct pressure
- Provide adjustable workstations
- Provide adequate clearance
- Provide a suitable working environment
- Improve work procedures.

Cleaning Procedure

Exterior surfaces and scan windows exposed to spills, smudges or debris accumulation require periodic cleaning to ensure best performance during scanning operations. Follow the procedures described in this instruction sheet to keep your device in good operating condition.



CAUTION

DO NOT use abrasive pads or cleaning agents.
Be sure to turn off power and unplug the device from electrical outlet before cleaning.

Common Cleaning Solutions

The cleaners and disinfectants listed below are tested for use on device enclosure:

- Chlorine Bleach (diluted 10:1)
- Hydrogen Peroxide 3%
- Isopropyl Alcohol 70%
- Formula 409® Multi-Surface Cleaner
- Windex® Multi-Surface Cleaner / Vinegar



Disinfectants may be harsh on metal. They are recommended for use only on enclosures.



DO NOT spray or pour cleaner directly onto the unit.
DO NOT use solutions in their concentrated form.
DO NOT use aerosols, solvents or abrasives.
DO NOT use paper towels or rough cloths to clean windows.

Cleaning enclosure and window surfaces

1. Moisten a soft cloth with a recommended cleaning solution. Be sure to apply the solution to your cloth first. Wring excessive liquid from the cloth.
2. Use the cloth to wipe down the surface of the unit. Use cotton swabs, lightly moistened, to reach in corners and crevices.
3. Use another clean dry cloth to remove any residue of the cleaning agent and ensure the unit is dry.

Datalogic Limited Factory Warranty

Warranty Coverage

Datalogic warrants to Customer that Datalogic's products will be free from defects in materials and workmanship for a period of 3 years from product shipment. This warranty does not extend to batteries and cables. As consumable items batteries and cables carry a 90 day warranty from time of purchase for DOA (dead on arrival) defects. In order to obtain service under this Warranty, Customer must notify Datalogic of the claimed defect before the expiration of the Warranty period and obtain from Datalogic a return authorization number for return of the product to designated Datalogic service center. If Datalogic determines Customer's claim is valid, Datalogic will repair or replace product without additional charge for parts and labor. Customer shall be responsible for packaging and shipping the product to the designated Datalogic service center, with shipping charges prepaid. Datalogic shall pay for the return of the product to Customer if the shipment is to a location within the country in which the Datalogic service center is located. Customer shall be responsible for paying all shipping charges, duties, taxes, and any other charges for products returned to any other locations.

Datalogic hardware products are warranted against defects in material and workmanship under normal and proper use. The liability of Datalogic under this warranty is limited to furnishing the labor and parts necessary to remedy any defect covered by this warranty and restore the product to its normal operating condition. Repair or replacement of product during the warranty does not extend the original warranty term. Products are sold on the basis of specifications applicable at the time of manufacture and Datalogic has no obligation to modify or update products once sold.

If Datalogic determines that a product has defects in material or workmanship, Datalogic shall, at its sole option repair or replace the product without additional charge for parts and labor, or credit or refund the defective products duly returned to Datalogic. To perform repairs, Datalogic may use new or reconditioned parts, components, subassemblies or products that have been tested as meeting applicable specifications

for equivalent new material and products. Customer will allow Datalogic to scrap all parts removed from the repaired product. The warranty period shall extend from the date of shipment from Datalogic for the duration published by Datalogic for the product at the time of purchase (Warranty period). Datalogic warrants repaired hardware devices against defects in workmanship and materials on the repaired assembly for a 90 day period starting from the date of shipment of the repaired product from Datalogic or until the expiration of the original warranty period, whichever is longer. Datalogic does not guarantee, and it is not responsible for, the maintenance of, damage to, or loss of configurations, data, and applications on the repaired units and at its sole discretion can return the units in the 'factory default' configuration or with any software or firmware update available at the time of the repair (other than the firmware or software installed during the manufacture of the product). Customer accepts responsibility to maintain a back up copy of its software and data.

Warranty Claims Process

In order to obtain service under the Factory Warranty, Customer must notify Datalogic of the claimed defect before the expiration of the applicable Warranty period and obtain from Datalogic a return authorization number (RMA) for return of the product to a designated Datalogic service center. If Datalogic determines Customer's claim is valid, Datalogic will repair or replace product without additional charge for parts and labor. Customer shall be responsible for packaging and shipping the product to the designated Datalogic service center, with shipping charges prepaid. Datalogic shall pay for the return of the product to Customer if the shipment is to a location within the country in which the Datalogic service center is located. Customer shall be responsible for paying all shipping charges, duties, taxes, and any other charges for products returned to any other locations. Failure to follow the applicable RMA policy, may result in a processing fee. Customer shall be responsible for return shipment expenses for products which Datalogic, at its sole discretion, determines are not defective or eligible for warranty repair.

Warranty Exclusions

The Datalogic Factory Warranty shall not apply to:

- (i) any product which has been damaged, modified, altered, repaired or upgraded by other than Datalogic service personnel or its authorized representatives;
- (ii) any claimed defect, failure or damage which Datalogic determines was caused by faulty operations, improper use, abuse, misuse, wear and tear, negligence, improper storage or use of parts or accessories not approved or supplied by Datalogic;
- (iii) any claimed defect or damage caused by the use of product with any other instrument, equipment or apparatus;
- (iv) any claimed defect or damage caused by the failure to provide proper maintenance, including but not limited to cleaning the upper window in accordance with product manual;
- (v) any defect or damage caused by natural or man-made disaster such as but not limited to fire, water damage, floods, other natural disasters, vandalism or abusive events that would cause internal and external component damage or destruction of the whole unit, consumable items;
- (vi) any damage or malfunctioning caused by non-restoring action as for example firmware or software upgrades, software or hardware reconfigurations etc.;
- (vii) the replacement of upper window/cartridge due to scratching, stains or other degradation and/or
- (viii) any consumable or equivalent (e.g., cables, power supply, batteries, keypads, touch screen, triggers etc.).

No Assignment

Customer may not assign or otherwise transfer its rights or obligations under this warranty except to a purchaser or transferee of product. No attempted assignment or transfer in violation of this provision shall be valid or binding upon Datalogic.

DATALOGIC'S LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. DATALOGIC SHALL NOT BE LIABLE FOR ANY DAMAGES SUSTAINED BY CUSTOMER ARISING FROM DELAYS IN THE REPLACEMENT OR REPAIR OF PRODUCTS UNDER THE ABOVE. THE REMEDY SET FORTH IN THIS WARRANTY STATEMENT IS THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR WARRANTY CLAIMS. UNDER NO CIRCUMSTANCES WILL

DATALOGIC BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY LOST PROFITS, OR ANY INCIDENTAL, CONSEQUENTIAL IN-DIRECT, SPECIAL OR CONTINGENT DAMAGES REGARDLESS OF WHETHER DATALOGIC HAD ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

Risk of Loss

Customer shall bear risk of loss or damage for product in transit to Datalogic. Datalogic shall assume risk of loss or damage for product in Datalogic's possession. In the absence of specific written instructions for the return of product to Customer, Datalogic will select the carrier, but Datalogic shall not thereby assume any liability in connection with the return shipment.

Technical Support

Support Through the Website

Datalogic provides several services as well as technical support through its website. Log on to (www.datalogic.com).

For quick access, from the home page click on the search icon , and type in the name of the product you're looking for. This allows you access to download Data Sheets, Manuals, Software & Utilities, and Drawings.

Hover over the Support & Service menu for access to Services and Technical Support.

Reseller Technical Support

An excellent source for technical assistance and information is an authorized Datalogic reseller. A reseller is acquainted with specific types of businesses, application software, and computer systems and can provide individualized assistance.



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