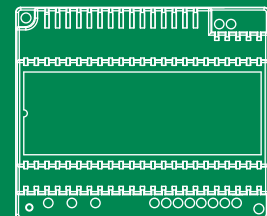
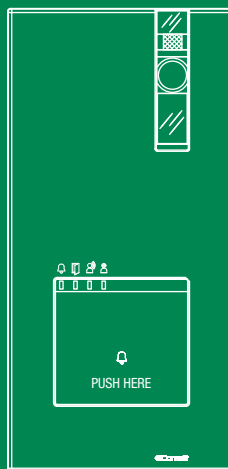
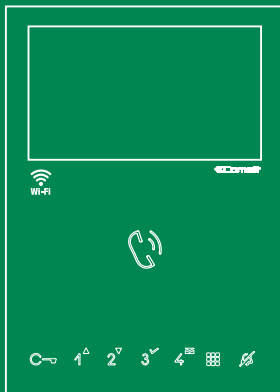


EN

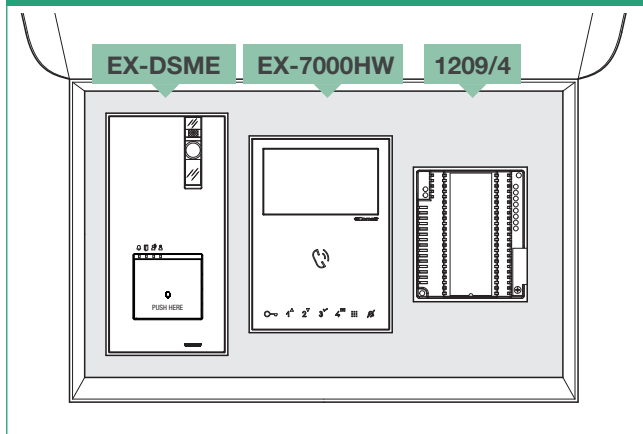
QUICK  
REFERENCE  
GUIDE



Quick reference Guide for  
Single-User Kit **HFX-7000MW**

 **Comelit**<sup>®</sup>  
Passion. Technology. Design.

## HFX-7000MW Kit



The components of the kit are already configured for operation in the basic version.

Further information can be found in the complete manual, which is available to download from the website [pro.comelitgroup.com](http://pro.comelitgroup.com) or by decoding the following QR code.

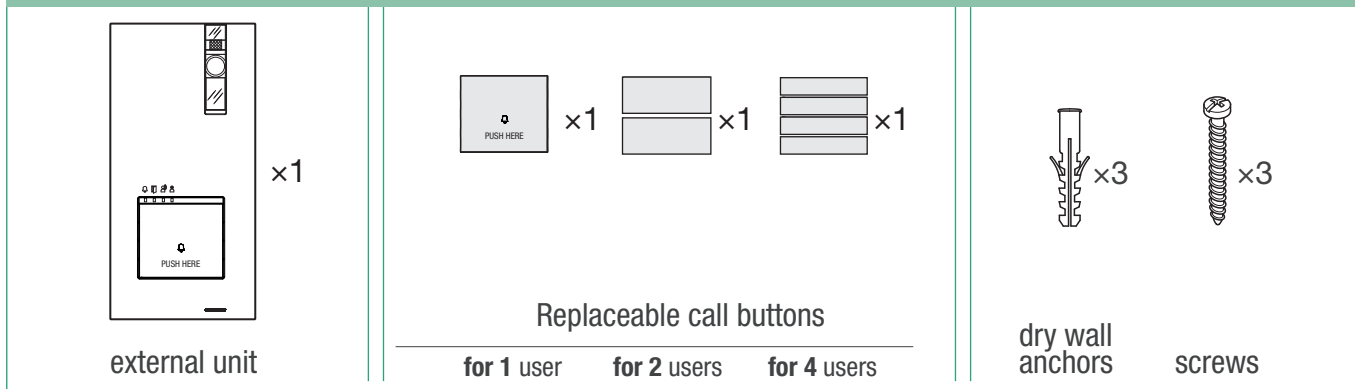


By installing and configuring the **COMELIT App** on smartphone / tablet it is possible to answer video door entry calls from a local and remote network (or mobile network); in addition it is possible to make a Self-ignition on cameras/entrance panels and send commands to actuator modules.

The **Smart Registration manual** will help during the first installation of Comelit App on smartphone/tablet. Smart Registration manual and **Comelit App manual** are available to download from the website [pro.comelitgroup.com](http://pro.comelitgroup.com)

## 1. Contents of the package

### EX-DSME - External unit



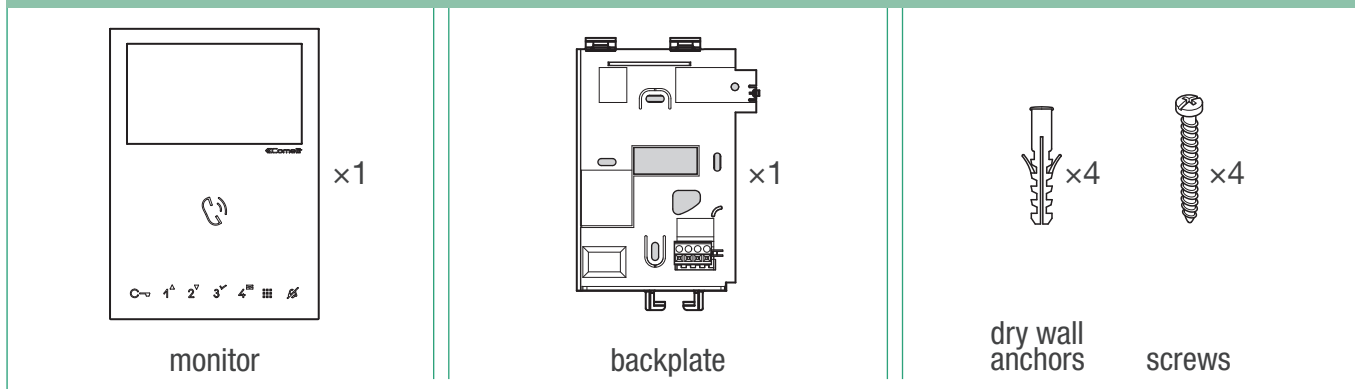
Replaceable call buttons

for 1 user    for 2 users    for 4 users

dry wall anchors

screws

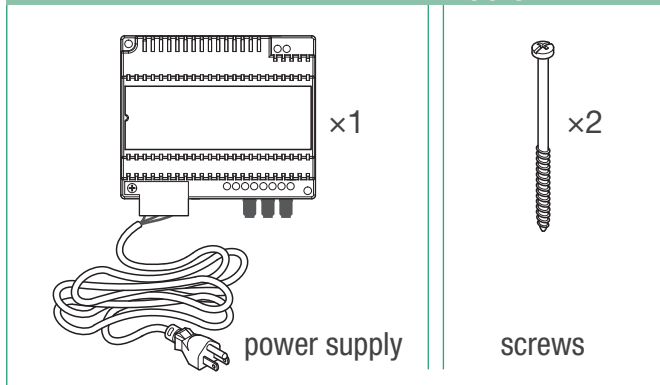
### EX-7000HW - Monitor



dry wall anchors

screws

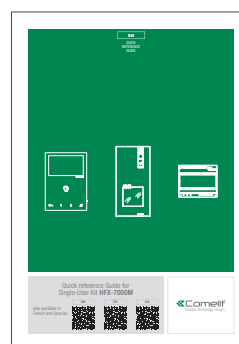
### 1209/4 - BUS Power supply



power supply

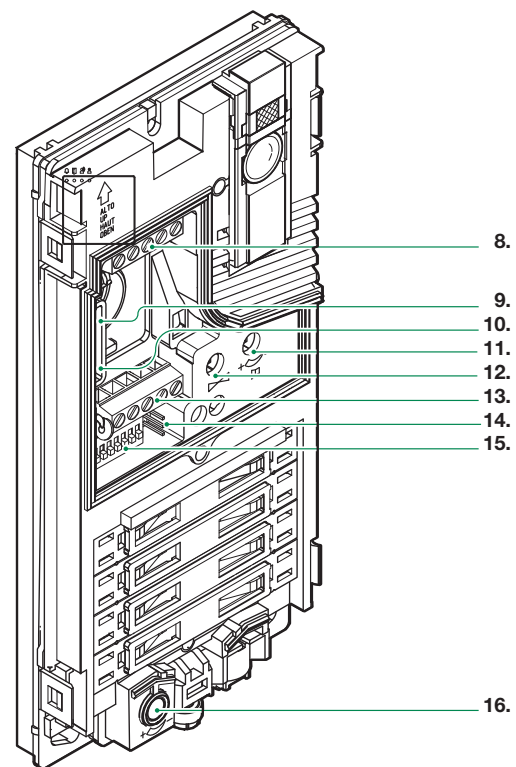
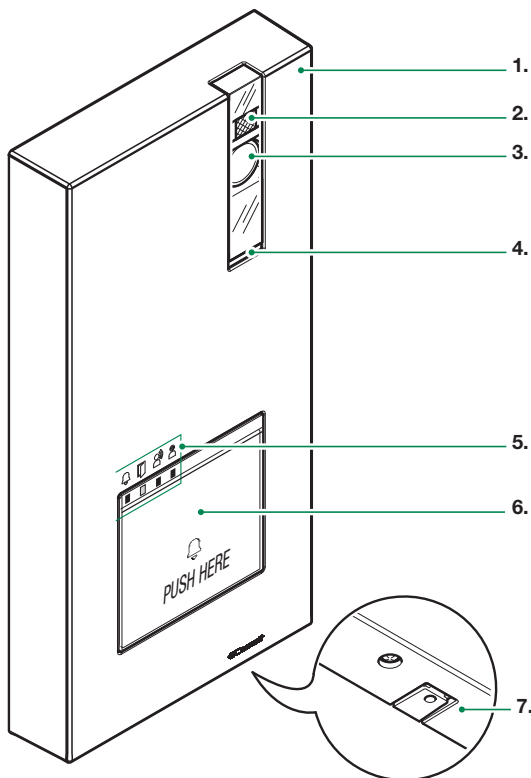
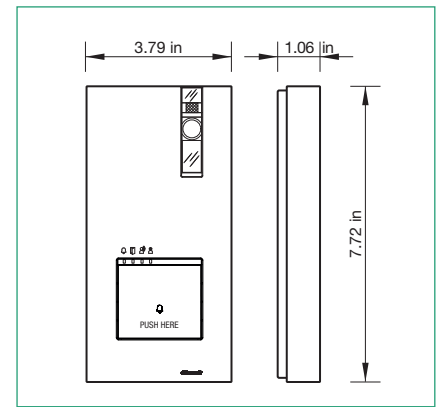
screws

### Technical manual



## 2. Parts identification

### 2.1 EX-DSME EXTERNAL UNIT

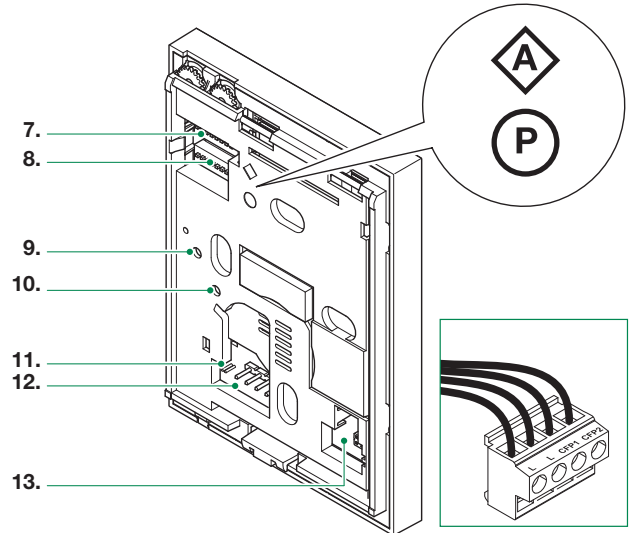
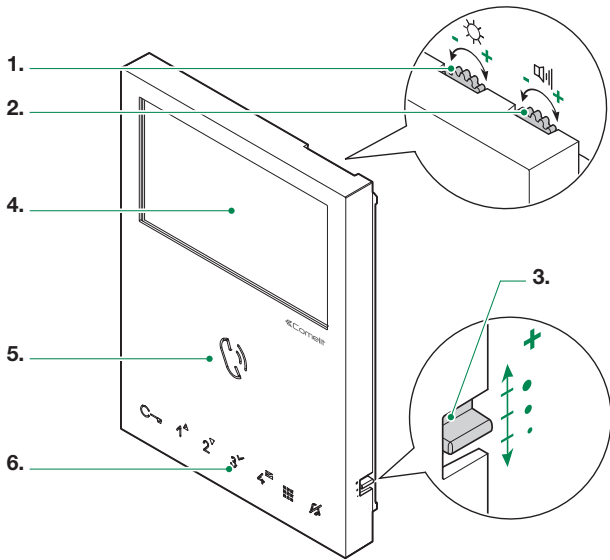
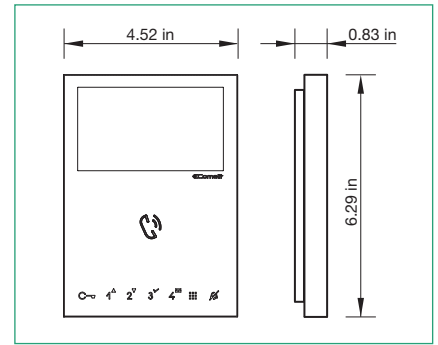


1. Die-cast aluminium cover
2. Camera lighting LED
3. Wide-angle colour camera
4. Loudspeaker
5. Indicator LED
  - call sent / lock-release enabled
  - audio enabled / system engaged
6. Call button 1 / 2 / 4 users
  - i** • For instructions on replacing the nameplate, see page 13.
  - For instructions on enabling the buttons on 2/4 button front panels, see the complete manual. [Pro.comelitgroup.com](http://Pro.comelitgroup.com)
7. Microphone
8. Terminal block **M1**
  - LL** bus line connection
  - RTE** timed local lock-release input
  - COM** common input for RTE and DO contacts
  - DO** door open indication input

9. **PR** programming input/output switch
10. **CNF** programming confirmation switch
11. Loudspeaker volume control
12. Audio balance (*Factory default do not touch*)
13. Terminal block **M2**
  - SE- SE+** connection for electric door lock
  - NC** relay normally closed contact
  - NO** relay normally open contact
  - C** relay common contact
14. **JP1** enable RC network for door lock filter on relay contacts
 

 ON CONTACTS C. NO.	 ON CONTACTS C. NC.
 DISABLED: CLEAN CONTACT	
15. **DIP SWITCH** for function programming
16. Microphone volume control

## 2.2 EX-7000HW MONITOR



- 1. Brightness control
- 2. Loudspeaker volume control
- 3. Call volume adjustment (high - medium - low)
- 4. 4.3" LCD colour screen
- 5. Speaker and audio activation key / Paging call key
- 6. Capacitive-touch keys
- 7. S1 Micro-switches for user code setting
- 8. S2 Micro-switches for programming keys and functions
  - DIP 1-2-3-4 Keys function programming
  - DIP 5-6 Access to programming
  - DIP 7 Power supply voltage management (Default ON - *Do not change!*)
  - DIP 8 (not used)
- 9.10. Factory setting - *Do not change!*
- 11. CV 5 Jumper for video closure
- 12. Pin for securing terminal block
- 13. S3 Microswitches:
  - DIP 1 operating mode (Default ON - *Do not change!*)
  - DIP 2 (not used)

### Terminal block for system connection:

- LL BUS line connection terminals
- CFP1 CFP2 Outside door call input

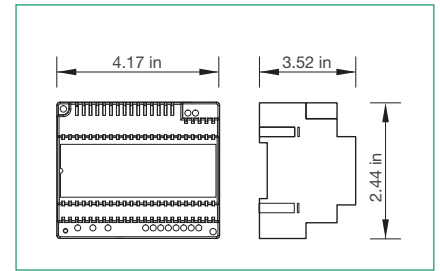
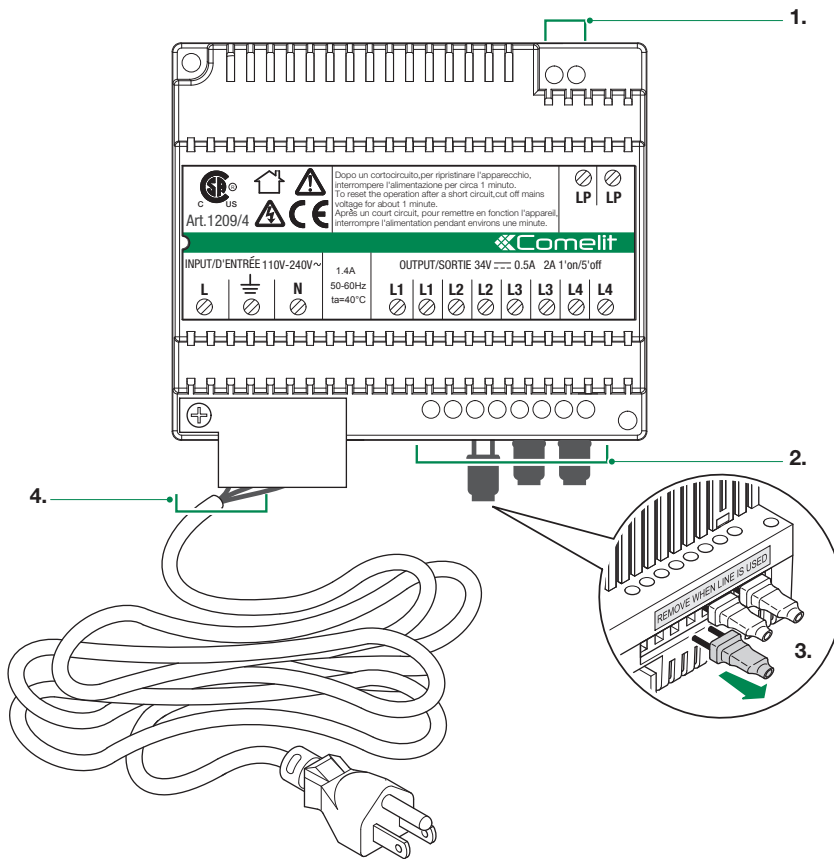
### Capacitive-touch key description:

- Answer call / Paging call / Hands-Free mode activation
- Lock-release
- 1 Actuator [programmable]
- 2 Self-ignition [programmable]
- 3 (No function) [programmable]
- 4 Doctor [programmable]
- Navigating menu: up, down, right and left
- Confirm a selection, select / deselect an option
- Quick access to the video messages section
- Menu / ON-OFF display / Return
- Privacy

### Indicator LED description:

- FLASHING LED: incoming call  
STEADY LED (WITH CALL): In communication  
STEADY LED (IDLE): Hands-Free mode enabled
- FLASHING LED: Incoming call  
FLASHING LED (SLOWLY): door open  
1 FLASH AFTER PRESSING: door opening confirmation  
1 FLASH AFTER PROG.: Confirm "Key programming executed"
- STEADY LED: Privacy mode active (Ringtone in silent mode)  
STEADY AND FLASHING LED (3 every 5 s.): Doctor and Privacy active  
OFF AND FLASHING LED (3 every 5 s.): Doctor mode active  
4 FLASHES: The called device is busy
- FLASHING LED: User notification present

## 2.3 1209/4 BUS POWER SUPPLY

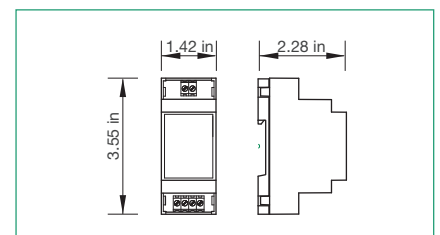
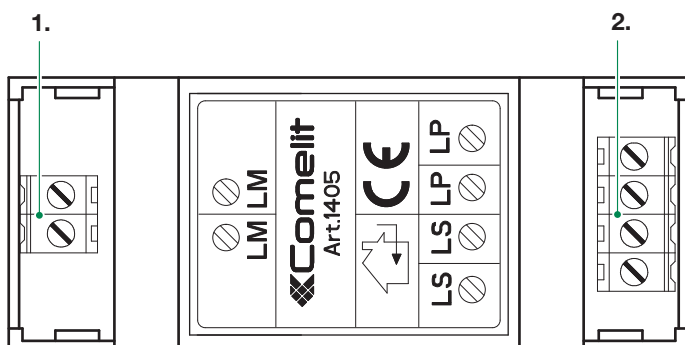


1. LP LP external unit connection
2. L1 | L1 monitor connection 1  
L2 | L2 monitor connection 2  
L3 | L3 monitor connection 3  
L4 | L4 monitor connection 4
3. Video closing jumpers (REMOVE WHEN LINE IS USED)
4. L  $\perp$  N mains power input 110-240 V~

## 2.4 PARTS IDENTIFICATION FOR EXPANSION

<p><b>ADDITIONAL INTERNAL UNIT</b></p>	<p><b>EX-7000H</b></p>	<p>The art. <b>EX-7000H</b> is the additional internal unit for Single-User Kits (For further information see the respective manual).</p>
<p><b>ADDITIONAL EXTERNAL UNIT</b></p>	<p><b>EX-DSQE</b></p>	<p>The art. <b>EX-DSQE</b> is the additional external unit for Single-User Kits and contains the external unit art. <b>EX-DSME</b> (see page 3 for further information) and the Video door expander art. <b>1405</b> (see point 2.4.1 for further information)</p>

### 2.4.1 Video door expander art. 1405



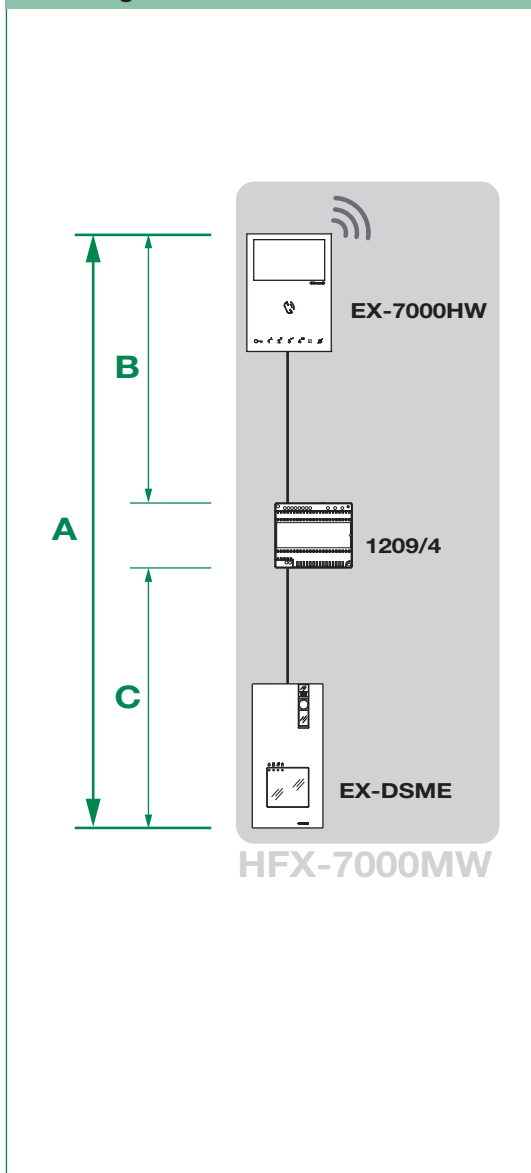
1. LM LM Art. 1209/4 connection
2. LS | LS additional external unit connection  
LP | LP main external unit connection

# 3. System installation

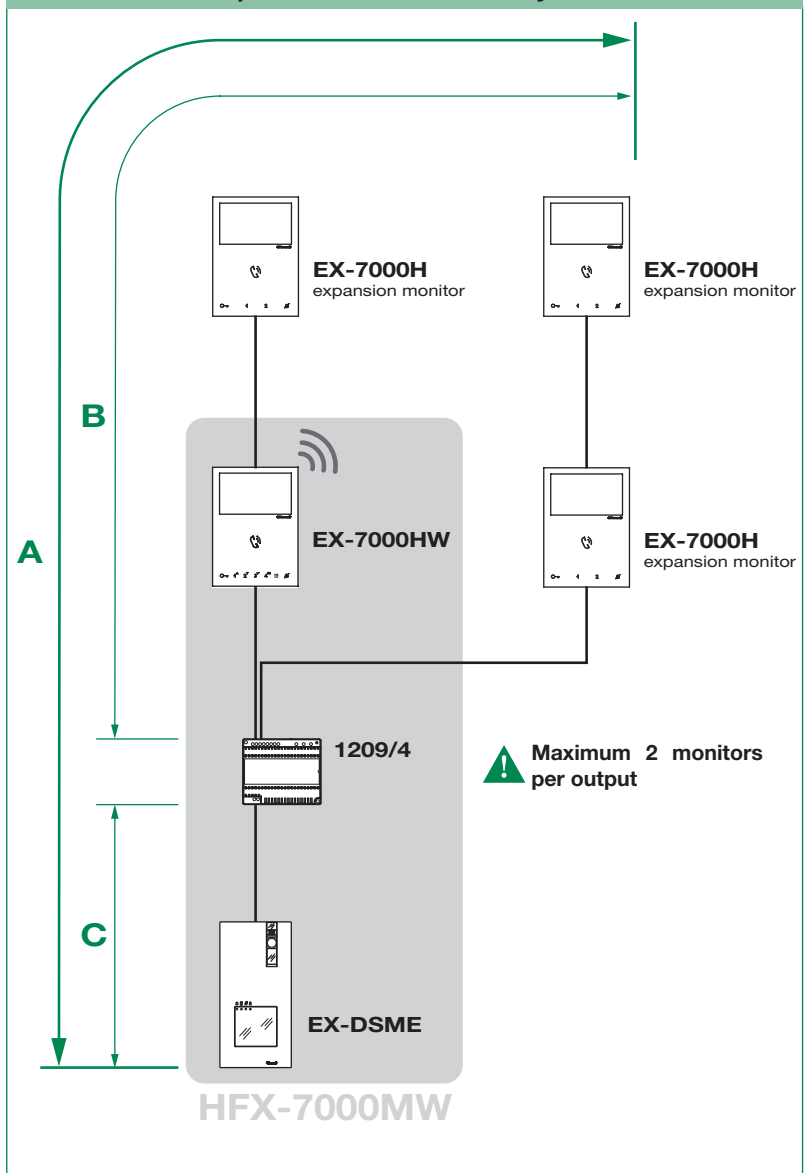
## 3.1 OPERATING DISTANCES AND SYSTEM LAYOUT

Wire Assignment	Wire Assignment	Wire Type	A max	B max	C max
SINGLE PAIR CABLE		CAT5 24AWG	1,115 feet (340 m)	557 feet (170 m)	557 feet (170 m)
DOUBLE PAIR CABLE		CAT5 24AWG	1,312 feet (400 m)	656 feet (200 m)	656 feet (200 m)
MULTI PAIR CABLE FOLLOW THE COLORS SHOWN IN THE DIAGRAM!		CAT5 24AWG	1,312 feet (400 m)	656 feet (200 m)	656 feet (200 m)
non-braided cable		AWG22	1,115 feet (340 m)	557 feet (170 m)	557 feet (170 m)
non-braided cable		AWG18	1,181 feet (360 m)	590 feet (180 m)	590 feet (180 m)



### 3.1.1 Single-User Kit HFX-7000MW



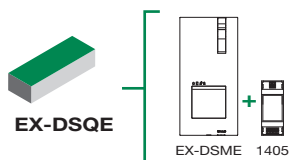
### 3.1.2 Maximum Expansion Monitors in Daisy Chain connection



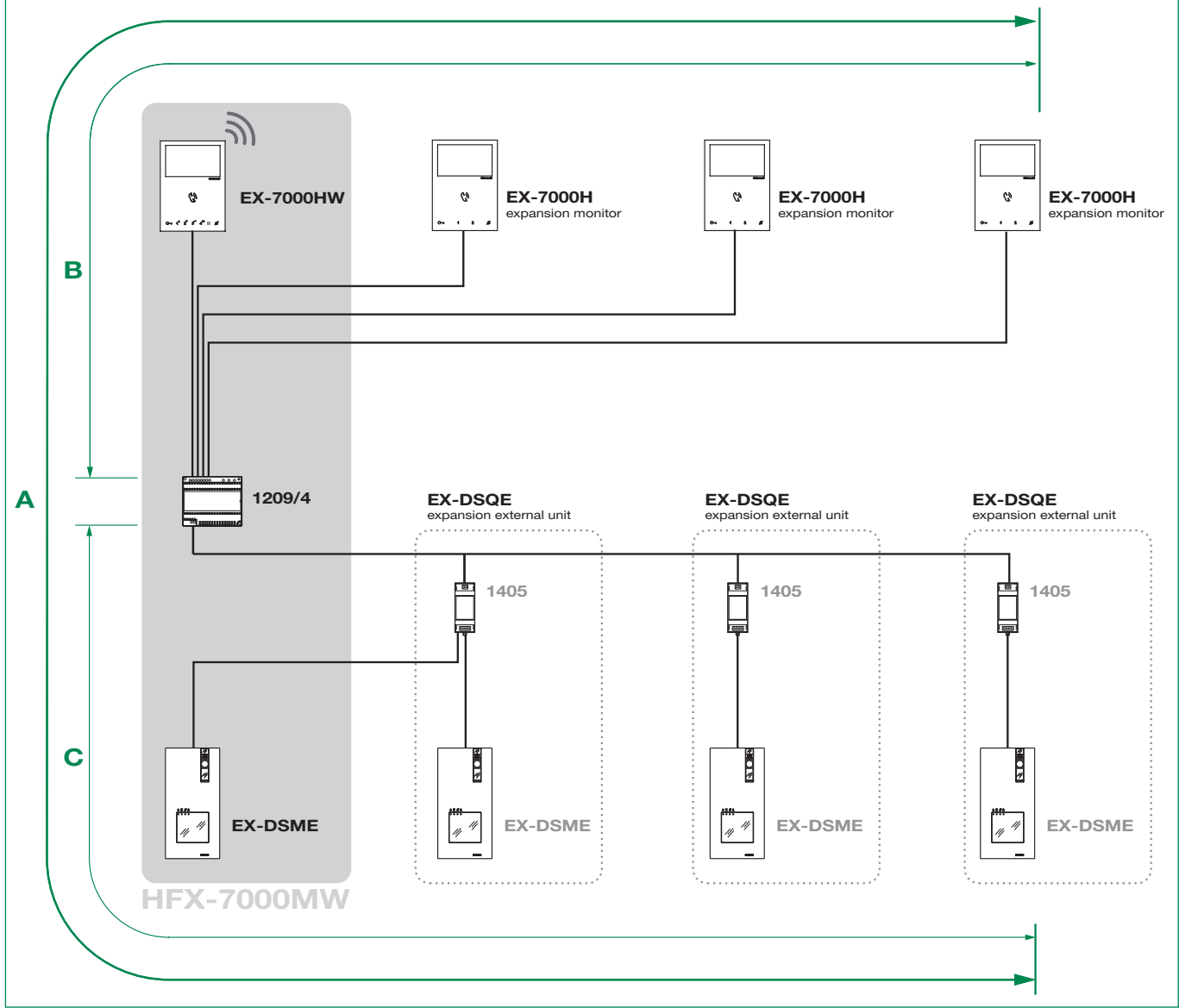
**NOTE:** This system is capable to expanding up to 4 external units and 4 internal units. For alternative application please consult our technical support engineer first.

At the first connection on the riser, the internal units automatically acquire their sub-addresses. The LEDs  and  flash simultaneously for some seconds. After the procedure the LEDs will turn off.

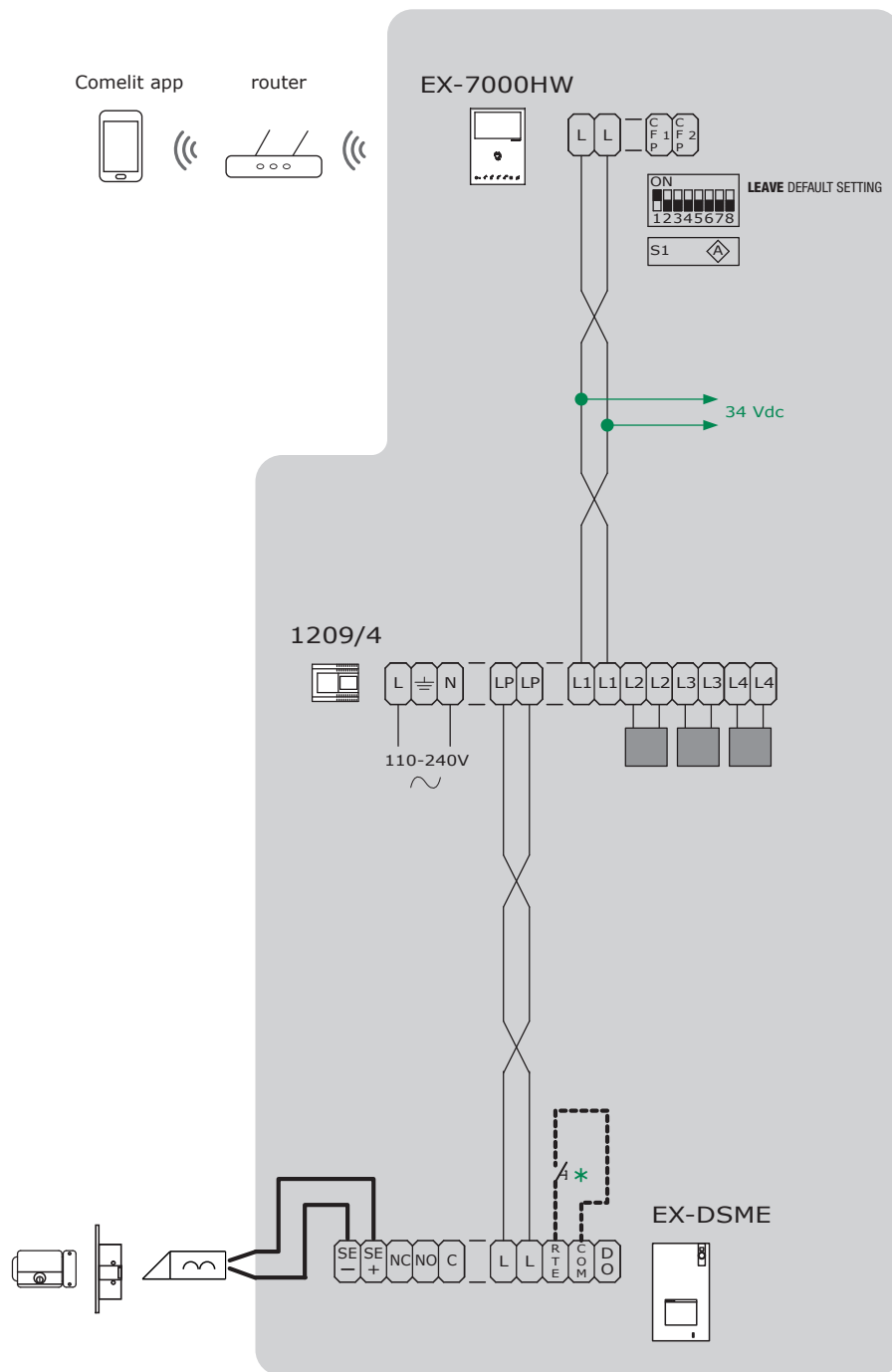
The art. EX-DSQE is the Additional External Unit for Single-User Kits and contains the external unit art. EX-DSME and the art. 1405 Video door expander.



### 3.1.3 Full System Expansion Diagram



STANDARD INSTALLATION



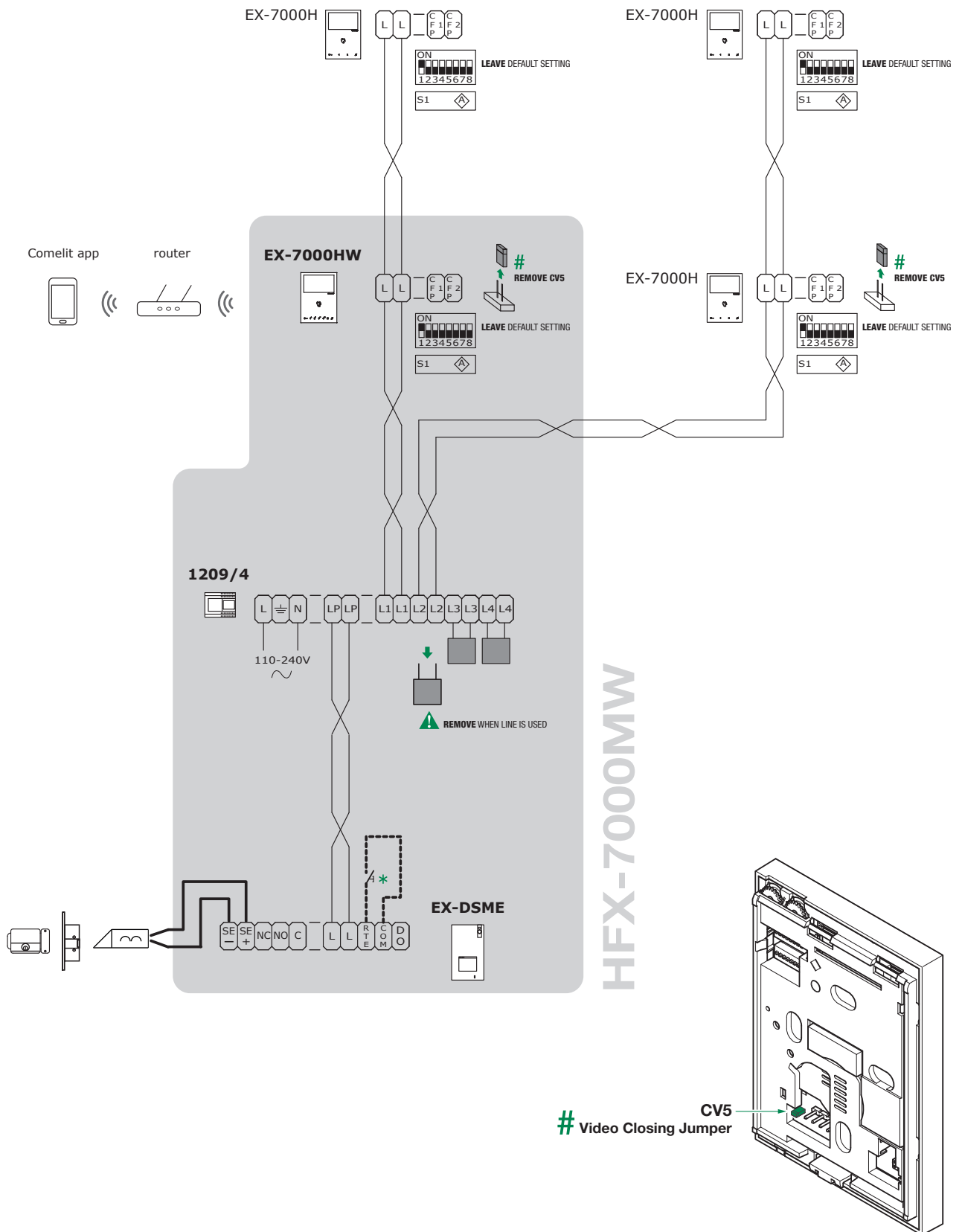
HFX-7000MW

\* Local lock release button

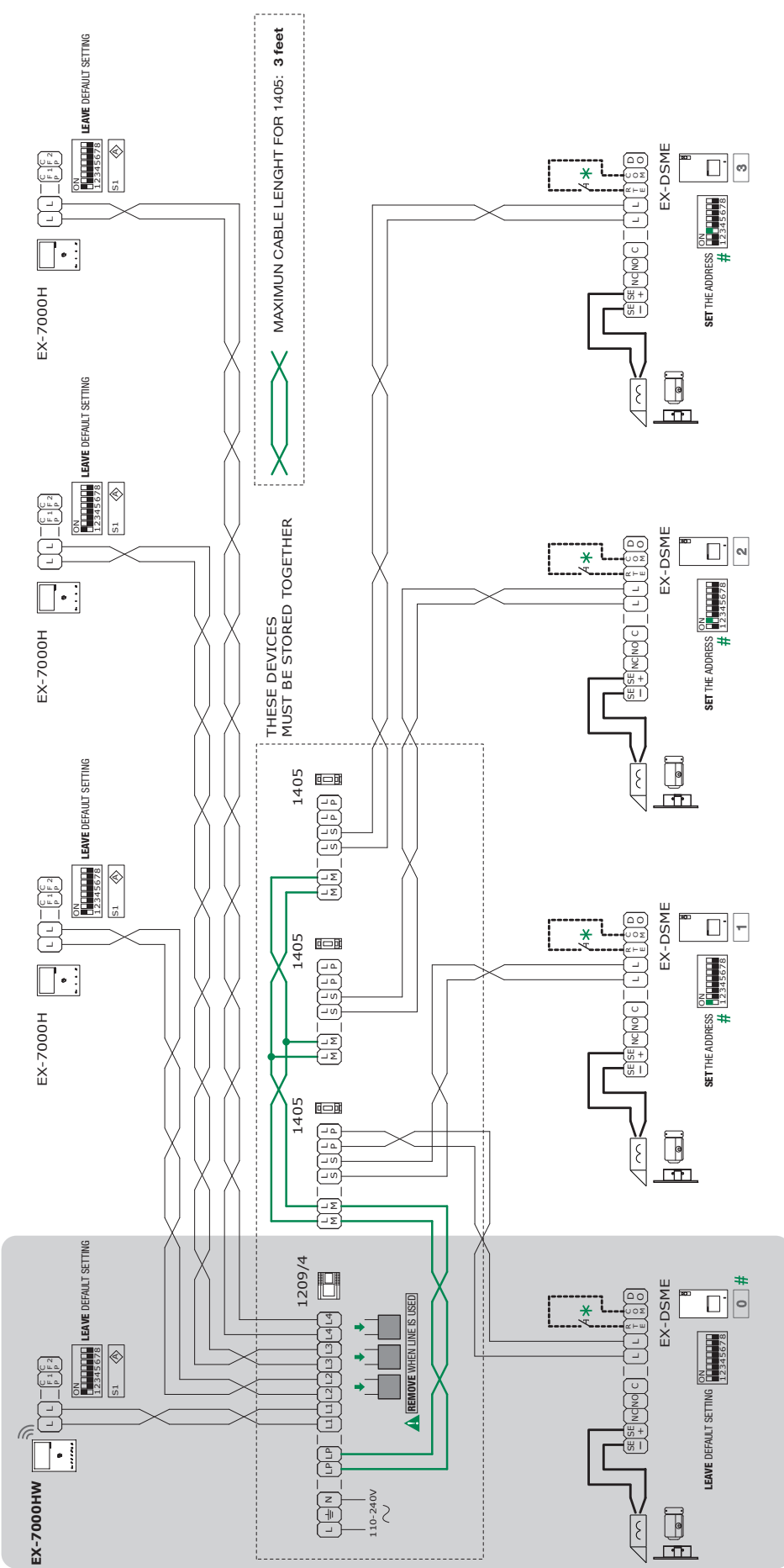


Expanded single-user kit

MAXIMUM EXPANSION IN DAISY CHAIN CONNECTION

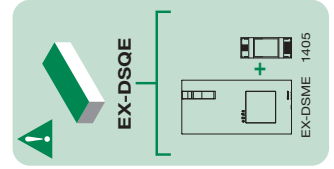


MAXIMUM EXPANSION



HFX-7000MW

#



EXTERNAL UNIT ADDRESSING			
DIP 1	DIP 2	DIP 3	CODE
0	0	0	0 (default)
1	0	0	1
0	1	0	2
0	0	1	3

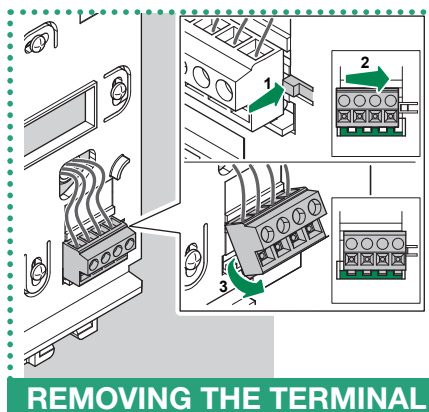
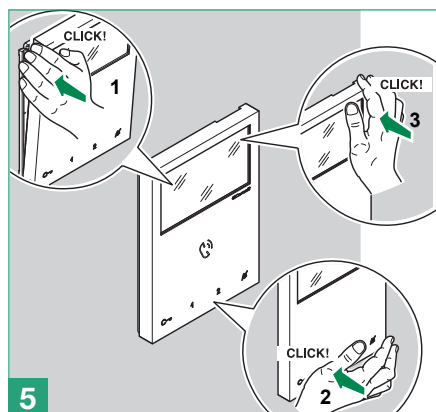
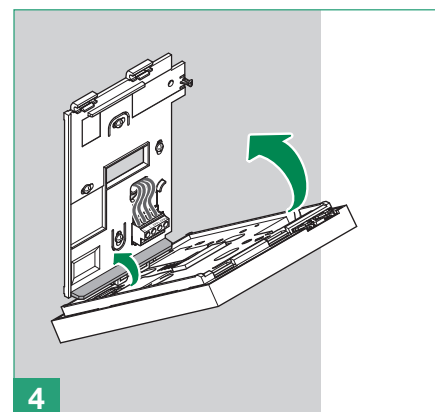
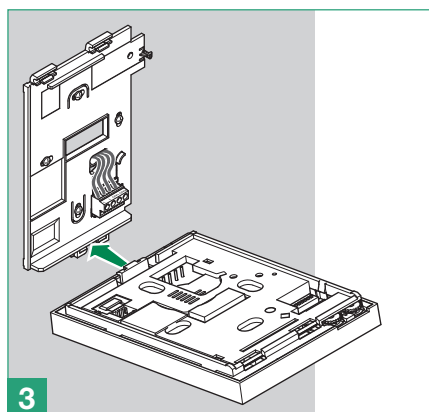
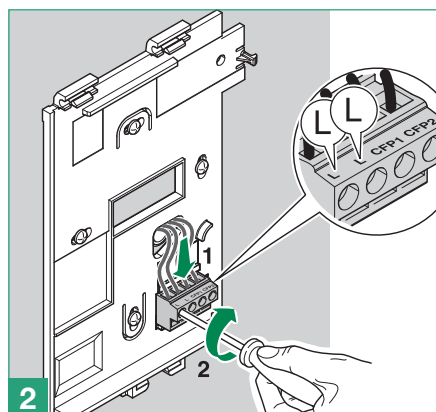
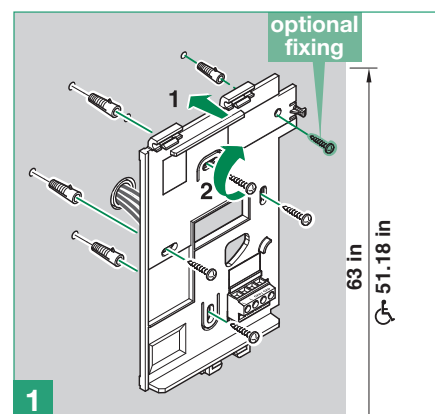
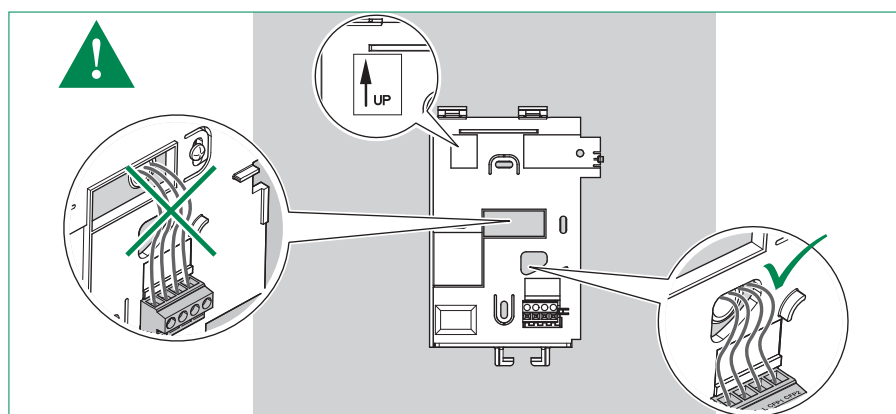
**!** The addresses must be consecutive!  
 correct: 0,1,2,3 / incorrect: 0,1,3

\* Local lock release button

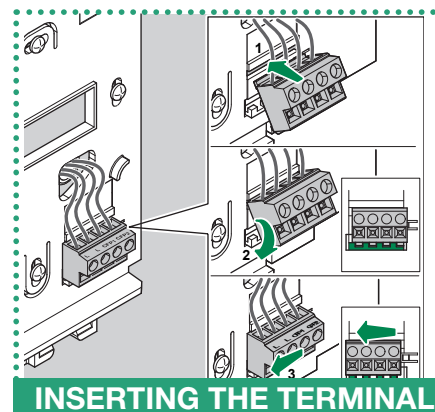
### 3.2 ASSEMBLY MINI HANDSFREE WI-FI ART. EX-7000HW INTERNAL UNIT



- 1 Before definitive installation of the monitors, make sure the device has good Wi-Fi signal reception; the distance between the router and monitors, and the construction materials used in the walls are factors that can affect signal quality.
- 2 The Wi-Fi signal is not strong enough to guarantee correct operation. A Wi-Fi repeater must be installed between the router and monitor in order to boost the Wi-Fi signal received by the monitor.

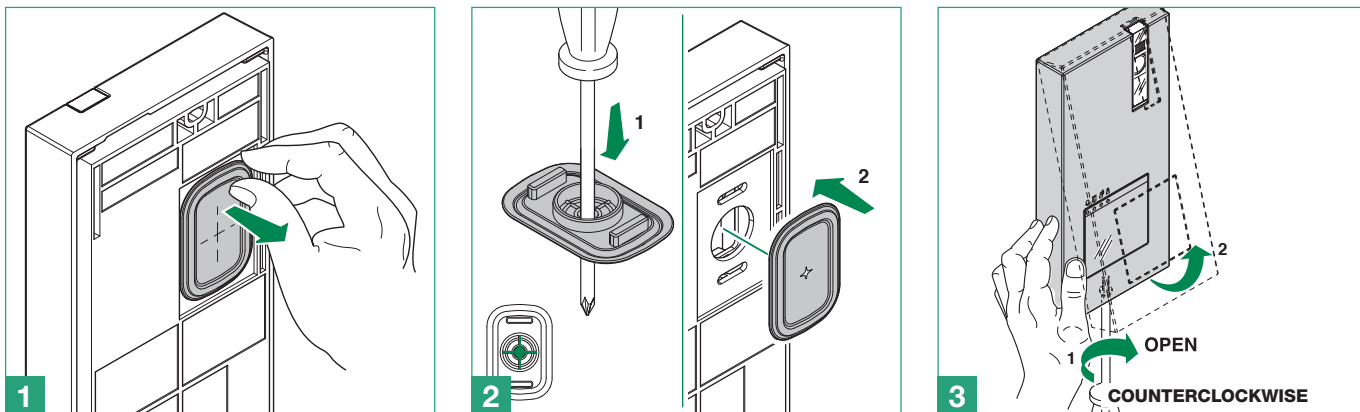


REMOVING THE TERMINAL

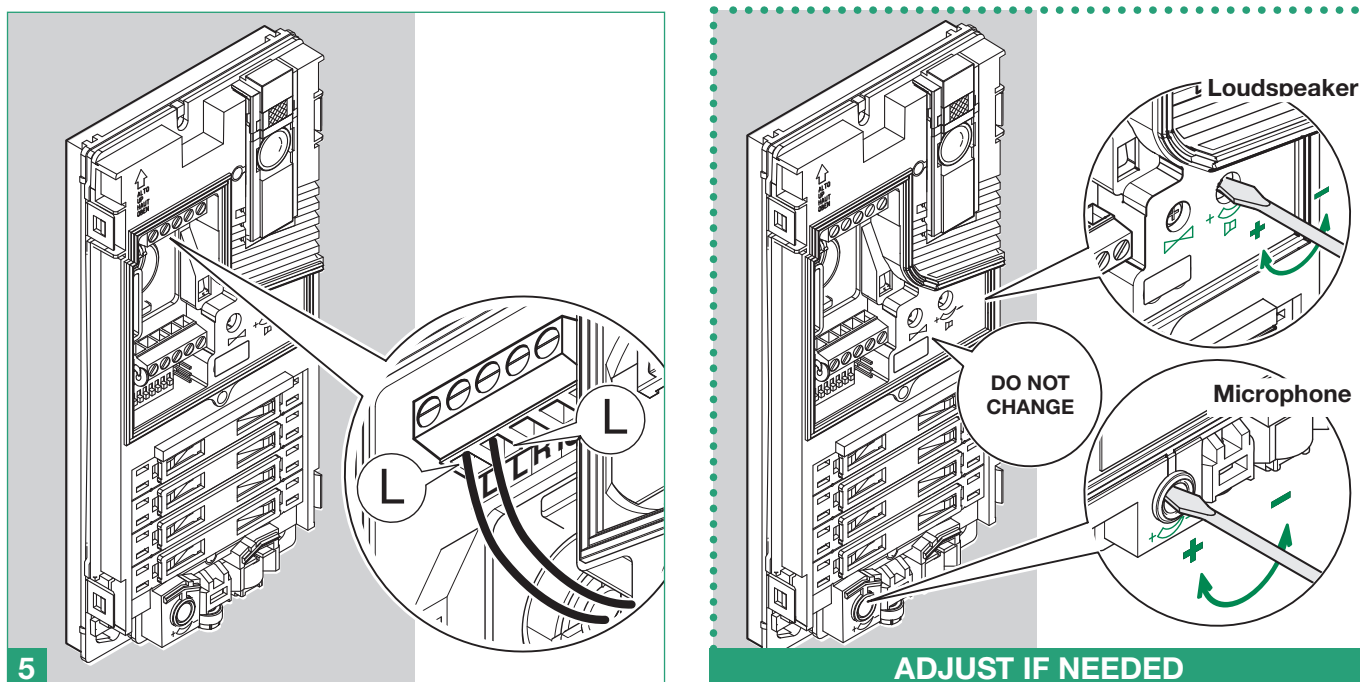
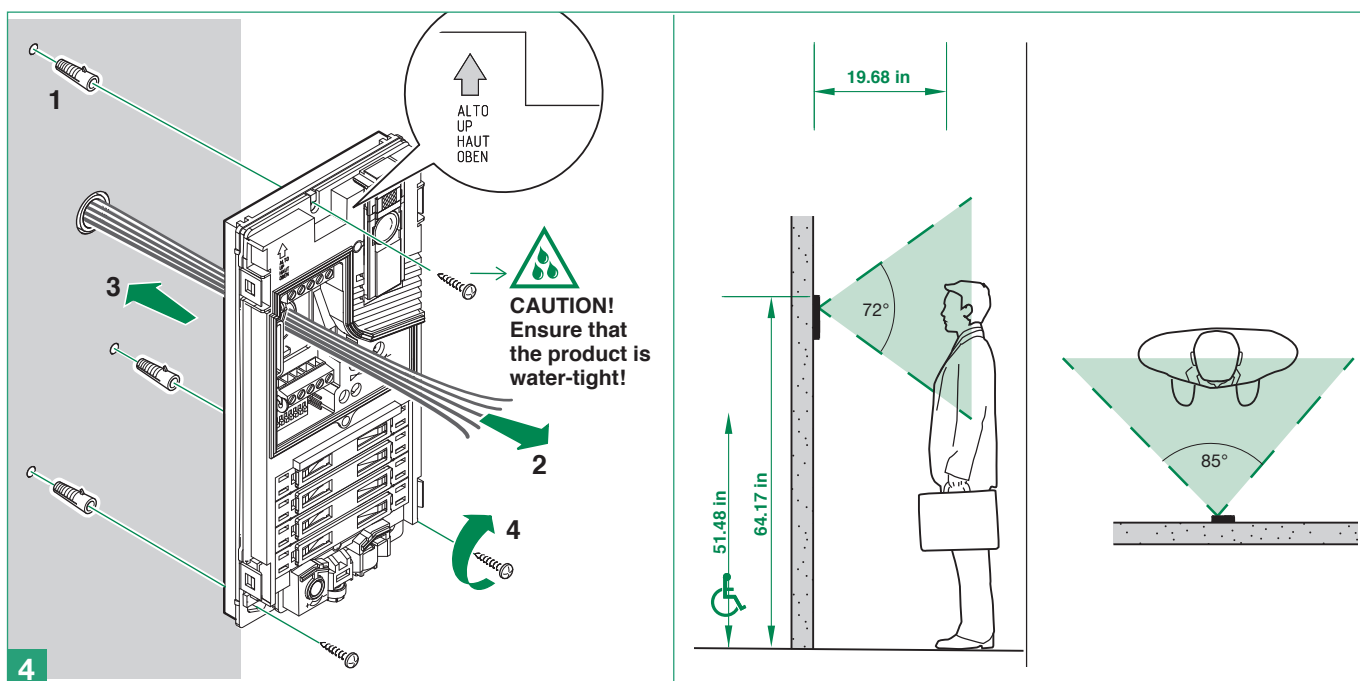


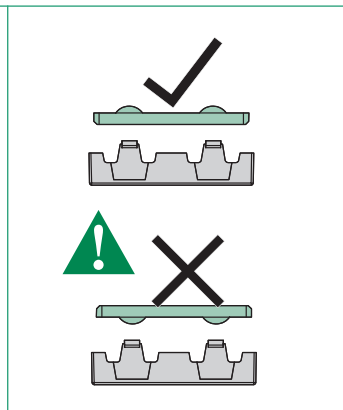
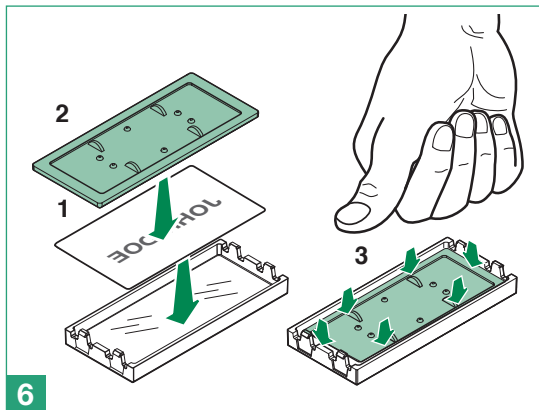
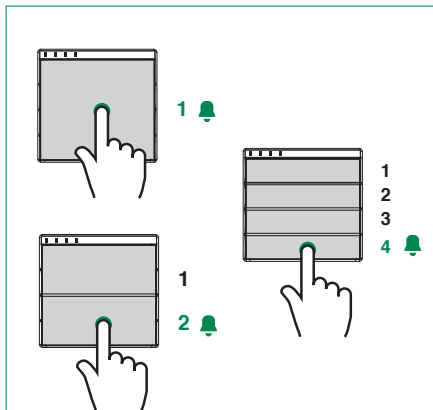
INSERTING THE TERMINAL

### 3.3 INSTALLATION OF EXTERNAL UNIT ART. EX-DSME

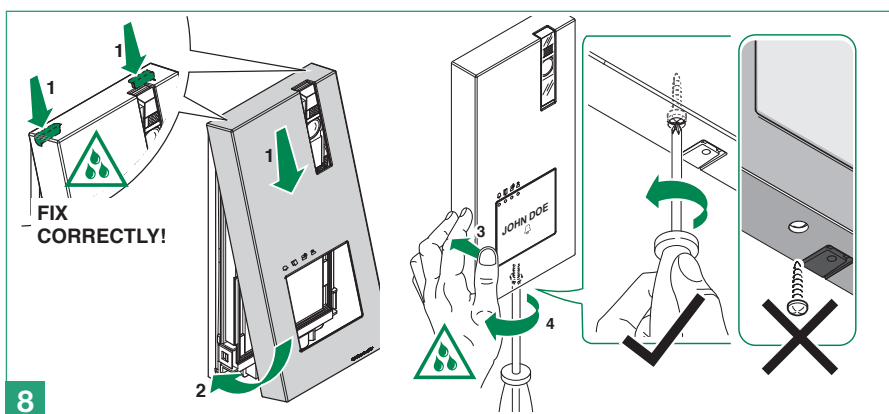
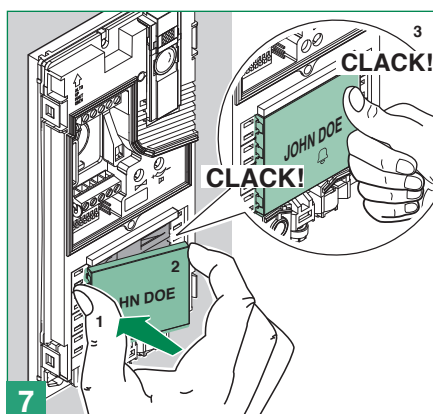


The camera must not be installed in front of light sources, or in places where the filmed subject is against the light. In dim environments, we recommend additional lighting is provided.





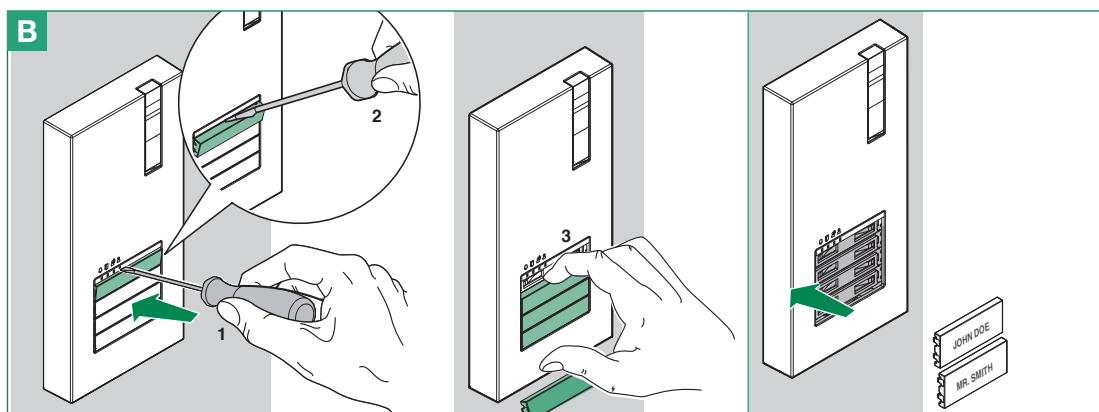
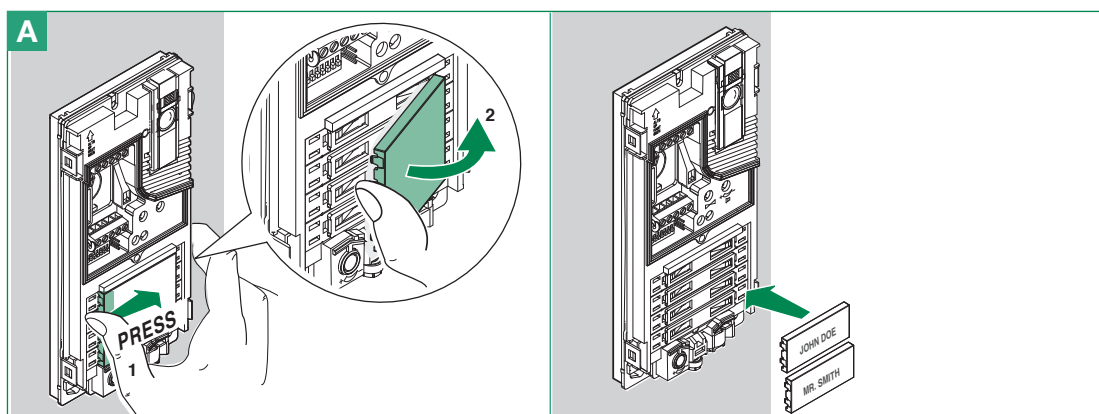
**i** You can download the free software (art. 1235A) from the website [pro.comelitgroup.com](http://pro.comelitgroup.com) to print the entrance panel name tags, using the adhesive pre-cut sheets available in our catalogue (art. 1217A)



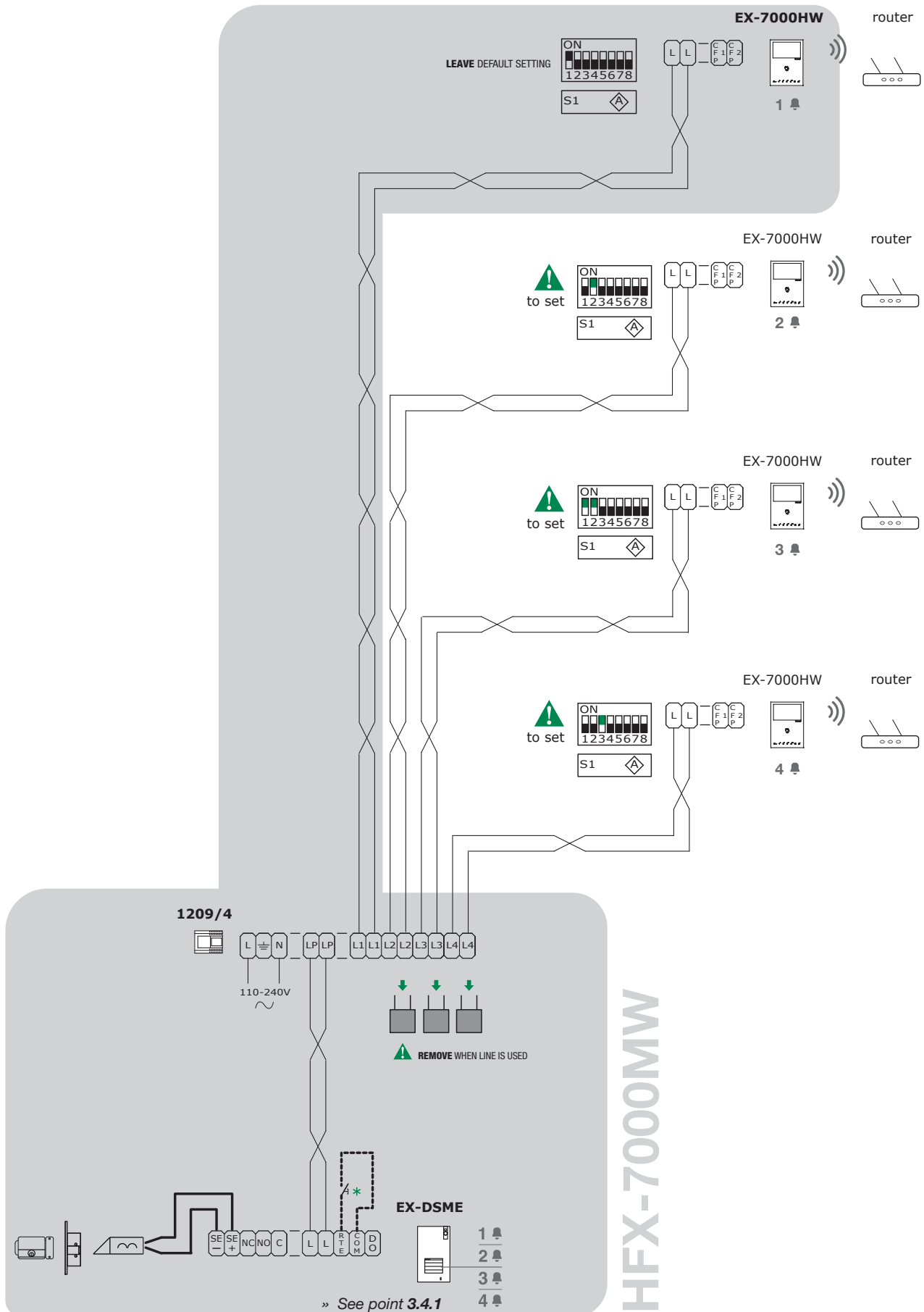
**!** Before fixing the screw, make sure that you do not need to program the external unit (see the "4.6 Configuration EX-DSME" section on the complete manual [pro.comelitgroup.com](http://pro.comelitgroup.com)) and make sure that the metal front panel does not rub against other metal parts, with consequent risk of damage to its insulating coating.

**!** To ensure that the product remains water-tight: make sure that the fixing procedure is carried out correctly.

### 3.3.1 How to change the nameplate of the external unit art. EX-DSME

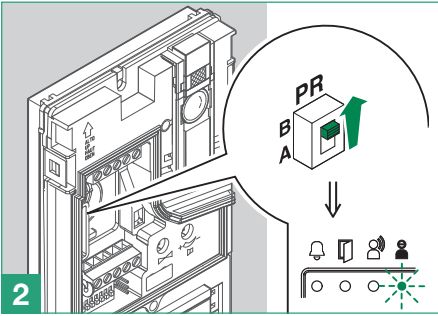


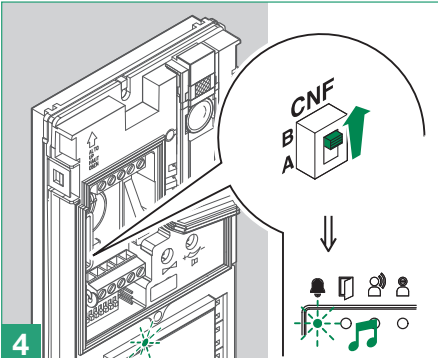
### 3.4 EXPANDED UP TO 4 FAMILIES

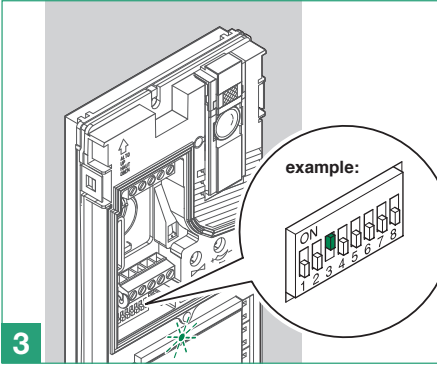


### 3.4.1 Call address programming for 2/4 users

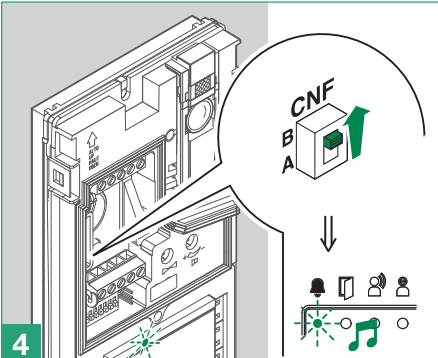
**1** ✓ Take note of the DIP-switch settings.

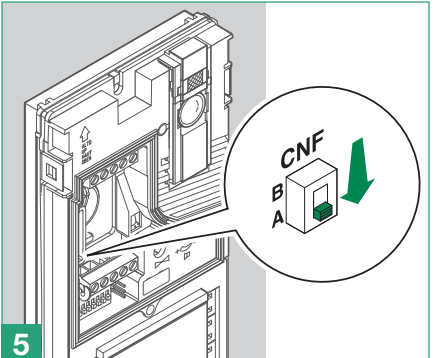


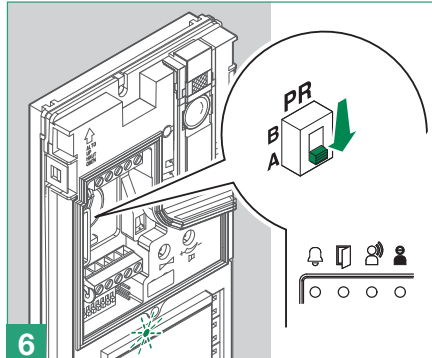




Cod.	DIP-Switch ON	Function
1	1	button 1 enabled <b>with call address 1</b> (default)
2	2	buttons 1-2 enabled <b>with call addresses 1-2</b>
4	3	buttons 1-2-3-4 enabled <b>with call addresses 1-2-3-4</b>
254	2,3,4,5,6,7,8	Restore default







Reset the configuration of the DIP-switches of S1

## 4. Additional features

This *Quick reference Guide* contains all the basic informations to install the single-user kit.

Additional features in the full manual at the web site [pro.comelitgroup.com](http://pro.comelitgroup.com):

- **Configuration Capacitive-touch keys art. EX-7000HW**
  - Quick programming (generic actuator, internal intercom calls, internal paging calls, self ignition main external unit, doctor function)
  - Special key programming (generic actuator, coded actuator, internal intercom calls, general intercom calls to another user code, internal paging calls, general paging to another user code, self ignition main external unit, doctor function)
  - Reset programming art. EX-7000HW
  - Range programming art. EX-7000HW
  - Monitor ringtone selection art. EX-7000HW
- **Configuration EX-DSME**
  - External unit addressing
  - Function programming
    - The lock-release relay and the second relay are controlled by 2 separate buttons (default: they are controlled by a single button)
    - lock-release activation time and relay activation time: 8 sec (default: 2 sec)
    - confirmation tones: disabled (default: enabled)
    - camera lighting LED: disabled (default: enabled)
    - reset wait time: 1 sec (default: 10 sec)
  - Special function programming
    - button 1 enabled with call address 1 (default)
    - buttons 1-2 enabled with call addresses 1-2
    - buttons 1-2-3-4 enabled with call addresses 1-2-3-4
    - restore default
- **Multi-user expansions (up to four users)**
- **Actuator relay module art. 1256**  
The art. 1256 is an Intelligent device for controlling a 10A relay for general uses:
  - External unit lighting control,
  - Activation function on Actuator pushbutton (gate control, lighting control, lift control...),
  - Activation function on Actuator with code pushbutton (gate control, lighting control, lift control...).
- **TV interface art. 1257**  
Analogue video output from the system. The module is capable of operating in different modes depending on the type of usage:
  - Single Address mode
  - Independent Mode
  - Address range mode
- **CCTV camera interface art. 1409**  
Art. 1409 allows to manage analog CCTV camera (up to 3). The module is capable of operating in different modes depending on the type of usage:
  - Generic actuator mode
  - Actuator with code mode

# 5. System function

- ▶ Press the desired key once to activate the function associated with it.



Wait for approximately 1 sec. before pressing the same key again. Pressing the same key several times in quick succession will cancel the command.

## 5.1 PERFORMING CALLS

### 5.1.1 How to call from the external unit

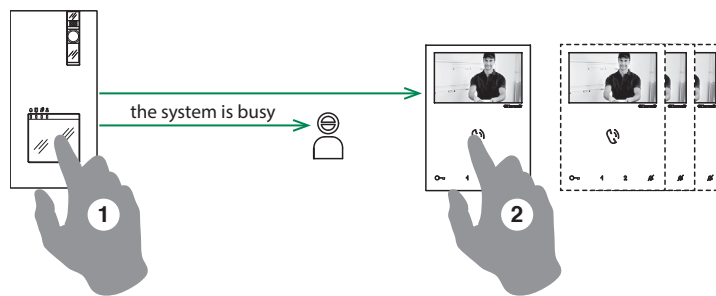
- ▶ To send the call from an external unit, touch the button corresponding to the user you want to contact.
  - » On the external unit the caller illumination LED will light up, the LED will flash and the confirmation tone will sound. The video image from the external unit will appear automatically on internal monitor/s.
  - » **If the system is busy:** the LED will flash and the external unit will emit the system busy tone.

### 5.1.2 How to answer a call from an internal unit

- » On receipt of a call from the external unit you will hear the call ringtone
- ▶ Press to enter into communication with the caller
  - » the LED will illuminate on the external unit.
- ▶ Press again to terminate the call.



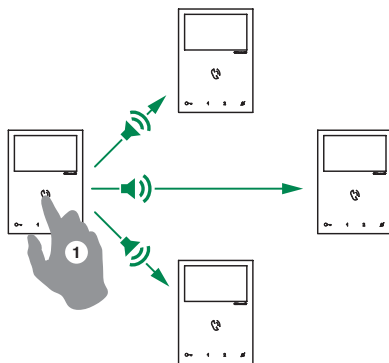
**A call from the external unit always takes priority over an intercom communication or a paging call**  
 » the call in progress will be ended for the other devices.



## 5.2 PAGING CALL

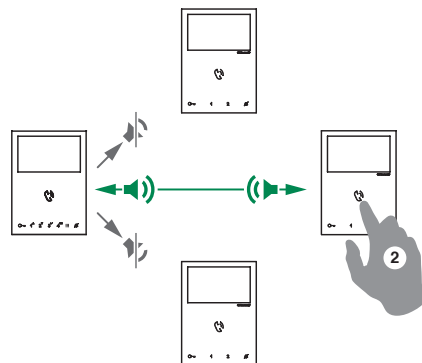
### 5.2.1 How to initiate a paging call

- ▶ Press to initiate the all-page chime
  - » After the chime sounds, a 30 seconds message can be broadcast to all monitors on the system (maximum 4 monitors).



### 5.2.2 How to answer a paging call

- ▶ Press to answer the paging call
  - » a (300 seconds) point to point conversation between the two monitor is established.
  - » the paging call will be terminated for the other devices.



**A call from the external unit always takes priority over an intercom communication or a paging call**  
 » the call in progress will be terminated for the other devices.

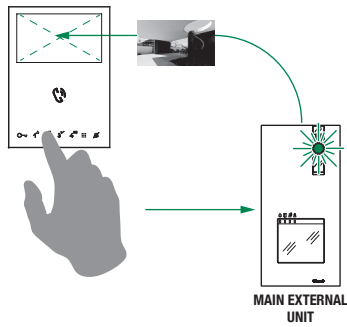
## 5.3 LOCK RELEASE FUNCTION

- ✓ During “call in progress” or during Self-ignition.
  - ▶ Press to release the lock.
    - » the LED will illuminate on the external unit.

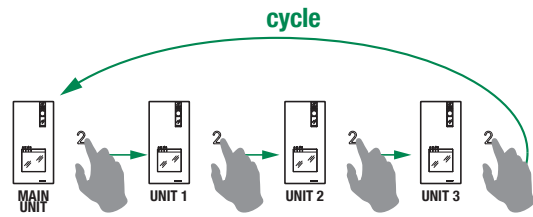


### 5.4 SELF-IGNITION FUNCTION

- ✓ Self-ignition is possible only when the system is in standby
- ▶ Press the self-ignition button ( 2 by default) to display on the monitor the video from the external unit.



- ▶ Press again to cycle through several cameras
- ⚠ **If a call is underway with an external unit it is NOT possible to cycle between the external units**
- ▶ Press and hold the key to disable / enable the function.



### 5.5 ACTIVATION/DEACTIVATION DOCTOR MODE

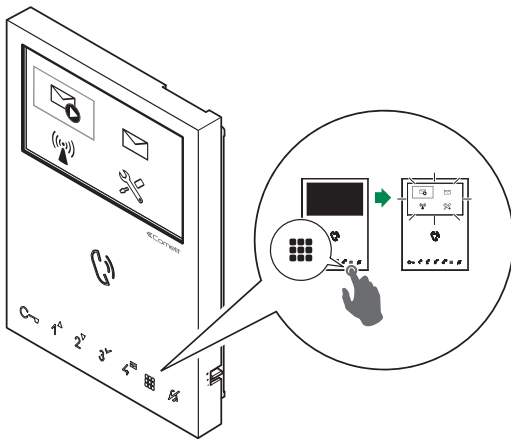
- ▶ Press the programmed button for 3 sec to disable/enable the Doctor function.
- » 3 flashes (every 5 sec.) of the LED indicate that the Doctor function is active.

### 5.6 ACTIVATION/DEACTIVATION PRIVACY MODE

- ▶ Press the LED to disable/enable the ringtone for calls from the external unit and paging call.
- » The red LED indicates that the Privacy function is active.

⚠ **In Privacy mode the paging call are still received**

## 6. Device functions



- Video memory
- Video messages list
- Wi-Fi setup
- Setup
  - Wi-Fi reporting unconnected
  - App registration enable
  - Date and time settings
  - Language
  - Information
  - Reset
    - Reset WiFi configuration
    - Factory reset
    - Reset APP

### 6.1 WI-FI CONNECTION STATUS

⚠ **Access point:** If the system requires wireless connection of the monitor, link the device with the local router

**Signal strength:**



⚠ **Connection absent:** Monitor Wi-Fi reception is enabled, therefore you need to check the router conditions (on/off, correct operation, distance from the monitor, correct password).

⚠ **Router connected, no internet:** Check with your internet provider.

*By installing and configuring the COMELIT App on smartphone / tablet it is possible to answer video door entry calls from a local and remote network (or mobile network); it is possible to make a Self-ignition on cameras/entrance panels and send commands to actuator modules.*

## 6. Technical specification

### 6.1 EX-7000HW MAIN MONTOR

<b>Display</b>	4.3" Color LCD Screen
<b>Resolution</b>	480x272 pixel
<b>Auto Timer (intercom)</b>	300 sec
<b>Operating Temperature</b>	Class B1 normal range indoor 41° F /104° F (5°C / 40°C)
<b>Dimensions (with bracket) W×H×D</b>	4.52×6.29×0.83 in (115×160×21.5 mm)
<b>Power supply voltage</b>	22-34 Vdc
<b>Absorption in standby (mA)</b>	45-70
<b>Absorption during call (mA)</b>	150-180
<b>Absorption during communication (mA)</b>	250-300
<b>Network connection</b>	WLAN
<b>Video encoding</b>	PAL/NTSC
<b>Wi-Fi technology</b>	Yes
<b>Compatible with Comelit app</b>	Yes

### 6.2 EX-DSME EXTERNAL UNIT

<b>Image Sensor</b>	¼" CMOS
<b>Resolution</b>	600TVL - 640(H)*480(V)
<b>Camera Lens</b>	2.1 mm
<b>View Angle</b>	100° diagonal
<b>Auto Light Sensor</b>	NO
<b>Operating Temperature</b>	Class A2 wide range outdoor -13°F / 131°F (-25°C / + 55°C)
<b>Dimensions (with bracket) W×H×D</b>	3.79×7.72×1.06 in (96.2×196.2×27 mm)
<b>Power consumption</b>	8W MAX
<b>Door release: (relay contact)</b>	24V DC 2A
<b>Door release: (direct current output)</b>	1000uF-25V capacitive discharge - 12 Vdc-200 mA holding
<b>Compatible locks</b>	12V AC, 12V DC

### 6.3 1209/4 BUS POWER SUPPLY

<b>Power consumption</b>	12W MAX
<b>Operating Temperature</b>	Class A1 wide range indoor 23° F /104° F (-5°C +40°C)
<b>Dimensions W×H×D</b>	4.17×3.52×2.44 in (106×89.5×62 mm)
<b>CSA Rating</b>	US and Canada

### 6.4 ACTUATOR RELAY MODULE ART. 1256

<b>Power consumption</b>	1.5W MAX
<b>Operating Temperature</b>	32° F / 86° F (0°C / 30°C)
<b>Dimensions W×H×D</b>	2.6×3.35×1.38 in (66×85×35 mm)

### 6.5 TV INTERFACE ART. 1257

<b>Power consumption</b>	3W MAX
<b>Operating Temperature</b>	32° F / 86° F (0°C / 30°C)
<b>Dimensions W×H×D</b>	2.6×3.35×1.38 in (66×85×35 mm)

### 6.6 REMOTE CAMERA MODULE ART. 1409

<b>Power consumption</b>	3W MAX
<b>Operating Temperature</b>	23° F/104°F (-5°C/+40°C)
<b>Dimensions W×H×D</b>	2.6×3.35×1.38 in (66×85×35 mm)

### 6.7 VIDEO DOOR EXPANDER ART. 1405

<b>Power consumption</b>	0,2W MAX
<b>Operating Temperature</b>	23° F/104°F (-5°C/+40°C)
<b>Dimensions W×H×D</b>	1.42×3.54×2.28 in (36×90×58 mm)

# 7. Appendix

## 7.1 WARNING

### WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THE MONITOR OR POWER ADAPTER TO WATER OR MOISTURE.

### CAUTION:

DO NOT OPEN. RISK OF ELECTRICAL SHOCK.

### CAUTION!

TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OR BACK, NO USER SERVICEABLE PARTS INSIDE, REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

### OTHER WARNINGS

- Monitor is designed for indoor use only. Do not install outdoors.
- Keep the equipment dry. If water should get in, wipe off immediately. Water contains minerals that can erode electronic circuits.
- Intercom system is not operational during a power failure .
- Intercom system may be affected by radio frequency interference or EMI (electrical magnetic interference) in areas where broadcasting station antennas are close by.
- Keep all wiring at least 1 foot away from fluorescent lighting, dimmer switches and AC power.

### EXPLANATION OF TWO SYMBOLS



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute risk of electrical shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

## 7.2 IMPORTANT SAFETY INSTRUCTIONS

### WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THE MONITOR OR POWER ADAPTER TO WATER OR MOISTURE.

- **Read Instructions** -All the safety and operating instructions should be read before operating this equipment. These instructions should be retained for future reference.
- **Heed Warnings** - All warnings on the equipment and in the operating instructions should be adhered to. All instructions regarding care and operation of this equipment should be followed.
- **Power Sources** - Equipment should only be connected to the power supply specified in the operating instructions or as marked on the equipment.
- **Power Cord Protection** - Keep cable cords and plugs clear off other objects, particularly at the point where they exit the equipment.
- **Cleaning** - Clean the equipment by wiping with a soft cloth (do not use any abrasive agents or water).
- **Non-use Periods** - Power cords should be unplugged from the outlet when left unused for a long period of time.
- **Object and Liquid Entry** - Take care not to drop objects or liquids on any part of the equipment.
- **Damage Requiring Service** -The unit should be serviced by a qualified service personnel when:
  - The power supply cord or the plug has been damaged or
  - Objects have fallen, or liquid has been spilled onto the equipment or
  - The equipment has been exposed to rain or
  - The equipment does not appear to operate normally or exhibits a marked change in performance or
  - The equipment has been dropped and/or the enclosure has been damaged.
- **Servicing** - Do not attempt to service the appliance beyond that described in the operating instructions. All other servicing should be referred to as Qualified Distributor's Service Personnel.

## 7.3 FCC CLASS B NOTICE

### NOTE:

This equipment has been Certified and found to comply with the limits regulated by FCC. and CE. Therefore, it is designed to provide reasonable protection against interference and will not cause interference with other appliance usage. However, it is imperative that the user follows this manuals guidelines to avoid improper usage which may result in damage to the unit, electrical shock, and fire hazard or injury. In order to improve the feature functions and quality of the product, the specifications are subject to change without notice from time to time.

### NOTE:

This equipment 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 residential installation. 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 with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to connect the interference by one or more of the following measures:

- Reorient or relocate the monitor unit
- Increase the separation between the monitor and camera
- Connect the equipment on a separate outlet
- Consult the dealer or an experienced radio or television technician

## 7.4 GENERAL PRODUCT WARRANTY:

For all **Comelit Branded Products 2 year manufacturer's warranty** from dealer date of Purchase. Proof of purchase by the dealer in the form of an invoice is necessary for all returns.

### RMA (RETURN) Policy:

1. Before Requesting an RMA Number, the installer must call into our Tech support line to verify the condition of the product and for trouble shooting purposes in order for Comelit to determine if an RMA needs to be issued.
2. If technical support does deem that a return is needed, they will issue a trouble ticket number associated with the issue related to the defective product. Trouble tickets are needed for all distributors to receive a RMA number.
3. All equipment must be returned as received from the manufacturer with all parts included. If all parts are not received, this may cause a delay in the processing of the RMA and possible return of the parts to the customer.
4. Return freight is paid by the customer (non-reimbursable). Comelit will pay "Return to Customer" freight charges.
5. Product "out of warranty" is subject to repair charges to be paid by the customer.

### For all Comelit products (Comelit Kits and Multi-tenant parts, excluding the HFX series and related parts)

1. New Replacements will be given on all returns of defective products. Credit is only given to distributors in special circumstances based on Comelit approval.
2. For Distributors asking for Credit, the purchase invoice must be included in the return shipment.
3. All RMA's must include the RMA form completely filled out.
4. Units sent in without proper paperwork will incur delays in processing and will be returned to the requester.

### For RMA inquiries please contact:

**Comelit USA RMA Department**  
Toll Free: (888) 692-9739 Option 4  
Main office: (626) 930-0388 Option 4  
tech@comelitusa.com  
rma@comelitusa.com

[FULL MANUAL]



CERTIFIED MANAGEMENT SYSTEMS



[www.comelitgroup.com](http://www.comelitgroup.com)

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