

SeaLINK+4M.SC

User Manual | 2433



SEALEVEL®

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Introduction

Overview

The Sealevel's SeaLINK 2433 USB to serial interface adapter provides RS-232, RS-422, or RS-485 serial ports via USB and is ideal for rugged and industrial environments. All configuration and electrical interface selections are handled through the driver and each port is individually software configurable for RS-232, RS-422, or RS-485 (full and half duplex).

Sealevel's SeaCOM USB software drivers and utilities package makes installation and operation easy for Windows 98, ME, 2000, XP, and Vista operating systems. Once the software is installed, plug the 2433 into an available USB port and each serial port is recognized as a standard COM port by the host system enabling compatibility with legacy software. The devices maintain their electrical interface settings locally, allowing the host computer to be repaired or upgraded without reconfiguring the serial ports. Additionally, the devices can be configured at one computer and deployed to other computers.

Two convenient USB 1.1 hub ports are included on the front of the enclosure for easily connecting additional SeaLINK devices or standard USB peripherals. The 2433 integrates three SeaLATCH USB ports, which are fully compatible with standard USB cables. The metal thumbscrew on the included USB cable with a SeaLATCH USB type B connector provides a secure connection and prevents accidental cable disconnection. Additionally, the highly retentive type B connector helps prevent unintentional separation from a standard USB cable.

Standard operating temperature range is 0°C to 70°C and extended temperature range (-40°C to +85°C) is optional. Status LEDs display electrical interface selection and serial data activity for each port.

Features

- Each port is individually software configurable for RS-232, RS-422, and two-wire or four-wire RS-485
- Electrical interface settings maintained across multiple computers
- High speed UART with 128-byte Tx FIFO and 384-byte Rx FIFO
- +5VDC input power passed through on pin 9 of each DB9M connector and fused at 500mA for powering serial peripherals
- Includes two powered, fully rated (500mA) USB 1.1 downstream hub ports
- Automatic hardware RS-485 enable/disable
- Each serial port supports data rates to 921.6K bps
- Four DB9M connectors
- Status LEDs indicate power, electrical interface, and serial data activity for each port

Before You Get Started

What's Included

The SeaLINK 2433 USB is shipped with the following items. If any of these items is missing or damaged, contact the supplier.

- **SeaLINK+2433 USB to RS-232/422/485 Four Port Serial Interface Adapter**
- **CA356 – USB Type A to SeaLATCH USB Type B Device Cable, 6' in Length**
- **TR124 – Wall-mount AC power supply (5VDC @ 4A), locking DC connector**

Advisory Conventions



Warning

The highest level of importance used to stress a condition where damage could result to the product, or the user could suffer serious injury.



Important

The middle level of importance used to highlight information that might not seem obvious or a situation that could cause the product to fail.



Note

The lowest level of importance used to provide background information, additional tips, or other non-critical facts that will not affect the use of the product.

Optional Items

Depending upon your application, you are likely to find one or more of the following items useful with the 2433. All items can be purchased from our website (www.sealevel.com) or by calling our sales team at 864-843-4343.

Cables

DB9F to DB25M (RS-232) Extension Cable (Item# CA177)

The CA177 is a standard AT-style RS-232 modem cable with a DB9F connector on one end and a DB25M connector on the other. This cable is 72 inches in length.



DB9F to DB9M Extension Cable (Item# CA127)

The CA127 allows users to extend a DB9 cable up to six feet. The connectors are pinned one-to-one, so the cable is compatible with any device or cable that has DB9 connectors.



DB9F (RS-422) to DB25M (RS-530) Cable (Item# CA176)

The CA176 allows users to convert any Sealevel RS-422 DB9 Male asynchronous adapter to an RS-530 DB25 Male pinout. This cable is ten inches in length.



Optional Items, Continued

Terminal Blocks

Terminal Block – DB9F to 9 Screw Terminals (Item# TB05)

The TB05 terminal block breaks out a DB9 connector to nine screw terminals to simplify field wiring of serial connections including RS-422 and RS-485 networks. The TB05 is designed to connect directly to Sealevel DB9 serial cards or any cable with a DB9M connector.



Terminal Block – Dual DB9F to 18 Screw Terminals (Item# TB06)

The TB06 terminal block breaks out dual DB9 connectors to 18 screw terminals to simplify field wiring of serial connections including RS-422 and RS-485 networks. The TB06 is designed to connect directly to Sealevel dual port DB9 serial cards or any cable with DB9M connectors.



Adapters and Converters

DB9F to RJ45 Modular Adapter (Item# RJ9S8)

The RJ9S8 is a DB9 female to RJ45 adapter. It can be configured without tools, and it is an excellent choice for using available infrastructure wiring.



Installation & Configuration

Software Installation

Windows Installation



Do not install the Adapter in the machine until the software has been fully installed.



Only users running Windows 7 or newer should utilize these instructions for accessing and installing the appropriate driver via Sealevel's website. If you are utilizing an operating system prior to Windows 7, please contact Sealevel by calling 864.843.4343 or emailing support@sealevel.com to receive access to the proper driver download and installation instructions.

1. Begin by locating, selecting, and installing the correct software from the [Sealevel software driver database](#).
2. Select the Part Number (2433) for your device from the listing.
3. Click the 'Install Drivers' button.
4. The setup file will automatically detect the operating environment and install the proper components.



To confirm that the SeaCOM driver has been successfully installed, click on the 'Start' button, and then select 'All Programs'. You should see the 'SeaCOM' program folder listed.



You are now ready to proceed with connecting the 2433 to your system. Refer to the Hardware Installation section for details.



Windows NT is not USB aware and thus cannot support this device.

Hardware Installation



Do not connect the device to a USB port on your motherboard until the software has been successfully installed.

To install the 2433, first power the device using the included wall-mount power supply. Next, plug the device into an available USB port using the supplied USB cable. Once both the power and USB connections are secure the green power LED will light. The following instructions were tested with Windows XP and may vary based on your version of Windows.

Once the device has been connected, the Found New Hardware wizard will appear first for the root hub and then for each port that you are installing. Follow the instructions on the following page to finish installation.



The installation will repeat twice for each COM port (a total of 4 times on two port devices). This is a limitation in the way Windows installs USB serial devices.

1. Click on 'Install the software automatically' followed by the 'Next' button.
2. Windows will show a warning message that the hardware has not passed Windows logo testing. Click on 'Continue Anyway'.
3. Click on 'Finish'. Repeat this process for the remaining ports on the 2433.



All applications and drivers have been fully tested to maintain the integrity of your operating system. Clicking on 'Continue anyway' will not harm your system in any way.

Verifying Installation

To confirm that the serial ports have been successfully installed, look in Device Manager under 'Ports (COM & LPT)'. The COM assignments will be included with the associated COM numbers in parentheses.

To access Device Manager in Windows 10:

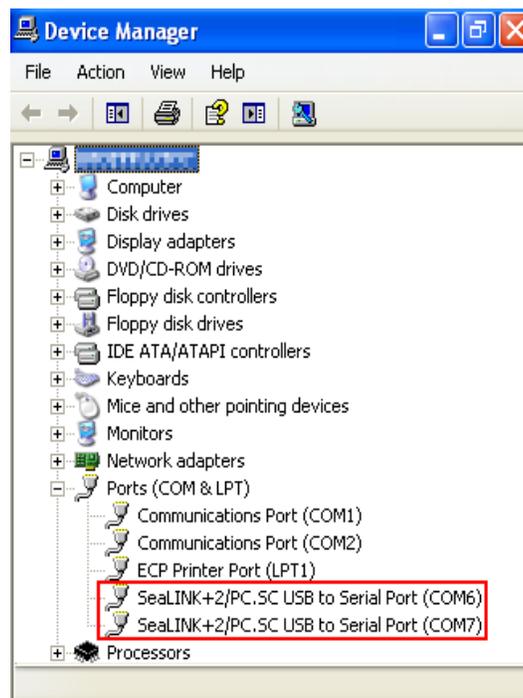
1. Right-click on the Start button (Windows logo).
2. In the fly-out menu, click 'Device Manager'.
3. Continue with step 4 below.

To access Device Manager in Windows 7:

1. Right-click on 'Computer' in the Start menu.
2. Click 'Manage' in the fly-out menu to launch the 'Computer Management' console window.
3. In the left pane under 'System Tools', click 'Device Manager'.
4. In right pane near the bottom, expand the 'Ports (COM & LPT)' section by clicking the '>' symbol.
5. You should now see the COM assignments with the associated COM numbers in parentheses.



Your system will assign the next available COM numbers, which will vary by computer (COM 6-7 as shown in this example).



Hardware Configuration

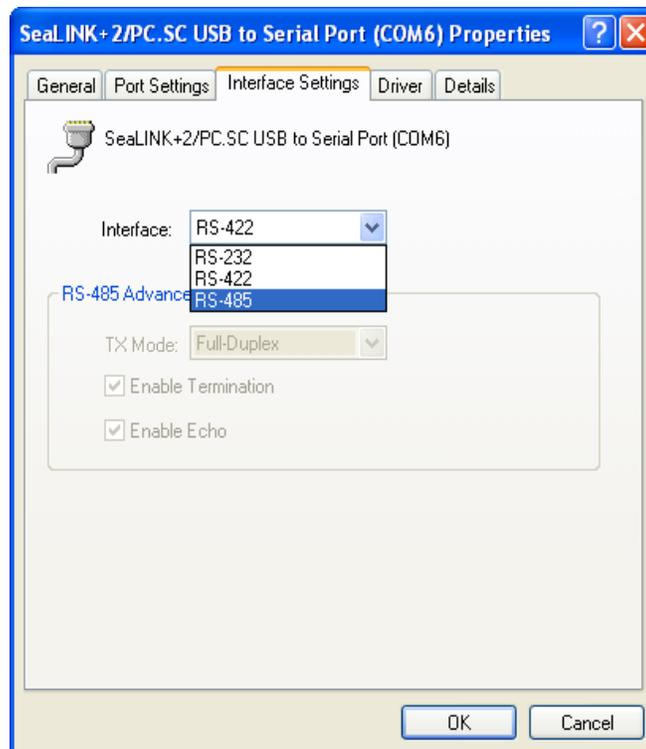
Electrical Interface Mode Selection

The SeaLINK 2433 offers RS-232, RS-422, and RS-485 (full and half duplex) modes. The electrical interface is a software selectable feature that can be accessed and changed using the Sealevel SeaCOM driver via Device Manager. To select the electrical interface, follow the steps below:

1. Open Device Manager and locate 'Ports (COM&LPT)' following the steps above. You should see each of the 2433's ports listed.
2. Select one of the ports by right-clicking on it and selecting 'Properties' from the fly out menu. The serial port properties menu will appear
3. Click on the 'Interface Settings' tab



The Sealevel SeaCOM driver adds the 'Interface Settings' tab. If this tab is missing, SeaCOM is not correctly installed.



4. Select the appropriate electrical interface for your application and click on 'OK'.

HARDWARE CONFIGURATION, CONTINUED



The electrical interface settings are maintained across multiple computers. Once the SeaCOM software driver has been installed on target computers, the 2433 can easily be moved from one computer to another without having to configure the electrical interface at each computer.

Interface Biasing

1K-ohm pull up/pull down combination resistors bias the receiver inputs and are handled automatically for each mode. The pull-up (PU) and pull-down (PD) resistor settings are shown in the table below.

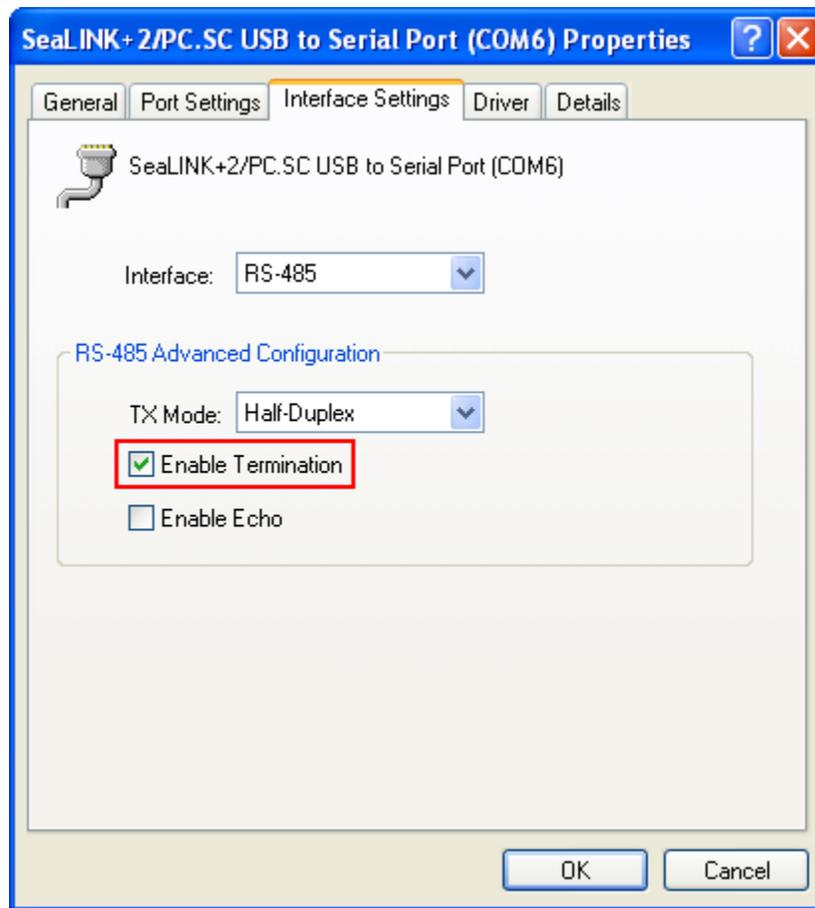
Mode	PU Setting	PD Setting
RS-232	Always Off	Always Off
RS-422	Always Off	Always Off
RS-485	Always On	Always On

Line Termination

A 120-ohm resistor is across each RS-422/485 input. If multiple devices are configured in an RS-485 network, only the devices on each end should have the termination in place.

Termination configuration is software selectable for both full- and half-duplex RS-485. By default, line termination is disabled, and this configuration can be set by placing a check next to 'Enable Termination' in the 'RS-485 Advanced Configuration' field, as shown in the image below.

Electrical Specifications

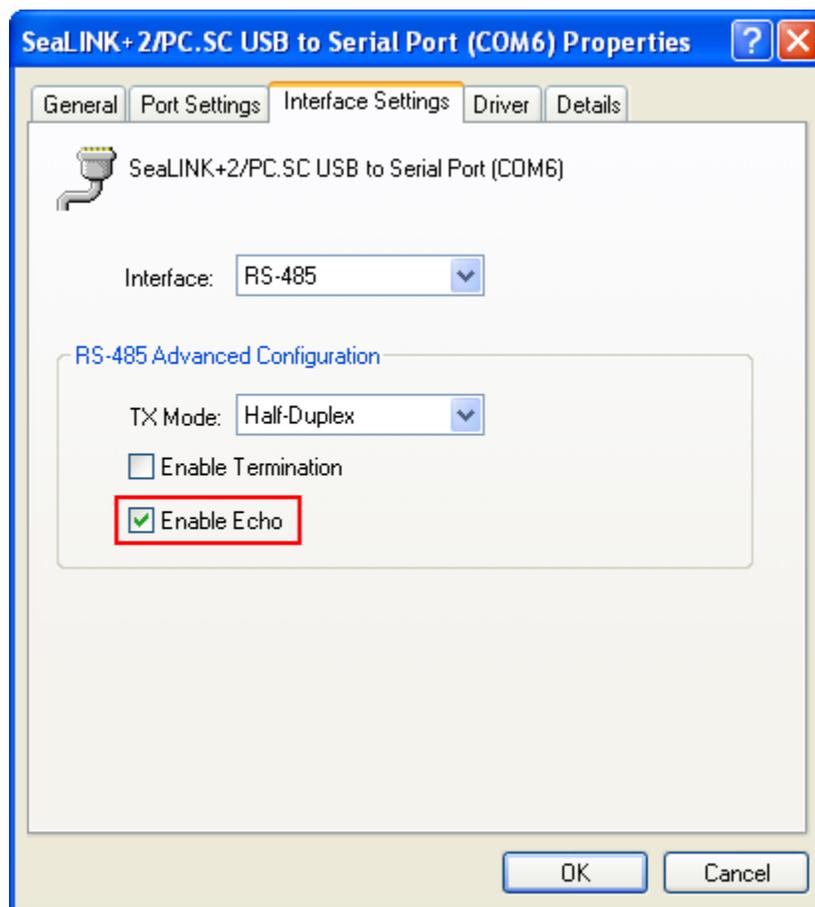


HARDWARE CONFIGURATION, CONTINUED

ECHO

The RS-485 'Echo' is the result of connecting the receiver inputs to the transmitter outputs. Each time a character is transmitted; it is also received. This can be beneficial if the software can handle echoing (i.e., using received characters to throttle the transmitter), but it can also confuse the system if the software cannot support echoing.

Echo configuration is software selectable for half-duplex RS-485. By default, ECHO is disabled, and this configuration can be set by placing a check next to 'Enable Echo' in the 'RS-485 Advanced Configuration' field, as pictured below.



Hardware Description



SeaLATCH™ USB Ports

The 2433 integrates SeaLATCH USB ports, which are fully compatible with standard USB cables. When used with the included USB cable with a SeaLATCH type B USB connector, the metal thumbscrew provides a secure metal-to-metal connection to the device and prevents accidental cable disconnection.

Additionally, a highly retentive type B USB connector helps prevent unintentional separation from a standard USB cable. The SeaLATCH type B locking connector and high retention type B port are shown below.

The 2433 also includes two convenient USB 1.1 hub ports on the front of the enclosure. Each of the USB hub ports provides a full 500mA to peripheral devices. The two locking USB hubs ports can secure peripherals to the device when used with USB cables with SeaLATCH type A connectors (Item# CA332 and CA355).

Status LEDs

Status LEDs on the front of the 2433 indicate the following information:

- MODE (Red or Green) – Indicates the electrical interface selected
 - Green indicates RS-232 mode
 - Red indicates RS-422 or RS-485 mode
- DATA (Green) – Blinks to indicate data is being transmitted or received
- POWER (Green) – Lights when the hub is properly powered through the USB connection

HARDWARE DESCRIPTION, CONTINUED

External Power

The 2433 includes an industrial grade wall-mount power supply (Item# TR124) that outputs 5VDC @ 4A. The 2433 features a locking DC connector to prevent accidental disconnection of the power cable.

Rear



DB9M Serial Connectors

The 2433 includes four DB9M serial connectors on the back of the device. Pinouts for these connections are included in the Electrical Specifications section.

Input power is connected to pin 9 on each of the DB9M connectors for easily powering common 5V serial peripherals such as bar-code scanners, receipt printers, and signature input devices. Each serial port can provide up to 500mA to connected serial peripherals.

SeaLATCH™ USB

The 2433 integrates SeaLATCH USB ports, which are fully compatible with standard USB cables. When used with SeaLATCH locking USB cables, the metal thumbscrew provides a secure metal-to-metal connection and prevents accidental cable disconnection.

Sealevel incorporates SeaLATCH locking USB ports on many USB I/O devices. Accidental cable disconnection is the most common point of failure with USB industrial I/O devices and SeaLATCH cables and connectors prevents that while being fully compatible with standard USB cables.

The image below shows the 2433 secured with included SeaLATCH cable and two USB hub ports.



SeaLATCH Locking USB Cables

SeaLATCH USB Connectors

SeaLATCH locking USB cables integrate a small thumbscrew into each USB connector. SeaLATCH USB cables are fully interchangeable with standard USB cables. The thumbscrew provides a secure metal-to-metal connection preventing accidental disconnection. SeaLATCH USB cables are available in three configurations.



Item# CA356

The CA356 is a 72" USB cable with a SeaLATCH type B connector and a standard USB type A connector. This cable provides a secure connection between Sealevel products with a SeaLATCH type B port and legacy USB type A ports. The CA356 is included with Sealevel devices with a SeaLATCH type B port.



Item# CA332

The CA332 is a 72" cable with both SeaLATCH type A and B connectors. This cable secures both ends of the cable to devices with SeaLATCH USB ports and offers complete protection against accidental cable disconnection.



Item# CA355

The CA355 is a 72" cable with a standard USB type B and a SeaLATCH type A connector. This cable provides a secure connection between legacy USB devices and Sealevel products with a SeaLATCH type A port, such as the isolated USB hub (Item# 270U).



Electrical Specifications

The 2433 connects to a single USB port and provides four RS-232/422/485 software programmable serial ports. The 2433 utilizes a high speed UART with 128-byte Tx FIFO and 384-byte Rx FIFO. This chip features programmable baud rate and data rates to 921.6K bps.

The input power is connected to pin 9 on each of the DB9 connectors for conveniently powering 5 VDC serial peripheral devices at a maximum of 500mA per port. Each DB9 serial port is fused at 500mA to protect the SeaLINK serial adapter from an over current situation.



Do not connect pin 9 to any devices that have Ring Indicator (RI) enabled. Doing so can result in damage to your device.

Connector Pin Assignments

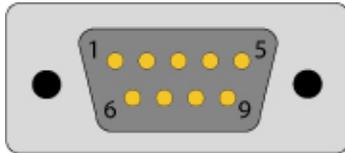
RS-232 Signals (DB9 Male)

Pin #	Signal
1	DCD
2	RX
3	TX
4	DTR
5	GND
6	DSR
7	RTS
8	CTS
9	5VDC

ELECTRICAL SPECIFICATIONS, CONTINUED



Pin 9 provides 5VDC @ 500mA output



RS-422 & RS-485 Four-Wire (DB9 Male)

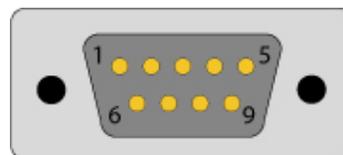
Pin #	Signal
1	RX+
2	RX-
3	TX-
4	TX+
5	GND
9	5VDC



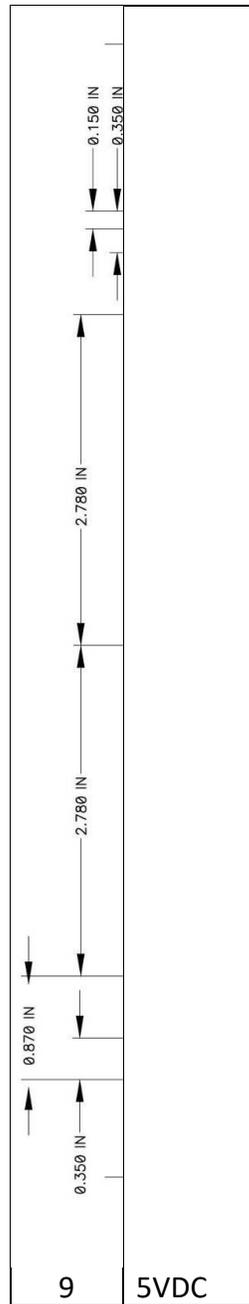
Pins 6-8 are 'no connect'

RS-485 Two-Wire (DB9 Male)

Pin #	Signal
3	DATA-
4	DATA+
5	GND



Silk Screen - 2433



Pins 1, 2, 6-8 are 'no connect'

Technical Specifications

Physical Dimensions

Package Length	7.5 inches (19.1 cm)
Package Width	5.1 inches (12.9 cm)
Package Height	1.8 inches (4.6 cm)

Environmental Specifications

Specification	Operating	Storage
Temperature Range	0° to 70° C (32° to 158° F)	-50° to -105° C (-58° to -221° F)
Humidity Range	10 to 90% R.H. Non-Condensing	10 to 90% R.H. Non-Condensing

Power Consumption

Supply line	+5 VDC
Rating	4A

(Maximum) via locking 2.1mm Barrel plug

Manufacturing

All Sealevel Systems printed circuit boards are built to UL 94V0 rating and are 100% electrically tested. These printed circuit boards are solder mask over bare copper or solder mask over tin nickel.

Appendix A – Troubleshooting

The adapter should provide years of trouble-free service. However, in the event that it appears to be functioning incorrectly, the following tips can eliminate most common problems without the need to call Technical Support.

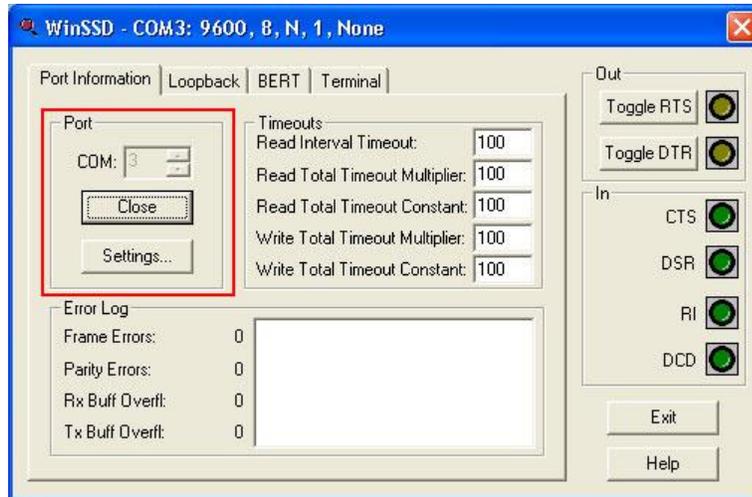
1. Ensure that the Sealevel Systems SeaCOM software has been installed on the machine so that the necessary files are in place to complete the installation. To confirm installation, click on the Windows 'Start' button and then select 'All Programs'. You should see the 'SeaCOM' program folder listed.



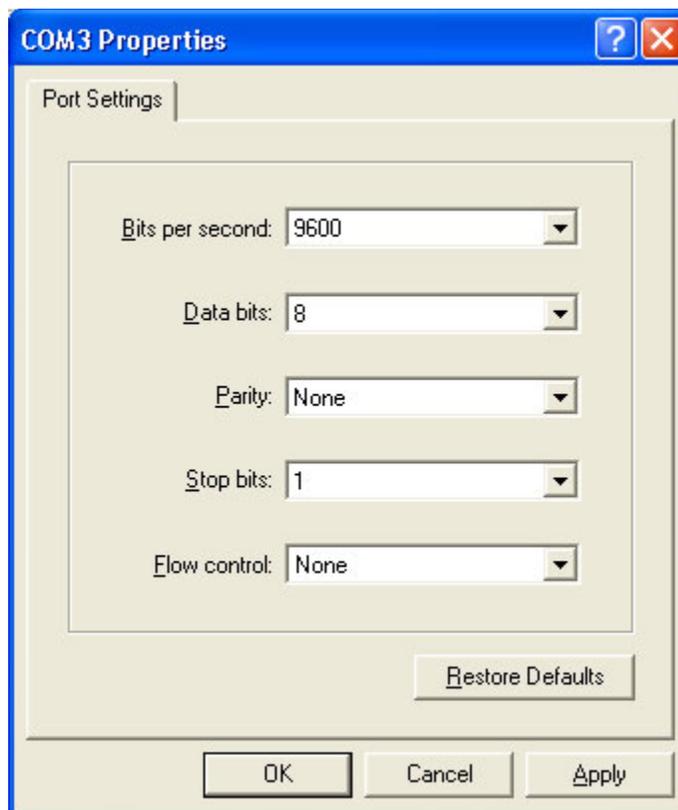
The SeaCOM driver **must** be installed **before** the adapter is connected to your computer.

2. Make sure the power supply is properly connected and the power LED on the front of the device is lit.
3. Check to make sure that USB support is enabled and functioning properly in the operating system. The presence of the 'Universal Serial Bus controllers' listing in Device Manager will confirm that USB support is enabled in Windows 98, ME, 2000, XP, or Vista operating systems.
4. While Device Manager is open, locate the COM ports (described under "Verifying Installation" in the Installation and Configuration section of this manual).
5. Once you have confirmed that the COM ports are listed in Device Manager, you can use the Sealevel WinSSD utility, and a loopback plug to test communications. Detailed help is included in the WinSSD utility.
 - If you have a loopback plug, put it on the DB9 connector that you want to test. If you don't have a loopback plug, contact Technical Support for assistance.
 - If you're testing RS-485 mode, you'll need to have ECHO enabled otherwise the following test will fail. Refer to the Hardware Configuration section for instructions on enabling ECHO.
 - To test communications, launch the WinSSD utility in the SeaCOM folder under the 'Start' menu.

- On the 'Port Information' tab, select the COM port you want to test and click on the 'Open' button. (Pictured below)

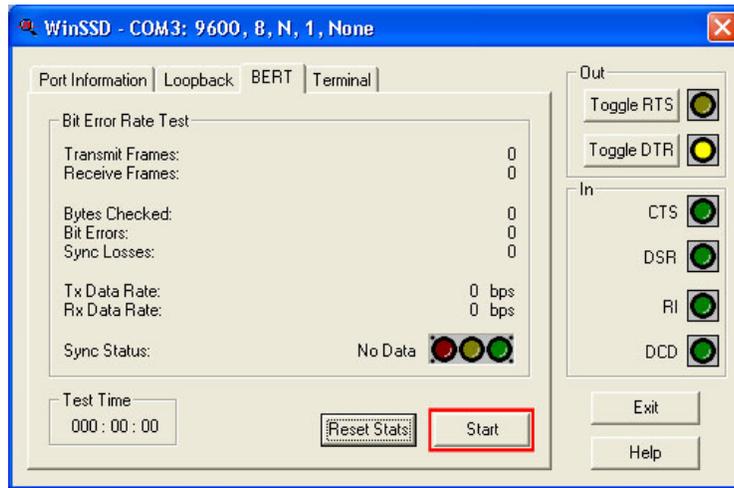


- Click the 'Settings' button to open the COM Properties menu. Change your parameters to 9600 bits per second, 8 data bits, no parity, 1 stop bit, and no flow control, as pictured below.

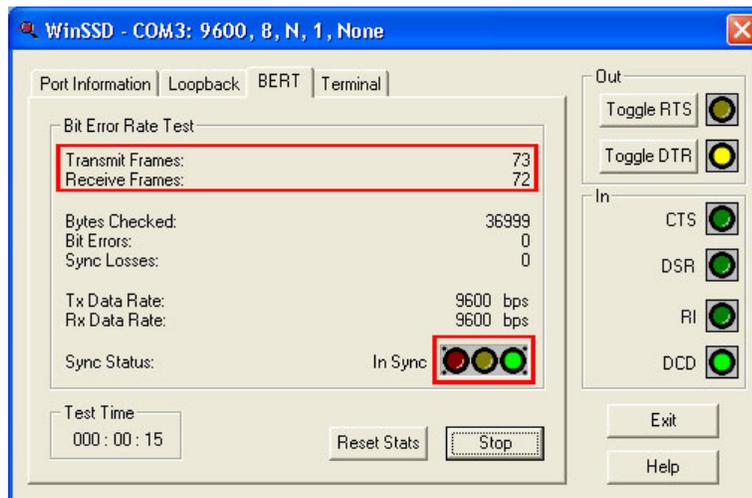


- Click 'Apply' and 'OK'.

- Select the 'BERT' tab and with the loopback connected to the port you wish to test, click on the 'Start' button. If testing RS-485, be sure that ECHO is enabled. (Pictured below)



- If the COM port is working properly, the green light will glow, and the Transmit Frames and Receive Frames will increase. The Tx and Rx Data Rates will show the calculated data rate. (Pictured below)



- You can continue testing this port with different configurations or proceed with testing other ports, if necessary.

If these steps do not solve your problem, please call Sealevel Systems' Technical Support, (864) 843-4343. Our technical support is free and available from 8:00 AM to 5:00 PM Eastern Time Monday through Friday. For email support contact support@sealevel.com.

Appendix B – How To Get Assistance

Please refer to: Appendix A – Troubleshooting Guide prior to calling Technical Support.

Begin by reading through the Trouble Shooting Guide in [Appendix A](#). If assistance is still needed, please see below.

When calling for technical assistance, please have your user manual and current adapter settings. If possible, please have the adapter installed in a computer ready to run diagnostics.

Sealevel Systems provides an FAQ section on its web site. Please refer to this to answer many common questions. This section can be found at <http://www.sealevel.com/faq.asp>.

Sealevel Systems maintains a web page on the Internet. Our home page address is www.sealevel.com. The latest software updates, and newest manuals are available via our web site.

Technical support is available Monday to Friday from 8:00 A.M. to 5:00 P.M. Eastern Time. Technical support can be reached at (864) 843-4343.

RETURN AUTHORIZATION MUST BE OBTAINED FROM SEALEVEL SYSTEMS BEFORE RETURNED MERCHANDISE WILL BE ACCEPTED. AUTHORIZATION CAN BE OBTAINED BY CALLING SEALEVEL SYSTEMS AND REQUESTING A RETURN MERCHANDISE AUTHORIZATION (RMA) NUMBER.

Appendix C – Electrical Interface

RS-232

Quite possibly the most widely used communication standard is RS-232. This implementation has been defined and revised several times and is often referred to as RS-232 or EIA/TIA-232. The IBM PC computer defined the RS-232 port on a 9 pin D sub connector and subsequently the EIA/TIA approved this implementation as the EIA/TIA-574 standard. This standard is defined as the *9-Position Non-Synchronous Interface between Data Terminal Equipment and Data Circuit-Terminating Equipment Employing Serial Binary Data Interchange*. Both implementations are in widespread use and will be referred to as RS-232 in this document. RS-232 is capable of operating at data rates up to 20 Kbps at distances less than 50 ft. The absolute maximum data rate may vary due to line conditions and cable lengths. RS-232 is a single ended or unbalanced interface, meaning that a single electrical signal is compared to a common signal (ground) to determine binary logic states. The RS-232 and the EIA/TIA-574 specification define two types of interface circuits, Data Terminal Equipment (DTE) and Data Circuit-Terminating Equipment (DCE). The IC485+ is a DCE device.

RS-422

The RS-422 specification defines the electrical characteristics of balanced voltage digital interface circuits. RS-422 is a differential interface that defines voltage levels and driver/receiver electrical specifications. On a differential interface, logic levels are defined by the difference in voltage between a pair of outputs or inputs. In contrast, a single ended interface, for example RS-232, defines the logic levels as the difference in voltage between a single signal and a common ground connection. Differential interfaces are typically more immune to noise or voltage spikes that may occur on the communication lines. Differential interfaces also have greater drive capabilities that allow for longer cable lengths. RS-422 is rated up to 10 Megabits per second and can have cabling 4000 feet long. RS-422 also defines driver and receiver electrical characteristics that will allow 1 driver and up to 32 receivers on the line at once. RS-422 signal levels range from 0 to +5 volts. RS-422 does not define a physical connector.

APPENDIX C, ELECTRICAL INTERFACE, CONTINUED

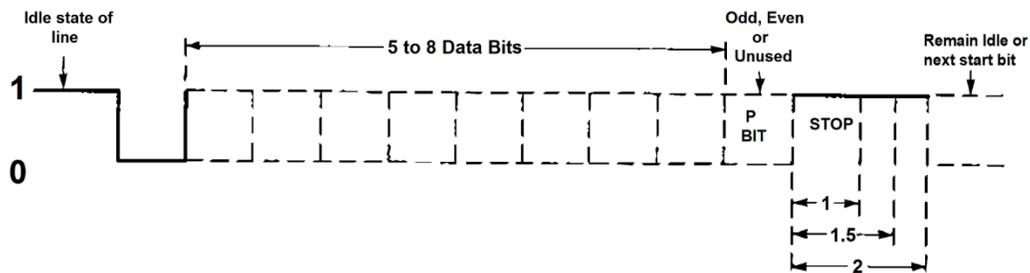
RS-485

RS-485 is backwardly compatible with RS-422; however, it is optimized for party line or multi-drop applications. The output of the RS-422/485 driver is capable of being Active (enabled) or Tri-State (disabled). This capability allows multiple ports to be connected in a multi-drop bus and selectively polled. RS-485 allows cable lengths up to 4000 feet and data rates up to 10 Megabits per second. The signal levels for RS-485 are the same as those defined by RS-422. RS-485 has electrical characteristics that allow for 32 drivers and 32 receivers to be connected to one line. This interface is ideal for multi-drop or network environments. RS-485 tri-state driver (not dual-state) will allow the electrical presence of the driver to be removed from the line. Only one driver may be active at a time and the other driver(s) must be tri-stated. RS-485 can be cabled in two ways, two wire and four wire mode. Two wire mode does not allow for full duplex communication and requires that data be transferred in only one direction at a time. For half-duplex operation, the two transmit pins should be connected to the two receive pins (Tx+ to Rx+ and Tx- to Rx-). Four wire mode allows full duplex data transfers. RS-485 does not define a connector pin-out or a set of modem control signals. RS-485 does not define a physical connector.

Appendix D – Asynchronous Communications

Serial data communications implies that individual bits of a character are transmitted consecutively to a receiver that assembles the bits back into a character. Data rate, error checking, handshaking, and character framing (start/stop bits) are pre-defined and must correspond at both the transmitting and receiving ends.

Asynchronous communications is the standard means of serial data communication for PC compatibles and PS/2 computers. The original PC was equipped with a communication or COM: port that was designed around an 8250 Universal Asynchronous Receiver Transmitter (UART). This device allows asynchronous serial data to be transferred through a simple and straightforward programming interface. A start bit, followed by a pre-defined number of data bits (5, 6, 7, or 8) defines character boundaries for asynchronous communications. The end of the character is defined by the transmission of a pre-defined number of stop bits (usually 1, 1.5 or 2). An extra bit used for error detection is often appended before the stop bits.

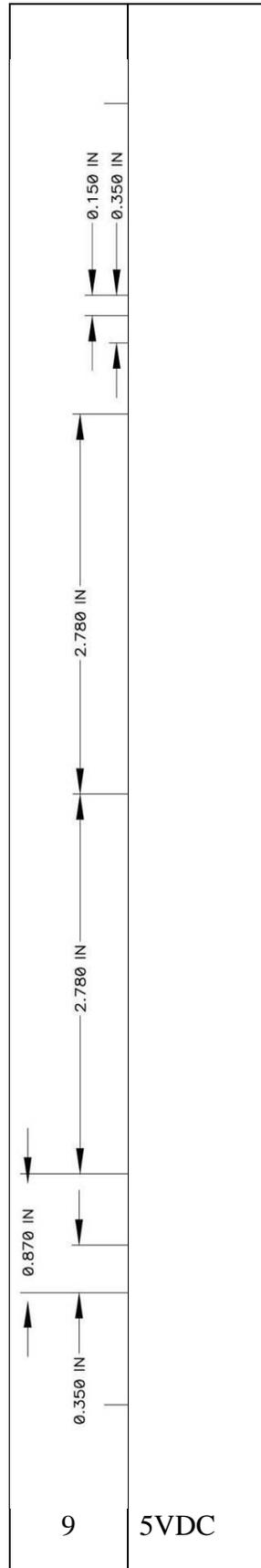


Asynchronous Communications Bit Diagram

This special bit is called the parity bit. Parity is a simple method of determining if a data bit has been lost or corrupted during transmission. There are several methods for implementing a parity check to guard against data corruption. Common methods are called (E)ven Parity or (O)dd Parity. Sometimes parity is not used to detect errors on the data stream. This is referred to as (N)o parity. Because each bit in asynchronous communications is sent consecutively, it is easy to generalize asynchronous communications by stating that each character is wrapped (framed) by pre-defined bits to mark the beginning and end of the serial transmission of the character. The data rate and communication parameters for asynchronous communications have to be the same at both the transmitting and receiving ends. The communication parameters are baud rate, parity, number of data bits per character, and stop bits (i.e., 9600, N, 8, 1).

Appendix E – Silk-Screen - 2433

Pin #	Signal
3	DATA-
4	DATA+
5	GND



Appendix F – Compliance Notices

Federal Communications Commission (FCC) Statement



This equipment has been tested and found to comply with the limits for Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in such case the user will be required to correct the interference at the user's expense.

EMC Directive Statement



Products bearing the CE Label fulfill the requirements of the EMC directive (89/336/EEC) and of the low-voltage directive (73/23/EEC) issued by the European Commission. To obey these directives, the following European standards must be met:

- **EN55022 Class A** - "Limits and methods of measurement of radio interference characteristics of information technology equipment"
- **EN55024** - "Information technology equipment Immunity characteristics Limits and methods of measurement".



This is a Class A Product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures to prevent or correct the interference.



Always use cabling provided with this product if possible. If no cable is provided or if an alternate cable is required, use high quality shielded cabling to maintain compliance with FCC/EMC directives.

Warranty

Sealevel's commitment to providing the best I/O solutions is reflected in the Lifetime Warranty that is standard on all Sealevel manufactured I/O products. We are able to offer this warranty due to our control of manufacturing quality and the historically high reliability of our products in the field. Sealevel products are designed and manufactured at its Liberty, South Carolina facility, allowing direct control over product development, production, burn-in and testing. Sealevel achieved ISO-9001:2015 certification in 2018.

Warranty Policy

Sealevel Systems, Inc. (hereafter "Sealevel") warrants that the Product shall conform to and perform in accordance with published technical specifications and shall be free of defects in materials and workmanship for the warranty period. In the event of failure, Sealevel will repair or replace the product at Sealevel's sole discretion. Failures resulting from misapplication or misuse of the Product, failure to adhere to any specifications or instructions, or failure resulting from neglect, abuse, accidents, or acts of nature are not covered under this warranty.

Warranty service may be obtained by delivering the Product to Sealevel and providing proof of purchase. Customer agrees to ensure the Product or assume the risk of loss or damage in transit, to prepay shipping charges to Sealevel, and to use the original shipping container or equivalent. Warranty is valid only for original purchaser and is not transferable.

This warranty applies to Sealevel manufactured Product. Product purchased through Sealevel but manufactured by a third party will retain the original manufacturer's warranty.

Non-Warranty Repair/Retest

Products returned due to damage or misuse and Products retested with no problem found are subject to repair/retest charges. A purchase order or credit card number and authorization must be provided in order to obtain an RMA (Return Merchandise Authorization) number prior to returning Product.

How to obtain an RMA (Return Merchandise Authorization)

If you need to return a product for warranty or non-warranty repair, you must first obtain an RMA number. Please contact Sealevel Systems, Inc. Technical Support for assistance:

Available	Monday – Friday, 8:00AM to 5:00PM EST
Phone	864-843-4343
Email	support@sealevel.com

Trademarks

Sealevel Systems, Incorporated acknowledges that all trademarks referenced in this manual are the service mark, trademark, or registered trademark of the respective company.