

HDBaseT-4x4-Matrix(HDMI 2.0)  
HDMI 2.0 18Gbps 4x4 HDMI Matrix w/ Audio Extractor



FACTOR  
— ELECTRONICS —

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Thank you for purchasing this product. For optimum performance and safety, please read these instructions carefully before connecting, operating or adjusting this product. Please keep this manual for future reference.

## SURGE PROTECTION DEVICE RECOMMENDED

This product contains sensitive electrical components that may be damaged by electrical spikes, surges, electric shock, lightning strikes, etc. Use of surge protection systems is highly recommended in order to protect and extend the life of your equipment.

## SAFTY NOTICE

1. The transmission distances of HDMI over UTP cables are measured using TE CONNECTIVITY 1427071-6
2. EIA/TIA-568-B termination (T568B) for CAT cables is recommended for better performance.
3. DO NOT use 568A/568B standard mixed CAT cable (cross-over cable) because there are 2 pairs swapped, this will make POE OVER-CURRENT and damage POE components. Please use straight-through CAT cable (both RJ45 headers are 568A or 568B standard).
4. It is recommended that power up the device after connections of source, sink and CAT cable.
5. To reduce the interference among the unshielded twisted pairs of wires in CAT cable, do not run HDBaseT / Zone Cat5e/6/6a cabling with or in close parallel proximity to mains power cables. Shielded CAT cables can be used to improve EMI problems, which is worsen in long transmission.
6. Because the quality of the CAT cables has the major effect on how long the transmission limit can achieve and how good is the received picture quality, the actual transmission range is subject to one's choice of CAT cables.
7. Do not substitute or use any other Power Supply other than the enclosed unit, or a Factor Electronics approved Replacement Part. Doing so will void the warranty and potentially expose the user to dangerous voltages resulting in an electrical shock.
8. Do not disassemble the device for any reason. Doing so will void the manufacturer's warranty. Also, our unique case is an integral part of the design of this unit and is responsible for cooling and circuitry shielding. Any modifications to this case will potentially cause malfunction and product failure.
9. Do not expose the device to water, moisture, or liquids. Possible electric shock may result as well as failure of the unit to operate.

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## Introduction

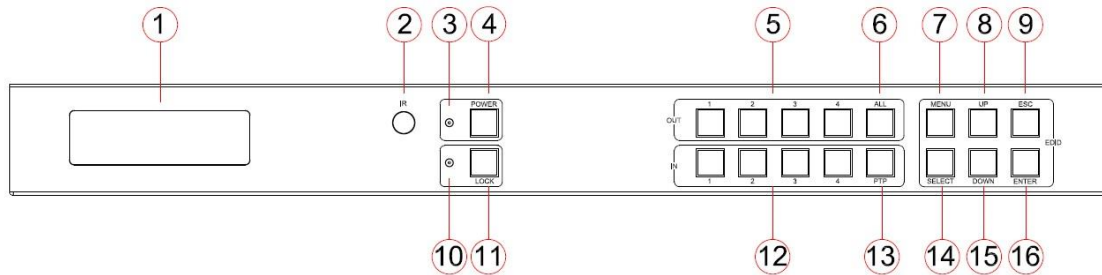
The HDBASET-4X4MATRIX HDBaseT 4x4 Matrix for HDMI routes four Hi-Def sources to any four HDTV displays, supporting 1080p Full HD up to 4K@60Hz HDR plus all 3D formats, along with multichannel digital audio formats such as Dolby® True HD and DTS-HD® Master Audio™. Embedded audio extractors can extract the audio and output via L/R or Coaxial. Volume can be controlled for analogue audio out. Based on HDBaseT Lite chipset inside, the output distance can reach up to 70m via Cat5e/Cat6. Each source can be routed to any display using the front-panel push buttons, IR remote control, RS-232 interface, or via TCP/IP.

## Features

- 4x HDMI inputs, 4x HDBT outputs and 1x HDMI loop output
- 4K@60Hz 4:4:4, HDR and full 3D
- HDBT output 1 supports conversion from 4K to 1080P
- 1x L/R audio input, can be embedded into any HDMI input
- Analogue/ digital audio output simultaneously
- Push buttons, IR, RS-232, TCP/IP and Web GUI for control
- EDID management
- HDCP 2.2 compliant
- Volume control on analogue audio outputs
- 12V POH

**Panel Descriptions**

**Front Panel**



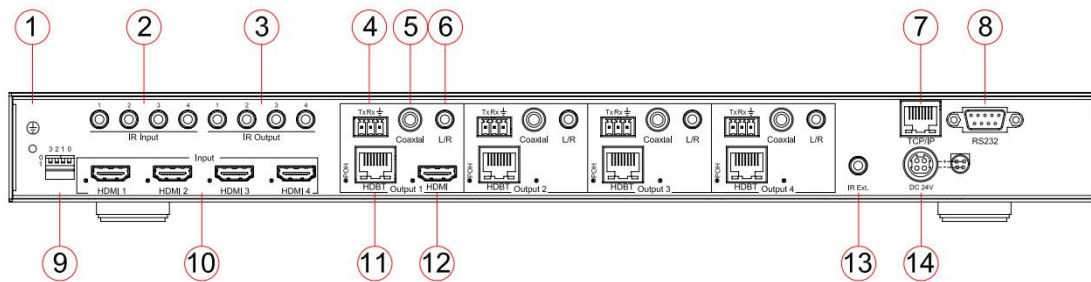
1. LCD display---Shows the status of input-output selection, EDID info and so on.
2. IR receiver window----Receives the IR from the remote control of the HDBaseT-4x4Matrix.
- 3.Power LED indicator---Indicates the power status for the matrix.
4. Power button---Press to power on/off the matrix.
5. HDMI output selection buttons 1 to 4---Press to select the outputs from 1 to 4.
6. All button for HDMI outputs---Press to select all of the outputs from 1 to 4.
7. Menu button---Press to enter EDID set mode. Three EDID segments will display on the LCD panel formatted as: INPUT VIDEO AUDIO, for example: IN1 1080P 2.0CH, means to set 1080P 2.0CH EDID to INPUT1. The blinking segment can be changed currently. Segment content items listed below:

INPUT	VIDEO	AUDIO	Note
IN1	1080I	2.0CH.	
IN2	1080P	5.1CH	
IN3	3D	7.1CH	
IN4	D1024		D1024=DVI 1024 x 768
IN5	D1080		D1080=DVI 1920 x 1080
IN6	D1200		D1200=DVI 1920 x 1200
IN7	OUT1		OUT1=Copy OUTPUT1 EDID to INPUTx
ALL	OUT2		ALL=Set EDID to ALL INPUTs OUT2=Copy OUTPUT2 EDID to INPUTx
	OUT3		OUT3=Copy OUTPUT3 EDID to INPUTx
	OUT4		OUT4=Copy OUTPUT4 EDID to INPUTx

	OUT5		OUT5=Copy OUTPUT5 EDID to INPUTx
	OUT6		OUT6=Copy OUTPUT6 EDID to INPUTx
	OUT7		OUT7=Copy OUTPUT7 EDID to INPUTx
	OUT8		OUT8=Copy OUTPUT8 EDID to INPUTx

8. Up selection button--- Press to change a segment's value.
9. ESC---Press to quit EDID set mode.
10. Lock LED indicator---Indicates the status of Lock.
11. Lock button---Press to lock the buttons of the front panel.
12. HDMI input selection button 1 to 4---Press to select the inputs from 1 to 4.
13. PTP button---Press to mirror all inputs and outputs (e.g. output 1 to input1, output 2 to input2 and so on).
14. Selection button---Press to select a segment to change settings. The selected segment will be blinking.
15. Down select button---Press to change segment's value.
16. Enter button--- Press to set the EDID to a specified INPUT or copy the EDID from a specified OUTPUT to a specified INPUT.

**Back Panel**

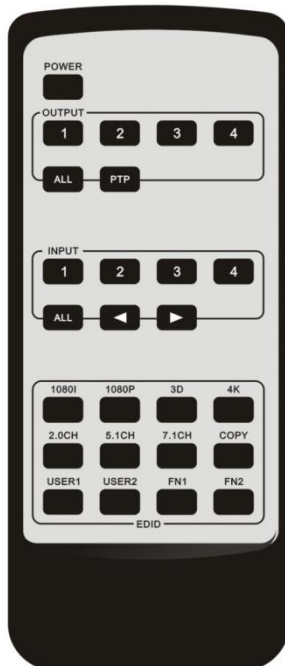


1. GND---Connect to ground if necessary.
2. IR inputs 1 to 4--- 3.5mm stereo phone-jack, connect to an IR receiver
3. IR outputs 1 to 4 --- 3.5mm mono phone-jack, connect to an IR transmitter cable.
4. RS232 port with each HDBT out--- Connect to a PC, RS232 extension to the Balun.

5. Coaxial digital audio output ---Extracted audio corresponds with the HDMI video output
6. L/R analog audio output---Extracted audio corresponds with the HDMI video output.
7. TCP/IP port – TCP/IP control
8. RS232 port –To control the matrix from a PC or control processor
9. DIP switches–Used for global EDID settings
10. HDMI inputs 1 to 4---Connect HDMI sources
11. HDBT outputs 1 to 4--- Connect via Cat6 to the remote baluns.
12. HDMI outputs 1 to4---Output to four displays, AVR etc.
13. IR extension receiver input --- 3.5mm stereo phone-jack, connects to the IR receiver cable to receive the IR from the HDBaseT-4x4Matrix remote.
14. Power port---Use the included 24V/3.5ADC adaptor to power the matrix.

## Remote Control Description

### Master Remote Control





**Output and Input select**

- A. OUTPUT-X select INPUT-Y:
  1. Press OUTPUT-X (X = outputs1 to 4 )→Press INPUT-Y ( Y = inputs 1 to 4 )
  2. Press OUTPUT-X (X= outputs 1 to 4 )→ press the left and right arrow buttons to select the input.
- B. All outputs select INPUT-Y: Press ALL button in zone OUTPUT→Press INPUT-Y button ( Y means 1 to 4 of inputs ), then INPUT-Y switched to ALL OUTPUTS
- C. Mirror all inputs and outputs (Ex. Input 1 to output 1, input 2 to output 2, etc): Press PTP button in the Zone OUTPUT

**EDID Set Up**

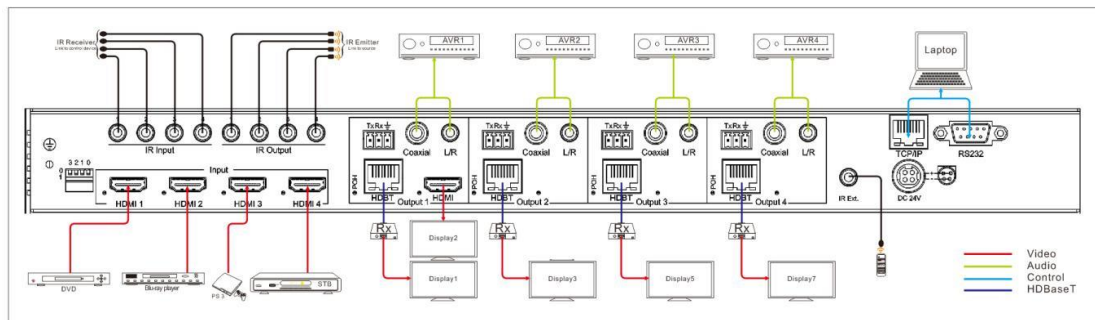
- A. Fixed EDID to INPUT-Y/ALL  
Press 1080I/1080P/3D/4K→Press 2.0CH/5.1CH/7.1CH→INPUT-Y/ALL button in Zone INPUT
- B. Copy EDID of OUTPUT-X to INPUT-Y/ALL  
Press COPY button→Press OUTPUT-X button→Press INPUT-Y/ALL button
- C. User defined EDID to INPUT-Y/ALL  
Press USER1/USER2 button→Press INPUT-Y/ALL

**NOTE:** Pressing button sequence should be finished in 5 seconds, otherwise, operation discarded.

**Satellite Remote Control**



**Application Diagram**



**Specifications**

Bandwidth	18 Gbps
Video Input Connectors	4xHDMI Type A, 19-pin, female
Video Output Connectors	4xHDMI Type A, 19-pin, female, 4x RJ45 Connector
Audio Output Connectors	4x RCA(SPDIF), 4x L/R
RS232 Serial port	DB-9, female
TCP/IP Control	1x RJ45, female
IR input ports	5x3.5mm stereo jack
IR output ports	4x3.5mm stereo jack
Rack-Mountable	rack ears included
Dimensions(Lx WxD)	428mm x 235mm x 43mm, w/o feet
Shipping Weight	2.7KG
Operating Temperature	32°F to 104°F (0°C to 40°C)
Storage Temperature	-4°F to 140°F(-20°C to 60°C)
Power Supply	24V/6A DC

**Package Contents**

- 1) 1x HDBaseT-4x4Matrix
- 2) 1x 24V/3.5A DC Power Supply
- 3) 1x Power Cord
- 4) 1x Master Remote Control
- 5) 4x Satellite Remote Control
- 6) 4x IR Transmitter
- 7) 5x IR Receiver
- 8) 8x Phoenix connector
- 9) 1x Rack-mount kit

**RS-232 Pin Assignment**

HDBASET-4X4MATRIX(DCE)		Remote Control Console (DTE)	
PIN	Assignment	PIN	Assignment
1	NC	1	NC
2	<b>Tx</b>	2	<b>Rx</b>
3	<b>Rx</b>	3	<b>Tx</b>
4	NC	4	NC
5	<b>GND</b>	5	<b>GND</b>
6	NC	6	NC
7	NC	7	NC
8	NC	8	NC
9	NC	9	NC

Baud Rate: 57600 bps

Data Bits: 8-bit

Parity: None

Stop Bit: 1-bit

Flow Control: None

**NOTE:** Use a **Straight Through DB9 Cable** to connect the matrix with a computer, **DO NOT** use a Crossover Cable (Null Modem Cable).

## RS232 and Telnet Commands

No.	Command	Action
0	?	Print Help Information
1	HELP	Print Help Information
2	STATUS	Print System Status And Port Status
3	PON	Power On, System Run On Normal State
4	POFF	Power Off, System Run On Power Save State
5	IR ON/OFF	Set System IR Control On Or Off (Only for IR Extension)
6	KEY ON/OFF	Set System KEY Control On Or Off
7	DBG ON/OFF	Set Debug Mode On Or Off
8	BEEP ON/OFF	Set Onboard Beep On Or Off
9	LCD ON/OFF	Set LCD Always On Or Auto Turn Off When Power On
10	RESET	Reset System To Default Setting, Should Type 'Yes' To Confirm, 'No' To Discard
11	OUT xx ON/OFF	Set OUTPUT:xx On Or Off
12	OUT xx FR yy	Set OUTPUT:xx From INPUT:yy
13	POH xx ON/OFF	Set OUTPUT:xx POH On Or Off xx=00: Select All OUTPUT Port xx=[01...04]: Select One OUTPUT Port yy=[01...04]: Select One INPUT Port
14	EDID xx CP	Set Input:xx EDID Copy From Output:yy
15	EDID xx DF zz	Set Input:xx EDID To Default EDID:zz xx=00: Select All INPUT Port xx=[01...04]: Select One INPUT Port yy=[01...04]: Select One OUTPUT Port zz=00: HDMI 1080p@60Hz, Audio 2CH PCM zz=01: HDMI 1080p@60Hz, Audio 5.1CH PCM/DTS/DOLBY zz=02: HDMI 1080p@60Hz, Audio 7.1CH PCM/DTS/DOLBY/HD zz=03: HDMI 1080i@60Hz, Audio 2CH PCM zz=04: HDMI 1080i@60Hz, Audio 5.1CH PCM/DTS/DOLBY zz=05: HDMI 1080i@60Hz, Audio 7.1CH PCM/DTS/DOLBY/HD zz=06: HDMI 1080p@60Hz/3D, Audio 2CH PCM zz=07: HDMI 1080p@60Hz/3D, Audio 5.1CH PCM/DTS/DOLBY

		<p>zz=08: HDMI 1080p@60Hz/3D, Audio 7.1CH PCM/DTS/DOLBY/HD</p> <p>zz=09: HDMI 4K2K, Audio 2CH PCM</p> <p>zz=10: HDMI 4K2K, Audio 5.1CH PCM/DTS/DOLBY</p> <p>zz=11: HDMI 4K2K, Audio 7.1CH PCM/DTS/DOLBY/HD</p> <p>zz=12: DVI 1280x1024@60Hz, Audio None</p> <p>zz=13: DVI 1920x1080@60Hz, Audio None</p> <p>zz=14: DVI 1920x1200@60Hz, Audio None</p> <p>zz=15: User EDID 1</p> <p>zz=16: User EDID 2</p> <p>zz=17: GUI Download EDID</p>
16	<b>MUTE mm TX yy</b>	Set Output(TX):yy Audio Mute ON Or OFF
17	<b>VOL xx TX yy</b>	<p>Set Output(TX):yy Audio Volume to xx</p> <p>xx=[00...30]: Volume Value</p> <p>xx=+: Volume Increase</p> <p>xx=-: Volume Decrease</p> <p>mm=ON: Mute On</p> <p>mm=OFF: Mute Off</p> <p>yy=00: Select All OUTPUT Port</p> <p>yy=[01...04]: Select One OUTPUT Port</p>
18	<b>NET DHCP ON/OFF</b>	Set Auto IP(DHCP) ON Or OFF
19	<b>NET IP xxx.xxx.xxx.xxx</b>	Set IP Address
20	<b>NET GW xxx.xxx.xxx.xxx</b>	Set Gateway Address
21	<b>NET SM xxx.xxx.xxx.xxx</b>	Set Subnet Mask Address
22	<b>NET RB</b>	Set Network Reboot and Apply New Config!!!

## GUI Control

### PC System:

Microsoft Windows Operation System

### Installation

The HDBaseT4x4 Matrix software controller is green software. Simply copy the “4x4 HDMI Matrix Controller vx.x.exe” to your PC which is used to control the Matrix by connecting an RS232 COM or TCP port to complete the installation.

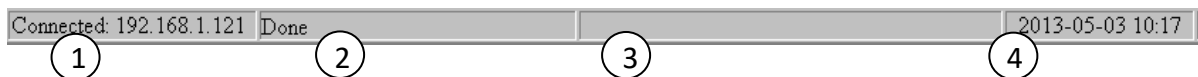
### Preparation

1. Connect the PC and Matrix with the included RS232 cable or UTP cable
2. Power up Matrix (It will take approx 5 seconds to be ready with a “Di” beep sound )
3. Double click the “4x4 HDMI Matrix Controller vx.x.exe” icon to run it

### Common information

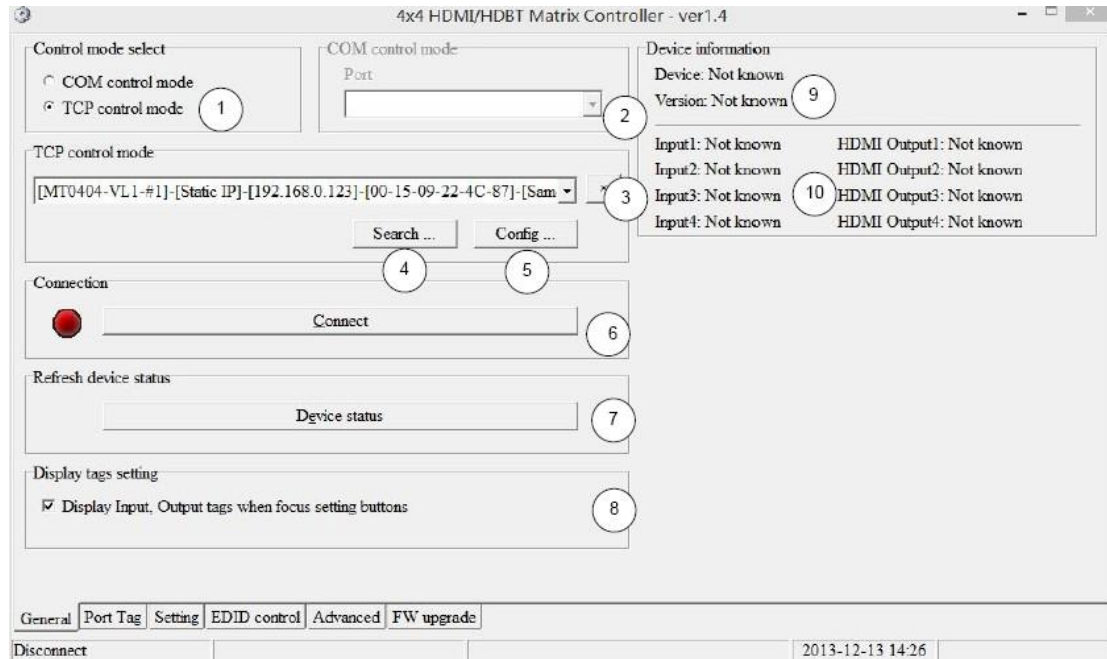


Click to select tab page



- ① COM port or TCP connect status
- ② Control command process status
- ③ Prompt message display area
- ④ Date and Time display

**“General” page**



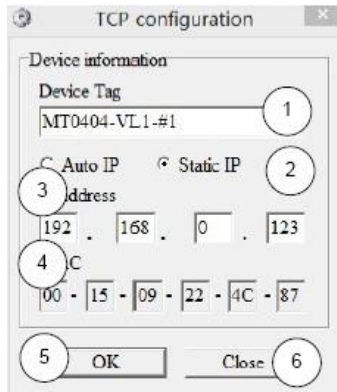
- ① Select control mode: RS232 COM mode (Auto COM ports detected) or TCP mode
- ② List detected COM ports
- ③ List all Matrix devices after search operation
- ④ Click to search all Matrix devices that connected in same subnet
- ⑤ Click to configuration the selected Matrix's TCP control configurations
- ⑥ Click to connect or disconnect the PC and Matrix ( Connection will be established automatically before the control commands transmit )
- ⑦ Click to refresh the device status: include device information displayed in ⑨ area and Input/output port connection status in ⑩ area.

**NOTE:** Tab pages cannot be changed while the control command is processing.

- ⑧ To enable or disable Input/output tags displaying when setting buttons on the “Settings” page focused
- ⑨ Device information display area
- ⑩ Input/output port connection status

### Set TCP control configuration

Click the Config button to show the TCP configuration window.



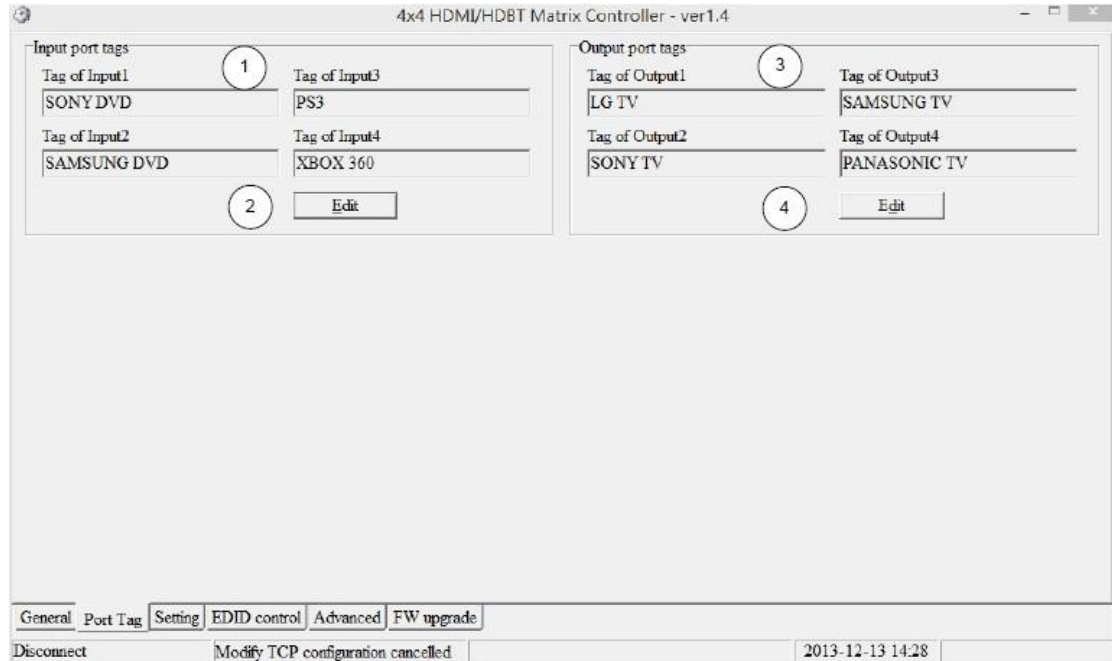
- ① Set the tag to identify Matrix device
- ② Set IP mode: Subnet should support DHCP protocol when set Auto IP mode, then Matrix device will obtain IP automatically. Otherwise, set Static IP mode and designate a useable IP for Matrix device
- ③ Set IP address, not editable when Auto IP mode selected.

**Note:** The last IP BYTE's range is 2-252.

- ④ Matrix device MAC address
- ⑤ Click OK to set the configuration. If the configuration is set to OK, the Matrix devices will be searched out again
- ⑥ Click to Close the window and cancel the configuration



**“Port Tag” page**



- ① Input port tags
- ② Click to edit Input port tags
- ③ Output port tags
- ④ Click to edit Output port tags

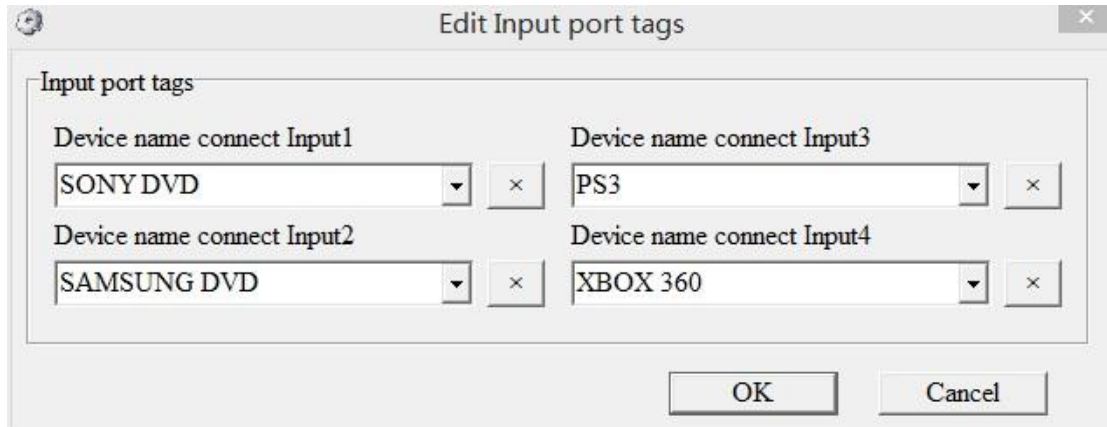
**NOTE:** Edit boxes are read only, click the “Edit” button to edit the tags in the pop up window .

One set of Input/output port tags can be set for the Matrix device when the COM control mode is selected.

Input/output port tags can be set for each respective Matrix device according to the device's MAC address.

**Edit Input port tags**

After action of ② edit form will pop-up as below:

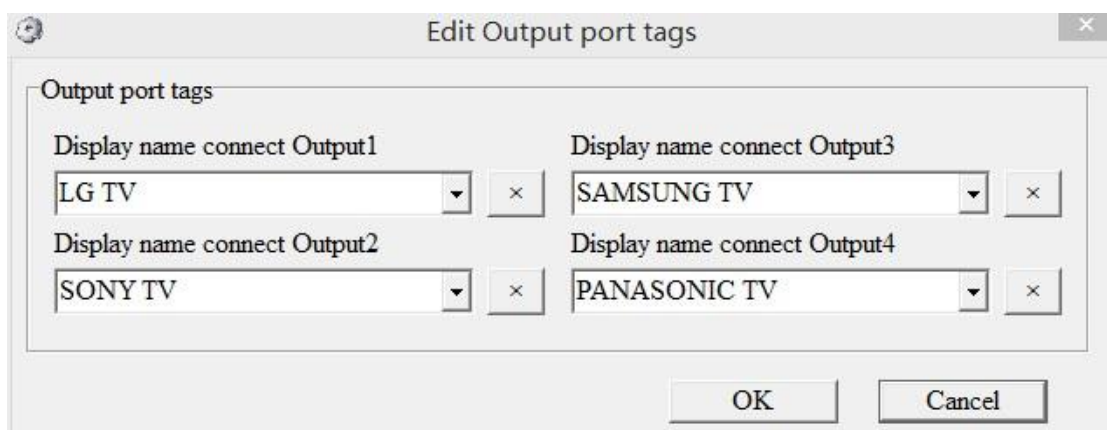


Define tags for respective Input port, then devices connect the Input ports can be easily remembered.

Click buttons with “x” caption to delete the tag that you want to delete, if a tag is still used by any other Input port, the delete action will be discarded.

**Edit Output port tags**

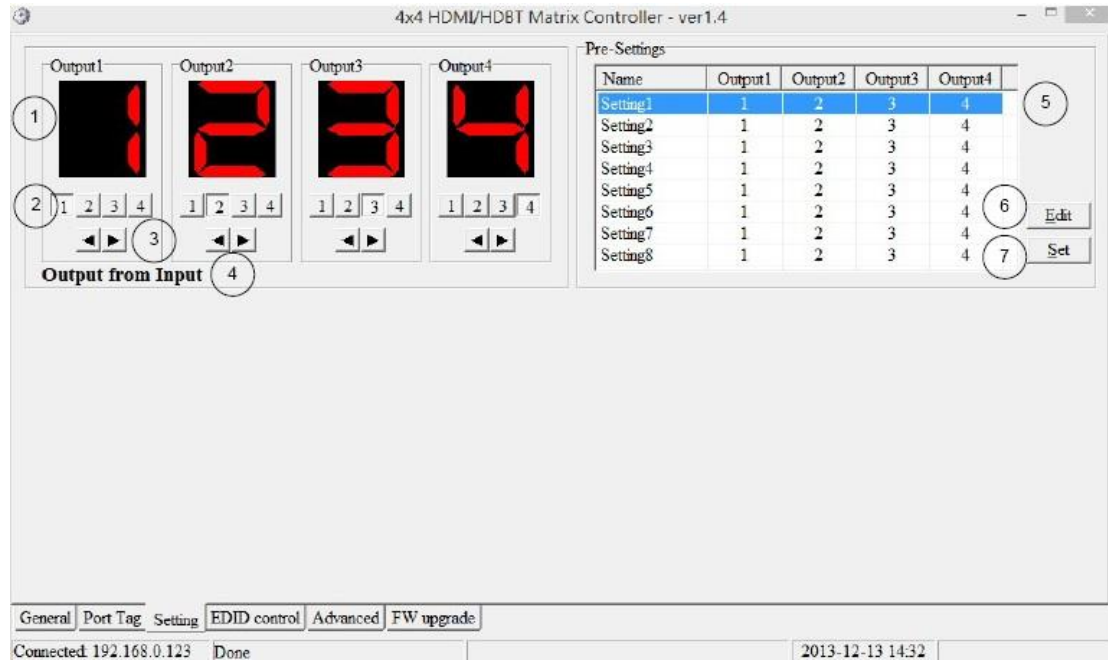
After action of ④ edit form will pop-up as below:



Define the tags for each respective Output port, the Output ports will be easily remembered.

Click buttons with “x” caption to delete a tag. If a tag is still being used by any other Output port, the delete action will be discarded.

**“Settings” page**

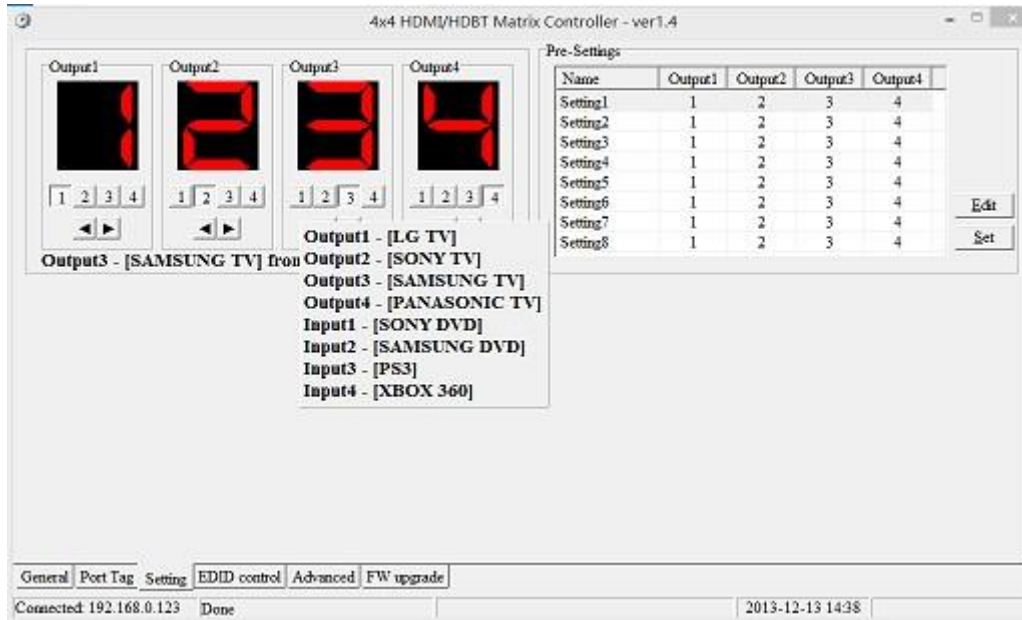


- ① LED displays the Input number for respective Output port
- ② Click to select the Input port for the respective Output port
- ③ Click to select previous or next Input ports for the respective Output port
- ④ Displays the IN/OUT with tag information when a mouse moves cursors over ② buttons
- ⑤ Pre-Setting items: Default is Port to Port
- ⑥ Click to edit selected pre-setting item
- ⑦ Set selected pre-setting item to Matrix

**NOTE:** When you Change to this “Settings” page, the software will try to refresh the source selection status of the Output port.

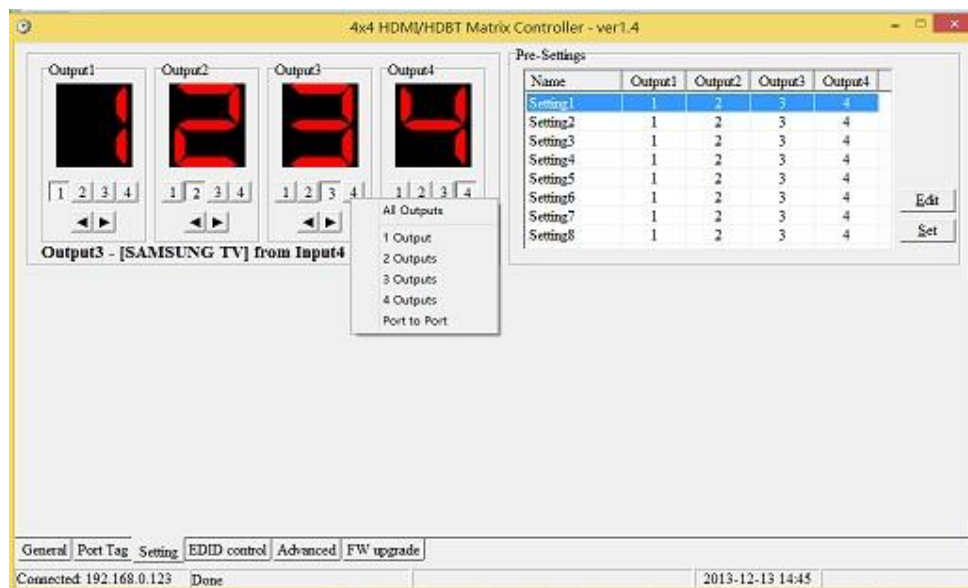
**Pop-up tag messages**

When the “Display Input, Output tags setting buttons are on” The “General” page is checked and the Input/output port tag has been defined, tag messages will pop up like this:



**Pop-up Menu**

When the mouse cursors over the ② setting buttons right click the mouse and the menu will pop up like this:



All Outputs: All Outputs from the same Input

“1 Output” to “4 Outputs”: Set the current Output (right click the mouse) and the next x-1 ( x range is from 1 to 4, set total x Outputs at the same time )all Output(s) from the same Input

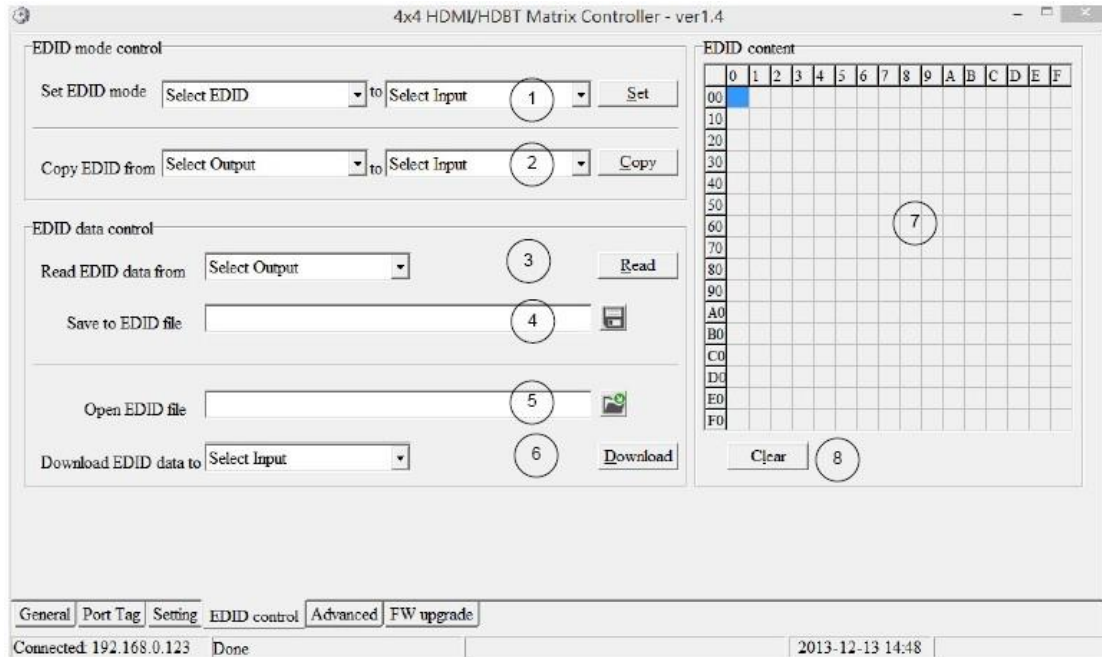
Port to Port: Output1 from Input1, Output2 from Input2, Output3 from Input3, etc.

### **Edit the selected pre-set**

After the action of ⑥ the edit output form will pop-up below:

- ① Pre-Set name
- ② Set all Output ports from the same Input
- ③ Select the Input for the respective Output

**“EDID control” page**



- ① Set the EDID mode for the selected Input port or All Input ports, click the “Set” button to complete the action.

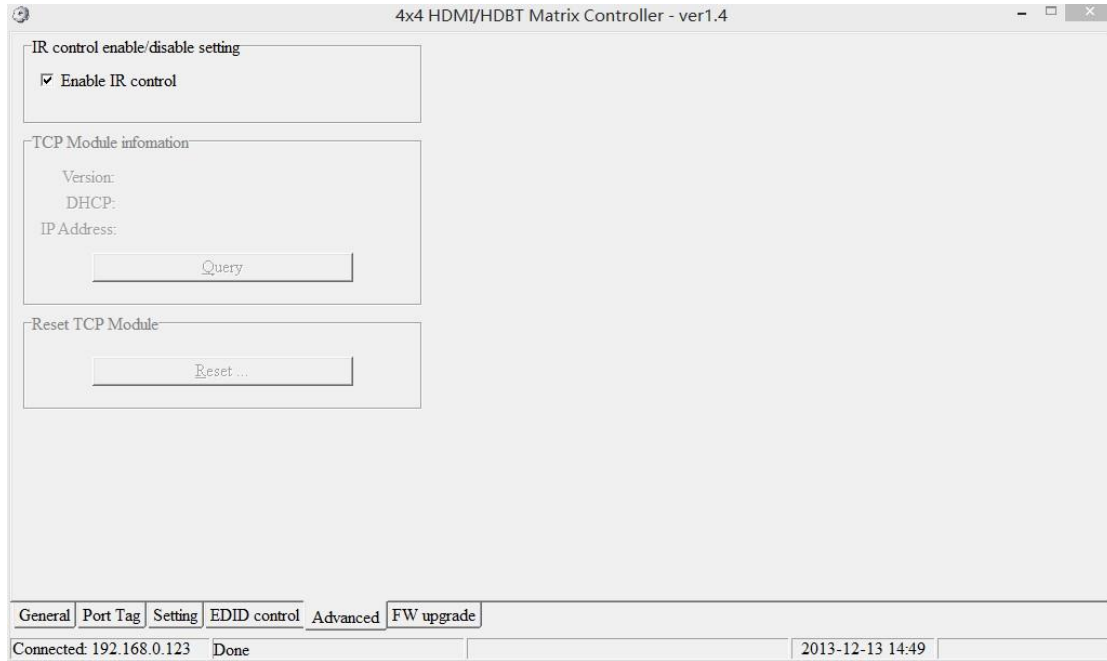
**NOTE:** When setting User1/User2 EDID mode,downloadthe EDID content to the User1 Memory/User2 Memory first. The User1/User2 default EDID content is 1080p, Stereo Audio 2.0.

- ② Copy the EDID from an Output port to a selected Input port or All Input ports, click the “Copy” button to complete the action.
- ③ Read the EDID content from an Output port and display in the grid, click the “Read” button to complete the action.
- ④ Save the EDID content which is displayed in the grid to a binary file (file extension is “.bin”)
- ⑤ Open the EDID binary file and display in grid
- ⑥ Download EDID content which is displayed in the grid to selected Input port or All Input ports, click “Download” button to complete action. When User1 Memory/User2 Memory selected, download EDID content to respective memory then User1/User2 EDID mode can be set.
- ⑦ EDID content displaying grid

**NOTE:** EDID content displayed in grid is read only.

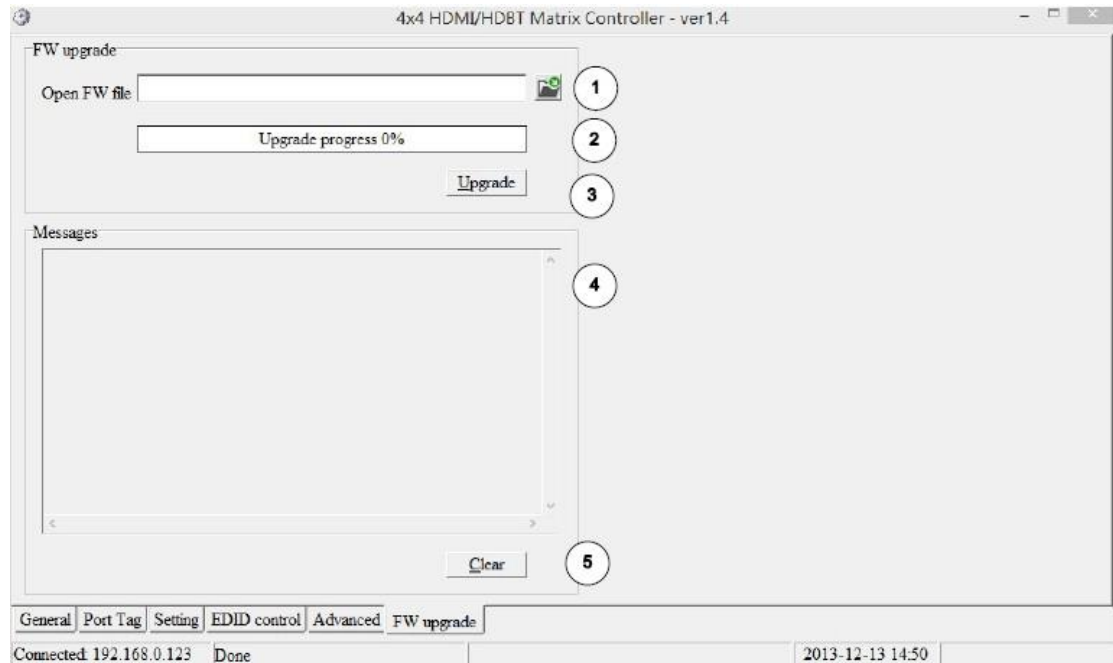
- ⑧ Click to clear EDID content displayed in grid

**“IR Configuration” page**



To enable or disable the IR control functions. When the box is checked the IR control functions are enabled, otherwise the IR control functions are disabled. This setting is not memorized. IR control function is always enabled after power up.

**“FW upgrade” page**



- ① Click to open firmware file (file extension is “.fw”).
- ② Firmware upgrade progress
- ③ Click the button to upgrade the firmware.

**NOTE:** If a failure occurs during the upgrading firmware process, the following steps SHOULD be completed sequentially to establish the next upgrade procedure:

- 1) Power down the Matrix
- 2) Close the 4x4 HDMI Matrix Controller
- 3) Re-power up the Matrix, then wait for 10 seconds to ensure the Matrix is ready
- 4) Run 4x4 HDMI Matrix Controller, open firmware file and upgrade again

- ④ Firmware upgrading messages display

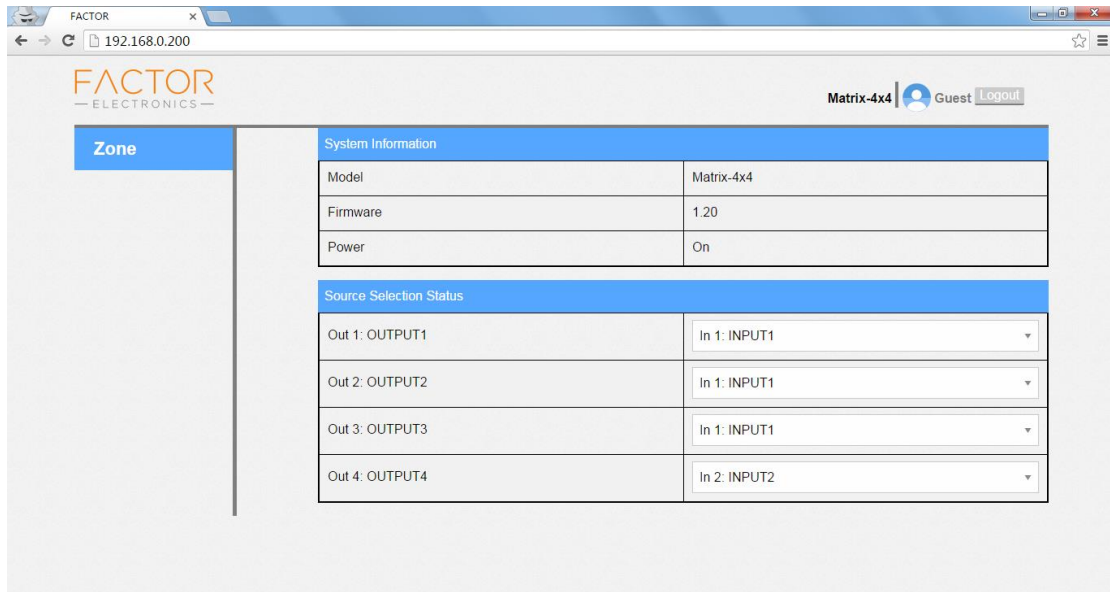
Click to clear the messages displayed in the memo box.



## Web GUI

### How to enter the Web GUI

Type in the IP address "192.168.0.200" in your web browser to enter the Web GUI. The first login will enter the default Guest account where you can only check limited system info and perform simple source switching.



**Admin account**

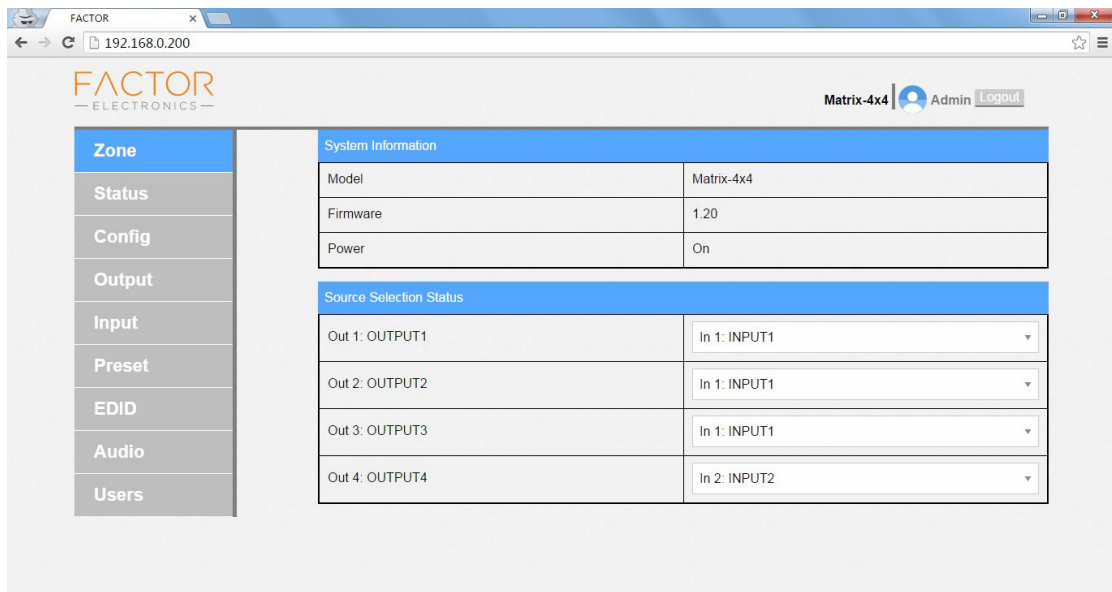
Logout of the guest account and login to the admin account for full access.

Account Name: admin Password: 1234



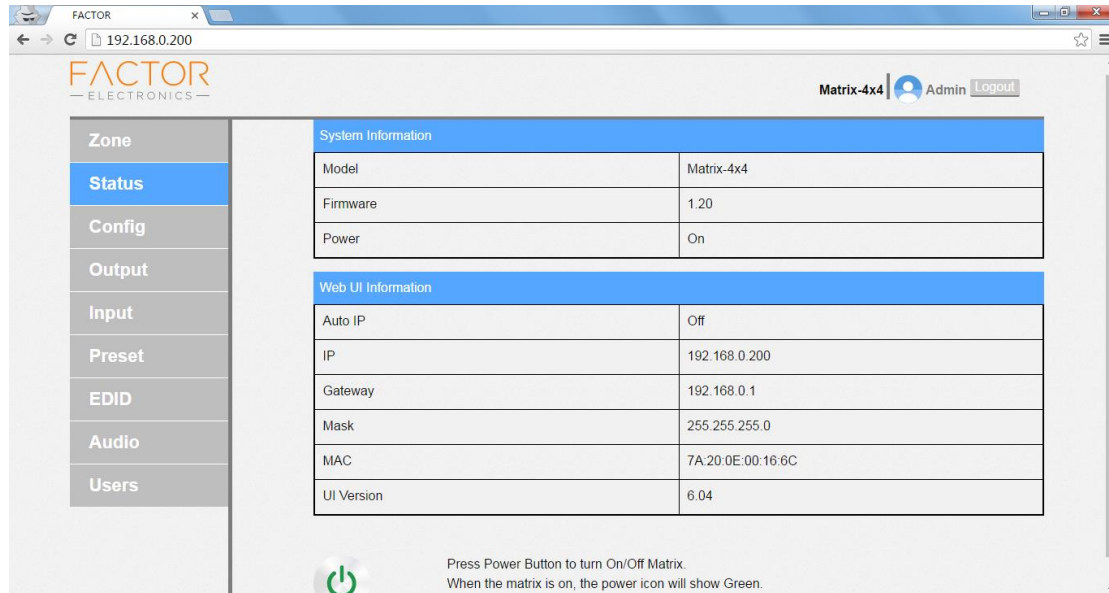
**Zone Page**

Same as Guest account interface



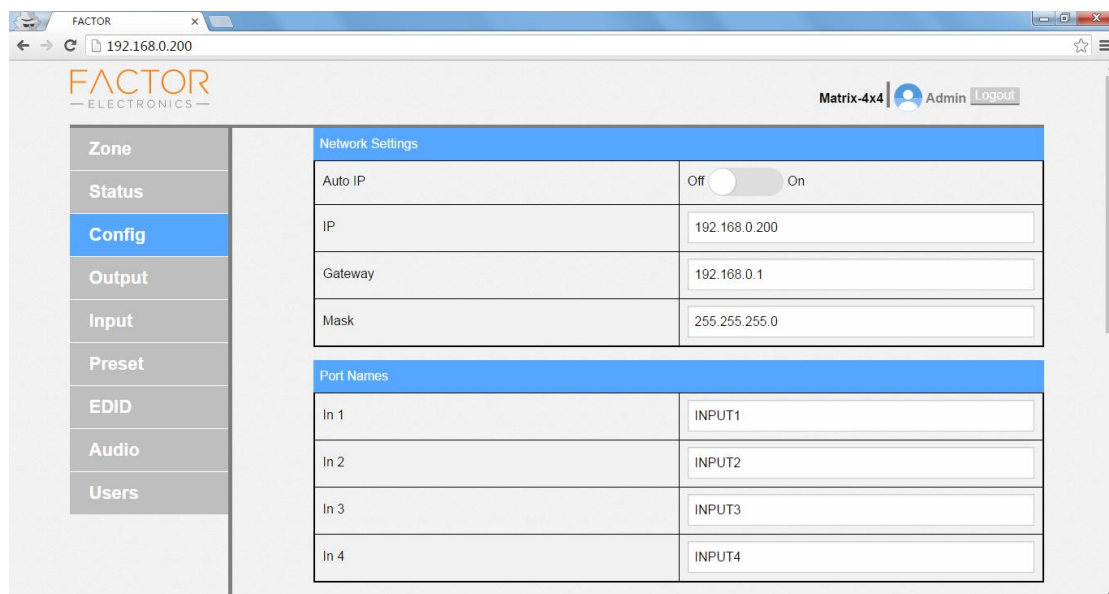
**Status Page**

System info and Web UI info including Model Number, Firmware Version, Power Status, IP status, IP address, Gateway, Subnet Mask, MAC Address and UI Version. You can turn the matrix ON/OFF by clicking the power icon on the bottom.



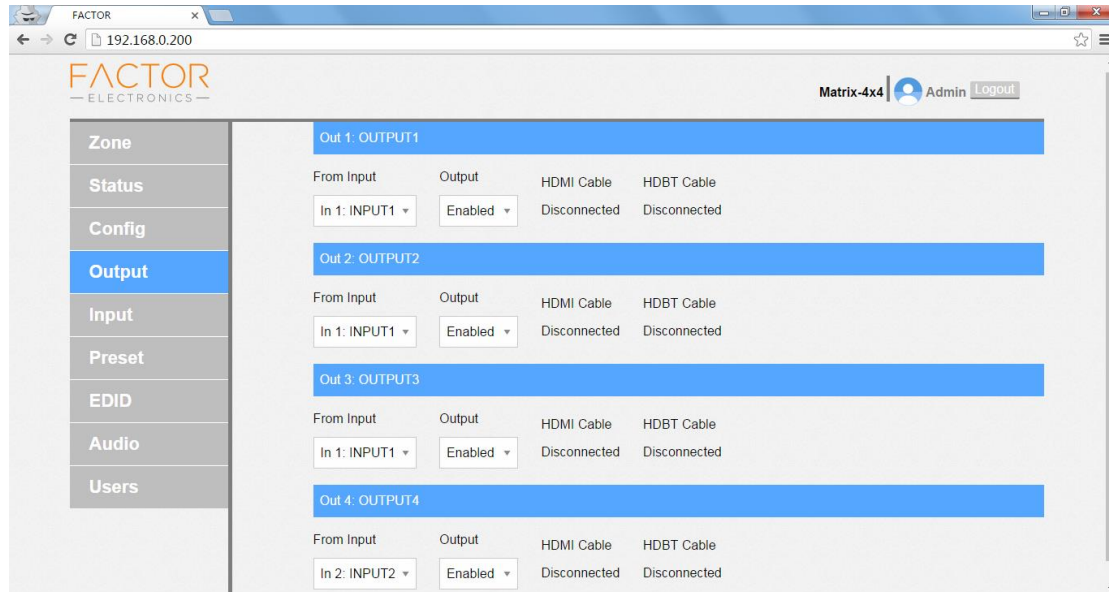
**Config Page**

You can set the DHCP, IP Address, Gateway and Subnet Mask, you can also customize the Input names (such as Sky STB, SONY DVD, SAMSUNG DVD, etc) and Outputs (such as Room 1, Room 2, Room 3, etc.)



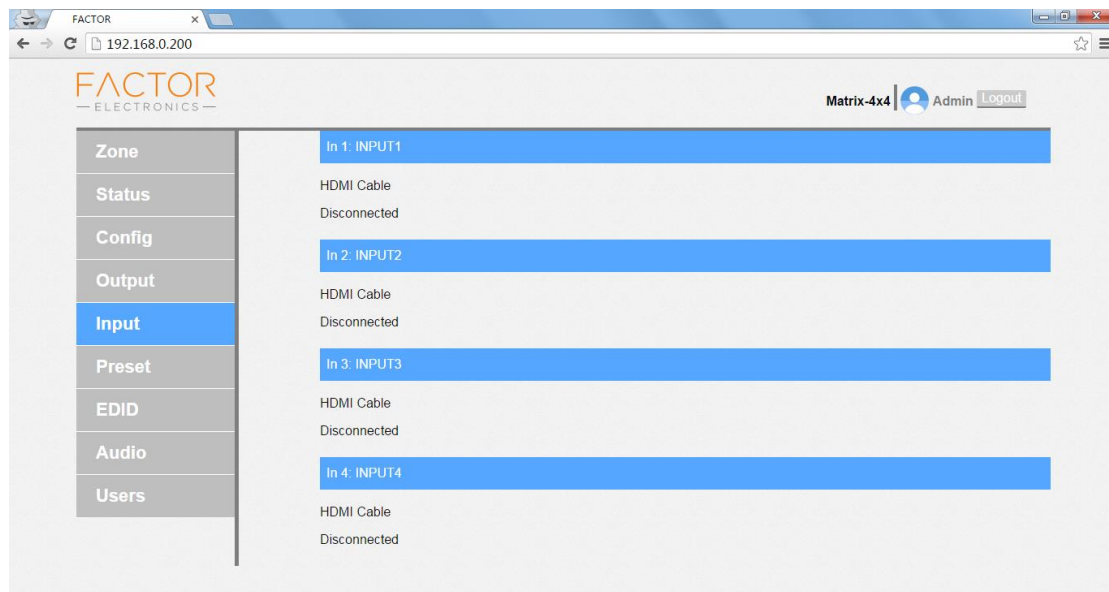
**Output Page**

You can select Input for each Output, enable/disable each Output and set the priority for HDMI/HDBaseT outputs This page also shows the connect status for HDMI/HDBaseT ports.



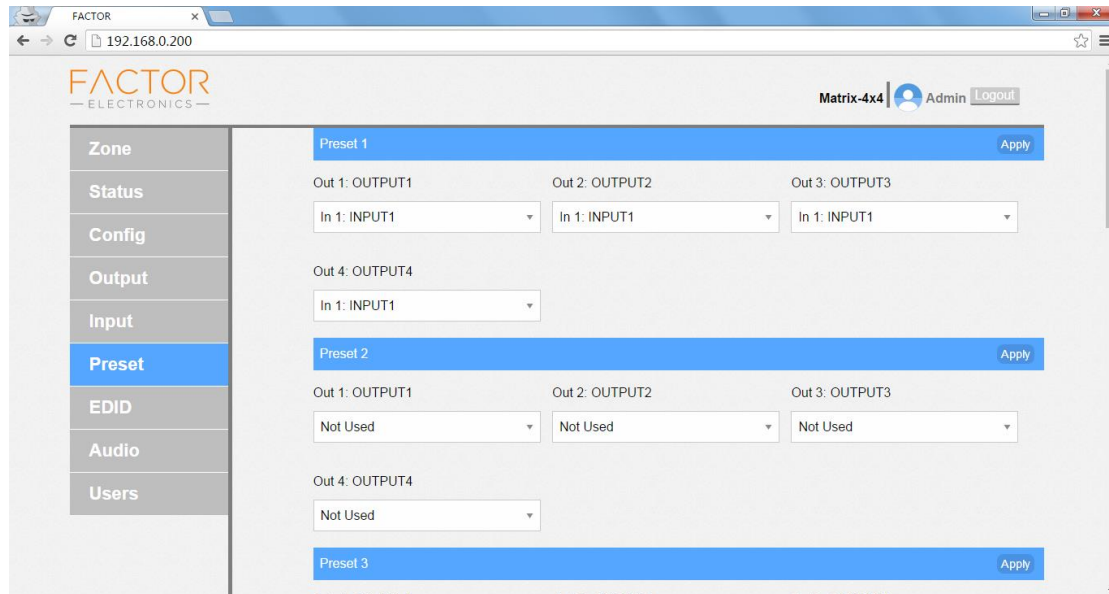
**Input Page**

You can set the Input Source priority (Force HDMI, Force HDBT, Auto HDMI or Auto HDBT), check the current input source and check the HDMI/HDBT connected status.



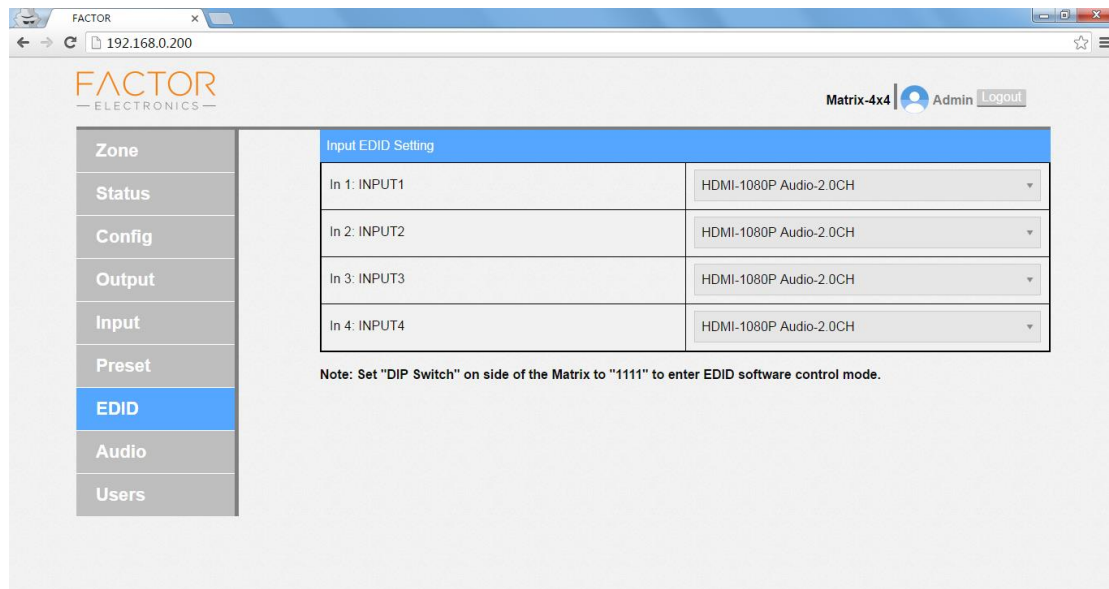
**Preset Page**

There're several preset input/output settings to choose from.



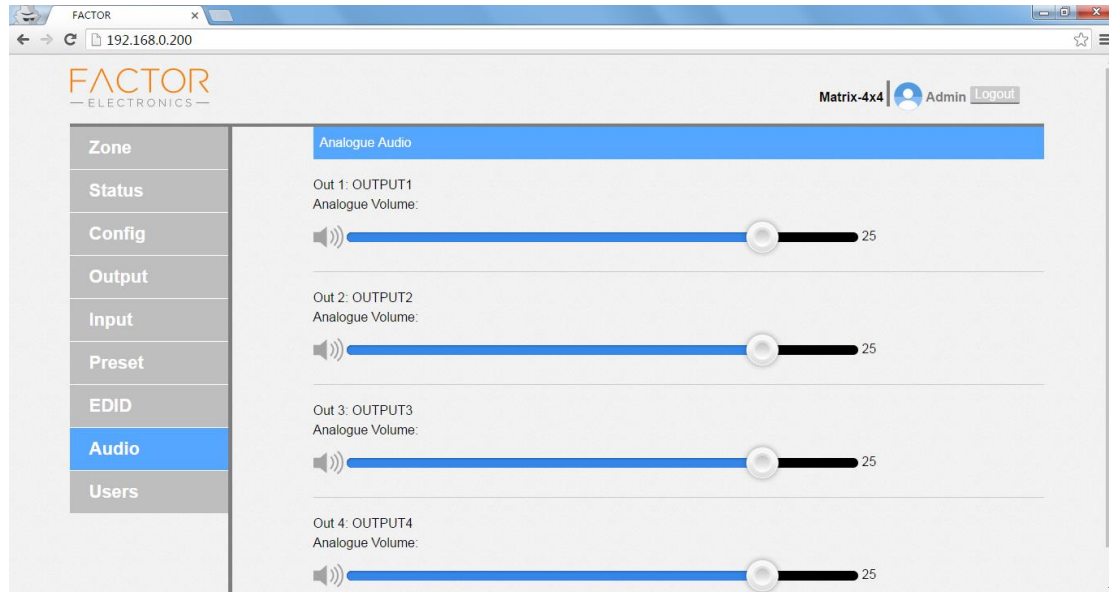
**EDID Page**

You can select built-in EDID patterns for each input, and select EDID priority for HDMI/HDBT.



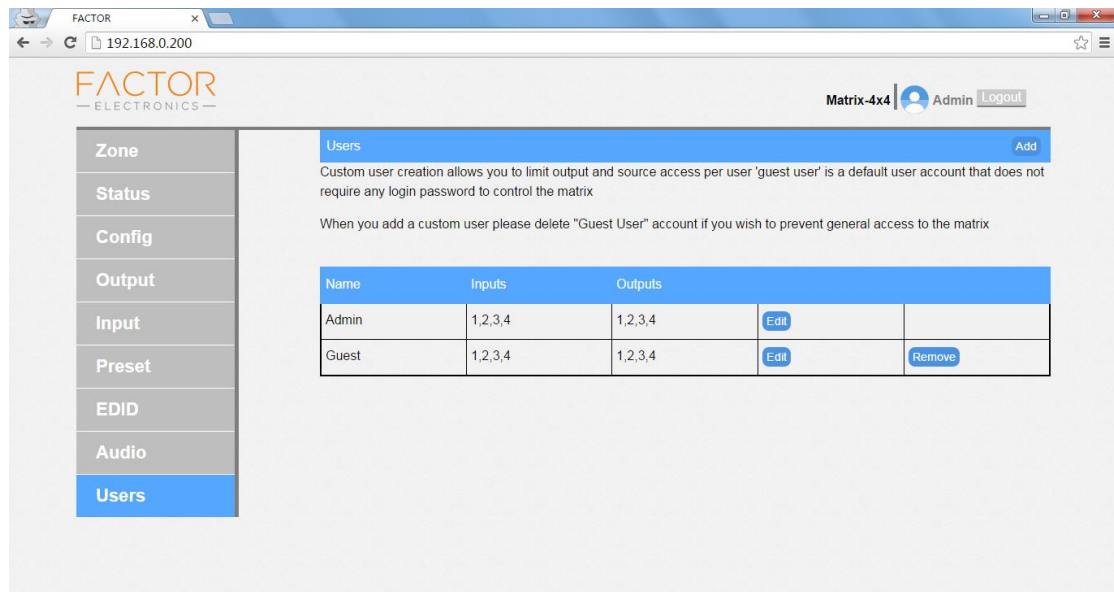
**Audio Page**

You can select audio sources for each output, set audio delay values, and control the audio volume in each zone



**User Page**

You can create, edit and remove accounts. PS: The Admin account can't be deleted.



## Maintenance

Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner or benzene to clean this unit.

## Warranty Policy

Factor Electronics products are warranted against defects in material and workmanship for two years from the date of shipment. During the warranty period, Factor Electronics will, at its option, repair or replace products that prove to be defective. Repairs are warranted for the remainder of the original warranty or a 90 day extended warranty, whichever is longer.

For equipment under warranty, the owner is responsible for freight to Factor Electronics and all related customs, taxes, tariffs, insurance, etc. Factor Electronics is responsible for the freight charges only for return of the equipment from the factory to the owner. All equipment returned for warranty repair must have a valid RMA number issued prior to return and be marked clearly on the return packaging. Factor Electronics strongly recommends all equipment be returned in its original packaging.

Factor Electronics obligations under this warranty are limited to repair or replacement of failed parts, and the return shipment to the buyer of the repaired or replaced parts.

## Limitations of Warranty

The warranty does not apply to any part of a product that has been installed, altered, repaired, or misused in any way that, in the opinion of Factor Electronics, would affect the reliability or detracts from the performance of any part of the product, or is damaged as the result of use in a way or with equipment that had not been previously approved by Factor Electronics.

The warranty does not apply to any product or parts thereof where the serial number or the serial number of any of its parts has been altered, defaced, or removed.

The warranty does not cover damage or loss incurred in transportation of the product.

The warranty does not cover replacement or repair necessitated by loss or damage from any cause beyond the control of Factor Electronics, such as lightning or other natural and weather related events or wartime environments.

The warranty does not cover any labor involved in the removal and or reinstallation of warranted equipment or parts on site, or any labor required to diagnose the necessity for repair or replacement.



The warranty excludes any responsibility by Factor Electronics for incidental or consequential damages arising from the use of the equipment or products, or for any inability to use them either separate from or in combination with any other equipment or products.

## **Exclusive Remedies**

Factor Electronics warranty, as stated is in lieu of all other warranties, expressed, implied, or statutory, including those of merchantability and fitness for a particular purpose. The buyer shall pass on to any purchaser, lessee, or other user of Factor Electronics products, the aforementioned warranty, and shall indemnify and hold harmless Factor Electronics from any claims or liability of such purchaser, lessee, or user based upon allegations that the buyer, its agents, or employees have made additional warranties or representations as to product preference or use.

The remedies provided herein are the buyer's sole and exclusive remedies. Factor Electronics shall not be liable for any direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory.

## **RMA Policy**

When returning product to Factor Electronics for any reason, the customer should fill out the official RMA form to obtain a RMA number. Without the permission or approval, Factor Electronics will be no responsible for any return.

This can be initiated by emailing or calling your related sales.

All requests are processed within 48 hours.

## **Standard Replacement**

For customers that agree to return defective product to Factor Electronics first, a Standard Replacement option is available.

An RMA number must first be issued by sales. This RMA number will need to be referenced on the outside of the return shipment.

Upon receipt of the defective product, Factor Electronics will, at its discretion, either repair or replace the product and ship it out in the most expeditious manner possible. Subject to



availability, the replacement product will be shipped on the business day following receipt of the defective product.

In the event the product returned to Factor Electronics has been discontinued (i.e. the product is no longer being manufactured by Factor Electronics but is still under warranty), Factor Electronics will, at its discretion, either repair or replace with recertified product.

**Once you have obtained an RMA number by contacting Factor at**

**info@factorelectronics.com**

After obtaining an RMA number from Factor Electronics, you must send the product - freight prepaid - to Factor Electronics. The Factor Electronics RMA number must be prominently displayed on the outside of your package. If you send your product to Factor Electronics without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

Please use a shipping company that can demonstrate proof of delivery. Factor Electronics does not accept responsibility for any lost shipments unless proof of delivery to Factor Electronics is provided.

**Please note**

Product shipped to Factor Electronics must be properly packaged to prevent loss or damage in transit.

Shipping your RMA to Factor Electronics using regular mailing envelopes is not acceptable, as they do not protect the product from damage during shipping.

Factor Electronics will not repair or replace a module that is shipped in such a way that the product is not properly protected.

Factor Electronics will not accept any product that has been damaged as a result of accident, abuse, misuse, natural or personal disaster, or any unauthorized disassemble, repair or modification.