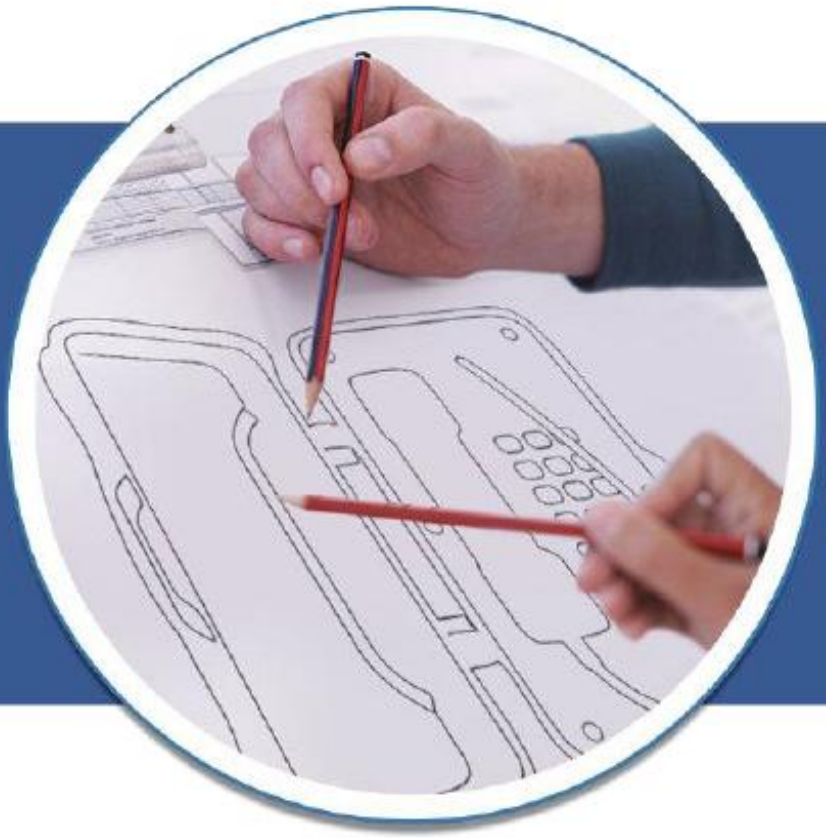
LIGHTCOM
Reliability in Every Call



LC106EX Series

Analog Explosion Proof Phone Installation and User Guide

LIGHTCOM
Reliability in Every Call





Content

Foreword 1
1. General Operating Instructions 1
2. Warnings and Safety Instructions 1
3. Product Features 3
4. Technical Data 4
5. Overview of the Device 5
6. Display and Keyboard (Except for CB Version) 7
7. Mode Switch (Except for CB Version) 7
8. CB Version Notes 8
9. Explosion Protection – Device Description 8
10. Assembly and Installation 9
11. Connecting Plan 11
12. Mounting 12
13. Programmed Commands List 13
14. Advanced Settings 13
15. Service 16
16. Type Label 17
17. Service CE Symbol 17
18. Warranty Replacement 17

Foreword

The LC106EX series telephones are designed to provide safe, reliable communication in hazardous areas. The housing is made of impact and shock-resistant GRP and even resistant to acids, alkali and lubricants. Its robust design represents a perfect “packaging” for the latest requirements for Analog telephones combined with proven reliability for critical mission communications and high safety applications.

The unique robust handset is manufactured from molded bulk molding compound and designed specifically to withstand arduous use in all environments, armored cord to provide additional resistance to vandalism or heavy industrial use. Standard analogue LC106EX series telephones provide basic telephone functions and can be connected to any standard two-wire telephone line, including analogue PABX lines and PSTN.

This explosion proof telephone is designed to provide ultimate user comfort on the basis of industrial standards and decades of market leading expertise and know-how. They are developed for operation in the petrochemical industrial, oil exploration, oil&gas plants, coal, military, chemical and petrochemical plants, refineries, mines, oil refining, offshore and land based rigs, power generation facilities, wastewater treatment facilities, grain storage sites and other hazardous industrial environment.

1. General Operating Instructions

1. Both the explosion proof telephone KB (full keypad) version and CB (hotline) version are designed for connection to dial ports with analogue connection points.

2. The handset is fitted with a stray-field coil for connecting hearing-aids. People who use hearing-aids which have an inductive receiver can receive the earphone signal directly.

3. The CB version is not equipped with keypad, therefore not all the features are available with this version.

4. If you take longer than 2 minutes before you begin making a choice, the power supply of the exchange may be switched off. If that occurs, you will no longer hear a dialing tone. In that case, please replace the handset and wait 2 seconds before picking it up again.

5. Forgetting the PIN is the equivalent of losing a key. If you forget the PIN, please contact our technical support.

2. Warnings and Safety Instructions

This telephone is an explosion proof and weatherproof telephone especially for use in a harsh industrial environment.



The following warning and security instructions must be respected:

This equipment is an explosion-proof and weather-resistant telephone specifically designed for operation in a harsh industrial environment.

The following warning and safety instructions must be heeded:

1. Do not connect or operate the telephone with voltages other than the voltages specified. Make sure the PE wiring is connected properly on the Protection Class I model. All cabling should be routed such that it does not present a tripping hazard.

2. The telephone must only be operated under the specified ambient conditions (see section "Technical data"). Adverse ambient conditions, such as e.g. ambient temperatures which are too high or too low, are not permissible because this promotes the failure of electronic components.

3. It must be ensured that the telephone, the connection wire etc. are not damaged. It is not permissible to operate the telephone in a damaged state.

4. When operating the telephone, please heed the legal and commercial / industrial regulations, accident-prevention regulations and electrical regulations / provisions.

5. Repairs are only permissible with original spare parts which must be replaced by a specialist. Other replacement parts can cause damage and render the guarantee invalid.

6. The stipulated position of utilization must be adhered to. The telephone must be installed on a plane surface only, in vertical operating position.

7. Magnetic fields with energy technical frequencies can cause a slight impairment of the listening quality. If this is the case, please ensure that the telephone is installed at a suitable location.

8. The telephone must be switched off before opening. Wait at least 2 minutes after switching off power before opening the telephone!

9. In the open state of the telephone no dust may ingress the device.

10. Upon mounting or demounting the device, do not damage the cover seal, which keeps the cover tight, or the collar on the lower part of the housing.

11. Upon repairing the apparatus for use in dust, the repaired parts should once again be subjected to a routine test.

12. The mouthpiece horn of the receiver consists of a non-conductive plastic material. It may become dangerously charged at high air speeds. Consequently, cleaning the mouthpiece horn with pressurized air is prohibited.

13. If there is a high concentration of sulphurous gases in the environment, the lettering of the keys can fade and a rust film can arise.

14. Changes to the product which are in the interests of technical progress are possible even without prior notice.

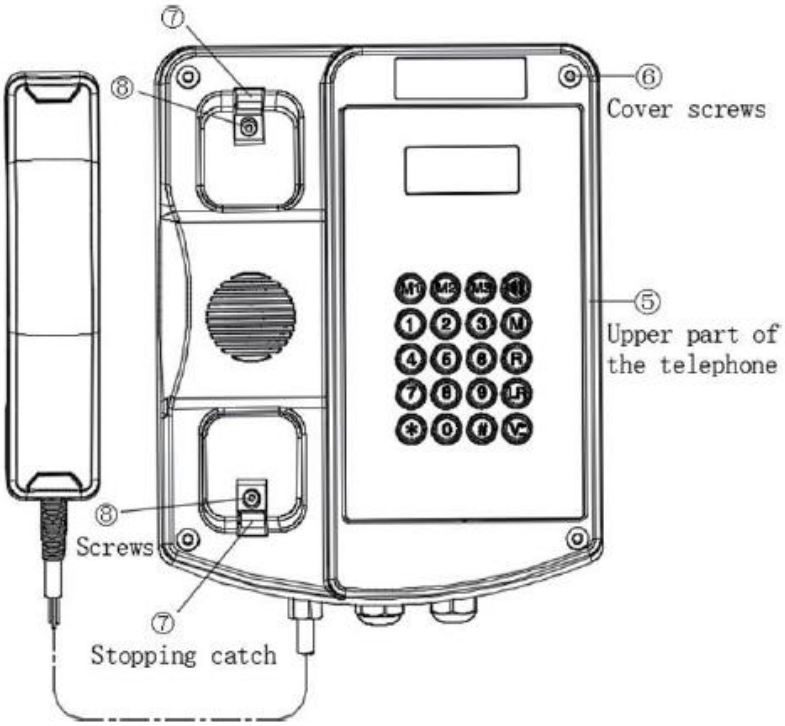
3. Product Features

- Standard Explosion Proof Analogue phone
- Power supply: Telephone line
- With LCD display
- Can be programmed remotely by tone phone or locally via keypad
- Robust construction, made of GRP (Glass fibre-reinforced polyester) material
- Weatherproof and corrosion resistant handset
- Stainless steel armored handset cord
- Compatible with all the standard PBX servers
- Protection grade IP67, IK10
- Large urehane coated watertight keypad
- Autodial, memory, mute and menu configuration keys
- Programmable auto hang-up timer
- Hearing-aid compatible (HAC) receiver
- Optional Hotline (without keypad) version
- Tamper resistant fixings
- Magnetic reed hook switch, No visible parts
- Fast-fit terminal connection
- Various mounting option, Simple installation
- Non-volatile memory
- ATEX, CE, FCC, IP67, RoHS, IK10 certification

4. Technical Data

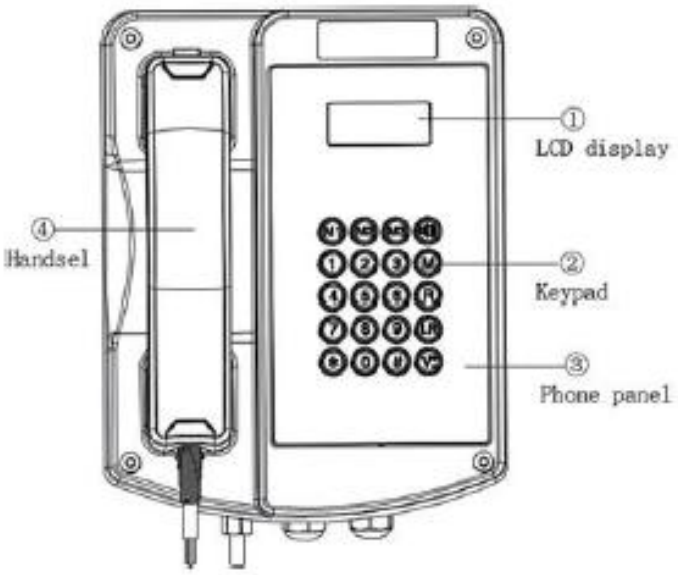
Connection data	
Supply voltage	24 VDC to 65 VDC
Supply current	20 mA DC to 100 mA DC
Admissible frequency range	16...54Hz
Maximum input short circuit current IK	50A
Ringer voltage	48 VAC to 90 VAC (calling frequency 21....54 Hz)
Ringer impedance	Greater than 6.0 kΩ at 25 Hz and 48...90 VAC. / Greater than 4.0 kΩ at 50 Hz and 48...90 VAC.
Ringing volume	Max. 80 dB(A) in 1 m distance /- Approx. 110dB(A) at a distance of 1 m (for external horn speaker)
Consultation hold key	Flash function adjustable from 50 ms to 450 ms
Dialing method	PD or DTMF mode can be set via the menu. DTMF mode in accordance with ITU-T recommendation Q.23.
Connection terminals	Up to 4 mm2 inflexible. Up to 2.5 mm2 flexible
Housing	
Material	High impact Glass fibre-reinforced polyester
Height x width x depth	approx. 204mm x 334 mm x 126 mm
Weight	approx. 8kgs
Keyboard	Stainless steel keyboard with 20 keys.
Position of operation	Mounted upright on the wall. The device must be mounted on a plane surface only.
Protection Class I	M20 x 1.5 threaded hole or threaded 1/2" NPT adapter for cable entry assembly.
Protection Class II	Plastic cable entry for cable diameters: Ø 6 to 13 mm
Handset	
Sling protection	Integrated sling protection.
Handset cord	Steel-reinforced steel-clad cord. (Optional black curly cord)
Receiver inset	Dynamic receiver inset with magnetic field generator
Microphone capsule	Electret microphone
Ambient conditions	
Operating temperature	-40°C to +70°C
Storage temperature	-40°C to +85°C
Relative humidity	10%~95%
Position of operation	Mounted upright on the wall. The device must be mounted on a plane surface only
Additional features	
Hook switch	Dry reed contact without a mechanical cradle
LCD Display	• 182 x 64 pixel / • Field of view ca. 78 mm x 26 mm
Power supply	- from the analogue telephone network. / - no additional mains supply required
Meter-pulse lock	- Electrical attenuation for 12 kHz and 16 kHz on the earphone greater than 30 dB with respect to 1 kHz. - Impedance (telephone connections A, B): approx. 13 kΩ(1 Veff ; 12 kHz; idle state) approx. 4 kΩ(10 Veff ; 12 kHz; idle state) approx. 2.5 kΩ(1 Veff ; 12 kHz; during a call) approx. 2.3 kΩ(10 Veff ; 12 kHz; during a call) approx. 11 kΩ(1 Veff ; 16 kHz; idle state) approx. 4 kΩ(10 Veff ; 16 kHz; idle state) approx. 2.5 kΩ(1 Veff ; 16 kHz; during a call) approx. 2.3 kΩ(10 Veff ; 16 kHz; during a call)
Conformity	
Degree of protection of enclosure	IP 67 as per EN60529
Degree of protection against external mechanical impacts	IK10 as per IEC62262
Marking	II 2 G Ex e [ib] mb IIC T6 G II 2 D Ex tb [ib] IIIC T85°C Db
IECEx Certificate of Conformity	
Marking	Ex e [ib] mb IIC T6 Gb / Ex tb [ib] IIIC T85°C Db
Telephone (user menu)	Chinese, English

5. Overview of the Device

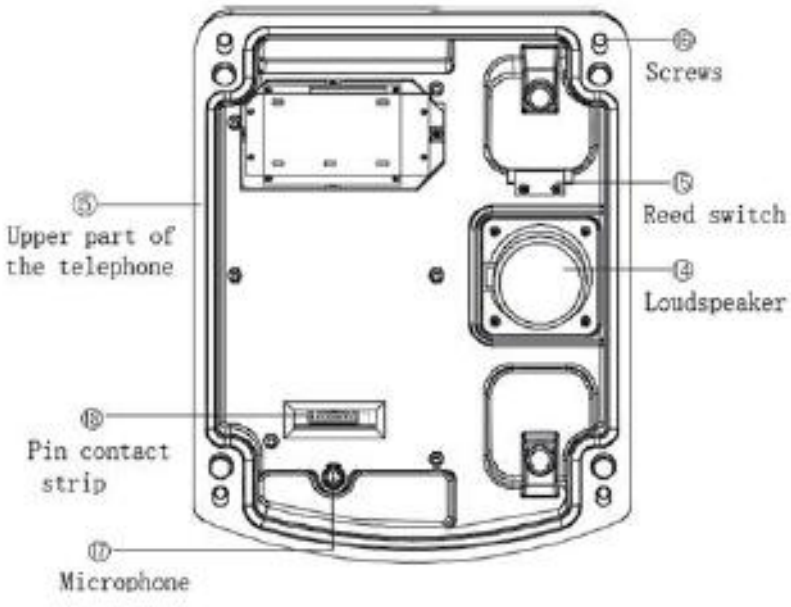


Note: For CB version, the keypad and display are replaced by a solid metal plate.

Outside View of the Telephone upper Part

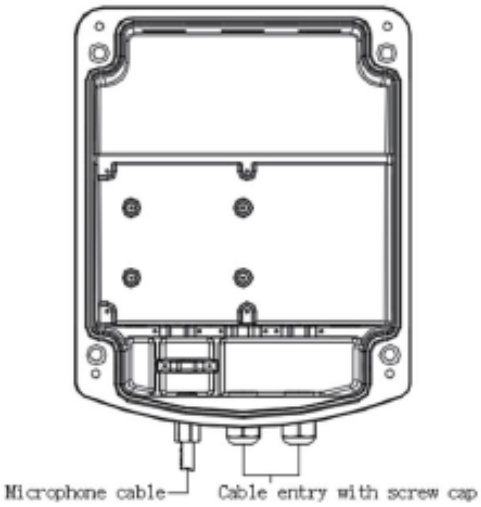


Inside View of the Telephone upper Part

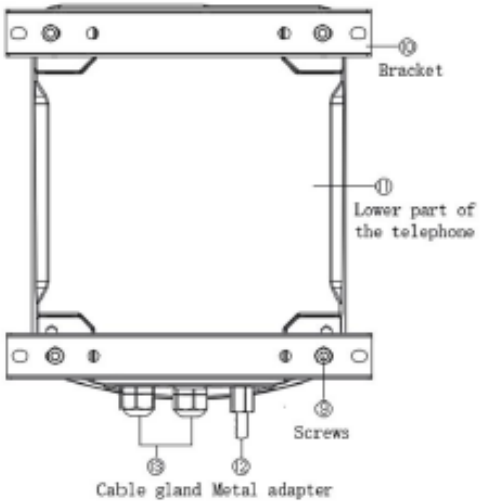


Note: The CB version is not equipped with a pin contact strip.

Inside View of the Telephone lower Part

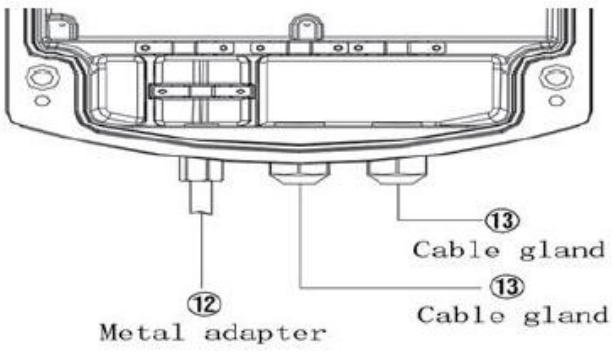


Outside View of the Telephone lower Part

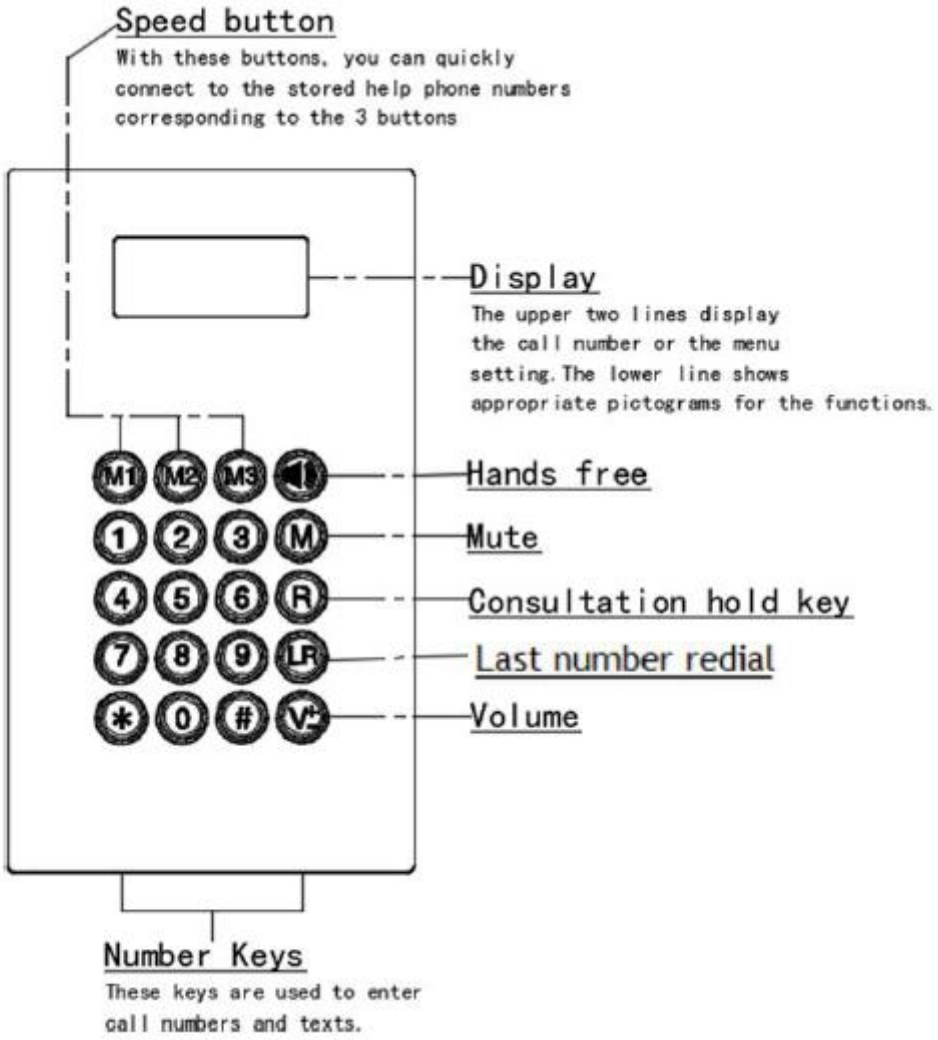


Protection Class I – Components

Factory supplied with: M20x1.5 threaded hole or a 1/2” NPT metal adapter for connecting armoured cables or conduit systems.



6. Display and Keyboard (Except for CB Version)



7. Mode Switch (Except for CB Version)

When picking up the handset, it’ s in handset mode. Using the keys , you can adjust the handset volume for talking. If you wish to durably change the handset volume, use the menu "Settings / Handset volume". Using the key  you can switch into open listening mode. If you keep the key depressed and replace the handset, it will switch to hands-free talking mode.

Hands-free mode (except CB version)

To switch the phone to hands free talking mode. Using the keys , then you can adjust the loudspeaker volume for talking. If you wish to durably change the loudspeaker volume, use the menu "Settings / Loudspeaker". You end the call using the key .

If you pick up the handset, you switch to handset mode.

Working with the headset (except CB version)

If the headset has been connected correctly, it takes the place of hands free talking. For this reason, hands-free talking with the headset is not possible. If you switch on the LC106EX with the key , you are operating in headset mode. If you lift the handset while in headset mode, the handset assumes a higher priority. That means that it is possible to speak and listen using the handset but, in this mode, it is only possible to listen with the headset.

Comparison of the operating states without and with connected headset:

Operation without the headset	Operation with the headset
Handset mode	Handset mode with the headset - Handset can speak and listen - Headset can only listen - Loudspeaker is off
Hands-free mode	Headset mode - Handset is replaced - Headset can speak and listen - Loudspeaker is off

Using the keys you can adjust the headset volume for talking. If you wish to durably change the headset volume, use the menu "Settings / Headset Volume". You end the call using the key .

8. CB Version Notes

The Explosion proof phone / CB (auto dial) connects - depending on the features of the PABX - with the PABX while lifting the handset. The Explosion proof phone / CB can be called also, because the ringing circuit is built in. Auto-dial number can be pre-programmed via the build-in keypad or via phone calls (see Advanced Settings). Furthermore, there are interfaces for operating an optional second earpiece, an optional secondary ringer and an optional external loudspeaker. The operating mode, external loudspeaker is set up by bridging the terminals. With the CB version this is equivalent to the open listening mode. The ringer sound is also output via the external loudspeaker.

Note: The set up of the external loudspeaker reduces the volume of the internal ringer even if the external loudspeaker is not connected.

Thus the CB version offers the following features:

Establishing a connection by lifting up the handset

- Ringing integrated ringing device
- Connection of second earpiece
- Connection of secondary ringer
- Connection of external loudspeaker

9. Explosion Protection – Device Description

Regarding the explosion protection, the LC106EX telephone and the LC106EX-CB telephone version are identical.

The explosion protection enables the user to make and receive calls within hazardous areas of zone 1, zone 2, zone 21, zone 22, in the presence of an explosive gas or dust atmosphere.

The LC106EX telephone is manufactured in the following protection classes:

II 2G Ex e [ib] mb IIC T6 Gb

II 2D Ex tb [ib] IIIC T85 ° C Db

-40° C ≤ Ta ≤ +70° C

The LC106EX telephone is designed for connection with analogue telephone networks.

The non-intrinsically safe voltage of the telephone network is connected to the terminals in increased safety. In calling / ringing mode, this voltage is switched to the terminals in increased safety. The terminals (Bell shunt1, Bell shunt) are intended for passive consumers, e.g. a passive external, explosion-proof secondary ringer.

Furthermore, a non-intrinsically safe voltage from the analogue telephone network is turned into:

an intrinsically safe receiver circuit with terminals on the inside of the telephone housing, for use with the receiver, which is permanently connected to the telephone housing, and intrinsically safe circuits with terminals within the telephone housing for connecting an intrinsically safe headset or, optionally, an intrinsically safe second earpiece, and an intrinsically safe circuit with terminals within the telephone housing for the connection of an intrinsically safe loudspeaker.

The accessories headset, second earpiece, external loudspeaker and external secondary ringer are not parts of the LC106EX telephone, but optional extras.

10. Assembly and Installation

The telephone must be installed on a plane surface in vertical operating position only. Loosen the cover screws and detach the upper part of the telephone. If the optional accessory headset is being employed, attach the bracket using two screws to the rear panel of the lower part of the telephone.

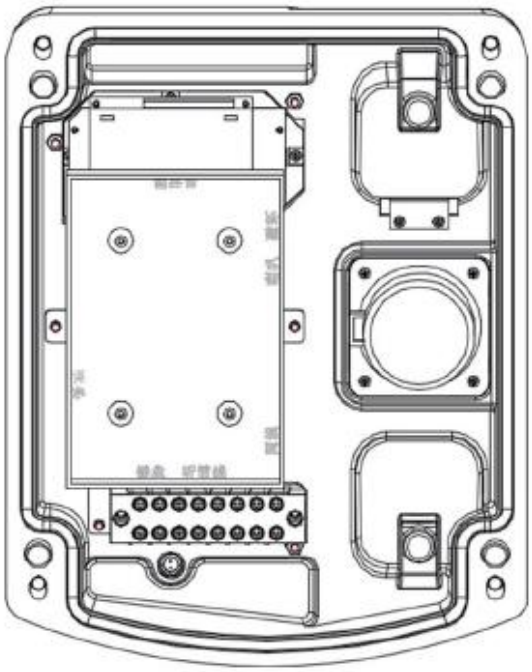
(With the accessories named before, the bracket and screws are in the scope of delivery. With all accessories a cable gland is delivered).

Put four screws, having a head diameter of 10 to 13 mm into the holes and attach the lower part of the telephone to the wall or to a holder. Guide the telephone wire through the cable gland and place it on the terminals. Only wires having a sheath diameter of 5.5 to 13 mm should be used because otherwise the IP67 housing protection standard is not guaranteed. Prior to assembly, check cover seal for tightness.

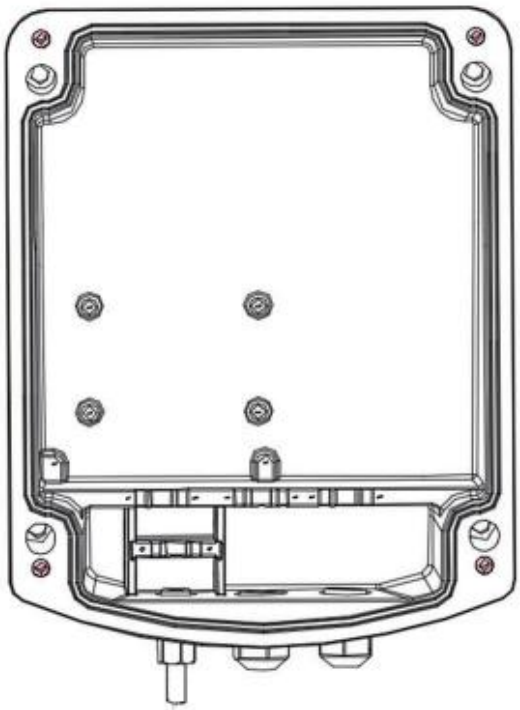
Using the plug connector, plug the ribbon cable onto the pin contact strip in the upper part of the housing. Attach the upper part of the telephone and fasten it to the lower part of the telephone with the four cover screws. Upon disassembly of optional accessories, suited sealing plugs must be used to close the resulting openings. In this telephone connected cords may have hazardous voltages. To ensure that no water gets into the enclosure it is essential that no gaskets are damaged during installation. The ingress of water can cause accessible parts of the telephone to become live.

The locking torque of the upper part screws is: 1.2 ...1.5 Nm. Installation and connection must be carried out by competent personnel familiar with electrical and network installation.

Inside View of Telephone upper Part



Inside View of Telephone lower Part



Requirements for cables

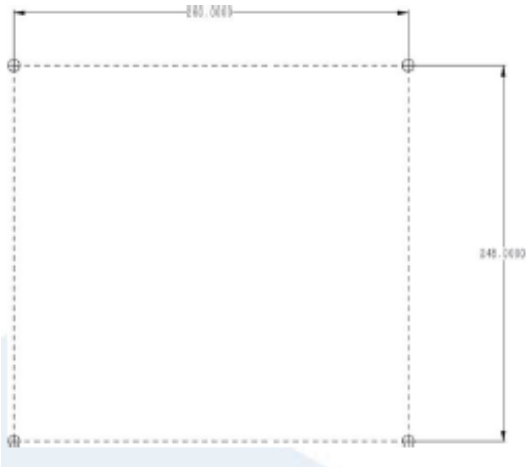
The line requires the use of cables larger than 0.5mm. The larger the diameter, the better the effect. It is best to connect the cable with a protective sleeve.

Sling holder

The holding strength for the handset is continuously adjustable. Loosen the screws and move the stopping catches. Pushing the stopping catches together increases the holding strength whereas pulling them apart reduces it. Tighten the screws again.

Drilling Diagram

For making a drilling template please use the right side dimensions (in mm). The diameter of the drilled hole is dependent on the screw employed (screw diameter max. 8 mm) and the type of supporting base material (steel, wood, concrete, plasterboard etc.) and must be chosen accordingly.



Upon disassembly of optional accessories, suited blind plugs must be used to close the resulting openings.

Connecting a second ringer (bell-shunt) (optional accessory)

Remove the sealing plug and tighten the M20x1.5 cable gland cap. Insert the wire of the second ringer and place it on the terminals in accordance with the connection diagram. Only utilise wires which have a sheath diameter of 5 to 9 mm because otherwise the IP67 housing protection standard is not guaranteed.

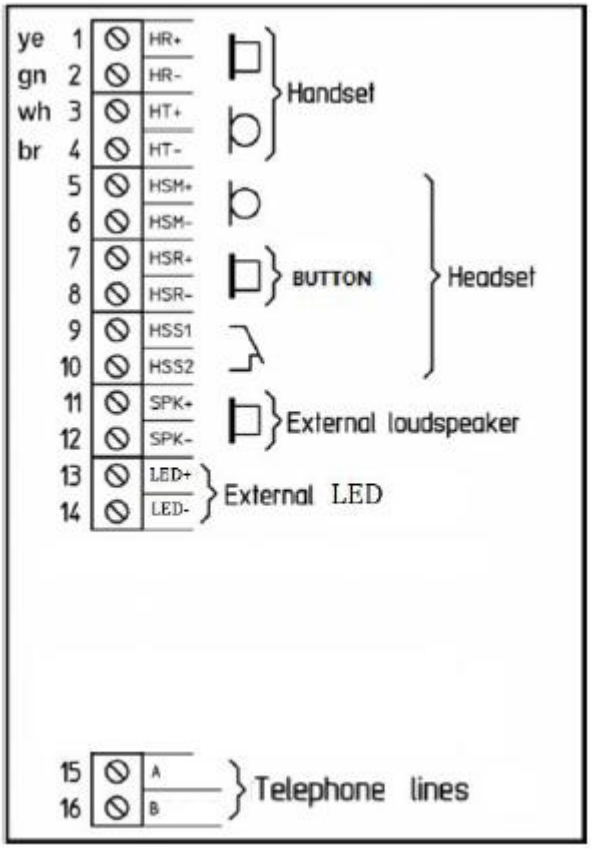
Connecting an external loudspeaker (optional accessory)

Remove the sealing plug and tighten the M20x1.5 cable gland cap. Insert the wire of the loudspeaker and place it on the terminals 11 and 12 (SPK+, SPK-) in accordance with the connection diagram. Only utilize wires which have a sheath diameter of 5 to 9 mm because otherwise the IP67 housing protection standard is not guaranteed.

Connecting a headset (optional accessory)

Remove the sealing plug and tighten the M20x1.5 cable gland cap. Guide the specially manufactured wire with the headset socket (included in the delivery of the headset) through the cable screw cap and place it on the terminals 5 through 10 (HSM+, HSM-, HSR+, HSR-, HSS1, HSS2) in accordance with the connection diagram. Only the wire included in the delivery for the headset should be used, because otherwise the IP67 housing protection standard is not guaranteed.

11. Connecting Plan



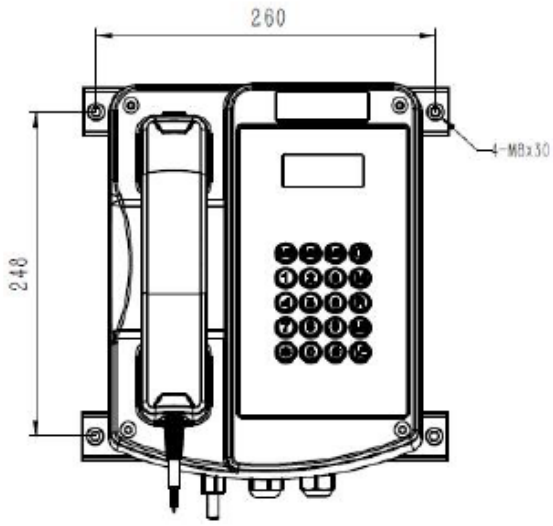
12. Mounting

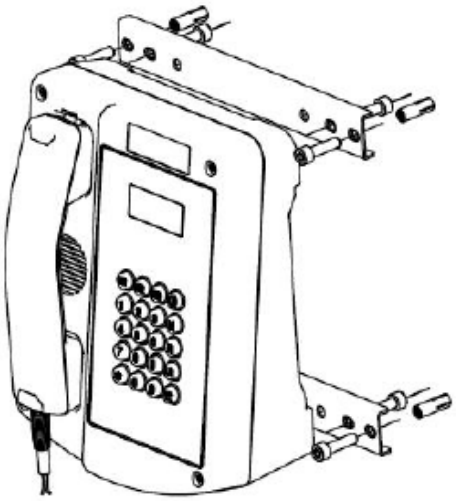
Contents after unpacking:

- Explosion proof telephone
- Operating instruction (optional)
- Explosion proof Horn and beacon (optional)
- Mounting screws and tamper screwdriver

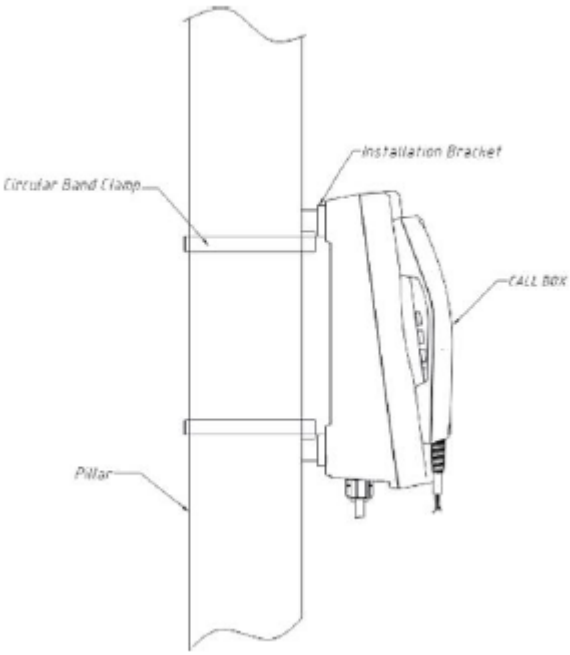
The telephone may be mounted hanging vertically on a wall or hanging vertically on a mounting plate.

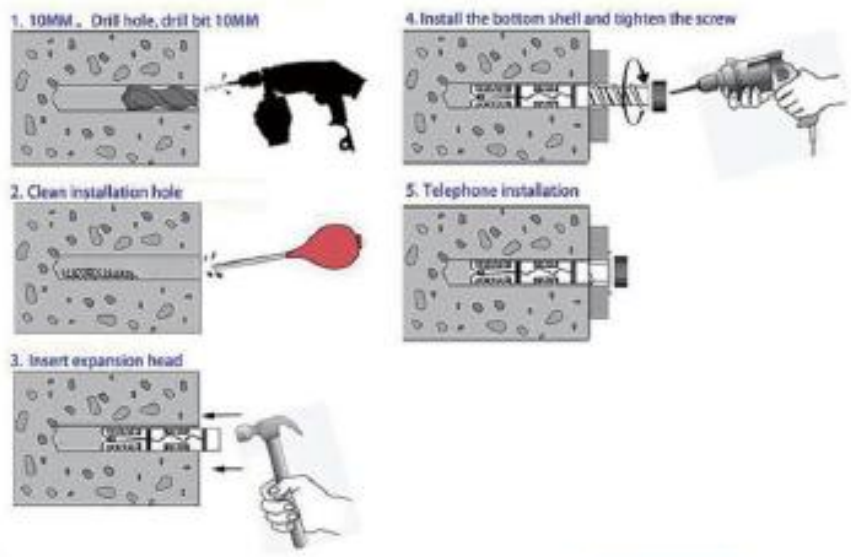
Wall Mounting





Column Mounting





13. Programmed Commands List

Commands	Functions	Commands	Functions
*#9999#11XXXX#	Program the First speed dial number (3 - 16 digits)	*#9999#19XXXX#	Program the Ninth speed dial number (3 - 16 digits)
*#9999#12XXXX#	Program the Second speed dial number (3 - 16 digits)	*#9999#10XXXX#	Program the Tenth speed dial number (3 - 16 digits)
*#9999#13XXXX#	Program the Third speed dial number (3 - 16 digits)	*#9999#20XX#	Talk time limit (Default 0) Can be set to 0~255 minutes, 0= no limit
*#9999#14XXXX#	Program the Fourth speed dial number (3 - 16 digits)	*#9999#31X#	Flash off function (X=1-9 levels. 1=100ms, 2=200ms, 3=300ms, 4=400ms, 5=500ms, 6=600ms, 7=700ms, 8=800ms, 9=900ms. Default value is 6.)
*#9999#15XXXX#	Program the Fifth speed dial number (3 - 16 digits)	*#9999#41X#	Hold time for speed dial (The holding time can be 1~9 seconds, default is 3 seconds)
*#9999#16XXXX#	Program the Sixth speed dial number (3 - 16 digits)	*#9999#99#	Restore factory settings
*#9999#17XXXX#	Program the Seventh speed dial number (3 - 16 digits)	*#000#XXXX#	Change Password (9999 is the default password)
*#9999#18XXXX#	Program the Eighth speed dial number (3 - 16 digits)		

14. Advanced Settings

The explosion proof phone allows you to program and to change setting by local keypad or by phone calls.

Note: Factory default password is 9999.

Here is the programming instruction for phone:

Off-hook (or making a phone call and get answered)

Press *# to enter programming mode (you will hear two beeps when entered programming mode)

Press 9999 followed by # (you will hear two beeps when password is correct, and failure with silence)

Press a program parameter

Press a program data followed by # (you will hear two beeps when programming is succeed, and failure with silence)

Note: Please make sure the telephone line is connected before programming.

Here is the SMS command format:

*#Password#Program ParameterData #

Reset to factory settings

99 is the program parameter to reset to factory settings, the whole string is: *#9999#99#

Change Password

E.g. Change the password to 1235, 00 is the program parameter to change password, the whole string is: *#9999#001235#

Store a speed dial number

E.g. Store a speed dial number “911” on button 5, 1 is the program parameter to store a speed dial number, the whole string is: *#1235#15911#

Note: You can store speed dial numbers to 0~9 buttons, and just need change the button number after the program parameter. The speed dial number can be 3~14 digits. M1 on the keyboard for speed dial number1, M2 on the keyboard for speed dial number2, M3 on the keyboard for speed dial number3.

Delete a speed dial number

E.g. Delete the speed dial number on button 5, 1 also is the program parameter to delete a speed dial number, the only difference is no phone number followed the button number, the whole string is: *#1235#15#

Hold time for speed dial

E.g. Change holding time to 5s to launch the speed dial number, 41 is the program parameter to change the holding time, the whole string is: *#1235#415#

Note: The holding time can be 1~9 seconds, default is 3 seconds.

E.g. If you stored a speed dial number 911 on button 5, you can lift the handset and press button 5 and hold for 3 seconds, then release the button, while 911 is dialed out.

Store auto dial number (CB version only)

E.g. Store a auto dial number “911”, 11 is the program parameter to store a auto dial number, the whole string is: *#1235#11911#

Note: The software for CB version is different from full keypad version.

Delete auto dial number (CB version only)

E.g. Delete the auto dial number on button 5, 11 also is the program parameter to delete auto dial number, the only difference is no phone number followed the button number, the whole string is:*#1235#11#

Talk time limit

E.g. To limit the talk time to 5 minutes, 20 is the program parameter to set the talk time, the whole string is: *#1235#205#

Note: The talk time can be set to 0~255 minutes, default value is 0 and 0=no limit.

Change flash time

E.g. Change the flash time to 100ms, 31 is the program parameter to change the flash time, the whole string is: *#1235#312#

Note: The flash time has 1~9 levels, 1=50ms, 2=100ms, 3=150ms, 4=200ms, 5=250ms, 6=300ms, 7=350ms, 8=400ms, 9=450ms. Default value is 5.

Auto answer

61 is the program parameter to switch auto answer, E.g. To enable auto answer after 3 ringing,the whole string is: *#1235#613#

Note: 0=disable, 1=auto answer after 1 ringing, 2=auto answer after 2 ringings, 3=auto answer after 3 ringings, 4=auto answer after 4 ringings, 5=auto answer after 5 ringings, 6=auto answer after 6 ringings, 7=auto answer after 7 ringings, 8=auto answer after 8 ringings, 9=auto answer after 9 ringings. Default value is 0.

This function is for connecting external horn speaker.

Voice control

Push the Voice control button to control Voice

Switch between speakerphone and handset mode

Press the speakerphone button to switch between handset and speakerphone mode

Mute mic

Press the M button to mute mic when on the line

Flash

When the machine and one party call, need to transfer to a third party call press R key

Redial

Press the LR key to redial the last entered number

M1-M3

M1, M2, M3 are for speed dialing number keys

Heartbeat for Telephone Management

With this function, you can store a service number to receive the “heartbeat calls” from the weatherproof telephone. Heartbeat call means you can set the weatherproof telephone to call the service number every day or every 7 days. In this way you could know the weatherproof is not alive when you did not receive the heartbeat call at the set time.

Store service number

E.g. Store a service number 135241532 to receive heartbeat call, 71 is the program parameter to store service number, the whole string is:

*#1235#71135241532#

Delete service number

71 also is the program parameter to delete service number, the only difference is no phone number followed the button number, the whole string is:

*#1235#71#

Set heartbeat call cycle

72 is the program parameter to set heartbeat call cycle time, E.g. To set the weatherproof telephone to call the service number every 2 days, the whole string is: *#1235#722#

Note: The heartbeat call cycle time can be 0~9 days, default value is 0=disable the function.

Set heartbeat call time

73 is the program parameter to set heartbeat call time, E.g. To set the heartbeat call time to be 30 seconds, the whole string is: *#1235#7330#

Note: According to above settings, the explosion proof telephone will ring the service number 30 seconds every 2 days no matter the call isanswered or not. Default value=20 seconds. Call time rang can be 10~60 seconds.

15. Service

The explosion proof telephone is manufactured in a facility that adheres to stringent quality standards and is equipped with the latest manufacturing technologies. If you have questions regarding the telephone or if a malfunction has occurred – even after the guarantee period – please contact LightCOM as the distributor in your area.

Please have the type and series number ready (these numbers can be found on the telephone side or on the PCB) when you contact us.

Maintenance and servicing

The telephone is maintenance-free. Still, if the operating area highly contaminated by dust, fat, oil etc., the telephone should be cleaned from time to time.

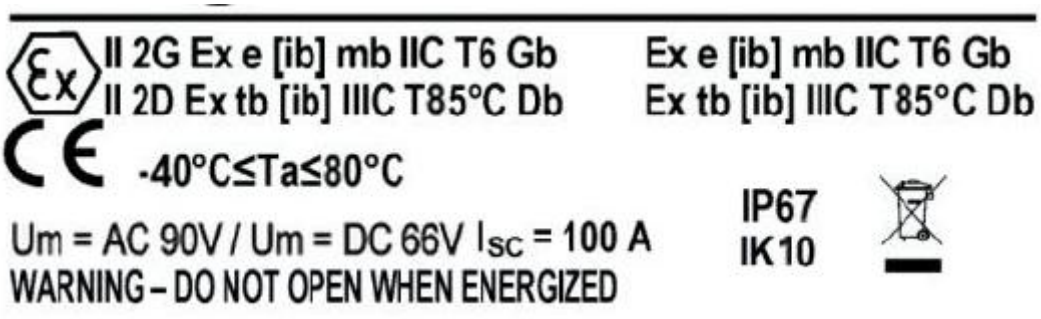
The telephone may only be cleaned using a damp cloth to avoid electrostatic charging. Never use sharp objects for cleaning. During maintenance, check accessible seals for function, e.g. regarding possible damage or positioning. If the seals are damaged, operating the telephone is not allowed. Damaged seals must be replaced.

Waste disposal

The complete telephone should be disposed of as electronic waste. When the telephone is disassembled, plastics, metals and electronics components

are to be disposed of separately. In every single case the national requirements and regulations for waste disposal must be observed.

16. Type Label



17. CE Symbol

We hereby declare this product is in compliance with the Essential Health and Safety Requirements of ATEX Directive 2014/34/EU, EMC Directive 2014/30/EU, Low Voltage Directive 2014/35/EU RoHS Directive 2011/65/EU and Waste of Electrical and Electronic Equipment WEEE Directive 012/19/EC

The appropriate standards, technical regulations and specifications you can take from the attached conformity declaration and the conformity declarations on our Website.

18. Warranty Replacement

1. LightCOM offers free repair for the following products within 1 year, but additional warranties are available at additional cost:

Scope:

- Hardware damage under normal using according to standard operation criterion of LightCOM.
- Other defects authorized by LightCOM.

LightCOM's responsibility for product defects is limited to repair or replacements service as determined by LightCOM in its sole discretion, LightCOM is not responsible

for direct, special, incidental or consequential damages resulting from any breach of warranty or condition.

2. Operation flow of repair

a. Apply for a valid RMA number from LightCOM.

b. LightCOM will check whether the product qualifies for replacement and will respond within one working day via fax or e-mail.

c. Purchaser should send the defective products with original packaging to LightCOM after obtaining the valid RMA number.

d. Within 1 weekdays of receipt of the returned products, LightCOM will send the replacement to the purchaser.

3. Relative explanation

a. LightCOM recommends that you return products by reputable freight forwarders to avoid damage or loss during shipment.

b. LightCOM is NOT responsible for any damage or loss of products during shipment.

c. During the warranty replacement period, LightCOM reserves the ownership of the defective components after replacement.

4. Consider purchasing new equipment

Customers are encouraged to consider purchase of new equipment under warranty, for both the improved reliability of new product, the possibility of a more cost-effective solution, and the warranty coverage provided with the new equipment.

Official Distributor

LIGHTCOM
Reliability in Every Call

LightCOM INC.
487 Morgan Ct, Holland, PA, 18966, US
https://www.lightcom-telecom.com, Phone: +1-267-5067283
mike.lightcom@gmail.com