

USER MANUAL

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ACL MEDICAL DISPLAY SERIES OR-MD®



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1 GENERAL INSTRUCTIONS

Congratulations on purchasing your new ACL OR-MD®. You have decided on a state-of-the-art quality product from a next-generation manufacturer. These instructions will give you a general idea of the steps you have to take for starting up and operating this display system. Please read it even if you are familiar with operating display systems.

This documentation might contain technical inaccuracies and typographical errors, although its information is updated and adapted regularly. We have put great efforts into providing you with correct and generally understandable information, although the manufacturer cannot assume any liability for any errors that might be here. We reserve ourselves the right to make changes in or improve the products described and we are particularly grateful for any suggestions for improvements, indicating any errors and any constructive criticism.

We will use the term “unit” to designate the OR-MD® xx model manufactured by ACL GmbH.



figure: OR-MD® 21 with optional desk stand

2 CLASSIFICATION AND INTENDED USE

The unit is designed for displaying data such as patient information inside and outside of operating theaters, intensive-care wards and similar areas of application. It is intended to assist a signal source device without a display or as its alternative display.

Following Section 6 of DIN EN 60601-1:2013 the unit is classified as below:

- 6.2 protective class I unit
- 6.3 see IP label on your unit, depending on your model IP20 or IP31
An optional IP54 upgrade is available on request for all models.
- 6.4 This unit is not intended for sterilization.
- 6.5 It is not intended for operating in an environment with enriched oxygen.
- 6.6 This unit is suited for permanent operation.

Third-party equipment may be connected in consideration of the restrictions in section 3.1.

The unit is considered as professional ME-Equip according to DIN EN 60601-1-2:2016, paragraph 3.23.

It not is allowed to simultaneously touch the patient and pins of signal input/output components when connecting the unit to other devices.

The unit can be used within the patient environment.

This unit is not suited to be used in direct contact with the patient.

The patient is not supposed to operate or maintain the unit.

Furthermore, it is not allowed to use this unit in private households.

The unit is not protected against explosions.

Only instructed expert personnel may install, operate and maintain the unit.

There is no information required for activities that should avert damage to humans, animals or environment.

3 SETTING UP AND STARTING UP

The unit has been cleaned before leaving our production facilities. However, the units are neither sterile nor disinfected on arrival due to transport conditions and packing. Advices for initial cleaning can be found at section 5.1.

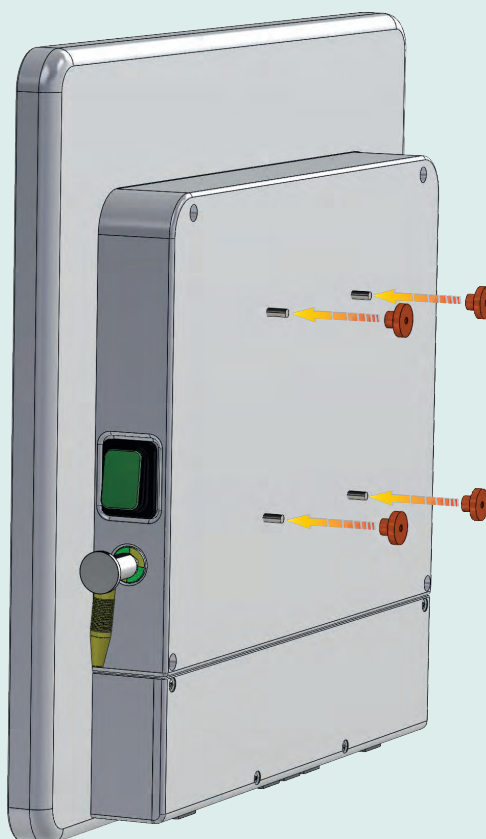
Make sure that the unit and its accessories are complete with the attached delivery note.

Keep the original transport box and packaging in the event that it might have to be transported back (this does not apply to units with on-site service).

We have used a mounting solution compatible to the VESA-100 standard into the backside of the unit to flexibly and independently integrate the it into a wide variety of environments and applications. Various manufacturers offer a whole series of adapters or installation solutions for this. If you want, we can offer you customized installation solutions.

The unit may only be operated in an upright position (do not operate it in any direction at an inclination of more than 30° from the norm). The only unit that may be operated with a screen rotated at 90° (portrait mode) are those specially designated as such (i.e., portrait models). It is not allowed to operate it in impermissible positions (reversed and lying on its head, back or display) because this may damage the unit.

Only use the screws supplied and always use all fastening screws (orange) for correct and save assembly.

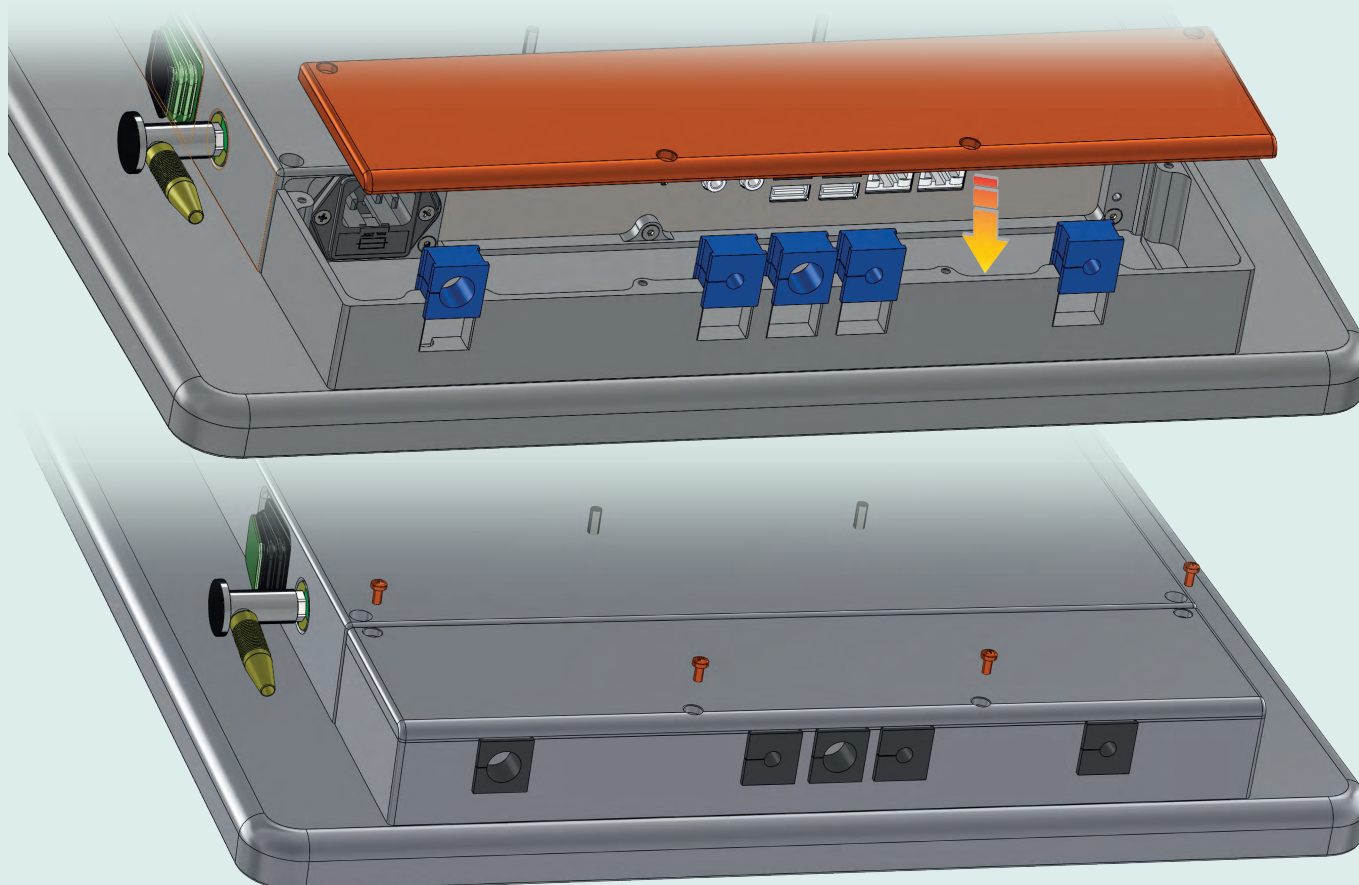


Furthermore, it is necessary to ensure appropriate unit ventilation to protect it from overheating and for reliable and continuous operation. This is the reason why the unit should not be put in a place or under conditions where it is not possible to offer sufficient ventilation for the unit's housing surfaces. Finally, it is not allowed to place or suspend objects or materials on the unit to prevent heat accumulation or an interruption of the air circulation and to protect the unit's mounting from excessive loads.

All service cables should be laid to make sure that nobody steps on them, trips over them or can put heavy objects on them to prevent the hazard of injury and damage to the unit. Make sure that there is a fixed location and/or stable suspension.

If you have chosen the remote control option for your unit you should ensure to keep the IR-receiver within the operating panel freely accessible.

The industrial protection class of your unit can be upgraded up to IP65. If you have chosen this optional upgrade, one of the central elements of the IP65-sealing is the cover for the connector interface on the lower side of the unit. Connect all the required cables to the unit and insert them into the rubber sealings (blue) delivered with the unit. Insert the sealings into the cover. Finally, fix the cover to the unit's housing like indicated on the drawings below (orange).



3.1 CONNECTING THE CABLES AND OTHER UNITS

Only use the supplied cables.

Start off by connecting the potential equalization cable (special greenish-yellow marking) to ensure a sufficient potential equalization between the unit and the user. The unit should not be operated in medical areas without connecting up potential equalization.

Check to see whether your power grid has the correct voltage and frequency before connecting the unit to the mains (refer to the nameplate on the housing). Afterwards, connect all of the needed cable connectors (such as mains cable, keyboard, mouse, serial cables, USB and network) to the unit. To prevent the risk of electrical shock, this unit may only be connected to a supply system with a protective earth. Attaching strain reliefs to the unit is not necessary for the customer.

If you want to completely disconnect the unit from the power system, turn off the mains switch or pull the power plug from the outlet or. Never pull on the cable and always hold onto the plug of the cable when disconnecting the power system connections. Do not set up the unit under conditions that impede the disconnection from the mains.

When creating an electrical connection with other devices or when operating the unit at a mobile multiple outlet, compliance to the latest version of DIN EN 60601-1 has to be ensured. To maintain conformity in this case so-called "decoupled connectors" are available optionally. Data can be transferred through this galvanic isolation without any direct electrical contact. From the electrical point of view the connection of medical equipment on these decoupled connectors is admissible.

Furthermore, a functional unit is created by exchanging data with other devices, especially if this functional unit is intended to be used for medical purpose (i.e. unit is controlling infusion pumps or applied parts are connected). Validity of any assured properties nor conformity to standards for the unit cannot be expanded to the newly created functional unit. Instead, the party which is placing this unit on the market or in the clinical environment is responsible for its conformity with all applicable standards.

Furthermore, there might be unforeseeable interactions or even malfunctions on one or both units if the unit is connected to other units.

We would be glad to provide technical support and resolve unanswered questions.



Figure: Example of a connector interface on the lower side of your OR-MD®

Available connectors will vary depending on the configuration you have chosen for your unit.

3.2 SAFETY INSTRUCTIONS

Please comply with the safety instructions compiled below to prevent fire, electrical shocks, injuries and damage to the unit.

Protect the unit from exposure to strong infrared radiation like i.e. direct impact of sunlight.

Protect the unit from strong magnetic fields like the field close to a MRI.

Protect the unit from exposure to strong electromagnetic radiation. Operation close to HF surgery equipment is allowed for units with optional cable cover as long as the minimum distances listed in Abschnitt 3.3 are maintained.

Protect the unit from exposure to strong ionizing radiation like i.e. the radiation at a C-arm on X-ray devices.

Furthermore, the unit shall be protected from strong impacts and ongoing vibrations.

The unit may only be operated under the following ambient conditions:

	OPERATING	STORAGE
Temperature	0 to 40°C*	-10 to 60°C
Humidity	10 to 90% non-condensing	5 to 70% non-condensing
Altitude	0 to 3.048m 0 to 10.000ft	0 to 12.192m 0 to 40.000ft
Pressure	105 to 70kPa	105 to 19kPa

Store the unit for three hours at the new operating location before commissioning if a difference in temperature of 10°C is exceeded. The unit might be damaged due to fast changes in temperature (i.e. by condensed water).

Prevent the unit from showing the same screen content over a longer period of time because TFT displays might have after images due to the image-sticking effect. Use the Display Off function key to turn the display off if you do not use the unit for a longer period of time (this does not have any impact on the running programs or functions of the unit). A LED in the operating panel indicates the fact that the display is deactivated. Alternatively a screensaver could be used.

3.3 ELECTROMAGNETIC COMPATIBILITY (EMC)

EMISSIONS TEST	COMPLIANCE LEVEL	ELECTROMAGNETIC ENVIRONMENT - GUIDANCE
RF emissions CISPR 11	Group 1	The unit uses RF energy only for is internal function. Therefore, is RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	
Harmonic emissions IEC 61000-3-2	Class D	The unit is suitable for other use than in domestic establishments. The unit is suitable to be directly connected to the public low-voltage power supply network.
Voltage fluctuations/flicker emissions IEC 61000-3-3	complies	

Using other cables than the original ones may affect the EMC. It may also affect the compliance of limiting values assured on delivery.

Output cables, intended for a direct connection to outdoor wiring, are not covered by the assured EMC characteristics of the unit. Herefore, additional inspections might be necessary.

Mounting the unit close to other electrical devices may cause interference effects on both devices. A sufficient distance or shielding between these devices shall be ensured.

The unit is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The user of the unit can help to prevent electromagnetic interference by maintaining a minimum distance between portable mobile RF communications equipment (transmitters) and the unit, according to the maximum output power of the communications equipment, as shown below.

TRANSMITTER MAX. OUTPUT IN W	SEPARATION DISTANCE ACCORDING TO FREQUENCY OF THE TRANSMITTER IN M		
	150kHz to <80MHz $d = \left[\frac{3.5}{U_1} \right] \sqrt{P}$	80MHz to <800MHz $d = \left[\frac{3.5}{E_1} \right] \sqrt{P}$	800MHz to 2.7GHz $d = \left[\frac{7}{E_1} \right] \sqrt{P}$
0.01	0.12	0.12	0.23
0.1	0.37	0.37	0.74
1	1.17	1.17	2.33
10	3.69	3.69	7.38
100	11.67	11.67	23.33

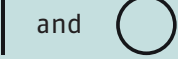
For transmitters rated at a maximum output power not listed above, the recommended separation distance (d) in meters (m) can be determined using the equation applicable to the frequency of the transmitter, where:

- P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer;
- U1 is the maximum strenght of frequency fields according to IEC 61000-4-6 ist (3V RMS outside the ISM band, 6V RMS in the ISM- and amateur radio band);
- E1 is the maximum strenght of frequency fields according to IEC 61000-4-3.

Note: These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

3.4 GRAPHICAL SYMBOLS

The signs and symbols below may have been used on your unit depending upon the equipment furnished on your product:

SYMBOL	MEANING	SOURCE
	CE symbol	2006/95/EG Annex III or 93/42/EWG Annex XII
	MEDICAL – GENERAL MEDICAL EQUIPMENT AS TO ELECTRICAL SHOCK, FIRE AND MECHANICAL HAZARDS ONLY IN ACCORDANCE WITH ANSI/AAMI ES60601-1: A1:2012, C1:2009/(R)2012 und A2:2010/(R)2012, CSA CAN/CSA-C22.2 NO. 60601-1:14	Underwriter Laboratories LLC
	EAC symbol	CU TR 004/2011
	This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. FCC ID: 2AUWB1	47 CFR Part 15
	international protection marking	IEC 60529
	general mandatory sign	ISO 7010-M001
	instructions available in the manual	ISO 7010-M002
	do not touch	none
	direct current	IEC 60417-5031
	alternating current	IEC 60417-5032
	connection to or disconnection from the mains	IEC 60417-5007 and IEC 60417-5008
	protective earth	IEC 60417-5019
	potential equalization connection	IEC 60417-5021
	manufacturer	ISO 15223-1
	date of manufacturing	ISO 15223-1
	WEEE	2002/96/EG Annex IV
	barcode scanner	-
	RFID scanner	-
	ACL driver set	-

4 OPERATION

You can use the Standby button to turn the unit on and off. This does not disconnect the power supply from the mains though.

Your unit is equipped with a capacitive operating panel. You can simply touch the glass pane above the symbol to trigger the key. To prevent the panel from trigger events during wipe disinfection you need to hold your finger on a key for at least 0.3.

4.1 OPERATING PANEL

The unit operates with the operating panel on the front. The key and LED layout varies according to the equipment you chose for your unit.

The following key functions can be included:

FUNCTION KEYS		LED DISPLAYS	
	turn unit on/off – standby no separation from the mains		red kein Signal
	call up the OSD menu		green ready to operate
   	navigate the OSD menu		on unit operating
			flashing unit in standby
			off not connected to the mains



example figure: OR-MD® key panel

5

SERVICING

5.1

TIPS FOR CARE AND HYGIENE

The unit cannot be sterilized.

All kind of wipe disinfectants that are listed below can be used for cleaning the unit. The original list with all active substances and product names is available on the Website of the "Robert Koch-Institut "with the title "Liste der vom Robert Koch-Institut geprüften und anerkannten Desinfektionsmittel und -verfahren" (source: Bundesgesundheitsblatt 12/2013) or from ACL in German.

The active substances in the following table are expected to be harmless for the unit as long as the listed limits are observed. The table does not represent a medical evaluation of the effectiveness of these substances.

ACTIVE SUBSTANCE	MAX. CONCENTRATION IN %	MAX. EXPOSURE IN MINUTES	EXAMPLE PRODUCTS
alcohol	100	360	Bacillol® 30 Foam Meliseptol
biguanide	8	360	Incidin Plus
chlorine, organic or inorganic substances with active chlorine	10	360	Incidin perfekt Optisept
lye			Kalkmilch
per-compounds	8	360	Incidin active Terralin PAA
phenol or phenolic derivates	6	360	Helipur

The following detergents and agents are unsuitable for cleaning:

- acetone
- citric acid
- cleaning liquids basing on crude oil like petroleum, turpentine or oil

Using cleaning pads, rough sponges and cloths might damage surfaces and sealing material.

Please make sure that the unit is cleaned and disinfected with an appropriate cleanser every time it is sent back for repair. If you are not able to do so mark the unit as contaminated and use safety foil to seal it twice.

To ensure the necessary health conditions for our employees we reserve ourselves the right to initiate suitable measures on contaminated units at your costs or to refuse the unit at all.

5.2 MAINTENANCE INTERVALS AND WEAR PARTS

All units are designed for 24/7-operation. This is resulting in highest requirements to components and materials. To ensure the reliable operation under these harsh conditions we recommend to replace the following components prophylactically:

COMPONENT	EXCHANGE AFTER	NOTE
Panel	30.000 hours of operation	no pretreatment required
grommets in cable cover	if necessary	clearly visible abrasion indicates the need to change the grommets

We would be glad to submit an offer for these maintenance tasks.

No consumables are required.

5.3 FAULTY SIGNALS AND ALARM SIGNALS

Shut the unit down if you discover any mechanical damage to the housing, display or service cables. You should have service check the unit in this case because operating the unit with damaged components can cause further damage.

Disconnect the unit from the network immediately in the following cases and get in contact with the manufacturer or authorized service technician:

- unusual odor or smoke
- a high level of heat escaping from the unit
- damage to the power cable or plug
- faulty unit functioning although you followed the operating instructions
- substantial changes in the unit's behavior that indicate that it needs service
- mechanical damage to the unit or its frontal glass plate (such as due to a fall)
- unusual noises from the unit during operation

Restart the unit in the following situations and check the environment for strong sources of EMC radiation and for any non-conformities with the minimum distances from transmitters listed in section 3.3:

- picture interferences
- short sporadic signal loss
- key panel triggered without user interaction

The unit does not have an alarm system.

5.4 REPAIRS

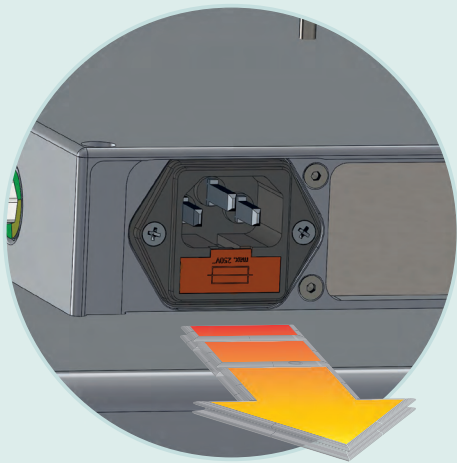
Diligent testing of the unit is guaranteed by the manufacturer. He is responsible for safety-related characteristics within the legal limits only if repairs and modifications are performed by personnel authorized and trained or supervised by ACL and if the unit and its accessory are used according to the rules of the intended use. Therefore, there are warranty seals on or in your unit. Once a seal is broken an expiring warranty has to be assumed. Service personnel may be trained and certified by ACL only.

After being trained by ACL GmbH you can execute the agreed service activities, for example exchanging several components, on your own. Please contact the manufacturer at the address in section 6 for training and advisory as well as the service manual.

Incorrect repairs are a safety risk. You should not apply your own setting or adjusting methods if they do not comply with the unit's specifications or use components not supplied or approved by ACL GmbH because that might damage the unit. Finally, it is not allowed to make any changes or modifications in the unit or take actions to boost performance beyond the original settings without the manufacturer's permission.

There is one fuse for every phase of your unit. It's characteristics are:

Manufacturer	Schurter AG
Model	5x20mm SPT series
Operating Voltage	250 VAC
Ampere Rating	4A
Characteristic	T
Breaking Capacity	1,5 kA @ 250 VAC 10 kA @ 125 VAC

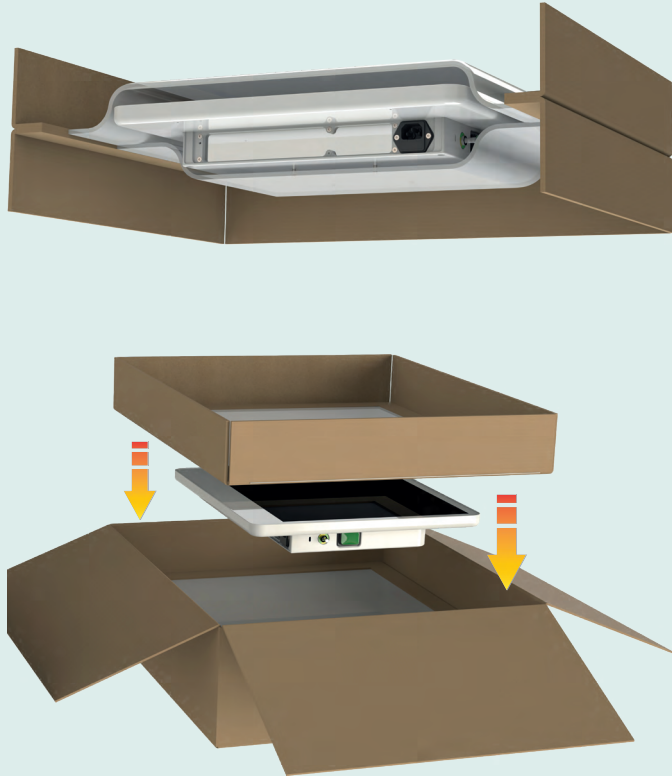
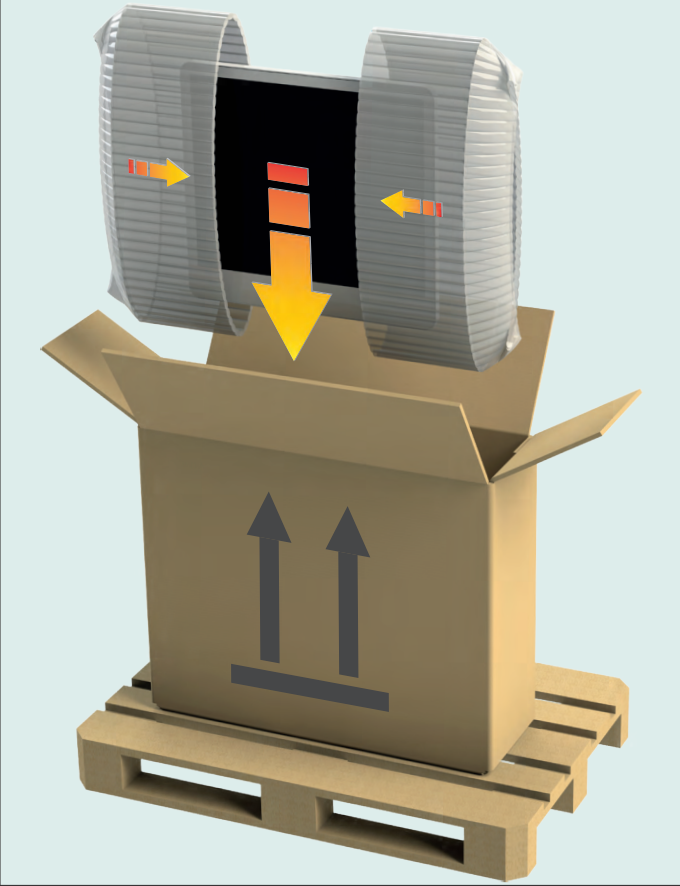


To change a fuse remove the cover (orange) on your mains filter like indicated on the picture. Thereafter, you can remove and replace your fuse.

5.5 INSTRUCTIONS FOR TRANSPORTING ACL UNITS

Please use ACL transport systems only to avoid any damages due to transportation conditions. If you need an appropriate transport system, we can send you all required materials for your unit at net costs. Components might be damaged if improper transport systems are used. Therefore, please take care of a careful handling during loading and transporting processes. Ensure the compliance with the transport conditions described in the unit's manual and on the transport label.

Choose the appropriate transport box depending on the model name on the type plate:

OR-MD® 15 TO OR-MD® 24	OR-MD® 27 AND OR-MD® 32
Remove all cables, mounting systems and other accessories. Place the unit between the swing foils. Press both swing foils onto each other. The unit shall not have any space to move between the foils. Place the accessory box on the upper swing foil. Use a knife to cut down all four carton corners until the swing foils have no room left for movements inside the carton. Close the carton.	Remove all cables, mounting systems and other accessories. Attach the airbags to two opposing sides of the unit and place it in the carton. The carton shall be fixed with tension straps onto a pallet in an upright position. Transporting the carton in a lying position might damage the unit! The carton must not be larger than the pallet.
	

5.6 ENVIRONMENTALLY CORRECT DISPOSAL

This section applies for returning old electrical and electronic equipment in the countries of the European Union.

Users of electrical and electronic equipment are obliged to collect old equipment separately. Old electrical or electronic equipment may not be disposed of together with the unsorted domestic refuse (residential waste) because separate collection is the prerequisite for re-use, recycling and using old electrical or electronic equipment to drive down resource utilization.

Please get in contact with the manufacturer at the address given in Section 6 or with an authorized disposal company for returning your old units. We would be glad to advise you as to the options for disposing of your ACL unit. Return can be refused for old equipment that constitutes a risk to human health or safety due to contamination during usage.

The Directive of the European Union states that electrical or electronic units designated with one of the symbols below may not be disposed of with residential waste.

returning batteries:

The directive of the European Union states that batteries designated with one of the symbols below may not be disposed of with residential waste. The chemical symbol for the heavy metal contained in it is given below the trash dumpster with batteries containing pollutants.

Cd	cadmium
Hg	mercury
Pb	lead



6 GETTING IN CONTACT WITH THE MANUFACTURER

You can get in touch with us at the following address:

ACL GmbH
Apelsteinallee 5
04416 Markkleeberg
Germany

phone: +49 (341) 23078 - 0 8 a.m. to 5 p.m. Monday-Friday
fax: +49 (341) 23078 - 99

email: service@acl.de
website: www.orpc.com

7 IMPRINT

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8 WARRANTY AND GUARANTEE

Thank you for purchasing a quality product from ACL GmbH. We have developed our products to meet high technical and quality standards. To maintain this quality, there are some assurances that you as a customer are entitled to claim in the event of material or processing faults in the product you have purchased. We will use the terms guarantee, warranty and service to describe the differences between those assurances.

“Warranties” correspond with the legal claims on product liability of the country in which you have bought your unit first from ACL GmbH.

The “guarantee” granted establishes ACL GmbH’s own voluntary obligation as the manufacturer towards first-time purchasers of new units. This guarantee does not extend to units that are bought as used units.

The term “service” is used through this section to state generally applicable items of information on both, guarantee and warranty.

You can find the precise type and term of guarantee or warranty for your ACL product in the description on your original invoice and original delivery note.

You cannot assert any other or more extensive claims from the guarantee than those described here. Regardless of this, there may be guarantees of ACL sales partners or other third parties along with this manufacturer’s guarantee that you can also assert against them.

8.1 THE WARRANTY

The warranty period is 24 months and the warranty commences on the day that a customer of ACL purchases the product for the first time (the date of the original invoice or the date of the original delivery note). Please bear the fact in mind that you can only assert claims when you submit the original purchase voucher or original delivery note. This is the reason why you should always store these documents. The unit’s designation and the unit’s serial number have to be noted on the invoice/delivery note.

If you purchased your unit in one of the countries that the guarantee laws does not have a regulation for, you can see the type of guarantee and term of the guarantee in the invoice or delivery note from the first-time sale of the product to a final customer.

Furthermore, you have to assert warranty claims to ACL GmbH or the responsible sales or service partner without delay after discovering the fault. This manual contains a list of important phone numbers in section 6 and you can also find a current list of important phone numbers and contact persons on our website at www.or-pc.com.

8.2 THE GUARANTEE

Finally, there is the possibility of purchasing services from ACL GmbH and its sales partners for an additional price to expand the scope and term of the guarantee. These are the available types of guarantee:

BRING-IN GUARANTEE

The customer brings the defective unit to a qualified ACL service point in consultation with ACL GmbH. In the event bringing the guarantee into operation, ACL GmbH shall pay the costs for the worktime accumulating and the material or replacement part needed. The transport to the qualified ACL service point and back shall be at the customer's risk and expense.

LIMITED BRING-IN GUARANTEE ON COMPONENTS

The scope of the guarantee can differ from that of the product that you purchased the component with on the following components. You can find any existing restrictions in the term of the guarantee for the following components in the attached guarantee document or original invoice/original delivery note.

external keyboard, mouse, barcode scanner and other connection parts
storage batteries and USV
installation system, mounting device and trolley

Please bear the fact in mind that there might be a separate guarantee from another manufacturer for some components. Please do not hesitate to get in contact with the address specified in Section 6 if you have any questions.

GUARANTEE WITH ON-SITE SERVICE

The customer reports a defective unit to ACL GmbH by email or phone. If ACL GmbH cannot correct the malfunction on the phone, an ACL service partner will repair the fault at the customer's location.

Please do not hesitate to get in contact with us for questions on the service territory. We have attached a list of phone numbers to your product and you can also find a current list in internet under www.or-pc.com. In the event bringing the guarantee into operation, ACL GmbH shall pay the costs for the working time, travel time, any necessary transport and material or replacement part needed. Beyond this, if the guarantee with on-site services provides for a certain reaction time, the service partner generally arrives on the customer's premises in this time.

Any further claims of the party entitled to the guarantee beyond those explicitly specified in these guarantee conditions shall be ruled out to the extent that ACL GmbH has a mandatory legal obligation or liability pursuant to the applicable national law. This shall particularly extend to claims to compensation for consequential damage, lost profit, lost data, lost information or damage due to an interruption to operations.

8.3 SCOPE OF AND PERFORMING SERVICES

In the absence of other regulations, the service includes all material and processing faults occurring for the specific term of the guarantee. Maintained services neither extend the guarantee nor warranty period, nor do they set a new period in motion. The period for installed replacement parts ends with the guarantee or warranty period for the entire unit.

Defects are excluded from the guarantee that result from anything else than proper operation where proper operation means operating the product under the conditions described in the operating instructions or product documentation. The guarantee restricts itself to manufacturing the hardware performance features and the state that the original product had before the defect.

It shall be sufficient that the product affected complied with the test requirements in conformity with ACL's specifications for the original product in conformity with the product data sheet. ACL GmbH's service does not constitute restoring customer data or software.

The Service is done by repair or replacement at ACL GmbH's choice within the conditions above. Defective components are replaced with new or as-new components in the event of material and/or processing faults or the entire product may be replaced with the same or a functionally equivalent product. In any event, the value of the service shall be restricted to the value of the faulty product.

The defective components removed from a product in the framework of an event bringing the service into operation shall become the property of ACL GmbH.

Finally, ACL GmbH or authorized service partners shall provide services at the work times set locally that may vary based upon national or regional customs.

8.4 THE SERVICE PROCEDURE

If errors according to section 5.3 have occurred, in case of a complaint, when the unit is damaged or in case of return due to routine testing or modification we have enabled a process to ensure processing as fast as possible as well as a clearly identification of your unit.

Please choose one of the following ways establish a contact with us:

1 - WEBSITE

Please visit our Website and fulfill the form at the Support/RMA section as completely as possible:

<https://www.orpc.com/en/support/>

2 - PHONE

Please contact us at the phone number from section 6. We will need the following information:

- your name and a phone number or mail address where you can be reached
- the serial number of your product
- if the unit is bought from a vendor: the model designation and article code of the product, the date and name of the vendor you have bought the unit from
- a brief description of the problem
- an address we should send the unit to, once it is repaired
- optional: a process number that we will use in all related documents

3 - FAX

Please contact us at the fax number from section 6. Please ensure that the information above are part of the fax, if possible.

Afterwards you will get a reply via eMail from our service department containing your RMA process number as well as queries from our service team if a problem needs to be specified. Disinfect the unit. Send it back to ACL GmbH considering the hints from section 5.5. Add the process number on the shipping package or add the printed ACL answer email to your shipment.

Your RMA-process will be dealt with after arriving at ACL GmbH. You can request the current status of your RMA-process anytime. Therefore, please have your process number ready.

Furthermore, we always recommend securing data when using computer hardware or software and it is absolutely necessary to save data before service activities because we cannot ensure in every case that data is not lost at the service call. Please also bear the fact in mind that you as the unit's user bear the exclusive responsibility for complete data save including the application and operating system software. ACL GmbH's liability shall be explicitly ruled out for data and information losses when performing the guarantee.

8.5 DISCLAIMERS

Following states are not part of the service:

- insignificant errors or departures from the product quality that are irrelevant to the unit's value and intended purpose
- providing and installing BIOS, driver or software updates/upgrades
- resetting safety functions or erasing passwords
- saving or restoring customer data or software
- re-installing software/operating systems that cannot run any longer (such as by deleting files relevant to the unit, faulty system settings or malware)
- running integrated, loaded or supplied software without interruptions or faults and the quality, performance, marketability or suitability of said software or your product documentation for any purpose even if it was delivered together with an ACL product
- wear and tear on all wear parts described in manual
- consumables
- replacing used batteries and decreasing storage battery capacity
- pixel faults on screens within the acceptance level as agreed in the order documents

Furthermore, the service does not include diagnosing and rectifying malfunctions caused by:

- customers or third parties using or handling the unit improperly or inexpediently (such as screen breakage, damage to the mechanism or housing and defective cables or plugs)
- damage during shipment, if the device was sent back to ACL by the customer ignoring the transport instructions like i.e. indicated in section 5.5
- actions that do not satisfy the requirements of the products manual
- repairs, settings or changes on the unit or its accessories by no authorized personal
- overclocking and other performance boosts without manufacturers permission
- running software with hardware requirements above the capabilities of the unit
- force majeure (such as lightning striking, floods or wars)
- extraordinary environmental influences (such as excess voltage or magnetic fields) or other circumstances beyond the control of ACL GmbH.

The guarantee claim shall expire

- if ACL products have or are used with parts, components or peripheral units not approved by ACL GmbH for the specific application
- if services/repairs or other modifications to the product are carried out by persons not authorized by ACL GmbH (warranty seal broken)

unless the defect can be proven not to have been caused by these events or be their consequence.

8.6 OTHER SERVICES

In this framework, we would like to point out the option of purchasing an extension to the scope of the guarantee/-customer service for your ACL products in accordance with your personal needs. You can get more detailed information on this directly from ACL or our sales partners. ACL guarantee extensions shall be subject to the conditions described in this document that others may be added to. You will be handed out the conditions applying to ACL guarantee extensions when you purchase your unit or they are available from ACL GmbH.

8.7 APPLICABLE LAW

This guarantee shall be subject to the applicable law in the country where the final customer first purchased the product from the dealer and it shall be interpreted in agreement with it. The convention on treaties for the international sale of goods shall not apply.

9 DATA PROTECTION

We would like to point out to you that data surveyed from you when drawing up or processing the order are electronically recorded, processed and analyzed and are used for the purpose of quality assurance. We assure you that this data is treated pursuant to the DSGVO. We would be glad to notify you at your request and at no charge whether and what personal data we have stored on your person. You can call us and notify us at any time if in any specific case you do not want your personal data to be stored. A complete data protection declaration can be found on the website listed in section 6.

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