



# DS ONE USER MANUAL

MANUAL / Reference : MAN\_DSONE\_EXTEQ\_EN\_V1.1





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## Revision of the manual

Due to software updates, your experience of the software interface (including but not limited to software features, user interfaces, and interaction experiences) may differ from the interface presented in this manual. The software interface is subject to change.

EDITION / REVISION	REFERENCE	DATE	UPDATES PARTS
First edition	MAN_DSONE_EXTEQ_EN_V1.0	March 2023	-
Second edition	MAN_DSONE_EXTEQ_EN_V1.1	January 2024	Warranty pg, Optimus pg, 17-21 Sc pg

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# Introduction

**ABOUT //**

E-XTEQ is a battery diagnostic tool and equipment manufacturer with a broad spectrum of knowledge and understanding of battery technology for Industrial, OEM and Aftermarket Maintenance including EV/HEV applications.

Our mission is to be a passionate global leader of innovative measurement solutions by providing premium testing equipment and unsurpassed services to our valued customers and partners.

The DS One is a handheld tester, providing a customizable solution to diagnose 12V lead batteries. The DS One is able to provide the State of charge (SOC) and State of health (SOH) of a 12V lead battery whether on-board or outside the vehicle.

Its ergonomics and color interface, available in 27 languages, have been specially designed for the after-market environment, and will allow the user to master the equipment without any special training.

The optional integration of customers' database simplifies its use and the monitoring of the procedures.

All the tests and results are stored in the device to guarantee complete traceability of job history.

Different measuring devices, integrated or available as accessories (connected through dedicated inputs), enable the DS One to provide additional information, necessary for the vehicle diagnostic.

Several options, like docking station and thermal printer will improve its efficiency.



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# Safety Guidelines 1/2

## Please read the safety guidelines carefully.

This section indicates the areas that need to be protected in order to prevent harm to people who use this equipment, damage to property and to enable proper use of this product.

**MAINTENANCE AND STORAGE //////////////**

Keep this product dry. Do not expose the DS ONE to rain, snow or other moisture.

Discontinue use and contact technical support if an overheat event has occurred, or if corrosion or deterioration has been identified in the cables or other parts of the product.

**BEFORE USE //////////////**

Keep the exterior clean and free of dust.  
Do not disassemble or modify the main unit as it may cause an electrical shortage or fire.  
To reduce the risk of electrical shortage, unplug the AC power plug before cleaning and maintenance.

**Extreme caution: Keep liquids and conductive tools away from the DS ONE while operating.**

When operating the equipment make sure the surface is dry and clean to minimize any risks.



The battery contains chemicals that may generate explosive gases. Before handling the battery/module, remove all metal accessories such as rings, bracelets and necklaces. Short circuit at battery terminals may cause burns. Do not place batteries near flames or other heat sources



The battery fluid is highly corrosive. If the battery fluid gets on your skin or clothes, immediately wash it with soap and water. If electrolyte gets in your eyes, immediately flush with cold water for at least 10 minutes and seek medical attention.

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# Safety Guidelines 2/2

**SAFETY REMINDERS //**

Do not use extension cords as there is a risk of fire and electrical shortage.

If use is necessary, check that the extension cord has the following:

1. Identical plug, cable size and the same electrical wiring as the DS ONE.
2. Make sure the equipment is securely connected before use.

When unplugging the cord from the outlet, hold the frame of the plug to avoid damaging the plug or power cord. Pulling the cord may cause the cable plug to break. Replace power cord immediately if damaged.

If the outlet shape does not fit the plug, please contact the E-XTEQ service department.

Phone: [1.877.453.3265](tel:1.877.453.3265)

E-mail: [support.usa@e-xteq.com](mailto:support.usa@e-xteq.com)

**DISASSEMBLY/DAMAGE/REMOVAL //**

Do not disassemble the product or damage or remove the stickers or labels on the product. If the product's case has been disassembled or damaged by the user, all warranties will be void. Always contact a designated E-XTEQ Service Center for repairs.

Do not insert metallic objects into the unit to prevent electric shock, fire, short circuit, possible leaking of harmful substances and personal injuries. Do not store the product in a wet or humid place. Always store the product in a dry place.

**CLEANING THE PRODUCT //**

It is recommended that you clean the product by wiping it gently using a soft cloth. Do not use water, chemical substances or detergents. They may cause discoloration or corrosion to the product's exterior and may cause a fire or electric shock.

**INFORMATION INTERNAL BATTERY //**

Product Name: Lithium-Ion Polymer Rechargeable Battery

Model Number: HCP104060ZC

Cell Type: HCP104060

Voltage/Capacity: 3,7V / 3000mAh

Recommended use: Charge with specific charger according to product specification. Charge with CC/CV model.

When not using cell for long periods of time, remove it from the equipment and store in a place with low humidity and low temperature. Batteries have life cycles. If cell powers equipment a much shorter time than usual, please replace the cell with a new one. Battery would be over-discharged by its self-discharge characteristics if the battery is not used for a long time. In order to prevent over-discharging, the battery shall be charged periodically to maintain between 3.7V and 3.99V/cell.

Restriction on use: Reverse charging is prohibited, for it will deteriorate the cell performance and lead to safety issues such as heat and leakage. Stop using the cell if abnormal heat, odor, discoloration, deformation or abnormal condition is detected during use, charge, or storage. Do not put battery into a microwave oven, dryer, or high-pressure container.

It is prohibited to use the battery close to fire or in areas where temperatures are above 113°F / 45°C. Also, do not charge / discharge in such conditions.



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# Getting Started 1/3

## SAFETY REMINDERS //////////////

Please review the safety guidelines in this manual before using the DS One.

When unplugging the DS One, pull on the plug itself rather than the cord to reduce the risk of damaging the power plug or cord.

The DS One is designed for indoor use. Use outside in dry weather only.

## APPEARANCE AND DIMENSIONS //////////////

**Dimension Details:**

Metrics: 205 x 128 x 47 (mm)  
Imperial: 8.07 x 5.04 x 1.85 (inch)

**Weight:**

Kilogram: 680 (g)  
Pounds: 1.50 (lbs.)





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## PRESENTATION //////////////



- |                                  |                                 |
|----------------------------------|---------------------------------|
| 1 IR Thermometer + Laser Pointer | 8 Start Test                    |
| 2 Optical Code Reader            | 9 Cancel, Previous Step         |
| 3 Wi-Fi Connection to the Net    | 10 OK, Next Step                |
| 4 Battery Status                 | 11 Navigating Arrows            |
| 5 Clamps Connection              | 12 Power On/Off                 |
| 6 Wi-Fi Network Connection       | 13 RJ45 Connection              |
| 7 Error Mode Indicator           | 14 USB Connection / charge port |

## JOB STORAGE //////////////

The DS One has expandable storage through an SD card located on the right side of the tool inside the silicone protective shell.

The tool comes with a 16 GB removable SD card. Acceptable sizes for replacements are 4GB, 8GB and 16GB formatted with FAT32 file system.







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## ACCESSORIES //////////////

The DS One is delivered with:

Durable Plastic Case



Power Supply

Switching adaptor USB 5V with 3 interchangeable heads (US-EU-UK), and a 2.62ft / 80cm USB charger cable USBA to USBB is supplied with the DS One.



Cable with Clamp

Small Kelvin Clamp Assembly with 4.59 ft/1.4m Cables.

The cable will be used to connect the battery to the DS One.





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# Initial Setup 1/8

**POWER CABLE CONNECTION AND POWER ON** // // // // //

DS One is equipped with a Lithium-Ion Polymer Rechargeable Battery. To recharge its internal Li-Po battery, the DS One is equipped with a transformer (110-220V) and worldwide power adapters.

**Voltage - 100 - 240 V**  
**Frequency - 50/60 Hz**  
**Consumption - 0,3A Maximum**

Before using the DS One for the first time, it is recommended to fully charge the internal battery. When the DS One is connected to a power supply, it will start automatically.



Connect the USB B side power cable to the DS One.



Connect the USB A side power cable to a USB port.



Or use the switching adapter by putting the corresponding plug adapter for your installation.



Connect the USB socket A to this one.



Plug into a standard electrical socket.



When the battery is full, the logo on the DS One display will change from charging to full.

**BATTERY CABLE CLAMPS CONNECTION** // // // // //

Install the clamps on the side of the remote.



When the tester is first connected to a battery, it operates as a voltmeter until the action is validated.



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## OPTIMUS //////////////

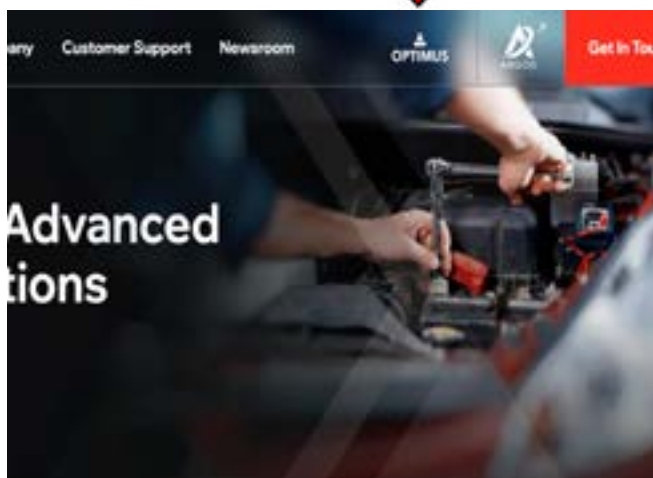
### Optimus installation

All diagnostic data (jobs) performed by DS One are stored and can also be uploaded into a dedicated program: OPTIMUS.

When a new software update is released, OPTIMUS will automatically propose to update the DS One when it is connected via its dedicated USB cable.

To download OPTIMUS, open a web page on the computer and go to the web site: <http://e-xteq.com>.

Click on the OPTIMUS tab.



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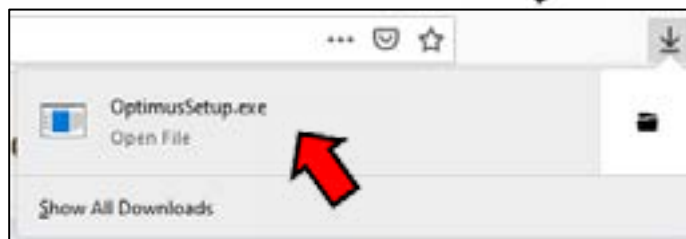
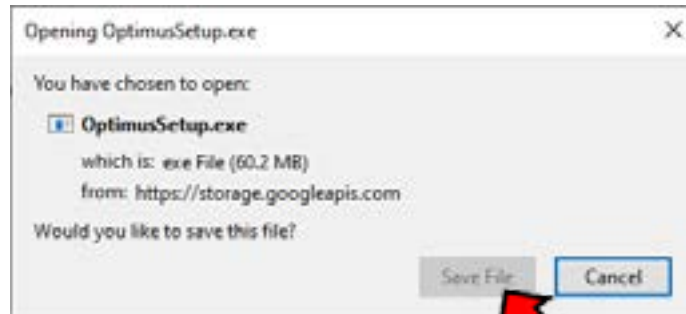
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# Initial Setup 3/8

**OPTIMUS** // // // // //

Once the download is finished, you can save and open the executable file «OptimusSetup.exe».



The first time OPTIMUS is used an account must be created. Click on "Don't have an account yet?"



Fill in all the empty fields, click on "I'm not a robot" then "Register".



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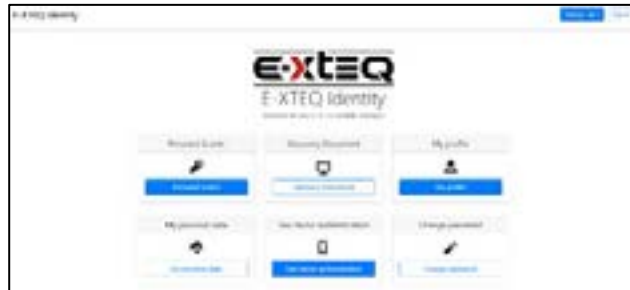
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# Initial Setup 4/8

**OPTIMUS** // // // // //

An internet page will open with your settings.  
 Meanwhile, you will receive an e-mail to confirm your address.



It's very important to confirm your e-mail address by clicking on the link received (If the link isn't clickable from the e-mail body, copy and paste in a web browser).



The window below will verify that your email has been confirmed.

**USING OPTIMUS** // // // // //USING OPTIMUS

Depending on the configuration of your computer, installation may be necessary to create an authorization to ARGOS IP Address: 35.204.186.65.

You can now use OPTIMUS, using your credentials.





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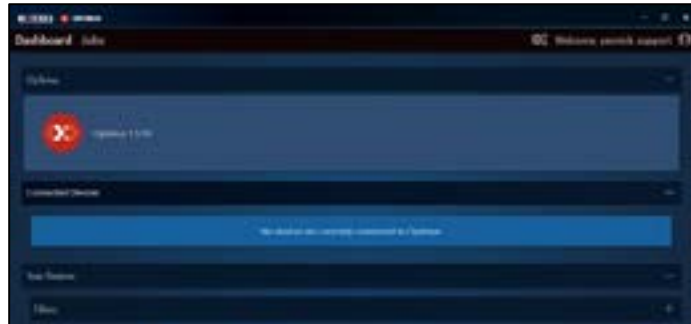
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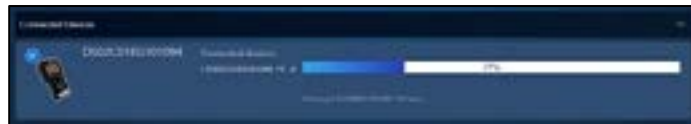
# Initial Setup 5/8

## USING OPTIMUS // // // // //

You will then have access to your dashboard.



When connecting your tool, it will appear in « Connected Devices ». All the recorded jobs files will be transferred automatically.



Clicking on the image of the product will give you access to its own dashboard.



If a new software update is available, this update will be proposed. If the latest version is already installed, "Your device is up to date" will be displayed.





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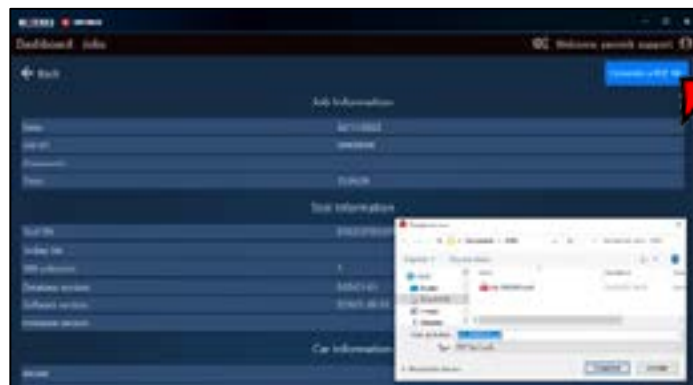
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## USING OPTIMUS //

Job history can be found under the "Jobs" tab. They can be filtered and exported into a CSV file



"Apply filter" will show a list of jobs. Click on the job to see the detail. It is possible to generate a PDF file.



When leaving Optimus, please click the eject button to be able to get out of the USB connect mode.



## UPDATE //

### OPTIMUS SOFTWARE

DS One is delivered with a Software Installation Guide (OPTIMUS). Optimus connection is mandatory for product updates and is useful for data (history) storage.

To install OPTIMUS on your PC, you can follow the instructions on the Software Installation Guide or the detailed instructions in the "Optimus installation" section of this manual.

Your recently delivered device may need an initial update.

### REMOTE UPDATE

To update the remote, please connect to Optimus. When connecting the DS One to Optimus (for job download) a new software update will be proposed if available.





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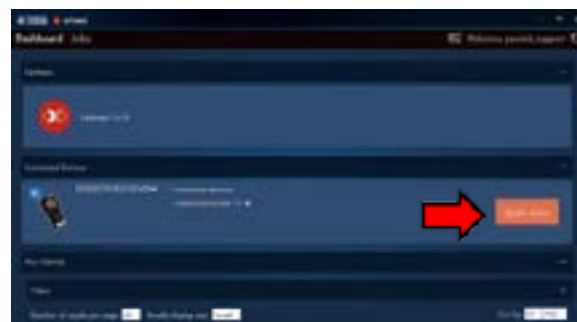
# Initial Setup 7/8

**UPDATE** // // // // //

The following message will then appear:



On OPTIMUS software:




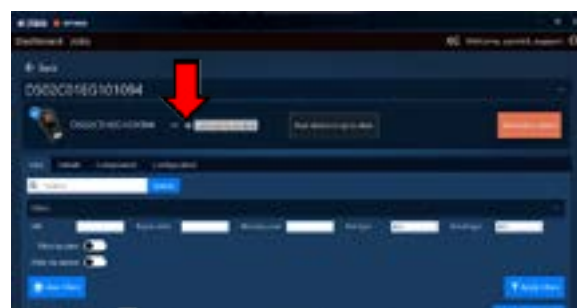
The device will appear on your dashboard. You can update by clicking on "Update Device". Click on the image of the product to view the dashboard.



On the device dashboard you can also update by clicking on (Update to DSA\*\*\_\*\*\_\*\*).



 The update will begin and the yellow bar will appear signaling to not disconnect the device during this step.



When the update is finished, please click the eject button to be able to get out of the USB connecting mode.



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**DEALER ID CODE (BUSINESS ASSOCIATE CODE) // // // // //**

Once the DS One has been updated, follow the steps below to enter the dealer identification code into the tool.



Dealer ID code (BAC) is not mandatory.



1. Click on the Settings Icon.



2. Click on the Information Icon.



3. Click on the BAC Icon.



4. Input your Identification Number and Press Enter(check mark), then Back(left arrow) to Save.



Dealer Identification Number will be recorded, no need to re-enter after initial setup.

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# Settings 1/3

**PREFERENCES // // // // //****Personalize the user experience**

From the Main Menu, the "Settings" icon allows the user to personalize the user experience.

**Languages**

From the Settings Menu, choose "Language" and then select your preferred language.

**Units**

Units can be set up on DS ONE. The user has the option to select between Celsius and Fahrenheit.

**Auto Sleep**

DS ONE is equipped with energy saver mode to reduce power consumption automatically if the device is not used for a certain period of time. The device will power off automatically after 5 minutes if device is not used. It can be disabled or can be set from 1 to 60 minutes.

**Date and Time**

Date and Time will be set automatically during and update, however, there is a manual setting of the date and time.

**Wi-Fi Settings**

In order for the DS One to save the diagnostics tests performed on the ARGOS dedicated server without the use of Optimus, it must be connected to an internal network.

**Tool Box**

"Tool Box" has a Voltmeter and a thermal IR temperature reader.

**Sounds and Haptics**

The user has the option to turn the sound and haptics on or off in the settings menu.

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# Settings 2/3

**WI-FI CONNECTION // // // //**

Select the "network connection" icon.



Choose your Wi-Fi connection.



Select "Edit" icon for a manual selection.



Enter the password using the navigating arrow icons.



Or select "barcode scan" to scan the password.



Select ✓ icon to connect to ARGOS (Cloud Management).



The connection to ARGOS will allow the transfer of jobs without a wired connection to a PC.

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# Settings 3/3

**OTHER SETTINGS** // // // // //**Information**

The Information Menu will give access to different extra settings and data about the tool.

**About**

"About" icon gives information regarding the Remote including serial number, software version, and more.

**Update**

"Update" icon gives information about how to update the device. Updating application can be downloaded at [www.e-xteq.com](http://www.e-xteq.com)

**BAC**

Select "BAC" (Dealer Identification Number) Icon to input BAC Code manually or by using the Barcode Scan. Press Enter, then Back to Save (see also p.13/45).

**Support**

"Support" icon gives information about how to contact technical support for assistance.



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# Diagnostic 1/4

## DIAGNOSTICS // // // // //

The Main Menu is the home screen of the tool. It gives access to all the available features of the DS One. Internal Resistance test (CCA Test) is provided by the DS One to determine the SOC and the SOH based on the battery voltage (V) and the internal resistance (mOhm).

Press the ✓ button on the keypad to go to the next screen.



## VEHICLE SELECTION FROM VIN // // // // //

Select "VIN" to access the different ways to enter the VIN.



Select "Scan Input" to scan the VIN of the vehicle.



Select "Key Pad Input" to manually input the VIN of the vehicle.



Use key pad to type in VIN.



Press ✓ to start the process





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**MANUAL SELECTION OF BATTERY //////////////**

If a vehicle is not in the Database, a Manual Selection of the battery characteristics is available. Select the "Manual Mode".



First select the battery type



Then the battery standard.



Use the navigating arrows of the keypad to enter the value indicated on the battery (CCA value in this example).

**START DIAGNOSTIC //////////////**

Once the characteristics of the battery are selected (either by Database selection or manually entered), the tool will ask to measure the temperature of the battery.



**Do NOT point laser at individuals or reflective objects.**

Press the ✓ button on the keypad to go to the next screen.



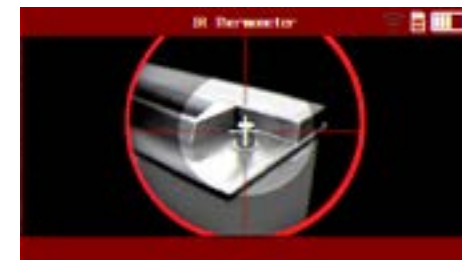
Confirm battery information



If the battery is still connected in the vehicle select "In Vehicle"



If the battery has been disconnected from the vehicle or is outside of the vehicle, select "Out Vehicle"



Confirm temperature of battery.

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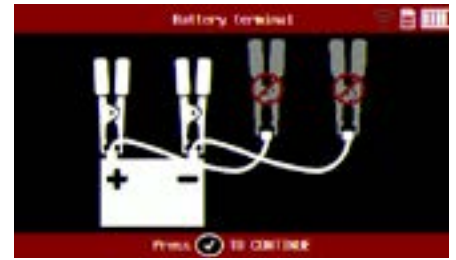
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# Diagnostic 3/4

**START DIAGNOSTIC // // // // //**

Connect the clamps to start diagnostic.



Confirm the connection is as close to the battery terminals as possible



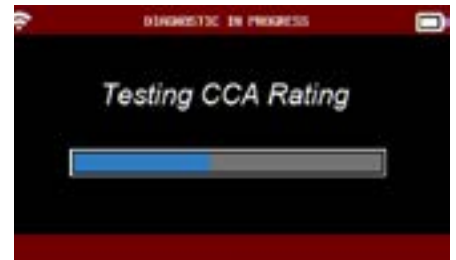
Confirm you want to start the job.



The DS ONE will confirm if it is a good connection.



The tool will ask to press [play] to start the Diagnostic.



If everything is connected properly and voltage threshold acceptable, the tool will complete its calculations and come back with a result.

**RESULTS // // // // //**

Three different possible screen results:



No Warranty Code will be generated when the test is done.



Battery is GOOD (satisfactory SOC and SOH).



Battery is BAD (unsatisfactory SOH, regardless of SOC). A diagnostic with a trolley is advised.



Battery needs to be recharged (unsatisfactory SOC, good SOH).



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# Diagnostic 4/4

**HISTORY // // // // //**

The History Icon in the Main Menu shows the records of previous tests performed with the Trolley or with the Remote.



Click on the "History" icon.



Then click again on the "history" icon.

ID	DATE	TIME
06_00000	04/05/2023	11:07:18
06_00002	04/05/2023	11:07:54
06_00003	04/05/2023	11:07:49

Pressing the ✓ button will show more information regarding the particular test that was done.

VIN number	06_00000
Date	04/05/2023
Time	11:07:18
Battery test	Normal
Voltage	19.23 V
rated CCA	500
calculated CCR	0 %
CCC	0 %
CCM	0 %

There is the option to view the full information, to delete the record, or to print the receipt again.

VIN number	06_00000
Date	04/05/2023
Time	11:07:18
Battery test	Normal
Voltage	19.23 V
rated CCA	500
calculated CCR	0 %
CCC	0 %
CCM	0 %

Select the job you are interested in and press the "detail" icon.

Date	: 04/05/2023
Time	: 11:07:18
VIN	: ---
VIN number	: ---
Tool mode	: ---
----- Battery Information -----	
ID	: ---
Batt. OE or RP	: original battery
Batt. type	: AGS
Batt. standard	: CCA
Batt. location	: out vehicle

The detail will be displayed.

All the jobs can be automatically saved into OPTIMUS PC software via Wi-Fi connection (remote to net).



Pressing the ✓ button on ARGOS will automatically transfer all jobs on Optimus PC Software.



If you are not connected to Wi-Fi (remote to net), there will be a message displayed. Please follow the steps indicated in section "Settings" "Wi-fi connection" of this Manual).

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**FROZEN BATTERIES //////////////**

If the battery temperature is too low, (below 32°F / 0°C) the tool will show a battery with an X through it and have an audible chime simultaneously.



Charging a frozen battery is not recommended. Please warm up the battery to room temperature before charging.

**ERROR MESSAGES //////////////**

If the battery is connected on the opposite polarity, the screen "Reverse Voltage" will appear.



If an issue is found with the connection to the battery, the screen "Please check clamps connection or directly connect to the battery terminals" will appear.

**OPTIMUS SUPPORT //////////////**

If you have a problem with OPTIMUS requiring support, please note your OUID Number. (OPTIMUS/Settings). OUID Number will be requested by the customer service support.



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SUPPORT INFORMATION //////////////

## Contact Us

Tech Support - USA  
1-877-453-3265 English  
[support.usa@e-xteq.com](mailto:support.usa@e-xteq.com)

Hours of Operation (EST)  
Monday - Friday: 8 am - 8 pm

Comprehensive support also available  
through [www.e-xteq.com](http://www.e-xteq.com)



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# Warranty

**YOUR 1012EVO IS GUARANTEED BY E-XTEQ //////////**

## Warranty

**\*\*For specific customers warranty questions, please contact us directly.\*\***

### Limited Warranty

**E-XTEQ LLC products are warranted to be free of defects in materials, manufacturing, and workmanship for a period of one (1) year from date of purchase. This limited warranty applies to E-XTEQ products only and does not cover any other equipment. This limited warranty DOES NOT COVER static damage, misuse or abuse, normal wear and tear, water damage, overvoltage damage, dropping the unit, causing damage to it. E-XTEQ is not responsible nor liable for any incidental or consequential damage and will be subject to warranty voidability. The warranty is also void if the client or any person outside E-XTEQ members facilities tries to disassemble the unit or to modify any of the parts or the cable assembly.**

**CLIENT and the Client Parties further acknowledge and agree that the total liability for any loss, physical damage, or theft while at any location other than the certified E-XTEQ Repair Locations is subject to warranty void and falls on the client.**

**E-XTEQ shall not be liable for any delays or damages caused by forces outside their control such as work stoppages, weather, shipping delays, acts of terrorism, war, strikes, catastrophes, or acts of God. This Warranty and any dispute between the parties will be construed under the laws of the State of Michigan without regard to conflicts of laws principles.**

\*Before sending a unit back for repair, an RMA (Return Materials Authorization) number must be obtained by contacting E-XTEQ Technical Support (see last page for reference). E-XTEQ will ascertain if the unit needs to come in for repair or replacement. If the unit must be replaced, E-XTEQ will provide full instructions for the end user to receive the replacement parts in the shortest delay.

### What is covered and for how long?

The DS One product is backed by a Limited 1-Year Warranty. The warranty covers manufacturer defects and workmanship. The warranty excludes misuse or abuse and normal wear and tear.

All accessories are backed by 1-Year Warranty for manufacturer defects only. All accessories with a 1-Year Warranty are listed below.

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**Support Information****Warranty****ACCESSORIES:**

-USB Charger Cable USB A to USB B: C5010611

-Switching adaptor USB 5V with 3 Interchangeable heads (US-EU-UK): C6440250a

-Cable with Clamps: T1-03330A

-SD Card: E8-0037-A

-Battery Lipo 3,7V: C6250008a

"E-XTEQ LLC" warrants to the original consumer purchaser that the product identified is free from defects in material and workmanship under normal use and service for the warranty period. This limited warranty does not extend to resellers, to used products that are resold. The warranty period commences upon the date of delivery to the original consumer purchaser and continuing for the following specified period after that date.

**What is not covered?**

This Standard Limited Warranty is conditioned upon proper use of the product. This Standard Limited Warranty does not cover:

- Defects or damage caused by accident, misuse, abnormal use, abnormal conditions, improper storage, neglect, or unusual physical, electrical, or electromechanical stress.
- Defects or damage caused by exposure to liquid, moisture, dampness, weather conditions, sand, dust, or dirt that is inconsistent with the specifications and instructions applicable to the product according to the user manual and the applicable terms and conditions.
- Scratches, dents, and cosmetic damage.
- Defects or damage caused by pressing on a touch screen with excessive force or with an object for use on the product's touch screen.
- Equipment that has the serial number or the enhancement data code removed, defaced, damaged, altered, or made illegible.
- Ordinary wear and tear.
- Defects or damage caused using accessories, products, or ancillary/peripheral equipment not furnished or approved by E-XTEQ.
- Defects or damage caused by improper testing, operation, maintenance, software, installation, repair service or parts, or adjustment not furnished or approved by E-XTEQ.
- Defects or damage resulting from external causes such as collision with an object, fire, flooding, windstorm, lightning, earthquake, theft, acts of terrorism, war, strikes, catastrophes, improper use of any electrical source, or acts of God.

**Warranty does not cover any product if:**

- a. The use of a third-party which does not meet E-XTEQ specifications or has not been specifically approved.
- b. Tampering, as evidenced by, for example, a broken seal or seals.
- c. The product was subjected to external forces beyond normal use; or
- d. Product repair not furnished or approved by E-XTEQ.

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If the product has any non-warranted damage, after-market modifications or out-of-specification, or non-approved parts that impair E-XTEQ's ability to evaluate whether damage or defects are covered by the warranty or E-XTEQ ability to make an in-warranty repair (e.g., a cracked screen that must first be removed), then E-XTEQ will notify you and you will have the following options:

- You may have E-XTEQ return the product to you at your cost and, at your option, resubmit the product for warranty evaluation of in-warranty repair after the impairing condition has been repaired, corrected, or reversed; or replaced.
- You may have E-XTEQ repair, correct, or reverse the impairing condition at your cost, prior to E-XTEQ's provision of such warranty evaluation or in-warranty repair. E-XTEQ will not make any warranty determinations or repairs until the impairing condition has been repaired, corrected, or reversed.

Under no circumstances will E-XTEQ be obligated to maintain, restore, or repair any after-market changes to the Product's hardware.

**What is E-XTEQ's obligations?**

During the applicable warranty period, provided the Product is returned to E-XTEQ in accordance with the terms of this Standard Limited Warranty and exhibits an in-warranty defect, E-XTEQ will, at E-XTEQ's sole option, either repair the in-warranty defect without charge, subject to the conditions above or replace the product without charge. E-XTEQ may, at E-XTEQ's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product, or may replace the product with a rebuilt, reconditioned, or new product. All repaired/replaced products will be covered by the terms of E-XTEQ Standard Limited Warranty for a period equal to the remainder of the original Standard Limited Warranty on the original product or for ninety (90) days, whichever is longer. All replaced products, parts, components, boards, and equipment shall become the property of E-XTEQ. Except to any extent required by applicable law, transfer or assignment of this Standard Limited Warranty is prohibited.

During the applicable warranty period, provided the product is returned in accordance with the terms of this Standard Limited Warranty, E-XTEQ will repair or replace the Product, at E-XTEQ's sole option, without charge. E-XTEQ will, at E-XTEQ's sole option, either repair the in-warranty defect without charge, subject to the conditions above or replace the product without charge. E-XTEQ may, at E-XTEQ's sole option, use rebuilt, reconditioned, or new parts or components when repairing any product, or may replace the product with a rebuilt, reconditioned, or new product.

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**Support Information****Warranty****HOW TO OBTAIN WARRANTY //////////////****What must you do to obtain warranty service?**

To obtain service under this Standard Limited Warranty, you must call E-XTEQ Customer Support department, and provide the information needed by the support team. Once the information provided by the customer is confirmed, the support team will provide different service options.

Before sending a unit back for repair, an RMA (Return Materials Authorization) number must be obtained by E-XTEQ Technical Support. Devices/tools must be shipped for repair with the RMA number provided by E-XTEQ support team, or accompanied by, the sales receipt or comparable proof of purchase showing the original date of purchase by the original consumer purchaser, the serial number of the Product, and the seller's name and address.

If E-XTEQ determines that any Product is not covered by this Standard Limited Warranty, you must pay all parts, shipping, and labor charges for the repair or return of such Product.

**What are the limits on E-XTEQ's liability?**

This standard limited warranty sets out the full extent of E-XTEQ's responsibilities and the exclusive remedy regarding the products.

All implied warranties, including without limitation, implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of this limited warranty. In no event shall E-XTEQ be liable for damages more than the purchase price of the product or for, without limitation, commercial loss of any sort; loss of use, time, reputation, opportunity, goodwill, profits or savings; inconvenience; loss, corruption, or disclosure of data or information that occurs during the warranty process; incidental, special, consequential or punitive damages; or damages arising from the use or inability to use the product. Some states and jurisdictions do not allow limitations on how long an implied warranty lasts, or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

E-XTEQ makes no warranties or representations, express or implied, statutory or otherwise, as to the quality, capabilities, operations, performance or suitability of any third-party software or equipment used in conjunction with the product, or the ability to integrate any such software or equipment with the product, whether such third-party software or equipment is included with the product distributed by E-XTEQ or otherwise. Responsibility for the quality, capabilities, operations, performance, and suitability of any such third-party software or equipment rests solely with the user and the direct vendor, owner or supplier of such third-party software or equipment.





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Nothing contained in the user manual, or any other document shall be construed to create an express warranty of any kind with respect to the product. No agent, employee, dealer, representative or reseller is authorized to modify or extend this standard limited warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of E-XTEQ regarding the products or this standard limited warranty.

**Severability**

If any portion of this Standard Limited Warranty is held to be illegal or unenforceable, such partial illegality or unenforceability shall not affect the enforceability of the remainder of the Standard Limited Warranty. You may not reproduce any content in whole or in part without E-XTEQ's prior written approval, except for your own personal use.

**North America:**

E-XTEQ

Technical Support

1-877-453-3265

[support.usa@e-xteq.com](mailto:support.usa@e-xteq.com)

[www.e-xteq.com](http://www.e-xteq.com)

**EMEA:**

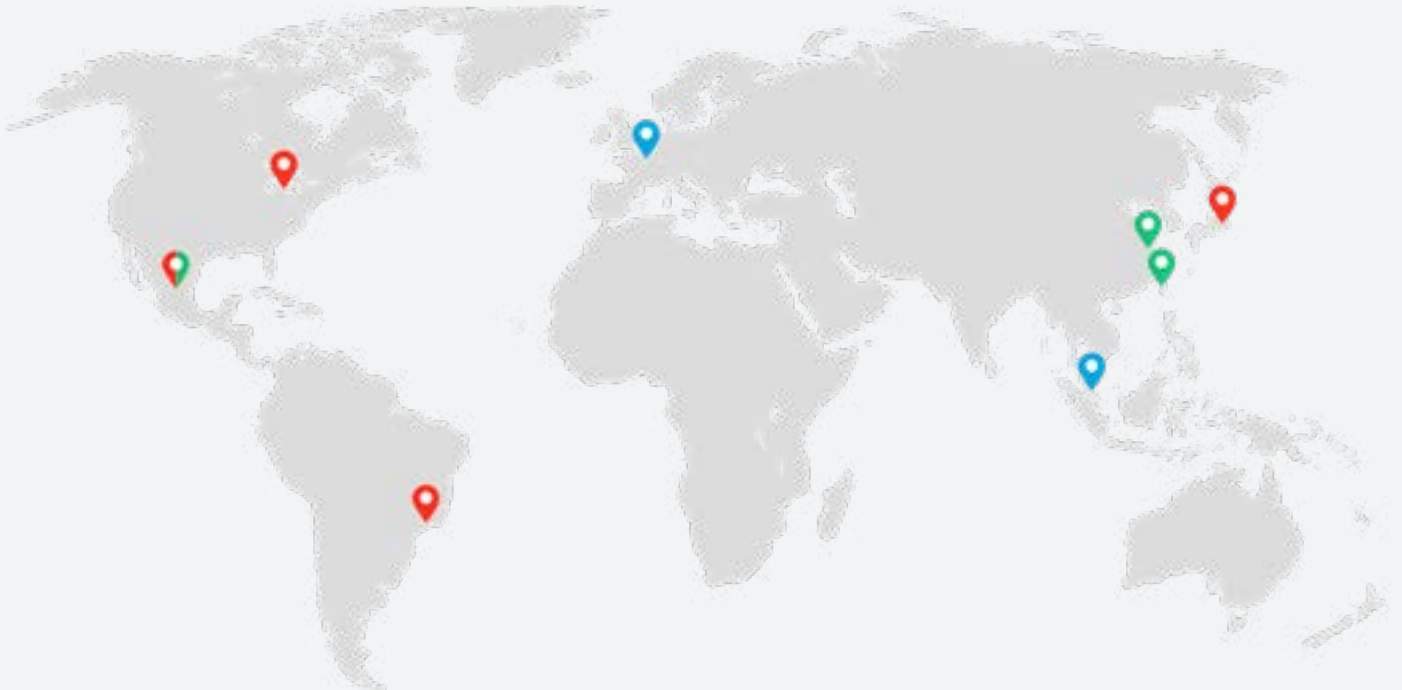
E-XTEQ

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