# **User Manual**

MM-18x18

# 18x18 Modular Matrix Switcher with the WEB GUI, APP control



Version: V2.0.1

# **Safety Reminder**

To protect the device and operating personnel from electrostatic discharge, you need to check and ensure that the device is grounding well before the device is powered on. Please observe the following when you install, use, maintain this equipment.



Make sure the device ground connection.

#### **Disposal Instruction (US)**

For better protection of our earth, please don't throw this electronic device into municipal trash bin when discarding.

To minimize pollution and ensure utmost protection of the global environment, please recycle the product. For more

information about the collection and recycling of Waste Electrical and Electronic Equipment (WEEE), please contact your local dealers.

#### **Safety Instructions**

- 1. Please read these safety instructions carefully.
- 2. Please keep this User Manual for later reference.

3. Please disconnect this equipment from connecter before cleaning. Don't use liquid or prayed detergent for cleaning. Use moisture sheet or cloth for cleaning.

- 4. Make sure the equipment is connected to the power source with the correct voltage, frequency, and ampere.
- 5. All cautions and warnings on the equipment should be noted.
- 6. Never pour any liquid into opening, this could cause fire or electrical shock.

7. Never open the equipment. For safety reason, the equipment should only be opened by qualified service personnel.

8. If one of the following situations arises, get the equipment checked by a service personnel :

- a. Liquid has penetrated into the equipment.
- b. The equipment has been exposed to moisture.
- c. The equipment has not work well or you can not get it work according to user' s manual.
- d. The equipment has dropped and damaged.
- e. If the equipment has obvious sign of breakage.
- 9. Ambient operation temperature: 0 ~ 45 degrees.

10. Risk of overheating! Don' t put operating/installing equipment inside too closed space, be sure the installation space at least 1 to 2 inches or 2 to 5 cm of space for ventilation. To ensure that other objects do not cover the equipment.

#### **Notice: Peripheral devices**

Only peripherals (input/output devices, terminals, player, etc.) certified to comply with Class B limits may be attached to this equipment. Operation with non-certified peripherals is likely to result in interference to radio and TV reception.

#### Caution

Changes or modifications not expressly approved by the manufacturer could void the user' s authority, which is granted by the Federal Communications Commission, to operate this equipment.

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# Contents

# 1. Product Introduction

This is a modular matrix switcher, with 18 input slots and 18 output slots, so it can support maximum 18 inputs and 18 outputs, all the input and output cards are using 1-card 1-port, the signals are including the DVI, HDMI, HDBasT, Fiber Optic, 3G-SDI. Users are able to have mixed signals inputs and mixed signals outputs.

The single channel signal switching speed can reach 12.5Gbps, and the main board is using Four core four links processing technology, the switching ability speed can reach 32Gbps. With uncompressed transmission technology for the digital signal to make sure the image High fidelity output. Unique signal links shielding designing technology to make sure the signal completeness, the internal data switch has super strong capacity of resisting disturbance and long continuous and stable working ability. Supports 7\*24 continuously working and with dual LAN and RS232 backup control, it's convenient for users to control via PC, iPad, APP and the 3<sup>rd</sup> parties central control by the the RS232 control commands.

With the dual RS232 and LAN control, users also can simply set up and control the surrounding equipment, such as the projector, electric curtain and TVs.

This matrix switchers have been widely used in the conferencing, radio&television project, multimedia conferencing hall, large screen display project, television teaching, command control center and so on applications.

### 2. Product Features

- Modular designing chassis, with 18 input slots and 18 output slots
- 1-card 1-port input and output card
- Supports 1080P, 4K30 and 4K60 cards for selections
- Supports DVI-I/ HDMI/ 3G-SDI/ HDBaseT/ Fiber to mix input and output
- Support Video wall and seamless switching with the 1080P and 4K60 cards
- Support 3.5mm audio embedded and de-embedd function
- Support up/down scaling function via the DIP switch
- Support dual LAN and RS232 ports for backup control
- Front buttons with background lights, easier to operate at any time
- Support auto saving protection and auto recovery function while power cut

# 3. Technical Datasheet

Model	MIN-MANAGER-1800
Description	18x18 modular matrix switcher
Input	1-card 1-port input, including DVI/HDMI/VGA/CVBS/YPbPr/SDI/ HDBaseT/Fiber
Output	Support DVI/HDMI/VGA/CVBS/YPbPr/SDI/HDBaseT/Fiber Otpic output
Protocol Standard	1-card 1-port output, including DVI/HDMI/VGA/CVBS/YPbPr/SDI/ HDBaseT/Fiber
Color Space	Support RGB444, YUV444, YUV422, x.v.C standard color extension

Resolution	640×4803840×2160@60Hz(VESA ), 480i4K@60Hz(HDTV )
Distance	HDMI/DVI: 15m/40ft ; HDBaseT: 70m/220ft; Fiber: 2km/6000ft
Control	iOS/Android Apps, WEB GUI, RS232 & Front buttons with background light
Power	AC: 110V—260V 50/60Hz
Consumption	21W(No Cards)
Dimension	4U, 482×385×178(mm)/ 18.97*15.35*7.01(inch); Packing: 60*38*54cm
Weight	13kg/ 28.66lbs (No Cards)
Work Temperature	0°C ~50°C
Storage Temperature	-20℃ ~55℃

# 4. Packing Details

Matrix switch chassis with customized configuration	1 unit
Power cord	1 pcs
User manual	1 pcs

# 5. Panels

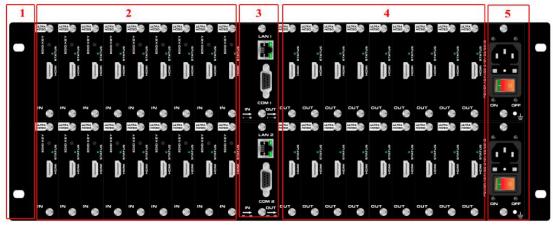
**Front Panel** 

Power Active Network IR	NEND UP DOWN ENTER SAVE RECKL	
1         2         3         4         5         6         7         8         9           10         11         12         13         14         15         16         17         18	1     2     3     4     5     6     7     8     9       10     11     12     13     14     15     16     17     18	
INPUT	олтрит	

Name	Description
LCD Screen	Operation information real-time Display
POWER	light up after power on, it will light off after power off
ACTIVE	Flashing while using the buttons/ WEB switching successfully
NETWORK	Flashing while using the WEB control operation
IR	IR remote control receiver
INPUT	18 input buttons
OUTPUT	18 output buttons

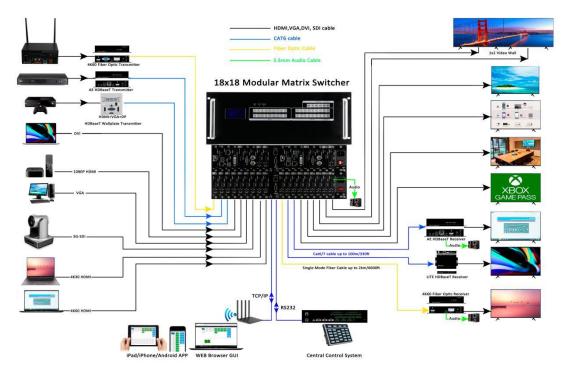
	MENU	Select between View, Switch, Scene Save/ Recall and Setup
CONTROL	UP	Upward and short cut button for switching to ALL outputs
	SAVE	For saving the scene or setup
	ENTER	Enter button
	DOWN	Downward and short cut button for canceling to ALL outputs
	RECALL	For recalling the saved scene

**Rear Panel:** 



No.	Name	Description
1	Rack ear	For installing on the 19 inch Rack Cabinet
2	Input slots	Total up to 18 input slots
3	Control card	Backup control ports: LAN1, COM1; LAN2, COM2
4	Output slots	Total up to 18 output slots
5	Power module	Redundant power supply

# 6. Equipment Connection Diagram



# 7. Equipment Operation and Instruction

The LCD display screen will light up after power and turned on. It shows the current operation status, press MENU button, it will keep recycling between VIEW, SWITCH, SCENE, SETUP four different interface. The default interface is VIEW.

### 7.1 Font buttons switching operation

#### 7.1.1 Switching operation

Switching with industry 2-key fast switching, first press the input button and then select/press output button. Details are as follow:

- There are 1~9 nine input buttons, 1~9 nine output buttons. First press MENU to show SWITCH interface, then can continue the next switching step
- Press input number at the INPUT area, the input button will light up with blue light
- Then press output number at the OUTPUT area, and the output button will light up. Users also can press the UP button to realize 1 to ALL switching.
- If need to cancel switching, can press the button again to cancel. Users also can press the DOWN button to cancel all outputs

### 7.1.2 Scene Operation

- The system can save 40 scenes, after switching successfully in the SWITCH interface, press MENU button and switch to SCENE interface.
- Enter the wanted scene save number(1~9), then press SAVE. If want to reload the saved scene, press the scene number and press RECALL button

### 7.1.3 Setup Operation

- > First press MENU switch to SETUP interface, then continue next operation
- Via SETUP, it can realize IP address changing, in SETUP interface can use UP/ DOWN button to position, enter the needed IP address from the left button side, then press SAVE button to save

#### 7.1.4 View Operation

> Via MENU button switch to VIEW interface, will display the current switching status

#### 7.2 WEB Control

The default IP address are <u>192.168.0.80(LAN1)</u> and <u>192.168.1.80(LAN2)</u>.

#### 7.2.1 Login Operation

Accordingly to connected LAN port, enter the corresponding IP address, if using the LAN2, then enter <u>192.168.1.80</u> in the browse(Recommend with Google Chrome) as below:

B Matrix	×	+										-	٥	×
$\leftarrow \   \rightarrow \   G$	① Not secure   192	168.1.80/login.php				07	Q	\$	8	O	۲	0	* )	:
	Matrix							Login	More					
			Please log	in										
			admin											
			Remember me											
			L	ogin										
	© 2019 Comp	any, Inc. V1.4.1						3	Back to I	lop				

Note: The default user name and password is the same: admin, click login after entering. Please make sure the control PC is at the same IP segment.

Internet Protocol Version 4 (TCP/IP	N4) Properties	×
General		
	utomatically if your network supports d to ask your network administrator	
O gibtain an IP address automat	tically	
⊕Uge the following IP address:		
IP address:	192 . 168 . 1 . 123	
Sybnet mask:	255 .255 .255 . 0	
Default gateway:	192 . 168 . 1 . 1	
Ogtain DNS server address au	Itomatically	
Use the following DNS server	addresses:	
Preferred DNS server:		
Alternate DNS server:		
Vaļdate settings upon exit	Adganced	1
	OK Canor	

### 7.2.2 Switch

#### Switch interface:

Switch inter	lace.													
B Matrix	× +											-	٥	×
← → C ① No	ot secure   192.168.1.80/	/switch.php							Q 🕁 🧯		<b>@</b>	Ø :	و م	:
	Matrix				Home	Manager S	witch Scene	Caption Setu	p Logout I	More 👻				
	Xbox	MacBook	1x2 Video Wall	Apple TV Box	TV1	TV2	TV3	TV4						
	123	6	7	8	Seamless Switc	Video Wali	7	8	8 4 2 2 3 3					
	9 9	10	11	12 12	9	10	11	12	8 — 1 2 — 2 3 — 3					
	13	14	15	16	13	14	15	16	1 1 2 2 3 3					
	17	18	18 inp	outs	17	18	18 out	puts	:8					
	X	су: Х	add d X X	Vid	eo Wall				Shortbu	ut bu	ttons	5		
	© 2019 Company, In	ic. V1.4.1							Bac	k to top				

Users can do the input sources switching by clicking the Input buttons first, then pressing the Output buttons.

Or users can use the shortcut buttons on the right for the fast switching:

	Switch one input to all the outputs
8 3 2 2 3 3	Close one input to all the outputs
8 1 8 2 8 3 8 3	Switch all inputs on all outputs
1 2 2 3 2 3 3	Close all inputs to all outputs
<b>:</b> 8	Switch to the scenes Save and Recall interface

Users also can do the Video wall settings on the WEB GUI bottom by simply adding the x&y(x: for the rows; y: for column).



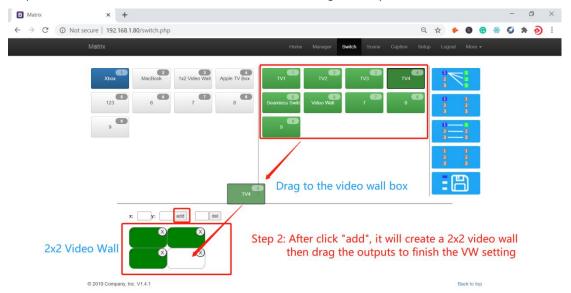
*Note* that this video wall function only works with the 1080P HDMI/HDBaseT and 4K60 HDMI output card only.

Below the steps to create the video walls:

Step1: Enter the video wall Row(x) and column(y) numbers, and then click "add", example to create a 2x2:

B Matrix × +				- 0
← → C ▲ Not secure   192.168.1	.80/switch.php		ର 🛧 🔶 🚳 G	🏽 🜍 🗯 🧕
Matrix		Home Manager Switch Scene	Caption Setup Logout More +	
Xbox	MacBook 1x2 Video Wall Apple TV Box	TV 1 Meeting Room 3rd Floor	Lett Corner	
123 5	6 7 7 8 8	Seamless Switc Video Wall 7	8 <b>1</b> 2 2 3 3	
9		9	8 1 2 2 3 3	
			1 1 2 2 3 3	
step 1: enter the row	and column number			
×	: 2 y: 2 add 1 del			
© 2019 Company, In	c. V1.4.1		Back to top	

Step 2: Click "add" to create the 2x2 video wall, then drag the outputs to the video wall box.

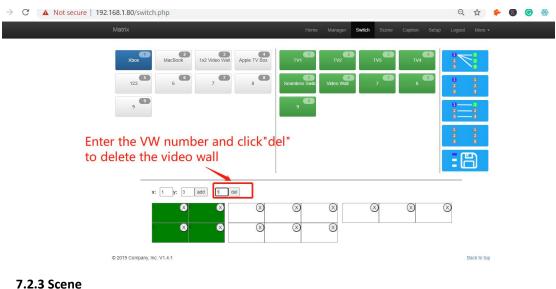


Users can have multiple video walls by the same way to create, for the 9x9 matrix switcher, the video wall configuration will be limited to 9, it means the configuration could be 3x4 video wall.



To delete the video wall, users will only need to enter the video wall number in the del box and

#### click "del'.



Scene Interface:

Matrix			Home	Manager S	Switch Scene	Caption Seti	ip Logout	More 👻		
•	1 : 2x2 Videowall	2 : 4 screens se	3 : 3	4:4	5:5		Save			
•	6:6	7:7	8 : 8	9:9	10 : 10		Load			
•	11 : 11	12 : 12	13 : 13	14 : 14	15 : 15					
•	16 : 16	17 : 17	18 : 18	19 : 19	20 : 20		Back			
•	21 : 21	22 : 22	23 : 23	24 : 24	25 : 25					
	26:26	27 : 27	28 : 28	29 : 29	30 : 30					
	31 : 31	32 : 32	33 : 33	34 : 34	35 : 35					
Scenes preview	36 : 36	37 : 37	38 : 38	39 : 39	40 : 40					
		1:222 Videoval           6:6           11:11           16:16           21:21           26:28           31:31           36:36	1 : 2:2 Videoval         2 : 4 screents s           6 : 6         7 : 7           11 : 11         12 : 12           16 : 16         17 : 17           21 : 21         22 : 22           26 : 26         27 : 27           31 : 31         32 : 32           36 : 36         37 : 37	1:2x2 Videowal         2:4 screenes so         3:3           6:6         7:7         8:8           11:11         12:12         13:13           16:18         17:17         18:18           21:21         22:22         23:23           26:26         27:27         28:28           31:31         32:32         33:33           36:36         37:37         38:38	1:222 Videoval         2:4 screenese         3:3         4:4           6:6         7:7         8:8         9:9           11:11         12:12         13:13         14:14           16:16         17:17         18:18         19:19           21:21         22:22         23:23         24:24           26:26         27:27         28:26         29:29           31:31         32:32         33:33         34:34           36:36         37:37         38:38         39:39	1 : 2/2 Videoval         2 : 4 screents s         3 : 3         4 : 4         5 : 5           6 : 6         7 : 7         8 : 8         9 : 9         10 : 10           11 : 11         12 : 12         13 : 13         14 : 14         15 : 15           16 : 16         17 : 17         18 : 18         19 : 19         20 : 20           21 : 21         22 : 22         23 : 23         24 : 24         25 : 25           26 : 26         27 : 27         28 : 28         29 : 29         30 : 30           31 : 31         32 : 32         33 : 33         34 : 34         35 : 35           36 : 36         37 : 37         38 : 38         39 : 39         40 : 40	1:222 Videows         2:4 screens S         3:3         4:4         5:5           6:6         7:7         8:8         9:9         10:10           11:11         12:12         13:13         14:14         15:15           16:16         17:17         18:18         19:19         20:20           21:21         22:22         23:23         24:24         25:25           26:28         27:27         28:28         29:29         30:30           31:31         32:32         33:33         34:34         35:35           36:36         37:37         38:38         39:39         40:40	1 : 2>2 Vdeoval         2 : 4 screens s         3 : 3         4 : 4         5 : 5           6 : 6         7 : 7         8 : 8         9 : 9         10 : 10           1 : 11         12 : 12         13 : 13         14 : 14         15 : 15           16 : 16         17 : 17         18 : 18         19 : 19         20 : 20           21 : 21         22 : 22         23 : 23         24 : 24         25 : 25           26 : 26         27 : 27         28 : 28         29 : 29         30 : 30           31 : 31         32 : 32         33 : 33         34 : 34         35 : 35           36 : 36         37 : 37         38 : 38         39 : 39         40 : 40	1:22 Videoval       2:4 screens s       3:3       4:4       5:5         6:6       7:7       8:8       9:9       10:10         11:11       12:12       13:13       14:14       15:15         16:16       17:17       18:18       19:19       20:20         21:21       22:22       23:23       24:24       25:25         26:26       27:27       28:28       29:29       30:30         31:31       32:32       33:33       34:34       35:35         36:36       37:37       38:38       39:39       40:40	1:22 Vdewal       2:4 screens s       3:3       4:4       5:5         6:6       7:7       8:8       9:9       10:10         11:11       12:12       13:13       14:14       15:15         16:16       17:17       18:18       19:19       20:20         21:21       22:22       23:23       24:24       25:25         26:26       27:27       28:28       29:29       30:30         31:31       32:32       33:33       34:34       35:35         36:36       37:37       38:38       39:39       40:40

It can support 40 scenes in total, users can preview each scene switching status by clicking on any of the scene number. Click "Save" to save the switching status, and "Load" to recall the scenes. "Back" to return back to the switch interface.

#### 7.2.4 Caption:

#### For changing the input, output and scenes' name

Users can rename the scenes, input and output names here, users can change all the names and then need to click the "Save" button on the right. After renamed the names, users will see the input, output and the scenes names have changed once click to the "Switch" and "Scenes" interface. With this renaming function, it can be easier for the users to know the sources and ends.

B Matrix × +				- 0 ×
← → C ③ Not secure   192.168.1.80/capti	anana		Q \$	🔶 🕲 😄 🌚 🗳 🛊 🧿 🗄
		rme Manager Switch Scene <b>Capiton</b> Setup	Logout More -	
Rename scenes	Scene         60         5           65         5         66         67         7           70         80         68         67         7           80         6         67         7         7           90         6         98         61         11         11           91         10         94         46         61         61         12           457         17         40         95         61         90         90         91         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         12         12         13         13         14         15         15         15         15         15         15         15         15         15         15         15         15	008: 8 012: 12 016: 16	X Close C Donna Minad M Save	
Rename input and output names	Output         002         Muettook         003         to2 Veloc Vall           005         5         000         6         007         7           000         6         007         7         000         001         10	004 2490 TV 50x 005 0 006 0 006 0 006 0		
Matrix	© 2019 Company, Inc. V1.4.1		Back to top	
		• 1111 1 • 4141 2 • 2141 2 • 2	Number         Numer         Numer         Numer <td>Image         Code         Mage         <t< td=""></t<></td>	Image         Code         Mage         Mage <t< td=""></t<>
8 8 8		•		
© 2019 Company, Inc. V1.4.1	Back to top	© 2019 Company, Inc. VI.4.1		mark to top

### 7.2.5 Setup

#### Setup interface:

Users can reboot, change the IP address, set up the login user names, language and the RS232 baud rate settings here. After changed the IP address, will need to reboot the matrix switcher, then the new IP address will take effect.

B Matrix × +			-	C	7	×
$\leftarrow$ $\rightarrow$ C $\odot$ Not secure   192.168.1.80/setup.ph	p 🗣 Q 🏠 🔶 🕲	<b>@</b> (	0	*	৩	:
Matrix	Home Manager Switch Scone Caption Solup Logout More					Î
	System XX System will reboot					
	Close Reboot					
	Ethernet ×					ł
	IP 1 192 168 0 80 Subnet 1 255 255 0					
	Gateway 1 192.168.0.1 IP 2 192.168.1.80					
	Subnel 2         255 255 55 0           Gateway 2         192 168 1.1					
	Close Dofault Reload Save					

Administrator	User 🗆		
Username : admin	Username : user		
Password :	Password :	ī	
Password :	Password :	Ĵ	
	Close Default	Save	
(			
More		×	
Language :  English  Chinese		×	
		×	
Language :  English  Chinese	Ciose Dufaut Reioad	× Savo	

#### 7.2.6 More:

For the more interface, users mainly can do the firmware upgrade here.

Screen is for the other matrix models which with the touch screen, so users can monitor the touch screen switching status.

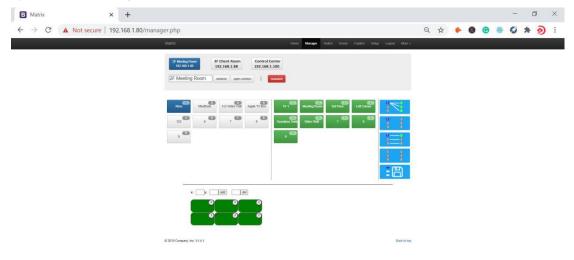
For the upgrade, users need to check with the factory to get the firmwares, the firmware is ".zip" format.

License and Debug is for factory engineering team to have the technical support.

B Matrix	× +	- 0 ×
$\leftrightarrow$ $\rightarrow$ C $\odot$ Not	ecure   192.168.1.80/upgrade.php	ର୍ 🖈 🔶 🕲 💩 🌾 🧿 :
	Matrix Home Manager	Switch Scene Caption Setup Logout
	Please ensure the correctness of the upgrade file,Do not power off the	e equipment during upgrade.
	© 2019 Company, Inc. V1.4.1	Upgrade Back to top

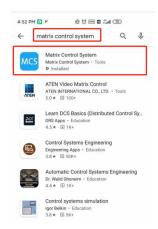
#### 7.2.7 Manager

This Manager interface, it allows the users to manage at most 254 units of the matrices which are installed at the same area network and at the same gateway but different IP addresses. As below are showing 3 matrices, users can rename each matrix and click button to do the switching or open in a new manage window.



#### 7.3 APP Control

The matrix switchers also can support the iOS and Android APP control, users can search the keyword "Matrix Control System" in Apple store or the Google Play Store.

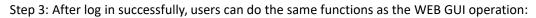


Step 1: Make sure the matrix well connected with the WIFI router, and the iPad/Android devices are connected to this same WIFI. Then open on the MCS(matrix control system) APP and Enter the IP address of the matrix switcher(the default IP addresses are: 192.168.0.80 or 192.168.1.80):

4:56 PM 🗿 Y		\$ 0 m 11 7 D
Matrix Control System		
192.168.1.80	ENTER	

Step 2: After Enter the IP address, it will need to login, the default user name and password both are the admin:

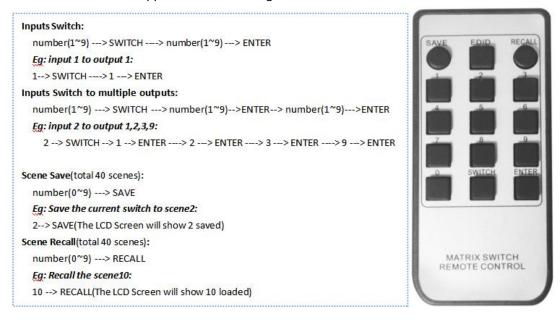
5:01 PM 🗿 🔋 🗡							<b>\$</b> 🗇 🗹	9 "ill 🥱 🆚
÷								
	Home	Manager	Switch	Scene	Caption	Setup	Login	More 🗸
	Р	lease	login					
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5:02 PM 🗿 🕆 🖌				Ø ©	i ven "All 🥱 (70)
<b>←</b>					
	Home Manag	ger <b>Switch</b> Se	cene Caption	Setup Logout	More 🗸
1 Xbox	2 MacBook	TV 1	2 Meeting Room	1 2 3	1 2 3
3 1x2 Video Wall	4 Apple TV Box	3rd Floor	4 Left Corner	1 2 3	1 2 3
<b>1</b> 23	6	5 Seamless Swit	C Video Wall	1-2-	1 _2

#### 7.4 IR Remote Control

\*Please NOTE: The EDID is not functional on this IR remote control for this 9x9 Modular Matrix Switcher as it couldn't support the EDID management.



### 7.5 COM Control Commands

RS232 cable with straight-through connection(USB-RS232 can be used directly to control) Communication protocol:

Baud rate: 115200 Data bit: 8 Stop bit: 1

Check bit: None

Commands	Explanation	Function description
YAII.	V-1 2 2 4	Switch Input Y to all the outputs
TAII.	Y=1,2,3,4	Eg. "1ALL." means switch input 1 to all outputs
All1.	One to one	Switch all the channels to be one to one. Eg.1->1,
AIII.	One to one	2->2, 3->3
YXZ.	Y=1,2,3,4	Switch Input Y to Output Z
TAZ.	Z=1,2,3,4	Eg. " <b>1X2.</b> " means switch Input 1 to output 2
	Y=1,2,3,4	Switch Input V to Output 7 O W
VV7808W	Z=1,2,3,4	Switch Input Y to Output Z, Q, W
YXZ&Q&W.	Q=1,2,3,4	Eg. " <b>1X2&amp;3&amp;4.</b> " means switch Input 1 to Output 2,
	W=1,2,3,4	3, 4
SaveY.	V-1 2 2 4	Save current status to scene Y
Saver.	Y=1,2,3,4	Eg. "Save2." means saving current status to Scene 2
Decelly	V-1 2 2 4	Recall the saved scene Y
RecallY.	Y=1,2,3,4	Eg. "Recall2." means recall the saved Scene 2
BeepON.	Deerseewad	Buzzer on
BeepOFF.	Beep sound	Buzzer off
	V 1 2 2 4	Check the Input Y to outputs switching status
Y?.	Y=1,2,3,4	Eg. "1?." means to check Input 1 switching status

Note:

- > Every command ends with a period "." and it can't be missing.
- > The letter can be capital or small letter.
- Switch success will return as "OK", and failed will return as "ERR".

# 8. Trouble Shooting and Attention

No signal on the display?

- Make sure all the power code well connected
- Check the display switcher and make sure it's in good condition
- Make sure the the DVI cable between the device and display are short than 7 meters
- Reconnect the DVI cable and restart the system
- Make sure the signal sources are on
- Check the cables between the devices and displays are connected correctly.
- > Dial the switcher 7 to 1, then dial the switcher1,2 and choose the corresponding inputs.
- Make sure the resolution less than WUXGA(1920\*1200)/ 60HZ
- Make sure the display can support the output resolution.

### 9. After Sales

#### 9.1 Warranty Information

The Company warrants that the process and materials of the product are not defective under normal use and service for 2 (2) year following the date of purchase from the Company or its authorized distributors.

If the product does not work within the guaranteed warranty period, the company will choose and pay for the repair of the defective product or component, the delivery of the equivalent product or component to the user for replacement of the defective item, or refund the payment which users have made.

The replaced product will become the property of the Company.

The replacement product could be new or repaired.

Whichever is longer, any replacement or repaired of the product or component is for a period of ninety (90) days or the remaining period of the initial warranty. The Company shall not be responsible for any software, firmware, information, or memory data contained in, stored in, or integrated with the product repaired by the customer's return, whether or not during the warranty period.

9.2 Warranty limitations and exceptions

Except above limited warranty, if the product is damaged by over usage, incorrectly use, ignore, accident, unusual physical pressure or voltage, unauthorized modification, alteration or services rendered by someone other than the Company or its authorized agent, the company will not have to bear additional obligations. Except using the product properly in the proper application or normal usage