Product Warranty and Support

- Warranty term and Support for Daviteq Products and Services
- Procedure for Product return for warranty
- Welcome to the Daviteq' Online Product Manuals
- Instruction to update the firmware for Seismic Sensor

Warranty term and Support for Daviteq Products and Services

Below terms and conditions are applied for products manufactured and supplied by Daviteq Technologies Inc.

1. Warranty

1.1 Free Warranty Conditions:

1. The manufacturer undertakes to guarantee within 12 months from shipment date.
2. Product failed due to defects in material or workmanship.
3. Serial number, label, warranty stamp remains intact (not purged, detected, edited, scraped, tore, blurry, spotty, or pasted on top by certain items).
4. During the warranty period, if any problem of damage occurs due to technical manufacturing, please notify our Support Center for free warranty consultancy. Unauthorized treatments and modifications are not allowed.
5. Product failed due to the defects from the manufacturer, depending on the actual situation, Daviteq will consider replacement or repairs.

⚠ Note: One way was shipping costs to the Return center shall be paid by Customers.

1.2 Paid Warranty

1. The warranty period has expired.
2. The product is not manufactured by Daviteq.
3. Product failed due to damage caused by disasters such as fire, flood, lightning or explosion, etc.
4. Product damaged during shipment.
5. Product damaged due to faulty installation, usage, or power supply.
6. Product damage caused by the customer.
7. Product rusted, stained by effects of the environment or due to vandalism, liquid (acids, chemicals, etc.)
8. Product damage is caused by unauthorized treatments and modifications.

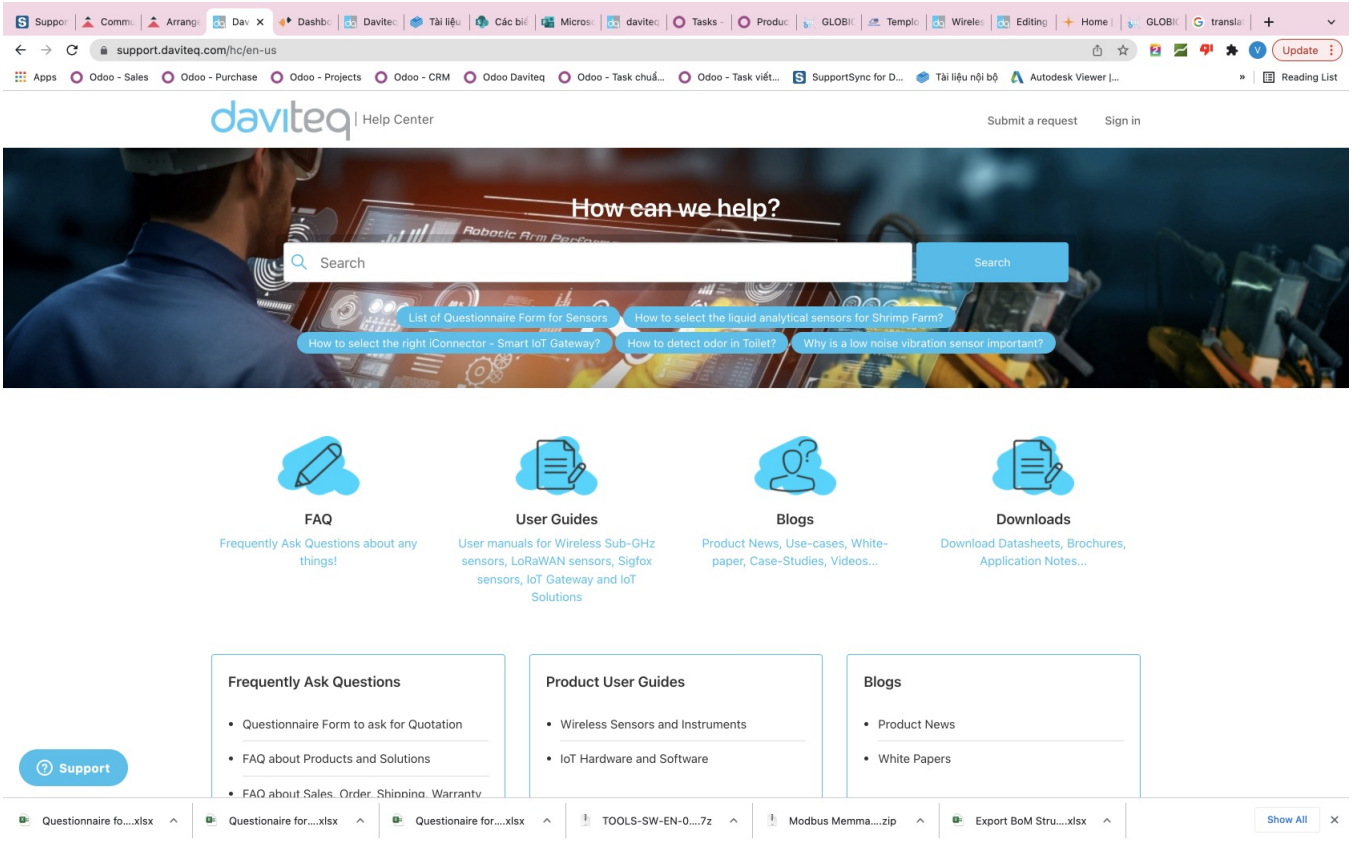
⚠ **Notes:**
* Customers will be subjected to all repairing expenses and 2-way shipping costs.
* If arises disagreement with the company's determining faults, both parties will have a third party inspection appraise such damage and its decision be and is the final decision.

2. Supports

2.1 Support via Help center:

For support, please contact our support center at the following link:

https://support.daviteq.com/hc/en-us



If you have any questions about the product, you can search for information on that page.

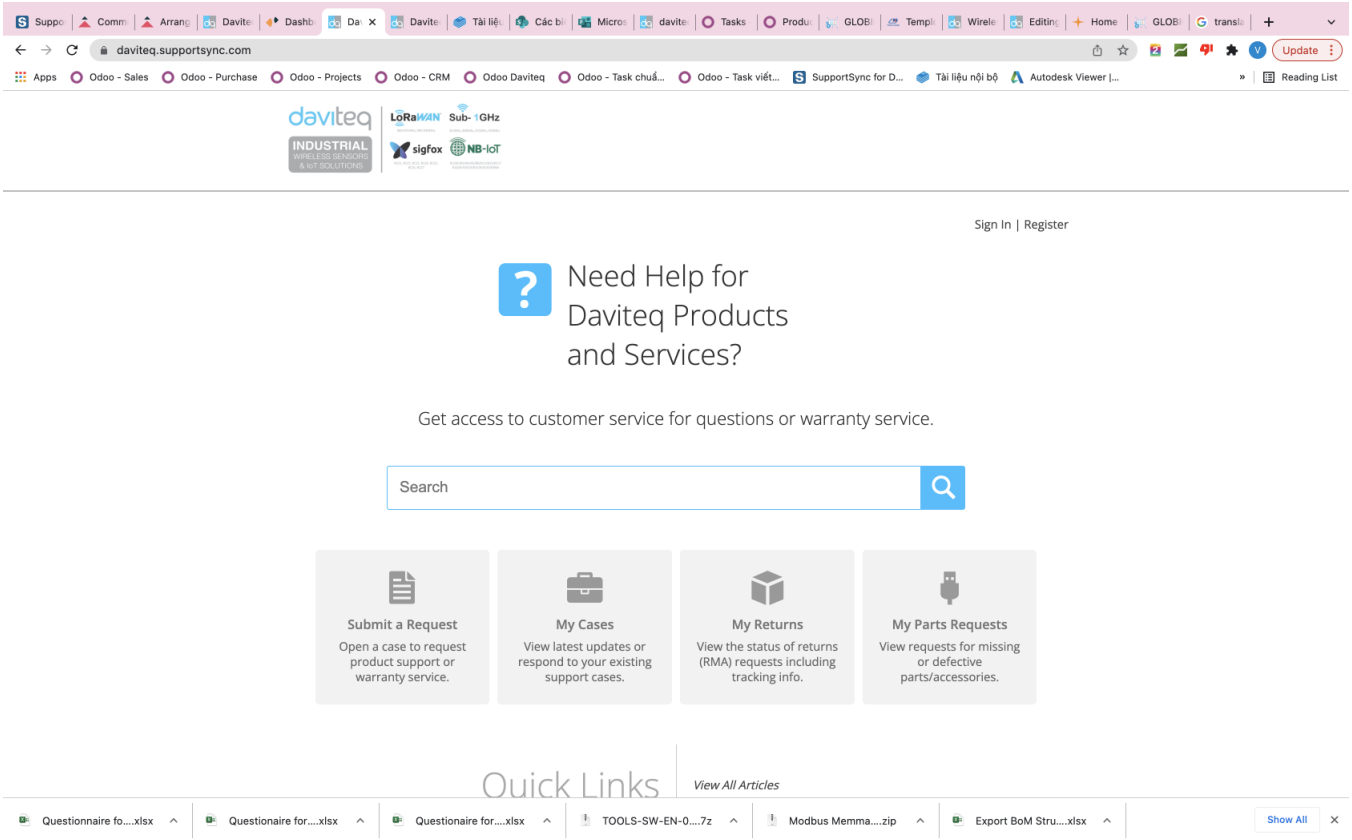
If you can't find the right information, please register an account and send us a request. We will respond within 24 hours.

Our support engineer will contact you via the Ticket system. If the product needs to be sent back to the factory for warranty, we will generate an RMA code so you can send it back to us. To follow the status of the RMA process, customers can visit our SypportSync system as below.

2.2 Return products for warranty:

Customers can visit the below link and register an account to follow your RMA for product returns.

https://daviteq.supportsync.com/



2.3 Special supports

In some special cases, we can provide quick supports via the below Hotline from Monday to Friday (excluding Public Holidays as prescribed)

08:00 AM - 12:00 AM

01:30 PM - 05:00 PM

Hotline: +84.906.885.858

WARNING: ANY INDIVIDUALS, ORGANIZATIONS CAUSES DAMAGE TO PRODUCT LEADING TO MATERIAL/PHYSICAL LOSSES, COMERCIAL PRETIGE /RETATION ON PURPOSE SHALL BE RESPONSIBLE FOR THE CIVIL, CRIMENAL LIABILITIES UNDER VIETNAMEESE LAW.

3. Company Contacts

Manufacturer
Daviteq Technologies Inc
No.11 Street 2G, Nam Hung Vuong Res., An Lac Ward, Binh Tan Dist., Ho Chi Minh City, Vietnam.
Tel: +84-28-6268.2523
Email: info@daviteq.com | www.daviteq.com

Procedure for Product return for warranty

To begin with product return for warranty, please follow these steps.

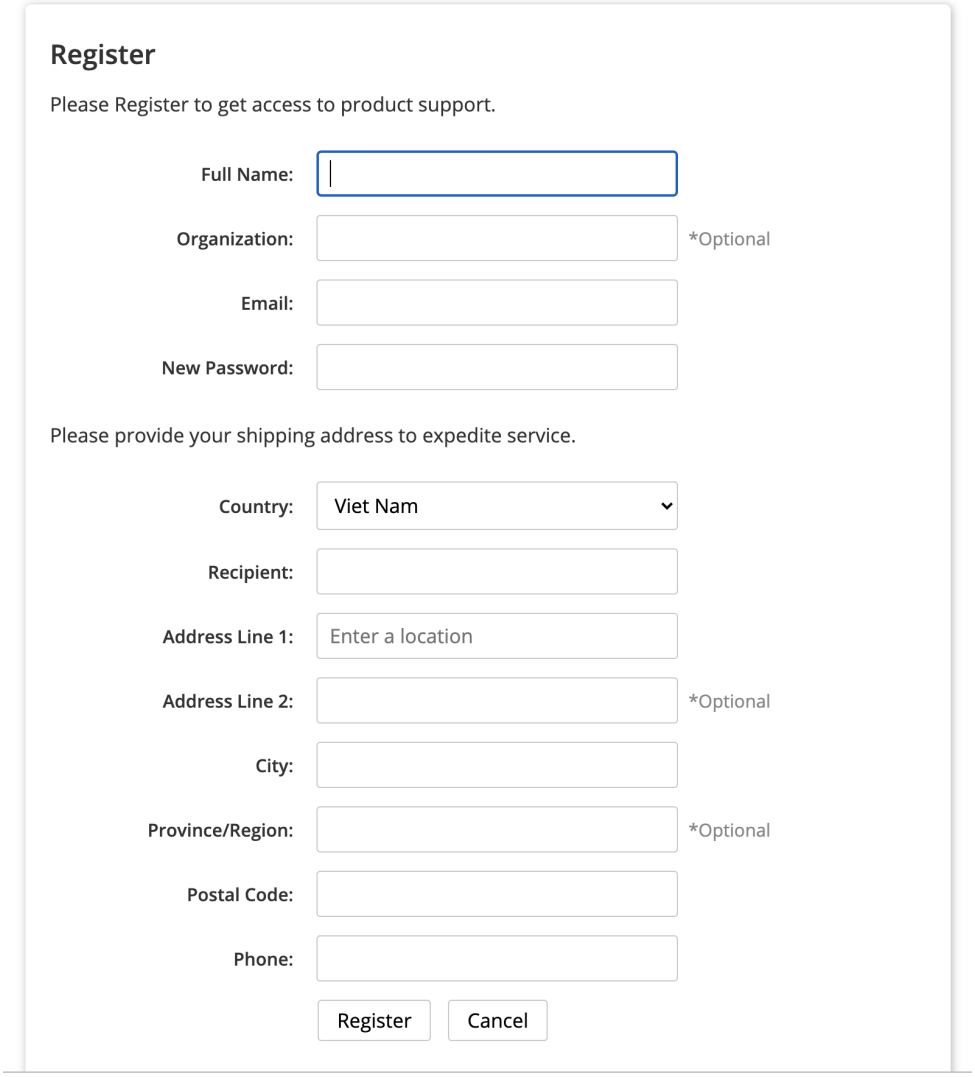
Step 1 - Go to Customer Portal

Link: https://daviteq.supportsync.com/

Step 2 - Register

- Press the Register button at the right top of the page.
- Enter the information: Full name. Organization, Email, Password and Shipping information

> We highly recommend you to input Shipping information so that our RMA system can use that info for receiving/shipping purposes;

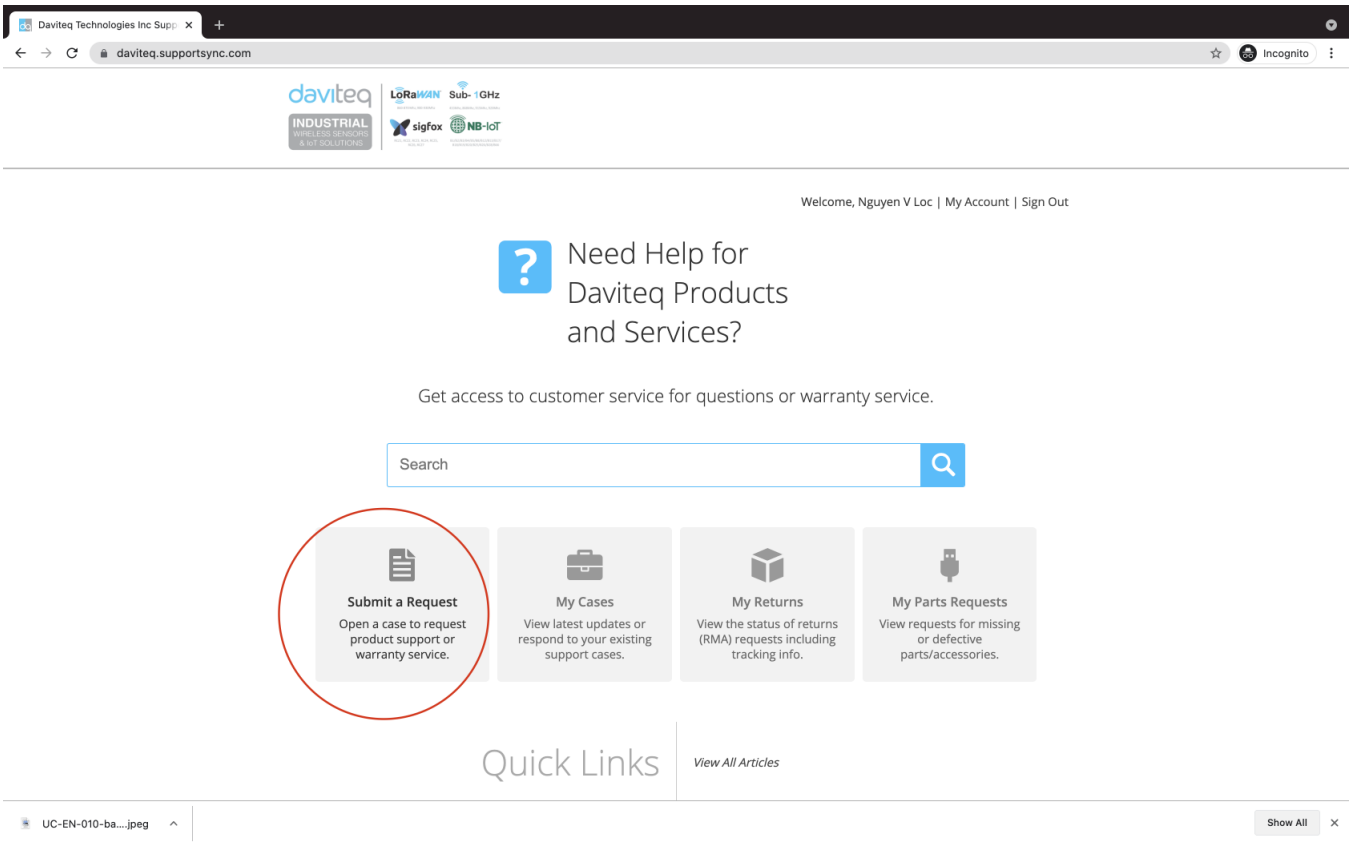


Step 3 - Log in the Portal

- Log in with your email and password

Step 4 - Submit a Request

- Press the button "Submit a Request";



- **Fill in the information:**
  - Select Product: please select the correct product code;
  - Select Case type: Question for support, Return Request for returning product for warranty;
  - Subject: Please fill in the subject for easy follow up
  - Description: please input as below
    - Product code and quantity to return;
    - List of S/N:
    - Reason to return: please describe the details of error, defective....as much as possible.
    - Add files: you can attached pictures to prove the reasons above.

Home > Cases > Add New Case

Welcome, Nguyen V Loc | My Account | Sign Out

New Support Request

To contact Support, please enter the details of your question or problem below.

Select Product:

Search

All > Sigfox Wireless Sensors >

WSSFC-ULC-8-01 - Sigfox Ultrasonic Level Sensor for General Level/Distance Measurement, 28-750CMS, Internal antenna, Type AA battery 1.5VDC, IP68, for Sigfox RC1 zones

Select Case Type:

Search

Question

Return Request

Subject:

Description:

Add Files

Submit Cancel

- Then press Submit.

After submit the request, you can check your email and this portal to see the updated status of request.

Thank you.

Daviteq Support Team.

Welcome to the Daviteq' Online Product Manuals

On this page, you can find user manuals as well as product specifications, warranty, and support information.

SUB-GHZ WIRELESS SENSORS	**LORAWAN SENSORS**
SIGFOX-READY SENSORS	**ICONNECTORS**
MEASUREMENT AND CONTROLS	**GLOBIOTS SOFTWARE**
ONLINE DATASHEET	**SUPPORT AND WARRANTY INFORMATION**
PRINCIPLE OPERATION OF SENSORS	**PAYLOAD DOCUMENTS FOR SIGFOX SENSORS**
USER GUIDE FOR DAVITEQ ERP - ODOO	**PAYLOAD DOCUMENT FOR LORAWAN SENSORS**

Some documents are confidential and require customers to have an access account. Please contact us via this **contact form**. Please input the reason you want to have the access account.

Thank you very much!

Daviteq Technologies Inc

Instruction to update the firmware for Seismic Sensor

1. Preparation

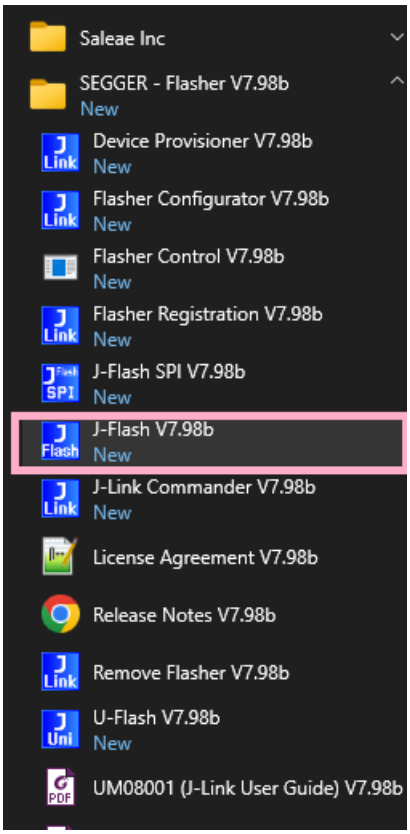
1. A J-link firmware update cable tool
2. An updated firmware of the sensor on the PC for flashing to the sensor.
3. A computer run on Windows 7 or higher
4. A SEGGER FLASHER software to update the firmware: Download the software at below link, click the installation file and click **Next** button to install the software to the PC.

   Software link:https://www.segger.com/downloads/flasher/Flasher_Windows_x86_64.exe

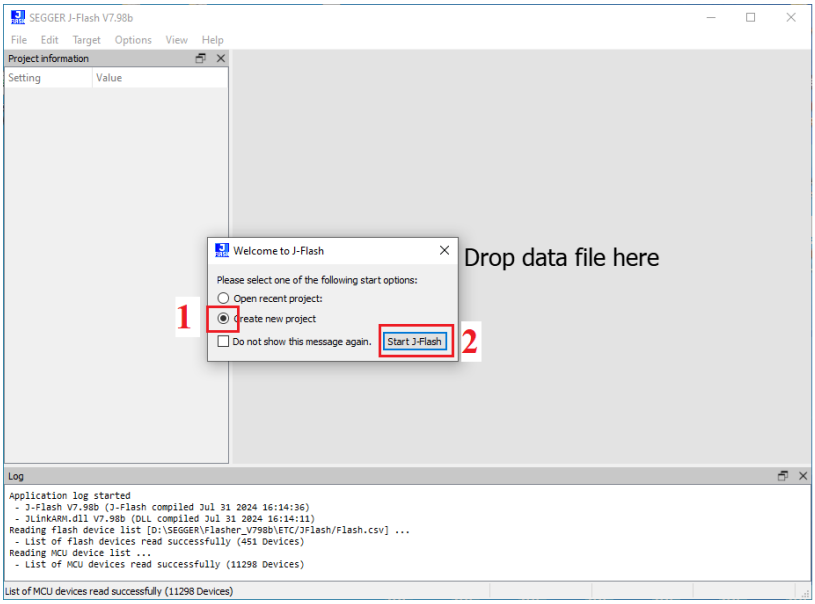
If the PC run on other operating systems, please download a relevant SEGGER FLASHER software at link: https://www.segger.com/downloads/jlink/

2. Update the firmware

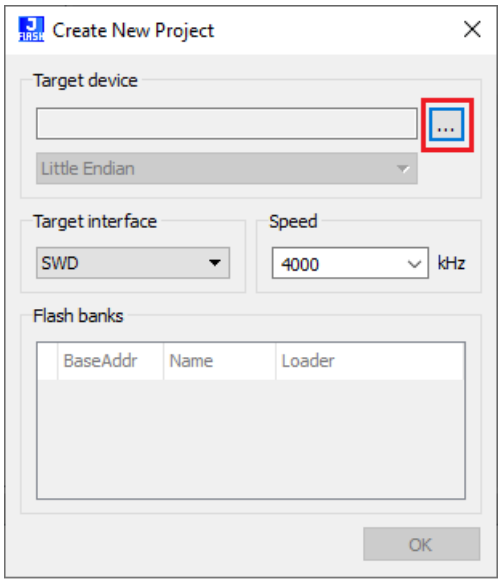
Open “Start” menu on Window operating system, find “SEGGER Flasher V7.xxx”, click “J-Flash V7.xxx” to open



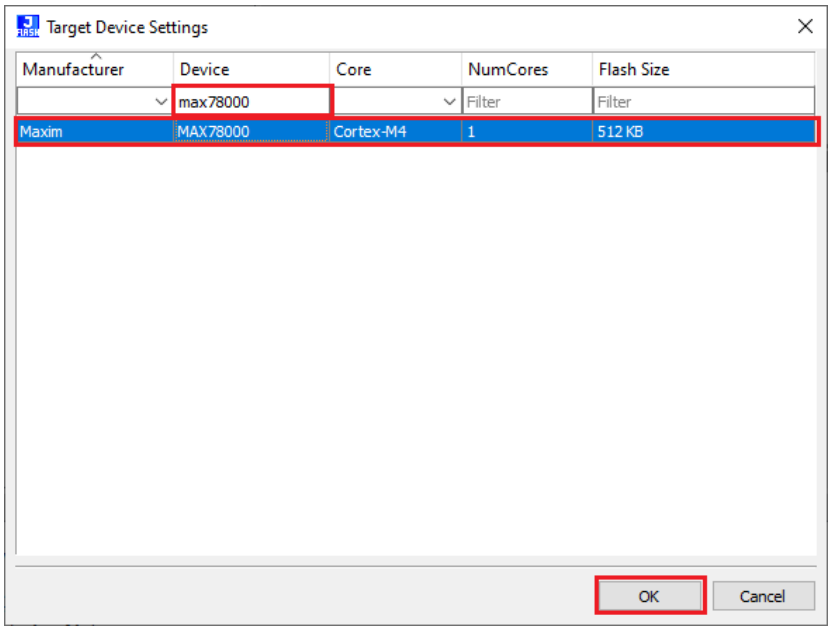
Tick to select **Create new project**, click **Start J-Flash** button



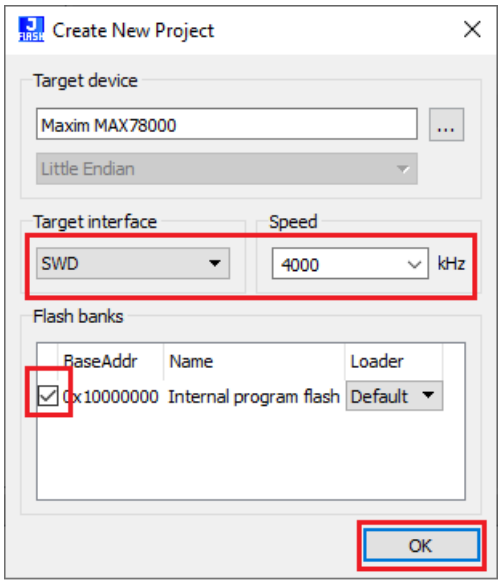
Click browser icon



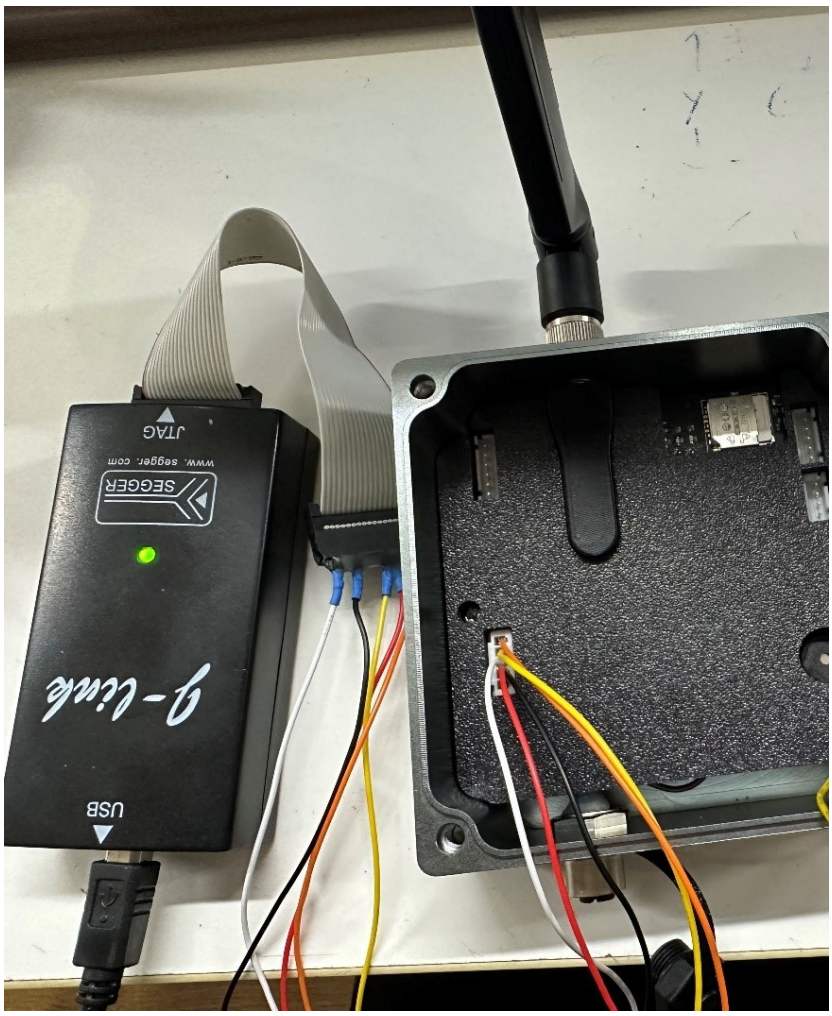
Find with Device **max78000** , click to choose and Click**OK**



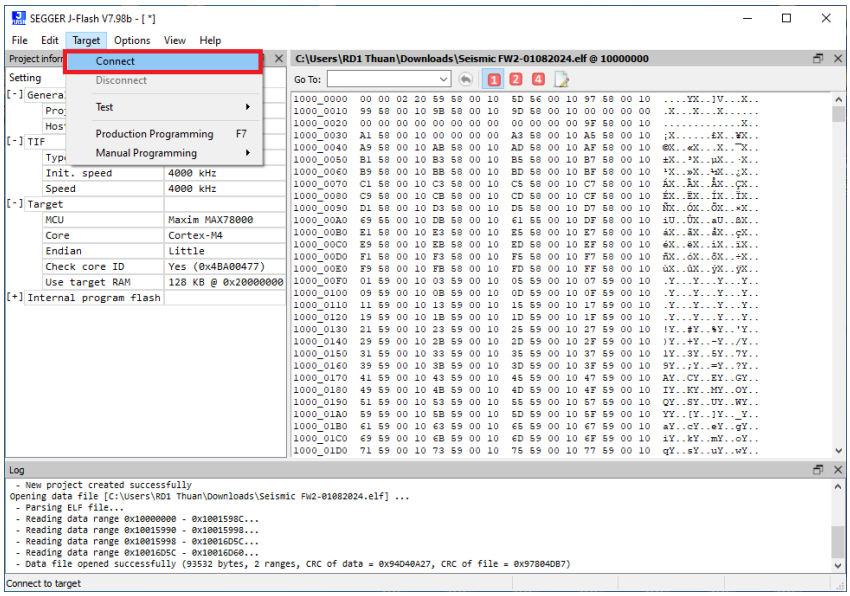
Select speed **400 kHz**, and tick **0x10000000 Internal program flash**, then click **OK**



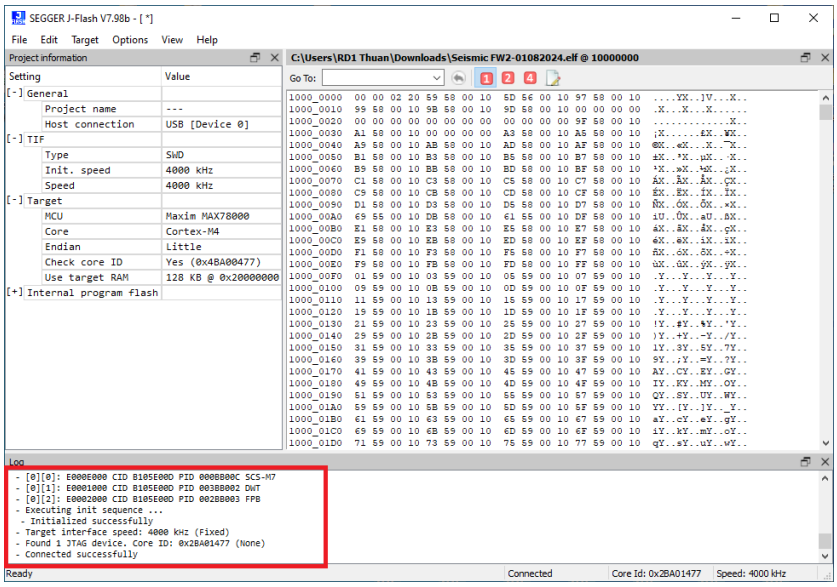
Connect the firmware update cable tool to the PC and the sensor



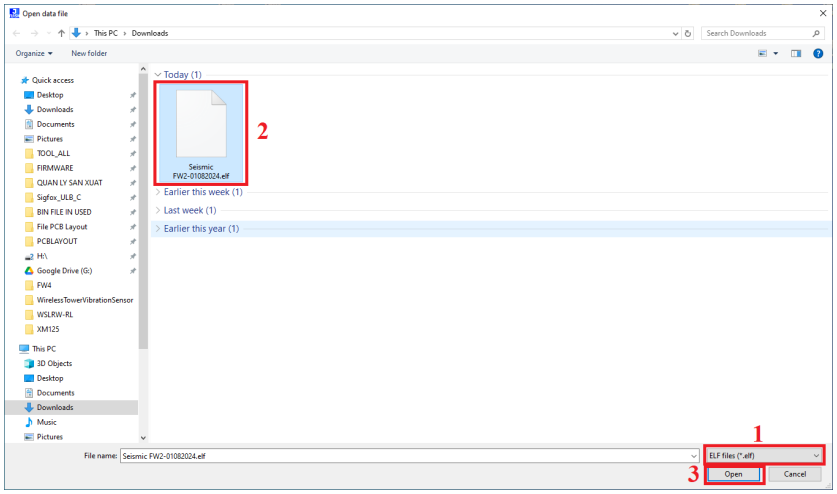
Select **Target** menu then click **Connect**



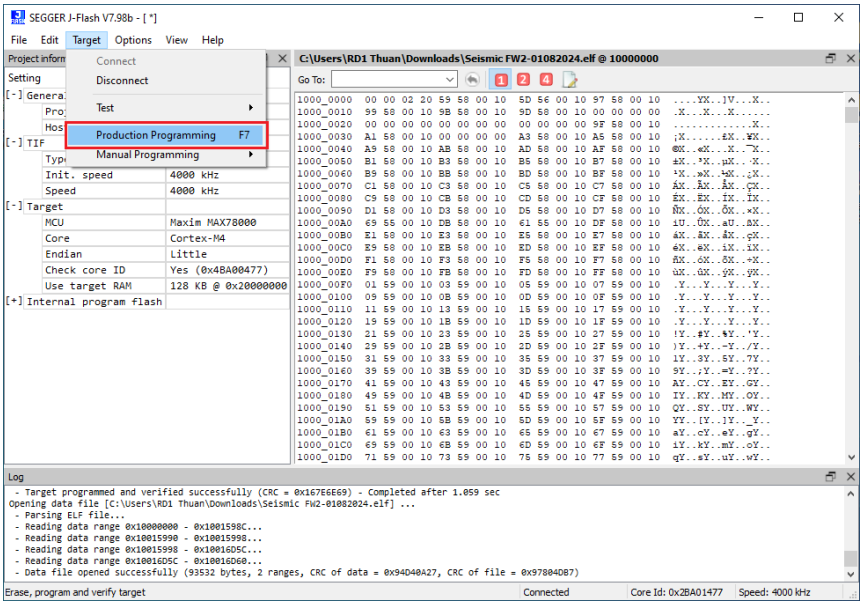
The software will inform the successful connection



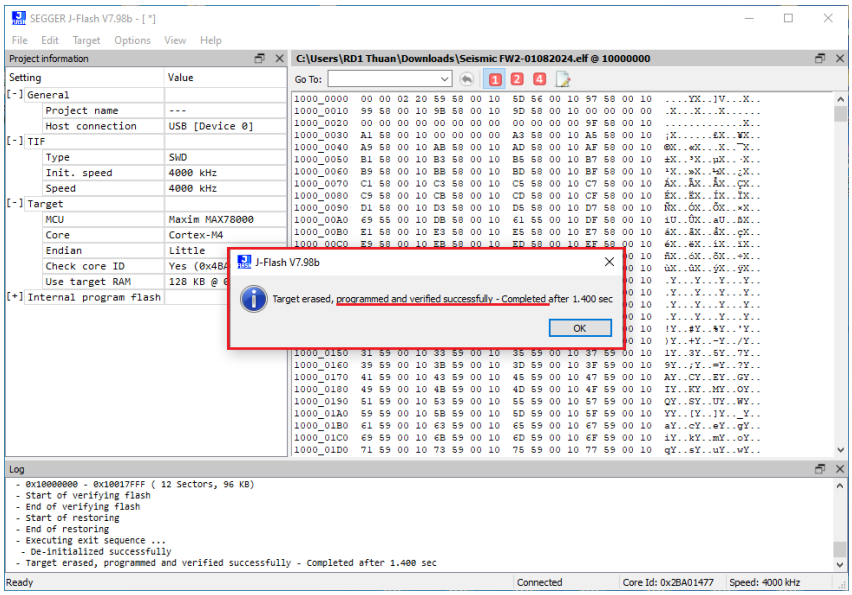
Click **File** menu, click **Open data file**, browse to the firmware file on the PC, select **.elf** file type, select the firmware file, then click **Open** button



Select **Target** menu, click **Production Programming** to start to update the firmware



After that the software will notify the popup of the successful update


SEGGER J-Flash V7.98b - [*]
File Edit Target Options View Help
Project information
Setting
Value
[-] General
Project name

Host connection
USB [Device 0]
[-] TIF
Type
SWD
Init. speed
4000 kHz
Speed
4000 kHz
[-] Target
MCU
Maxim MAX78000
Core
Cortex-M4
Endian
Little
Check core ID
Yes (0x4BA
Use target RAM
128 KB @ 0
[+] Internal program flash
C:\Users\RD1 Thuan\Downloads\Seismic FW2-01082024.elf @ 10000000
Go To:
1000_0000 00 00 02 20 59 58 00 10 5D 56 00 10 97 58 00 10 ...YX..]V...X..
1000_0010 99 58 00 10 9B 58 00 10 9D 58 00 10 00 00 00 00 .X...X...X.....
1000_0020 00 00 00 00 00 00 00 00 00 00 00 00 9F 58 00 10 ....X..
1000_0030 A1 58 00 10 00 00 00 00 A3 58 00 10 A5 58 00 10 ¡X.....£X..¥X..
1000_0040 A9 58 00 10 AB 58 00 10 AD 58 00 10 AF 58 00 10 ©X..«X...X..¯X..
1000_0050 B1 58 00 10 B3 58 00 10 B5 58 00 10 B7 58 00 10 ±X..³X..µX...X..
1000_0060 B9 58 00 10 BB 58 00 10 BD 58 00 10 BF 58 00 10 ¹X..»X..½X..¿X..
1000_0070 C1 58 00 10 C3 58 00 10 C5 58 00 10 C7 58 00 10 ÁX..ÃX..ÅX..ÇX..
1000_0080 C9 58 00 10 CB 58 00 10 CD 58 00 10 CF 58 00 10 ÉX..ËX..ÍX..ÏX..
1000_0090 D1 58 00 10 D3 58 00 10 D5 58 00 10 D7 58 00 10 ÑX..ÓX..ÕX..×X..
1000_00A0 69 55 00 10 DB 58 00 10 €1 55 00 10 DF 58 00 10 iU..ÛX..aU..ßX..
1000_00B0 E1 58 00 10 E3 58 00 10 E5 58 00 10 E7 58 00 10 áX..ãX..åX..çX..
1000_00C0 E9 58 00 10 EB 58 00 10 ED 58 00 10 EF 58 00 10 éX..ëX..iX..iX..
1000_00D0 F1 58 00 10 F3 58 00 10 F5 58 00 10 F7 58 00 10 ñX..óX..õX..÷X..
1000_00E0 F9 58 00 10 FB 58 00 10 FD 58 00 10 FF 58 00 10 ùX..ûX..ýX..ÿX..
J-Flash V7.98b
Target erased, programmed and verified successfully - Completed after 1.400 sec
OK
1000_0150 31 59 00 10 33 59 00 10 35 59 00 10 37 59 00 10 1Y..3Y..5Y..7Y..
1000_0160 39 59 00 10 3B 59 00 10 3D 59 00 10 3F 59 00 10 9Y..;Y..=Y..?Y..
1000_0170 41 59 00 10 43 59 00 10 45 59 00 10 47 59 00 10 AY..CY..EY..GY..
1000_0180 49 59 00 10 4B 59 00 10 4D 59 00 10 4F 59 00 10 IY..KY..MY..OY..
1000_0190 51 59 00 10 53 59 00 10 55 59 00 10 57 59 00 10 QY..SY..UY..WY..
1000_01A0 59 59 00 10 5B 59 00 10 5D 59 00 10 5F 59 00 10 YY..[Y..]Y.._Y..
1000_01B0 61 59 00 10 63 59 00 10 65 59 00 10 67 59 00 10 aY..cY..eY..gY..
1000_01C0 69 59 00 10 6B 59 00 10 6D 59 00 10 6F 59 00 10 iY..kY..mY..oY..
1000_01D0 71 59 00 10 73 59 00 10 75 59 00 10 77 59 00 10 qY..sY..uY..wY..
Log
- 0x10000000 - 0x10017FFF (12 Sectors, 96 KB)
- Start of verifying flash
- End of verifying flash
- Start of restoring
- End of restoring
- Executing exit sequence ...
- De-initialized successfully
- Target erased, programmed and verified successfully - Completed after 1.400 sec
Ready
Connected
Core Id: 0x2BA01477
Speed: 4000 kHz