

Product Warranty and Support

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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:

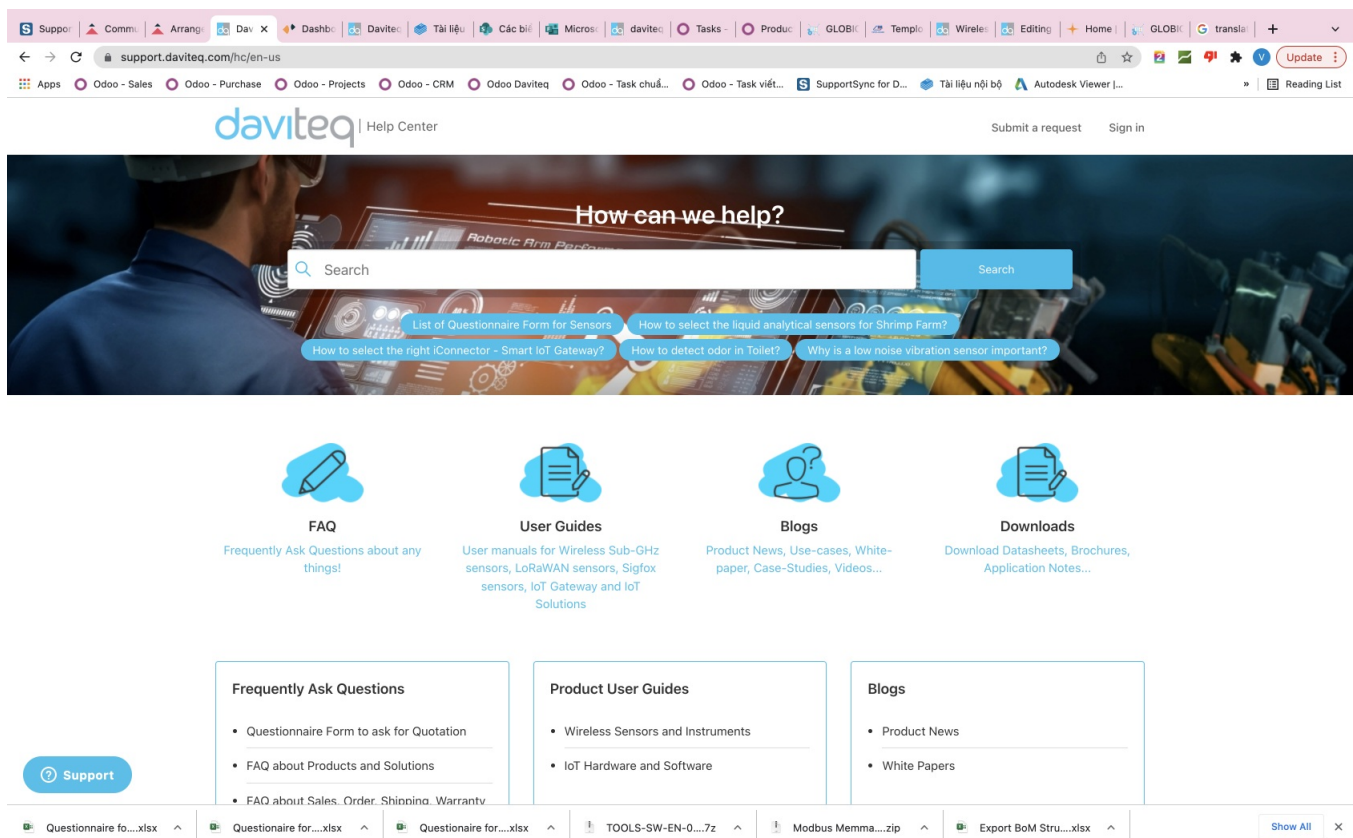
-  * Customers will be subjected to all repairing expenses and 2-way shipping costs.
-  * If arises disagreement with the company's determining faults, both parties will have a third party inspection appraise such damage and its decision be and is the final decision.

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.

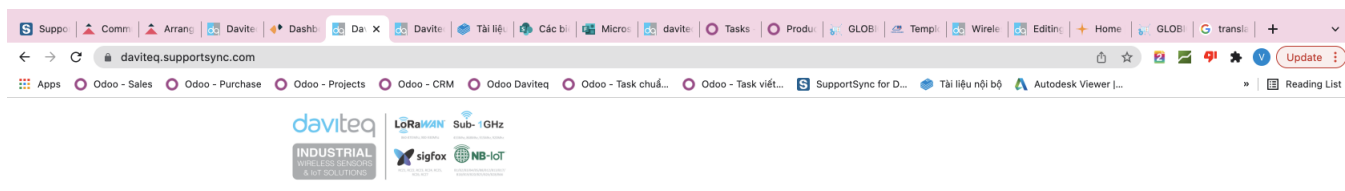
If you can't find the right information, please register an account and send us a request. We will respond within 24 hours.

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/>



[Sign In](#) | [Register](#)

Need Help for Daviteq Products and Services?

Get access to customer service for questions or warranty service.



Submit a Request
Open a case to request product support or warranty service.



My Cases
View latest updates or respond to your existing support cases.



My Returns
View the status of returns (RMA) requests including tracking info.



My Parts Requests
View requests for missing or defective parts/accessories.

Quick Links

[View All Articles](#)

[Questionnaire fo...xlsx](#) ^ [Questionnaire for...xlsx](#) ^ [Questionnaire for...xlsx](#) ^ [TOOLS-SW-EN-0...7z](#) ^ [Modbus Memma...zip](#) ^ [Export BoM Stru...xlsx](#) ^ [Show All](#) x

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



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;

Register

Please Register to get access to product support.

Full Name:

Organization:

Email:

New Password:

Please provide your shipping address to expedite service.

Country:

Viet Nam

Recipient:

Address Line 1:

Address Line 2:

City:

Province/Region:

Postal Code:

Phone:

Register

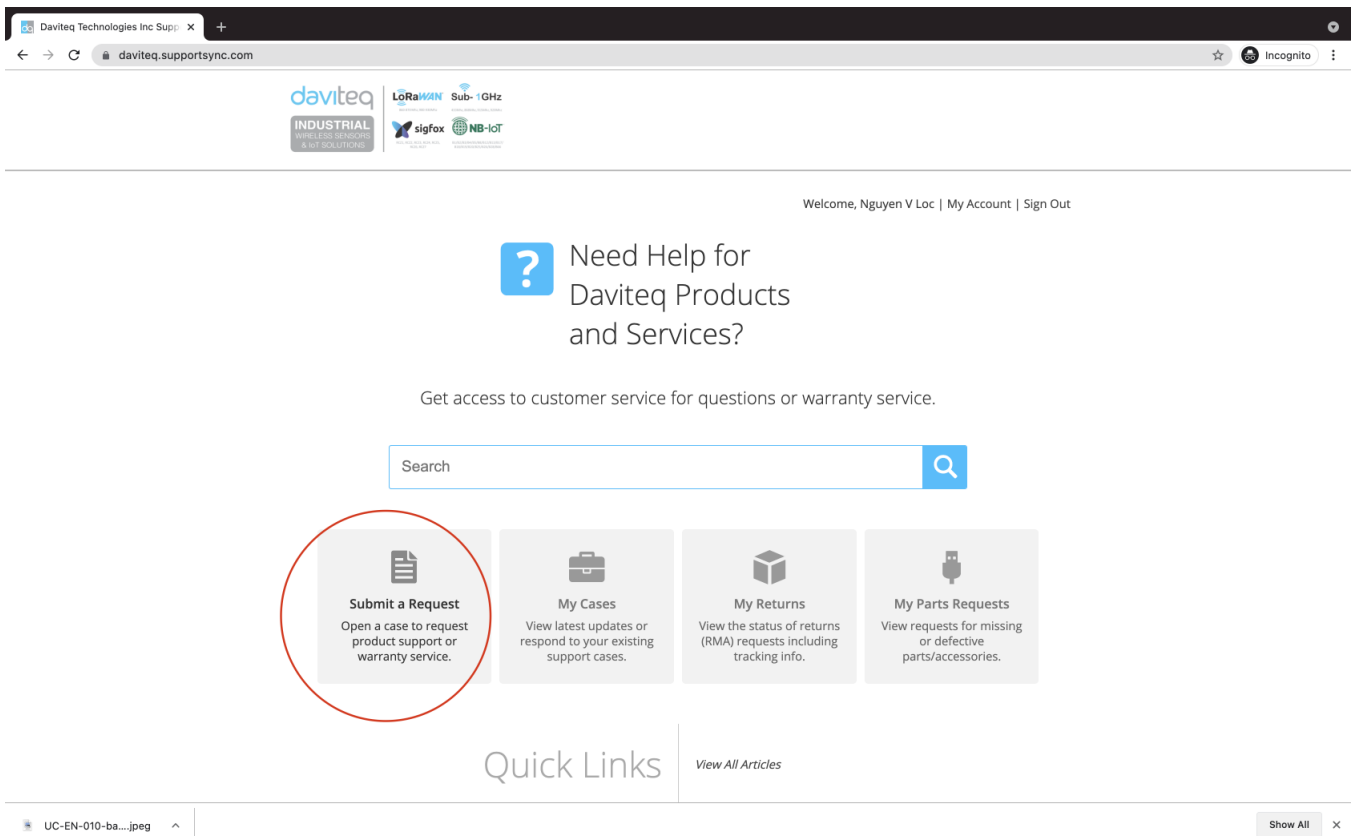
Cancel

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.

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

INDUSTRIAL
WIRELESS SENSORS
& IoT SOLUTIONS



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.

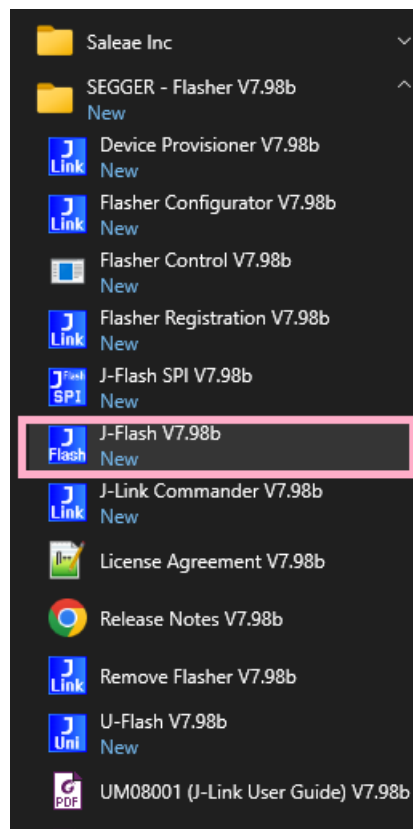
Software link: https://www.segger.com/downloads/flasher/Flasher_Windows_x86_64.exe



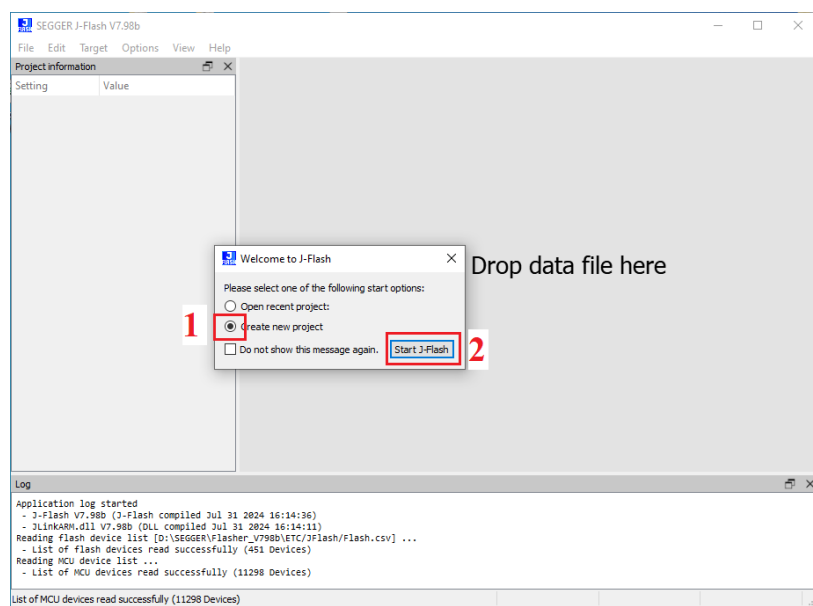
If the PC run on other operating systems, please download a relevant SEGGER FLASHER software at link: <https://www.segger.com/downloads/jlink/>

2. Update the firmware

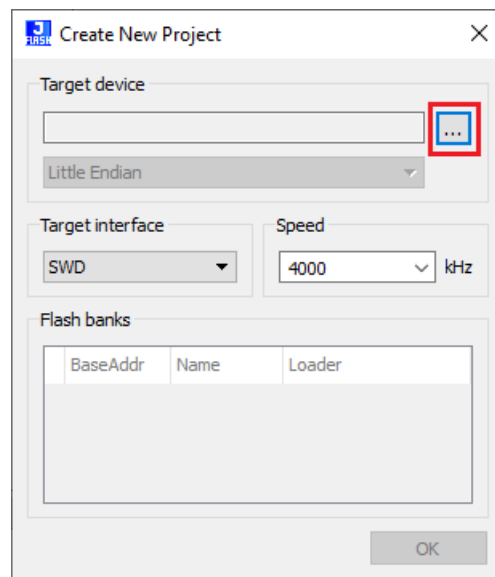
Open "Start" menu on Window operating system, find "SEGGER Flasher V7.xxx", click "J-Flash V7.xxx" to open



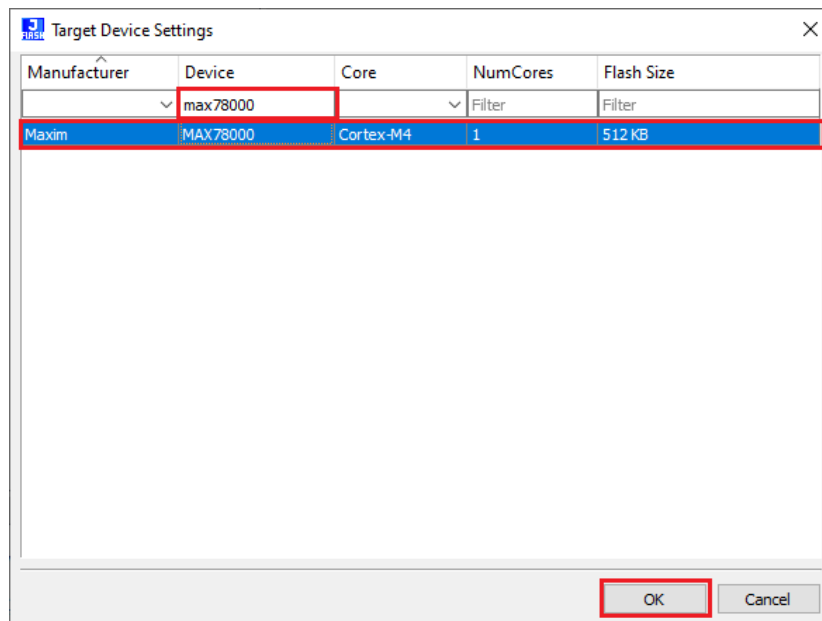
Tick to select **Create new project**, click **Start J-Flash** button



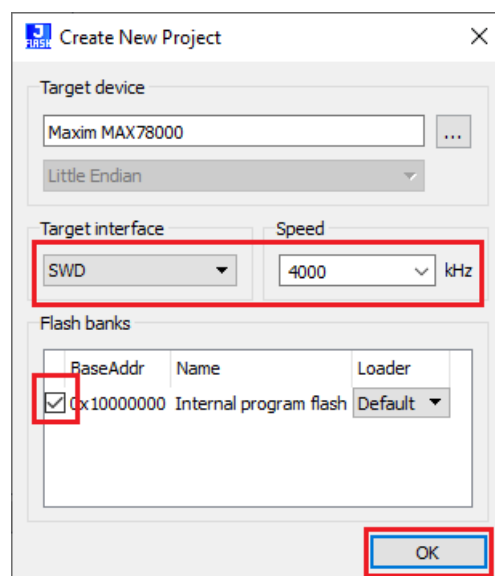
Click browser icon



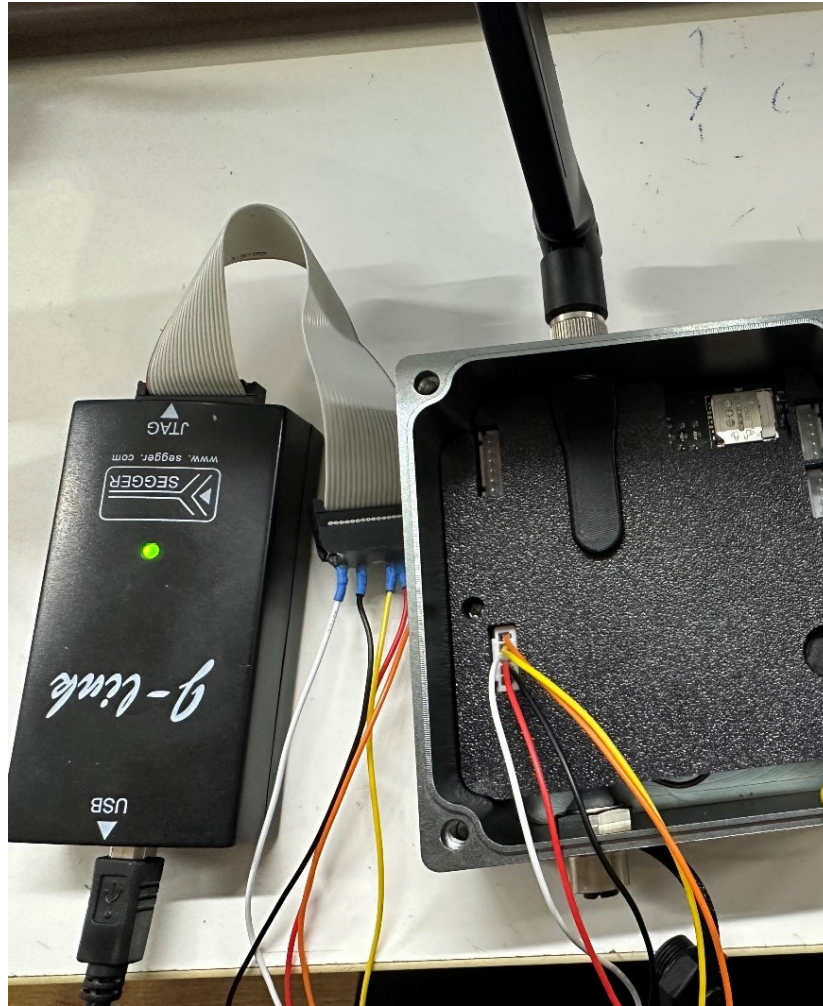
Find with Device **max78000** , click to choose and Click**OK**



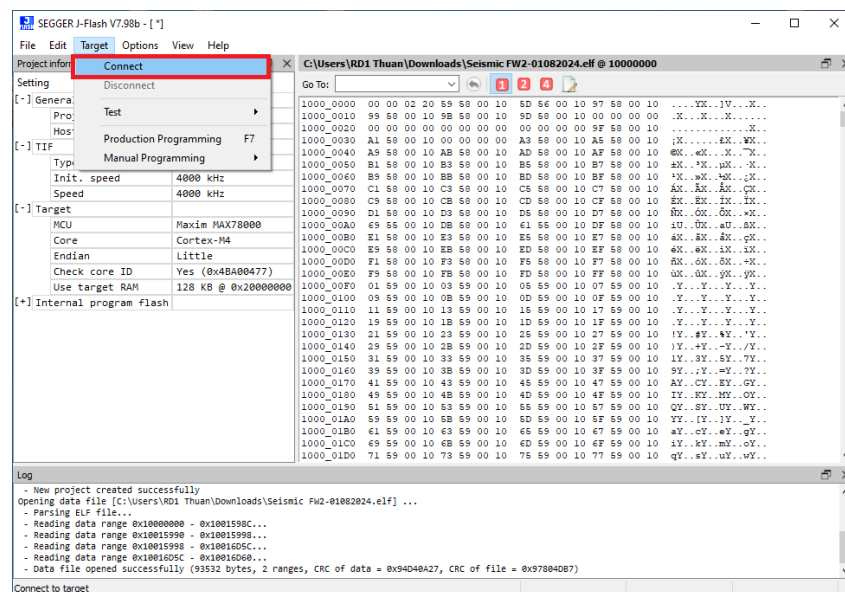
Select speed **400 kHz**, and tick **0x10000000 Internal program flash**, then click **OK**



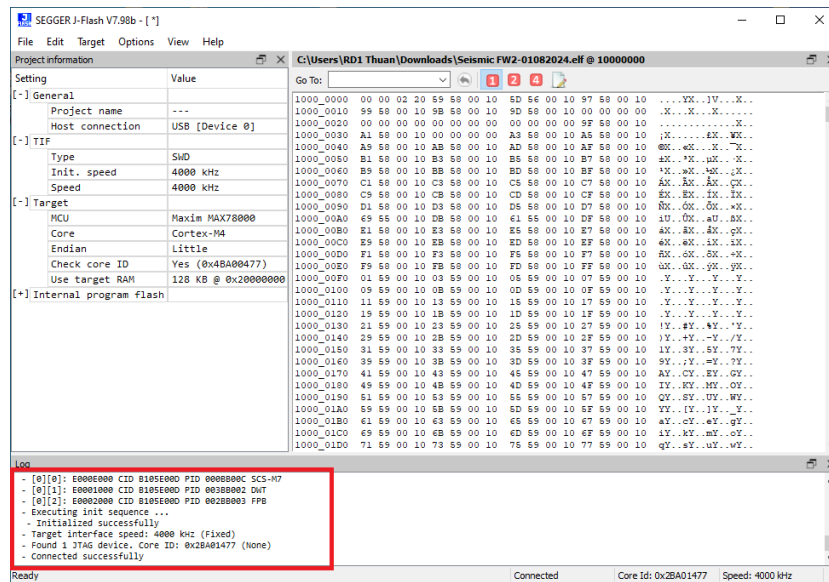
Connect the firmware update cable tool to the PC and the sensor



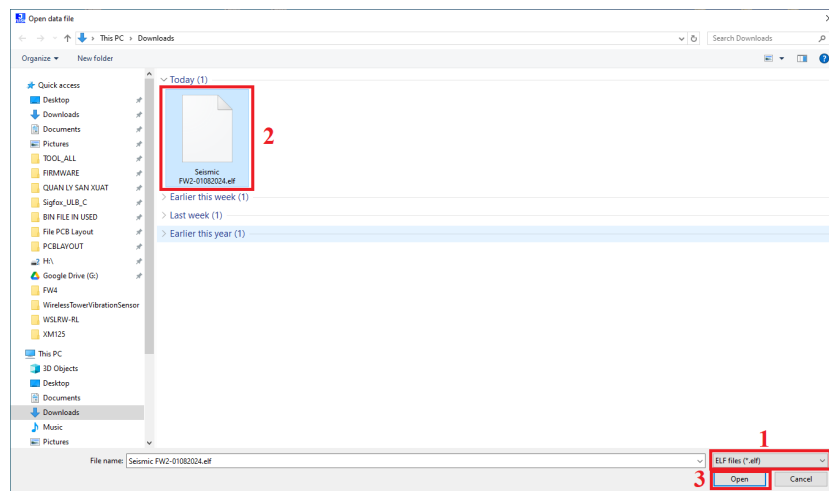
Select **Target** menu then click **Connect**



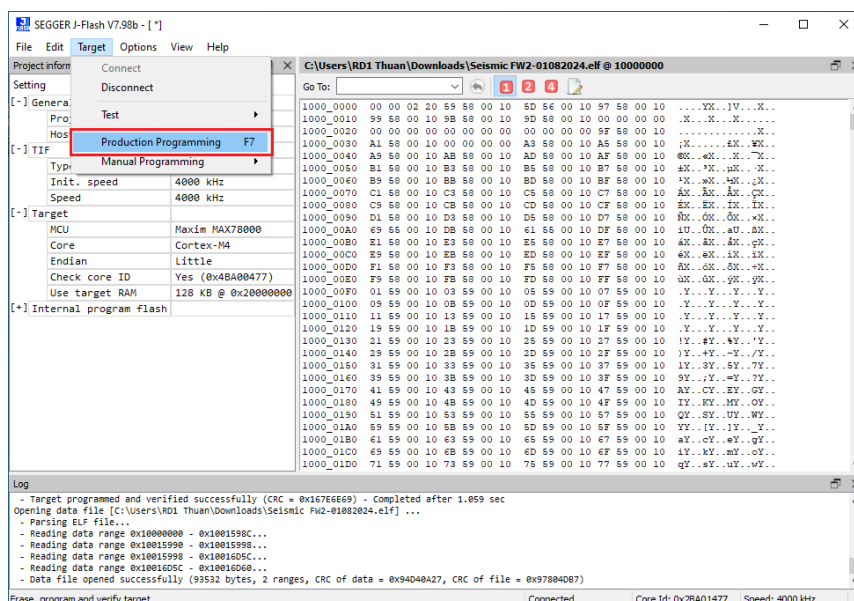
The software will inform the successful connection



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 C:\Users\RD1 Thuan\Downloads\Seismic FW2-01082024.elf @ 10000000

Go To: 1 2 3

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 (0x48)
Use target RAM	128 KB @ 0
[+] Internal program flash	

Target erased, programmed and verified successfully - Completed after 1.400 sec

OK

Log

- 0x10000000 - 0x10017FFF (12 Sectors, 96 KB)
- Start of verifying flash
- End of verifying flash
- Start of restoring
- End of restoring
- Executing exit sequence ...
- Re-initialized successfully
- Target erased, programmed and verified successfully - Completed after 1.400 sec

Ready Connected Core Id: 0x2BA01477 Speed: 4000 kHz