

# 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>

The page features four main sections with icons: "FAQ" (pencil in a cloud), "User Guides" (document in a cloud), "Blogs" (person in a cloud), and "Downloads" (document with a checkmark). Below these are three boxes: "Frequently Ask Questions" (with links to Questionnaire Form for Quotation, FAQ about Products and Solutions, and FAQ about Sales, Order, Shipping, Warranty), "Product User Guides" (with links to Wireless Sensors and Instruments and IoT Hardware and Software), and "Blogs" (with links to Product News and White Papers). At the bottom, there is a file download interface showing several files: Questionnaire fo...xlsx, Questionnaire for...xlsx, Questionnaire for...xlsx, TOOLS-SW-EN-0...7z, Modbus Memma...zip, Export BoM Stru....xlsx, and a "Show All" button.

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 SupportSync 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/>

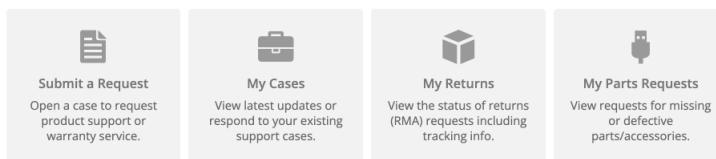
[Sign In](#) | [Register](#)

?

Need Help for  
Daviteq Products  
and Services?

Get access to customer service for questions or warranty service.

Search



## 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, COMERICAL PRETIGE  
/RETATION ON PURPOSE SHALL  
BE RESPONSIBLE FOR THE  
CIVIL, CRIMENAL LIABILITIES  
UNDER VIETNAMESE 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](mailto:info@daviteq.com) | [www.daviteq.com](http://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:  \*Optional

Email:

New Password:

Please provide your shipping address to expedite service.

Country:  \*

Recipient:

Address Line 1:

Address Line 2:  \*Optional

City:

Province/Region:  \*Optional

Postal Code:

Phone:

## Step 3 - Log in the Portal

- Log in with your email and password

## Step 4 - Submit a Request

- Press the button "Submit a Request";

Daviteq Technologies Inc Support +  
daviteq.supportsync.com

Incognito

daviteq  
INDUSTRIAL WIRELESS SENSORS & IoT SOLUTIONS  
LoRaWAN Sub-1GHz  
sigfox NB-IoT

Welcome, Nguyen V Loc | My Account | Sign Out

Need Help for Daviteq Products and Services?

Get access to customer service for questions or warranty service.

Search 

 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](#)

UC-EN-010-ba...jpeg ^ [Show All](#) X

- **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<sup>®</sup> Online Product Manuals

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

<a href="#">SUB-GHZ WIRELESS SENSORS</a>	<a href="#">LORAWAN SENSORS</a>
<a href="#">SIGFOX-READY SENSORS</a>	<a href="#">CONNECTORS</a>
<a href="#">MEASUREMENT AND CONTROLS</a>	<a href="#">GLOBIOTS SOFTWARE</a>
<a href="#">ONLINE DATASHEET</a>	<a href="#">SUPPORT AND WARRANTY INFORMATION</a>
<a href="#">PRINCIPLE OPERATION OF SENSORS</a>	<a href="#">PAYLOAD DOCUMENTS FOR SIGFOX SENSORS</a>
<a href="#">USER GUIDE FOR DAVITEQ ERP - ODOO</a>	<a href="#">PAYLOAD DOCUMENT FOR LORAWAN SENSORS</a>

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.

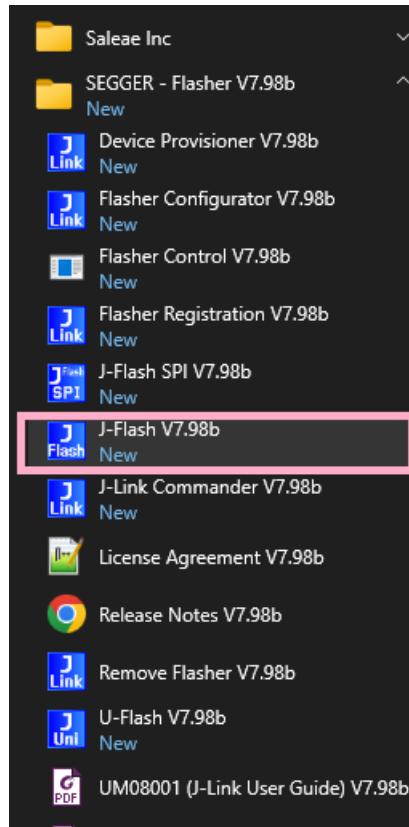
Software link:[https://www.segger.com/downloads/flasher/Flasher\\_Windows\\_x86\\_64.exe](https://www.segger.com/downloads/flasher/Flasher_Windows_x86_64.exe)



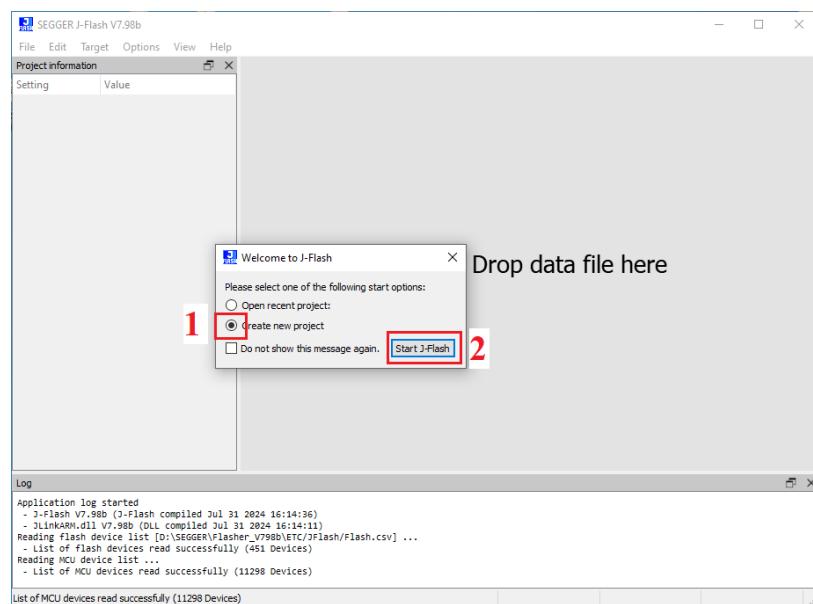
If the PC run on other operating systems, please download a relevant SEGGER FLASHER software at link:  
<https://www.segger.com/downloads/jlink/>

## 2. Update the firmware

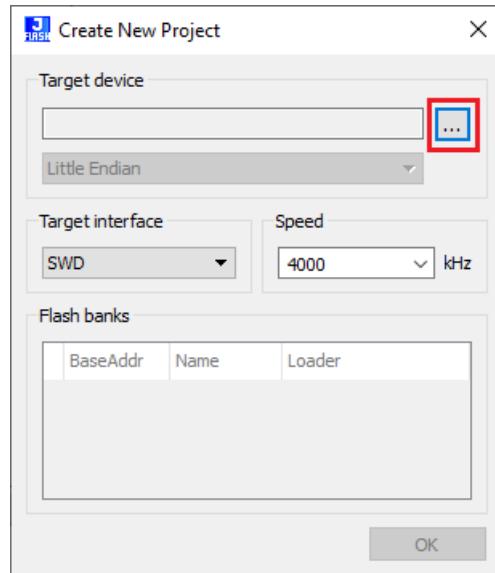
Open "Start" menu on Window operating system, find "SEGGER Flasher V7.xxx", click "J-Flash V7.xxx" to open



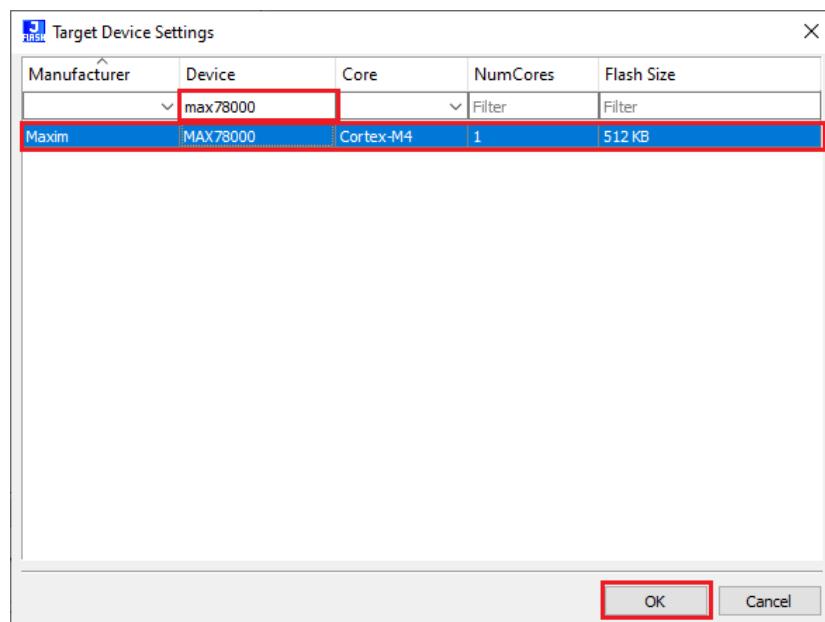
Tick to select **Create new project**, click **Start J-Flash** button



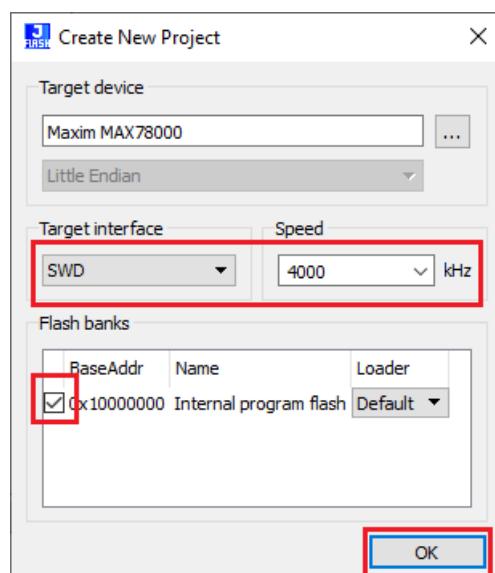
Click browser icon



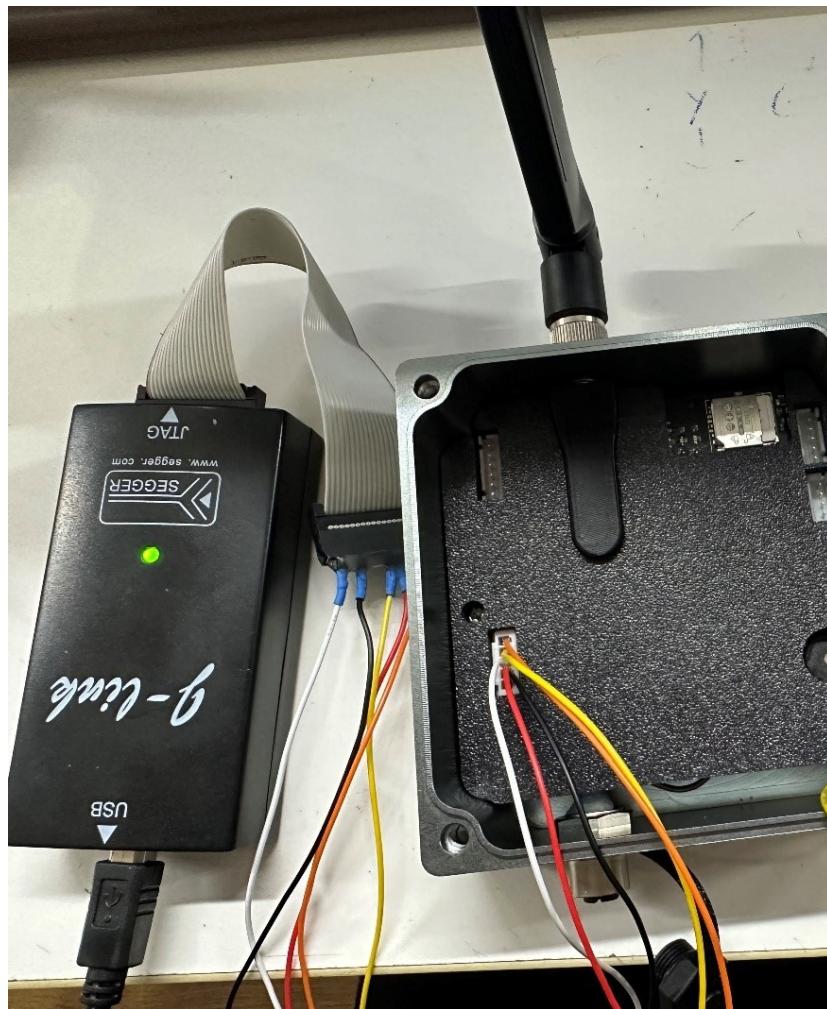
Find with Device **max78000** , click to choose and Click**OK**



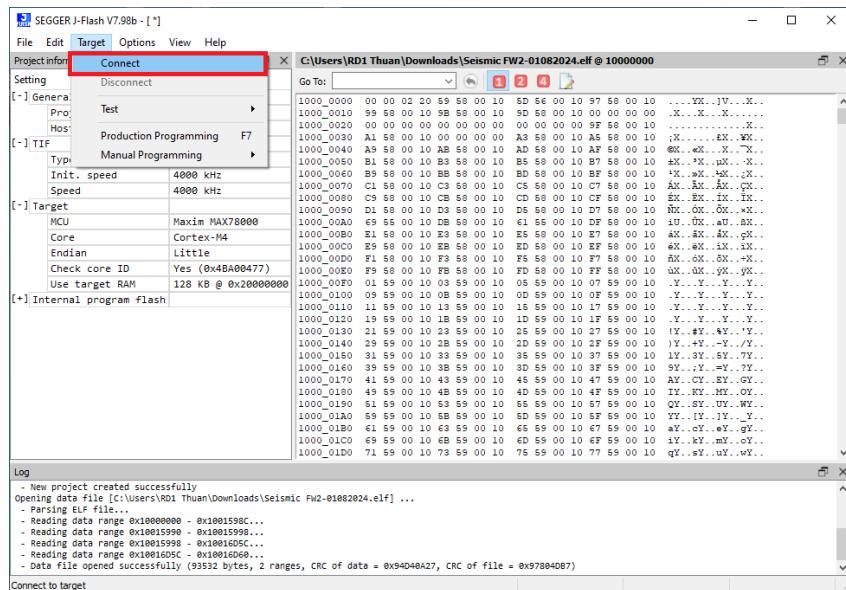
Select speed **400 kHz**, and tick **0x10000000 Internal program flash**, then click **OK**



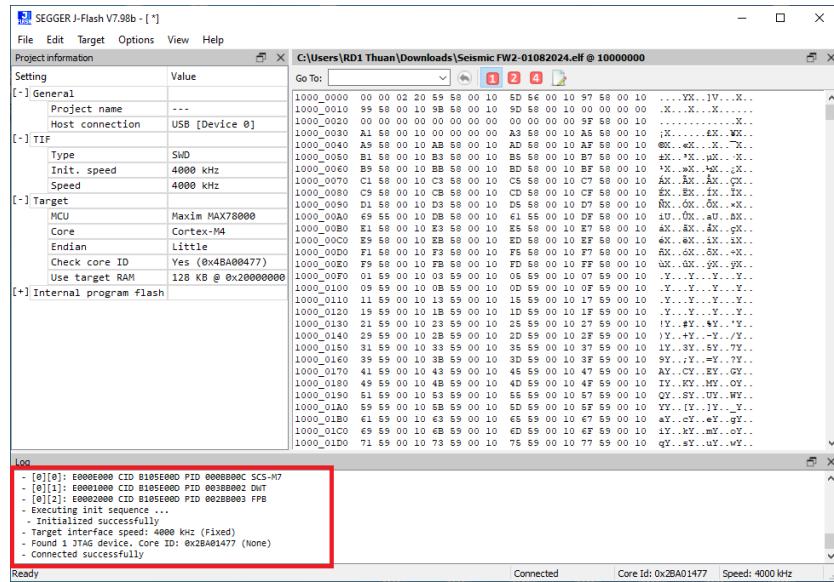
Connect the firmware update cable tool to the PC and the sensor



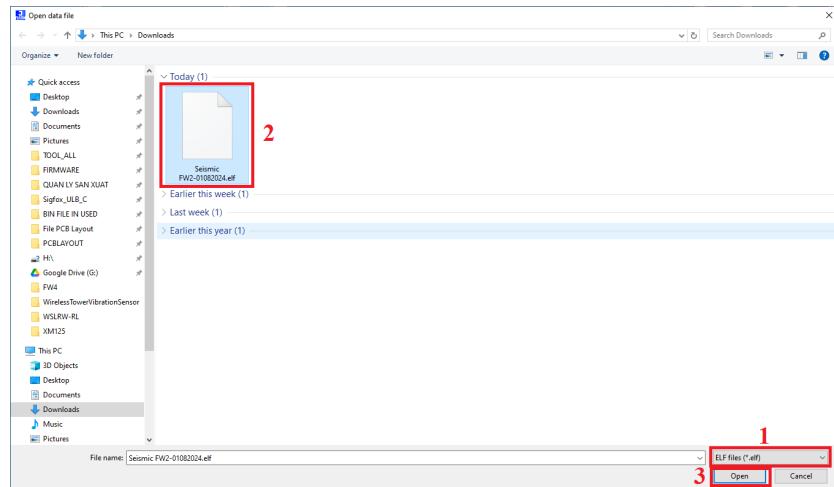
Select **Target** menu then click **Connect**



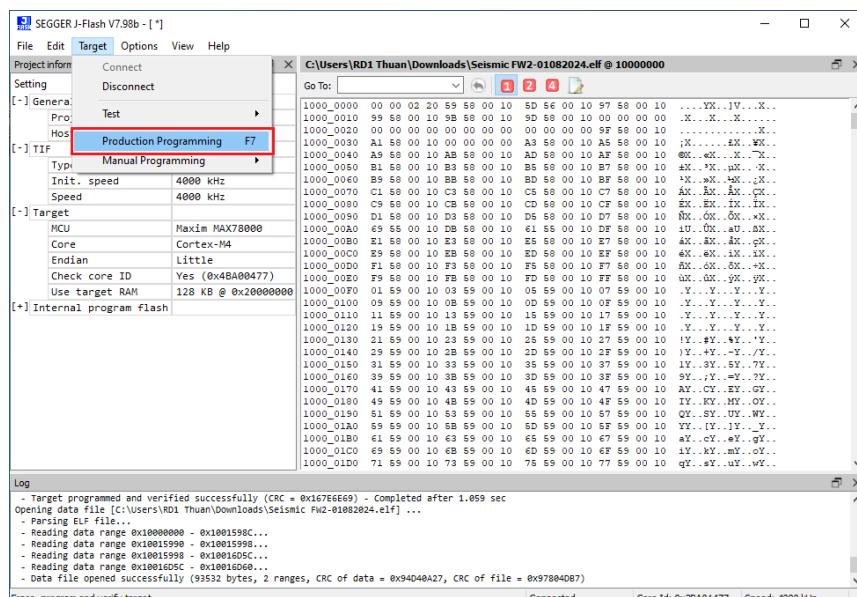
The software will inform the successful connection



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

