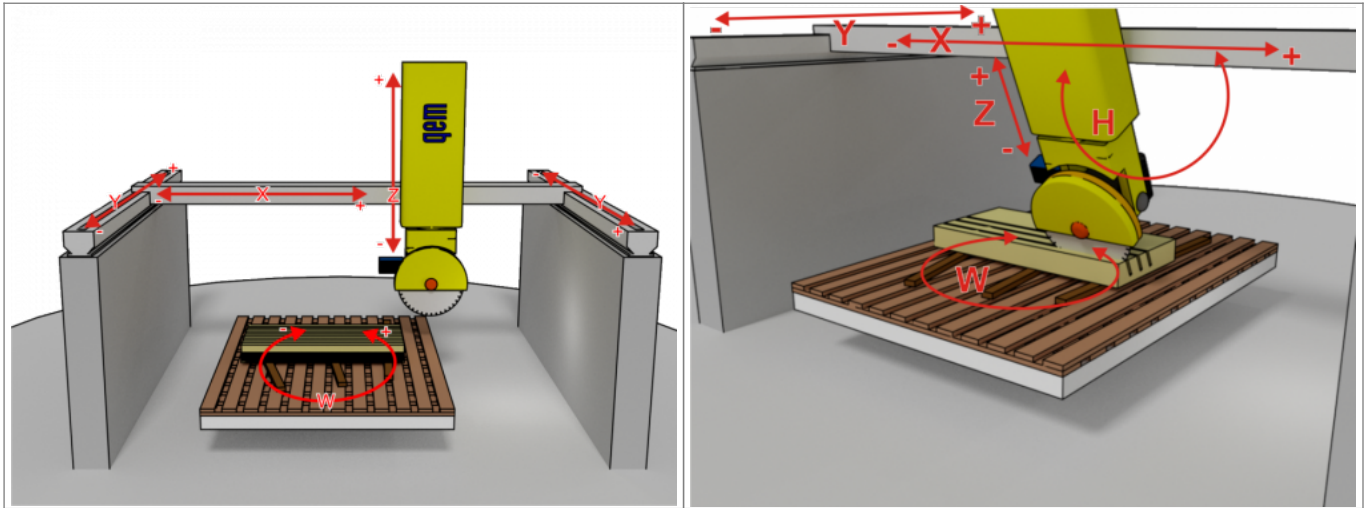


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MCE_P1P44F-010: Connections



1. Informations

1.1 Release



Quality in Electronic
Manufacturing

Document:	mce_p1p44f-010		
Description:	p1p44f-010 Electrical Connections Manual		
Editor:	Michele Sandri		
Approver	Gabriele Bazzi		
Link:	http://www.qem.eu/doku/doku.php/en/strumenti/qmoveplus/j1p44/p1p44f-010/mce_p1p44f-010		
Language:	English		
Document release	Description	Note	Date
01	New manual		17/02/2020
02	Add the Alarm 2 output on the second RMC-1S module		09/07/2020
03	Can speed modify to 500Kb		17/02/2021
04	Add the I70 input and O63 output for hydraulic brakes (wedges)		31/03/2021

1.1.1 Specifications

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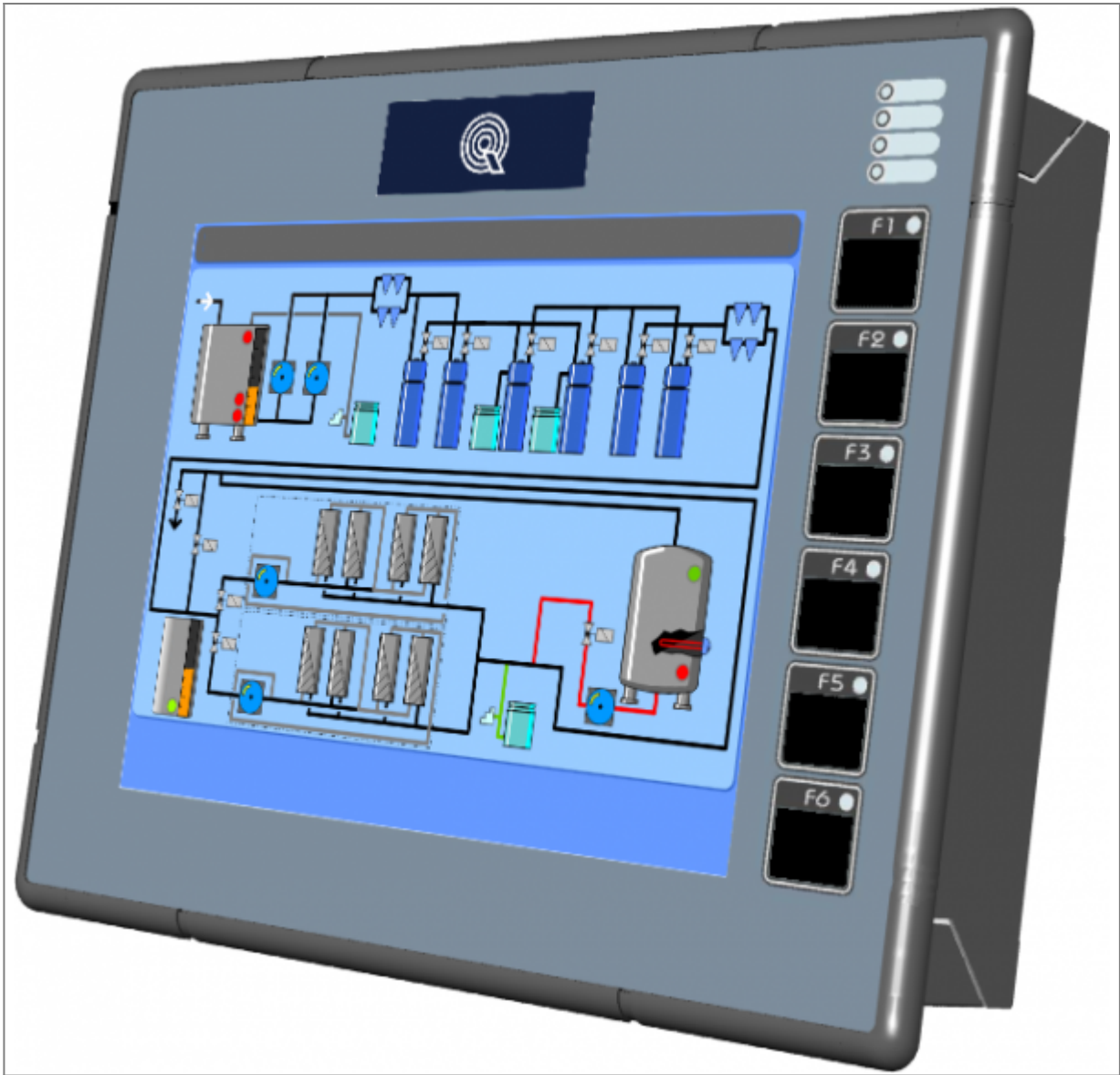
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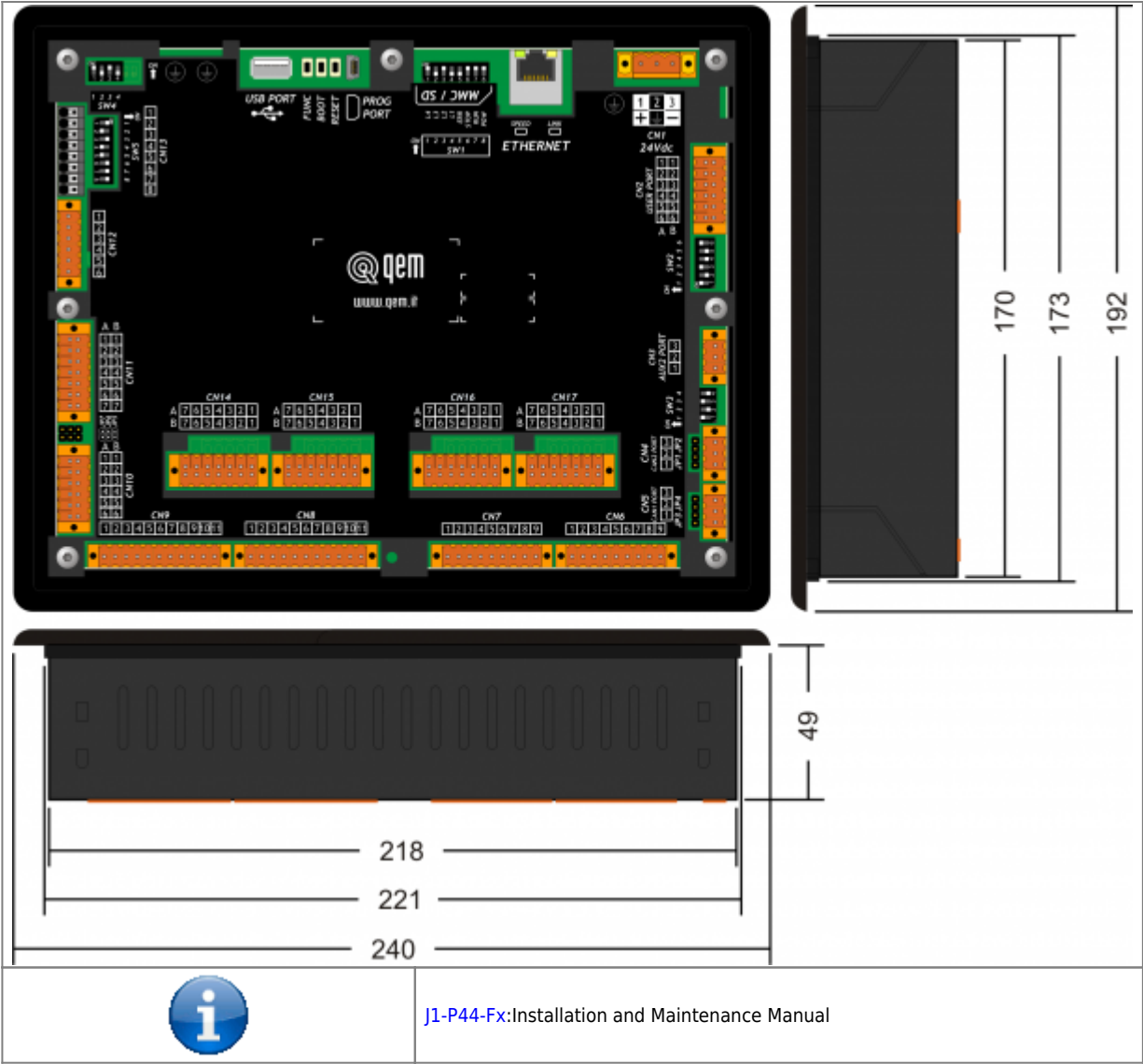
Trademarks:

- QEM® is a registered trademark.

2. Hardware and connections

2.1 Instrument J1-P44-FB20





2.1.1 Power supply

2.1.1.1 CN1

The instrument should be powered at 24Vdc, provide an external fuse in series to the positive conductor +24Volt.

	PIN	ID	DESCRIPTION
	1	+24V	Positive Power Supply Input +24Vdc
	2	PE	Ground-PE
	3	0V	Common Power Supply 0Vdc

2.1.2 Connectivity

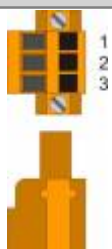
N. 1 PROG PORT → Serial with TTL logical standard for programming

N. 1 ETHERNET PORT

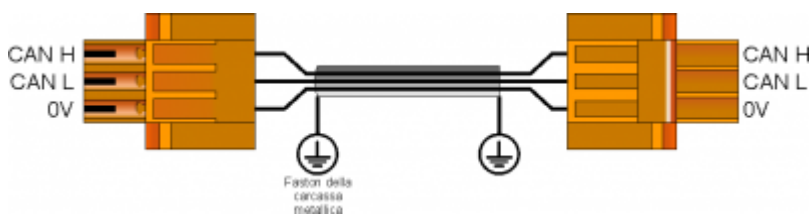
N. 1 USB port to save/load data from external memory

N. 1 CAN port connecting to external I/O modules

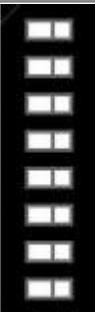
2.1.2.1 CN5

	PIN	ID	DESCRIPTION
	1	0V	Common CAN
	2	CAN_L	Communication low signal
	3	CAN_H	Communication high signal

2.1.2.1.1 J1-P44/RMC-1S/RMC-1S example of connections



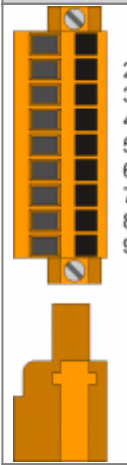
2.1.2.1.2 CAN port settings

SW1		Num. Dip	Set
1		1	X
2		2	X
3		3	X
4		4	OFF
5		5	ON
6		6	X
7		7	X
8		8	X
OFF↔ON			

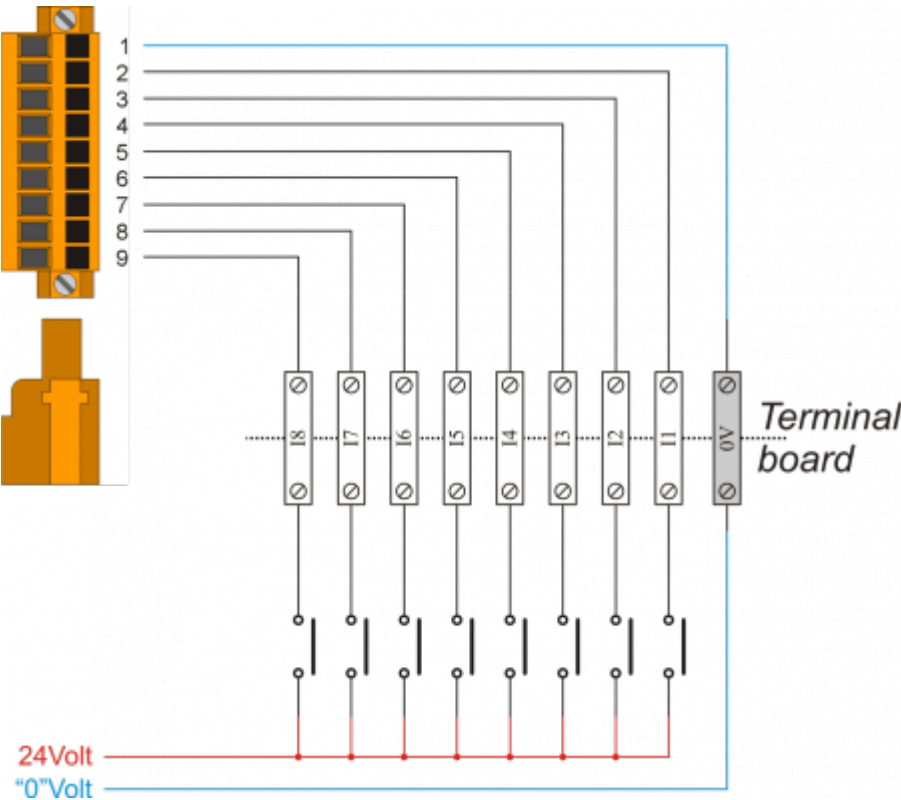
2.1.3 Digital inputs

S = State	A = Action	ID
NO = Normally Open	I = Impulsive	ID = Software
NC = Normally Closed	C = Continuous	

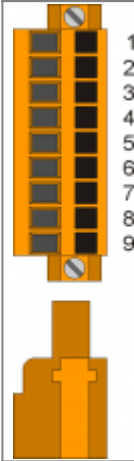
2.1.3.1 CN7

	PIN	ID	DESCRIPTION		S	A
	1	0V	Common of digital inputs			
	2	I1	X Axis	Forward	NO	I
	3	I2		Backward		
	4	I3	Y Axis	Forward		
	5	I4		Backward		
	6	I5	Z Axis	Ascent		
	7	I6		Descent		
	8	I7	W Axis	Clockwise rotation		
	9	I8		Anti-clockwise rotation		

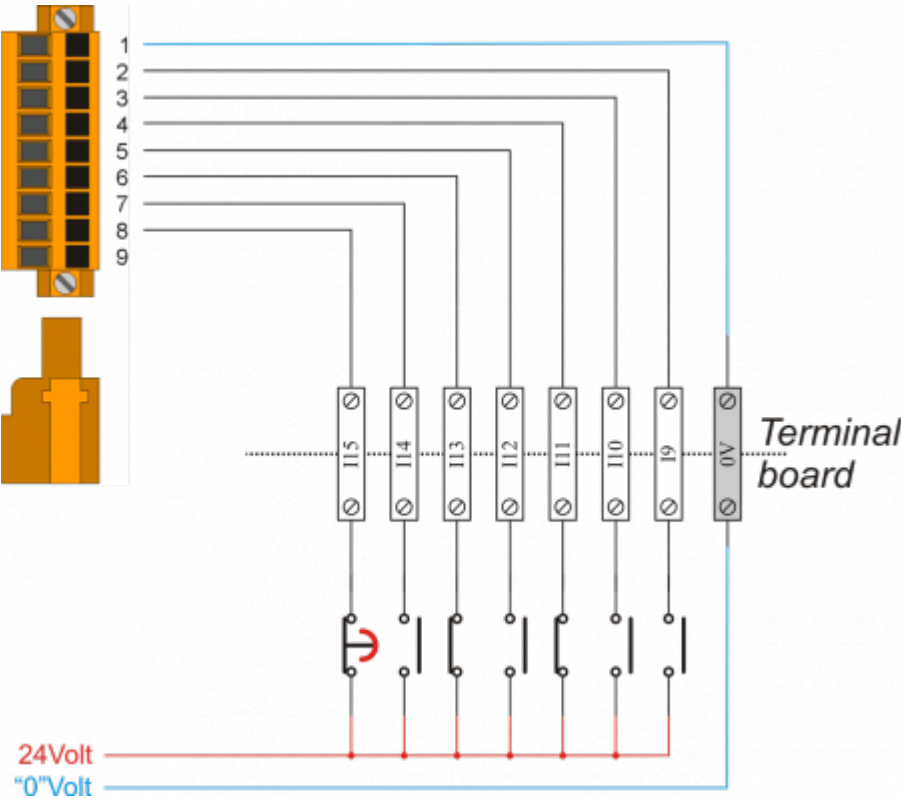
2.1.3.1.1 Connections example



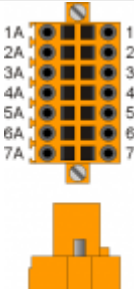
2.1.3.2 CN6

	PIN	ID	DESCRIPTION	S	A
	1	0V	Common of digital inputs		
	2	I9	Manual / Automatic OFF = Manual, ON = Automatic	NO	C
	3	I10	Start		I
	4	I11	Stop	NC	C
	5	I12	Start disk rotation	NO	I
	6	I13	Stop disk rotation	NC	C
	7	I14	Slow/Fast Selector OFF = slow, ON = fast	NO	
	8	I15	Emergency	NC	
	9	I16	Available	-	-

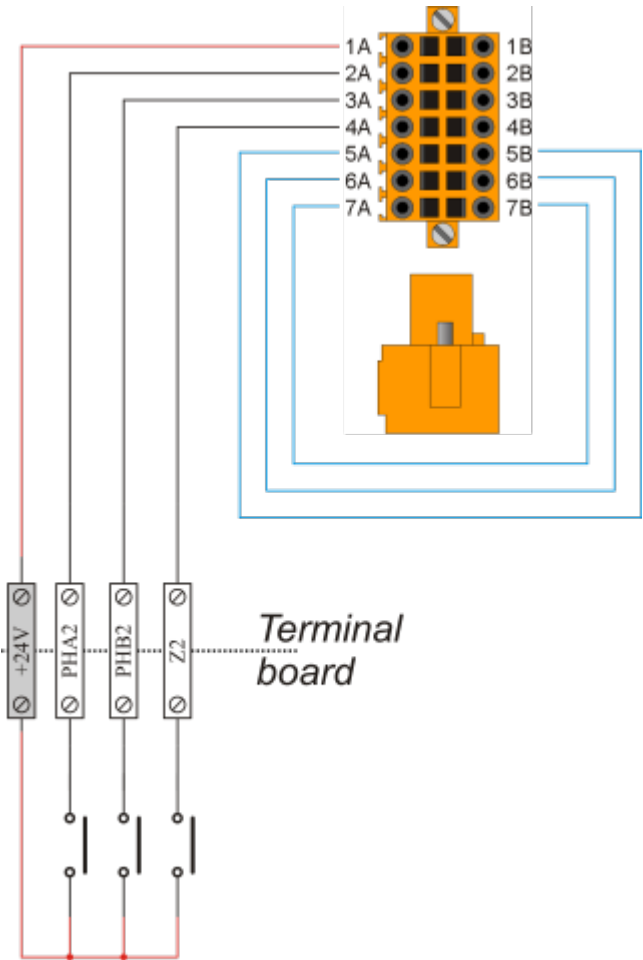
2.1.3.2.1 Connections example



2.1.3.3 CN15

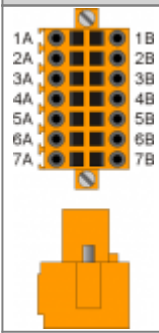
	PIN	ID	DESCRIPTION			S	A	
	1A	+24V	Out +24Vdc					
	2A	PHA2	JOG	H Axis	Forward	NO	I	
	3A	PHB2			Backward			
	4A	Z2	Y-Axis zeroing					
	5A	0V	n	Common of counter inputs - Internally connected to the 0Volt (PIN 3 - CN1) Connect to PIN 5B				
	6A			Connect to PIN 6B				
	7A			Connect to PIN 7B				

2.1.3.3.1 Connections example

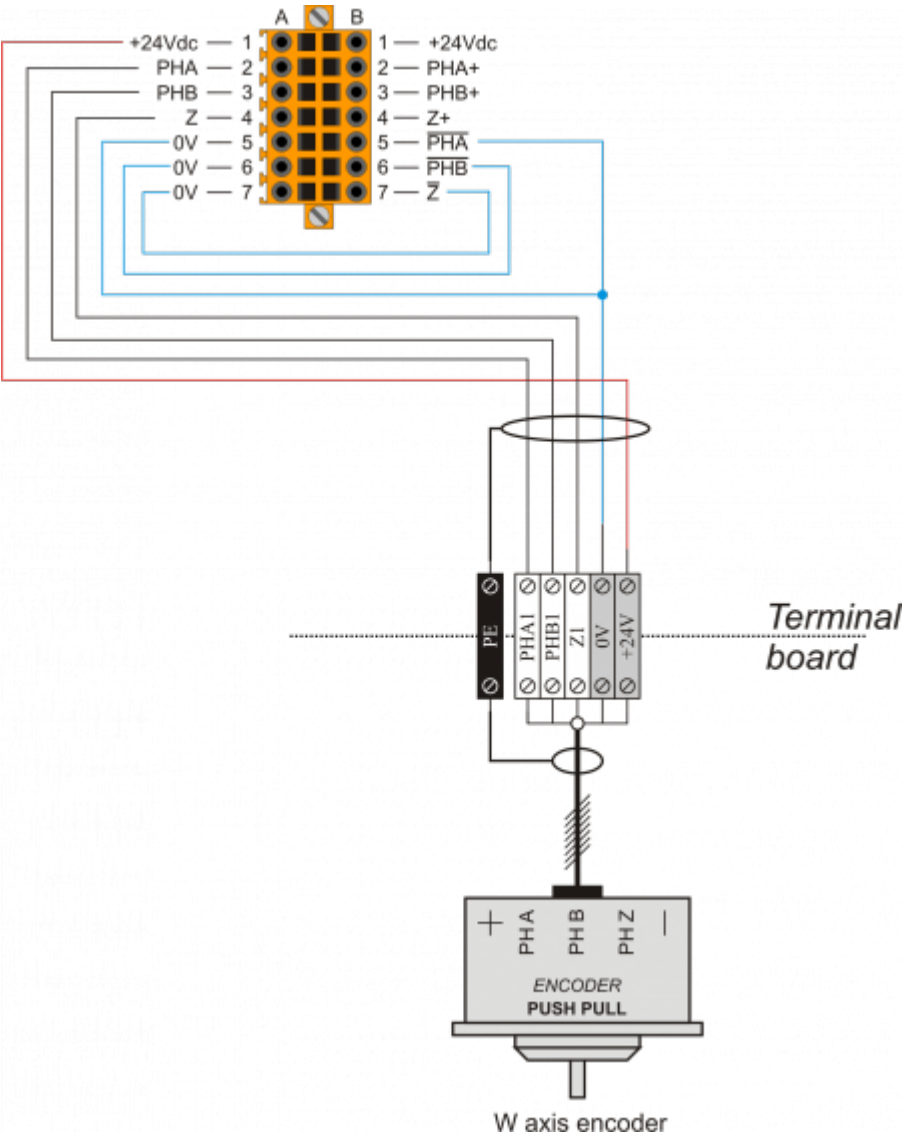


2.1.4 Counter inputs

2.1.4.1 CN14

	PIN	ID	DESCRIPTION	
	1A	+24V	Encoder Power Supply Output	Asse H
	2A	PHA1	A Phase	
	3A	PHB1	B Phase	
	4A	Z1	Z Phase	
	5A	0V n	Common of counter inputs - Internally connected to the 0Volt (PIN 3 - CN1) Connect to PIN 5B	
	6A		Connect to PIN 6B	
	7A		Connect to PIN 7B	

2.1.4.1.1 Connection example

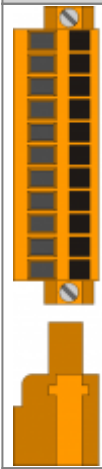


Press [here](#) for more examples of connection

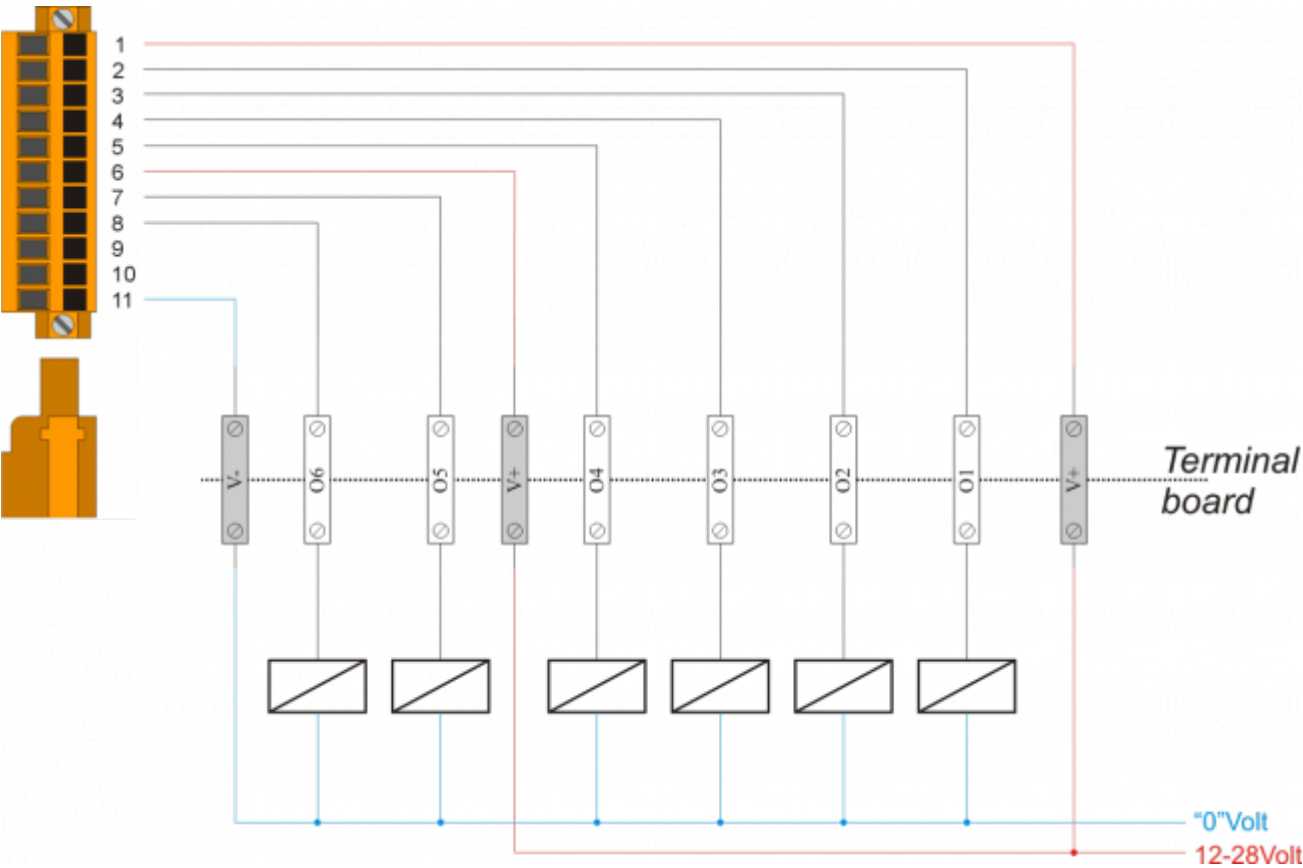
2.1.5 Digital outputs

S = State	ID
OFF	ID = Software
ON	

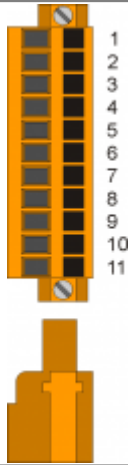
2.1.5.1 CN9

	PIN	ID	DESCRIPTION	S
	1	V+	Input of Power Supply outputs O1÷O4 (12÷28V dc)	
	2	O1	Automatic Cycle	OFF
	3	O2	Allarm	
	4	O3	Stopped Disk	
	5	O4	Overcurrent Disk	
	6	V+	Input of Power Supply outputs O5÷O8(12÷28V dc)	
	7	O5	Buzzer	OFF
	8	O6	Raised bridge	
	9	O7	Available	-
	10	O8	Available	-
	11	V-	Input of Power Supply outputs (0V dc)	

2.1.5.1.1 Connections example



2.1.5.2 CN8

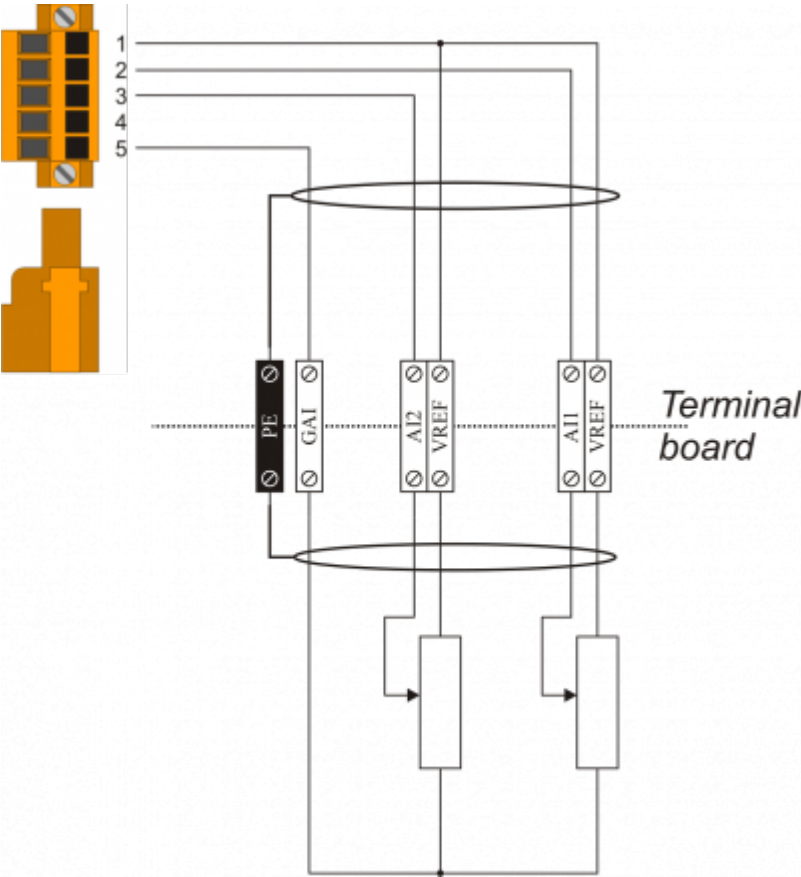
	PIN	ID	DESCRIPTION	S
	1	V+	Input of Power Supply outputs O9÷O12(12÷28V dc)	
	2	O9	Available	-
	3	O10	Available	-
	4	O11	Available	-
	5	O12	Available	-
	6	V+	Input of Power Supply outputs O13÷O16(12÷28V dc)	
	7	O13	Available	-
	8	O14	Available	-
	9	O15	Available	-
	10	O16	Available	-
	11	V-	Input of Power Supply outputs (0V dc)	

2.1.6 Analog inputs

2.1.6.1 CN13

		PIN	ID	DESCRIPTION		
	1	1	VREF	Reference voltage Output to 2,5Volt		
	2	2	AI1	Speed Potentiometer	Asse X	Avanti
	3					Indietro
	4	4	AI3	Available		
	5	5	GAI	Common of analog inputs		

2.1.6.1.1 Connections example

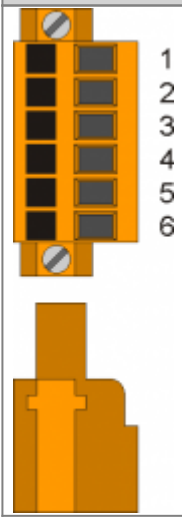
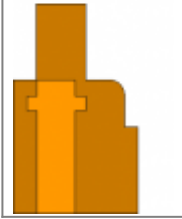


2.1.6.2 Setting of analog inputs

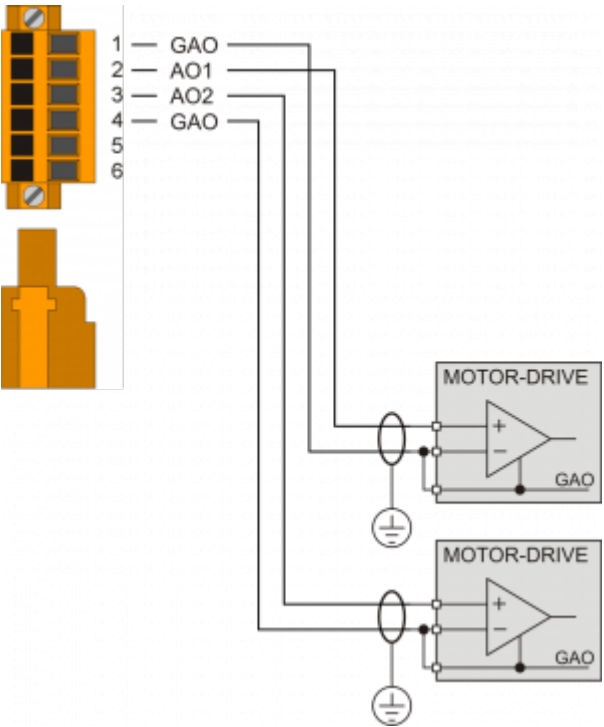
SW4		Num. Dip	Set
	1	1	OFF
	2	2	OFF
	3	3	OFF
	4	4	OFF
	5	5	X
	6	6	X

2.1.7 Analog outputs

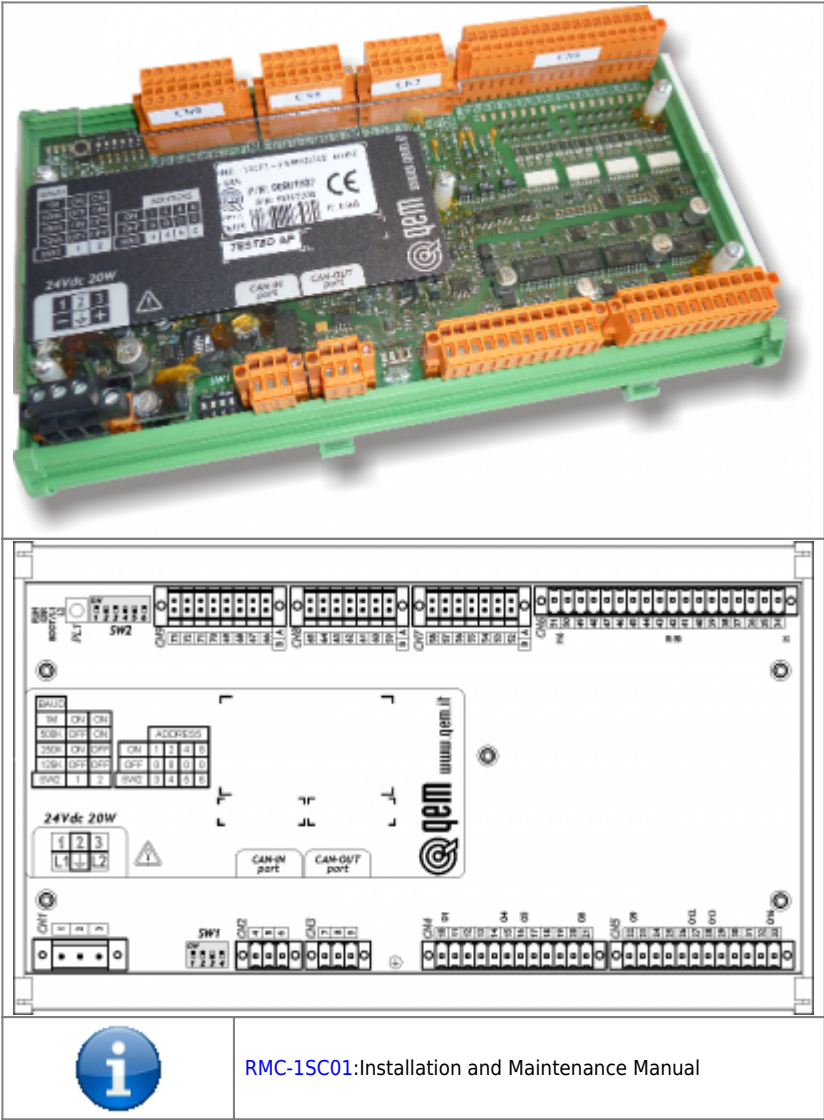
2.1.7.1 CN12

	PIN	ID	DESCRIPTION
	1	GAO	Common of analog outputs
	2	AO1	H Axis (0-10 Vdc o +/-10V)
	3		
	4	AO2	Cutting Disk (0-10 Vdc)
	5		
	6	GAO	Common of analog outputs
	4	GAO	Common of analog outputs
	5	AO3	Available
	6	AO4	Available

2.1.7.1.1 Connections example



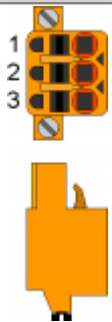
2.2 RMC-1SC01E1/MG2/24Vdc Expansion (1° Module)



2.2.1 Power Supply

2.2.1.1 CN1

The instrument should be powered at 24Vdc, provide an external fuse in series to the positive conductor +24Volt.

	PIN (NUMBER)	ID	DESCRIPTION
	1 (1)	0V	Common of Power Supply 0V
	2 (2)	PE	Ground-PE
	3 (3)	+24V	Positive of Power Supply Input +24V

2.2.2 Connectivity

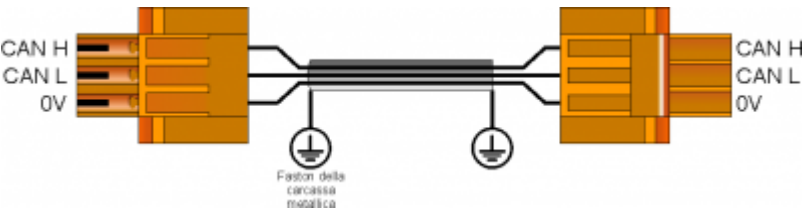
2.2.2.1 CN2

	PIN (NUMBER)	ID	DESCRIPTION
	1 (4)	0V	Common CAN
	2 (5)	CAN_L	Communication CAN low signal
	3 (6)	CAN_H	Communication CAN high signal

2.2.2.2 CN3

	PIN (NUMBER)	ID	DESCRIPTION
	1 (7)	0V	Common CAN
	2 (8)	CAN_L	Communication CAN low signal
	3 (9)	CAN_H	Communication CAN high signal

2.2.2.2.1 Connections example



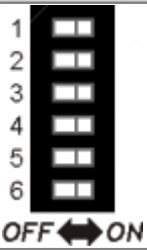
2.2.2.2.2 Terminating Resistance Setting

Setting of terminating resistances for the Canbus line.

SW1	N. Dip	DIP Settings	Function
	1	/	without
	2	/	
	3	OFF	Resistances Not Inserted
	4	OFF	

2.2.2.2.3 DIP-SWITCH SW2

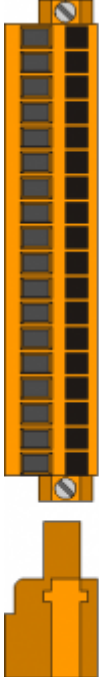
Functions Description

SW2		N. DIP	Function
	Selecting the Transmission Speed of the Canbus	1	OFF
		2	ON
		Baud-Rate	500Kb
	Selecting the address of the Canbus slave module	3	ON
		4	OFF
		5	OFF
		6	OFF
		ID	1

2.2.3 Digital inputs

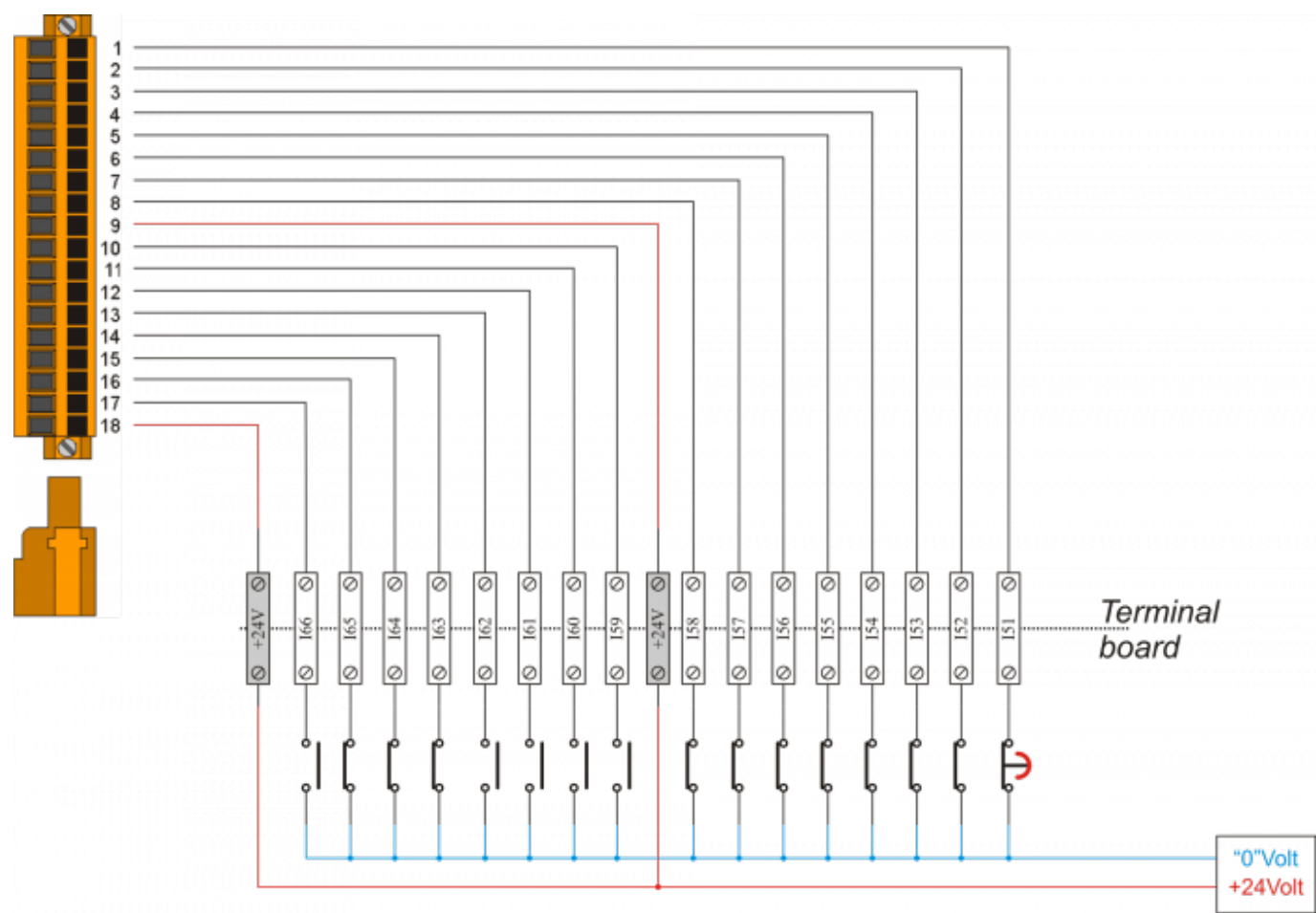
S = State	A = Action	ID
NO = Normally Open	I = Impulsive	ID = Software
NC = Normally Closed	C = Continuous	

2.2.3.1 CN6

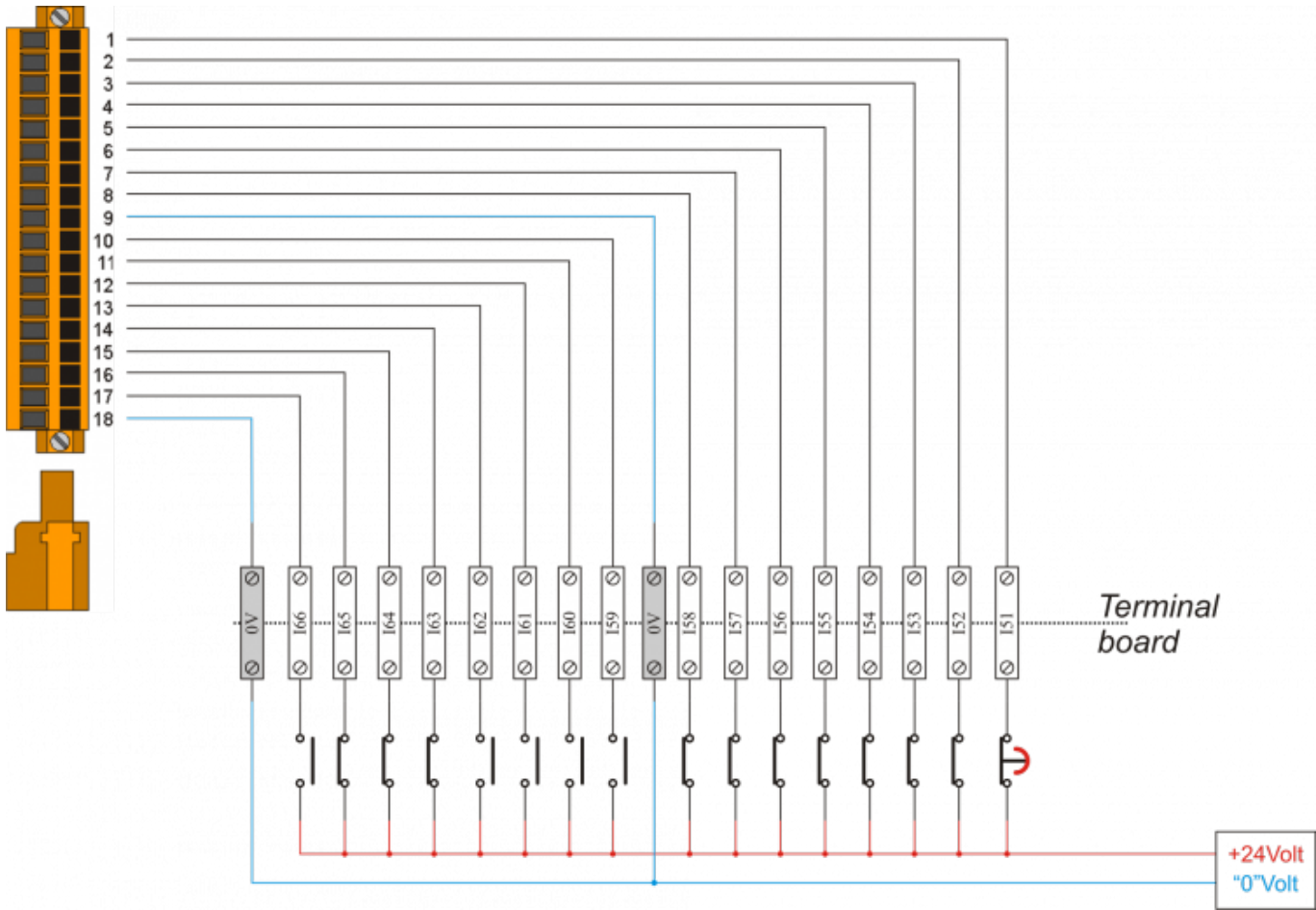
	PIN (NUMBER)	ID	DESCRIPTION			S	A
	1 (34)	I51	Emergency			NC	C
	2 (35)	I52	Limit switch	X Axis	Forward		
	3 (36)	I53			Backward		
	4 (37)	I54		Y Axis	Forward		
	5 (38)	I55			Backward		
	6 (39)	I56		Z Axis	Top		
	7 (40)	I57			Bottom		
	8 (41)	I58	Stateflow				
	9 (42)	PL1	Polarizer				
	10 (43)	I59	Zero Cam	X Axis		NO	C
	11 (44)	I60		Y Axis			
	12 (45)	I61		Z Axis			
	13 (46)	I62		W Axis			
	14 (47)	I63	W and H fault inverters ¹⁾			NC	
	15 (48)	I64	Disk fault inverter				
	16 (49)	I65	Thermal series				
	17 (50)	I66	Moving disk			NO	
	18 (51)	PL2	Polarizer				

¹⁾ Connect in series

2.2.3.1.1 NPN logic connections example



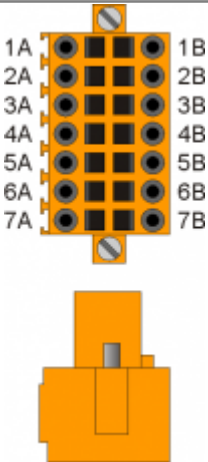
2.2.3.1.2 PNP logic connections example



We suggested to choose the connection with PNP logic

2.2.4 Counter inputs

2.2.4.1 CN7

		PIN (NUMBER)	ID	Description			
	1A	1A (52A)		Internal bridge 1A -1B			
	2A	2A (53A)	PHA3	A Phase	X Axis	PNP Push-Pull 12-24V ¹⁾	
	3A	3A (54A)	PHB3	B Phase			
	4A	4A (55A)	Z3	Z Pulse			
	5A	5A (56A)	0V	Common encoder input			
	6A	6A (57A)	0V				
	7A	7A (58A)	0V				
		1B	1B (52B)		Internal bridge 1A -1B		
		2B	2B (53B)	PHA3+	A+ Phase	X Axis	Line Driver only 5V
		3B	3B (54B)	PHB3+	B+ Phase		
	4B	4B (55B)	Z3+	Z+ Pulse			
	5B	5B (56B)	PHA3-	A- Phase			
	6B	6B (57B)	PHB3-	B- Phase			
	7B	7B (58B)	Z3-	Z- Pulse			

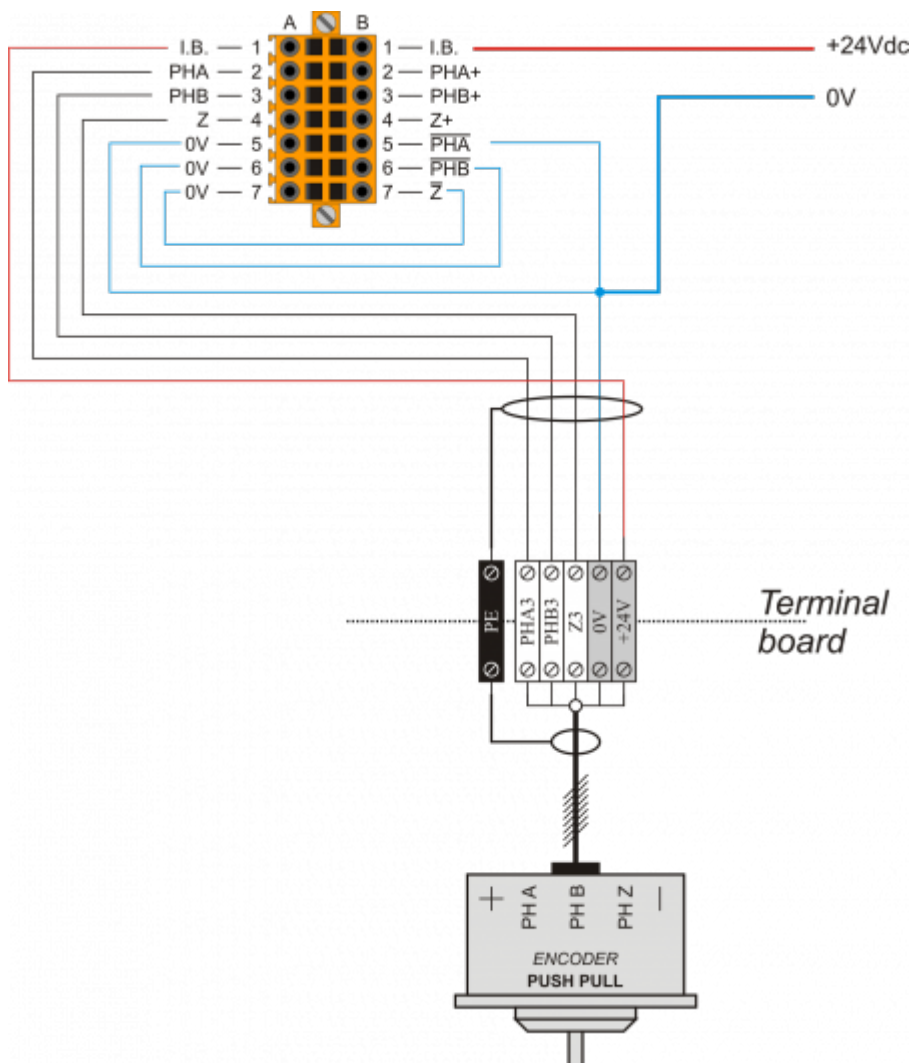
¹⁾ **Type Count Configuration PNP/Push-Pull:**

Terminal 5B (56B): connect to the 5A terminal (56A)

Terminal 6B (57B): connect to the 6A terminal (57A)

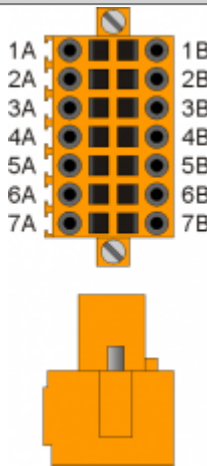
Terminal 7B (58B): connect to the 7A terminal (58A)

2.2.4.1.1 Connections example



Press [here](#) for more examples of connection

2.2.4.2 CN8

		PIN (NUMBER)	ID	Description				
	1A (59A)		Internal bridge 1A -1B					
	2A (60A)	PHA4	A Phase	Y Axis	PNP Push-Pull 12-24V ¹⁾			
	2B (60B)	PHA4+				B+ Phase	Line Driver only 5V	
	3A (61A)	PHB4						Z+ Pulse
	3B (61B)	PHB4+	A- Phase					
	4A (62A)	Z4						
	4B (62B)	Z4+						Z- Pulse
	5A (63A)	0V	Common encoder input					
	5B (63B)	PHA4-						
	6A (64A)	0V						
	6B (64B)	PHB4-						
	7A (65A)	0V	Internal bridge 1A -1B					
	7B (65B)	Z4-						

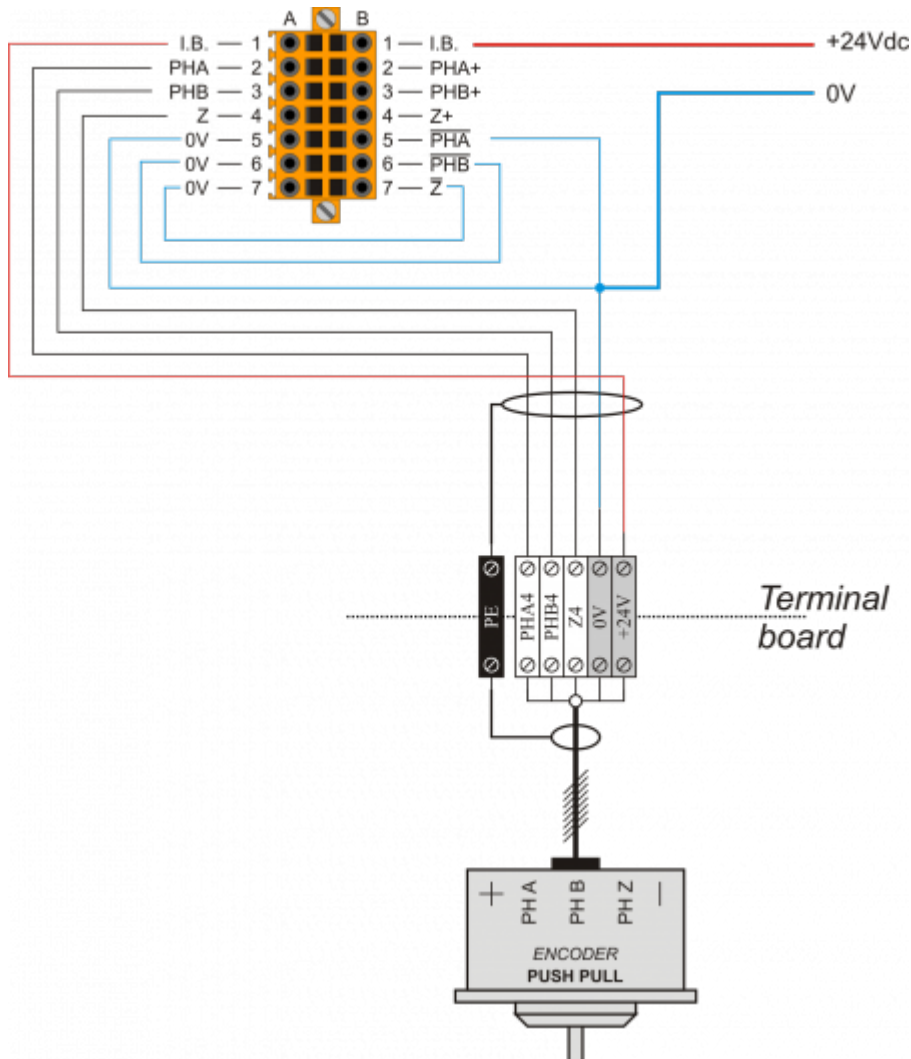
¹⁾ Type Count Configuration PNP/Push-Pull:

Terminal 5B (63B): connect to the 5A terminal 5A (63A)

Terminal 6B (64B): connect to the 6A terminal (64A)

Terminal 7B (65B): connect to the 7A terminal (65A)

2.2.4.2.1 Connections example

Press [here](#) for more examples of connection

2.2.5 Analog outputs / Analog inputs

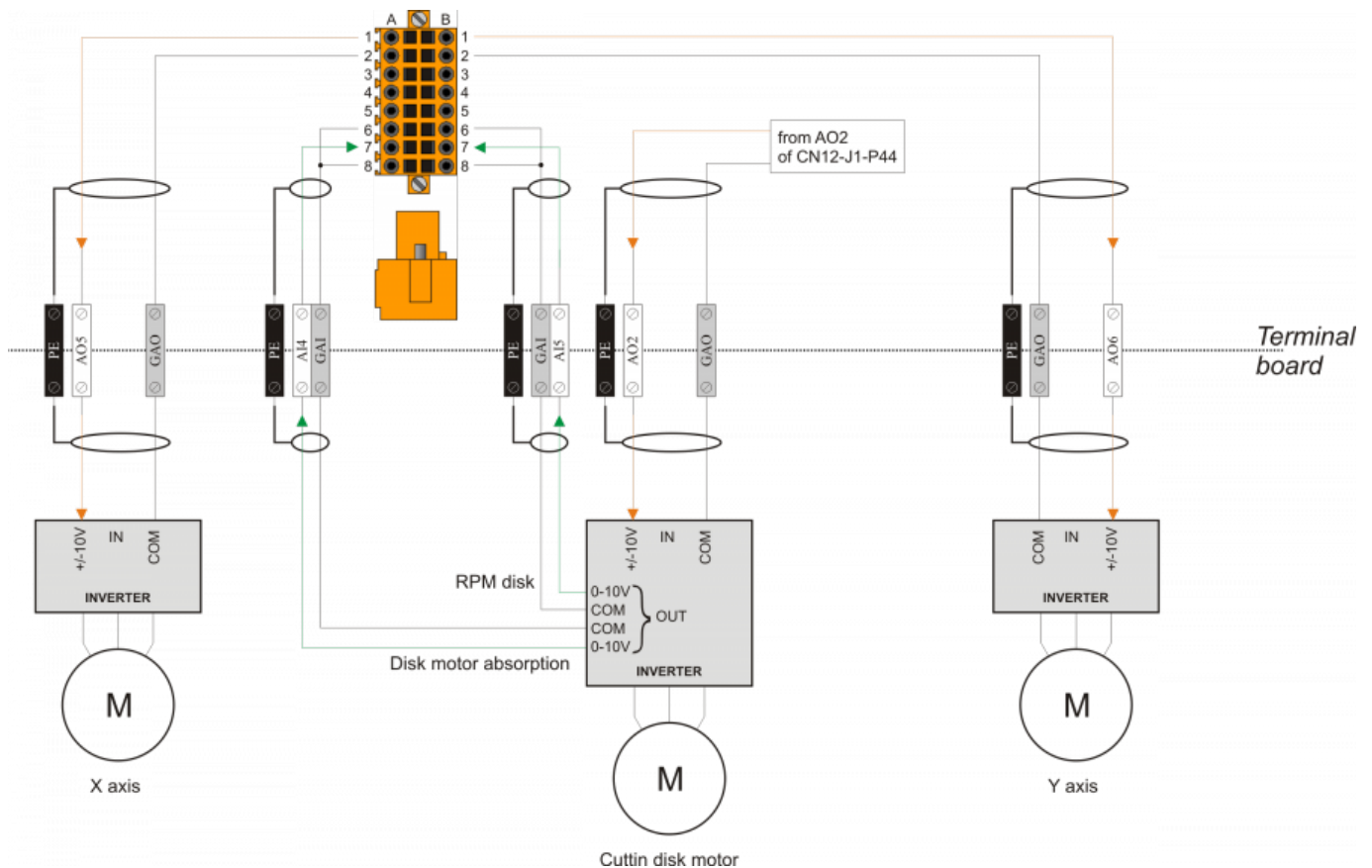
2.2.5.1 CN9

	PIN (NUMBER)	ID	Description
	1A (66A)	AO5	X Axis (0-10 Vdc or +/-10V)
	2A (67A)	GAO	Common analog outputs
	3A (68A)	n.c.	
	4A (69A)	Vref	
	5A (70A)	Sel.1 Curr. ¹⁾	
	6A (71A)	Sel.1 Volt ²⁾	
	7A (72A)	AI4	Disk motor absorption (0-10Vdc)
	8A (73A)	GAI	Common analog inputs
	1B (66B)	AO6	Y Axis (0-10 Vdc or +/-10V)
	2B (67B)	GAO	Common analog outputs
	3B (68B)	n.c.	
	4B (69B)	Vref	
	5B (70B)	Sel.2 Curr. ³⁾	
	6B (71B)	Sel.2 Volt ⁴⁾	
	7B (72B)	AI5	RPM disk (0-10Vdc)
	8B (73B)	GAI	Common analog inputs

^{1), 3)} 0-20 mA. selection. Connect to GAI

^{2), 4)} 0-10 Volt selection. Connect to GAI

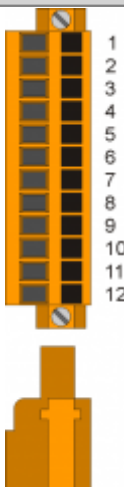
2.2.5.1.1 Connection example



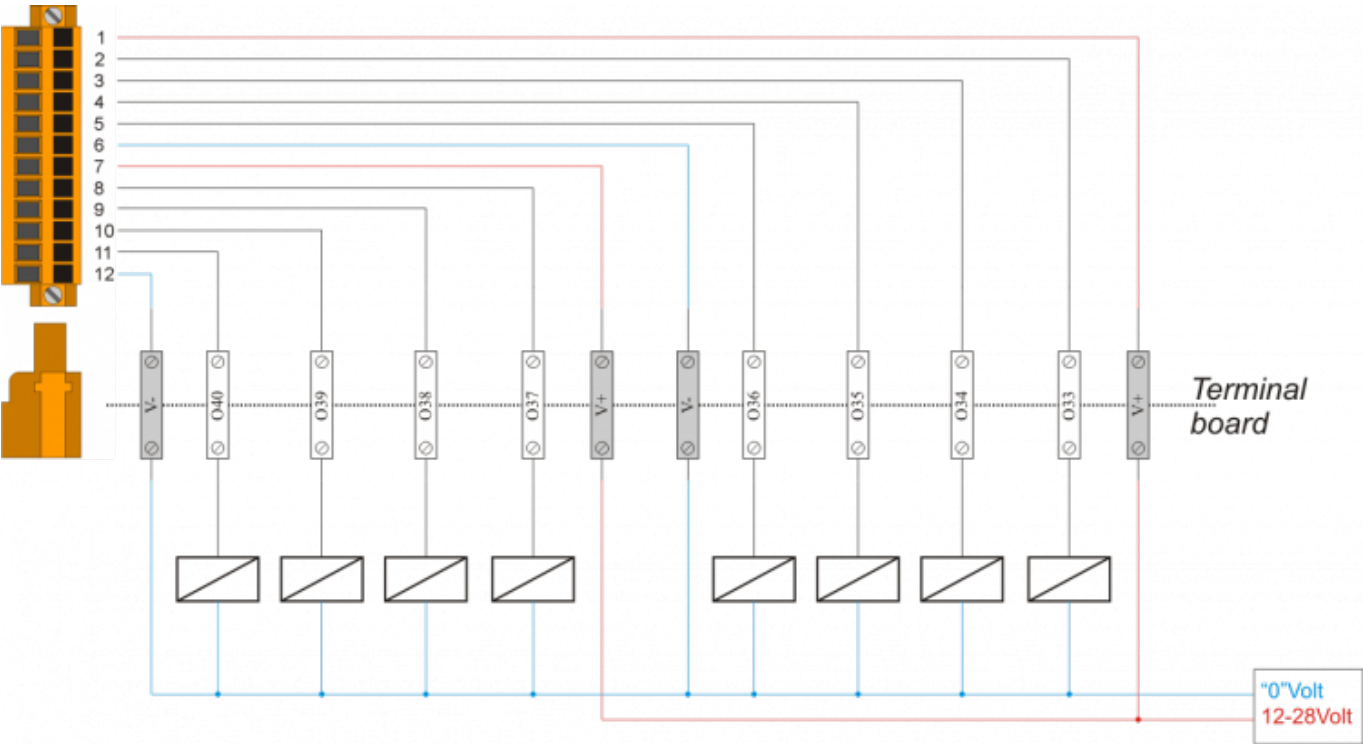
2.2.6 Digital outputs

S = State	ID
OFF	ID = Software
ON	

2.2.6.1 CN4

	PIN (NUMBER)	ID	DESCRIPTION		S
	1 (10)	V+	Input of Power Supply outputs O33÷O36 (12÷28V dc)		OFF
	2 (11)	O33	Water		
	3 (12)	O34	Laser		
	4 (13)	O35	X Axis	Forward	
	5 (14)	O36		Backward	
	6 (15)	V-	Input of Power Supply outputs (0V dc)		
	7 (16)	V+	Input of Power Supply outputs O37÷O40 (12÷28V dc)		
	8 (17)	O37	Y Axis	Forward	OFF
	9 (18)	O38		Backward	
	10 (19)	O39	Z Axis	Ascent	
	11 (20)	O40		Descent	
	12 (21)	V-	Input of Power Supply outputs (0V dc)		

2.2.6.1.1 Connection example



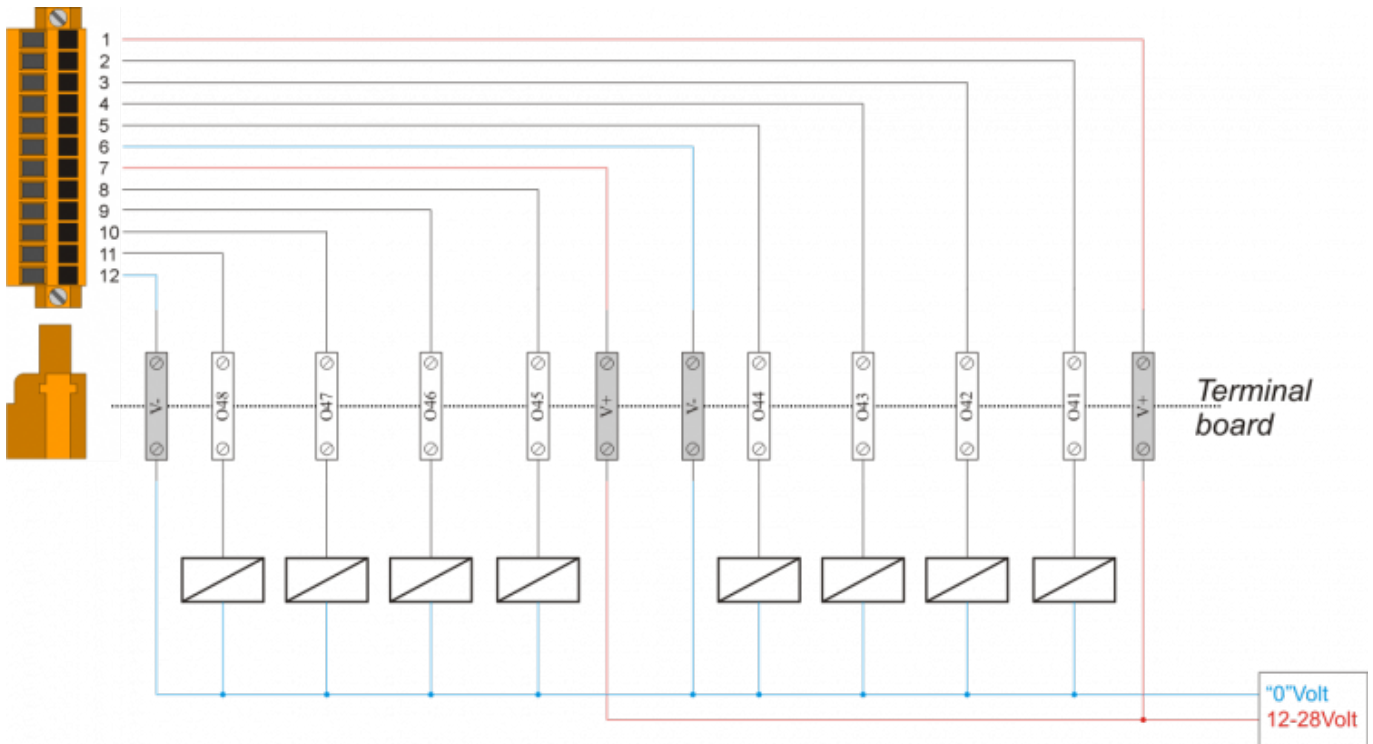
2.2.6.2 CN5

CN5	PIN (NUMBER)	ID	DESCRIPTION	S
	1 (22)	V+	Input of Power Supply outputs O41÷O44 (12÷28V dc)	
	2 (23)	O41	W Axis	OFF
	3 (24)	O42		
	4 (25)	O43	Brake	1)
	5 (26)	O44		
	6 (27)	V-	Input of Power Supply outputs (0V dc)	
	7 (28)	V+	Input of Power Supply outputs O45÷O48 (12÷28V dc)	
	8 (29)	O45	Brake	2)
	9 (30)	O46		
	10 (31)	O47	End program	OFF ³⁾
	11 (32)	O48	Machine OK	ON
	12 (33)	V-	Input of Power Supply outputs (0V dc)	

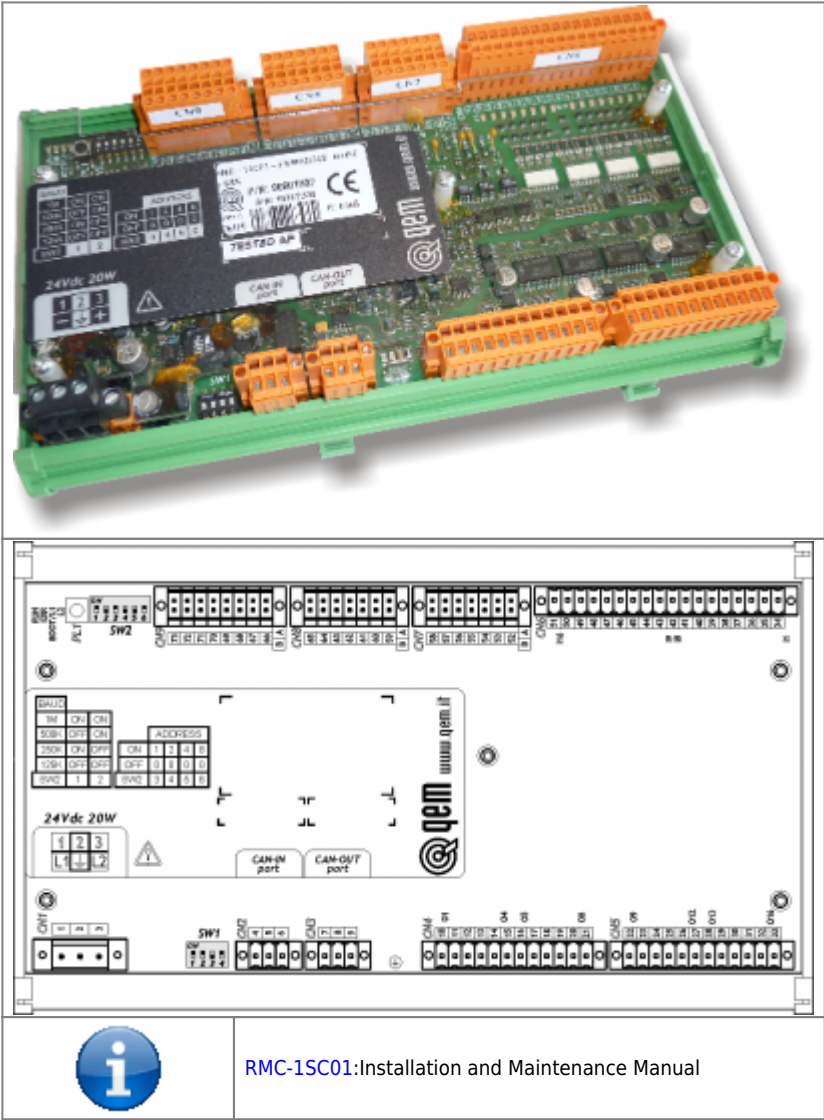
^{1), 2)} OFF/ON according to setup parameters

³⁾ Activate for 5 seconds at the end of the automatic cycle

2.2.6.2.1 Connection example



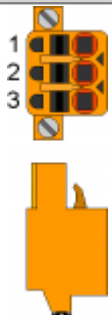
2.3 RMC-1SC01E1/MG2/24Vdc Expansion (2° module)



2.3.1 Power Supply

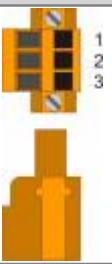
2.3.1.1 CN1

The instrument should be powered at 24Vdc, provide an external fuse in series to the positive conductor +24Volt.

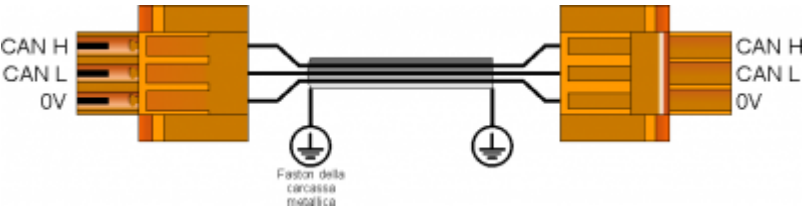
	PIN (NUMBER)	ID	DESCRIPTION
	1 (1)	0V	Common of Power Supply 0V
	2 (2)	PE	Ground-PE
	3 (3)	+24V	Positive of Power Supply Input +24V

2.3.2 Connectivity

2.3.2.1 CN2

	PIN (NUMBER)	ID	DESCRIPTION
	1 (4)	0V	Common CAN
	2 (5)	CAN_L	Communication CAN low signal
	3 (6)	CAN_H	Communication CAN high signal

2.3.2.1.1 Connection example



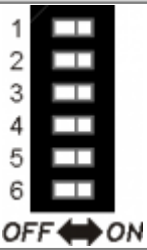
2.3.2.1.2 Terminating Resistance Setting

Setting of terminating resistances for the Canbus line.

SW1	N. Dip	DIP Settings	Function
	1	/	without
	2	/	
	3	ON	Resistances Inserted
	4	ON	

2.3.2.1.3 DIP-SWITCH SW2

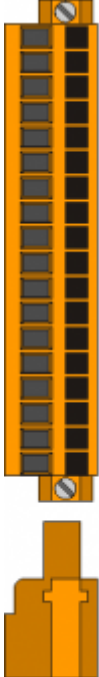
Descrizione funzionalità

SW2		N. DIP	Function
	Selecting the Transmission Speed of the Canbus	1	OFF
		2	ON
		Baud-Rate	500Kb
	Selecting the address of the Canbus slave module	3	OFF
		4	ON
		5	OFF
		6	OFF
		ID	2

2.3.3 Digital inputs

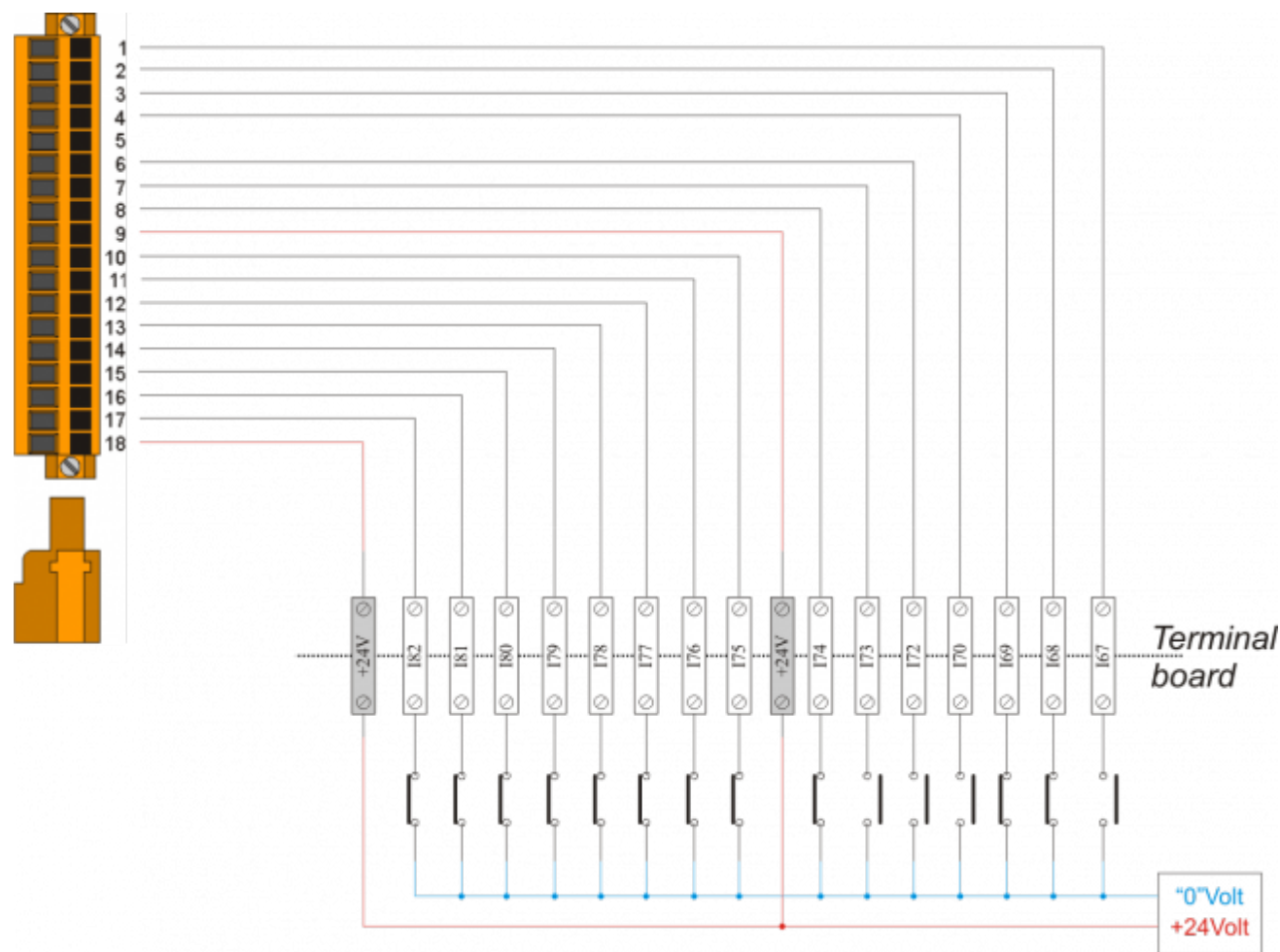
S = State	A = Action	ID
NO = Normally Open	I = Impulsive	ID = Software
NC = Normally Closed	C = Continuous	

2.3.3.1 CN6

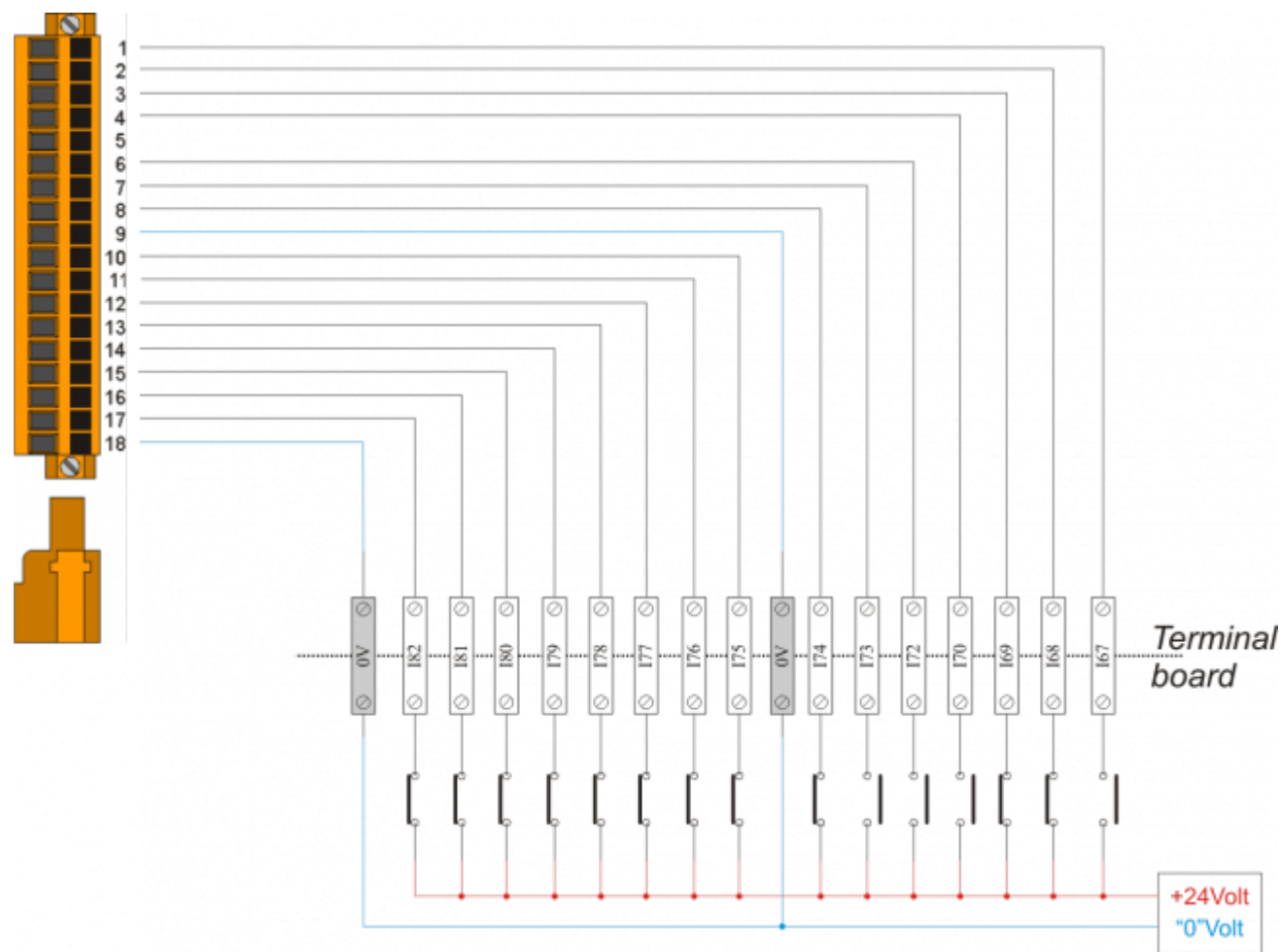
	PIN (NUMBER)	ID	DESCRIPTION		S	A		
	1 (34)	I67	Zero Cam	H Axis		NO	C	
	2 (35)	I68	Limit switch	H Axis	Forward	NC		
	3 (36)	I69			Backward ¹⁾			
	4 (37)	I70	Available				-	-
	5 (38)	I71	Available				-	-
	6 (39)	I72	45° dowel pins	Dowel pins multiple W position 45° inserted		NO	C	
	7 (40)	I73	Generic dowel pins	Generic W position dowel pins inserted				
	8 (41)	I74	Active auxiliaries			NC		
	9 (42)	PL1	Polarizer					
	10 (43)	I75	Active barriers			NC	C	
	11 (44)	I76	Disk absorption alarm					
	12 (45)	I77	Air pressure switch					
	13 (46)	I78	Oil pressure switch					
	14 (47)	I79	Bridge lifting					
	15 (48)	I80	Fault	X Axis				
	16 (49)	I81		Y Axis				
	17 (50)	I82		Z Axis				
	18 (51)	PL2	Polarizer					

¹⁾ If the H-Axis is **NOT present** (PH-02 = 0) keep the input active

2.3.3.1.1 NPN logic connections example



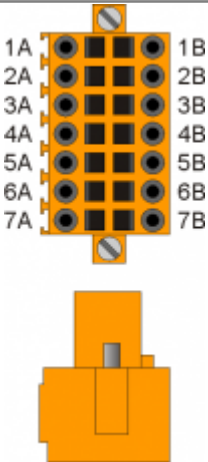
2.3.3.1.2 PNP logic connections example



We suggested to choose the connection with PNP logic

2.3.4 Counter inputs

2.3.4.1 CN7

		PIN (NUMBER)	ID	Description			
	1A	1A (52A)		Internal bridge 1A -1B			
	2A	2A (53A)	PHA5	A Phase	Z Axis	PNP Push-Pull 12-24V ¹⁾	
	3A	3A (54A)	PHB5	B Phase			
	4A	4A (55A)	Z5	Z Pulse			
	5A	5A (56A)	0V	Common encoder input			
	6A	6A (57A)	0V				
	7A	7A (58A)	0V				
		1B	1B (52B)		Internal bridge 1A -1B		
		2B	2B (53B)	PHA5+	A+ Phase	Z Axis	Line Driver only 5V
		3B	3B (54B)	PHB5+	B+ Phase		
	4B	4B (55B)	Z5+	Z+ Pulse			
	5B	5B (56B)	PHA5-	A- Phase			
	6B	6B (57B)	PHB5-	B- Phase			
	7B	7B (58B)	Z5-	Z- Pulse			

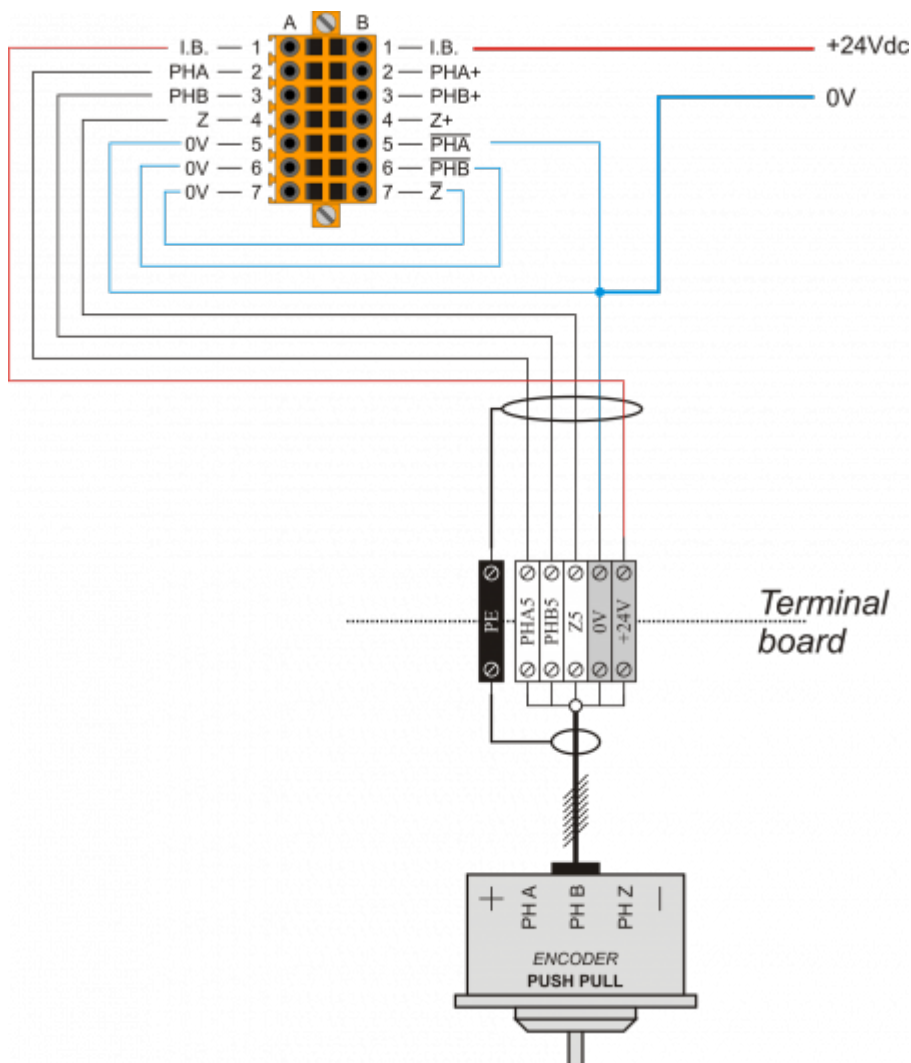
¹⁾ Type Count Configuration PNP/Push-Pull:

Terminal 5B (56B): connect to the 5A terminal (56A)

Terminal 6B (57B): connect to the 6A terminal (57A)

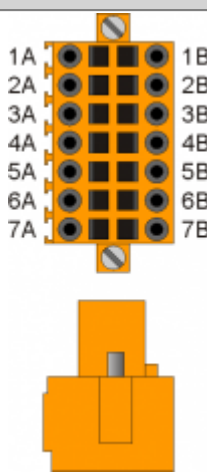
Terminal 7B (58B): connect to the 7A terminal (58A)

2.3.4.1.1 Push Pull encoder connection example



Press [here](#) for more examples of connection

2.3.4.2 CN8

		PIN (NUMBER)	ID	Description		
	1A (59A)			Internal bridge 1A -1B		
	2A (60A)	PHA6	A Phase	W Axis	PNP Push-Pull 12-24V ¹⁾	
	3A (61A)	PHB6	B Phase			
	4A (62A)	Z6	Z Pulse			
	5A (63A)	0V	Common encoder input			
	6A (64A)	0V				
	7A (65A)	0V				
	1B (59B)		Internal bridge 1A -1B			
	2B (60B)	PHA6+	A+ Phase	W Axis	Line Driver only 5V	
	3B (61B)	PHB6+	B+ Phase			
	4B (62B)	Z6+	Z+ Pulse			
	5B (63B)	PHA6-	A- Phase			
	6B (64B)	PHB6-	B- Phase			
	7B (65B)	Z6-	Z- Pulse			

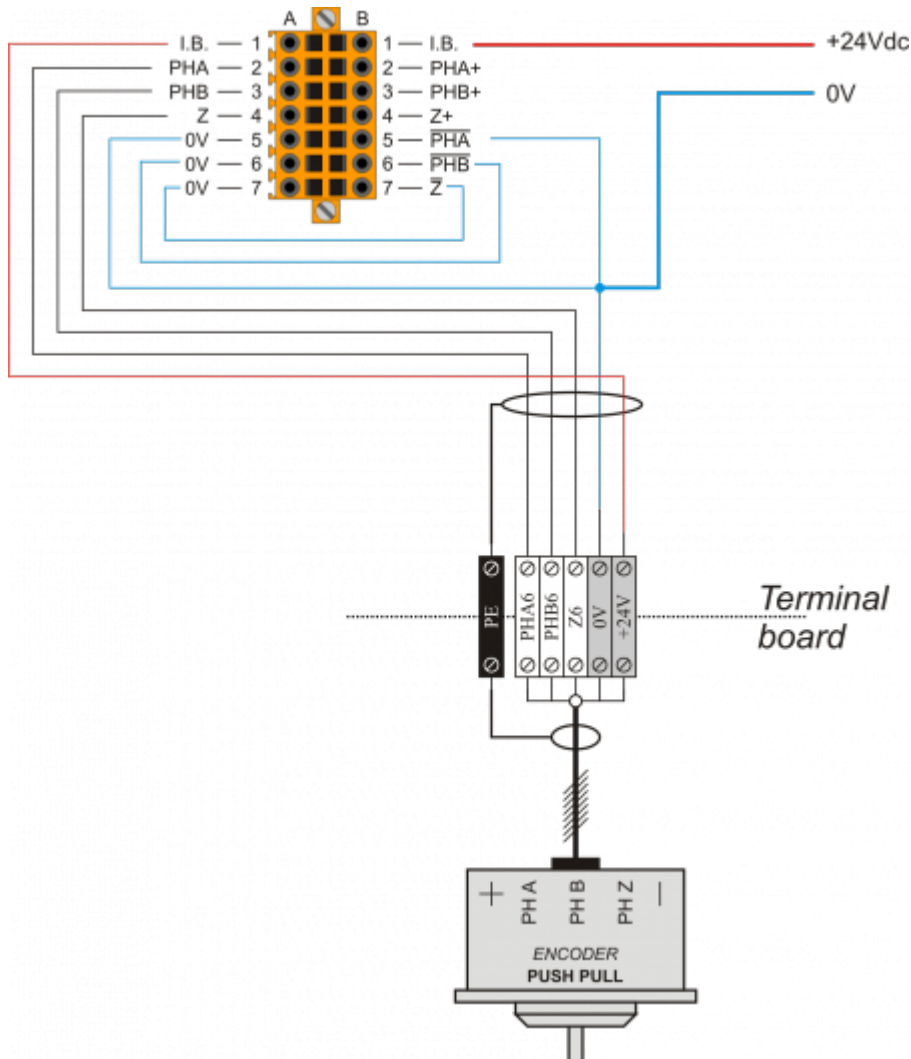
¹⁾ Type Count Configuration PNP/Push-Pull:

Terminal 5B (63B): connect to the 5A terminal (63A)

Terminal 6B (64B): connect to the 6A terminal (64A)

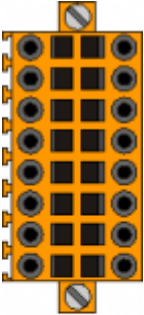
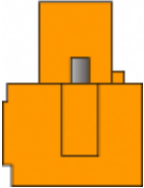
Terminal 7B (65B): connect to the 7A terminal (65A)

2.3.4.2.1 Push Pull encoder connection example

Press [here](#) for more examples of connection

2.3.5 Analog outputs / Analog inputs

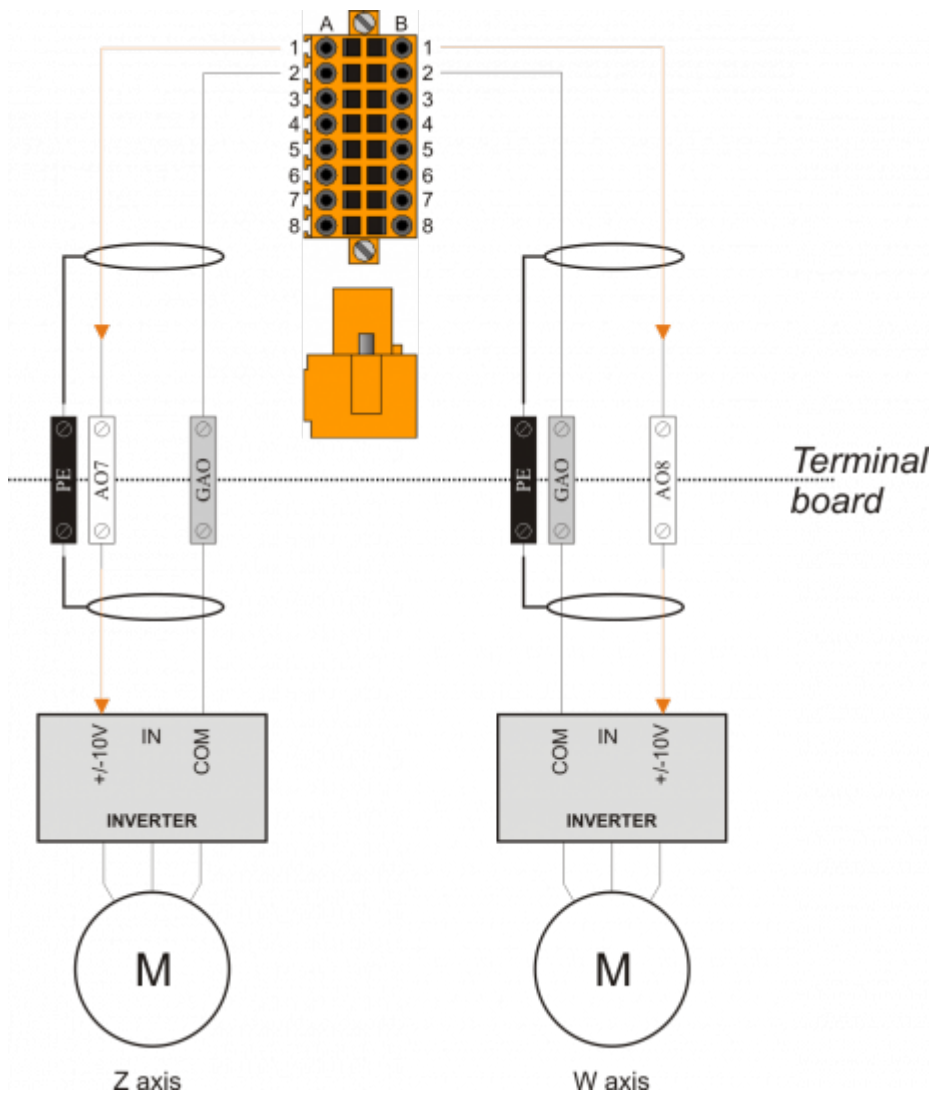
2.3.5.1 CN9

	PIN (NUMBER)	ID	Description
	1A (66A)	AO7	Z Axis (0-10 Vdc o +/-10V)
	2A (67A)	GAO	Common analog outputs
	3A (68A)	n.c.	
	4A (69A)	Vref	
	5A (70A)	Sel.1 Curr. ¹⁾	
	6A (71A)	Sel.1 Volt ²⁾	
	7A (72A)	AI6	Available
	8A (73A)	GAI	Common analog inputs
	1B (66B)	AO8	W Axis (0-10 Vdc o +/-10V)
	2B (67B)	GAO	Common analog outputs
	3B (68B)	n.c.	
	4B (69B)	Vref	
	5B (70B)	Sel.2 Curr. ³⁾	
	6B (71B)	Sel.2 Volt ⁴⁾	
	7B (72B)	AI7	Disponibile
	8B (73B)	GAI	Common analog inputs

^{1), 3)} 0-20 mA. selection. Connect to GAI

^{2), 4)} 0-10 Volt selection. Connect to GAI

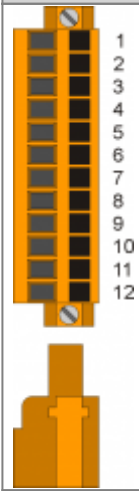
2.3.5.1.1 Connection example



2.3.6 Digital outputs

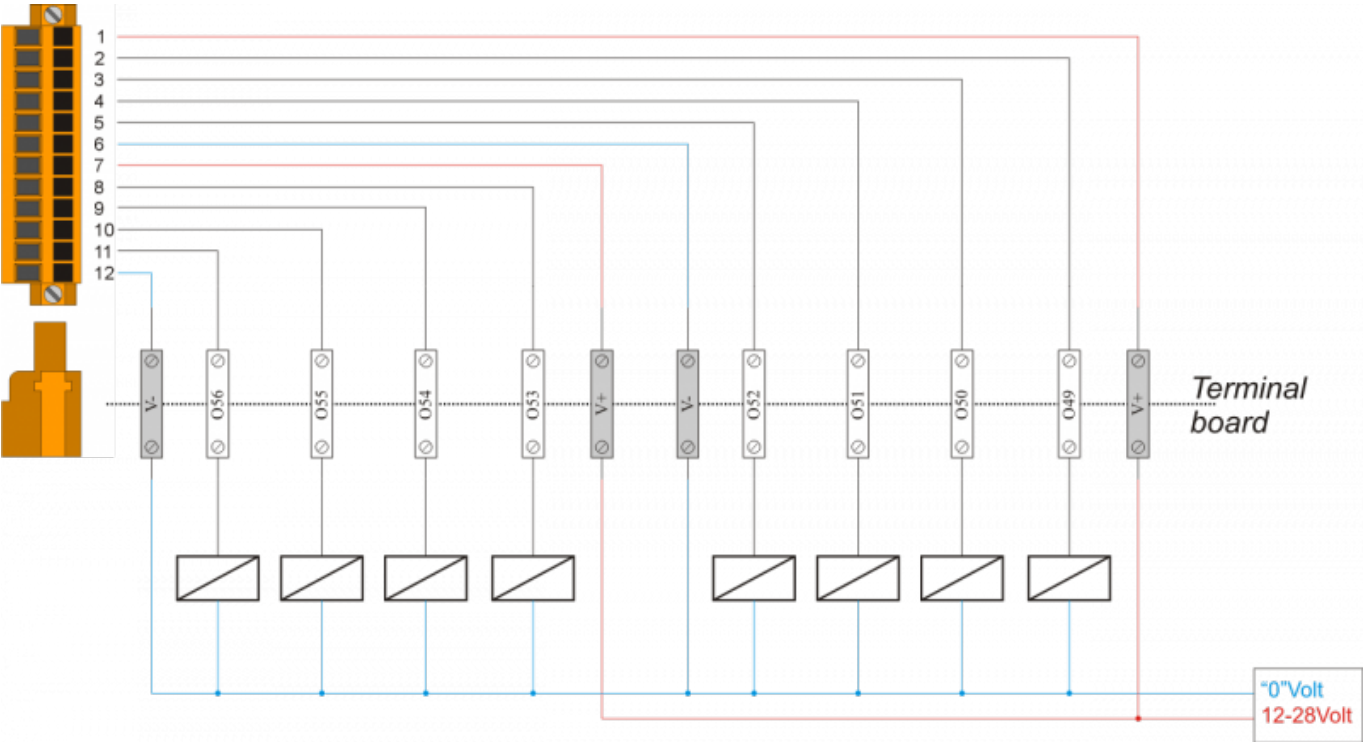
S = State	ID
OFF	ID = Software
ON	

2.3.6.1 CN4

	PIN (NUMBER)	ID	DESCRIPTION	S
	1 (10)	V+	Input of Power Supply outputs O49÷O52 (12÷28V dc)	
	2 (11)	O49	Forward	OFF
	3 (12)	O50	Backward	
	4 (13)	O51	Brake	¹⁾
	5 (14)	O52	Slowdown	Y Axis
	6 (15)	V-	Input of Power Supply outputs (0V dc)	
	7 (16)	V+	Input of Power Supply outputs O53÷O56 (12÷28V dc)	
	8 (17)	O53	Slowdown	W Axis
	9 (18)	O54	Last cut	OFF
	10 (19)	O55	45° dowel pins	
	11 (20)	O56	Generic dowel pins	
	12 (21)	V-	Input of Power Supply outputs (0V dc)	

¹⁾ Active according to setup parameters

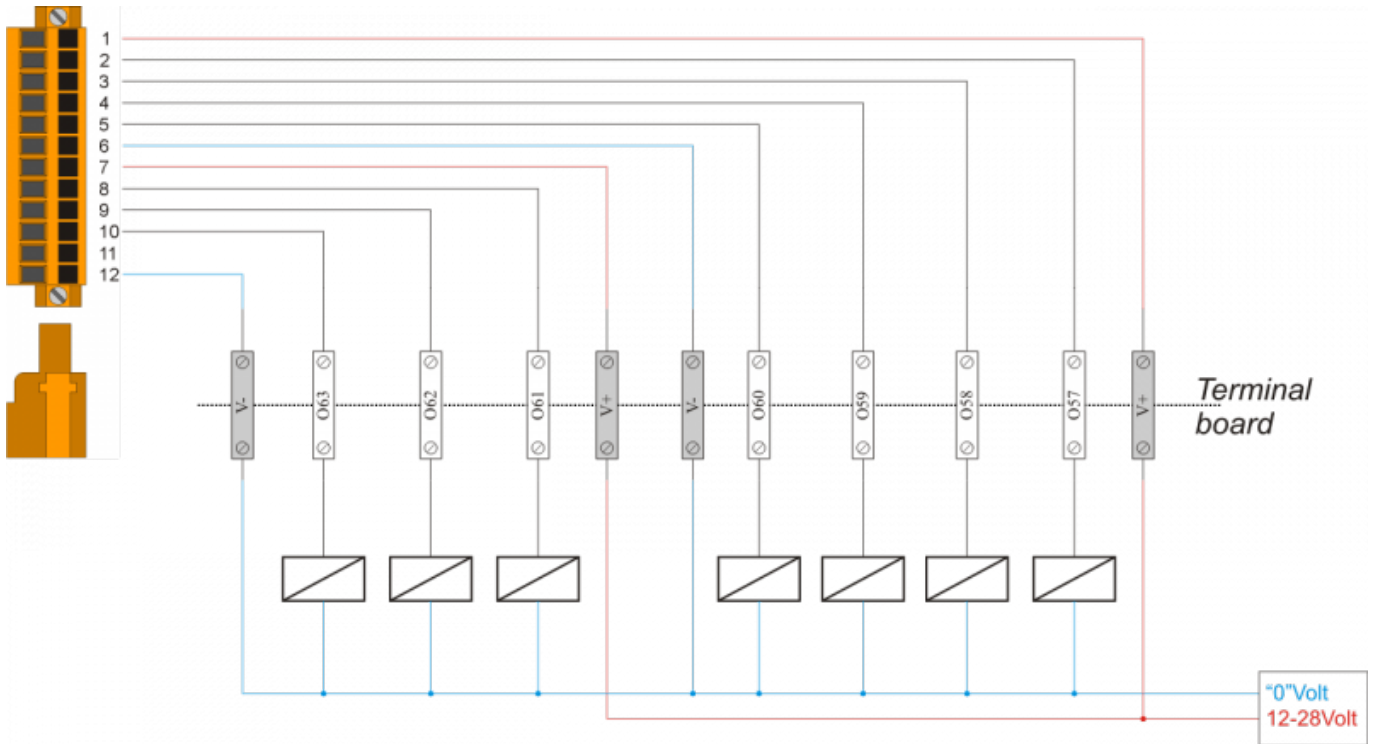
2.3.6.1.1 Connection example



2.3.6.2 CN5

CN5	PIN (NUMBER)	ID	DESCRIPTION	S
	1 (22)	V+	Input of Power Supply outputs O41÷O44 (12÷28V dc)	
	2 (23)	O57	Piece blocker	Lock the pieces during cutting
	3 (24)	O58	Lubrication	
	4 (25)	O59	Disk inverter startup	In setup, choose if to use as a disk startup or motion consent
	5 (26)	O60	Reset inverter	Active for 2 seconds at alarm reset
	6 (27)	V-	Input of Power Supply outputs (0V dc)	
	7 (28)	V+	Input of Power Supply outputs O45÷O48 (12÷28V dc)	
	8 (29)	O61	Slowdown	H Axis
	9 (30)	O62	Alarm 2	Activates with the O2 Alarm output
	10 (31)	O63	Available	-
	11 (32)	O64	Available	-
	12 (33)	V-	Input of Power Supply outputs (0V dc)	

2.3.6.2.1 Connection example



3. Assistance

For supplying you fast service, at the lowest cost, we need your support.

	
Follow all instructions provided in the MIMAT manual	If the problem remains, fill out the „Request Form for assistance“ on the page Contacts at www.qem.it site. Our technicians will get elements essential for the understanding of your problem.

Repair

To provide you with an efficient service, please read and adhere to the instructions given [here](#)

Shipping

It is recommended to pack the instrument with materials that are able to cushion any falls.

		
Use the original package: it must protect the instrument during transport.	Attach: 1. A description of the anomaly; 2. A part of the electric scheme where the equipment is inserted 3. The planning of the equipment (set up, quotas of job, parameters...). 4. Request a quote for repair; if not required, the cost will be calculated in the final balance.	A full description of the problem, will help identify and resolve your problems fast. A careful packaging will avoid further inconveniences.

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