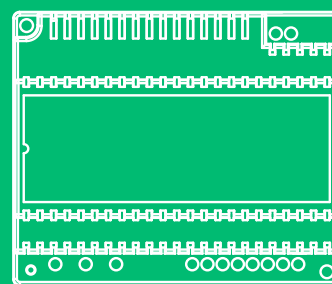
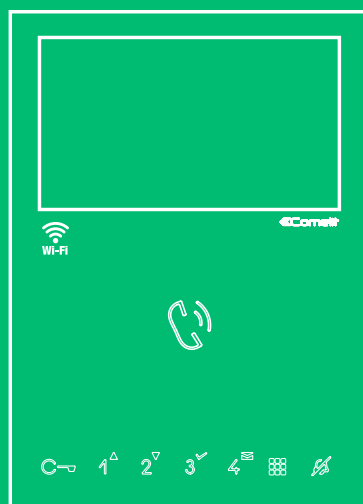
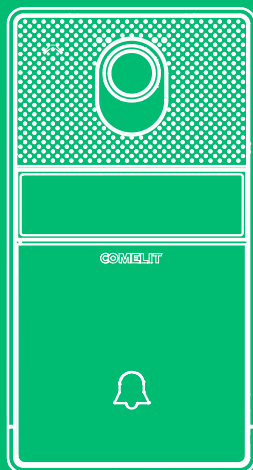


EN

QUICK REFERENCE GUIDE



MYCOMELIT: THE APP FOR PROFESSIONALS



FREE DOWNLOAD



Download on the
App Store

GET IT ON
Google Play



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are trademarks of Amazon.com,
Inc. or its affiliates.

Single-User Kit HFX-700W

also available in
French and Spanish

EN



FR

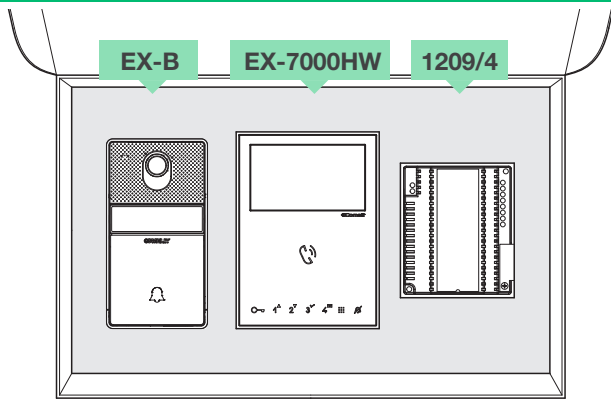


ES



COMELIT
WITH • YOU • ALWAYS

HFX-700W Kit



The components of the kit are already configured for operation in the basic version.

Further information can be found in the complete manual, which is available to download from the website pro.comelitgroup.com or by decoding the following QR code.

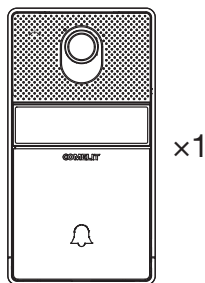


By installing and configuring the **COMELIT App** on smartphone / tablet it is possible to answer video door entry calls from a local and remote network (or mobile network); in addition it is possible to make a Self activation on cameras/entrance panels and send commands to actuator modules.

The **Smart Registration manual** will help during the first installation of Comelit App on smartphone/tablet. Smart Registration manual and **Comelit App manual** are available to download from the website pro.comelitgroup.com

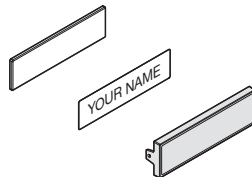
1. Contents of the package

EX-B External unit



×1

external unit

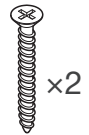


Nameplate
for 1 user



×2

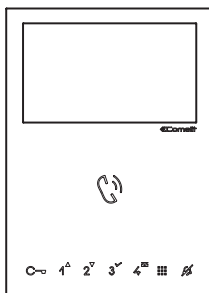
dry wall
anchors



×2

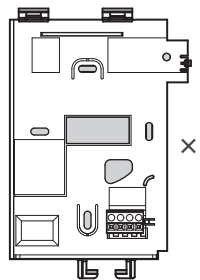
screws

EX-7000HW - Door entry monitor



×1

door entry monitor



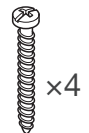
×1

backplate



×4

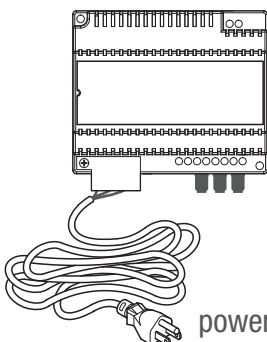
dry wall
anchors



×4

screws

1209/4 - BUS Power supply



×1

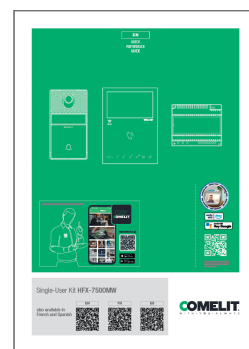
power supply



×2

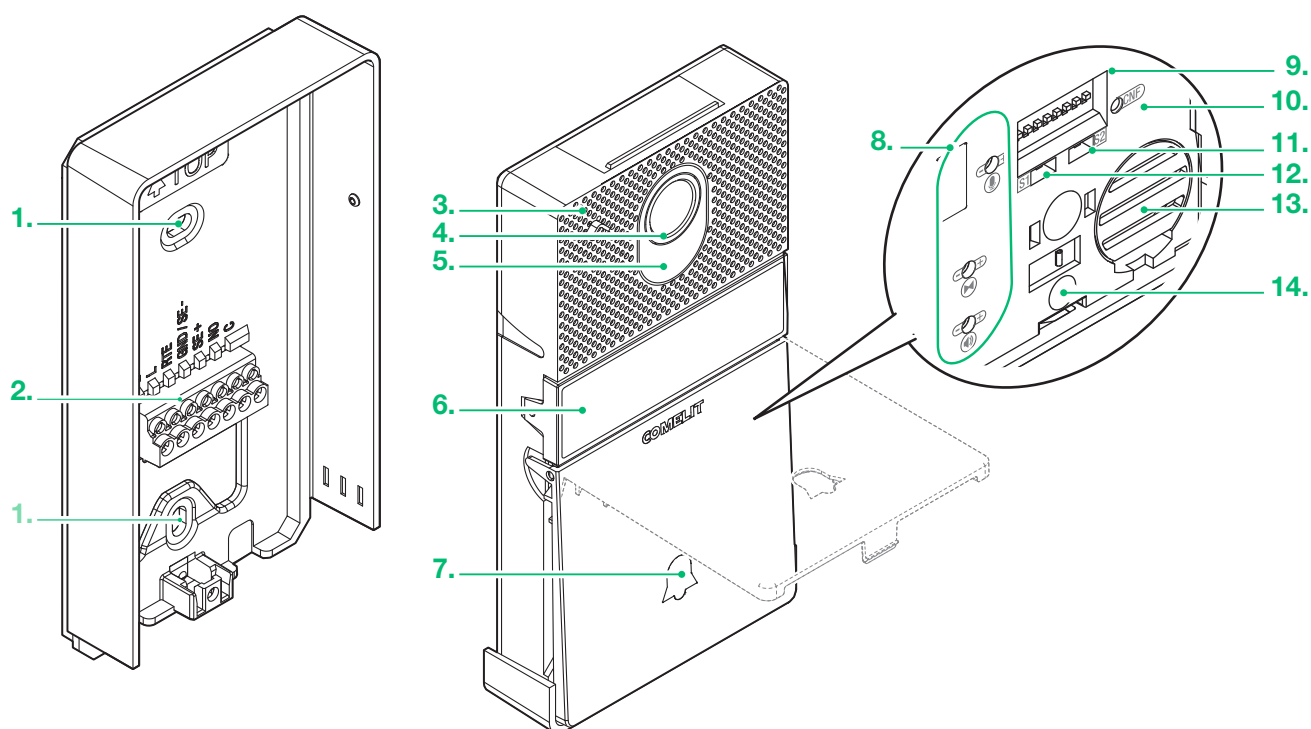
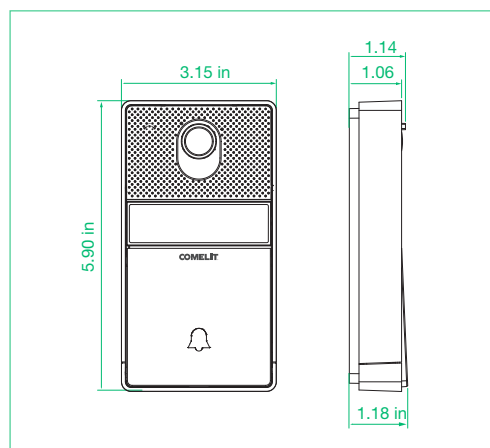
screws

Technical manual



2. Parts identification

2.1 EX-B EXTERNAL UNIT



1. Hole for wall mounting

2. Terminal block

L L bus line connection
RTE local lock-release input
GND / SE- RTE and door lock input reference negative
SE+ electric door lock connection
NO relay normally open contact
C relay common contact

3. Microphone

4. Wide-angle colour camera

5. Camera lighting LED

6. Nameplate

7. Call button

8. Adjustment trimmer (See page 14)

9. Addressing and programming DIP-switches

10. **CNF** Programming confirmation button

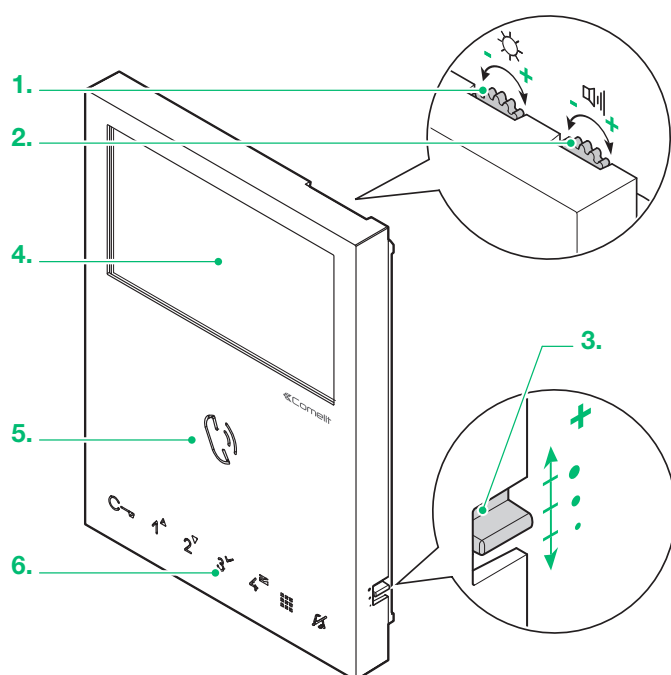
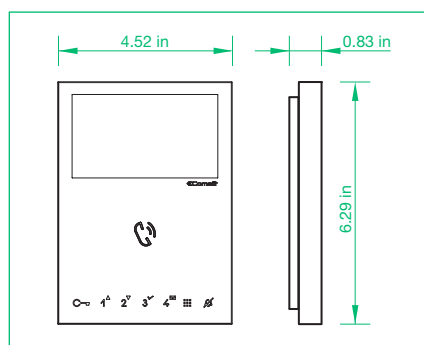
11. **S2** Special programming selector

12. **S1** Button programming selector

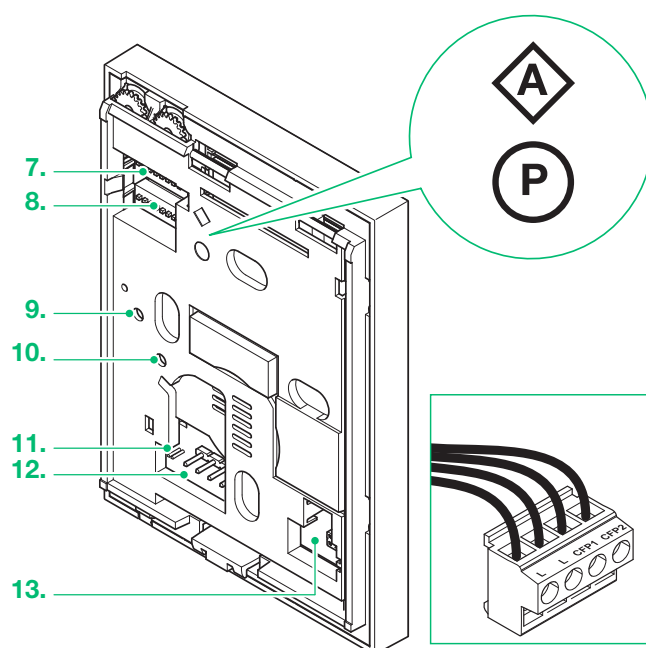
13. Loudspeaker

14. Fixing screw

2.2 EX-7000HW DOOR ENTRY MONITOR



1. Brightness control
 2. Loudspeaker volume control
 3. Call volume adjustment (high - medium - low)
 4. 4.3" LCD colour screen
 5. Speaker and audio activation key / Paging call key
 6. Capacitive-touch keys
7. **S1** Micro-switches for user code setting
8. **S2** Micro-switches for programming keys and functions
- DIP 1-2-3-4** Keys function programming
- DIP 5-6** Access to programming
- DIP 7** (not used)
- DIP 8** (not used)



9.10. Factory setting - *Do not change!*

11. **CV 5** Jumper for video closure

12. Pin for securing terminal block

13. **S3** Microswitches:

DIP 1 operating mode (Default ON - *Do not change!*)

DIP 2 (not used)

Terminal block for system connection:

LL BUS line connection terminals

CFP1 CFP2 Outside door call input

Capacitive-touch key description:

-  **Answer call / Paging call / Hands-Free mode activation ***
-  **Lock-release**
- 1 Actuator** [programmable]
- 2 Self activation** [programmable]
- 3 (No function)** [programmable]
- 4 Automatic lock-release (Doctor mode) *** [programmable]
-  **Navigating menu: up, down, right and left**
-  **Confirm a selection, select / deselect an option**
-  **Quick access to the video messages section**
-  **Menu / ON-OFF display / Return**
-  **Silent mode (Privacy)**

Indicator LED description:

-  **FLASHING LED:** incoming call
STEADY LED (WITH CALL): In communication
STEADY LED (IDLE): Hands-Free mode enabled
-  **FLASHING LED:** Incoming call
FLASHING LED (SLOWLY): door open
1 FLASH AFTER PRESSING: door opening confirmation
1 FLASH AFTER PROG.: Confirm "Key programming executed"
-  **STEADY LED:** Silent mode active (Ringtone)
STEADY AND FLASHING LED (3 every 5 s.): Doctor mode and Silent mode active
OFF AND FLASHING LED (3 every 5 s.): automatic lock-release (Doctor mode) active
4 FLASHES: The called device is busy
-  **FLASHING LED:** User notification present

* Pressing and holding keys

(Disabled by default from firmware version 2.0.0)

Pressing and holding keys adds further functions to the door entry monitor.

Carry out the procedure described below to enable - or disable, depending on the factory setting - the press and hold feature:

- ✓ Door entry monitor in standby.
- 1.** Take note of the S2 DIP-switch settings.
- 2.** Enter programming mode by setting S2 DIP-switches 1, 3, 5 to ON.
» the LED  flashes
- 3.** Press 1 to enable (or press 2 to disable).
- 4.** Make sure the  key flashes 4 times and the confirmation tone is emitted.
- 5.** Restore the initial configuration of the S2 DIP-switches.
» LED  switches off

Once the procedure is complete, you will be able to enable the following functions:

Automatic lock-release on receipt of call (Doctor mode)

Automatic activation of the Lock-release relay on receipt of a call originating from the external unit.

- ▶ *Press and hold (4 sec.) the programmed button to enable/disable the function.*

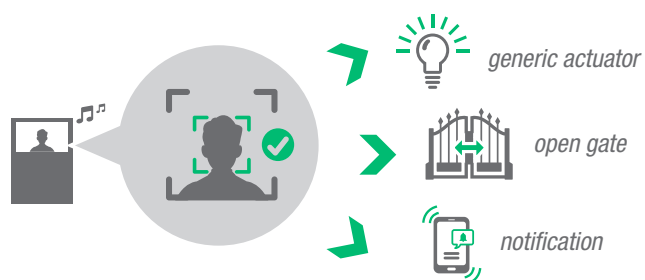
Automatic Answer (Hands-Free function)

Automatic audio opening on receipt of a call.

- ▶ *Press and hold (4 sec.) the audio activation button  to enable/disable the function.*

Self Activation

- ▶ *Press and hold (4 sec.) the programmed button to disable the function. (Enabled by default).*



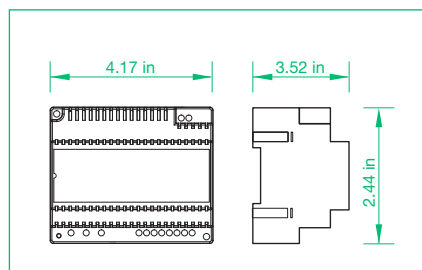
When used in conjunction with the Comelit app (available to download free of charge from Google Play or App Store) and/or the voice assistants Alexa/Eco Show/Google Assistant, it can be used to answer calls directly from your smartphone/tablet/assistants, both locally and remotely.

Can be used to enable the "Face recognition" function *

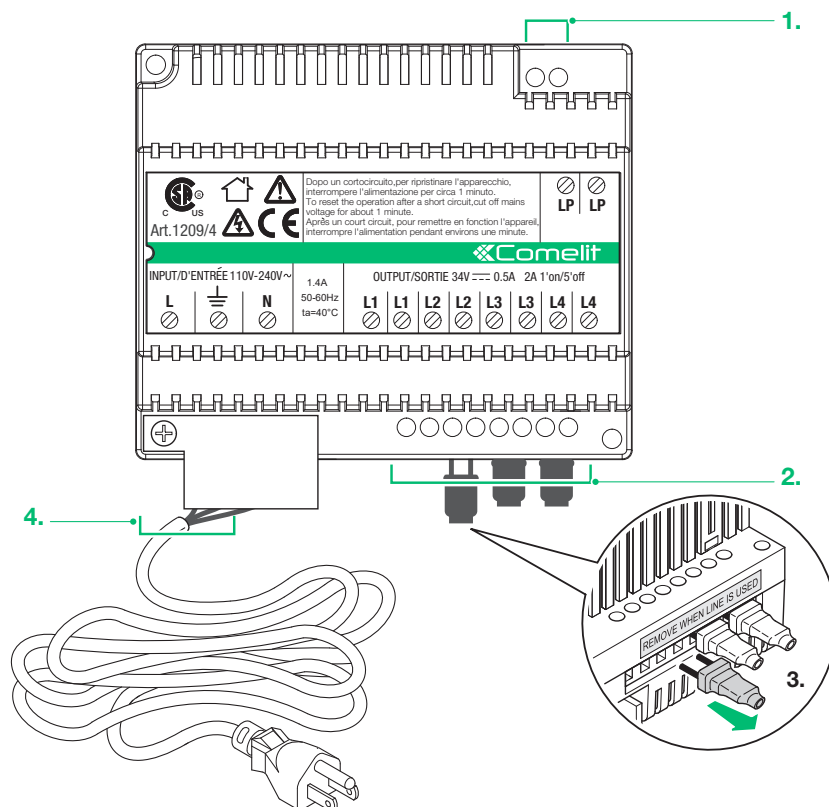
- to send the lock-release (enabled by default) and/or actuator command automatically on recognition of a subject
- to receive notification when a known person makes a call

* **Face recognition** on the Mini Hands-Free Wi-Fi door entry monitor is based on a 2D geometric measurement which maps the face, identifying the position of the features (eyes, nose, mouth...) and measuring the distance between them. This technology can be used to open doors and gates in busy areas, however it does not guarantee the highest security level. For further information please refer to the "General conditions of use and license" and the "Privacy Policy":
<https://www.comelitgroup.com/en/systems/video-entry-technology/away-from-home-app/>

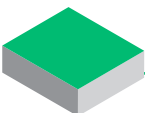
2.3 1209/4 BUS POWER SUPPLY



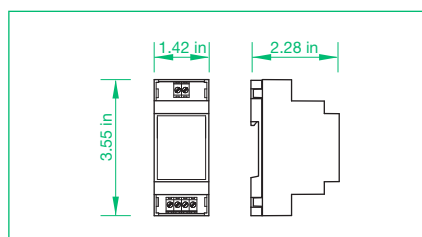
1. LP LP external unit connection
2. L1 | L1 door entry monitor connection 1
L2 | L2 door entry monitor connection 2
L3 | L3 door entry monitor connection 3
L4 | L4 door entry monitor connection 4
3. Video closing jumpers
(REMOVE WHEN LINE IS USED)
4. L $\perp$ N mains power input 110-240 V~



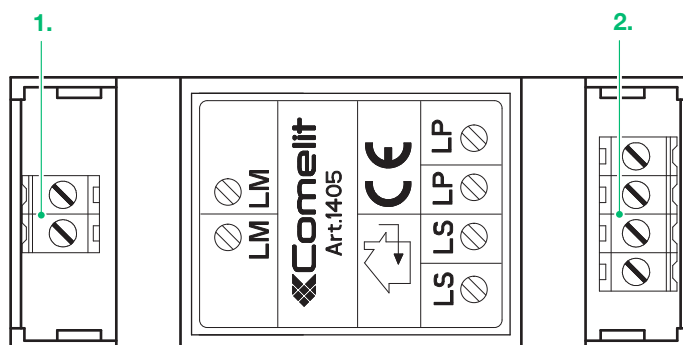
2.4 PARTS IDENTIFICATION FOR EXPANSION

ADDITIONAL INTERNAL UNIT	 EX-7000H	The art. EX-7000H is the additional internal unit for Single-User Kits (For further information see the respective manual).
ADDITIONAL EXTERNAL UNIT	 EX-BSB	The art. EX-BSB is the additional external unit for Single-User Kits and contains the external unit art. EX-B (see page 3 for further information) and the Video door expander art. 1405 (see point "2.4.1 1405 Video splitter" on page 6 for further information)

2.4.1 Video door expander art. 1405

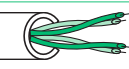
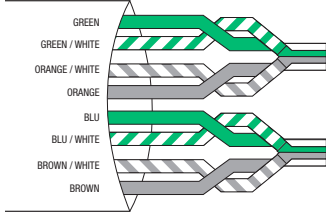


1. LM LM Art. 1209/4 connection
2. LS | LS additional external unit connection
LP | LP main external unit connection

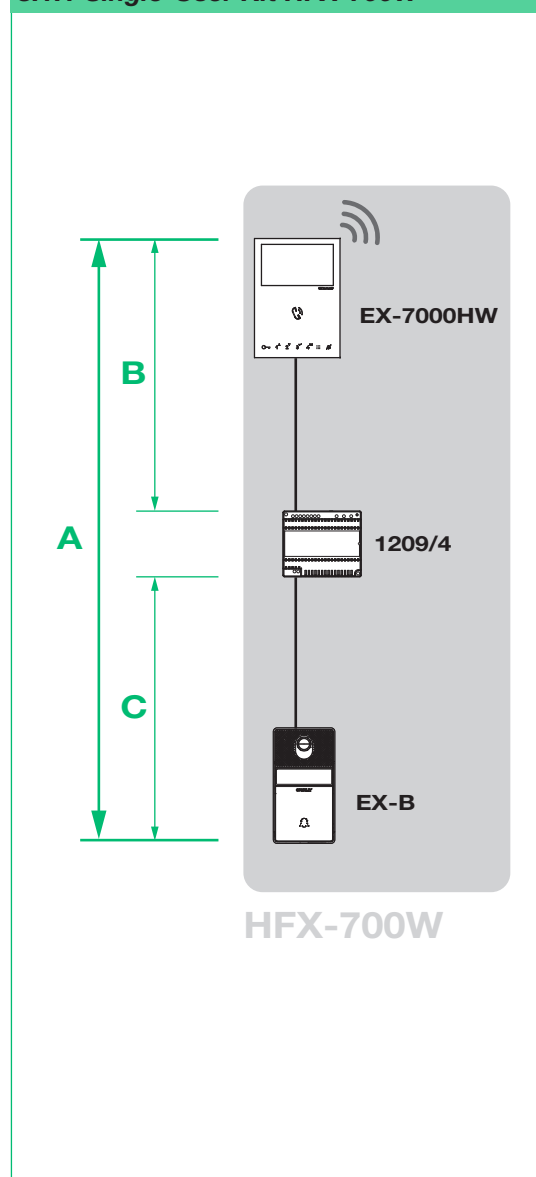


3. System installation

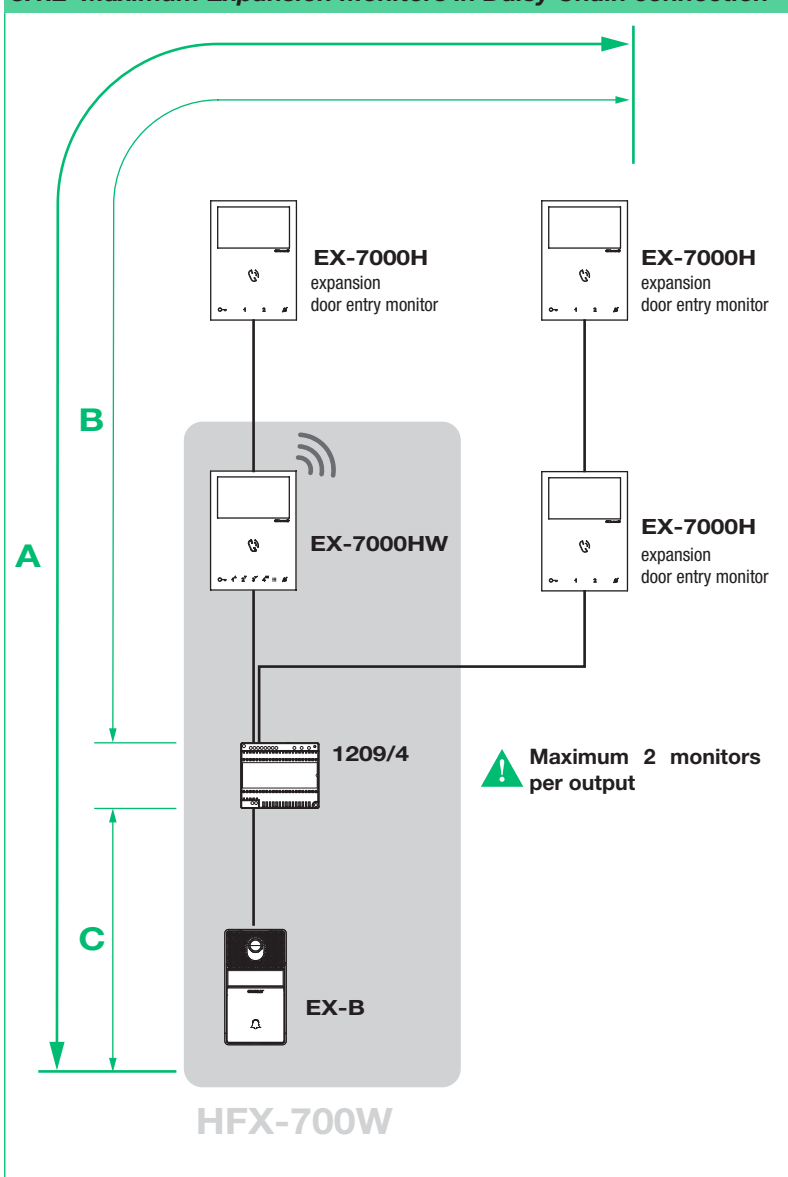
3.1 OPERATING DISTANCES AND SYSTEM LAYOUT

Wire Assignment	Wire Assignment	Wire Type	A max.	B max.	C max.
SINGLE PAIR CABLE		CAT5 24AWG	1,115 feet (340 m)	557 feet (170 m)	557 feet (170 m)
DOUBLE PAIR CABLE		CAT5 24AWG	1,312 feet (400 m)	656 feet (200 m)	656 feet (200 m)
MULTI PAIR CABLE  FOLLOW THE COLORS SHOWN IN THE DIAGRAM!		CAT5 24AWG	1,312 feet (400 m)	656 feet (200 m)	656 feet (200 m)
non-braided cable		AWG22	1,115 feet (340 m)	557 feet (170 m)	557 feet (170 m)
non-braided cable		AWG18	1,181 feet (360 m)	590 feet (180 m)	590 feet (180 m)

3.1.1 Single-User Kit HFX-700W



3.1.2 Maximum Expansion Monitors in Daisy Chain connection





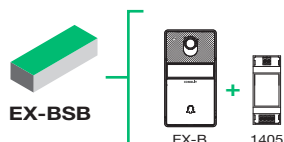
NOTE: This system is capable to expanding up to 4 external units and 4 internal units. For alternative application please consult our technical support engineer first.



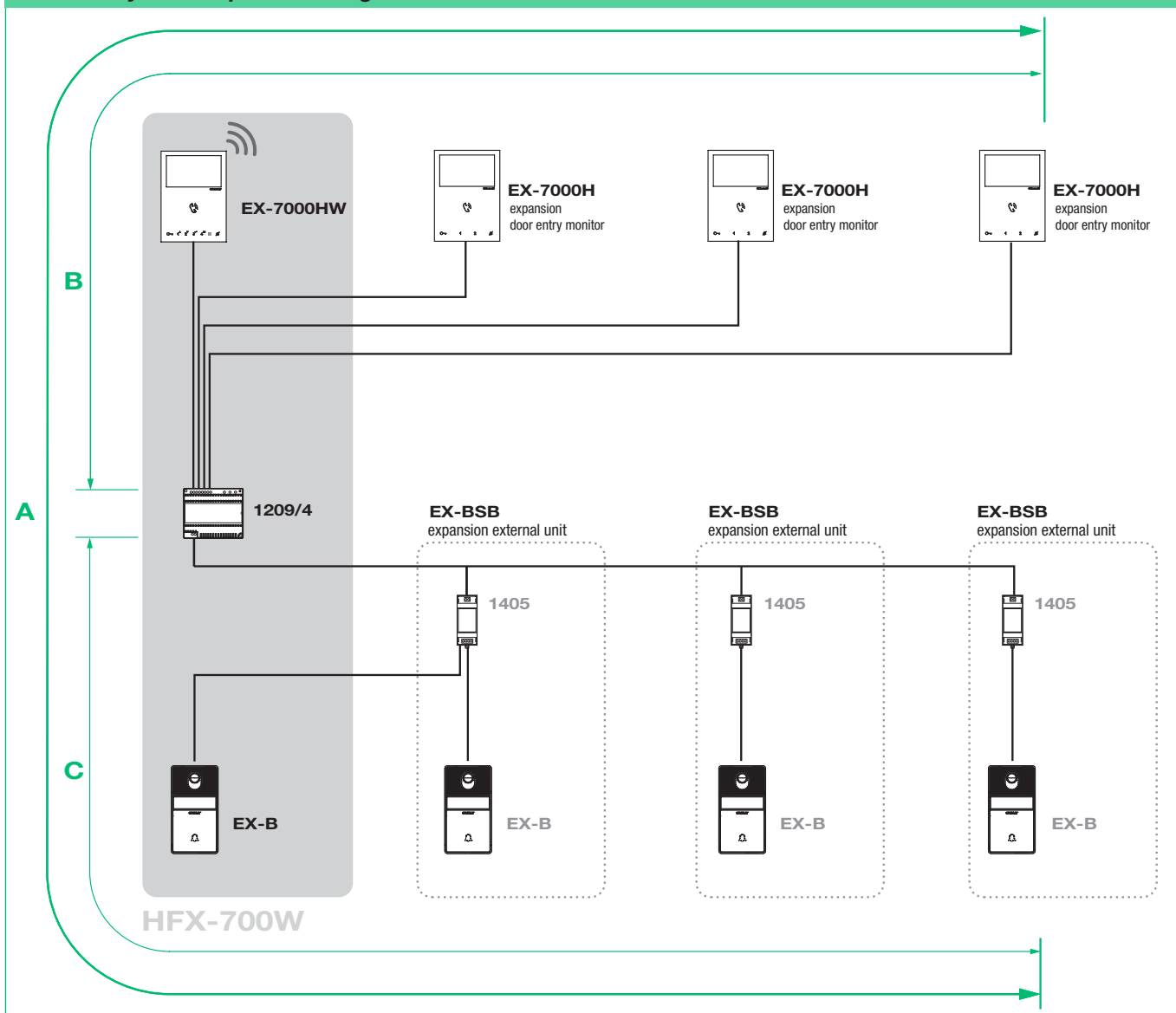
At the first connection on the riser, the internal units automatically acquire their sub-addresses.
The LEDs  and  flash simultaneously for some seconds. After the procedure the LEDs will turn off.



The art. EX-BSB is the Additional External Unit for Single-User Kits and contains the external unit art. EX-B and the art. 1405 Video door expander.

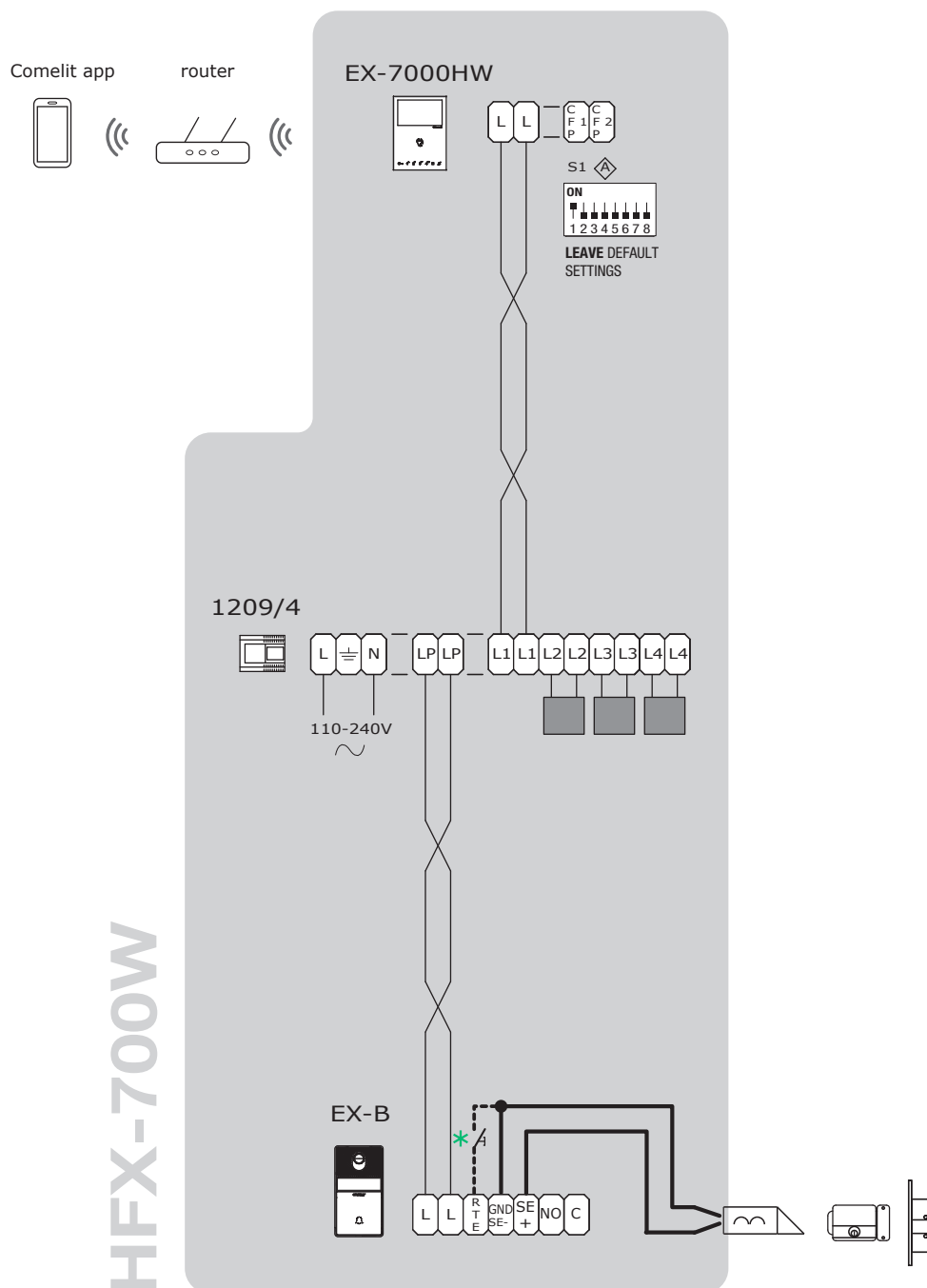


3.1.3 Full System Expansion Diagram

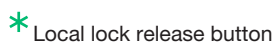


Basic single-user kit

STANDARD INSTALLATION

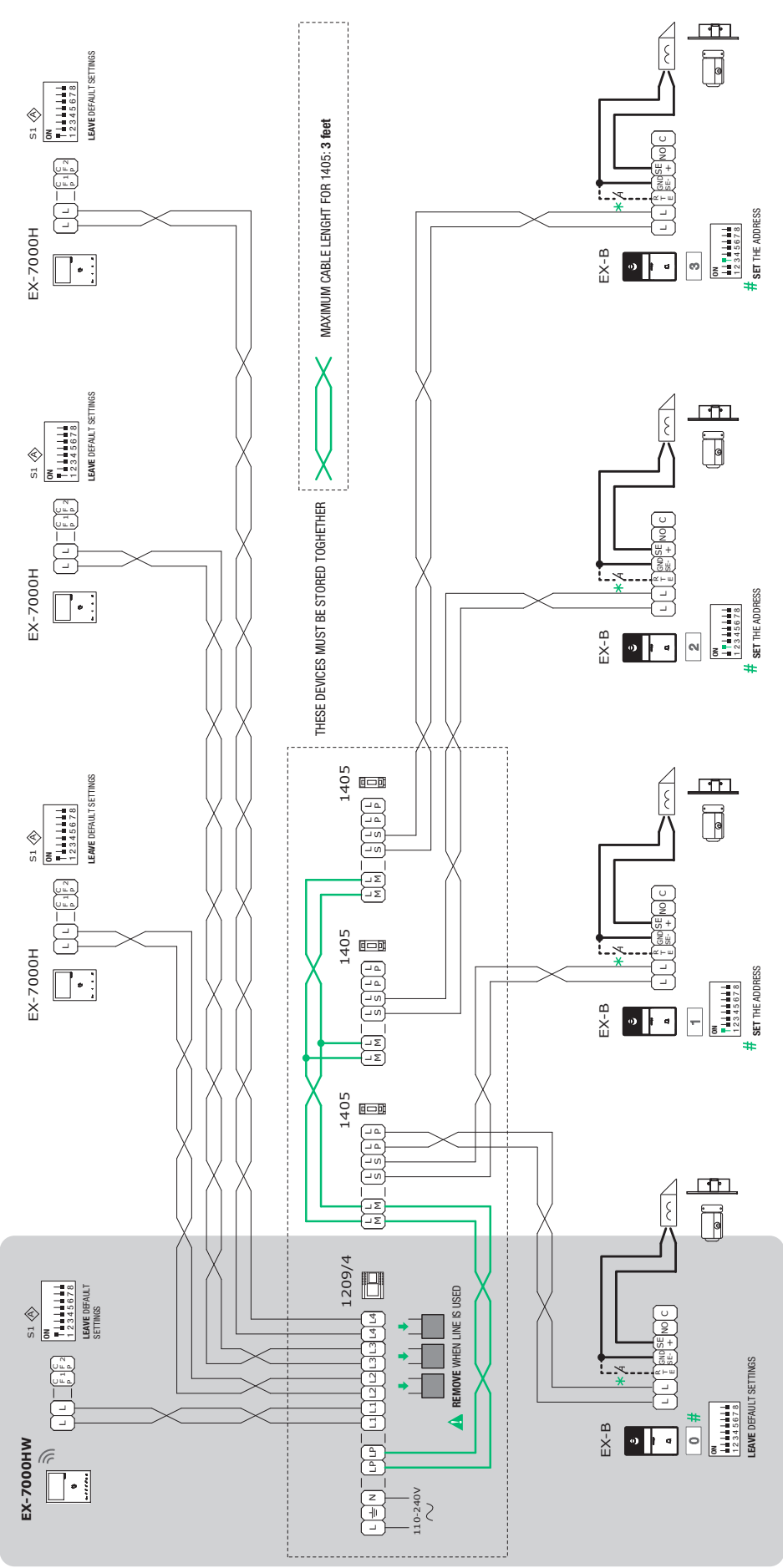


* Local lock release button

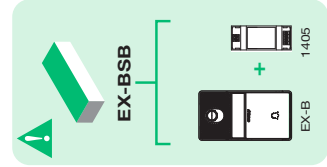


Expanded single-user kit

MAXIMUM EXPANSION



EXTERNAL UNIT ADDRESSING			
CODE	DIP 1	DIP 2	DIP 3
0 (default)	OFF	OFF	OFF
1	ON	OFF	OFF
2	OFF	ON	OFF
3	OFF	OFF	ON

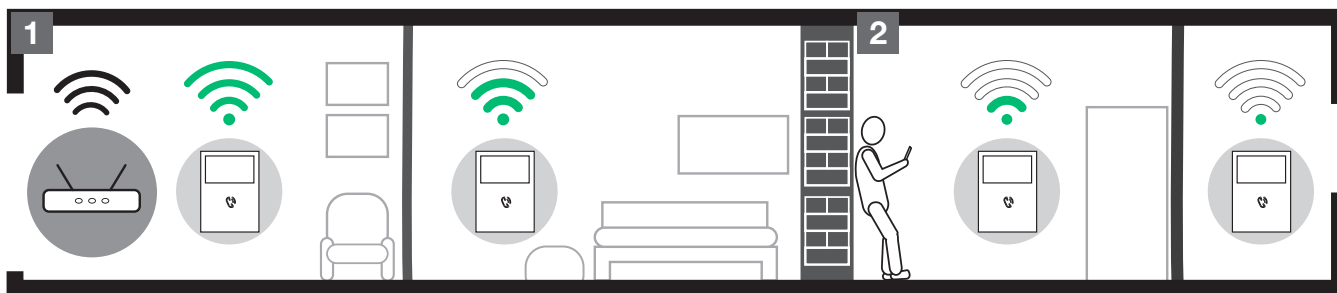


! The addresses must be consecutive!
correct: 0,1,2,3 / incorrect: 0,1,3

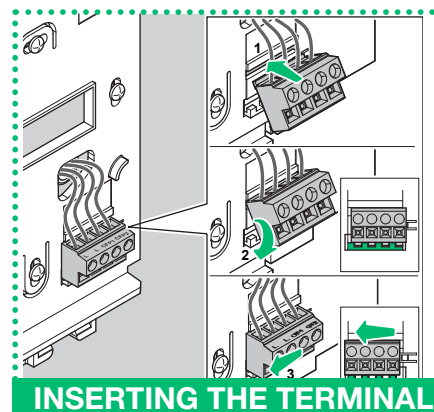
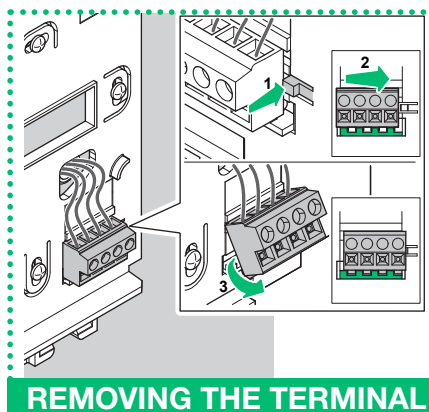
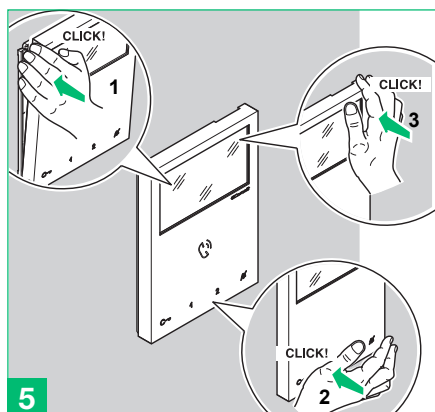
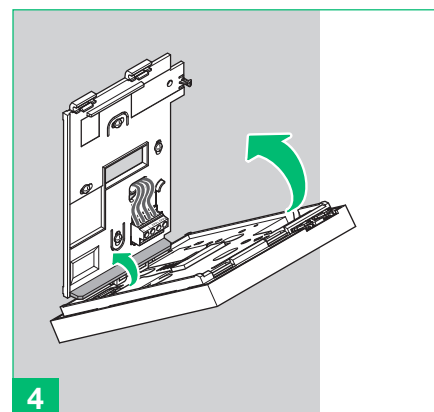
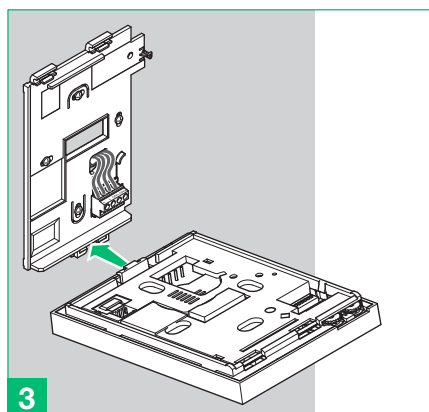
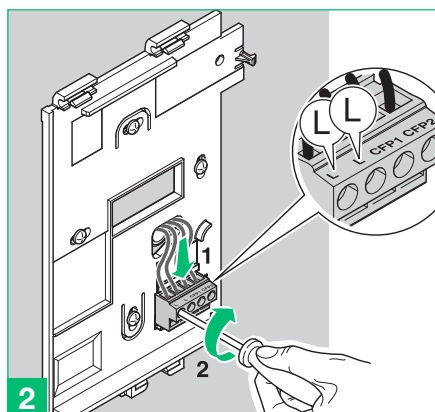
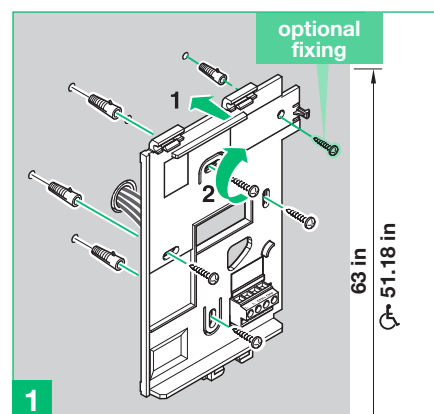
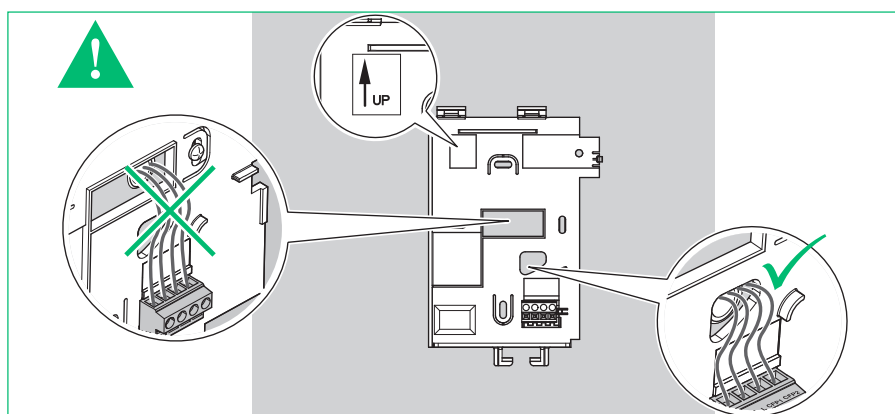
HFX-700W

* Local lock release button

3.2 ASSEMBLY MINI HANDSFREE WI-FI ART. EX-7000HW INTERNAL UNIT



- 1 Before definitive installation of the monitors, make sure the device has good Wi-Fi signal reception; the distance between the router and monitors, and the construction materials used in the walls are factors that can affect signal quality.
- 2 The Wi-Fi signal is not strong enough to guarantee correct operation. A Wi-Fi repeater must be installed between the router and monitor in order to boost the Wi-Fi signal received by the monitor.

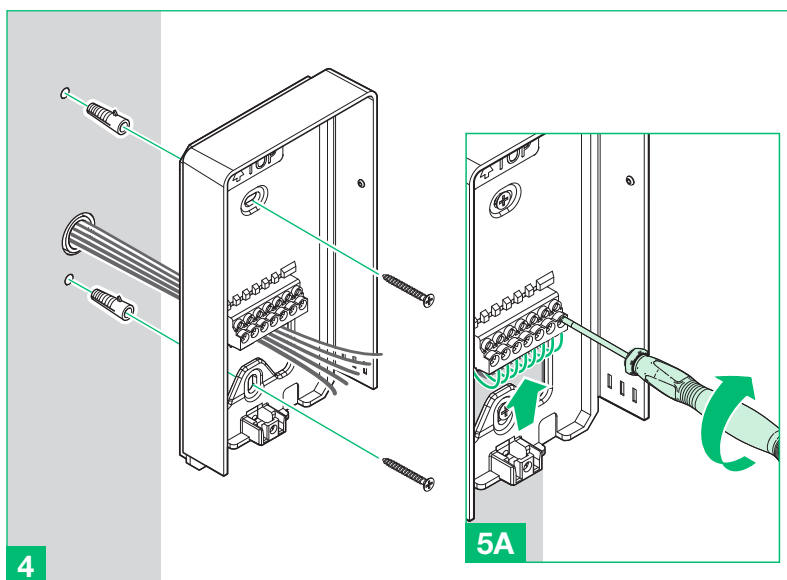
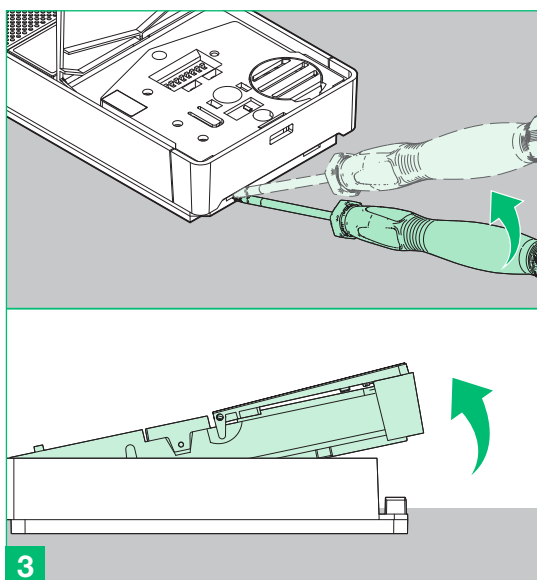
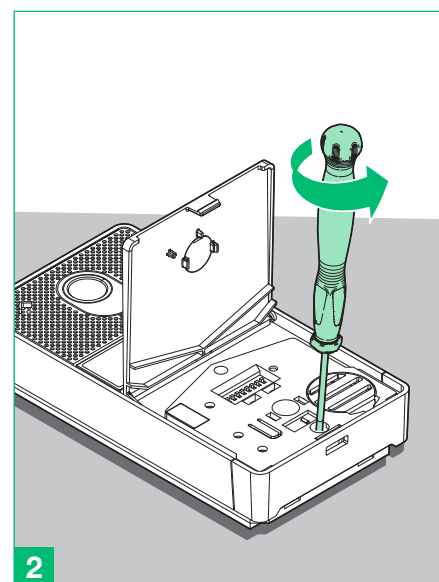
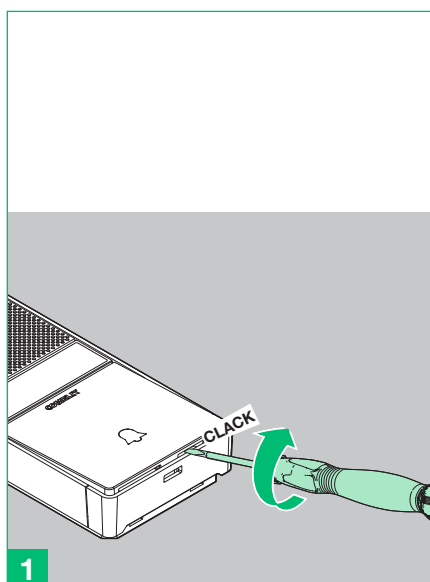
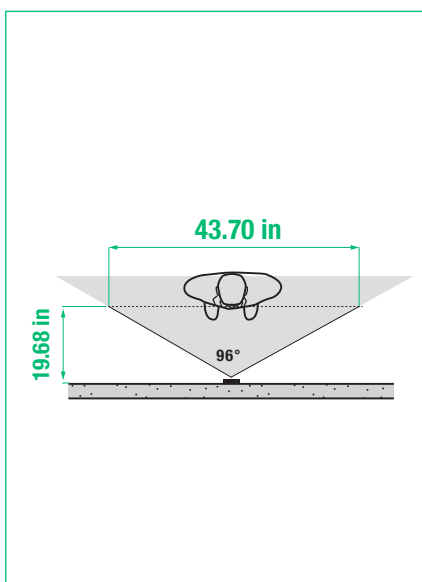
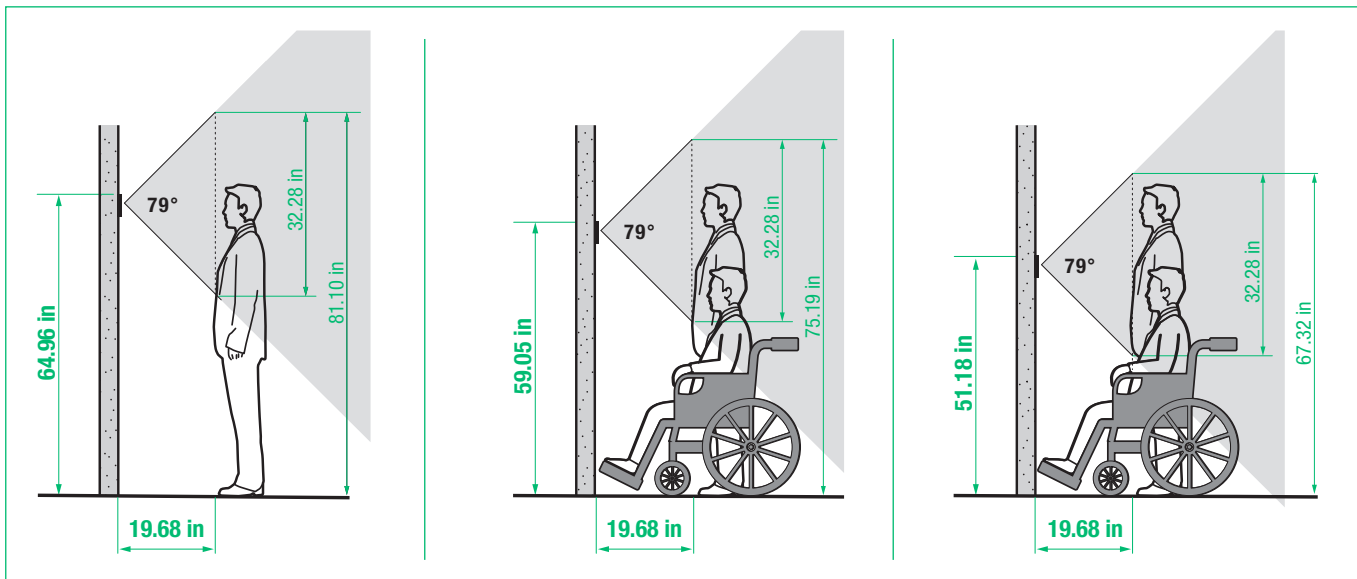


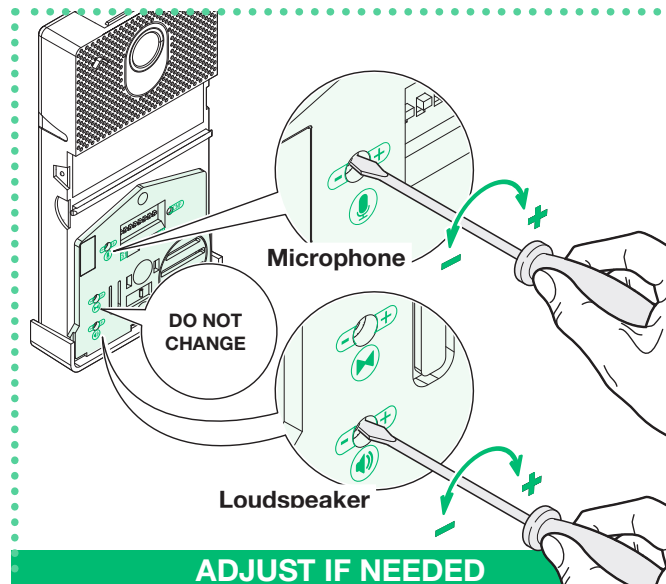
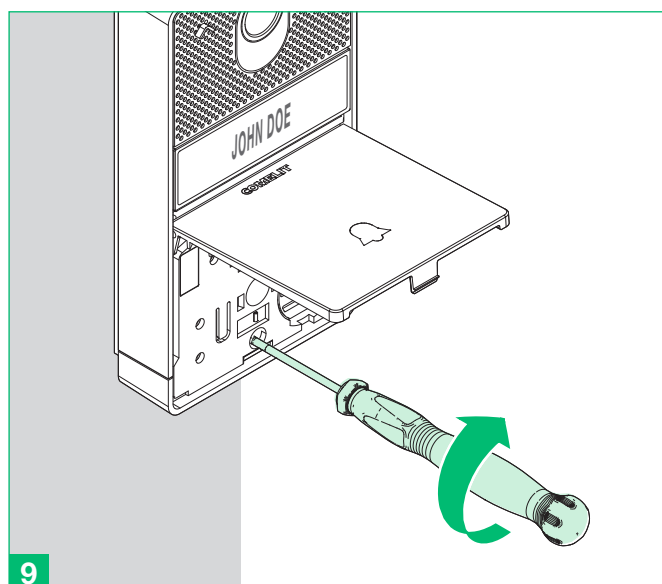
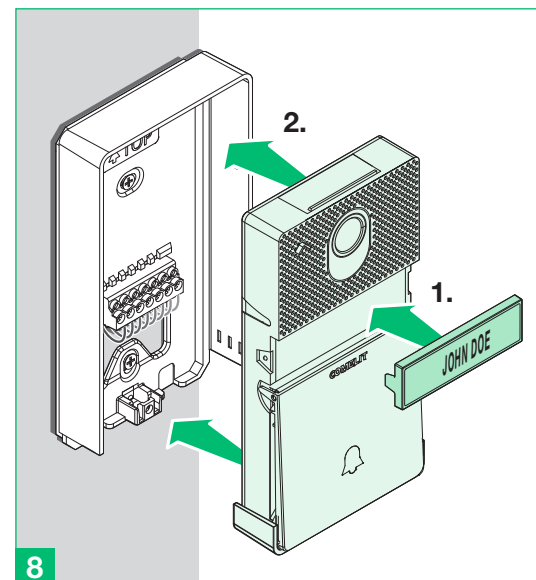
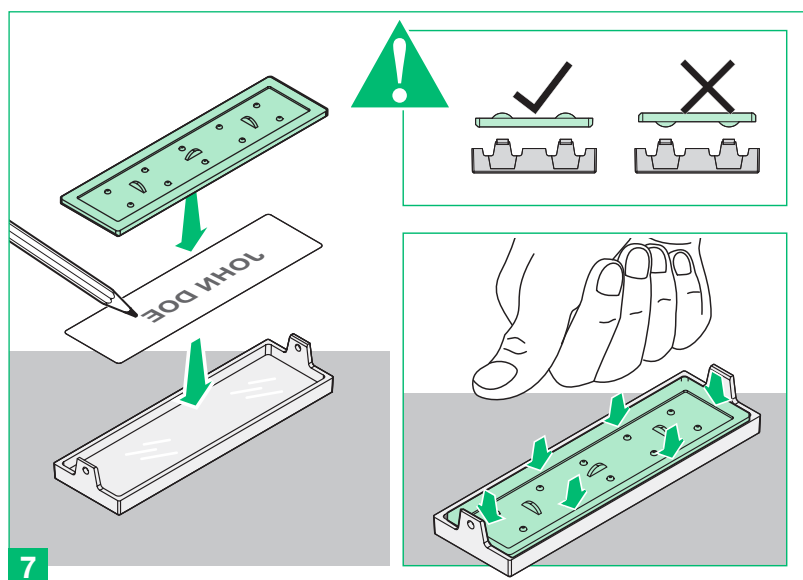
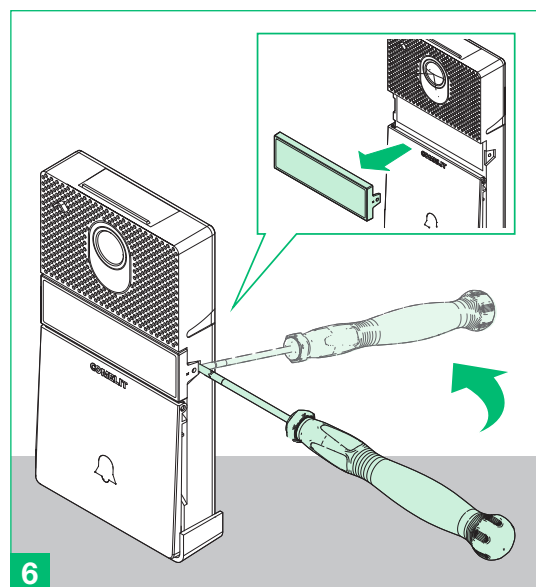
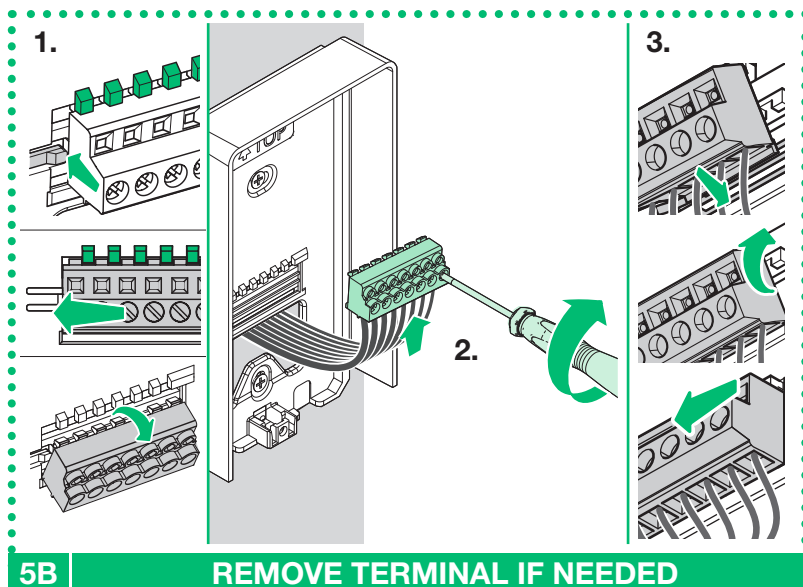
REMOVING THE TERMINAL

INSERTING THE TERMINAL

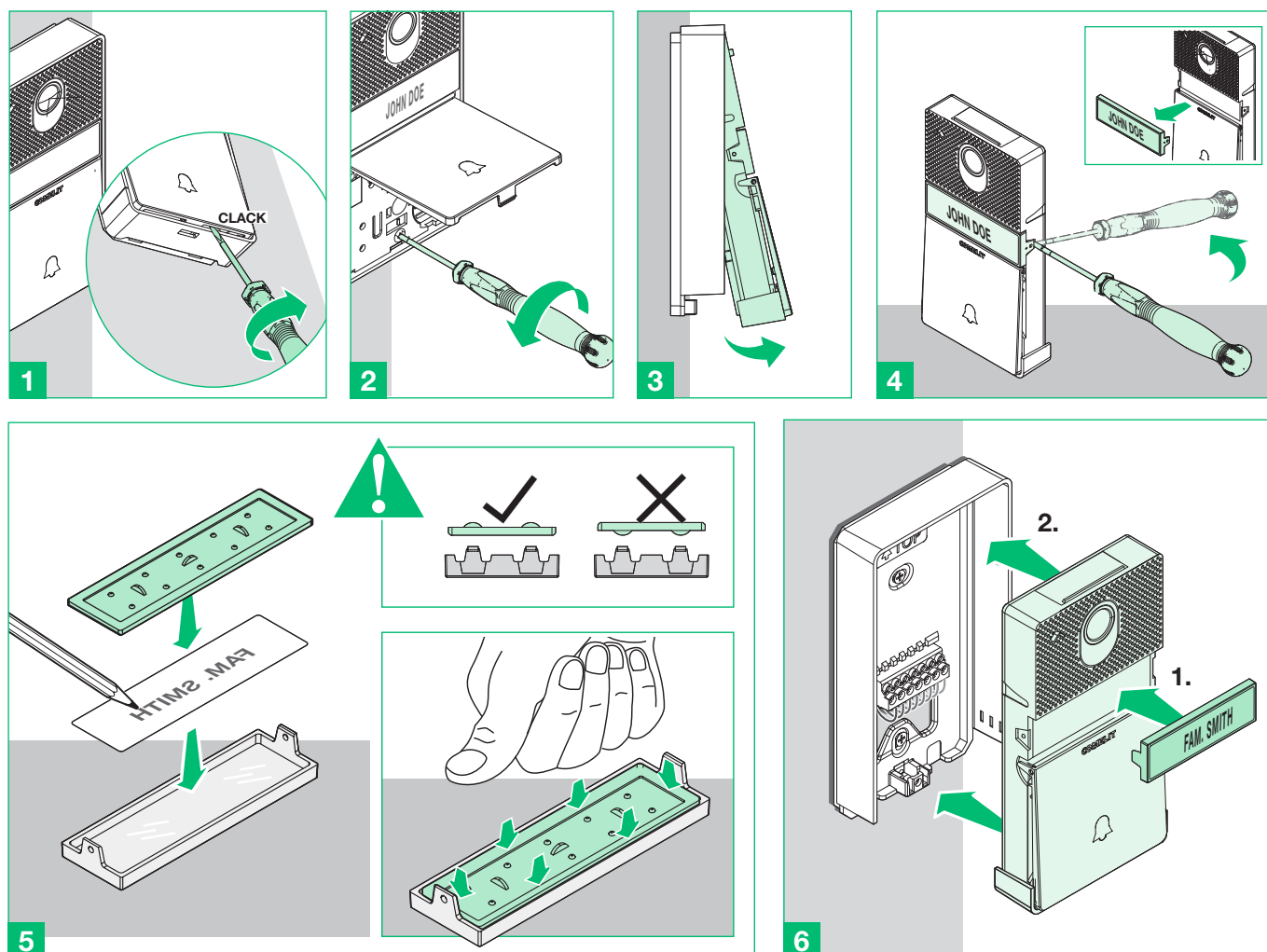
3.3 INSTALLATION OF EXTERNAL UNIT ART. EX-B

The camera must not be installed in front of light sources, or in places where the filmed subject is against the light. In dim environments, we recommend additional lighting is provided.





3.3.1 How to change the nameplate of the external unit art. EX-B



4. Additional features

This *Quick reference Guide* contains all the basic informations to install the single-user kit.

Additional features in the full manual at the web site pro.comelitgroup.com:

- **Configuration Capacitive-touch keys art. EX-7000HW**
 - Quick programming (generic actuator, internal intercom calls, internal paging calls, self activation main external unit, automatic lock-release (Doctor mode))
 - Special key programming (generic actuator, coded actuator, internal intercom calls, general intercom calls to another user code, internal paging calls, general paging to another user code, self activation main external unit, automatic lock-release (Doctor mode))
 - Reset programming art. EX-7000HW
 - Range programming art. EX-7000HW
 - Monitor ringtone selection art. EX-7000HW
 - Navigation mode
 - Device functions
- **Configuration EX-B**
 - External unit addressing
 - Function programming
 - The lock-release relay and the second relay are controlled by 2 separate buttons (default: they are controlled by a single button)
 - lock-release activation time and relay activation time: 8 sec (default: 2 sec)
 - confirmation tones: disabled (default: enabled)
 - camera lighting LED: disabled (default: enabled)
 - reset wait time: 1 sec (default: 10 sec)
 - Special function programming
 - restore default
- **Actuator relay module art. 1256**

The art. 1256 is an Intelligent device for controlling a 10A relay for general uses:

 - External unit lighting control,
 - Activation function on Actuator pushbutton (gate control, lighting control, lift control...),
 - Activation function on Actuator with code pushbutton (gate control, lighting control, lift control...).
- **CCTV camera interface art. 1409**

Art. 1409 allows to manage analog CCTV camera (up to 3). The module is capable of operating in different modes depending on the type of usage:

 - Generic actuator mode
 - Actuator with code mode

5. System function

- Press the desired key once to activate the function associated with it.



Wait for approximately 1 sec. before pressing the same key again. Pressing the same key several times in quick succession will cancel the command.

5.1 PERFORMING CALLS

5.1.1 How to call from the external unit

- To send the call from an external unit, press the button.
- » On the external unit the LED will flash and the confirmation tone will sound. The video image from the external unit will appear automatically on internal door entry monitor/s.

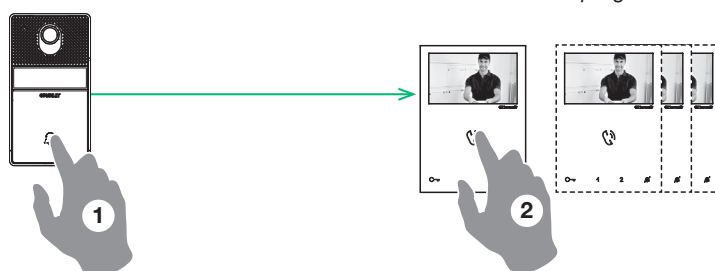
5.1.2 How to answer a call from an internal unit

- » On receipt of a call from the external unit you will hear the call ringtone
- Press  to enter into communication with the caller
- Press  again to terminate the call.



A call from the external unit always takes priority over an intercom communication or a paging call

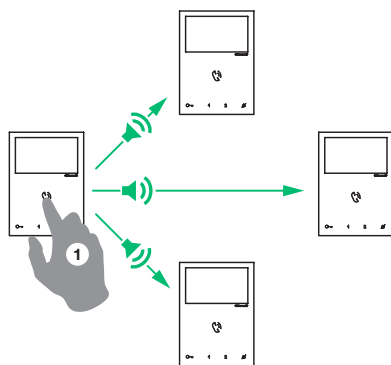
- » the call in progress will be ended for the other devices.



5.2 PAGING CALL

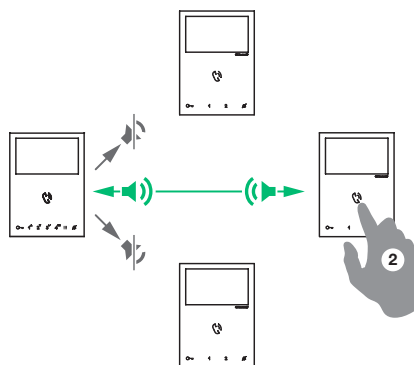
5.2.1 How to initiate a paging call

- Press  to initiate the all-page chime
- » After the chime sounds, a 30 seconds message can be broadcast to all door entry monitors on the system (maximum 4).



5.2.2 How to answer a paging call

- Press  to answer the paging call
- » a (300 seconds) point to point conversation between the two door entry monitors is established.
- » the paging call will be terminated for the other devices.



A call from the external unit always takes priority over an intercom communication or a paging call

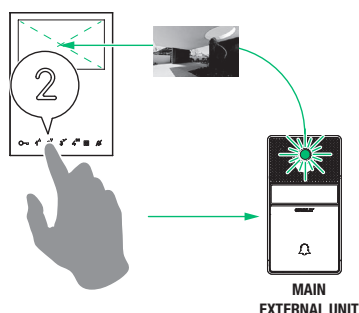
- » the call in progress will be terminated for the other devices.

5.3 LOCK-RELEASE FUNCTION

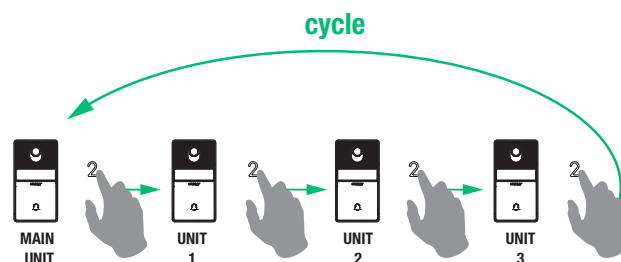
- ✓ During “call in progress” or during self activation.
- Press  to release the lock.

5.4 SELF ACTIVATION FUNCTION

- ✓ Self activation is possible only when the system is in standby
- ▶ Press the self activation button (2 by default) to display on the door entry monitor the video from the external unit.



- ▶ Press again to cycle through several cameras
- ! If a call is underway with an external unit it is NOT possible to cycle between the external units
- ▶ Press and hold the key to disable / enable the function.



5.5 ACTIVATION/DEACTIVATION AUTOMATIC LOCK-RELEASE (DOCTOR MODE)

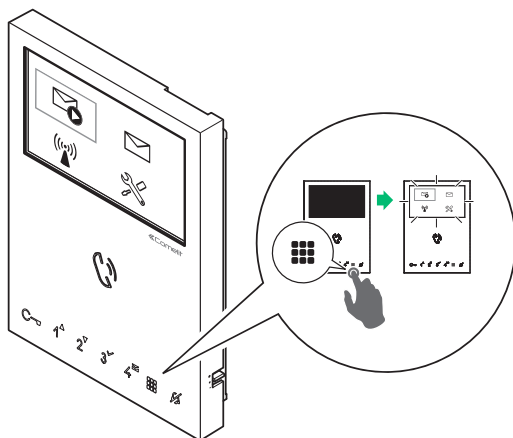
Can be used to enable automatic activation of the lock-release in response to a call from the external unit.

- ▶ Press the programmed button for 3 sec to disable/enable the automatic lock-release.
- » 3 flashes (every 5 sec.) of the LED indicate that the automatic lock-release is active.

5.6 ACTIVATION/DEACTIVATION SILENT MODE (PRIVACY)

- ▶ Press the LED to disable/enable the ringtone for calls from the external unit and paging call.
- » The red LED indicates that the silent mode is active.
- ! In silent mode the paging call are still received!

6. Device functions



- Video memory
- Video messages list
- Wi-Fi setup
- Setup
 - Wi-Fi reporting unconnected
 - App registration enable
 - Date and time settings
 - Language
 - Information
 - Reset
 - Reset WiFi configuration
 - Factory reset
 - Reset APP

6.1 WI-FI CONNECTION STATUS

! Access point: If the system requires wireless connection of the monitor, link the device with the local router

Signal strength:



Connection absent: Monitor Wi-Fi reception is enabled, therefore you need to check the router conditions (on/off, correct operation, distance from the monitor, correct password).

Router connected, no internet: Check with your internet provider.

By installing and configuring the COMELIT App on smartphone / tablet it is possible to answer video door entry calls from a local and remote network (or mobile network); it is possible to make a Self activation on cameras/entrance panels and send commands to actuator modules.

The Smart Registration manual will help during the first installation of Comelit App on smartphone/tablet. Smart Registration manual and Comelit App manual are available to download from the website pro.comelitgroup.com

7. Technical specification

7.1 EX-7000HW MAIN DOOR ENTRY MONITOR

Display	4.3" Color LCD Screen
Resolution	480x272 pixel
Auto Timer (intercom)	300 sec
Operating Temperature	Class B1 normal range indoor 41° F /104° F (5°C / 40°C)
Dimensions (with bracket) WxHxD	4.52x6.29x0.83 in (115x160x21.5 mm)
Power supply voltage	22-34 Vdc
Absorption in standby (mA)	45-70
Absorption during call (mA)	150-180
Absorption during communication (mA)	250-300
Network connection	WLAN
Video encoding	PAL/NTSC
Wi-Fi technology	Yes
Compatible with Comelit app	Yes

7.2 EX-B EXTERNAL UNIT

Height	5.90 in
Width	3.15 in
Depth	1.06 in
Weight	10.58 oz
Wall-mounted	Yes
Sensor type	1/4" CMOS
Lens optical dimensions	1.46 mm
Angle of view (H x V)	96° x 79°, 108° diagonal
Sensitivity	0.1 lux (color)
Video resolution (H x V)	640x480 pixels
Type of power supply	Power supply from bus
Supply voltage	33 VDC
Absorption in stand-by	1.2 W
Maximum absorption	10 W
Call type	Push-button
Type of button	Mechanical
Number of push-buttons	1 (1 user)
Type of outputs	Door release (direct current output): unlock pulse of 4A, holding current of 200mA for 12VAC / DC locks (maximum impedance 18 Ohm) Door release (relay contact): C-NO, 10A@12÷24 VAC/VDC"
Loudspeaker volume control	Yes
Microphone volume control	Yes
IP protection rating	IP54
Operating temperature	-13°F ÷ 131°F (-25°C ÷ 55°C)
Operating humidity (RH max)	0 ÷ 95%
Environmental class	IV (for use out of doors where the system components are fully exposed to the weather)

7.3 1209/4 BUS POWER SUPPLY

Power consumption	12W MAX
Operating Temperature	Class A1 wide range indoor 23° F /104° F (-5°C +40°C)
Dimensions WxHxD	4.17x3.52x2.44 in (106x89.5x62 mm)
CSA Rating	US and Canada

7.4 ACTUATOR RELAY MODULE ART. 1256

Power consumption	1.5W MAX
Operating Temperature	32° F / 86° F (0°C / 30°C)
Dimensions WxHxD	2.6x3.35x1.38 in (66x85x35 mm)

7.5 REMOTE CAMERA MODULE ART. 1409

Power consumption	3W MAX
Operating Temperature	23° F/104°F (-5°C/+40°C)
Dimensions WxHxD	2.6x3.35x1.38 in (66x85x35 mm)

7.6 VIDEO DOOR EXPANDER ART. 1405

Power consumption	0,2W MAX
Operating Temperature	23° F/104°F (-5°C/+40°C)
Dimensions WxHxD	1.42x3.54x2.28 in (36x90x58 mm)

8. Appendix

8.1 WARNING

WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THE MONITOR OR POWER ADAPTER TO WATER OR MOISTURE.

CAUTION:

DO NOT OPEN. RISK OF ELECTRICAL SHOCK.

CAUTION!

TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OR BACK, NO USER SERVICEABLE PARTS INSIDE, REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

OTHER WARNINGS

- Monitor is designed for indoor use only. Do not install outdoors.
- Keep the equipment dry. If water should get in, wipe off immediately. Water contains minerals that can erode electronic circuits.
- Intercom system is not operational during a power failure .
- Intercom system may be affected by radio frequency interference or EMI (electrical magnetic interference) in areas where broadcasting station antennas are close by.
- Keep all wiring at least 1 foot away from fluorescent lighting, dimmer switches and AC power.

EXPLANATION OF TWO SYMBOLS



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute risk of electrical shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

8.2 IMPORTANT SAFETY INSTRUCTIONS

WARNING:

TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THE MONITOR OR POWER ADAPTER TO WATER OR MOISTURE.

- **Read Instructions** -All the safety and operating instructions should be read before operating this equipment. These instructions should be retained for future reference.
- **Heed Warnings** - All warnings on the equipment and in the operating instructions should be adhered to. All instructions regarding care and operation of this equipment should be followed.
- **Power Sources** - Equipment should only be connected to the power supply specified in the operating instructions or as marked on the equipment.
- **Power Cord Protection** - Keep cable cords and plugs clear off other objects, particularly at the point where they exit the equipment.
- **Cleaning** - Clean the equipment by wiping with a soft cloth (do not use any abrasive agents or water).
- **Non-use Periods** - Power cords should be unplugged from the outlet when left unused for a long period of time.
- **Object and Liquid Entry** - Take care not to drop objects or liquids on any part of the equipment.
- **Damage Requiring Service** -The unit should be serviced by a qualified service personnel when:
 - The power supply cord or the plug has been damaged or
 - Objects have fallen, or liquid has been spilled onto the equipment or
 - The equipment has been exposed to rain or
 - The equipment does not appear to operate normally or exhibits a marked change in performance or
 - The equipment has been dropped and/or the enclosure has been damaged.
- **Servicing** - Do not attempt to service the appliance beyond that described in the operating instructions. All other servicing should be referred to as Qualified Distributor's Service Personnel.

8.3 FCC CLASS B NOTICE

NOTE:

This equipment has been Certified and found to comply with the limits regulated by FCC. and CE. Therefore, it is designed to provide reasonable protection against interference and will not cause interference with other appliance usage. However, it is imperative that the user follows this manuals guidelines to avoid improper usage which may result in damage to the unit, electrical shock, and fire hazard or injury. In order to improve the feature functions and quality of the product, the specifications are subject to change without notice from time to time.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference with radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to connect the interference by one or more of the following measures:

- Reorient or relocate the monitor unit
- Increase the separation between the monitor and camera
- Connect the equipment on a separate outlet
- Consult the dealer or an experienced radio or television technician

8.4 GENERAL PRODUCT WARRANTY:

For all **Comelit Branded Products 2 year manufacturer's warranty** from dealer date of Purchase. Proof of purchase by the dealer in the form of an invoice is necessary for all returns.

RMA (RETURN) Policy:

1. Before Requesting an RMA Number, the installer must call into our Tech support line to verify the condition of the product and for trouble shooting purposes in order for Comelit to determine if an RMA needs to be issued.
2. If technical support does deem that a return is needed, they will issue a trouble ticket number associated with the issue related to the defective product. Trouble tickets are needed for all distributors to receive a RMA number.
3. All equipment must be returned as received from the manufacturer with all parts included. If all parts are not received, this may cause a delay in the processing of the RMA and possible return of the parts to the customer.
4. Return freight is paid by the customer (non-reimbursable). Comelit will pay "Return to Customer" freight charges.
5. Product "out of warranty" is subject to repair charges to be paid by the customer.

For all Comelit products (Comelit Kits and Multi-tenant parts, excluding the HFX series and related parts)

1. New Replacements will be given on all returns of defective products. Credit is only given to distributors in special circumstances based on Comelit approval.
2. For Distributors asking for Credit, the purchase invoice must be included in the return shipment.
3. All RMA's must include the RMA form completely filled out.
4. Units sent in without proper paperwork will incur delays in processing and will be returned to the requester.

For RMA inquiries please contact:

Comelit USA RMA Department

Toll Free: (888) 692-9739 Option 4

Main office: (626) 930-0388 Option 4

tech@comelitusa.com

rma@comelitusa.com

CERTIFIED MANAGEMENT SYSTEMS



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2ª edizione 02/2023
cod. 2G40003076