



Sensorsoft® Real-Time Water Flooding Sensor User's Manual

Models SS6201J, C5000 and C5001

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Table of Contents

About this Manual	4
Glossary of Acronyms	4
Overview	5
Installing the Sensorsoft Water Flooding Sensor	7
Choose a location and install the C5000 or C5001 water sensing accessory	7
Choose a location and install the SS6201J communications module	8
Connect the SS6201J and C5000/C5001	9
SS6201J (v2.01) Sensorsoft Water Flooding Sensor (Communications Module) Specifications	10
C5000 Sensorsoft Water Sensing Cable Specifications	11
C5001 Sensorsoft Water Sensing Spot Detector Specifications	12
Making communication cables for J-Suffix Sensorsoft Devices.....	13
Writing custom software programs for the Sensorsoft Water Flooding Sensor	16
Sensorsoft Device Monitoring .NET Component for Windows.....	16
Sensorsoft Device Protocol (SSDP) for Advanced Programmers.....	16
Getting Help.....	22
Limited Warranty	22
Technical Support	22
30 Day Money Back Guarantee.....	22
Returns.....	22

About this Manual

This document contains information about using the Sensorsoft Real-Time Water Flooding Sensor and its C5000 and C5001 accessories.

When other sections of this manual are referenced, *italics* are used.

The Sensorsoft Real-Time Water Flooding Sensor may be referred to as a Water Flooding Sensor, Sensorsoft device, SSD (Sensorsoft Soft Device), sensor or device throughout this manual.

Glossary of Acronyms

RWME – **Remote Watchman Enterprise** software for Windows

RWMC – **Remote Watchman Client** software for Windows

SCOM – **Serial Communications Tool** software for Linux and UNIX

SSDP – **Sensorsoft Device Protocol**

SSA – **SensorSoft Alert** appliance

API – **Application Programmer Interface**

SSD – **SensorSoft Device**

Overview

The Sensorsoft Real-Time Water Flooding Sensor is an RS232 compatible serial device based on the Sensorsoft Device Protocol (SSDP). It is composed of the SS6201J communications module and plug-in water sensing cable (C5000) or water sensing spot detector (C5001) to sense the presence or absence of water.

This sensor solution can detect water in the following environments:

- floors, carpets, walls and ceiling tiles
- pools and saunas
- servers rooms and data centers
- air conditioner drip pans
- sprinkler systems
- damaged pipes and leaking roofs
- toilets and sinks that might overflow

The above list is by no means extensive and this product suite can be used in a wide variety of applications where you need to be alerted immediately to the presence or absence of water.

By using this Sensorsoft solution you can avoid or reduce damage to property and prevent safety hazards that effect employees or customers. Early detection in business critical environments can avoid or minimize downtime, insurance claims and possible lawsuits.

These devices use an electrical conductivity method to detect the presence of water. When a surface is moist or wet it exhibits high conductivity and when a surface is dry it exhibits low conductivity. The combination of the SS6201J communications module and C5000 or C5001 accessories are designed to detect these changes in conductivity. It can detect most types of water, including low-grade distilled water.



Figure 1: The SS6201J communications module with 10 foot gray lead-in cable (left) and C5000 20 foot purple water sensitive rope cable (right). A two position connector is used to connect these products together after installation. Included plastic adhesive fasteners (F1005) are provided to install the C5000 rope cable to most surfaces.

Only the C5000 and C5001 water sensitive accessories are suitable for exposure to water. The SS6201J communications module must be protected from water, moisture, condensation and sunlight (UV).



Figure 2: Photo of the C5001 water sensing spot detector. It has a two pin electrical connector and white (14 foot) lead-out cable that plugs into the SS6201J communications module. Two mounting holes allow the C5001 to be fastened down with screws or rivets.

The SS6201J Sensorsoft device offers the following benefits over other RS232 serial devices:

- Powered from the serial port (no external power or battery required)
- CRC error detection (detects transmission errors and improves reliability)
- Virtually unlimited cable lengths (1000 ft)
- Plug and go operation (little or no user configuration required)

Sensorsoft makes several SSDP-compliant software applications that permit you to read this sensor, send alerts, record and (in some cases) graph data. These include:

- Sensorsoft Remote Watchman Enterprise (RWME) for Windows
- Sensorsoft Serial Communications Tool (SCOM) for Linux and UNIX
- Sensorsoft Remote Watchman Client (RWMC) for Windows (polling only)
- Sensorsoft Alert Appliance (SSA) (polling only)

The real-time feature of the SS6201J device is only available in the Sensorsoft RWME software, SCOM software and those products that use our free developer API – the Sensorsoft Device Monitoring .NET Component for Windows. This real-time feature allows the sensor to update the software immediately when a change of state (WET/DRY) occurs. Otherwise a polling method is used for reading this sensor at specific intervals.

In addition, there are manufacturers who provide support for Sensorsoft devices within their products. Some of these include:

- ServersCheck Sensor Gateway and software
- Lantronix SecureLinx (SLC) Console Manager

Installing the Sensorsoft Water Flooding Sensor

Installation of the Sensorsoft Water Flooding Sensor is composed of the following:

- Choose a location and install the C5000 or C5001 water sensing accessory
- Choose a location and install the SS6201J communications module
- Connect the SS6201J and C5000/C5001
- Start the software if applicable. Please refer to the specific manual that applies to your software or appliance.

Choose a location and install the C5000 or C5001 water sensing accessory

If you are attempting to detect the **presence** of water or moisture in a place where it is not desired, locate the C5000 water sensing cable or C5001 water sensing spot detector in a location where water is likely to collect and cover it during an event.

If you are attempting to detect the **absence** of water or moisture in a place where it is desired, locate the C5000 water sensing cable or C5001 water sensing spot detector in a location where water is usually present and would cover it under normal conditions.

Keep the following points in mind:

- An area or surface where a previous event occurred is the most likely place for a repeat event.
- Locate the water sensing cable below an air vent. Air vents often carry water into that space from a leaking roof.
- If you have a ceiling tile that is stained or discolored, this is a likely place for another possible event.
- Do not place the water sensing cable (C5000) on a conductive (metal) surface or it will produce false alarms.
- Locate the water sensing cable on a surface below a water sprinkler, facet or valve.
- Avoid locating the water sensing cable or spot detector where direct contact with sunlight or UV exposure is possible.
- Protect the water sensing cable from high traffic areas that could wear or damage it.
- Never allow the water sensing cable or spot detector to come into contact with harsh chemicals or cleaning agents. If it needs to be cleaned, do so with a damp cloth or better a vacuum cleaner.

The **C5001 water sensing spot detector** can be installed using (2) screws or rivets (not supplied) through its two mounting holes. The clearance for these mounting holes is 0.182 inch (4.6 mm) diameter. Be sure to locate the active part of the spot detector (black conductive wires) closest to where the water will or can be present. Run the white lead-out cable (14 ft) to a protected area where it will connect to the gray lead-in cable (10 ft) of the SS6201J communications module.

The **C5000 water sensing cable** can be installed using supplied F1004 adhesive fasteners. If adhesive fasteners are not adequate for your application such as a dusty concrete floor that requires metal fasteners (rivets, screws, stakes) make sure you use some non-conductive

insulation between the cable and the metal fasteners. Locate the connector end of the water sensing cable close (within 10 ft) to where it will connect to the SS6201J communications module.

Choose a location and install the SS6201J communications module

Locate the SS6201J communications module to within 10 feet of the connector end of the C5000 or C5001. Avoid locating the SS6201J where direct contact with water, moisture, sunlight or UV exposure is possible. Never allow the SS6201J to come into contact with harsh chemicals or cleaning agents. If it needs to be cleaned, do so with a damp cloth or better a vacuum cleaner.

Connect the RJ-45 end of a C200x cable to the jack of the SS6201J. Connect the other end of the C200x cable to your serial port, device server or appliance. You can locate the SS6201J up to 1000 feet from the serial port. [See our listing of available C200x cables for various applications.](#)

If you intend to make a custom cable for connecting the SS6201J, please refer to *Making communication cables for J-Suffix Sensorsoft Devices*.

When connecting the SS6201J to a serial port or device/console server, configure the port as follows:

- 1200 bps, 8 bits, no parity, 1 stop bit
- Turn off autobaud
- Flow control set to “None”
- Non-telnet binary (raw) transfer mode
- Assert RTS and DTR always

If using a device/console server, refer to its documentation for more details.

Note the physical port number where you plugged the cable into your computer or device/console server. If it's being plugged into a Windows based computer that has only one COM port, the port number is usually COM1. If you are using a USB to serial adapter, you need to refer to the operating system's serial port (COM) listing. In Microsoft Windows, this is usually “Device Manager->Ports (COM&LPT).” In Linux or UNIX, refer to the /dev/tty directory.

Connect the SS6201J and C5000/C5001

Plug the two position female connector of the SS6201J into the two position male connector on the C5000/C5001.



CAUTION - Be careful to locate the junction of these two connectors away from prying eyes and hands. Otherwise, if someone disconnects them you will lose sensing capability and the sensor will never detect a WET condition.

SS6201J (v2.01) Sensorsoft Water Flooding Sensor (Communications Module) Specifications

Detection Capabilities: Can detect the presence or absence of water using a water sensitive accessory cable (P/N C5000) or spot detector (P/N C5001). It provides a WET or DRY indication in the software or appliance.

Maximum reading rate: one reading every second

Housing Dimensions: 8 cm (3.1") x 4 cm (1.6") x 2 cm (0.8")

Housing Material: injection molded ABS thermoplastic

Housing Colour: light gray

Sensor type: Requires separate C5000 water detecting cable (purple) or C5001 spot detector. These attach to this device through its gray sensor lead-in cable.

Sensor cable: 10 feet (3 m), stranded, colour gray, terminated with 2 position plug, 0.20 inches (5.08 mm) diameter jacket

Sensor cable connector: 2 position (female pins) mate-n-lok plug

Electronics Operating temperature range: -40 ° C to +60 ° C (-40 ° F to +140 ° F)

Communications connector: 8 position modular jack, (accepts 8 position plug RJ45)

Power source: Port-powered (RTS and DTR, both asserted) or via External DC power connector

Power supply current drain: < 10 mA

External DC power connector: 2.1 mm power jack, automatic polarity correction and over-voltage protection.

External power supply voltage: 6.0 - 12.0 VDC

Communications Interface: RS232C using TX,RX,RTS,DTR and GND. One device per serial port.

Maximum communications cable length: 305 m (1000 ft.) using recommended cable type. Low capacitance shielded cable or UTP is recommended.

Firmware Version: 2.01

Communications Protocol: Sensorsoft Device Protocol (SSDP) Version 2.0 and Version 3.0. For software that supports only Version 2 of the protocol an interval polling method is used. For software that supports Version 3 of the protocol a real-time method is used.

Error control: 16 bit CRC (cyclic redundancy checking) for detection of communication errors between the device and host computer.

C5000 Sensorsoft Water Sensing Cable Specifications

Operating temperature range: 0 ° C to +60 ° C (32 ° F to +140 ° F)

Sensing cable length: 20 feet (6 m) (custom lengths are available)

Sensing cable diameter: 0.25 inches (6.35 mm)

Substrate cable colour: purple

Sensing method: interleaved conductive plastic wires (black colour) that exhibit high conductivity in presence of water

Connector type: 2 position (male pins) mate-n-lok plug



Figure 3: Close-up photo of the C5000 water sensing cable showing its purple colored substrate and black pair of interleaved water sensing wires. Water is detected when it covers the pair of black wires.

C5001 Sensorsoft Water Sensing Spot Detector Specifications

Operating temperature range: 0 ° C to +60 ° C (32 ° F to +140 ° F)

Housing colour: black

Housing material: injection molded ABS plastic filled with epoxy encapsulant

Housing dimensions: 2.87 inches (72.9 mm) x 1.55 inches (39.4 mm) x 1.00 inches (25.4 mm)

Housing mounting holes: two, 0.185 inches (4.7 mm) diameter

Connection cable: 14 feet (4.3 m) long, white colour, 0.12 inches (3.0 mm) diameter jacket

Sensing method: two twisted conductive plastic wires (black colour) that exhibit high conductivity in presence of water

Connector type: 2 position (male pins) mate-n-lok plug



Figure 4: Close-up photo of the C5001 water sensing spot detector showing its twisted pair of detection wires. Water is detected when it covers the two twisted pair wires.

Making communication cables for J-Suffix Sensorsoft Devices

In some applications it's not possible to use pre-assembled cables. When installing the Sensorsoft device at a remote location it may be necessary to run cables through walls, ceilings or conduits where connectors would get jammed. In this situation it makes sense to terminate the cables on-site using hand crimp tools. The following details will assist you in this process.



NOTE - A J-suffix Sensorsoft Device has a RJ45 jack connector. It accepts a plug-in cable. This includes model **SS6201J**.

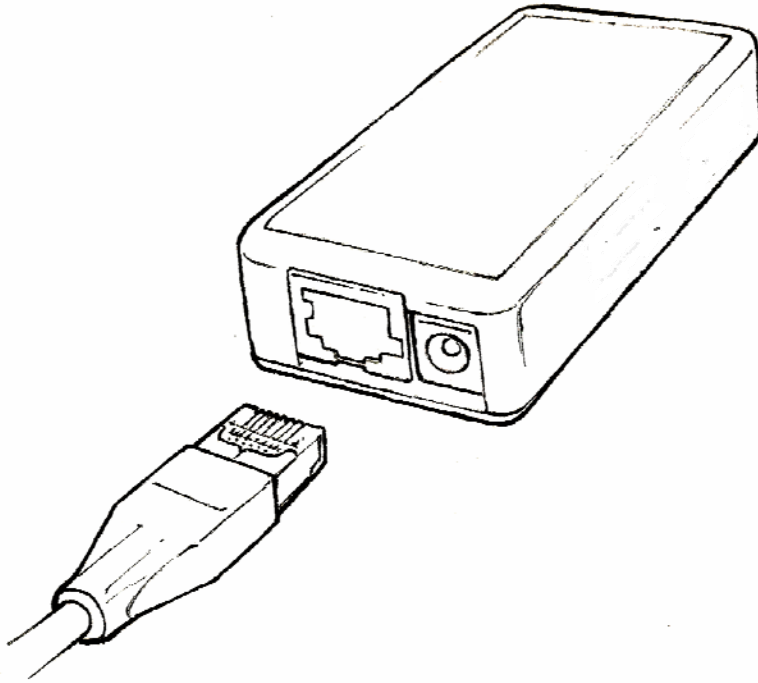


Figure 5: Illustrates a J-suffix Sensorsoft device that accepts a cable with RJ-45 plug. The 2.1 mm power jack is only used if the serial port does not have enough voltage to power the sensor.



IMPORTANT - A properly made cable will allow your Sensorsoft device to operate reliably over long cable lengths up to 305 m (1000 ft) using SSDP-compliant software.

You may connect the Sensorsoft device to the port with as little as three wires (RX, TX and GND), using inexpensive unshielded telephone wire. However, the host may need to set the number of retries high in order to overcome the effect of occasional noise/interference and would require the use of an external power supply (PA6106 or PA6206) at the Sensorsoft device.

The Sensorsoft device modular-jack connector uses the same UTP wire map as 10-BASE-T. It is therefore possible to use this type of cabling system for Sensorsoft devices.

PIN-OUT OF THE MODULAR 8 POSITION JACK/PLUG ON A SENSORSOFT DEVICE

Note: Terminal No. 1 is the terminal to the extreme left as you face the cable opening, latch tab down.

Terminal	Function	UTP wire color
1	Receive Data	white-green
2	Ground	green
3	Transmit Data	white-orange
4	Power +V	blue
5	Ground	white-blue
6	Ground	orange
7	Power +V	white-brown
8	Ground	brown

The following are specialized tools and parts needed to make good quality cables:

Hand Tools:

- Tyco Crimping Tool P/N 1-231652-0 or 2-231652-1, for modular plugs
- Tyco 8 position modular die set P/N 853400-1
- Tyco Crimping Tool P/N 90312-1 or 90302-1, for subminiature D pin or socket contacts
- Tyco PROCRIMPER P/N 58448-2, for subminiature D pin or socket contacts
- Tyco Insertion/Extraction Tool P/N 91285-1, for subminiature D connector contacts

Materials:

- CP Technologies CAT5E UTP stranded, P/N E-207-4P-C5-LGY, 1000 ft, light gray, RoHS (4 pair, 8-#24 AWG wires, category 4 or better, 75 C)
- Tyco 8 position modular plug for round stranded wire cables, P/N 5-554169-3 (CAT4)
- Tyco 8 position modular plug for round stranded wire cables, P/N 5-557961-3 (CAT5)
- Tyco DB-9 receptacle subminiature D connector (crimp-snap-in), P/N 205203-1 or -3
- Tyco DB-25 receptacle subminiature D connector (crimp-snap-in), P/N 205207-1 or 207463-1
- Tyco socket crimp contact for subminiature D connectors, P/N 1-66504-0
- Tyco pin crimp contact for subminiature D connectors, P/N 1-66506-0

Sensorsoft Cable P/N C2000 DB9M Serial Port to Sensorsoft Device (SSD)

Serial Port - DB-9F			SSD - RJ45 plug	
3	TX	white-green	RX	1
2	RX	white-orange	TX	3
4	DTR	white-brown	POWER +V	7
7	RTS	blue	POWER +V	4
5	SIGNAL GND	green	GND	2

Figure 6: The C2000 cable is used to connect a J-suffix Sensorsoft device to most computers or devices that have a DB-9M serial port. The DB-9F end of the cable plugs into a DB-9M serial port. The RJ-45 end of cable plugs into the SSD. M indicates male/pin type connector. F indicates female/socket type connector.

Sensorsoft Cable P/N C2012A DB25F DCE Serial Port to Sensorsoft Device (SSD)

DCE Port - DB25-M			SSD - RJ45 plug	
3	TX	white-green	RX	1
2	RX	white-orange	TX	3
6	DSR	white-brown	POWER +V	7
7	SIGNAL GND	green	GND	2

Figure 7: The C2012A cable is used to connect a J-suffix Sensorsoft device to multi-port serial cards or device servers (UDS1100, EDS1100) which have a DB-25F connector with DCE pin-out. The DB-25M end of the cable plugs into a DB-25F serial port. The RJ-45 end of cable plugs into the SSD. M indicates male/pin type connector. F indicates female/socket type connector.

Writing custom software programs for the Sensorsoft Water Flooding Sensor

Sensorsoft provides two methods for allowing your custom software programs to communicate with this Sensorsoft device, outlined here:

Sensorsoft Device Monitoring .NET Component for Windows

This method involves use of the Sensorsoft Device Monitoring.NET Component for creating software on Windows based systems. It provides a high-level Windows .NET-based API to implement the Sensorsoft Device Protocol. You can download and learn more about this free software at: <https://www.sensorsoft.com/developers.html>

Sensorsoft Device Protocol (SSDP) for Advanced Programmers

This software method is the most advanced way of supporting Sensorsoft devices. The Sensorsoft Device Protocol uses a binary, packet-formatted, master-slave protocol. Your host computer (master) must send commands to, and receive responses back from, the Sensorsoft device (slave). All data is represented in the **little endian format** - least significant byte first and the most significant byte last.

Use the following parameters when programming the serial port where the Sensorsoft device is connected:

Bit rate:	1200 bps
Bits:	8
Parity:	none
Stop bits:	1
Flow control:	none
Null discard:	do not strip NULL bytes

In order to make use of the port-powered feature of the Sensorsoft device, you must enable serial port lines DTR and RTS when the port is opened. A delay of 1-2 seconds is required after opening the serial port before any commands are sent to the Sensorsoft device. This delay allows the Sensorsoft device to power-up correctly and prevents incorrect readings.

You should also be aware that the Sensorsoft device has an inter-packet retry time-out delay. This delay is one (1) second and is encoded into the Sensorsoft device's firmware. If your program sends a command to the Sensorsoft device without a response, your program must wait at least one (1) second before re-sending that command. Possible reasons that a Sensorsoft device may ignore your commands can be due to data transmission (CRC) errors or improper power-up delay during hot-plugging.

Sending SSDP commands to the Sensorsoft Water Flooding Sensor

Each command packet your host sends to the Sensorsoft device must be in the following format:

<CMD-byte> <PACKETlength-bytes> <ADDRESS-bytes> <ARGUMENT-byte> <CRC-bytes>

CMD-byte

A single byte command indicating the desired action you want the Sensorsoft device to perform.

PACKETlength-bytes

Two bytes indicating the total length of the packet from start to finish (includes CRC bytes).

ADDRESS-bytes

The six-byte (48-bit) address of the device you are sending the command to. This is always "decimal 1."

ARGUMENT-byte

The number of the Sensorsoft Thermometer's internal register or variable you want to read or write. This byte is required for commands that request temperature readings. This byte is not required for the status command.

CRC-bytes

A two byte (16 bit) Cyclic Redundancy Check that is calculated on the entire packet from the CMD byte to the last ARGUMENT byte or ADDRESS byte. In the examples below, the last two bytes in each command string are CRC bytes that were pre-calculated.

Send the following bytes to request a status reading:

<C1h><0Bh><00h><01h><00h><00h><00h><00h><00h><47h><98h>

Send the following bytes to request the Boolean state (WET/DRY) of the sensor:

<C5h><0Ch><00h><01h><00h><00h><00h><00h><00h><01h><0Eh><49h>

Note: In the above examples the last two bytes are CRC bytes that were pre-calculated.

Receiving SSDP responses from the Sensorsoft Water Flooding Sensor

Each response packet the Sensorsoft device returns is in the following format:

<RESPONSE-byte> <PACKETlength-bytes> <DATA-byte(s)> <CRC-bytes>

RESPONSE-byte

A single byte response code indicating the type of response. Valid codes are 90 hex or 94 hex.

PACKETlength-bytes

Two bytes indicating the total length of the packet from start to finish (includes CRC bytes).

DATA-byte(s)

Most responses return additional data in the form of byte(s). In response to read a Boolean state variable command, one byte is returned for DATA-byte(s). This byte will be either <00h> to indicate a DRY state or <01h> to indicate a WET state. In response to a status command, one byte is also returned for DATA-byte(s) (See *SENSORSOFT DEVICE STATUS BYTE FORMAT* chart).

CRC-bytes

A two byte (16 bit) Cyclic Redundancy Check. This placeholder is filled with CRC bytes calculated by the Sensorsoft device on the entire packet from the RESPONSE byte to the last DATA-byte. These bytes allow the host to verify the integrity of the response packet. You may choose to use or ignore these bytes depending on your programming skill or application.

The Sensorsoft device returns a normal RESPONSE-byte (**90 hex**) in acknowledgement that the previous host command was received and executed without errors. The Sensorsoft device only acknowledges correctly received commands that have no CRC errors. If the Sensorsoft device detects a CRC error in a received command packet, it does not respond to the command. It is considered the job of the host to time-out and re-transmit that command packet.

When an internal problem occurs inside the Sensorsoft device, it sends out an abnormal response byte (**94 hex**) to any command from the host. If the host receives this response byte, it must immediately read and interpret the Sensorsoft device's status to determine the problem. See *SENSORSOFT DEVICE STATUS BYTE FORMAT* chart.

The generator polynomial used for the CRC is hexadecimal 1021. The following references provide information for readers who wish to use the CRC capability;

- Calculating CRC's by Bits and Bytes, Greg Morse, Byte Magazine, September 1986, Pg. 115-124
- Implementing CRC's, Jack Crenshaw, Embedded Systems Programming Magazine, January 1992, Pg. 18-45
- Technical Aspects of Data Communication, John McNamara, Digital Equipment Press 1982, Pg. 110-122
- Data and Computer Communications, 2nd edition, William Stallings, Macmillan Publishing, Pg. 107-112
- The modem reference: the complete guide to selection, installation, and applications, 2nd edition, Michael A Banks, Brady Publishing 1991, Pg. 27-42

SENSORSOFT DEVICE STATUS BYTE FORMAT

BIT	NAME	DESCRIPTION
0	Low power supply	Voltage is unacceptable for reliable operation
1	IRQ enable	N/A
2	IRQ pending	N/A
3	Power-up	Sensorsoft device just powered-up
4	Tamper	N/A
5	NV option	N/A
6	EEPROM fail	N/A
7	Future use	N/A

A “logic one” condition on any of these bits indicates the condition is set or active. Otherwise, they are reset to “logic zero”. It’s a good practice for the host to check the status of the Sensorsoft device regularly in case a bit status changes.

If bit 0 is set, the Sensorsoft device power supply voltage is too low.

If bit 3 is set, the Sensorsoft device has just powered-up. This bit gets reset after the status is read.

If bit 4 is set, the sensor element has become damaged, disconnected, or is being subjected to a high level of RFI (Radio Frequency Interference) or EMI (Electro Magnetic Interference).

Bits 1,2,5,6 and 7 can be ignored - they are not used.

Reading the SSDP ID Record

Every Sensorsoft device (SSD) accepts an identification (ID) command in order to uniquely identify the type of SSD currently connected. The model number and description can be extracted from the SSD's ID response, allowing application software to determine the specific model of the SSD and to configure the software appropriately.

The format of the ID command is identical to the format of all other commands, described earlier.

Send the following bytes to the SSD to request the ID:

```
<C3h><0Bh><00h><01h><00h><00h><00h><00h><00h><20h><5Eh>
```

The ID response contains four variable-length, null-terminated strings. The sequence of four strings begins at the 10th byte in the response packet.

To read the SSD's description, count to the 10th byte in the ID response and extract the subsequent ASCII null-terminated string.

Following this is the manufacturer's name - a null-terminated string.

The third null-terminated string is the SSD's model number. The model number can be used to uniquely identify the type of SSD, so your software can configure itself appropriately for different models of SSDs.

The fourth and final null-terminated string is the SSD's firmware version.

Structure of the ID response packet

Byte	Description of field
1	Response byte
2-3	Packet length
4-9	Not used
10	Device name or description (null-terminated)
~	Manufacturer (null-terminated)
~	Model Number (null-terminated)
~	Firmware Version (null-terminated)
~	Record Terminator (FFh)
~	CRC bytes (2)

Sample ID response packet from a SS6201J Sensorsoft Water Flooding Sensor

Byte	Contents
1	<90h>
2	<48h>
3	<00h>
4-9	<01h> <00h> <00h> <02h> <04h> <07h>
10	Sensorsoft (R) Water Detector<00h>
~	Sensorsoft Corp.<00h>
~	SS6201J<00h>
~	2.01<00h>
~	<FFh>
~	<BBh> <01h>

Getting Help

Limited Warranty

Sensorsoft Corporation warrants Sensorsoft products to be free from manufacturing defects for a period of two years. This includes parts and labor. All shipping and brokerage fees are your responsibility when returning a Sensorsoft product for warranty claims. The following will void the warranty:

- signs of water or chemical damage
- cracks to the housing
- lightning or electrical storm damage
- signs of tampering or reverse engineering

Technical Support

In the unlikely event you should have problems installing or using your Sensorsoft product and the previous sections of this manual have failed to provide a solution, we offer technical support to help you overcome your difficulties (see web site address below). Sensorsoft Corporation **does not** provide free support to those wishing to write their own software, although this is available on a charge-per-incident basis. Please contact our sales department for current rates.

World Wide Web: <https://www.sensorsoft.com>

30 Day Money Back Guarantee

If for any reason you want to return a Sensorsoft product for a refund, you can do so within 30 days (calendar days) of your purchase. The refund does not include shipping or brokerage fees you may have incurred.

Returns

If returning a product or item, please observe the following guidelines:

- Contact Sensorsoft for an RMA number (Return Material Authorization).
- Provide an explanation or reason for returning the product.
- Return shipments that bear no RMA number (on the outside of the package) or are not prepaid for shipping/clearing charges, will be refused.