



Simply Better Connections

ATEN VanCryst™

VM0404HA

4K HDMI Matrix Scaler
User Manual

Compliance Statements

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Warning

Operation of this equipment in a residential environment could cause radio interference.

Achtung

Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.



KCC Statement

유선 제품용 / A 급 기기 (업무용 방송 통신 기기)
이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이
점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로
합니다.

Industry Canada Statement

This Class A digital apparatus complies with Canadian ICES-003.

CAN ICES-003 (A) / NMB-003 (A)

HDMI Trademark Statement

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.



RoHS

This product is RoHS compliant.

Package Contents

The VM0404HA 4x4 4K HDMI Matrix Switch package contains the following items:

- 1 VM0404HA 4x4 4K HDMI Matrix Switch
- 1 power adapter
- 1 IR remote control
- 1 IR receiver
- 1 mounting kit
- 1 user instructions*

Check to make sure that all the components are present and that nothing got damaged in shipping. If you encounter a problem, contact your dealer.

Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit, and/or any of the devices connected to it.

* Features may have been added to the VM0404HA since this manual was printed. Please visit our website to download the most up-to-date version of the manual.

User Information

Online Registration

Be sure to register your product at our line support center:

International	http://eservice.aten.com
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Technical Support

When you contact us, please have the following information ready beforehand:

- ◆ Product model number, serial number, and date of purchase.
- ◆ Your computer configuration, including operating system, revision level, expansion cards, and software.
- ◆ Any error messages displayed at the time the error occurred.
- ◆ The sequence of operations that led up to the error.
- ◆ Any other information you feel may be of help.

International

- ◆ For online technical support – including troubleshooting, documentation, and software updates, go to **<http://eservice.aten.com>**
- ◆ For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 4988

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed as *is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Caution: There is a risk of explosion if the battery is replaced by an incorrect type. Always dispose of used batteries according to the relevant instructions.

Overview

The ATEN VM0404HA, a 4x4 4K HDMI Matrix Switch supports up to 4K resolutions, including UHD (3840 x 2160) and DCI (4096 x 2160), and refresh rates of 30 Hz (4:4:4) and 60 Hz (4:2:0). Ready for future high-definition trends, the VM0404HA is ideal for applications where the routing of up to 4K digital video signals is required, such as in classrooms, auditoriums and department stores.

The matrix switch offers an easy and affordable way to route any of 4 HDMI video sources to any of 4 HDMI displays and can be controlled and operated through front-panel pushbuttons, IR and RS-232, ensuring optimum control capabilities.

Features

- ◆ Connects any of 4 HDMI sources to any of 4 HDMI displays
- ◆ Supports 4K resolutions of UHD (3840 x 2160) and DCI (4096 x 2160) with refresh rates of 30 Hz (4:4:4) and 60 Hz (4:2:0)
- ◆ EDID Expert™ – selects optimum EDID settings for smooth power-up, high-quality display, and use of the best video resolution across different screens
- ◆ Multiple Control Methods – system management via front-panel pushbuttons, IR and RS-232 serial control
- ◆ Supports Dolby True HD and DTS HD Master audio
- ◆ Signaling rates up to 3.4 Gbits for flawless 4K output
- ◆ HDMI (3D, Deep Color, 4K) and HDCP 1.4 compatible
- ◆ Consumer Electronics Control (CEC) allows interconnected HDMI devices to communicate and respond to a single remote control
- ◆ Supports ATEN LockPro™ HDMI cable lock for securing HDMI cables
- ◆ ESD protection for HDMI ports
- ◆ Firmware upgradeable
- ◆ Rack Mountable 1U design

System Requirements

Source Devices

- ◆ HDMI Type A output connector(s)

Note: A DVI/HDMI adapter is required when connecting a DVI source device.

Display Devices

- ◆ Display devices or receivers with an HDMI Type A input connector

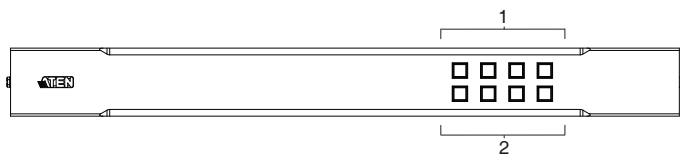
Cables

- ◆ 1 HDMI cable for each source device you will be connecting
- ◆ 1 HDMI cable for each display device you will be connecting

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- Note:**
1. No cables are included in this package. We strongly recommend that you purchase high-quality cables of the appropriate length since this will affect the quality of the audio and video display. Contact your dealer to purchase the correct cable sets.
 2. If you wish to utilize the VM0404HA's high-end serial controller function, you will need to purchase an appropriate RS-232 cable. See *Installing the RS-232 Controller*, page 14.
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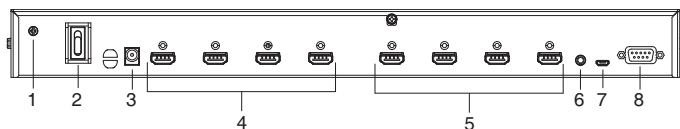
Components

VM0404HA Front View



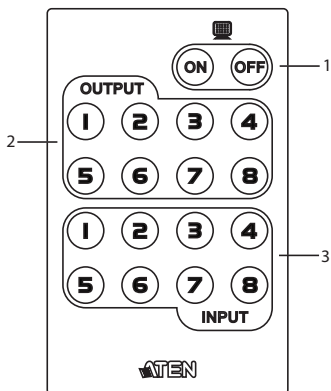
No.	Component	Function
1	input pushbuttons	<p>These pushbuttons refer to the HDMI input ports found on the VM0404HA rear panel. Press to select the input port and display the connected output ports which are indicated by the blue LED lights. When an input pushbutton is pressed you can press one or multiple output pushbuttons to connect them to the selected input source.</p> <p>Note: The INPUT (1–4) front panel pushbuttons have built-in orange LEDs that light to indicate they have been selected.</p>
2	output pushbuttons	<p>These pushbuttons refer to the HDMI output ports found on the VM0404HA rear panel. Press to select the output port and then press an input port pushbutton to connect it to that input source.</p> <p>Note: The OUTPUT (1–4) front panel pushbuttons have built-in blue LEDs that light to indicate they have been selected.</p>

VM0404HA Rear View



No.	Component	Function
1	grounding terminal	The grounding wire attaches here. See <i>Grounding</i> , page 11, for further details.
2	power switch	This is a standard rocker switch that powers the unit on and off.
3	power jack	This is the DC power jack. The power cord from a power source plugs in here.
4	HDMI output ports	The cables from the HDMI display devices plug into these ports.
5	HDMI input ports	The cables from the HDMI source devices plug into these ports.
6	external IR receiver port	This 3.5 mm mini stereo jack connects to the IR receiver unit included with your product.
7	Micro USB port	This Micro USB port allows users to upgrade the VM0404HA's firmware.
8	RS-232 serial port	This serial remote port is for input source selection.

IR Remote Control



No.	Component	Function
1	power ON/OFF	Use the ON and OFF pushbuttons to turn the Output displays on or off – by individual port, or all ports. See <i>IR Remote Selection</i> , page 16 for details.
2	output pushbuttons 1–4	Press Output pushbuttons 1–4 to select the display you want to configure, then within 2 seconds press the Input pushbutton 1–4 to select the source for the display. For detailed instructions, see <i>Output Pushbuttons</i> , page 15.
3	input pushbuttons 1–4	Press Input pushbuttons 1–4 to select the source you want to display after you have pressed an Output pushbutton 1–4. You must press the Input pushbutton within 2 seconds after pressing the Output pushbutton. For detailed instructions, see <i>Input Pushbuttons</i> , page 15.

Note: The model number of the remote control unit shown above is 2XRT-0106G.

Installation



1. Make sure that the power to any device that you connect to the installation has been turned off.
2. Make sure that all devices you will be installing are properly grounded.

To safely install the VM0404HA, refer to the installation diagram and the instructions below.

1. (Optional) If you are using the serial control function, use an appropriate RS-232 serial cable to connect the computer or serial controller to the VM0404HA's female **RS-232** port.
2. Use a grounding wire to ground the unit by connecting one end of the wire to the grounding terminal and the other end of the wire to a suitably grounded object.

Note: Note: Do not omit this step. Proper grounding helps to prevent damage to the unit from surges and static electricity.

3. Use HDMI cables to connect the HDMI in ports on the video display devices to the **HDMI out** ports on the rear of the VM0404HA.
4. Use HDMI cables to connect the HDMI out ports on the source device(s) to the **HDMI in** ports on the VM0404HA. Four HDMI in ports are located on the rear of the switch.
5. Connect the IR Receiver to the **external IR receiver** input port.
6. Plug the provided power adapter into an appropriate AC power source; plug the power adapter cable into the power jack on the VM0404HA.
7. You may now power on the display and source devices.

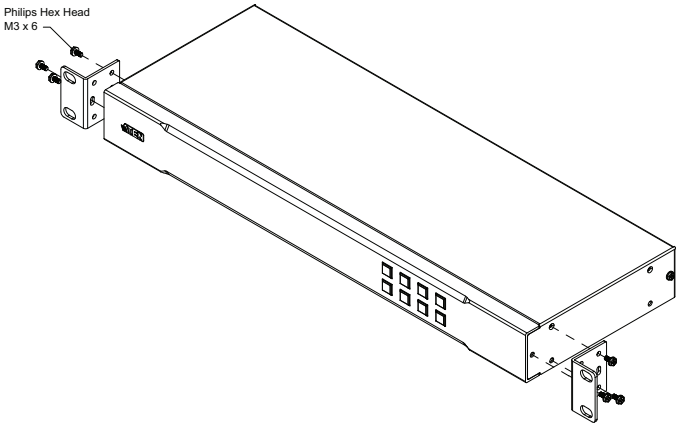
Rack Mounting



1. Important safety information regarding the placement of this device is provided on page 28. Please review it before proceeding.
2. Make sure that the power to all devices connected to the installation are turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.

The VM0404HA can be mounted in a 19" (1U) system rack. For the most convenient front panel pushbutton configuration and operation at the local site, mount the unit at the front of the rack, as follows:

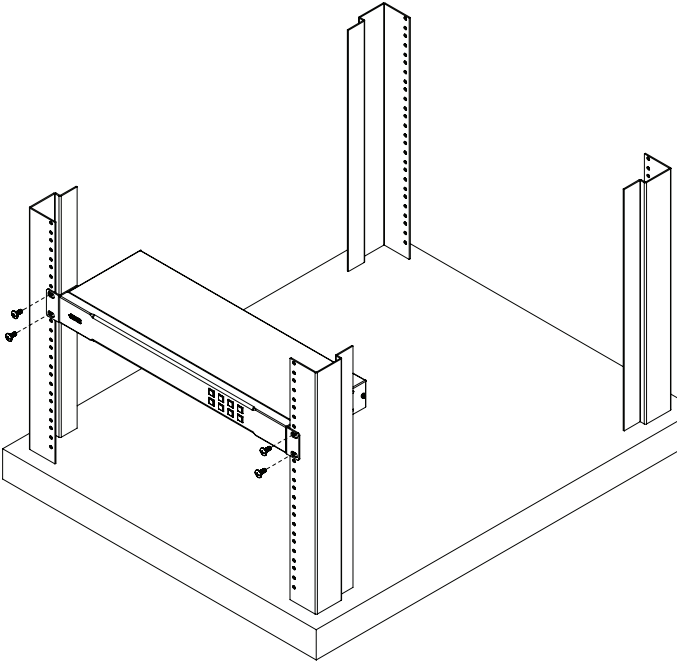
1. Use the M3 x 6 Phillips head hex screws supplied with the Rack Mount Kit to screw the rack mounting brackets onto the front of the unit.



2. Position the unit in the front of the rack and align the holes in the mounting brackets with the holes in the rack.

(continues on next page)

3. Screw the mounting brackets to the rack.



Local Operations

This section provides information on how to locally operate the VM0404HA via the front panel pushbuttons and IR remote control.

Note:

- ◆ Before using the IR remote control, make sure you have plugged the IR External Receiver into the VM0404HA and place the device where IR signals can be received.
 - ◆ To remotely operate the system, see *RS-232 Serial Interface*, page 21 for details.
-

LED Indicators

Refer to the table below for LED indicators (on input and output pushbuttons).

LED Indicator	System Status
All input and output pushbuttons light up.	The front panel has idled over 10 seconds.
One input pushbutton and one output pushbutton light up.	The output display is currently assigned with the source.
One input pushbutton and multiple output pushbuttons light up.	The output displays are currently assigned with the source.
One input pushbutton lights up and one output pushbutton flashes.	<ul style="list-style-type: none">◆ The input is assigned to the output.◆ The output display has been turned off.

Assigning Sources

To assign a source by first selecting the display(s), follow the steps below.

1. On the device panel or the IR remote control, press one or multiple **output pushbuttons (1–4)** to select the display(s) to which you wish to assign a particular source.

The output pushbutton(s) and the input pushbutton of the assigned source (if any) on the front panel light up.

2. Press the **input pushbutton (1–4)** of the source to which you want to assign to the selected displays.

The input pushbutton and the output pushbutton(s) you selected in step 1 light up to indicate that the configuration is applied.

To assign a source by first selecting the source, follow the steps below.

1. On the device panel or the IR remote control, press the **input pushbutton (1–4)** of the source to which you want to assign.

The input pushbutton and the output pushbutton(s) that are currently assigned with the source light up.

2. Press one or multiple **output pushbuttons (1–4)** to select the display(s) to which you wish to assign the source you selected in step 1.

The output pushbutton(s) and the input pushbutton of the assigned source (if any) on the front panel light up to indicate that the configuration is applied.

Power on/off All Displays

On the IR remote control, press the **ON** or **OFF pushbutton**. All displays will be brought to the same power status, regardless of the individual power statuses.

Power on/off Individual Displays

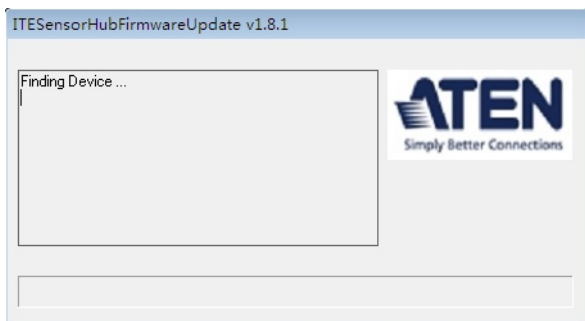
1. On the IR remote control, press the **output pushbutton (1–4)** you want to power on/off.
2. Within 2 seconds, press the **ON** or **OFF pushbutton**.

Note: If the ON or OFF pushbutton is not pressed within 2 seconds, the output you selected in step 1 loses effect and all the displays will be powered on/off as you pressed the ON/OFF pushbutton.

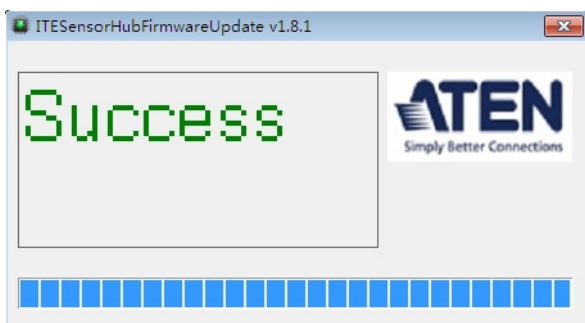
Firmware Upgrades

To upgrade the firmware, power off the VM0404HA and do the following:

1. Download the firmware upgrade package from the VM0404HA product page on our website: www.aten.com
2. Save and unzip the VM0404HA_upgrade_tool.exe (upgrade file) to your computer.
3. Connect the computer to the VM0404HA's Micro USB port via a USB cable.
4. Power on the VM0404HA.
5. After a few seconds, double click the VM0404HA_upgrade_tool.exe file to start the firmware upgrade process, and a window appears:



6. After the upgrade is complete, a message will appear:



7. Power off VM0404HA, then power it back on again.

RS-232 Serial Interface

The VM0404HA's built-in bi-directional RS-232 serial interface allows system control through a high-end controller, PC, and/or home automation / home theater software package.

Configuring the Serial Port

The controller's serial port should be configured as follows:

Baud Rate	19200
Data Bits	8
Parity	None
Stop Bits	1
Flow Control	None

Switch Port Commands

The formula for Switch Port commands are as follows:

Switch Command + Input Command + Port number + Output Command + Port Number + Control + [Enter]

1. For example, to switch input port 02 (audio and video) to output port 03, type the following:
sw i02 o03 [Enter]
2. To turn off video and audio on port 03, type the following:
sw o3 off [Enter]
3. To switch the next output to port 2, type the following:
sw i02 + [Enter]

The following tables show the possible values for commands:

Command	Description
sw	Switch command

Input Command	Description
i	Input command

Input Port Number	Description
xx	01-04 port (default is 01)

Output Command	Description
o	Output command

Output Port Number	Description
yy	01-04 port (default is 01)
*	All output ports

Control	Description
on	Turn on
off	Turn off
+	Next port
-	Previous port

- Note:**
1. Each command string can be separated with a space.
 2. The **Port Number** command string can be skipped, and the default value will be used.

The following table shows the available command list:

Cmd	In	N1	Out	N2	C2	Description
sw	i	xx	o	yy *		Switch Output Port xx to Input Port yy (xx:01~04, yy:01~04, *)
sw			o	yy *	on off	Turn on Output Port yy Turn off Output Port yy (yy:01~04, *)
sw			o	yy *	+ -	Switch Next Input to Output Port yy Switch Previous Input to Output Port yy (yy:01~04, *)

Read Commands

View information from the device using the following command:

Read Command + Port + Control [Enter]

The following tables show the possible values and formats for the **Control** command:

Command	Description
read	Reads and displays information from the VM0404HA

The following table shows the available command list:

Command	Enter	Description
read	[Enter]	Displays information such as firmware version and EDID

Echo Commands

If the Echo feature is enabled: for each action from the front panel (pushbuttons) or IR interface, the VM0404HA sends a corresponding acknowledgment message to the attached controller or management device via the RS-232 port.

The formula for the Echo command is as follows:

Echo Command + Control (on/off) + [Enter]

For example, to enable the Echo function, type the following:

echo on [enter]

The following tables show the possible values for commands:

Command	Description
echo	Enable / Disable Echo function

Control	Description
on	Echo function on
off	Echo function off (default)

The following table shows the available command list:

Command	Control	Enter	Description
echo	on	[Enter]	Echo on
echo	off	[Enter]	Echo off

CEC Commands

Consumer Electronics Control (CEC) allows interconnected HDMI devices to communicate and respond to one remote control. The formula for CEC mode selection commands is as follows:

CEC Command + Output Command + Port Number + Control (Off / On) [Enter]

For example, to enable CEC function on output port 1, type the following:

cec o01 on [enter]

The following tables show the possible values for commands:

Command	Description
cec	CEC control

Output Command	Description
o	Output command

Port number	Description
yy	01-04 port (default is 01)
*	All output ports

Control	Description
off	Disable CEC (default)
on	Enable CEC

Note: Each command string can be separated with a space.

The following table shows the available command list:

Command	Output Port	Control	Enter	Description
cec	yy *	off	[Enter]	CEC off for output port yy (default) (yy:01~04, *)
cec	yy *	on	[Enter]	CEC on for output port yy (yy:01~04, *)

Panel Button Control Commands

The formula for Panel Button commands is as follows:

Panel Button Command + Control + [Enter]

For example, to enable the front panel pushbuttons, type the following:

button on [Enter]

The following tables show the possible values for commands:

Command	Description
button	Front panel pushbutton enable/disable control

Command	Control	Description
button	on	Enable front panel pushbuttons (default)
button	off	disable front panel pushbuttons

The following table shows LED behavior under this command:

	Buttons Disabled	Buttons Enabled
All output on	LEDs flash every second	LEDs on
All output off	No LEDs	No LEDs
Output on and Off	On – flash every second; Off – no LEDs	On – LEDs on; Off – LEDs off

EDID Mode Selection Commands

Extended Display Identification Data (EDID) is a data format that contains a display's basic information and is used to communicate with the video source/system. You can set which EDID mode the VM0404HA uses with the following command:

EDID Command + Control + [Enter]

For example, to pass the EDID from Port 1 to all sources, type the following:

edid port1 [Enter]

The following tables show the possible values for commands:

Command	Control	Description
edid	port1	The EDID from Port 1 will be passed to all video sources
edid	remix	Implement the EDID of all connected displays. The VM0404HA uses the best common resolution applicable for all displays
edid	default	Implement default EDID for all (default)

Reset Commands

The formula for Reset commands is as follows:

Reset Command + [Enter]

For example, to reset the device back to the default factory settings, type the following:

reset [Enter]

The following table shows the possible values for commands:

Command	Description
reset	Reset device back to factory default settings

Verification

After entering a command, a verification message appears at the end of the command line as follows:

- ◆ **Command OK** - indicates that the command is correct and successfully performed by the switch
- ◆ **Command incorrect** - indicates that the command has the wrong format and/or values

RS-232 Pin Assignment

Pin	Description	Pin	Description
1	Not connected	6	Not connected
2	RXD	7	Not connected
3	TXD	8	Not connected
4	Not connected	9	Not connected
5	GND		

Safety Instructions

General

- ◆ Read all of these instructions. Save them for future reference.
- ◆ Follow all warnings and instructions marked on the device.
- ◆ This product is for indoor use only.
- ◆ Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.
- ◆ Do not use the device near water.
- ◆ Do not place the device near, or over, radiators or heat registers.
- ◆ The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.
- ◆ The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.
- ◆ Never spill liquid of any kind on the device.
- ◆ Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- ◆ The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- ◆ To prevent damage to your installation it is important that all devices are properly grounded.
- ◆ The device is equipped with a DC adapter. This is a safety feature.
- ◆ Position system cables and power cables carefully; Be sure that nothing rests on any cables.
- ◆ Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.
- ◆ Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.

- ◆ If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
 - ◆ Liquid has been spilled into the device.
 - ◆ The device has been exposed to rain or water.
 - ◆ The device has been dropped, or the cabinet has been damaged.
 - ◆ The device exhibits a distinct change in performance, indicating a need for service.
 - ◆ The device does not operate normally when the operating instructions are followed.
- ◆ Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.

Rack Mounting

- ◆ Before working on the rack, make sure that the stabilizers are secured to the rack, extended to the floor, and that the full weight of the rack rests on the floor. Install front and side stabilizers on a single rack or front stabilizers for joined multiple racks before working on the rack.
- ◆ Always load the rack from the bottom up, and load the heaviest item in the rack first.
- ◆ Make sure that the rack is level and stable before extending a device from the rack.
- ◆ Use caution when pressing the device rail release latches and sliding a device into or out of a rack; the slide rails can pinch your fingers.
- ◆ After a device is inserted into the rack, carefully extend the rail into a locking position, and then slide the device into the rack.
- ◆ Do not overload the AC supply branch circuit that provides power to the rack. The total rack load should not exceed 80 percent of the branch circuit rating.
- ◆ Make sure that all equipment used on the rack – including power strips and other electrical connectors – is properly grounded.
- ◆ Ensure that proper airflow is provided to devices in the rack.
- ◆ Ensure that the operating ambient temperature of the rack environment does not exceed the maximum ambient temperature specified for the equipment by the manufacturer.

- ◆ Do not step on or stand on any device when servicing other devices in a rack.

Specifications

Video Input	
Interface	4 x HDMI Type A Female (Black)
Impedance	100 Ω
Max Distance	5 m
Video Output	
Interface	4 x HDMI Type A Female (Black)
Impedance	100 Ω
Max Distance	15 m
Video	
Max Data Rate	10.2 Gbps (3.4 Gbps Per Lane)
Max Pixel Clock	340 MHz
Compliance	HDMI (3D, 4K, Deep Color) HDCP 1.4 Compatible Consumer Electronics Control (CEC)
Max Resolution	Up to 4096 x 2160 / 3840 x 2160 @ 60 Hz (4:2:0); 4096 x 2160 / 3840 x 2160 @ 30 Hz (4:4:4)
Max Distance	Up to 15 M
Control	
RS-232	Connector: 1 x DB-9 Female (Black) Baud Rate: 19200 Data Bits: 8, Stop Bits:1 Parity: No, Flow Control: No
USB	1 x Micro USB; F/W upgrade
IR	1 x Mini Stereo Jack Female (Black)

EDID Settings

EDID Modes: Default / Port1 / Remix

Power

Connectors	1 x DC Jack (Black)
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Consumption	DC5V:9.62W:45BTU
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Environmental

Operating Temperature	0 - 40° C
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Storage Temperature	-20 - 60° C
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Humidity	0 - 80% RH, Non-Condensing
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Physical Properties

Housing	Metal
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Weight	2.02 kg (4.45 lb)
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Dimensions (L x W x H)	43.72 x 16.29 x 4.40 cm (17.21 x 6.41 x 1.73 in)
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Limited Warranty

ATEN warrants its hardware in the country of purchase against flaws in materials and workmanship for a Warranty Period of two [2] years (warranty period may vary in certain regions/countries) commencing on the date of original purchase. This warranty period includes the [LCD panel of ATEN LCD KVM switches](#). Select products are warranted for an additional year (see [A+ Warranty](#) for further details). Cables and accessories are not covered by the Standard Warranty.

What is covered by the Limited Hardware Warranty

ATEN will provide a repair service, without charge, during the Warranty Period. If a product is defective, ATEN will, at its discretion, have the option to (1) repair said product with new or repaired components, or (2) replace the entire product with an identical product or with a similar product which fulfills the same function as the defective product. Replaced products assume the warranty of the original product for the remaining period or a period of 90 days, whichever is longer. When the products or components are replaced, the replacing articles shall become customer property and the replaced articles shall become the property of ATEN.

To learn more about our warranty policies, please visit our website: <http://www.aten.com/global/en/legal/policies/warranty-policy/>

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