

CAR ALARM GSM,GPRS,GPS

Set GB 060 515 C

Controlled by wireless access card



User Guide to Installation and Operation

LEVEL[®]

Dear customer,

*You have purchased our product – **GSM CAR ALARM GB 060 515C**. You have received highly modern product with high quality that offers not only effective **GSM security of vehicle, cabin, freight space and crew** but also many other features:*

***GSM security with silent alarm**, sends SMS messages and ringing to mobile phone of owner or to security agency. Silent alarm will not wake up your neighbors in case of a false alarm!*

***Automatic activation and deactivation of car alarm by access card** – by only reaching the range of card reader installed in the vehicle.*

***Exact localization of vehicle with GPS coordinates** sent to mobile phone of owner or to security agency dispatch.*

***Remote shutdown of vehicle by sending SMS command** when speed decreases under 10 km/h.*

***Listening and voice call to vehicle cabin** to discourage robbers, for communication with crew or to detect false alarms.*

***Navigation for driving** with connection to a PDA or laptop. Works only as GPS receiver, navigation is done by installed navigation software.*

***Electronic log book, vehicle tracing, fleet management**, provides data about vehicle operation, GPS coordinates and events report to logistic and car security service providers.*

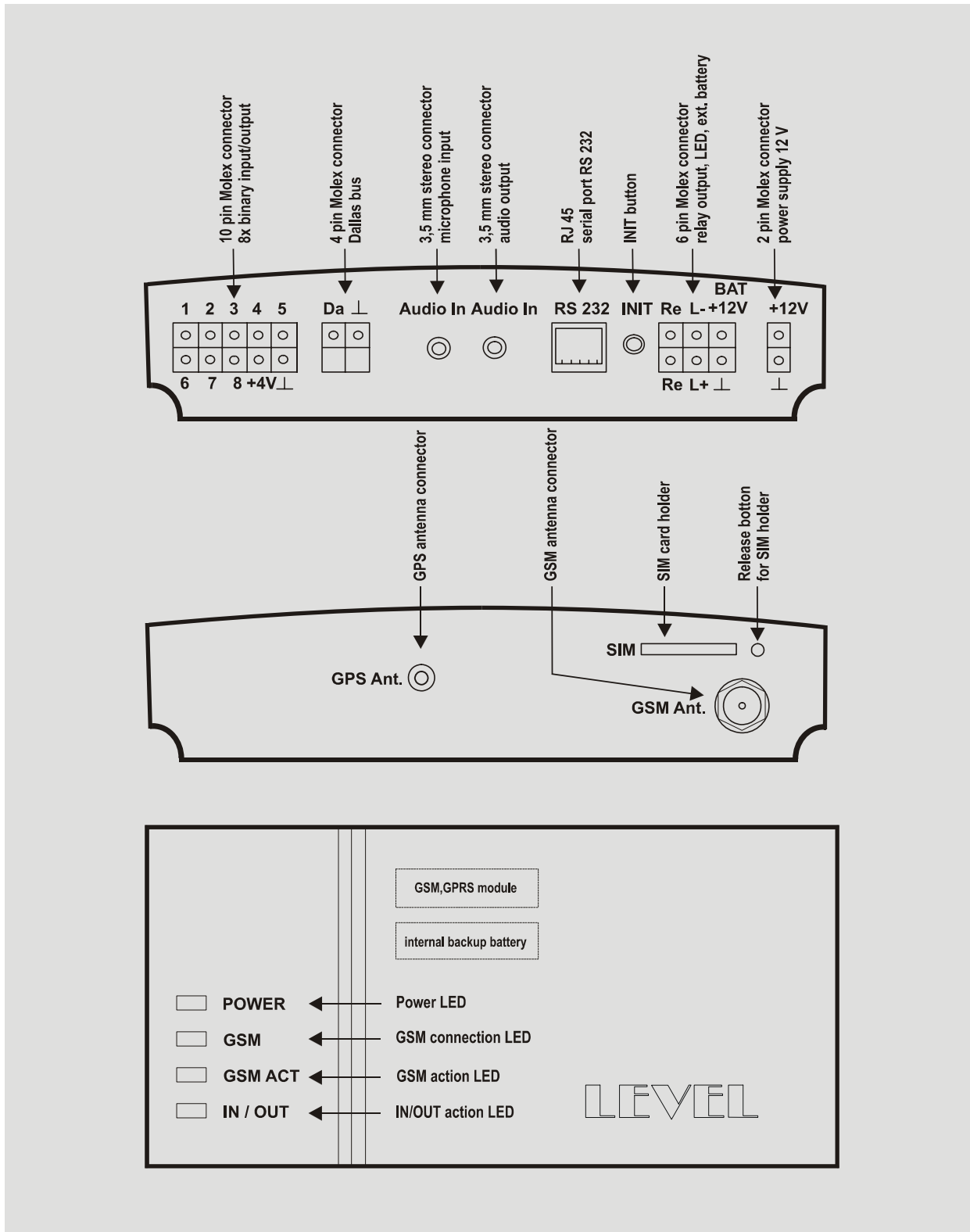
*Dear customer, for optimal use of the **GB 060 515C Car Alarm** we recommend to read carefully this User Guide. Once you get to know how to operate the product, the operation is on the level of operating a mobile phone. Installation and putting product into operation requires detailed knowledge about car alarms installation. **Installation of product in vehicle should be done by specialized company.***

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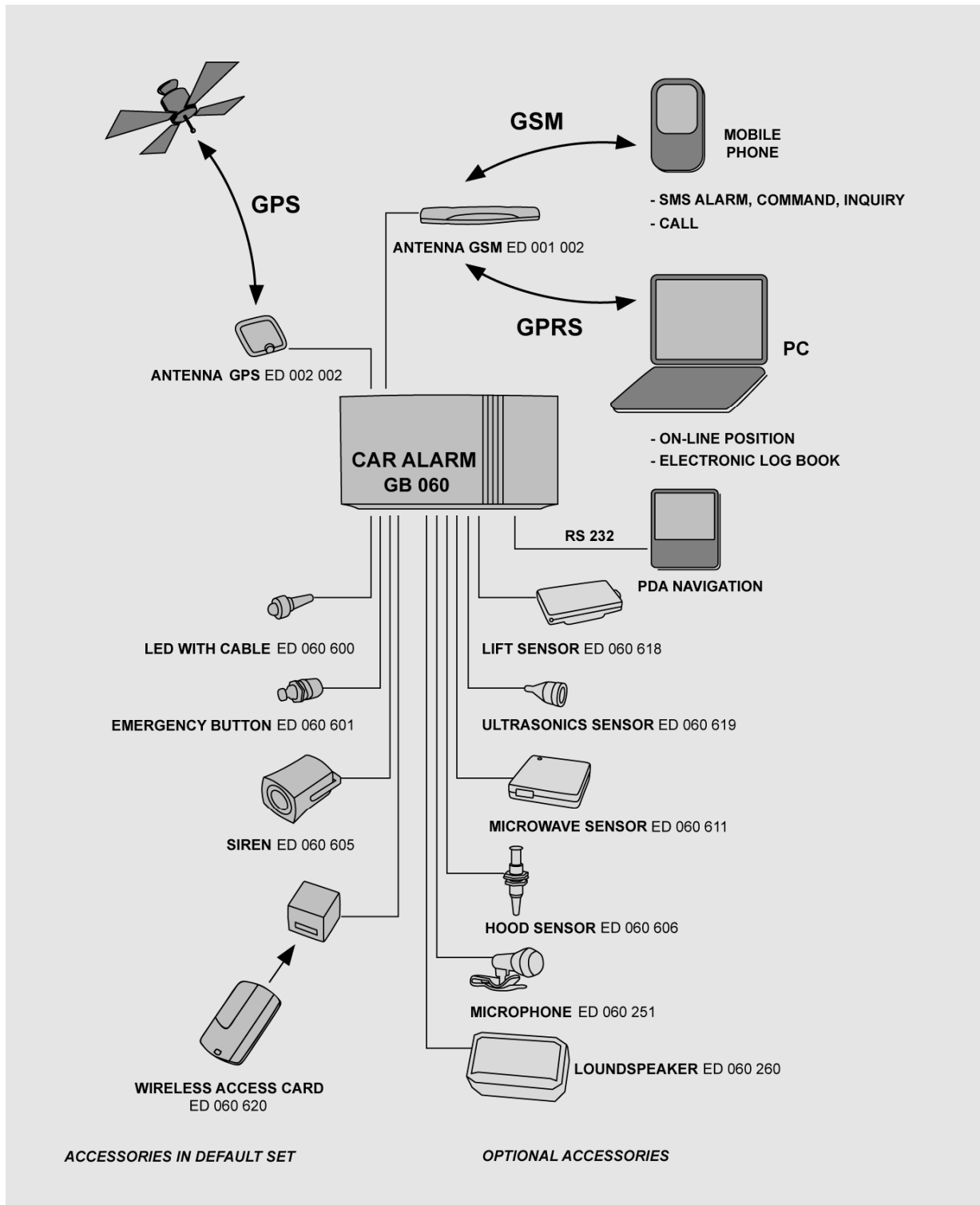
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1. Description and Features

1.1. Description of the GB 060 515C Car Alarm Unit



1.2. Recommended Sets and Connections



1.3. Standard Set and Optional Accessories

Accessories in Default Set	
GB 060 515C	GSM, GPRS, GPS Car Alarm Unit
ED 001 002	GSM antenna flat, self-adhesive
ED 002 002	GPS antenna active
ED 060 620	Wireless access card reader and + 2 cards
ED 060 601	Emergency button with 2m cable
ED 060 600	Control LED
ED 060 605	HITPOINT Siren
CB 161 002	2-pin cable with MOLEX connector
CB 161 006	6-pin cable with MOLEX connector
CB 161 011	10-pin cable with MOLEX connector
CB 161 000	Mounting set
Optional Accessories	
ED 060 621	Replacement wireless access card
ED 060 618	Tilt sensor
ED 060 619	Ultrasonic motion sensor
ED 060 611	Microwave motion sensor
ED 060 606	Hood sensor
ED 060 251	External microphone
ED 060 260	Active loudspeakers
CB 160 021	Cable RS 232 from GB060 to a PC
CB 160 017	Reduction RS 232 from GB060 to a PDA

1.4. Summary Table of GSM Alarms and Messages

Alarm description	SMS Text • Ringing	Tel1	Tel2	Tel3	Tel4
Unauthorized ignition	alarm – ignition	• □	• □	•	•
Unauthorized manipulation	alarm - lift sensor	• □	• □	•	•
Unauthorized entry	alarm - room sensor	• □	• □	•	•
Emergency button	emergency call	•	•	•	•
Message description	Text SMS	Tel1	Tel2	Tel3	Tel4
Power supply disconnected	alarm - power off	•	•	•	•
Low level of backup battery	alarm - battery low	•	•	•	•
Power supply restored	power restored	•	•	•	•
Vehicle shutdown	stop.Run	•	-	-	-
Unit status (once a week)	alarm ok ... *1)	•	-	-	-
Low prepaid credit	alarm - credit low: <credit>	•	-	-	-

*1) alarm ok; power: <POWER>; gsm: <GSM>; tacho: <TACHO>; position: <GPSD>

After alarm, all sensors are blocked for 3 minutes.

When alarm signalized by ringing, the ringing will be one times for 40 seconds. Alarm in progress can be interrupted by starting ignition with connected access card or by SMS command.

1.5. Access Card Features

Car alarm is equipped with access card reader and it is permanently armed. Each access is verified by enquiry to access card presence. If no access card is detected in the range within 20 seconds, the unit will launch silent alarm. Range of access card reader is up to 10 meters. Usual time of successful detection of access card is less than 5 seconds.

Buttons on ID card can active or deactivate card and put the reader into learning mode. The cards are deactivated from production and must be activated before first use.

Activation of card is done by pressing any button for 1 second. The LED on card will blink two times.

Deactivation of card is done by pressing two buttons marked oo and o o for 1 second (both at the same time). LED on card will blink once.

Learning mode enables adding other ID cards into the system. Connect the reader to 12 V power supply – and switch on the ignition key. Wait 10 seconds for successful authorization of cooperating ID card to the system (card reader relay will close, LED will stop blinking). Press the two buttons oo and o o on cooperating card at the same time, hold them for about 8 seconds. LED on ID card must blink quickly for 4 seconds. Within 10 seconds after this do the same operation on card that should be added in the system (press the two buttons oo and o o at the same time). The system can cooperate with up to four cards.

The access card contains two 3 V batteries CR 2025, one battery provides energy for the card operation and the second battery is marked as “spare battery“ is for replacement when the main battery runs flat. Battery life is approximately 6 months.

1.6. Emergency Button Features

Blocking alarms before next ignition start

Press the emergency button for a short time – up to 1.5 seconds.

Manual alarm in case of accident or emergency situation

Press the emergency button for longer than 1.5 seconds. Release the button after the LED is switched off.

1.7. Signalization LED in Vehicle

LED not blinking	vehicle is disarmed
LED blinks shortly once per second	vehicle is armed
LED blinks shortly twice per 3 seconds	vehicle is armed, no GSM signal
LED blinks quickly	searching for access card
LED on permanently	call or data connection in progress

1.8. GPRS for Online Electronic Log Book of Rides

GSM Car Alarm GB 060 515C is equipped with GPRS, that provides cost-effective on-line transmission of collected data (GPS coordinates, tachometer status, report of events, etc...) for further processing in various services – for example for online supervision over the vehicle via internet, online electronic log book of rides, etc.

To find out more about these services contact the manufacturer at www.levelna.cz

1.9. Navigation

Connect the GSM car alarm with laptop or PDA with installed map software. Navigation on laptop computers was tested with software products AUTOROUTE, ROUTE 66 and MAPPOINT. Navigation on PDA was tested Tom Tom and Pocket Kim. GSM car alarm works as GPS receiver, navigation features fully depend on the navigation software.

For connection with a laptop use cable CB 160 021

For connection with a PDA use cable CB 160 021 and reduction CB 160 017

2. Operation, Configuration

2.1. Quick Start

Inserting SIM card

Insert the SIM card in the holder on upper side of the GSM Car Alarm. The holder can be pulled out by pressing the yellow button. SIM card should not be blocked by PIN, should have enough of prepaid credit, erased all SMS and activated data services.

Settings and change of PIN

The default PIN in unit is set to 1234. It is possible to change the PIN via SMS command from any mobile phone: 1234_pin_xxxx (replace x with new PIN, put space instead of _). When PIN is changed, the unit will reply with SMS message.

Configuration of phone numbers

SMS	pin_telx_y
Reply	telx.Value_“y“
Value x	1 – phone number of driver 1 or administrator 2 - phone number of driver 2 3 - phone number of driver 3 4 - phone number of driver 4 or security agency
Value y	Phone number in international format (+420...)

Activation and Adding New Access Card

The card is deactivated from production and it needs to be switched on before use. It will be switched by pressing any button for one second, LED on card will blink two times.

2.2. Configuration and Operation – SMS Commands Table

GSM Car Alarm must be equipped with a SIM card. It is recommended to use a pre-paid SIM card with no monthly fees. Setting and operation with car alarm can be done by SMS messages.

Format of SMS commands - lower or upper case make no difference.

PIN four-digit safety code (default 1234)
space (marked as _ in text)
COMMAND name of command for required change of settings
space (marked as _ in text)
PARAMETER value, ? or . , some commands have no parameter

One SMS can contain up to 4 commands with parameters.

PIN_command1_parameter1_command2_parameter2_command3_parameter3_command4_parameter4

To erase value from car alarm memory, insert . (dot) instead of parameter.
Car alarm confirms executing all commands by SMS message.

Summary table of SMS commands

Change of PIN		
<i>Settings</i>	SMS Reply Value x Set to x	1234_pin_xxxx pin_xxxx 0 to 9 1234
List of phone numbers		
<i>Settings</i>	SMS Reply Value x Value y	pin_x_y x.Value_“y” tel1 - phone to driver 1 or administrator tel2 - phone to driver 2 tel3 - phone to driver 3 tel4 - phone to driver 4 or sec. agency Phone number in international format
<i>Erasing</i>	SMS Reply Value x Value “”	pin_x_ x.Value_“” tel1-tel4 (see phone numbers settings) Phone number not defined

<i>Inquiry</i>	SMS Reply 1 Reply 2 Value x Value y Value ""	pin_x_? x.Value_y x.Value_"" tel1–tel4 (see phone numbers settings) Phone number in international format Phone number not defined
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Date and time

<i>Settings</i>	SMS Reply dd–mm-yy hh:mm:ss	pin_rtc_dd-mm-yy_hh:mm:ss RTC_dd-mm-yy_hh:mm:ss day-month-year hour:minute:second
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<i>Inquiry</i>	SMS Reply dd–mm-rr hh:mm:ss	pin_rtc_? RTC_dd-mm-yy_hh:mm:ss day-month-year hour:minute:second
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Microphone sensitivity

<i>Settings</i>	SMS Reply Value x Set to x	pin_audioin_x audioin_x 0 (lowest volume) to 100 75
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<i>Inquiry</i>	SMS Reply Value x	pin_audioin_? audioin_x 0 (lowest volume) to 100
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Volume of loudspeaker with amplifier

<i>Settings</i>	SMS Reply Value x Set to x	pin_audioout_x audioout_x 0 (lowest volume) to 100 75
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<i>Inquiry</i>	SMS Reply Value x	pin_audioout_x audioout_x 0 (lowest volume) to 100
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Prepaid credit on SIM card

<i>Recharging credit</i>	According to instructions from GSM carrier	
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<i>Inquiry for balance</i>	SMS Reply Value x	pin_credit credit_x balance of prepaid credit on SIM card
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Only for pre-paid SIM cards and GSM carriers who inform about the balance by sending information SMS to mobile phone display.

Prepaid credit on SIM card – low credit signalization

<i>Settings</i>	SMS Value x	pin_creditchcmd_x_creditlow_y *101# - T-mobile CZ *104*# - Telefonica O2 CZ *22# - Vodafone CZ
	Value y Reply	0 to 10000 – minimum credit value creditchcmd_x_creditlow_y
<i>Inquiry for value x</i>	SMS Reply Value x	pin_creditchcmd_? CreditCmd_“x” *101# - T-mobile CZ *104*# - Telefonica O2 CZ *22# - Vodafone CZ and others...
<i>Inquiry for value y</i>	SMS Reply Value y	pin_creditlow_? CreditLow_y 0 to 10000 – minimum value of credit
<i>Inquiry for credit balance</i>	SMS Reply Value x	pin_credit credit_x Balance of prepaid credit on SIM card
This feature can be used only for pre-paid SIM cards and GSM carriers who inform about the balance by sending information SMS to mobile phone display.		
Disabling alarm		
<i>Settings</i>	SMS Reply	pin_servon servon.Run
<i>Canceling</i>	SMS Reply	pin_servoff servoff.Run
Disabling alarm until next ride (ignition on)		
<i>Command</i>	Short press of emergency button – less than 1.5 sec. NOTE – long press starts alarm	
	When locking car with pets inside.	
Remote shutdown of vehicle fuel supply by SMS command		
<i>Command</i>	SMS Reply 1 Reply 2 Value x Value y Reply 3	pin_stop stop.Run Car was stopped at position_x_y Coordinates in format 50.402706 N Coordinates in format 16.145190 E Stop was not made! Coordinates_x_y
	After receiving command, the siren will be activated for 60 seconds, followed by immobilization of vehicle when speed drops under 10 km/h. Command is valid for 30 min., car can be started again after identification with access card or disabling alarm by SMS message.	
<i>Canceling</i>	SMS Reply	pin_unblock unblock.Run

Activation of siren

<i>Command</i> (active for 60s)	SMS Reply	pin_siren siren.Run
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Audio communication via callback

<i>Command</i>	SMS Reply	pin_callback callback
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Car alarm calls back, the ringing tone can be heard in the car cabin.

Audio communication via callback to a different phone number

<i>Command</i>	SMS Reply Value x	pin_call_x call_x Phone number to call back
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Car alarm calls back, the ringing tone can be heard in the car cabin.

Listening-in with silent callback

<i>Command</i>	SMS Reply	pin_callback callback.
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Car alarm calls back, no ringing tone will be heard in the car cabin.
To use this feature, no loudspeaker should be installed.

GPS localization

<i>Inquiry</i>	SMS Reply Value x Value y	pin_gpsd gpsd_x_y Coordinates in format 50.402706 N Coordinates in format 16.145190 E
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Vehicle position can be displayed on map on manufacturer's website www.levelna.cz under Services.
Finding out the coordinates may take up to 2 minutes, if valid coordinates are not found, the last valid coordinates will be sent.

Speed checking

<i>Inquiry</i>	SMS Reply Value x	pin_speed speed_x Speed in km/h
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Vehicle speed is calculated from received GPS data.

Tachometer checking

<i>Inquiry</i>	SMS Reply Value x	pin_tacho_? tacho_x Value in kilometers
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<i>Settings of starting value</i>	SMS Reply Value x	pin_tacho_x tacho_x Kilometers read from tachometer in car
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Traveled distance is calculated from GPS coordinates and saved in unit memory – for correct calculation, it is necessary to set the starting value of tachometer in car.

GSM signal

<i>Inquiry</i>	SMS Reply Value x Value y Value z Value q	pin_gsm GSM_x_Credit_y_CellId_z_Signal_q Name of GSM network Balance of credit on SIM card Name of connected GSM cell (BTS) Signal strength (0-32, 32 = maximum)
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Car alarm status

Information SMS	Alarm status Battery voltage GSM carrier Credit balance GSM cell Signal status Tachometer km GPS position	alarm ok power_ExtPwr Bat 11.1 V EUROTEL-CZ credit 0 CellId 1A83 20 (min. = 0, max. = 32) tacho 1111.0 position x_y
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Message will be sent automatically each Monday at 10 am, it is necessary to set correct time and date in unit.

Pressing the INIT button on unit installed in car for more than 5 seconds (with connected external power supply) will cause complete erasing of user configuration. All LEDs on unit will switch off to indicate the INIT.

2.3. What to do when something doesn't work

Situation	Solution
No SMS messages sent	Check GSM signal Check balance of credit on SIM card Check settings of phone numbers
Zero GPS coordinates	Check GPS signal reception – move the vehicle to more suitable position
No weekly report	Set date and time Check credit balance
Acoustic coupling, call distortion False alarms	Change microphone and loudspeaker volume Block sensors and visit a service place

3. Installation

3.1. Condition for Use, Safety

Prior to installation make sure that operation of mobile phones and also GSM car alarm is not forbidden in the particular type of vehicle!

GSM Car Alarm is intended for installation in hidden, dry place inside the vehicle cabin or storage compartment. Unit must be protected from water and other liquids.

Car Alarm GB 060 515C is intended for vehicles with 12 V power supply with ground minus. Connection to +12 V must be protected by a 5 A safety fuse.

Disconnect the negative power supply pole of battery (be careful with car radio codes).

It is recommended to install sensors first and then make connections to the unit.

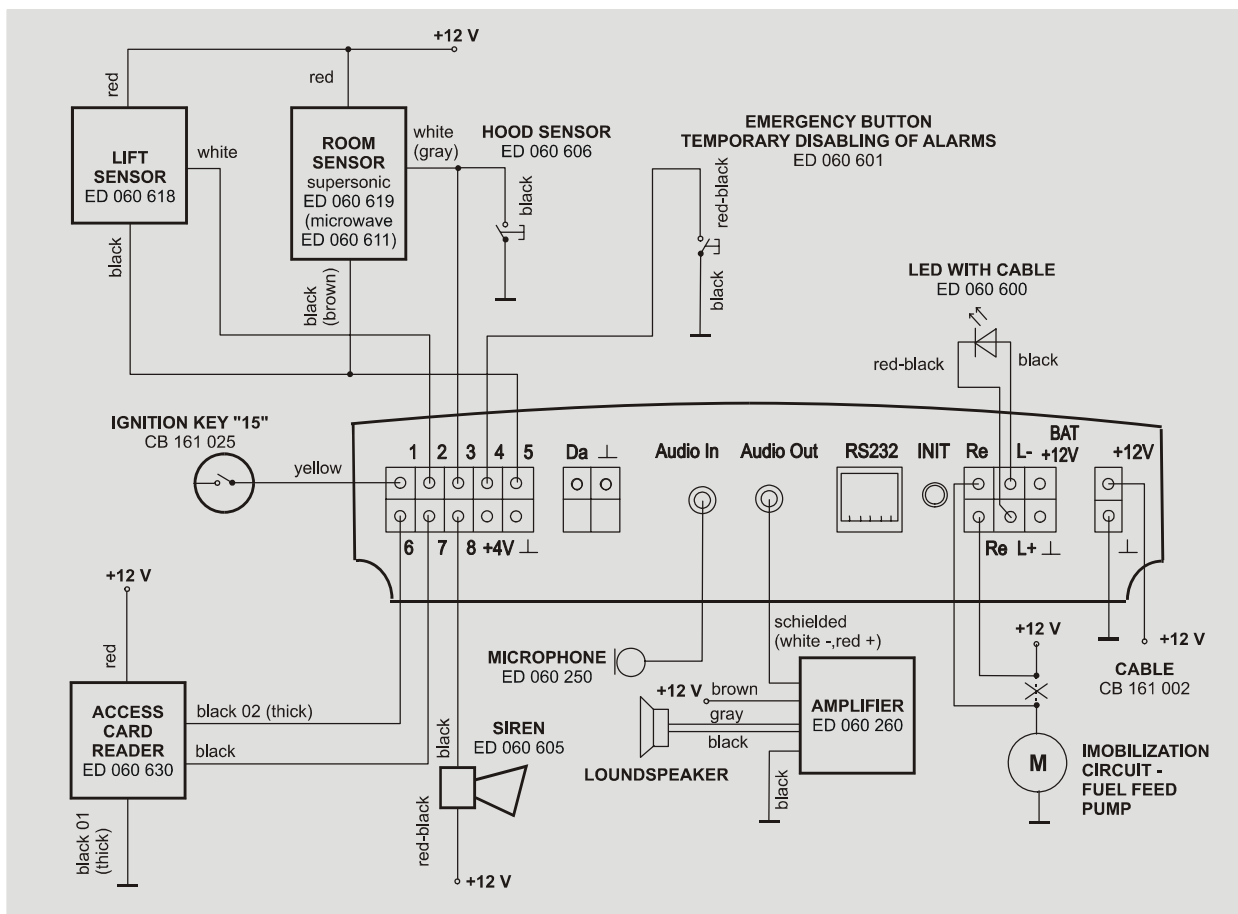
Connect the newly installed cables to the original stacks.

For connections use only tools made for such connections. If such tools are not available, use soldering.

Do not install GSM Car Alarm in places with increased level of disturbing electromagnetic radiation, mainly close to antenna of radio transmitter.

Avoid installation in extremely hot places.

3.2. Connections Drawing



3.3. Hints for Installation

ED 001 002 - GSM antenna

Install on inside of windows or plastic places under dashboard. Fix with adhesive tape.

Never stick to metal parts of vehicle body, do not place near alarm sensors - chance of false alarms and near the cables and car radio – chance of interferences.

ED 002 002 - GPS antenna

Install horizontally under dashboard, under plastic cover of air inlet or in plastic bumpers. Ensure the best possible view of the sky – the view cannot be covered by metal objects. Be aware of glass coated with metal in windows – GPS signal doesn't go through them.

ED 060 600 - LED

Install in lower part of dashboard so the LED signalization does not disturb the driver. Use 6 mm drill.

ED 060 601 - Emergency button

Install on lower side post on the driver side or under dashboard. Use 7 mm drill.

ED 060 605 - Alarm siren

Install in upper parts by the engine, point the output to the ground.

ED 060 620 - Wireless access card receiver

Bundle with cables near the car alarm unit.

ED 060 619 - Ultrasonic motion sensor

Install the transmitter and receiver on the side posts of windshield, install the unit close to the car alarm unit.

Sensor is powered only when vehicle is armed so when ignition is on, the ultrasonic signal is not transmitted into cabin.

Sensor can also be activated by air flow, e.g. when windows are open. Due to this, it is not possible to use sensor in vehicles with automatic air conditioning.

ED 060 611 - Microwave motion sensor

Install in the middle of vehicle, in the tunnel between seats or on the ceiling. Set the sensor sensitivity so it only detects a person entering the cabin.

ED 060 618 - Tilt sensor

Install in linear or cross direction close to the cabin floor.

ED 060 606 - Hood sensor

Install so the sensor trimmer is disconnected from the frame when hood is closed.

ED 060 250 - Microphone

Install to the side pole of windshield close to driver's head. Do not install close to the GSM antenna – to prevent interferences. After installation, set the microphone sensitivity as described in table of SMS commands.

ED 060 260 - Loudspeaker with amplifier

Install near the car alarm unit. Set the volume to prevent acoustic coupling, the procedure is described in table of SMS commands. Set the sensitivity so the amplifier turns on only during phone call – not spontaneously.

CB 160 021 - RS 232 cable

Take out to a suitable place in vehicle cabin, preferably near the front passenger seat. To connect a PDA, cable reduction CB 160 017 will be needed.

The unit is switched on by connecting external power supply. When the external power supply is disconnected, the unit will be powered from internal backup battery. During transport and storage, turn on the internal battery power supply by pressing the INIT button on car alarm unit.

3.4. Checking Functionality

Start the car alarm unit as described in chapter "Quick start".

Checking external and internal power supply

SMS Inquiry	pin_POWER
Reply 1 – external power	Power_x_Bat_y
Value x	x = ExtPwr - external power
	x = Bat – power from internal backup battery
Value y	Internal battery voltage

Checking GSM signal

SMS Inquiry	pin_GSM
Reply	GSM_x_Credit_y_CellId_z_Signal_q
Value x	Name of GSM network
Value y	Balance of prepaid credit on SIM card
Value z	Name of GSM cell (BTS)
Value q	Signal strength (0 – 32, 32 = maximum)

Note: GSM signal lower than 5 is not usable, it will be necessary to move the GSM antenna to a better placement. GSM signal can be checked also from signal LEDs on the car alarm unit.

Checking GPS

Send SMS message to the phone number of SIM card placed in the car alarm unit. After installation or INIT of unit, it is recommended to take the vehicle to a place with good view of sky, turn on the ignition and wait about 5 minutes to get valid GPS data.

SMS Inquiry	pin_GGA
Reply	\$GPGGA,x,y1,y2,z,q,r
Value x	Time hhmmss.sss h-hours, m-minutes, s-seconds
Value y1	Coordinates of latitude ddmm.mmmm (e.g. 5025.223400,N)
Value y2	Coordinates of longitude ddmm.mmmm (e.g. 01610.090300,E)
Value z	Validity of GPS data, 0 = invalid data, 1 = valid data
Value q	Number of satellites
Value r	Further GPS data ...

Note: GPS can be considered fully functional when it receives valid data and at least 4 satellites.

Checking the car alarm and sensors functionality

Make a check of each installed alarm sensors by making an alarm.

PLEASE NOTE that an alarm will block all sensors for three minutes.

Create audio communication with callback and make volume settings for loudspeaker and sensitivity settings for microphone. See table of SMS commands.

Erase the testing phone number TEL 1 and take out the testing SIM card.

4. Technical parameters, Maintenance

4.1. Technical parameters

GSM	900 / 1800 MHz SIM card plug-in 3 V GSM antenna connector FME – m
Communication	Call, SMS, GSM Data, GPRS
Call	Alarm call – ringing only (free of charge) Two-way call or listening-in
SMS	SMS alarms, information, commands, inquiries, replies, settings (up to 4 parameters in one SMS)
GSM Data	Configuration update
GPRS	Class 10 Support of VPN and dynamic IP UDP protocol Encrypted data transmission with 128 bit symmetric code
GPS	12 channels Navman Cold start 2 min Antenna connector SMB – f

Report memory	EEprom 256 kB for 4000 positions (5000 km of rides) or 5000 events
Power supply	10 - 30 V Power consumption in sleep mode <20mA at 12V Power consumption during charging 150 mA Maximum power input 0.4 A at 12 V Connector 2-pin MOLEX
Dallas Bus	Up to 10 analogue values or thermometers ID chips or wireless cards Cable up to 100 m Connector 4 PIN MOLEX
Relay	Immobilization circuit Separate contact up to 5A/50V
External LED	Signalization of arming, actions, calls or GSM signal
8 inputs / outputs	Input max. 30V Output current max. 0,5 A Connector 10 PIN MOLEX
Input 1	Input from ignition key +12V
Input 2	Input from tilt sensor Reacts to connection with frame
Input 3	Input from motion sensor (ultrasonic, microwave), Parallel connection to hood sensor Reacts to connection with frame
Input 4	Emergency button Long press over 1.5 second – emergency call Short press under 1.5 sec – temporary blocking of alarms until next ignition on
Output 5	Output for blocking tilt and motion sensors Disconnects negative power supply pole during ride
Output 6	Input for access card presence evaluation Active into ground
Output 7	Output for access card reader power supply Makes contact with frame
Output 8	Siren output - 12 V / max. 0,5 A Makes contact with frame Active only during immobilization of vehicle (30 sec) Can be activated by SMS command
Remote control	Radio signal – access card with floating code Card reader range about 10 m in open space
Audio IN	For microphone connection 3.5 mono JACK

Audio OUT	For loudspeaker and amplifier connection 3.5 mono JACK audio output 5mW
RS 232 serial port	Connection to a PC, PDA, display Configuration, firmware upgrade, navigation, providing communication RJ 45, baud rate 4.8 to 115 kBd For navigation 9600 bps RMC NMEA sentences
External backup battery	12V, max. 45 Ah Connector 6-pin MOLEX
Internal backup battery	24 hour backup in sleep mode, 1 hour during full load
Real Time Clock (RTC)	Date and time backed up with independent battery Synchronization of time with GPS
Protection class	IP 20
Dimensions - net/ship.	145 x 70 x 41 mm / 360 x 190 x 90 mm
Weight - net / shipping	495 g / 760 g (without optional accessories)
Case	Aluminum box
Temperature range	Temperatures for GSM -25° C to +55° C Temperatures for rest of unit -40° C to +85° C

LED signalization of car alarm

POWER	
Off	No external power supply connected
Permanently on	Power supply from external source
Blinks 1.2s / 0.2s	Power supply from external source and recharging
Blinks 0.2s / 1.2s	Power supply from backup battery
Blinks 0.2s / 0.2s	Power supply from backup battery, battery flat *
GSM	
Off	GSM module not working
Blinks 0,6s / 0,6s	GSM module connecting to network
Blinks 0,7s / 3s	GSM module connected to network and working OK
Permanently on	Indication of data connection or phone call.
GSM ACT	
Off	GSM module in sleep mode, no communication
Blinks 1s / 3s	Indication of incoming call ringing
Blinks 0,7s / 0,7s	Indication of connecting a call
Permanently on	Indication of a connected call
Blinks 1× 1s	Indication of outgoing SMS
IN / OUT	
Off	No action in progress
Blinks 1× 1s	Action (planned or triggered) in progress

* When armed, the car alarm goes into sleep mode and LED blinks as if the power supply was from backup battery.

4.2. Maintenance

GSM Car Alarm GB 060 required no special maintenance. Replacing batteries in access card is recommended approximately 1× per 6 months, see the User Guide for access cards. The unit should be checked about once a year – functionality of all sensors and internal backup battery.

When unit is in shipping or storage for longer time, it is necessary to switch the unit off and disconnect the power supply by short pressing the INIT button (external power supply must be off).

Upgrade of FW and configuration

Visit www.levelna.cz and download the latest version of firmware from “Download” section. Unzip the downloaded file and run the exe file. Connect the car alarm unit with a PC via RS 232 cable, select the used serial port and load the firmware. After successful firmware upgrade press the INIT button.

Warranty Conditions

The manufacturer provides 24 months of warranty, starting from date of sale.

Warranty repair will be done within 10 working days after delivery of faulty unit to LEVEL provided all spare parts are in stock. If not, the customer will be offered an alternative solution.

Warranty repairs will be carried out in the manufacturer facility and the warranty repair is prolonged by the time of repair duration. Shipping back is determined by a service technician.

Warranty cannot be provided in case of loss or replacement of warranty certificate, when product is damaged by natural disaster, during transportation, unsuitable placement, improper use, using product in unfit conditions and also by breaking or removal of warranty seal.

The warranty does not cover the expendable supplies – batteries, coloring tape, etc. The warranty does not cover faults caused by installed software or its impact. The company does not bear liability for losses caused to user by device fault.

The warranty does not apply to faults caused by changing external conditions, such as legislature changes, GSM network modifications, changes of power supply conditions, etc.

Warranty must be claimed by presentation of completely filled-in warranty certificate and device for repair including accessories.

Duplicate of warranty certificate cannot be issued, the customer is responsible for its correctness and origin.

Warranty Certificate

Product name:	Type:
Serial number:	Date of sale:

Seller:
Address, phone number, stamp:
Signature:

Received for repair	Date of shipping	Fault description

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