



NEW QR CODE FOR SUPPORT

- Dedicated Support Website for Mobile has been designed
- Full range of documents from technical datasheets to Installation, Operation and Maintenance.
- Full specification of the specific actuator you have purchased including electric details such as power consumption, recommended fuse and power supply plus more.

Version 001-13/10/22 subject to change without notice

DEDICATED MOBILE WEBSITE FOR SUPPORT

In addition to our new website, we have also designed and produced a new dedicated support version of our website accessible via the new QR code that will be applied to all of our actuators that are shipping from November 2022 onwards. The new QR code label will be found on the top over of the actuators and will take the user, once scanned using a smart mobile phone camera, to the new support site.

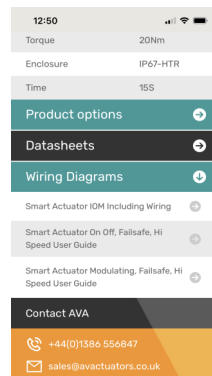
On arriving at the new site, you will be able to find a wide range of detail about the actuator that you have purchased. This will include specific details about the actuator such as its power consumption, torque output and run time, its ISO 5211 mounting details and voltage range. You will also be able to view a wide range of support documents from technical datasheets, wiring schematics, warranty information and installation, operation and maintenance PDFs.

For our SMART actuators you will also be able to view the latest Firmware User Guides for screen by screen guides on the parameters within our SmartMenu.



Simply ensure that you have an active internet connection via Wifi or 4G/5G, scan the QR code located on the top part of the actuator cover and you will find a screen that looks like the image to the left.

From here you can access a wide range of support documents.



You can scroll down and press the arrow on your smart phone to view drop down menus including Product Options, this will explain the different options available for functionality, such as failsafe or modbus actuators.

You can also find our technical support contact details including telephone and email address.



Not only are we improving our Technical Support and making our support documents more accessible, this is also a conscious move towards less paper and printing of these documents.

English version. Available in Spanish

