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Safety Precautions

- Do not subject the device to severe impact or drop it from heights.
- Do not use the device in extreme hot or cold, dusty or damp conditions. Do not expose it to direct sunlight.
- Avoid using the device near strong magnetic fields.
- Keep the device away from water and other liquids. In the event that water or other liquids enter the device, power off the product immediately and clean the device.
- Do not use chemicals to clean the device in order to avoid corrosion. Clean it with a dry cloth.
- We are not responsible for damage or lost data caused by malfunction, misuse or modification of the device.
- Do not attempt to disassemble, repair or modify the product. This will invalidate the warranty.
- When the device is being formatted or transferring a file, do not interrupt the connection. Otherwise, data may be corrupted or lost.
- Please use and install data using the attachments/accessories provided and only according to the manufacturer's instruction.
- Please refer to the information on the bottom of the device for electrical and safety information before installing data or operating the device.
- To reduce the risk of fire or electric shock, do not expose this device to rain or moisture. The device should not be exposed to dripping or splashing. Never place objects filled with liquids, such as vases, on the device.
- The power adaptor is a CLASS II apparatus with double insulation, and no external ground is provided.
- Mains plug is used as the disconnect device, the disconnect device shall remain readily operable.

- Safety symbol explanation:



- The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of non-insulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock.
- To reduce the risk of electric shock, do not remove the cover (or back) as there are no user-serviceable parts inside. Refer servicing to qualified personnel.
- The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying the device.
- Do not leave the device on in a confined space such as a book case or similar. The ventilation should not be impeded by covering the ventilation openings with items such as newspaper, table-cloths, curtains, etc.
- No open flames, such as lighted candles, should be placed on the device.
- Use the device in moderate climates.
- Never disconnect the USB cable from your e-book reader to the PC during a data transfer or formatting. Correctly disconnect the device from the operating system. Information loss and malfunctions can occur.



Disposal

Correct Disposal of this product. This marking indicates that this product should not be disposed of with other household waste in the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To dispose of your used device, please use the return and collection systems available in your area or contact the retailer where the product was purchased. They can take this product for safe environmental recycling.

Conformity



We, Axidia International GmbH, hereby declare that this Windows Tablet corresponds to the basic requirements and relevant regulations outlined in guideline 1999/5/EG, 2004/18/EC, 2006/96/EC.

The CE declaration of conformity for this product may be found on the following link:

www.odys.de – Service – Downloads
(http://www.odys.de/web/downloads_de.html)

This device uses a non harmonized frequency and is suitable for operation in the following European countries:

Germany, Belgium, Netherlands, Luxembourg, Austria, Switzerland, France, Spain, Portugal, Italy, Greece, Norway, Sweden, Finland, Denmark, Liechtenstein

Within the European Union, operation of the WLAN/Bluetooth function in buildings is not restricted. Operation outside of buildings is restricted.

Listening Cautions



Hearing Safety

Listen at a moderate volume: Using headphones at a high volume can impair your hearing. This product can produce sounds in decibel ranges that may cause hearing loss for a normal person, even for exposure less than a minute. The higher decibel ranges are offered for those that may have already experienced some hearing loss. Sound can be deceiving. Over time your hearing 'comfort level' adapts to higher volumes of sound. So after prolonged listening, what sounds 'normal' can actually be loud and harmful to your hearing. To guard against this, set your volume to a safe level before your hearing adapts and leave it there. To establish a safe volume level: Set your volume control at a low setting. Slowly increase the sound until you can hear it comfortably and clearly, without distortion. Listen for reasonable periods of time: prolonged exposure to sound, even at normally 'safe' levels, can also cause hearing loss. Be sure to use your equipment reasonably and take appropriate breaks. Be sure to observe the following guidelines when using your headphones. Listen at reasonable volumes for reasonable periods of time. Be careful not to adjust the volume as your hearing adapts. Do not turn up the volume so high that you can't hear what's around you. You should use caution or temporarily discontinue use in potentially hazardous situations. Do not use headphones while operating a motorized vehicle, cycling, skateboarding, etc.; it may create a traffic hazard and is illegal in many areas.

Support

<http://www.odys.de>

support@odys.de

On our website you will find the latest information about this product, other products of our enterprise, our company itself and valid warranty terms. The latter you will find under Service - Downloads. Firmware upgrades for this device are also offered on our website. For questions or problems read our FAQs on our website or contact our after sales service.

Manufacturer

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Appropriate use

Device is designed for playing music and video files in commonly used formats, showing photos and access internet functions using the build in Wi-Fi function. It is exclusively meant for this purpose and must only be used for the same.

This also includes paying attention to all information contained in this operating manual, especially in the safety instructions. Any other usage is considered to be improper and may lead to material damages and even personal injuries. Moreover, it will result in the immediate loss of guarantee. The manufacturer does not bear any liability for damages caused due to improper use.

This manual may not reflect your actual device's operation. All information is subject to change without prior notification. Please follow your actual device's operational procedures.

Cleaning

- Please only clean the device using a cloth.
- Please don't use any chemicals or solvents.

Feature Summary

Wi-Fi Connectivity

With the latest Wi-Fi technology, this device can connect you to the Internet wherever you are.

Touch Screen

Touch or slide your finger on the screen, the screen responds instantly.

Third-party Application Support

With the built-in Windows™ OS, you can install a large number of third-party applications in this device. **Please note that you need to insert a Micro SD-Card for it.**

Built-in G-sensor

The screen changes to landscape or portrait automatically when the device rotates.

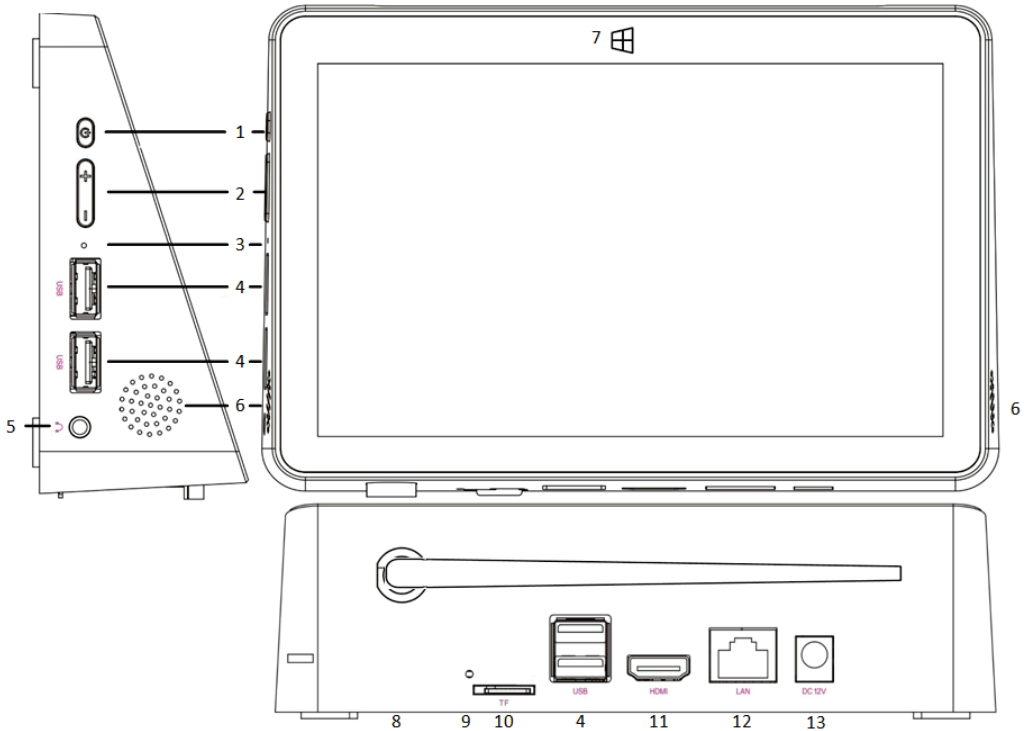
Entertainment

You can enjoy music, movies, pictures and e-books with the Mobile Tablet.

Accessories

- USB Cable
- Power Adaptor
- Quick start

Buttons & Ports



- 1. Power Button** Press and hold the power switch to turn on or off the device;
Briefly press the switch to turn the screen on or off.
Should the device stop functioning or operate abnormally,
- 2. Volume key + /-** Shortly press to increase / decrease volume level.
- 3. Status Indicator** Stays red when turned on.
- 4. USB** Support for USB stick, Surf stick, Keyboard and Mouse.
- 5. Headphone jack** Audio output connection for head-phones
Note: *Speaker output is automatically disabled when headphones are connected to the player.*
- 6. Speaker**

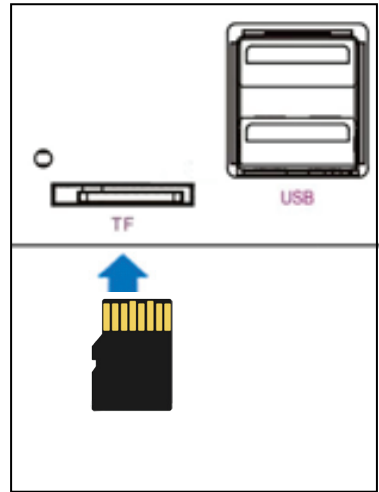
- | | |
|-------------------------------|--|
| 7. Windows – Key | To switch back to the Homescreen |
| 8. Wifi antenna | |
| 9. Reset | Press and to reset the device |
| 10. Micro SD Card Slot | Accommodates any micro SD/SDHC memory card. |
| 11. HDMI | Connect to a TV or other display. |
| 12. LAN | RJ45 Network connector |
| 13. Power jack | Charge and power the tablet with the included power adapter. |

Please note:

Only use connecting cable with a maximum length of 100cm. Please make sure when connecting the USB adapter or connector cables attention to the correct alignment of the connector before inserting it into the USB socket on the unit. Incorrect insertion may cause damage to plug and socket.

Installing Memory Card

- To use a memory card, find the card slot at the side of the device and then insert the memory card into the slot in the correct orientation as shown. Check that the Micro SD card is in the correct position with the contact pin facing upwards directed to the screen as illustrated. You may damage the card and the reader if Micro SD card is not inserted in correct position.
- Push the Micro SD card into the card slot until it clicks.
- To access the files stored in the memory card, enter the Explorer mode by tapping the Explorer icon and select the “SD Card” directory.
- To remove Micro SD card, push the card once again until it clicks.



Note: We recommend using only Micro SD or SDHC cards up to 64GB capacity.

- When a Micro SD card is inserted in or ejected from the device, it may take few seconds for the device to update the content.
- Please avoid inserting or ejecting Micro SD card when other operation is running as this may cause the system hang.
- Do Not remove the card if the content inside the card is being played. This will halt the operation of the device and might cause a system hang.
- Please use your fingernails to properly insert or remove the card.

Transferring Files

Before reading or playing back the files, these must be transferred from the Internet or from a computer to the device. To do this, use a Micro SD card or USB memory as usual.

Please note:

A direct USB connection with another PC is unfortunately not possible.

Turning On/Off

To turn on the device, press and hold the **Power** button on the unit until you see the boot-up screen then release. It may take a few minutes to start up the system, please wait before you proceed.

To turn off the device, press and hold the **[Power]** button until you see the turn off picture. Drag down the picture as indicated.

***Tip:** This device will sleep with the screen off if it stays inactive for a few seconds. You can briefly press the **Power** button to turn on the screen and wake it up.*

Screen Lock

The screen automatically turns off and locks itself after a set period of time.

When the screen turned off, press the **Power** button to light up the screen.

Slide **the screen** upwards **to unlock**.

After the system start-up, the start screen appears.

The individual icons provide quick access to the applications that you use most. The display can be adapted to suit your needs.

Examples are including Internet Explorer or applications for e-mail, photos and contacts.

Swipe from right to left to display elements of the extended home located on the right side of the screen.

Caution!

This view may vary and could show different or less elements at your device.

Using the Touch Screen

Once started, the initial display will be displayed. Each tile offers quick access to the most commonly used applications.

Elements of the initial display

Start Menu



Tiles



To Power OFF



List of Programs

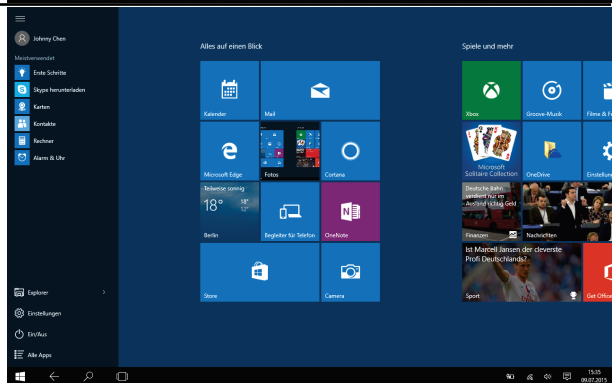
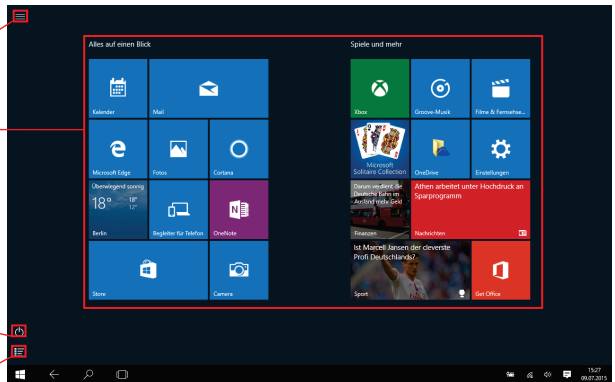


Start Menu

tapping the menu symbol will open the Start Menu. Here you will find user information, documents last used and a link to the system's file explorer and system settings.

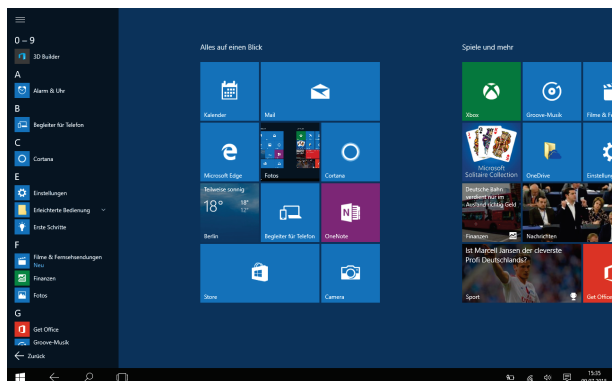
Tiles

each tile offers a quick link to its respective application. The order in which each tile is displayed may be altered to suite your specific needs.



List of Programs

Tap this tile to show a list of all installed programs. The list will be displayed on the left edge of the display in alphabetical order.

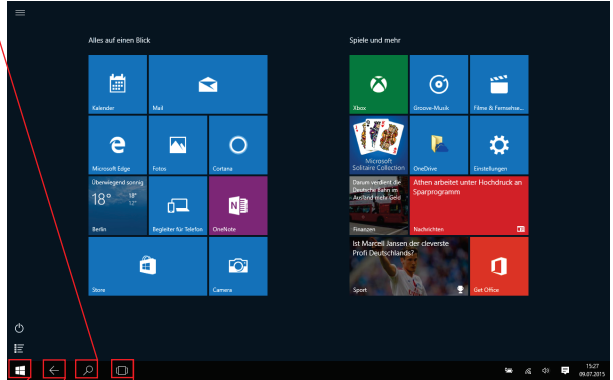


Elements of the Task Bar

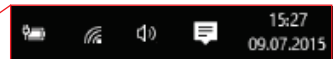
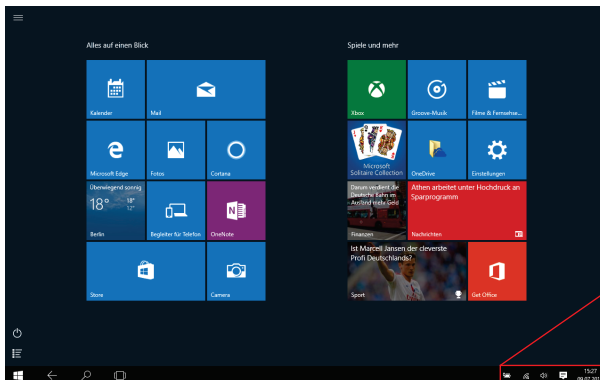
Search

Search for device settings or installed apps. Search certain terms on the internet

Windows Key
to return to the initial display.



Tap this symbol to display all opened applications next to another or to display the active application in the foreground.
NOTICE: This function is only available when at least one application is running.



Important settings or background applications may be found here.



Wireless Network Settings



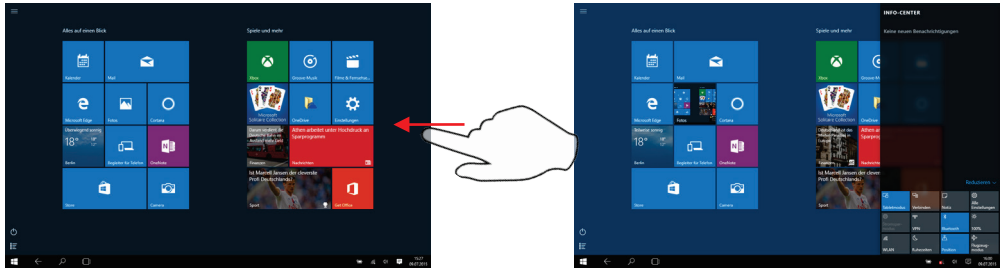
Volume Settings



Open the Function Bar (See below)

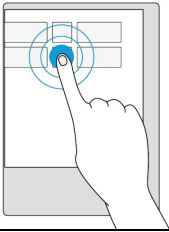
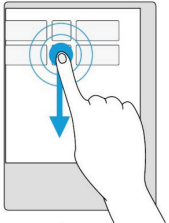
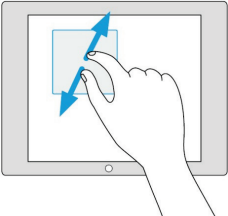
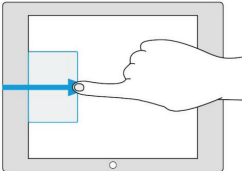
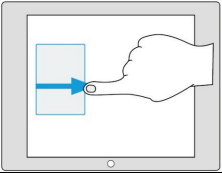
Function Bar

A swiping gesture to the middle of the display (from right to left) will open the right menu bar. Here you will find important information and settings. Alternatively the respective symbol in the task bar may also be used.



Elements of the Function Bar

	To switch between the tablet mode with tiles and the PC mode with desktop.		Activate or deactivate the Bluetooth function
	Establish Bluetooth connections with other devices		Display brightness setting
	Open the notes program „One Note“		Activate or deactivate WiFi Functions
	To enter the System Settings		Activate predefined idle periods
	Activate or deactivate energy savings mode		Turn position identification on or off
	Establish or manage VPN Connections		Activate the Airplane mode. Attention! All wireless connections will be disabled.

(Double) tap		Tapping a finger on an icon starts an app, but also opens photos or documents. A double tap activates the auto zoom and thus enlarges the content on web pages. A double tap on the desktop works like a double click.
Hold & Drag		In order to move objects (such as icons on Modern UI, Windows, or files), tap them, hold your finger down and then drag them to the desired location.
Zoom in/zoom out		With the zooming gesture, you can make photos larger or make text in Internet Explorer or other apps legible by moving the thumb and index finger apart. Slide your fingers together again in the same way, in order to zoom out.
Last app		Swipe from the left edge of the display towards the middle of the screen to retrieve the last open app on the home screen and make it the active application.
Scroll down		By swiping from left to right or in the opposite direction, you can scroll through your photo gallery, navigate in Internet Explorer and much more.

Display all Applications

The device supports most of popular third-party applications. It has many useful pre-installed applications such as music player, video player, photo viewer, alarm clock, calculator, etc. Furthermore, you can add more applications to the device by installing them manually. To display a list of all installed applications, refer to the above instructions.

Note: *You cannot uninstall the pre-installed applications. Some of the applications developed for Windows mobile might not run properly in the Tablet. Please consult the respective software developer for further information or support.*

Note: *Installed on this unit are various third-party applications (Apps), whose author is not Axdia International. All rights and obligations remain the sole responsibility of the author of these applications.*

Axdia accepts no liability for any malfunction of third-party apps. For support or license inquiries please contact the respective owners directly.

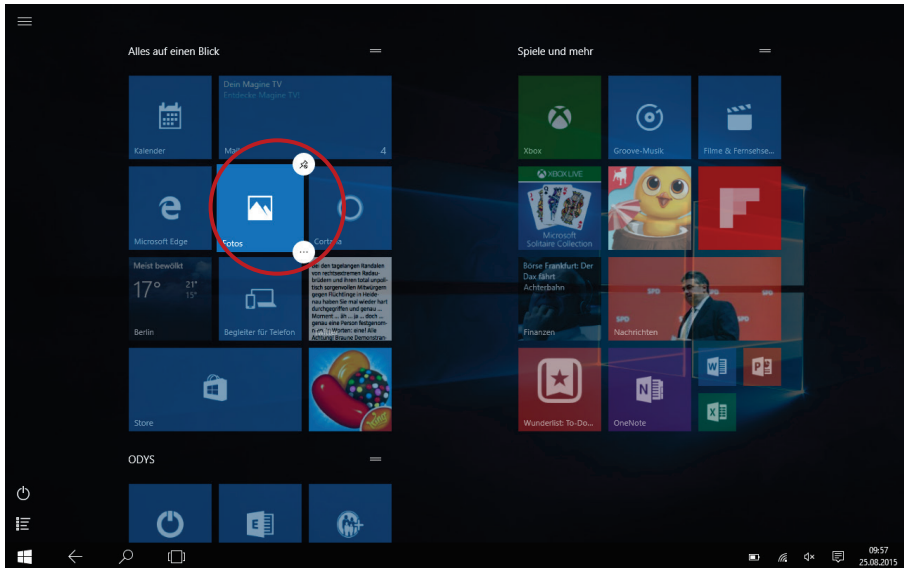
Contact information may usually be found within the application.

Caution! *Please note that the installation of third-party application occurs on your own risk! Any up normal behavior or damage that is caused by installing third-party applications will not be an integral part of the warranty*

Customize Home Screen

Change existing view

To move an icon on the home screen , tap on it and hold it down.
Move the icon like this to the desired location.



- Tap and hold a little longer on an icon on the home screen and then release to work on it.
The selected application will be marked and two symbols will appear in the corners.
- Tap the above menu  to pin the selected application to the task bar.
- Tap the menu  to display further functions
- Press and hold the tile of an application to move it to another location

Place programme icons on the home page

Open the list of program as defined above.
Tap and hold a little longer on a programme and then release to work on it.

Bluetooth Connection

Your tablet is equipped with an integrated Bluetooth technology to enable your device be connected with other Bluetooth devices such as other tablets, mobile phones, headsets or Bluetooth keyboards.

Pair other devices

- (1) Swipe with your finger from the right-hand side towards the centre and open the function bar like this.
- (2) Touch the icon  and tap on **"Devices"** .
- (3) Now tap on **"Bluetooth"** in the list on the left.
- (4) Slide the switch to the right to turn on the Bluetooth feature. "Bluetooth ON" is displayed.
- (5) Select the device you want to pair with from the list.
- (6) Follow the pairing wizard. You may have typed on both or only one of the devices for a PIN code.

Please note: Depending on the device, another procedure code can be applied. For some devices, you will find a four digit pin number in the manual of this device. Newer devices will be shown the code to be used on one or both devices.

Access Internet - Wifi

Your Tablet features built-in Wi-Fi technology so that you can access the internet via Wi-Fi network.

First of all, you need to configure a Wi-Fi network. For the Wi-Fi configuration procedure to work, you need to be in a Wi-Fi zone that will allow you to connect to it. Every time Your Tablet is in range of a network that you have already configured once, it will attempt to make a connection.

Note: *In order to establish a Wi-Fi connection it is required to know the encryption password of the desired Wi-Fi network.*

Be sure that you are allowed to use this network and that no other settings of this network like MAC address filter will deny the connection.

Connect to a WPS capable router

This device also supports Wi-Fi Protected Setup (WPS), if your router is WPS capable, you can use **WPS** button to connect this player to your router.

Note:

- Consult the user manual of the router and learn how to add a WPS device to the router.
- Please use the manual setup if WPS does not work.

(1) Press the **WPS** button on the wireless router.

Note: Some router use the WLAN key also for WPS Connections. Please press the WLAN-Key of your Router for 6 Seconds in these cases.

(2) Swipe with your finger from the right-hand side towards the centre and open the function bar like this.

(3) Touch the icon  and tap "Network and Internet" .

(4) Wait until the pairing is complete.

Manual WIFI Configuring

- (1) Swipe with your finger from the right-hand side towards the centre and open the function bar like this.
- (2) Touch the icon  and tap “Network and Internet” .
- (3) The list of available networks will be shown at the right side
- (4) Tap on the network you want to connect to, enter the required network information (password) and then tap on “Connect”.
Your Tablet will now attempt to establish a connection to that WiFi hot spot with the network parameters you entered. If the connection is successful, the message Connected to XXX will appear under the WIFI setting.

Note:

The available network list is constantly refreshed automatically. When the Wi-Fi is enabled, Your Tablet will connect automatically to your configured networks when they are in range. If Your Tablet finds a network that has never been configured, it will display a notification icon.

Virtual Keyboard

Tapping on any text input field opens the virtual keyboard. Enter a website address or any required text with the virtual keyboard.

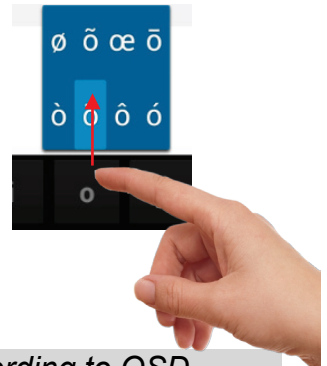


- a. Back-space
- b. OK / Enter
- c. Shift
- d. Shift
- e. Switch between Numbers and Characters
- f. Control key (Ctrl)
- g. Emoticons
- h. Space bar
- i. Adjust keyboard layout

Special character

Some of the keys provide the possibility to enter special character.

- (1) Press the corresponding key and keep pressing.
- (2) While pressing move your finger to the desired character.
- (3) Release to write the selected symbol.



Please note: The keyboard layout changes according to OSD language settings.

Using the Web Browser

Open Internet Explorer to view web sites.

The pages will be displayed in the full screen. To open the navigation bar, swipe from the bottom edge upwards.



You can scroll the screen up and down by tapping on the page and dragging it up or down (be careful not to tap a link until you are ready!).

- To open a link, simply tap it.
- You can open several web pages at a time, view them all at once on the screen, and then tap one of them to view it in full screen.
- To go back directly to the Home screen, tap the Home icon .
- Depending on where you are in the web browser, holding down on an item will give you access to more options.
- To fill in a text field, tap in the field, then use the virtual keyboard to type in the required text.
- You can tap on the screen to enlarge or diminish the page.

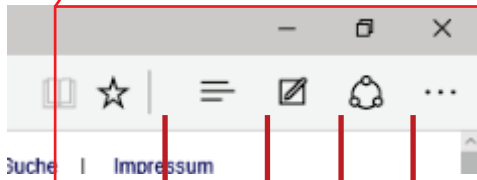
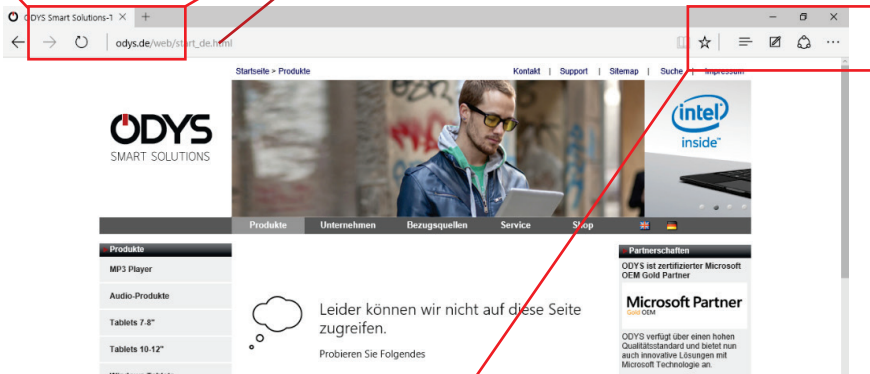
Previous Page

Next Page

Reload Page

New Tab

Touch, to enter a web address



Save actual site as favorite

Favorite Bar

Edit and save current Website to MS Notes

Split Page

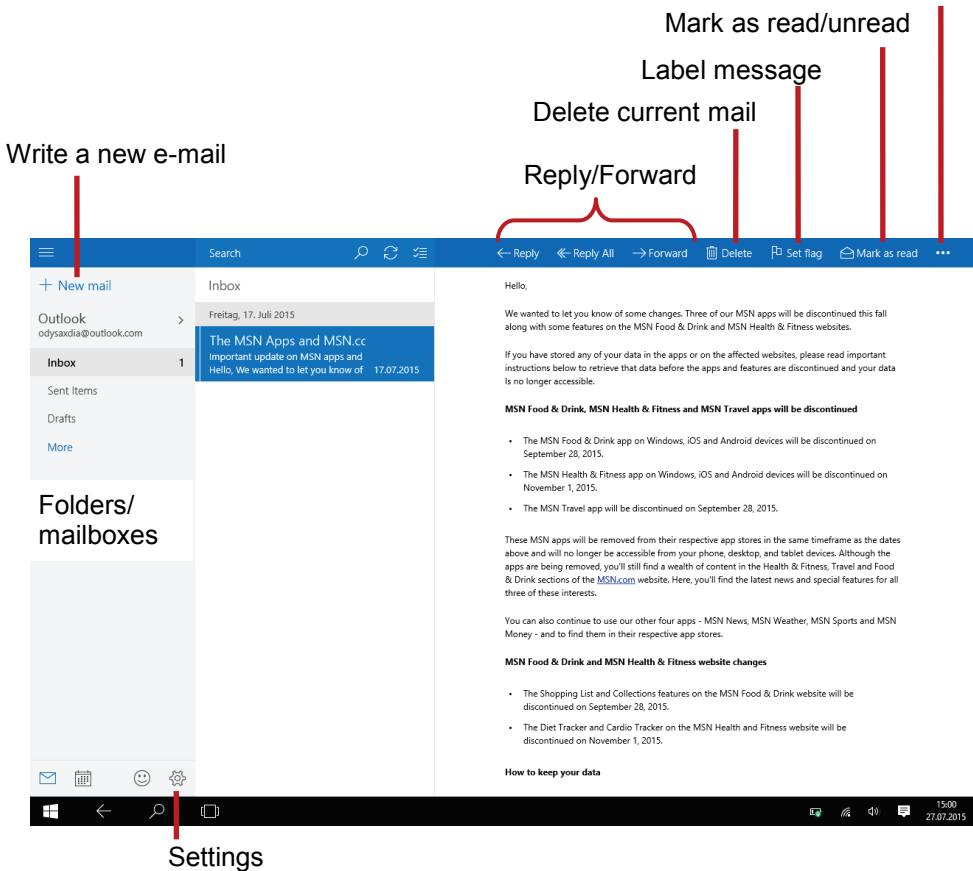
Settings

Sending/Receiving E-Mails

This device has an email app pre-installed. You can send or receive emails via the Internet. Make sure that you have an Internet connection before using the email service.

Tap the email icon to access the email app. alternatively, tap on the app shortcut to display all apps and then tap on the email icon to launch the email app.

The mailbox of the E-mail address indicated during setup is displayed.



Write e-mails

Tap  to write an e-mail.

Tap in the corresponding field for the recipient (To), the subject and the text, in order to make each input.

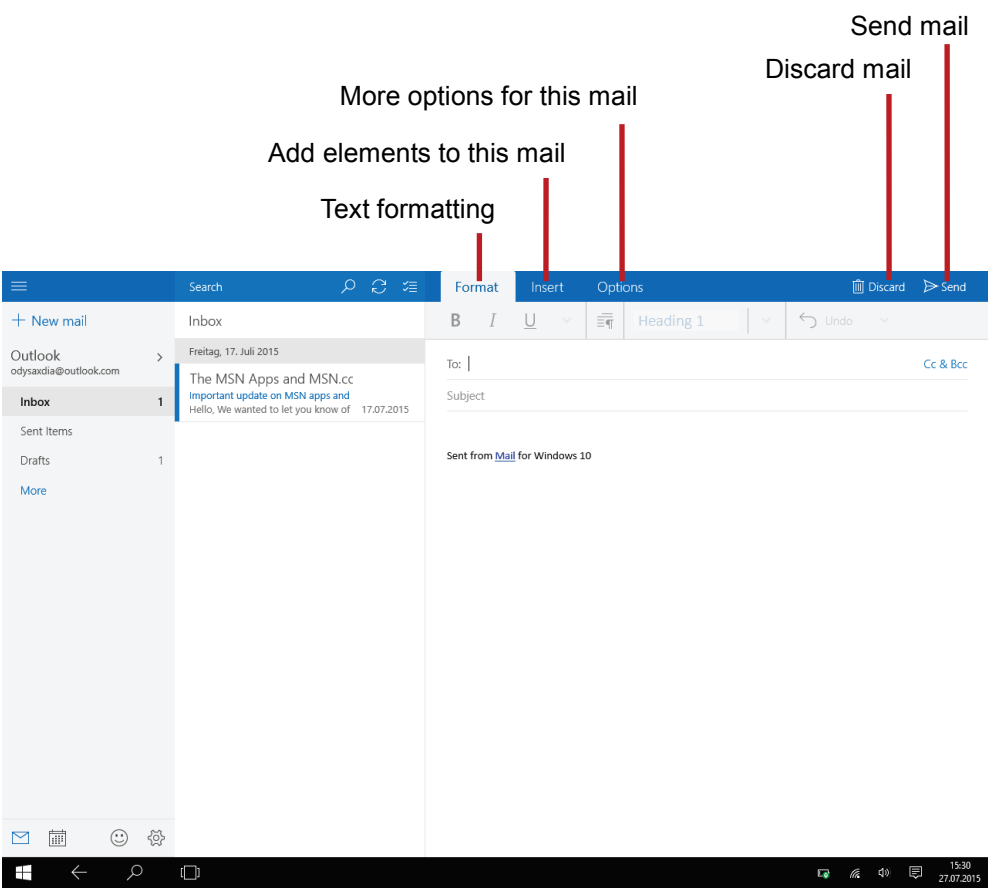


Photo Playback

Open the list of all programs as instructed above.
Then touch the photo icon to access the photo mode.



Thumbnails

The first screen in photo mode shows all photos/videos and sub folders in the device or on memory card as thumbnails.

Tap on a photo thumbnail to view the photo in full screen mode.

Open the sub folder if the photo is stored in a sub folder to display the photo/video contents as thumbnails.

View Photo

- Tap on a photo to display it.
- Swipe from right to left to scroll further.
- To scroll backwards, swipe from left to right.
- Place your thumb and index finger on the screen at the same time and pull the fingers apart to enlarge the page.
- Slide the fingers apart, to zoom out right up to the page overview.



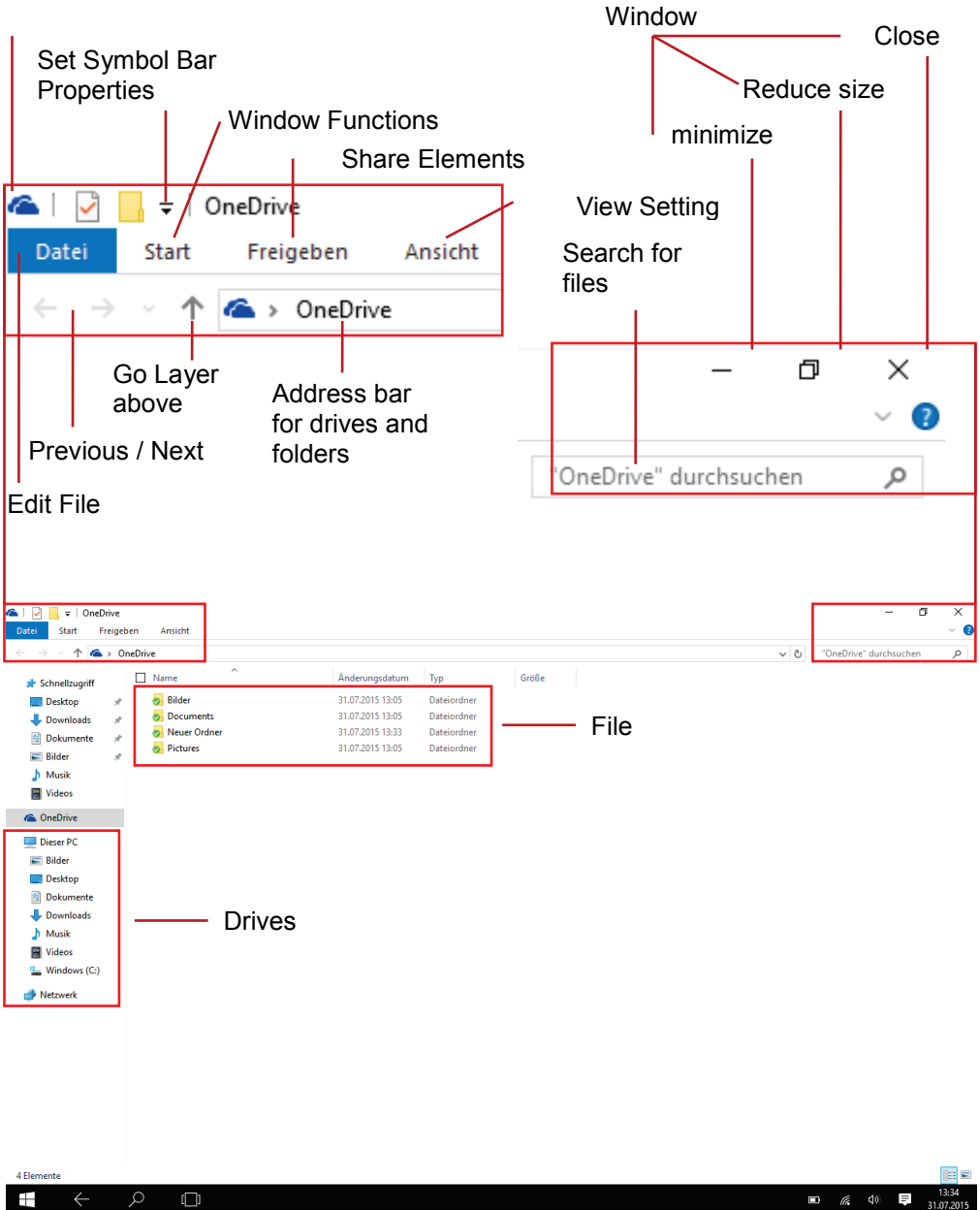
Note: The Dias how can only be stated if four pictures at minimum are in the current folder.
All pictures from this folder will be repeated continuously.

One Drive - File Explorer

Open the list of all programs as instructed above.

Now open the "OneDrive" programme.

Screen elements

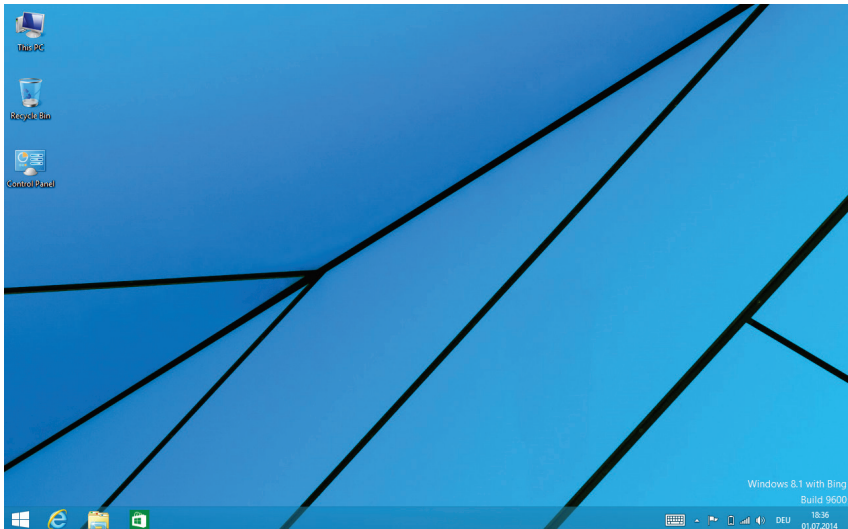


Windows Desktop

Open the functions bar as instructed above and deactivate the tablet mode.

The desktop is displayed and provides the familiar interface of other versions of Windows.

- Tap once briefly to click.
- Tap twice briefly for a double-click.
- Tap until a square appears around your finger, in order to perform a right-click.



System Settings

Swipe from the bottom to the top of the home page to display the installed programmes.

Now open the "PC Settings" programme .

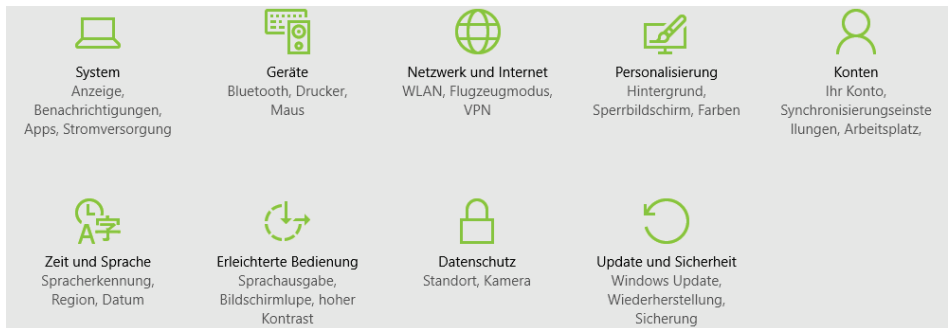
- Touch the desired function to modify settings.
- Drag your finger across the screen to display more settings outside of the screen.
- When settings are finalized, swipe from the top edge to the bottom, to close settings.

Activate Windows

to activate your version of Windows.

Note:

You will only have all features available without restrictions after activating your version.



Touch screen does not respond

- Ensure that the app provides full touch screen support.
- Do not tap too hard on the screen; this can cause malfunctions.

No sound from earphones

- Ensure that the volume setting is not too low and that the connection is ok. Ensure that the earphones are clean. Corrupted MP3 files can cause different noise or cannot be played. Ensure that the files are not damaged. Try different earphones. Ensure that the Wi-Fi function is enabled and that a wireless network is within range.

Characters are corrupted

- Ensure that the language is set properly.

No Wi-Fi connection

- Ensure that the Wi-Fi function is enabled and that a wireless network is within range.
- Enter the correct password. Observe special characters and case sensitivity. Characters must be entered accordingly.
- Follow the hints on the next page.

Solve Wi-Fi connection problems

1. Open Wi-Fi settings.
2. Select and remove Wi-Fi.
3. Tick "Display Password" and enter password.
4. Look out for status messages below the network name:

Problem	Status messages (below network name in Wi-Fi settings)	Possible cause	Solution
Network not found	Network not found	- SSID not visible - Wi-Fi too weak	- Enable SSID in router configuration - Decrease distance to router - Firmware update or change channel
No Internet	-> Connecting -> Not connected	- MAC filter active	- Deactivate filter in router configuration
No Internet	-> Connecting -> Authentication... -> Not connected	- Password wrong or wrong spelling	- Check and re-enter password
No Internet	-> Connecting -> Authentication... -> Retrieving IP address... -> Not connected	- Router configuration faulty or - Wi-Fi too weak - DHCP server off	- Delete list of connected devices on router - Decrease distance to router - Activate DHCP in router configuration

Specifications

Configurations	
CPU	2,16 GHz Quad Core Processor Intel Atom Z3735F
DDR	2GB DDRIII Ram
Built-in operating system	Microsoft Windows 10
Internal Memory	32 GB Flash HDD
Memory Card	Micro SD card: up to 64GB(SDHC)
Features	
Output Port	3.5mm earphone port, built-in speaker
	Built in microphone
E-book Format	PDF
Audio	MP3 (MPEG1/2/2.5 Audio Layer 1/2/3); WAV (MS-ADPCM, IMA-ADPCM, PCM)
Video Format	AVI (Xvid, Divx 4/5/6 except GMC&QPEL, Divx for License, Audio Codec: MP3, AC3) MKV (H.264, MPEG4, XVID, DIVX4/5/6) MOV (MPEG4, H.264, Audio Codec:MP3) 3GP/MP4(H.264/H.263/MPEG4/XVID/DIVX4/ 5/6)
Photo Format	JPEG, BMP, GIF(static), PNG

Technical Parameter	
Audio Bit Rate	MP3: 8~320Kbps OGG: 16~320 Kbit/s WAV: 8~48 kHz
Video Resolution	AVI (Max.1280X720); (Max.1280X720); MKV (Max. 1280X720); MOV (Max. 1280X720)
Video Bit rate	Max. 6Mbps (MPEG4, XVID, DIVX4/5/6); Max. 2.5Mbps (H.264, Real video 8/9/10); Max. 2Mbps (Sorenson H.263).
Photo Resolution	JPEG (Baseline) (Max.8000*8000), GIF(Static) (Max.1000*1000)
Network Connection Media	Wi-Fi (802.11 b/g/n), LAN (RJ45)
Display	7" TFT LED, Touchpad (capacitive touch pad), 1280 x 800 pixels.
SNR	65dB above
Frequency Response Range	20Hz—20KHz
Power Supply	AC Adapter: AC Input 100-240V~50/60Hz, DC Output 12V/2A
Physical Parameters	
Storage Temp.	-20°C ~ +65°C
Ambient Temp.	0°C ~ +50°C
Operation Relative Humidity	20% ~ 90% (40°C)
Storage Relative Humidity	20% ~ 93% (40°C)

Warranty Conditions

The following conditions comprise the requirements and scope of our warranty conditions and do not affect our legal and contractual warranty obligations.

We offer a warranty on our products in accordance with the following conditions:

1. AXDIA products are covered by a 24 month warranty. We will resolve damages or defects on AXDIA products free of charge within 12 months of the purchase date under the following warranty conditions. For any damage or defect determined later than 12 months after the purchase date, proof of a manufacturing fault must be submitted for repair under warranty.

The warranty does not cover batteries and other parts, which are considered consumables, parts that break easily such as glass or plastic or defects based on normal wear and tear. There is no warranty obligation in the event of marginal differences compared to the target appearance and workmanship provided these have a negligible effect on the product's fitness for use, in the event of damage caused by chemical or electrochemical effects, by water or generally from abnormal conditions.

2. The warranty will be performed in such a way that we shall decide whether to repair the defective parts or to replace them with working parts free of charge. AXDIA reserves the right to exchange the product for a replacement product of equal value if the product that is sent in cannot be repaired within a reasonable time or at reasonable cost. The product can also be exchanged for a different model of the same value. Requests cannot be made for repairs to be carried out on site. Parts that have been replaced or exchanged become our property.

3. The warranty claim does not apply if repairs or other work is carried out by unauthorized persons or if our products are equipped with additional parts or accessories that are not approved for our products.
4. Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for any replacement parts installed ends with the warranty period for the entire product.
5. Any other or further claims are excluded, especially those for replacement due to damage caused outside of the product, provided there is no obligatory legal liability. We therefore accept no liability for accidental, indirect or other consequential damage of any kind, which leads to usage restrictions, data loss, loss of earnings or interruption to business.

Asserting a warranty claim

1. To make use of the warranty service, you must contact the AXDIA Service Center by e-mail, fax or phone (see below for contact details). You can also use the service form on our website or on the back of the warranty conditions.
2. AXDIA Service Center will try to diagnose and solve your problem. If it is determined that a warranty claim exists, you will be given an RMA number (Return Material Authorization) and you will be asked to send the product to AXDIA.

IMPORTANT: AXDIA will only accept parcels that have an RMA number.

Please observe the following when sending the product:

1. Send the product suitably packaged with carriage and insurance paid. Do not enclose any accessories with the products (no cables, CD's, memory cards, manuals, etc.), unless the AXDIA Service Centre specifies otherwise.
2. Mark the RMA number on the outside of the package in such a way that it is visible and clearly legible.
3. You must enclose a copy of the sales slip as proof of purchase.
4. Once AXDIA has received the product, it will meet its warranty obligations in accordance with the warranty conditions and will return the product to the sender with carriage and insurance paid.

Service outside of warranty

AXDIA can refuse any service claim made that is not covered by the warranty. If AXDIA agrees to provide a service outside the warranty, the customer will be invoiced for all repair and transport costs.

AXDIA will not accept any packages that have not first been approved by AXDIA by means of an RMA (Return Material Authorization).

