

Savant Elite USB Programmable Foot Switch Family



USER'S MANUAL

KINESIS
COMPUTER ERGONOMICS

USER'S MANUAL

Savant™ Elite™ USB Programmable Foot Switch Family

Models covered:

FS10J-USB,* Single foot pedal and input control module (3.5 mm jacks)

FS20A-USB,* Dual angled pedals

FS20AJ-USB,* Dual angled pedals with 3.5 mm input jack

FS030A-USB,* triple angled pedals

FS030AJ-USB, triple angled pedals with 3.5 mm input jack

*UL extension on model name indicates a UL recognized component, e.g. FS20A-USB-UL.

For Windows 98/ME/2000/XP

April 2005 Edition

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Cover: Triple pedal model shown (FS30A-USB)

REGULATORY APPROVALS

FEDERAL COMMUNICATIONS COMMISSION RADIO FREQUENCY INTERFERENCE STATEMENT

Note

This equipment has been tested and found to comply with the limits for a Class B 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 residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Warning

To assure continued FCC compliance, the user must use only shielded interfacing cables when connecting to computer or peripheral. Also, any unauthorized changes or modifications to this equipment would void the user's authority to operate.

INDUSTRY CANADA COMPLIANCE STATEMENT

This Class B digital apparatus meets all requirements of the Canadian Interface-causing Equipment Regulations. Cet Appareil numerique de la classe B respecte toutes les exigences du Reglement sur le material brouilleur du Canada.

CE compliance for emissions and immunity

This device has been tested to comply with the following European standards for emissions and immunity for ITE and medical equipment: En 55022, En 55024, EN 61000-3-2/3, and EN 60601-1-2.

UL Recognized component


Some models carry the UL Recognized Component mark,  on the product label indicating compliance with UL 60601-1 standards for medical use (near patient testing). If so marked, the product must be used with a UL listed computer to comply with UL safety standards. The label will also indicate IPX1 per UL and CE standards for "drip-proof" water resistance. This product should not be used in the presence of a flammable atmosphere such as an anesthetic mixture with air, oxygen, or nitrous oxide.

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READ ME FIRST

If you received a CDROM with your device, Do NOT install that software before reading the chapter on Installation. It is only required if you decide to change the factory programming. Failure to heed this warning may result in damage to your device which would not be covered by warranty.

REPETITIVE STRAIN SAFETY WARNING

Continuous use of any computer input device may cause aches and pains or a more serious cumulative trauma disorder (CTD) such as tendinitis.

- Observe sensible guidelines when using any computer input device to help minimize the possibility of injury.
- Follow established guidelines for computer and workstation setup.
- Exercise good judgment in placing reasonable limits on your computer usage time every day.
- Ensure that you take reasonable rest breaks from computer use during the course of the day.
- At the first sign of stress-related injury (aching, numbness, or tingling of an extremity), consult your health care professional.

Kinesis Corporation bases its product designs on research, proven features, and user evaluations. However, because of the complex set of factors believed to contribute to computer-related injuries, the company can make no warranty that any of its products will prevent or cure any physical ailment.

Your risk of injury may be affected by workstation and chair design, posture, time worked without breaks, type of work, activities outside of the workplace, and individual physiology.

FEATURES AND COMPATIBILITY

Overview

All Kinesis Savant and Savant Elite devices are fully programmable keyboard/mouse emulators, using an onboard, non-volatile memory chip to store keyboard or mouse button actions. A hidden slide switch is used to activate programming mode when changes are desired. In general, they will operate on any computer with an active USB port.

System compatibility

While generic drivers from the operating system are used by all systems to operate the device, a special programming driver is available to change the factory programming. And while normal operation is supported under most platforms supporting USB input devices, the programming driver and full play-back functionality are only supported under Windows 2000/XP.

On a Macintosh system, re-programming the device is not supported but most actions programmed under Windows (including the regular mouse click and the right mouse button action) will play correctly under OS X. The details of currently known limitations on Macintosh systems are described below.

Detailed features

Savant Elite programmable foot switches can generate single or extensive keyboard sequences but are factory programmed to perform mouse button actions. The control module has the capability to support up to four pedals or other inputs, but some models do not provide access to all inputs. For each pedal, key combinations such as Ctrl-c or Shift-Ctrl-arrow can be stored, as well as text of up to approximately 750 characters per pedal (up to approximately 1200 total characters per device). Except on a Macintosh system, a pedal can also serve as a modifier (e.g. Ctrl or Shift).

Two types of macros may NOT be stored in a single pedal. These include combinations of keyboard and mouse button actions, and multiple mouse button actions (e.g. double click).

Advanced features include the following:

- *Pre-combined modifiers*. If you frequently use combinations like *Shift-Ctrl left arrow*, you can reduce strain and effort by programming a pedal to perform the awkward *Shift-Ctrl* portion of the key combination. However, this is not

supported on a Macintosh (Modifiers on one device cannot modify another)

- *Complete modifier macros.* Even on a Macintosh system you may perform dedicated combinations like *Shift-Ctrl left arrow* and *Shift-Ctrl-right arrow*.
- *Repeating key actions.* Normally single keys actions programmed into the foot switch will repeat if the pedal is held down, with the same repeat speed as on a keyboard. If a macro (multiple keystrokes) is programmed, it will not repeat unless a special key sequence is used during programming to change this setting.
- *Slow output.* If normal programmed output from the foot switch is too fast for the computer, “slow output” can be selected.
- *Inserting “delays” between keystrokes.* The foot switch can be programmed with one or more 0.5 second delays.
- *Separate press/release commands.* For special applications, you can send a “press key” or “release key” only, or you can program “press key” actions separately from “release key” actions.
- *Setting “Capslock remembered during playback”*
Use this feature if you want a macro to always play back in the same Capslock mode in which it was programmed.

Status LEDs

On the front of the electronics enclosure (facing the user) are two light emitting diodes (LEDs) which indicate the status of the device. When the green LED is illuminated steadily, the unit is operating correctly in “play mode.” If the Green LED is flashing, the unit is in “programming mode.” If the red LED is on, the device is not working correctly (see the chapter on “Troubleshooting and Technical Support”).

Optional accessories

Some Savant Elite models are equipped with one or more mini-phono jacks, each of which can accept either a single foot pedal or a hand trigger. Jack-equipped models may be used with a Kinesis hand trigger(FS002HT8, 8 foot cable), or with a stand-alone foot pedal (FS005MP, 10 foot cable). Do not attempt to connect any other device to the jack. Extension cables may be

available from Kinesis. These accessories are available from your Kinesis dealer or direct from Kinesis Corporation (www.kinesis.com, 800-454-6374).

Model-specific Features

The various models of Savant Elite programmable devices have unique features which are described below.

Single pedal control module (FS10J-USB)

This unit is optimal for use where space is at a premium, since a single foot pedal can be positioned near the user with the control module ten feet away.

The single pedal model includes a Savant Elite control module (FSMJ2-USB) with two mini-phono jacks (for 3.5 mm diameter plugs). This is bundled with a single front-hinged foot switch equipped with a 10 foot long cable. An additional pedal (FS005MP) or hand trigger (FS002HT8) may be connected.

The control module is equipped with small rubber feet, but for additional stability, you may attach it to a surface with a removable self-adhesive “hook & loop” material (provided).

Factory programming:

Jack 1 (front) : Left mouse button

Jack 2 (rear): Right mouse button



Dual pedal models (FS20A-USB, FS20AJ-USB)

The dual pedal model provides a blend of versatility, small size and moderate cost. A Jack equipped model is also available if an occasional third pedal or a hand trigger is needed.

Factory programming:

Left pedal: Left mouse button

Right pedal: Right mouse button

Jack (FS20AJ-USB, not shown):

Middle mouse button



Triple pedal model (FS30A-USB or FS30JA-USB, with adjustable pedals)

Factory programming:

Left pedal: Left mouse button

Middle pedal: Middle mouse button (usually “Scroll mode” for mouse)

Right pedal: Right mouse button

Jack (FS30AJ-USB, not shown): Left mouse button

Each outer pedal on this model may be adjusted laterally inwards approximately 0.5 inch by loosening the pedal mounting screws slightly with a Philips-style screwdriver. After moving the outer pedals, gently re-tighten the pedal mounting screws. Do not over tighten.

The Savant Elite USB Programmable Foot Switch, triple pedal model.
Attached USB cable not shown.



INSTALLATION

Connecting to your computer

The Savant Programmable Foot Switch may be connected to any USB port. For the first time, it is best to connect it *after* your computer has booted up and is logged in (if you have a network) so that you can see the “new device detected” message.

Drivers

The device has two separate electronic identities: one when it is in “play mode” and a separate identity when it is in “program mode.” Play mode is supported by generic drivers provided by the operating system and is normally installed automatically (see details below).

A special driver is required if you wish to customize or reprogram the device. If a programming driver was not provided with your device, you may download it at http://www.kinesis.com/tech_support/downloads.htm. If you wish to receive a CD-ROM at no charge, please contact Kinesis by telephone (800-454-6374) or by email (sales@kinesis.com), and provide your mailing address and the serial number of your device.

Important installation note: *before trying to customize the foot switch, first install and test the device in “play mode” as described below. Then if you wish to re-program the foot switch, disconnect the device before installing the programming driver, and carefully follow the instructions in the chapter CUSTOMIZING YOUR FOOT SWITCH for installing the “programming driver.”*

Installing “Play Mode”

It is strongly recommended that you use the foot switch at least briefly with its factory programming before customizing it. The Savant Elite foot switch is shipped with its internal programming switch in the “Play mode.” Do not move the switch to “programming mode” at this time.

Play mode for Windows 98/ME

Windows 98/ME will install two “play mode” drivers from your operating system, one for keyboard emulation and one for mouse emulation. If your OS installation files are not stored on the hard drive, you should have your Windows CD-ROM available.

1. When you first connect the foot switch or start the computer with the foot switch already connected, the “*Add New Hardware Wizard*” will automatically start, looking for a driver for a “USB Human Interface Device.” Click “next.”
2. Select the location where your operating system installation files are located (either on your hard disk drive or Windows 98 installation CD-ROM).
3. Windows will tell you when it has finished installing your driver.

Play mode for Windows 2000/XP

Windows 2000 and Windows XP install “Play Mode” drivers automatically, using generic files available from the operating system. This process is usually complete within less than a minute. The process will be repeated the first time you move the device to a different USB port on the same computer.

Play mode for Macintosh OS 9.x, OS X

The foot switch should be functional with its factory programming immediately after plugging in the device. No drivers need to be installed.

Testing and using pre-programmed actions

Once the required generic “play mode” driver is installed, the Savant Elite foot switch connects like a standard USB keyboard or mouse. Just plug the cable into a USB port on your computer, whether the computer is running or not.

For now don't worry about re-programming your foot switch. It is shipped pre-programmed to produce mouse-click actions which should work on all recent operating systems.* *See the previous chapter for the actions pre-programmed in your particular model.*

*In Windows 98 and early versions of Mac OS X the left mouse click action is not fully supported, in that you cannot click by holding the pedal and then drag using the mouse.

Mini-phono jack for Optional Input Device

If you have a jack-equipped unit, you may connect either a Kinesis foot switch (FS005MP) or a hand trigger (FS002HT8) at any time. Only a foot switch or hand trigger purchased from Kinesis should be used in this way. Do not attempt to force a plug into the jack, as different sizes of phono plugs exist. Do not connect any other device or cable to this jack.

CUSTOMIZING YOUR FOOT SWITCH

Your Savant Elite programmable foot switch is so versatile, it can be re-programmed to produce virtually any actions of a keyboard or click actions of a mouse. However, combinations of keyboard and mouse click actions are not possible.

Keyboard actions are produced by the keyboard (either PS/2 or USB) which is attached to your system. Programming mouse click actions require special key sequences entered from the keyboard.

If you have not yet followed the detailed instructions under installation to make sure your foot switch is operating correctly as factory programmed, please return to the previous chapter. If your device is not first installed in “play mode,” attempting to reprogram it may “lock” the memory chip, which then might require factory service.

General Operating Guidelines

Your regular keyboard is not required for the Savant Elite Programmable Foot Switch to operate. If your computer will boot with only a USB keyboard attached, the same will be true with only the Kinesis Programmable Foot Switch attached. However, a regular keyboard must be attached in order to re-program the foot switch.

The Savant Elite Programmable Foot Switch has an *slide switch* on the underside which is used to activate programming mode. It can be programmed for three different types of actions:

1. Single keyboard key actions
2. Key combinations or sequences of key actions (“macros”).
3. Mouse click actions (using one of several approaches described below, depending on your computer’s operating system).

Very important programming caution: *Before programming your foot switch, it is advisable to set your Repeat Rate to “slow” and Repeat Delay to “long.” Otherwise you may get multiple key actions programmed to a pedal when you only intended a single key action. This is accomplished in the control panel using the “Keyboard” icon.*

Installing programming software on your PC: Step 1

Make sure your programming driver has been downloaded or your CD-ROM with the driver is in the CDRom drive. Also be sure the foot switch has been *disconnected* from the USB port. Then click *Start*, then *Run*, then *Browse* to your driver or CD-ROM drive to find and run the driver installation for your operating system. When the installation is done, restart the computer.

Installing programming software on your PC: Step 2

Once the appropriate programming driver has been installed, you can plug the foot switch into your USB port. Turn over your Savant Elite unit to find the programming slide switch on the underside (see drawing below), then proceed with the following instructions:

1. Using a narrow-tipped, non-conductive object like a pencil or plastic pen, slide the programming switch to the left. A dialog box will appear briefly on your screen for the “Add New Hardware Wizard” which is looking for a driver for “X-keys Programming Mode.”
2. Click the on-screen “next” button with your mouse. Click “next” again and the drivers should be found on your hard drive and installed.
3. Once Windows reports that the installation is done, click “finish” and turn the device right-side-up to confirm that the green LED on the front of the Savant Elite Control module is flashing, indicating that “programming mode” is active.
4. You may now proceed to program one or more pedals (see below), or invert the device to return the slide switch back to “play mode.” When in play mode, the green LED show glow steadily.

General programming procedures

The Foot Switch must be connected to a computer which is compatible with the Kinesis-provided “programming driver,” and on which the driver has already been installed. A keyboard must also be attached. To re-program your foot switch, perform the following actions:

1. Turn over your Savant Elite device on your desk and locate the slide switch. With a non-conductive object like a pencil or plastic pen, move the switch to the LEFT. Turn the device back to right-side-up and note that the green LED will be flashing with a steady cadence.
2. Tap the pedal you want to program. This is usually most convenient accomplished using your hand, so you can leave the pedal on your desk. The LED will change to two rapid flashes and a brief pause before repeating.
3. On your keyboard, slowly type the key actions you want to store in the footswitch.

To erase the entire foot switch memory and leave it blank, enter programming mode and tap any pedal. On your keyboard, press and release *Esc*, then tap *Backspace*, then slowly tap *Esc* three more times. After the green LED begin flashing steadily again, turn off the programming switch to store the change. *Note: Unlike other programming actions, you don't need to press a pedal again before sliding the programming switch to "Play mode."*

Mouse click choices - what is possible?

There are several ways to perform mouse clicks with the foot switch. Which method you can and should use depends on your operating system and how you use your keyboard (whether you often use the numeric keypad). The keyboard is factory programmed to perform the built-in mouse click emulation.

Built-in mouse click emulation using Windows 2000 and Windows XP

In Windows 2000 and XP, special mouse-click actions can be programmed to the foot switch. No special drivers are required for the pedal to perform these mouse click actions, which include left click, right click, middle click (which usually performs scrolling), and self-scrolling up and down. The latter is like a partial *PageDown* or *PageUp* action, moving the screen a few lines up or down with every press of the pedal.

Mouse click emulation using "Accessibility Options" (Windows & Macintosh)

This utility is provided with all versions of Windows as well as with all Macintosh operating systems. While there are some disadvantages to this approach, it is usually possible to use the foot switch for mouse clicks using the "Mousekeys" utility found in "Universal Access" or "Accessibility Options."

Mousekeys operates by converting the numeric keypad to a pointing device, so it is not recommended for heavy numeric keypad users. When Mousekeys is running, the *Keypad 5* becomes a regular left click and can be remapped to a foot switch pedal. Other mouse actions can be created using macros, as described in the text file *Mousekeys.txt*, which is available by download (www.kinesisis.com/tech_support/downloads.htm) or on the Kinesis Savant/Savant Elite CDRom if you requested this item. Your operating system's help files should also document how to use "Mousekeys."

On a PC, you can set this up so that the keypad (and pedal) performs mouse clicks when *Numlock* is off, but performs numbers when *Numlock* is turned on. However, this approach can be confusing in that the numeric keypad is no longer available without toggling the numlock key. Also, on a Macintosh this can be

especially confusing because it can be difficult (sometimes impossible) to control the state of Numlock.

Programming true mouse click actions for Windows 2000/XP

Before attempting to program the pedal to produce true mouse click actions, first test your foot switch to see if the factory programmed actions are working. Then install the programming driver as described above before programming one or more of the following actions. Be sure to first turn your repeat rate to its slowest setting and repeat delay to its longest setting. Do not hold down the keys any longer than necessary during the programming steps.

Turn over the unit and, using a pointed object like a pen or pencil, slide the programming switch to the left, then return the unit to its upright position. The green LED should be flashing steadily.

Tap the first pedal to be re-programmed and the flashing will change to a staggered cadence. Now type on your keyboard one of the following key sequences:

Left mouse button: *Esc b 1*

Hold *Esc*, tap *b*, then tap *1* in the number row, and finally release *Esc*.

Right mouse button: *Esc b 2*

Hold *Esc*, tap *b*, then tap *2* in the number row, then release *Esc*.

Scrolling (middle mouse button): *Esc b 3 or Esc b 4*

Hold *Esc*, tap *b*, then tap *either 3 or 4* in the number row, then release *Esc*. In a Windows environment, this action usually performs scrolling when the mouse is moved. If *Esc b 3* doesn't perform correctly, try *Esc b 4*.

Self-scroll up: *Esc s 1*

Hold *Esc*, tap *s*, then tap *1*, then release *Esc*.

Self-scroll down: *Esc s -1*

Hold *Esc*, tap *s*, then tap *minus*, then tap *1*, then release *Esc*.

When you have completed ONE of the above key sequences, tap the pedal again (the green LED will resume steady flashing). Then proceed to program another pedal, or invert the device and slide the programming switch back to the right.

Advanced programming features

A number of special features can be programmed into the foot switch. However, it is recommended to delay using these features until you have become familiar with the basic operations.

Combination modifier keys (Windows only)

The user can hold down multiple modifier keys (e.g. *Ctrl*, *Shift*, *Alt*, *Win*) with a single pedal while entering alphanumeric keyboard keys with the fingers. For example, if you need to use *Shift+Alt* in combination with another key, program *Shift-Alt* into the pedal and you now have turned a 3-key combination into a simpler 2-key one.

1. While in programming mode, tap the desired foot switch pedal.
2. Press and hold the first modifier key, press the second modifier key, then release both keys.
3. Tap the pedal again.
4. Exit from programming mode by sliding the programming switch to the right.

Repeating Keys: Esc LShift, followed by the desired key action(s)

The normal mode of the programmable foot switch does not cause the action to repeat if the pedal is held down. For repeating output, proceed as follows:

1. While in programming mode, tap the desired foot switch pedal.
2. Press and hold *Esc*, next press and release *LShift*, then release *Esc*.
3. Now type the key(s) you want stored in the pedal.
4. Tap the pedal again.
5. Exit from programming mode by sliding the programming switch to the right.

Different key actions for down & up strokes: Use this feature cautiously so as not to lock up your computer or cause a “stuck key.” It is possible to make the foot pedal transmit one set of key commands on the down stroke and different set on the up stroke of the pedal. Program the device as normal except that a special key sequence, *Esc LCtrl* is used as the separator between the down commands and the up commands.

1. While in programming mode, tap the desired foot switch pedal.
2. On the main keyboard, type the key or keys to be sent on the downstroke.
3. Press and hold *Esc*, then press and release the *LCtrl* key, then release the *Esc*.
4. Type the key or keys to be sent on the up stroke.
5. Tap the pedal being programmed again and exit from programming mode by sliding the programming switch to the right.

Slow output: Esc 3 (normal output is *Esc 4*)

The foot switch can be configured to dramatically slow the rate at which programmed key actions are sent to the computer. This option affects all pedals (it cannot be set to affect only one pedal). This change can be made either before or after the foot switch is programmed, except that the pedal which is pressed during this programming step will lose any stored key actions unless re-programmed again. To activate “***Slow Output***,” turn on programming mode and tap any pedal (this pedal will need to be re-programmed once you have activated slow output).

Inserting “delays” between keystrokes: Esc 5


The foot switch can be programmed with 0.5 second delays. When programming, one 0.5 second delay is inserted for each “Esc 5 Esc” sequence:

Setting “Capslock remembered during playback:” Esc 8 (turn off with Esc 7)

Use this feature if you want a macro to always play back in the same (upper or lower) case even if the Capslock is sometimes on and sometimes off.

OPERATING GUIDELINES AND CLEANING

Medical applications

Devices with the UL Recognized Component mark,  on the product label comply with UL 60601-1 standards for medical use (near patient testing). This is a standard written by Underwriters Laboratories (UL) harmonized to the international standard IEC 60601-1 with the title "Medical Electrical Equipment - Part 1: General Requirements For Safety." If so marked, the product must be used with a UL listed computer to comply with UL safety standards.

The label will also indicate IPX1 per UL and CE standards for “drip-proof” water resistance. This product should not be used in an environment (such as an operating room) requiring water-proof (e.g. IPX8) devices.

Flammable gases

Savant Elite devices are not designed to be used in an environment with flammable or explosive gases, such as an anesthetic mixture with air, oxygen, or nitrous oxide.

Duty cycle

All Savant Elite devices are rated for continuous operation, though the computer or operating system may affect how the device performs under such conditions. Normal usage consists of intermittent pressing of the pedal to initiate a specific keyboard or mouse action.

Cleaning

Occasional cleaning is recommended by wiping the pedals and electronics enclosure with a damp cloth. Alternatively, a cloth dampened with rubbing alcohol (70% isopropanol) may be used though any silk-screened graphics on the electronics enclosure may be damaged over time by solvent effects.

Savant Elite products are not designed to be sterilized or to be used in a sterile environment.

TROUBLESHOOTING AND TECHNICAL SUPPORT

Status lights

If a problem is suspected, the first place to check is the status lights. If the green LED displays a steady light, the unit is operating normally in “play mode.” If there is no LED illuminated, the system is not powered. If the red LED is illuminated, the unit is not ready and requires attention.

If the green LED is flashing, the unit is in programming mode. Please see the chapter “Customizing your foot switch” to learn more about re-programming the device.

Programming errors

If programming errors are detected by the foot switch, the LEDs will blink rapidly or both red and green lights may be on at the same time. To reset and continue programming, try turning the Programming switch off (to the right), waiting for 5-10 seconds, then turning it back on. If that is not successful, unplug the device and wait for 10 seconds before replugging it. If that is still not successful, try rebooting your computer.

Errors could occur for the following reasons:

- The computer is not operating in a mode to accept the key codes (for example, it may be rebooting).
- Too many key codes were entered. The maximum is approximately 750 per pedal.
- There may be an intermittent cable connection. Check all cables for proper connection.
- Problems with “half-key” actions: Unusual key codes can be programmed into the Kinesis Programmable Foot Switch if the foot switch pedal is released before a keyboard key is completely pressed and released. This can occur because the foot switch can memorize a "half key" action (e.g. down only).

"Half keys" can cause “stuck key” behavior, which is especially confusing if the stuck key is Shift, Ctrl, Alt, or one of the special Windows 95/98 keys. If this

mode occurs unintentionally, the stuck key can be released by pressing and releasing the stuck keyboard key. Then repeat the programming process, ensuring that keyboard keys are completely released before releasing the pedal of the foot switch.

Contacting Kinesis Technical Support

Contact Kinesis technical support only after you have read the entire User's Manual and still have problems or unanswered questions. You may contact Kinesis Technical Support by E-mail (tech@kinesis-ergo.com), fax (425-402-8181), or phone (800-454-6374 or 425-402-8100). Technical support hours are 8:30am to 4:30pm Pacific time.

When you contact Kinesis, be prepared to document your purchase date, as well as your product model number and serial number. Also know the brand and model of your computer and your computer's operating system.

Repairs by authorized repair centers only

The product may be repaired by authorized, qualified personnel only. Unauthorized or ineptly carried-out repairs may seriously jeopardize the safety of the user (such as from fire danger) and may invalidate your warranty.

Getting an RMA number prior to product repair

For any repair, whether or not it is covered by your warranty, you must contact Kinesis to explain the problem, provide certain information, and get an RMA number to write on your package. Packages sent to Kinesis without first obtaining an RMA number may be refused, and the product will not be repaired without information and instructions from the owner.

Packaging and Shipping

If you need to ship the Product, use its original or other packaging that protects it against impact and shock. Be sure to contact Kinesis for an RMA number and Kinesis' shipping address. You should insure the package since Kinesis is not responsible for items until they are received by the Kinesis repair center.

ONE-YEAR LIMITED HARDWARE WARRANTY

Kinesis Corporation (“Kinesis”) warrants to the original retail purchaser that this Kinesis accessory (“Product”) is free from defects in materials and workmanship and will perform substantially in accordance with the Product documentation for one year from the date of purchase by the user. This Warranty does not apply to software or diskettes enclosed with the product, which are covered by a License Agreement. If Product fails due to accident, abuse, inappropriate use, or unauthorized repair, Kinesis shall have no responsibility under this one-year Warranty.

Purchaser’s Exclusive Remedies

During the first (1) year after the date of original purchase, the exclusive remedy for a defect in this Kinesis Product shall be, at Kinesis Corporation’s option, either repair or replacement of the defective product. If you suspect the Product is not working properly or if you have questions about the performance of the Product, contact Kinesis Technical Support. If you wish to return the Product to Kinesis for any reason, you must obtain from Kinesis an RMA number and instructions for returning the product. You are responsible for the cost of shipping the product to Kinesis. For Product repaired or replaced under warranty for destinations within the United States or Canada, Kinesis will ship said Product to you by its ground carrier at no charge. Repair parts and replacement Product may be either reconditioned or new. Kinesis retains the right to charge a service fee or return shipping fee on Product sent for warranty repair where no repair was required.

Disclaimer of Other Warranties

The warranty and remedies set forth above are exclusive and in lieu of all others, whether oral or written, express or implied. Kinesis specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. No Kinesis dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty. Kinesis does not warrant that the product will meet your requirements, or that operation of the product will be uninterrupted or error-free, or that all errors will be corrected.

Limitation of Liability

Kinesis is not responsible for special, incidental, or consequential damages resulting from any breach of warranty, or under other legal theory, including but not limited to lost profits, downtime, goodwill, damage to or replacement of equipment and/or property nor any costs of recovering, programming, or reproducing any program or data stored in or used with Kinesis products. Some states do not allow the exclusion or limitation of incidental or consequential damages or exclusions of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.



