

GREEN BIT S.p.A. Via Rivalta n.9 10095 GRUGLIASCO (TO) ITALY Tel. +39 011 7703811 r.a. Fax. +39 011 7703880 Website: www.greenbit.com	Capitale Sociale € 5.682.438,00 R.E.A. TO n. 737847 P. IVA – C.F. e iscriz. Registro Imprese di Torino n. 05817330011 postacertificata@pec.greenbit.com	Member of CISQ Federation 	
--	--	---	--

The following cases of damaged product shall be considered as “user / customer carelessness” and shall not be covered under warranty

- **Exterior damages to the plastic bodywork:**

1. Scratches, cracks, deformation
2. Dirt, stains, adhesive remains, halos

Possible causes:

1. Shocks / impacts suffered
Product dropped (even from little heights)
Exposure to heat, cold or weathering
2. Writings with marker or similar tools
Application of adhesive labels / tapes or similar
Use of abrasive / aggressive / chemical agents for cleaning

How to avoid:

1. Handle the device carefully and prevent it from being hit and dropped
Avoid exposure to heat, cold, weathering.
2. Clean carefully with a soft cloth to remove dust, **DO NOT** use abrasive / aggressive / chemical tools or agents for cleaning.
Avoid writing or sticking labels or anything else on the device bodywork.

- **Damages to USB Cable / Connector / Jack:**

1. Connector's breaking
2. Cable insulant's stripping
3. Oxide / rust formation

Possible causes:

1. Excessive and/or repeated cable bending.
Repeated connector insertion / disinsertion.
Shocks / impacts suffered.
2. Pinching / contact / rubbing with sharp parts or edges.
3. Exposure to humidity / corrosive atmosphere or to chemical agents.

How to avoid:

1. Avoid excessive bending, leave an adequate amount of space behind the device
Avoid repeated connector insertion / disinsertion.
Prevent it from being hit.
2. Avoid to pinch cable between objects, avoid contact and/or rubbing with sharp parts or edges.
3. Avoid the exposure to humidity / corrosive atmosphere or to chemical agents, use the device in a place that meets the appropriate environmental conditions (indoor use).

GREEN BIT S.p.A. Via Rivalta n.9 10095 GRUGLIASCO (TO) ITALY Tel. +39 011 7703811 r.a. Fax. +39 011 7703880 Website: www.greenbit.com	Capitale Sociale € 5.682.438,00 R.E.A. TO n. 737847 P. IVA – C.F. e iscriz. Registro Imprese di Torino n. 05817330011 postacertificata@pec.greenbit.com	Member of CISQ Federation 	
--	--	---	--

- **Damages to the acquisition surface**

1. Scratches, chipping, halos

Possible causes:

1. Presence of jewels or similar (e.g.: rings, bracelets, etc.) during the fingerprint acquisition process, presence of abrasive particles (e.g.: sand grains) on the surface or on the fingers / hand.
2. Accidental or intentional contact with sharp / pointed objects
3. Use of abrasive tools and/or aggressive chemical substances for surface cleaning.

How to avoid:

1. Always remove any object from hand and from fingers that could damage the surface, if possible, wash or clean the hands*
Blow on the surface to remove as much dirt as possible, both before acquisition process and before cleaning.

*Note: for better fingerprint image quality we suggest to clean hands using wet wipes with lanolin (e.g.: baby wipes), especially in case of dry skin and/or with ruined or poor quality fingerprints

2. Avoid contact with sharp / pointed objects
3. **DO NOT** use abrasive tools or aggressive chemical components to clean the surface, use specific cleaning kit instead (e.g.: camera lens cleaning kit).

- **Entry of dust, dirt, liquids inside the optical module**

Possible causes:

Dirt / dust: particles pushed inside during cleaning process, use of cloths or wipes that release lint and particles.

Liquids: direct spraying or pouring on the surface, submerging.

How to avoid:

During cleaning process, avoid spraying or pouring liquids directly on the surface, avoid pushing the dirt towards the edges with the cleaning cloth / wipes.
Use soft cloths or wipes that do not release lint or particles.

- **Damages caused during transport / shipping**

Possible causes:

Poor or inadequate packaging

Absence, insufficiency or inadequacy of protective material inside packaging.

How to avoid:

Ship the device in its original packaging (if present and in good conditions) or in a suitable one with plenty of protection material
(e.g.: pluriball/bubblewrap film, air cushion, polyethylene shaped parts)

DO NOT use polystyrene/styrofoam or paper, because they release little particles that could enter into the device optical module.

As additional protection, it is recommended to:

- Put the device inside a clean plastic bag.
- Wrap the carton box with cellophane film or similar.

GREEN BIT S.p.A. Via Rivalta n.9 10095 GRUGLIASCO (TO) ITALY Tel. +39 011 7703811 r.a. Fax. +39 011 7703880 Website: www.greenbit.com	Capitale Sociale € 5.682.438,00 R.E.A. TO n. 737847 P. IVA – C.F. e iscriz. Registro Imprese di Torino n. 05817330011 postacertificata@pec.greenbit.com	Member of CISQ Federation  CERTIFIED MANAGEMENT SYSTEM ISO 9001	 BIOMETRIC SYSTEMS
--	--	--	---

- **Any damage caused by:**

Opening, tampering, attempted voluntary destruction of the device, submerging in any liquid, exposure and use in non conformal environment, exposure and use in bad weather conditions (rain, snow, direct sunlight, mist, heat, cold etc.), improper storage and use.