



USER MANUAL

Elo Touch Solutions EloPOS™ Pack



Copyright © 2019 Elo Touch Solutions, Inc. All Rights Reserved.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, including, but not limited to, electronic, magnetic, optical, chemical, manual, or otherwise without prior written permission of Elo Touch Solutions, Inc.

Disclaimer

The information in this document is subject to change without notice. Elo Touch Solutions, Inc. and its Affiliates (collectively "Elo") makes no representations or warranties with respect to the contents herein, and specifically disclaims any implied warranties of merchantability or fitness for a particular purpose. Elo reserves the right to revise this publication and to make changes from time to time in the content hereof without obligation of Elo to notify any person of such revisions or changes.

Trademark Acknowledgments

Elo, Elo (logo), Elo Touch, Elo Touch Solutions and EloPOS are trademarks of Elo and its Affiliates. Windows is a trademark of Microsoft Corporation.

Table of Contents

Section 1: Introduction.....	4
Section 2: Installation	9
Section 3: Operation.....	11
Section 4: Options and Upgrades.....	20
Section 5: Technical Support	21
Section 6: Safety & Maintenance	22
Section 7: Regulatory Information.....	25
Section 8: Warranty Information.....	35

Section 1: Introduction

Product Description

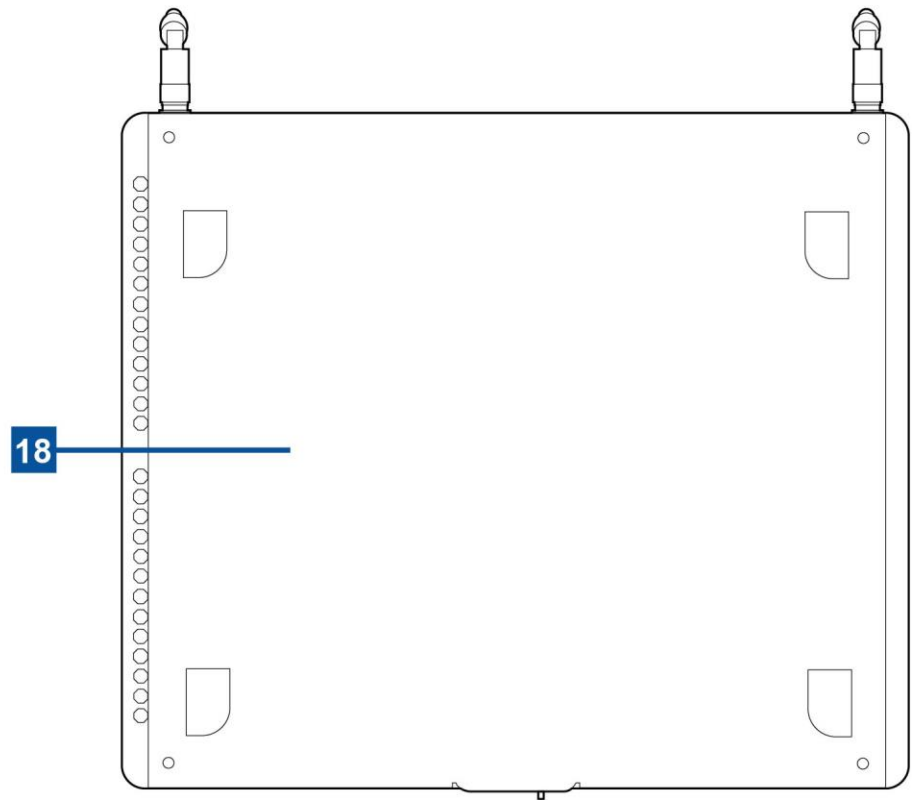
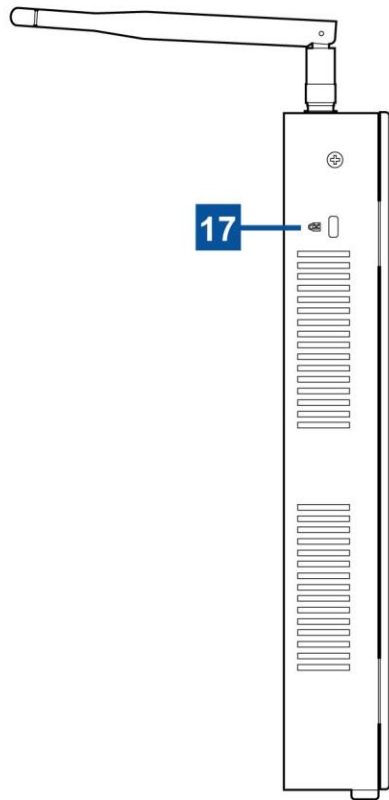
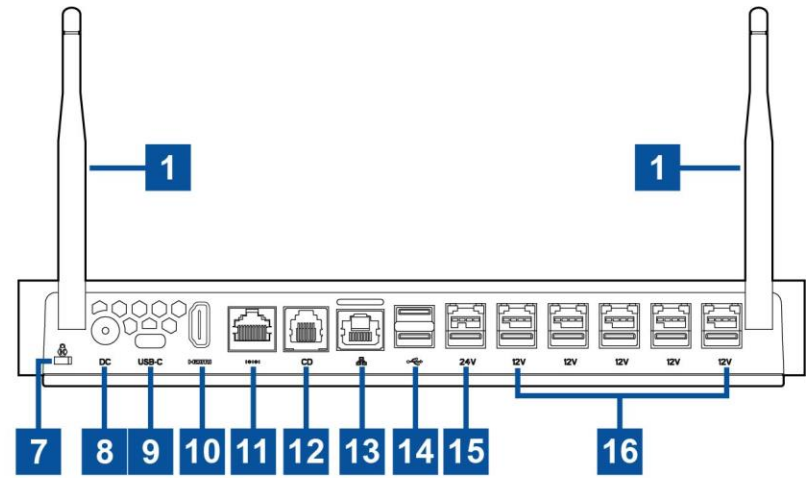
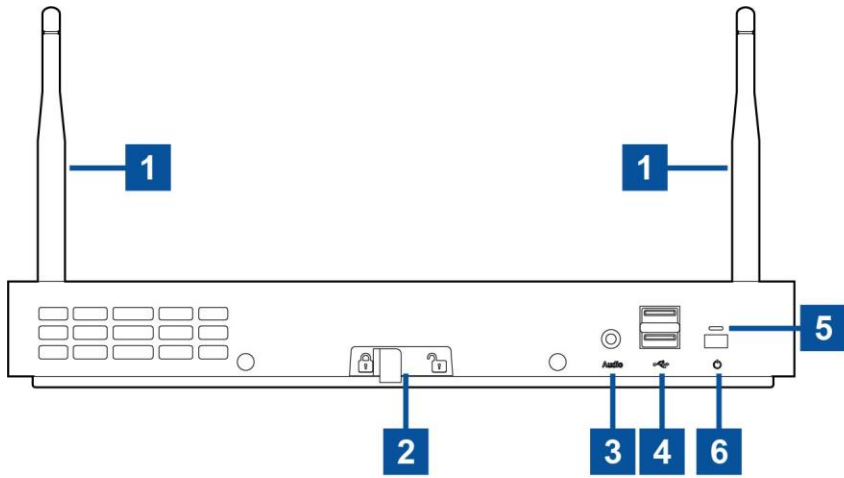
The EloPOS Pack combines modern aesthetics, modular flexibility and commercial-grade reliability with powerful Intel processing. All models include TPM 2.0, with the i5 models offering additional support for vPro - providing maximum system security and manageability. The EloPOS Pack delivers the durability needed for continuous public use and is backed by Elo's standard 3-year warranty.

Precautions

Follow all warnings, precautions and maintenance tips as recommended in this user manual to maximize the life of your unit and prevent risks to user safety. See Chapter 6 for more information on safety.

This manual contains information that is important for the proper setup and maintenance. Before setting up and powering on your unit, please read through this manual in detail.

Connector Panel & Interfaces



1	Wifi Antenna	10	HDMI Port
2	Mounting Bracket Release Latch	11	Serial Port (COM/RJ-50)
3	Headset	12	Cash Drawer Port (A/B)
4	USB 3.0 Port (0.9A)	13	Ethernet LAN Port
5	Power Indicator LED	14	USB 3.0 Port (0.9A)
6	Power Button	15	+24 Volts Powered USB Port
7	Kensington Nano Lock	16	+12 Volts Powered USB Port
8	Power Connector (DC-IN)	17	Kensington Lock
9	USB Type-C Port	18	Mounting Bracket

1. Wifi Antenna

Attach the supplied antennae to the EloPOS Pack when Wifi is needed. The antenna is compatible with 2.4G and 5GHz bands.

2. Mounting Bracket Release Latch

Sliding the latch to the right will release the mounting bracket from the EloPOS Pack.

3. Headset

The audio port is designed for headset and microphone connectivity.

4. USB 3.0 Port (0.9A)

Two standard Super Speed USB 3.0 ports are available on the front panel of the EloPOS Pack.

5. Power Indicator LED

The power indicator LED shows the state of the EloPOS Pack. See Section 3 for more details.

6. Power Button

Press the power button to turn on/off the EloPOS Pack.

7. Kensington Nano Lock

Kensington Nano Lock is an ultra-slim sized anti-theft mechanism to secure the EloPOS Pack to the desired mounting location. The Kensington cable lock is not included.

8. Power Connector (DC-IN)

To power up the EloPOS Pack, plug the DC connector of the AC/DC power adaptor kit into the power connection on the device.

9. USB Type-C Port

The USB Type-C port allows connection to other type-C compatible devices (Up to 27W).

10. HDMI Port

The HDMI port allows connection to a display equipped with HDMI input.

11. Serial Port (COM/RJ-50)

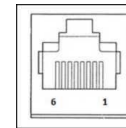
The serial port is a native RS-232 specification for RJ-50 interface connection.

12. Cash Drawer Port (A/B)

The main cash drawer port is a RJ-12 interface and provides switchable operation at +12 Volts and +24 Volts. The default setting is at +24 Volts and the settings are adjustable from the bottom of the EloPOS Pack.

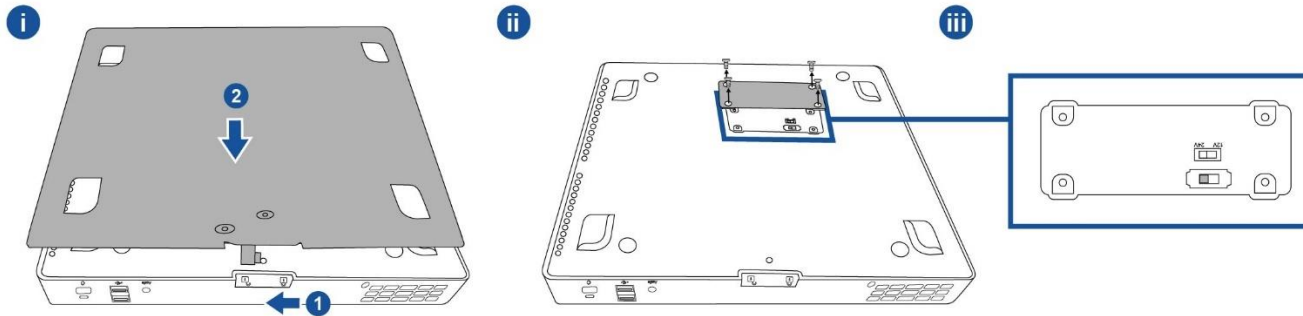
a. Cash Drawer Port Pin assignment

Pin#	Signal Name	Pin#	Signal Name
1	GND	2	CD1-
3	CD1 Sense	4	CD Drive (+24/12V)
5	CD2-	6	Reserve



b. Switching between the +12 Volts and +24 Volts

- i. Slide the latch to release mounting bracket from the EloPOS Pack, then slide the EloPOS Pack back to separate it from the bracket.
- ii. Remove the cover from the bottom of the EloPOS Pack to reveal the switch.
- iii. Slide the switch between 24V or 12V for the cash drawer power.



13. Ethernet LAN Port

The Ethernet LAN Port provides up to 1 Gbps speed capability for networking.

14. USB 3.0 Port (0.9A)

Two standard Super Speed USB 3.0 ports are available on the rear side.

15. +24 Volts Powered USB Port

The +24 Volts Powered USB Port is included on all models. The maximum power rating of the +24 Volts Powered USB is 24 Volts at 0.5 Amps. If your EloPOS Pack is running at 100% load and all I/O ports, except 24V Powered USB port are connected, at the maximum power load of each port, DO NOT use the +24 Volts Powered USB port, use an external power adapter for the +24 Volts Powered peripheral.

Please ensure your overall peripheral power consumption does not exceed the following (assuming the EloPOS Pack is running at max power consumption):

- a. Do not exceed 145W for EPS00E2 models.
- b. Do not exceed 130W for EPS00E3 models.
- c. Do not exceed 124W for EPS00E5 models.

16. +12 Volts Powered USB Port

The maximum power rating of the +12 Volts Powered USB is 12 Volts at 1 Amps.

17. Kensington Lock

Kensington Lock is a standard anti-theft mechanism to secure the EloPOS Pack to the desired mounting location. The Kensington cable lock is not included.

18. Mounting Bracket

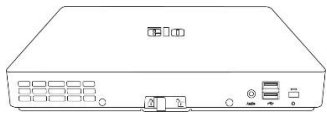
The bracket has four holes to mount on a table by using four M4 or #8 mounting screws. The screw head height must be 3.0 mm (0.118") or less. When mounting on a wall, it is recommended using four M3 or #8 screws. The screw length must be longer than 25 mm, and the screw head height must be 3.0 mm (0.118") or less.

Section 2: Installation

Unpacking the EloPOS Pack

Open the carton and verify that the following items are present:

- EloPOS Pack
- Power Cable US/Canada
- Power Cable Europe
- +24 Volts Power Adaptor
- RJ50 to DB9 Serial Cable
- Quick Install Guide
- USB Type-C Cable
- HDMI Cable
- USB Cable
- SMA Antenna (2 pcs)



EloPOS Pack



Power Cable US/Canada



Power Cable Europe



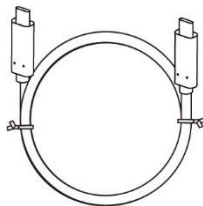
+24 Volts Power Adaptor



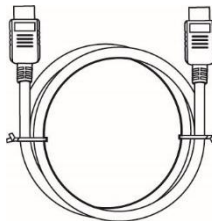
RJ50 to DB9 Serial Cable



Quick Install Guide



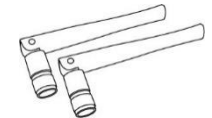
USB Type-C Cable



HDMI Cable



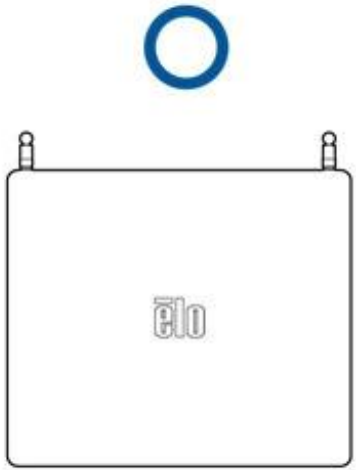
USB Cable



SMA Antenna (2 pcs)

Mounting the EloPOS Pack

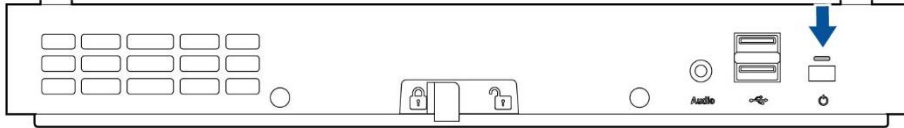
The EloPOS Pack can be mounted with the supplied mounting bracket. Refer to the picture below to ensure it is installed in correct orientation.



Section 3: Operation

Power LED

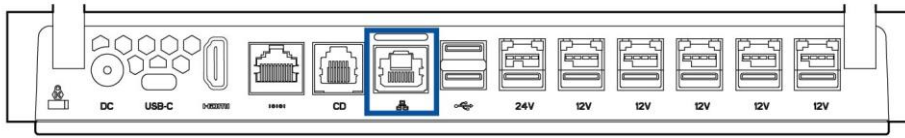
The EloPOS Pack has a Power LED indicating the state of the power. The table below shows LED state and corresponding color.



Status	LED Light
AC off	Off
Off mode	Red
Sleep mode	Orange
On	Green

When the EloPOS Pack is connected to peripherals such as a touch screen, mouse, or keyboard, touching the screen, moving the mouse, or pressing a keyboard key will bring the system out of SLEEP mode.

Ethernet LAN LED



LAN Speed Status

LAN LED Status

10 Mbps	No Color
100 Mbps	Orange Color
1 Gbps	Green Color

Activity Status

ACT LED Status

No Link	No Color
Linked	Solid (Green Color)
Data Activity	Blinking (Green Color)

Setting Up the Operating System

To set up the operating system, you need to connect the EloPOS Pack to a display, plug in an external keyboard and/or mouse into its connector panel to execute these steps

If the EloPOS Pack is configured with an operating system, the initial setup of the operating system takes approximately 5-10 minutes. Additional time may be needed depending on the hardware configurations and connected devices.

To set up the Microsoft® Windows® Operating System for the EloPOS Pack, turn it on by pressing the power button, and then follow the on-screen instructions.

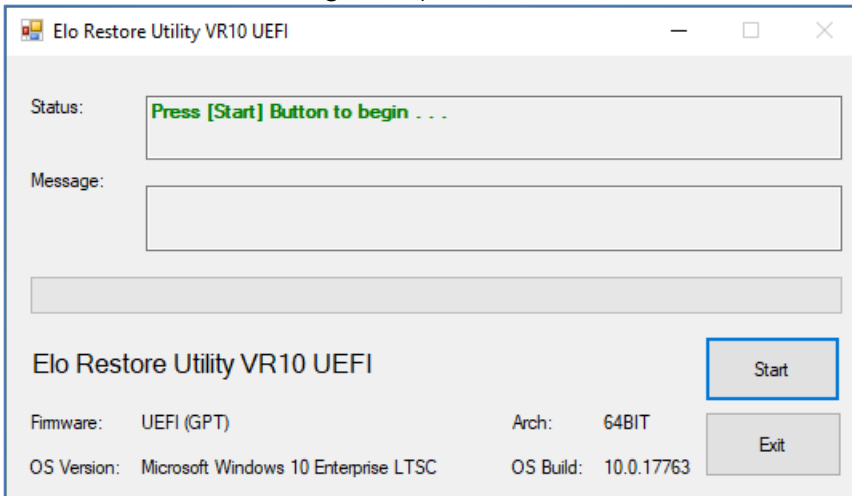
Elo has taken time to ensure all drivers are correct and loaded for your Windows operating system. If you decide to create your own image, be sure to start with the Elo image and Elo driver packs. Or contact our support team for help.

Creating the Recovery Flash Drive

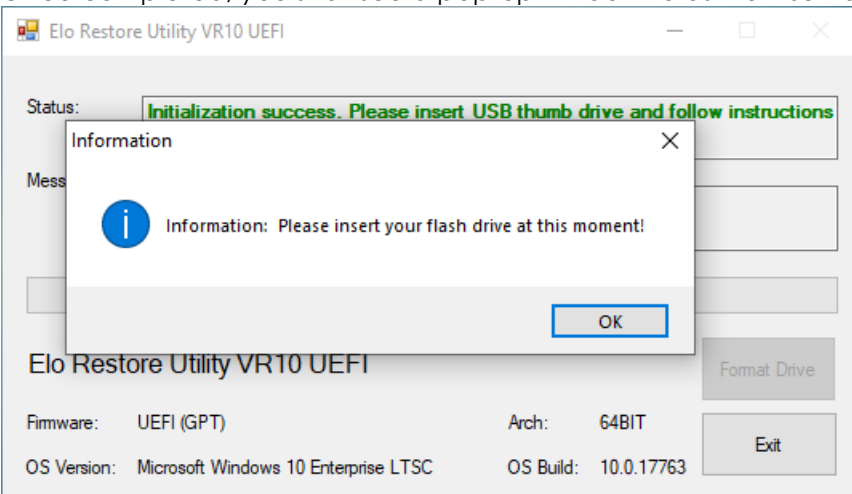
All Windows 10 models come with the built-in Elo Restore Utility on the Windows Desktop. The utility is able to create a recovery flash drive based on the operating system you purchased. Please create your recovery flash drive immediately. In the event the HDD/SSD recovery partition is accidentally deleted or becomes inaccessible, you will need to use the recovery flash drive to recover your system.

The following procedures demonstrate how to use the utility to create a recovery flash drive.

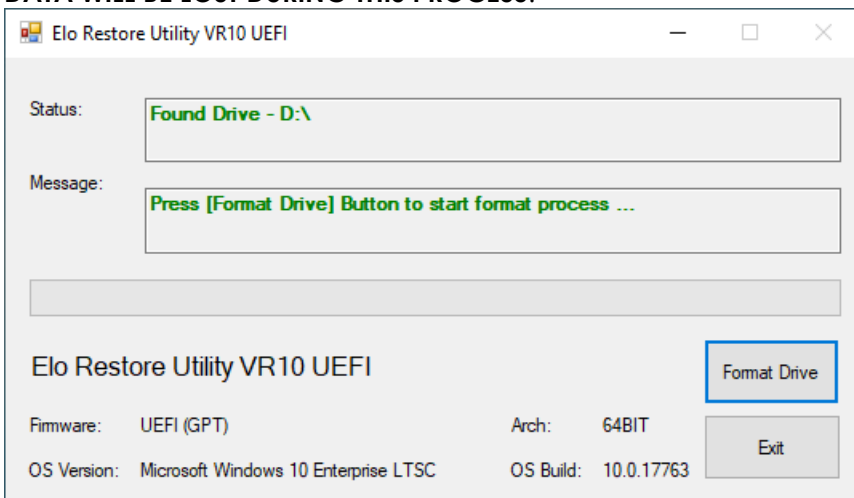
1. Right-click the EloRestoreUtility icon on the Desktop and select **“Run as administrator”**.
2. Click **“Start”** button to begin the process.



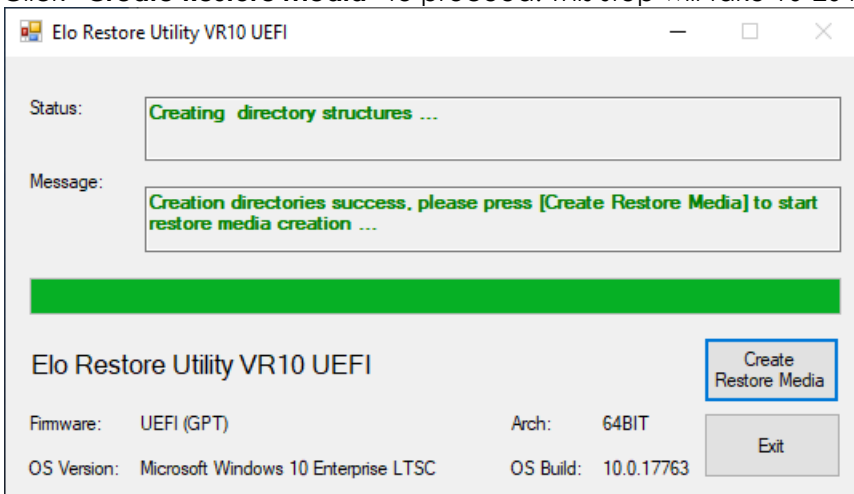
3. Once completed, you shall see a pop-up window to ask to insert a blank flash drive to any of available USB ports on your EloPOS Pack.



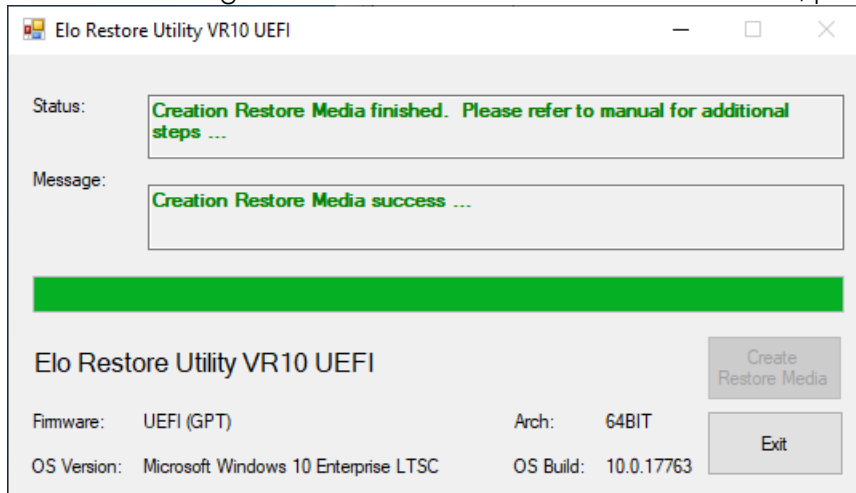
4. After the flash drive is inserted, you shall see a window as shown below. Click **"Format Drive"** to continue the process. **PLEASE NOTE THAT ALL DATA WILL BE LOST DURING THIS PROCESS.**



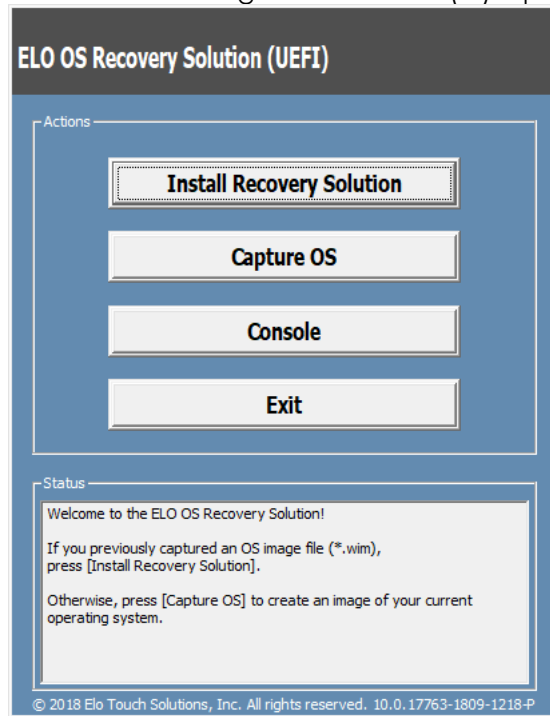
5. Click **"Create Restore Media"** to proceed. This step will take 10-20 minutes depending on the configurations and flash drive performance.



6. Once the message shows "**Creation Restore Media success...**", please remove the flash drive and click "**Exit**" to exit the program.



7. In case the system crashed and you have to use the recovery flash drive, reboot the EloPOS Pack and press **F11** several times to enter **DeviceBoot Menu**. Then, choose "**boot from flash drive**".
8. When the following User Interface (UI) is presented, click "**Install Recovery Solution**" button.



9. Follow the on-screen instructions to complete the installation process and then exit the program.

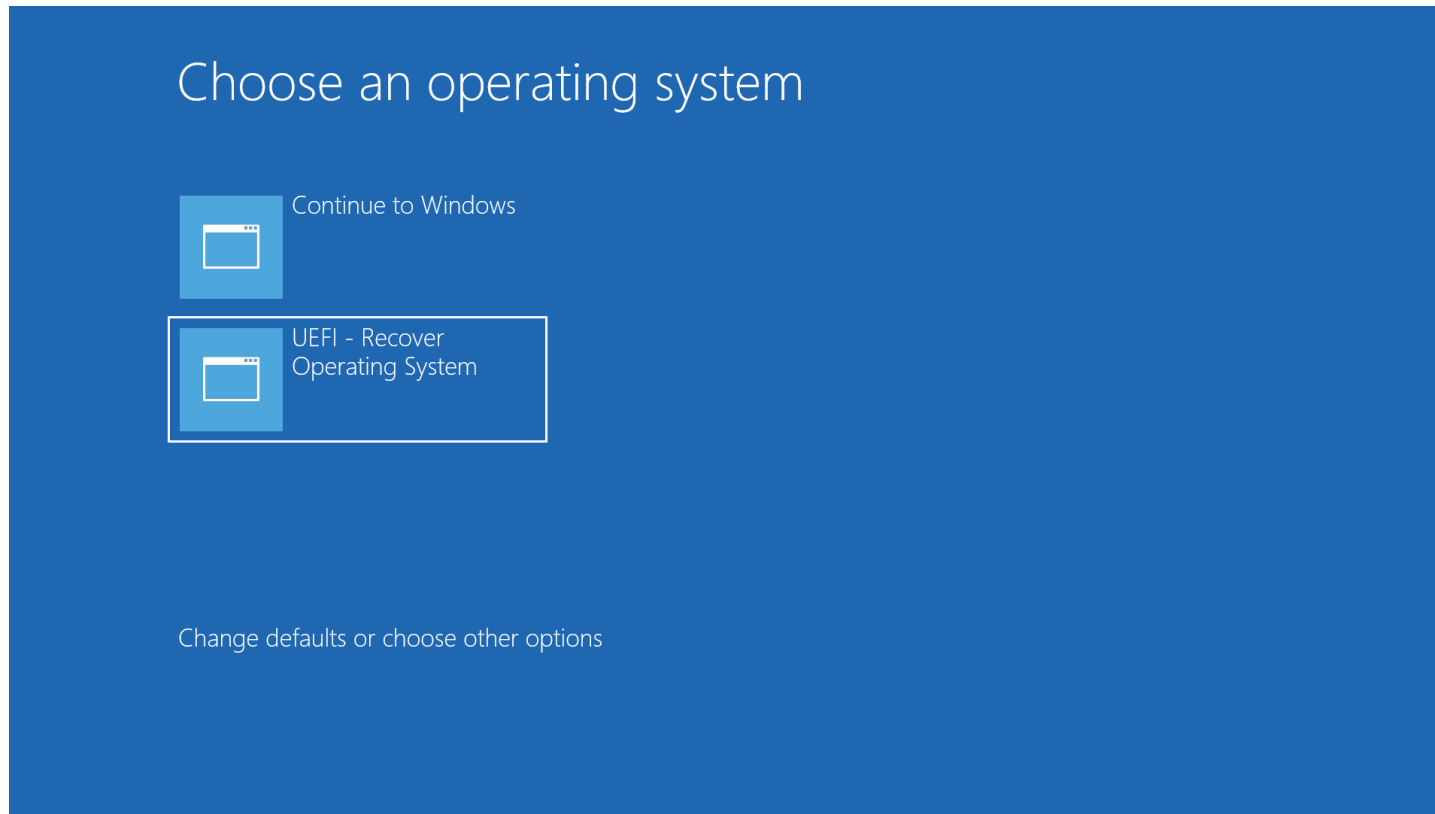
Note: All data is deleted during the recovery process. The user must back up files when necessary. Elo Touch Solutions does not accept liability for lost data or software.

Note: The end user must adhere to Microsoft's Licensing Agreement.

Recovering the Operating System

If for any reason the operating system needs to be recovered to FACTORY SETTINGS, you can recover your system by following the procedures below. **PLEASE NOTE THAT ALL CUSTOMER SETTINGS AND DATA WILL BE LOST DURING THIS PROCESS.** Please be sure to completely backup all of your data, settings, and customer-installed software before proceeding.

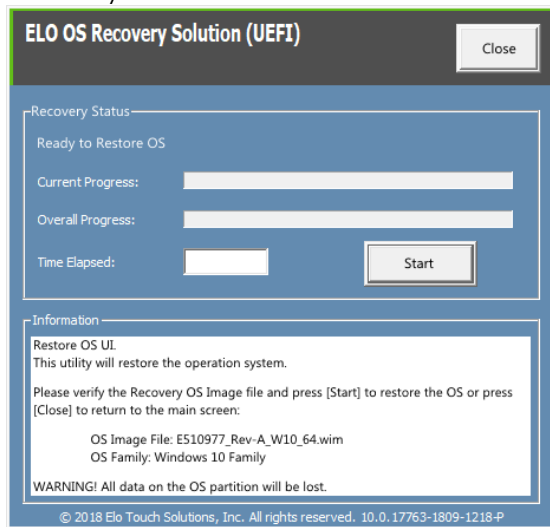
1. Power off your EloPOS Pack completely.
2. Power on your EloPOS Pack.
3. When the following screen appears, tap to select “**UEFI – Recover Operating System**”.



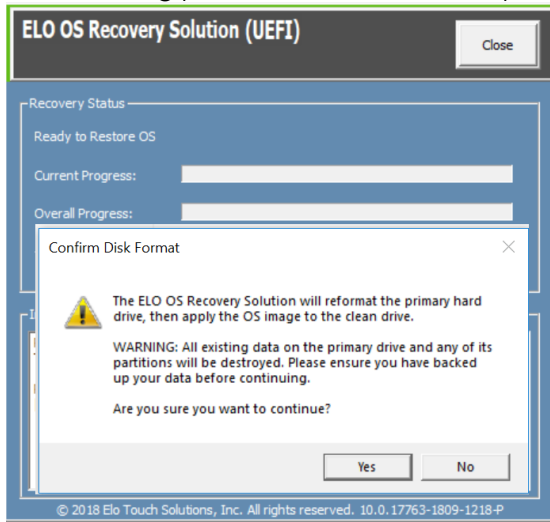
4. The following User Interface (UI) will be presented.



5. Select **Restore OS**. The system will test your hardware automatically. Once the process completes, click **Start** button to perform the system recovery function.



6. The following process will reformat the primary hard drive. **Please back up your data before performing the recovery process.**



7. Once completed, click the **Close** button. The system will return to the main menu of the Elo Recovery Solution. Then click the **Exit** button to restart your system.

NOTE: All data is deleted during the recovery process. The user must back up files when necessary. Elo Touch Solutions does not accept liability for lost data or software.

NOTE: The end user must adhere to Microsoft's Licensing Agreement.

Section 4: Options and Upgrades

Adding Optional Upgrades

Elo has qualified the following to work seamlessly with your unit. The complete installation and setup instructions are provided with the field-installable kits. Please see your Elo authorized distributor or value-added partner for pricing.

- KIT, 2ND DDR4 SODIMM, 4GB 2666MHZ (E264186)
- KIT, 2ND DDR4 SODIMM, 8GB 2666MHZ (E264375)
- KIT, 2ND DDR4 SODIMM, 16GB 2666MHZ (E263989)
- KIT, 2ND SSD, M.2 SATA 128GB (E206352)
- KIT, 2ND SSD, M.2 SATA 256GB (E206556)

Section 5: Technical Support

If you are experiencing trouble with your EloPOS Pack, refer to the following suggestions. If the problem persists, please contact your local dealer or Elo Customer Service. Worldwide technical support phone numbers are available on the last page of this user manual.

Solutions to Common Problems

Problem	Suggested Troubleshooting
The unit won't power up.	<ol style="list-style-type: none">1. Check that the AC/DC power adaptor is properly connected.2. Verify the AC power source is functioning.3. Make sure the power button is not broken.
Monitor connected to the EloPOS Pack has a blank screen.	<ol style="list-style-type: none">1. If the Power Status LED is orange/red, the unit may be in SLEEP/HIBERNATE mode. Press the power button to see if the display comes back.2. Check the internal cable connections and look for missing or damaged electrical components.
No Bootable Device Found	<ol style="list-style-type: none">1. Confirm the product has loaded the OS.2. Storage device damage - Try to swap with another new blank drive.

Technical Assistance

Technical Specifications

Visit www.elotouch.com/products for technical specifications for this device

Support

Visit <https://www.elotouch.com/support/technical-support> for technical support

See this user manual's last page for worldwide technical support phone numbers.

Section 6: Safety & Maintenance

Safety

- To avoid risk of electric shock, follow all safety notices and do not disassemble the EloPOS Pack. They are not user-serviceable.
- Do not block or insert anything inside the ventilation slots.
- The EloPOS Pack is equipped with an AC/DC power adaptor. Do not use a damaged AC/DC power adaptor. Use only the AC/DC power adaptor supplied by Elo. Use of an unauthorized AC/DC power adaptor may void your warranty.
- Ensure that the EloPOS Pack is maintained and runs within the specified environmental conditions listed below.
- Be sure to disconnect the power source before disassemble cover from the bottom of the EloPOSPack to reveal the switch. The cover from the bottom must be completely assembled while restoring the power input. Wait one-half hour after switching off before handling parts.

Environmental conditions for operating and storage

Temperature:

Operating	0°C to 40°C
Storage	-20°C to 60°C

Humidity (non-condensing):

Operating	10% to 90%
Storage	0% to 95%

Altitude:

Operating	0 to 3,048 m
Storage	0 to 12,192 m

Power ratings

24 Volts, 7.5 Amps max

Power Adaptor Support Notice

The following information will help with management of power supply and usage on your EloPOS Pack.

- The +24 Volts 180W power adaptor (E511572/E511766) can't support all full I/O port specs at the same time; it will limited to configuration by +12 Power USB (5 Ports/1A) and +24 Power USB (1 Port/0.5A), unless great care is taken to check the total wattage of the system.
- Do not exceed a total of 180 watts. Take the wattage below and add the Elo Peripherals or your other devices and check that you are under 180 watts. If you need help with the power requirements for your application, please contact Elo support to help you with the set up and calculations.
- The Elo PNs corresponding power adaptor model name list as below table.

Configuration	ELO PN	Part Description
EPS00E2/EPS00E3/EPS00E5	E511572	AIO POWER BRICK, 24VOLT 180W, DELTA

Care and Handling

The following tips will help keep your EloPOS Pack functioning at an optimal level:

- Disconnect the AC power cable before cleaning.
- To clean the unit, use a clean cloth lightly dampened with a mild detergent.
- It is important that your unit remains dry. Do not get liquids on or inside the unit. If liquid does get inside, turn the unit off and have a qualified service technician checks it before you power it on again
- Ensure the environmental temperature and humidity are maintained within specification and do not block ventilation slots.
- The unit is not designed for the outdoors.

Waste Electrical & Electronic Equipment Directive (WEEE)



This product should not be disposed of with household waste. It should be deposited at a facility that enables recovery and recycling. Ensure that product is disposed at the end of its useful life according to local laws and regulations. Elo has put in place recycling arrangements in certain parts of the world. For information on how you can access these arrangements, please visit.

<https://www.elotouch.com/e-waste-recycling-program>

UL Directive

The EloPOS Pack has a lithium battery included on the motherboard. There is a risk of explosion if battery is replaced by an incorrect type. Please dispose of used batteries according the region instructions.

Warning

- It is important that your EloPOS Pack remains dry, do not pour liquid into or onto it. If it becomes wet, do not attempt to repair it yourself. Contact Elo Customer Service for instructions.

Section 7: Regulatory Information

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment or pose a fire hazard if the limitations are not followed.

There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service shall be provided only by a qualified service technician.

Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power.

Emissions and Immunity Information

Notice to Users in the United States for FCC compliance:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 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.

This equipment should be installed and operated to ensure a minimum of 20 cm spacing to any person.

Notice to Users in Canada for IC compliance:

This equipment complies with the Class B limits for radio noise emissions from digital apparatus as established by the Radio Interference Regulations of Industrial Canada.

CAN ICES3 (B)/NMB3(B)

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Notice to Users in the European Union:

Use only the provided power cords and interconnecting cabling provided with the equipment.

Substitution of provided cords and cabling may compromise electrical safety or CE Mark Certification for emissions or immunity as required by the following standards:

This Information Technology Equipment (ITE) is required to have a CE Mark on the Manufacturer's label which means that the equipment has been tested to the following Directives and Standards: This equipment has been tested to the requirements for the CE Mark as required by EMC Directive 2014/30/

EU as indicated in European Standard EN 55032 Class B and the Low Voltage Directive 2014/35/EU as indicated in European Standard EN 60950-1.

Classification of Certificate

Series	Configuration	Classification	Documentation
EloPOS Pack	EPS00E2/EPS00E3/EPS00E5	Class B	MD600104 DECLARATIONS OF CONFORMITY, EloPOS Pack

この装置は、クラスB機器です。この装置は、住宅環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

VCCI - B

Radio Equipment Directive

Elo hereby declares that the radio equipment type, EloPOS Pack, is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: www.elotouch.com

This device is designed and intended for indoor use only.

	AT	BE	BG	HR	CY	CZ	DK
	EE	FI	FR	DE	EL	HU	IE
	IT	LV	LT	LU	MT	NL	PL
	PT	RO	SK	SI	ES	SE	UK

Operation frequency and radio-frequency power are listed as below:

o WLAN 802.11a/b/g/n/ac 2400MHz ≤ 20 dBm EIRP

5150 – 5250MHz ≤ 23 dBm EIRP

o Bluetooth 2.4GHz ≤ 9.5 dBm

ECC/DEC/ (04)08:

The use of the frequency band 5 150-5 350 MHz is restricted to indoor operation because of the protection requirements of satellite services

EC R&TTE Directive

EU Directive 2014/53/EU of the European Parliament and of the Council of 16 April 2014 on the harmonization of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC Text with EEA relevance.



Identification mark

The relevant technical documentation is held at: Elo Touch Solutions, Inc.
670 N. McCarthy Boulevard Suite 100
Milpitas, CA 95035
USA.

USA

FCC ID: PD99260NG

Canada

IC ID: 1000M-9260NG

Japan

RF 003-170125

TEL D170079003

電波法により5GHz帯は屋内使用に限ります。

Argentina

CNC: C-20821

Brazil

Anatel: 05831-17-04423

Este equipamento não tem direito à proteção contra interferência prejudicial e não pode causar interferência em sistemas devidamente autorizados.

Mexico

WLAN Module installed inside this computer

IFETEL Certification number: RCPIN9217-1585

Brand name of the approved module: Intel

Model name of the approved module: 9260NGW

Información México La operación de este equipo está sujeta a las siguientes dos condiciones:

- 1) es posible que este equipo o dispositivo no cause interferencia perjudicial y
- 2) este equipo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

RF Exposure Information (SAR)

This device has been tested and meets applicable limits for Radio Frequency (RF) exposure. Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. This device was tested with a separation distance of **20cm**. Always keep this device away from your body to ensure exposure levels remain at or below the as-tested levels.

General Information to all Users:

This equipment generates, uses and can radiate radio frequency energy. If not installed and used according to this manual the equipment may cause interference with radio and television communications. There is, however, no guarantee that interference will not occur in any particular installation due to site-specific factors.

1. In order to meet emission and immunity requirements, the user must observe the following:
 - a. Use only the provided I/O cables to connect this digital device with any computer.
 - b. To ensure compliance, use only the provided manufacturer's approved line cord.
 - c. The user is cautioned that changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
2. If this equipment appears to cause interference with radio or television reception, or any other device:
 - a. Verify as an emission source by turning the equipment off and on. If you determine that this equipment is causing the interference, try to correct the interference by using one or more of the following measures:
 - i. Move the digital device away from the affected receiver.
 - ii. Reposition (turn) the digital device with respect to the affected receiver.
 - iii. Reorient the affected receiver's antenna.
 - iv. Plug the digital device into a different AC outlet so the digital device and the receiver are on different branch circuits.

- v. Disconnect and remove any I/O cables that the digital device does not use. (Unterminated I/O cables are a potential source of high RF emission levels.)
- vi. Plug the digital device into only a grounded outlet receptacle. Do not use AC adapter plugs. (Removing or cutting the line cord ground may increase RF emission levels and may also present a lethal shock hazard to the user.)

If you need additional help, consult your dealer, manufacturer, or an experienced radio or television technician.

FCC Declaration of Conformity

Per FCC 47 CFR FCC Part15 subpart B Section 2.1077(a)
In accordance with FCC Rules and Regulations

Model Number: EPS000EX (X can be 0-9)
Equipment Category: Information Technology and Telecommunications Equipment
Equipment Class: Commercial and Light Industrial
Product Name: Mini PC
Manufacturer: Elo Touch Solutions, Inc.
670 N. McCarthy Blvd.
Suite 100
Milpitas, CA 95035
www.elotouch.com

Trademark:



Declaration:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation

A handwritten signature in blue ink that reads "Kevin Huang". The signature is written in a cursive style and is positioned above a horizontal line.

Kevin Huang
Director, Systems Engineering
Elo Touch Solutions, Inc.

Agency Certifications

The following certifications and marks have been issued or declared for this system:

- United State FCC, UL , Energy Star®
- Canada IC
- Europe CE, CB
- Australia RCM
- Japan VCCI
- Argentina S-Mark
- Brazil, ANATEL
- China CCC, SRRC
- Mexico NOM

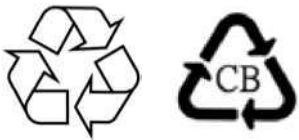
Explanation of Markings

- In accordance with the SJ/T11364-2006 requirement, the electronic information products are marked with the following pollution control logo. The Environment-Friendly Use Period for this product is 10 years. The product will not leak or mutate under normal operating conditions listed below, so that the use of this electronic information product will not result in any severe environmental pollution, any bodily injury, or damage to any assets.

Operating Temperature: 0-35 / Humidity: 20%-80% (non-condensing).
Storage Temperature: -20~60 / umidity:10%~95% (non-condensing).



- It is encouraged and recommended that this product be recycled and reused according to local laws. The product should not be thrown away casually.



China RoHS

In accordance to Chinese law (Management Methods for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products), the section below lists out the name and amount of the toxic and/or hazardous materials that this product may contain.

Component Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr6+)	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PBDE)
Plastic Parts	○	○	○	○	○	○
Metal Parts	X	○	○	○	○	○
Wire and Cable	X	○	○	○	○	○
PCBA	X	○	○	○	○	○

中国 RoHS (China RoHS)

根据中国法律《电器电子产品有害物质限制使用管理办法》，以下部分列出了产品中可能包含的有害物质的名称和含量。

中国电子电气产品环境信息

部件名称	有毒或有害物质与元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr6+)	多溴联苯 (PBB)	多溴联苯醚 (PBDE)
塑料部件	○	○	○	○	○	○
金属零件	X	○	○	○	○	○
电线和电缆组件	X	○	○	○	○	○
印制线路板	X	○	○	○	○	○

本表格依据 **SJ/T 11364** 的规定编制。

○: 表示该有害物质在该部件所有均质材料中的含量均在 **GB/T 26572** 规定的限量要求以下。

X: 表示该有害物质至少在该部件的某一均质材料中的含量超出**GB/T 26572**规定的限量要求.对于带X的项目，已经根据欧洲RoHS认证豁免。

标志说明

(1) 根据 **SJ/T 11364** 的要求，电子信息产品标有以下污染控制标识。此产品在 10 年内不会对环境产生影响。



(2) 绿色产品标识



Section 8: Warranty Information

For warranty information, go [online](https://www.elotouch.com/support/warranty) to <https://www.elotouch.com/support/warranty>

www.elotouch.com

Visit our website for the latest

Product Information

Specifications

Upcoming Events

Press Releases

Software Drivers

Touch Monitor Newsletter

To find out more about our extensive range of Elo touch solutions, go to www.elotouch.com, or call the office nearest you.

North America

Tel +1 408 597 8000

Fax +1 408 597 8001

elosales.na@elotouch.com

Europe

Tel +32 (0)16 70 45 00

Fax +32 (0)16 70 45 49

elosales@elotouch.com

Asia-Pacific

Tel +86 (21) 3329 1385

Fax +86 (21) 3329 1400

www.elotouch.com.cn

Latin America

Tel +54 11 4785-9129

elosales.latam@elotouch.com



© 2019 Elo Touch Solutions, Inc. All rights reserved.