



Installation and Operations Manual

Siemens VersiComm™ – Cellular Gateway





Contact Information

Siemens Industry, Inc.
Smart Infrastructure
Low Voltage and Products
5400 Triangle Parkway
Norcross, GA 30092

1-800-333-7421

www.usa.siemens.com/versicharge
info.us@siemens.com

FCC Compliance

InHand IR915L access point was evaluated and confirmed compliant with: 47 CFR Part 15
Subpart B Class B: 2013.

Other Information

Product information is subject to change without notice. All trademarks are recognized as the property of their respective owners.

For Siemens VersiComm Warranty Terms and Conditions, see the Appendix on page 20 of this manual.

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1. Product Overview

The Siemens VersiComm is an all-in-one, multiprotocol intelligent node solution for both Wi-Fi and cellular networks, and is built for large scale EVSE (Electric Vehicle Supply Equipment) implementations handling up to 25 charging stations. VersiComm is capable of handling large network traffic at stellar speeds by integrating a combined, premium Wi-Fi and cellular access point, while implementing maximum network security measures .

Wi-Fi Communication

The Siemens VersiComm is equipped with an InRouter915L along with two, powerful omnidirectional antennas. The Siemens VersiComm supports IEEE 802.11 B/G/N.

Cellular Communication

Significant cost savings can be achieved for an at-scale installation when consolidating cellular connectivity from up to 25 charging stations into one VersiComm. The VersiComm utilizes the InRouter915L multiprotocol intelligent node along with two, omnidirectional cellular antennas, Ideal for large scale networks, the IR915L uses 4G/LTE networks.

Security Features

With cyber security becoming an ever-increasing issue, the Siemens VersiComm meets the challenge by providing a number of local area network security features including WEB/WPA/WPA2 for Wi-Fi and Local Authentication, Radius, TACACS+, LDAP, SPI, ACL, NAT, PAT, DMZ, Port Mapping, GRE, L2TP, IPSec, DMVPN, OpenVPN, PEM, PKCS12, SCEP, Anti-ARP, DMZ, and MAC filtering.

Easy Installation

Siemens VersiComm comes ready to operate when shipped. Each VersiComm has a pre-commissioned ATT 4G LTE data plan inside, and is configured specifically for VersiCharge SG products. Due to the number of unique installations mounting hardware is not included with the device. Provisions for mounting are provided, using brackets that are mounted on the four corners at the back-side of the unit. The unit can be mounted in a location of your choosing, with only conduit or cabling for 120v or 208/240V AC connections required. If conduit is not provided, sufficient strain relief on the cable should be provided by the customer inside the enclosure. During the installation, care should be taken to not compromise the door seal, and to maintain the NEMA rating.

Outdoor Enclosure

VersiComm is equipped with a rugged NEMA 4 enclosure; the combined cellular/Wi-Fi access point meets strict UL, IEC, FCC, CCC, RCM, and PTCRB standards. The Siemens VersiComm is built-to-last and is suitable for most weather environments.

1.1 Quick Facts Table

Siemens VersiComm Solution System	
Attribute	Description
Part Number	Single Phase: VC1COMMA Two Phase: VC2COMMA
Circuit Requirements	Single Phase: 120V AC (L1, N, G) Minimum of 2-amp dedicated circuit is required for the VersiComm. Two Phase: 220/240V AC (L1, L2, G) Minimum of 2-amp dedicated circuit is required for the VersiComm.
Weight	16 lbs., 7.25 kg
Dimensions	13" x 18" x 9"
Enclosure	NEMA 4
Permanent installation	Yes
Plug In Installation	No
IR915L Access Point EMC Specifications	ESD Electrostatic Discharge Immunity: EN61000-4-2,level 4 RFI Radio Frequency Immunity: EN61000-4-3,level 4 EFT Electrical Fast Transient/Burst Immunity: EN61000-4-4,level 4 Surge Immunity: EN61000-4-5, level 3 Immunity to Conducted Disturbances: EN61000-4-6,level 4 Power Frequency Magnetic Field Immunity: EN61000-4-8, horizontal/vertical 400A/m (>level 4)
IR915L Standards Compliance	Cellular: --IEC 61850-3 and IEEE 1613 (electric power substations) Wi-Fi: --FM 3611: Class I, Division 2, Groups A,B,C,D, T4 / Class 1, Zone 2, Group IIC, T4

	<p>Power:</p> <p>--UL-Listed (UL 508, CSA C22.2 No. 107.1), File E364742</p> <p>Enclosure:</p> <p>--NEMA 4</p>
Operating Temperature	-25°C to +70°C
Operating Humidity	5% ~ 95% relative humidity (noncondensing)
Scalability	Able to connect up to 25 Siemens VersiCharge SmartGrid units (VCSG30GRYUW or VCSG30GCPUW) to one VersiComm
Cell Capabilities	<p>(4G/3G)</p> <p>GSM/GPRS/EDGE Quad band</p> <p>UMTS/HSDPA+ 850/900/1800/1900MHz</p> <p>LTE B1, B2, B5, B8</p>
Wi-Fi Capabilities	IEEE 802.11 B/G/N
IR915L Security Features	<p>AAA: Local Authentication, Radius, TACACS+. LDAP</p> <p>Firewall: SPI (Stateful Packet Inspection), Anti-DoS Attack, Filtering Multicast/Ping package, ACL (Access Control List), NAT, PAT, DMZ, Port Mapping, Virtual Server</p> <p>Data Security: GRE, L2TP, IPSec, DMVPN, OpenVPN</p> <p>CA Certificate: PEM, PKCS12, SCEP</p> <p>Others: Anti-ARP, DMZ, MAC Filtering</p>

2. Important Safety Information

2.1 Read this First

This manual contains important safety instructions for use during the installation, operation, and maintenance of the Siemens VersiComm.

2.2 Symbol Legend

To reduce the risk of electrical shock, and to ensure the safe installation and operation of the Siemens VersiComm, the following safety symbols appear throughout this document to indicate dangerous conditions and important safety instructions.



DANGER Hazardous voltage. Will cause death or serious injury. Turn off power before working on equipment. This indicates a situation where the voltage can cause injury or death. Extreme caution is required when servicing or installing the equipment referenced.



WARNING! This indicates a situation where failure to follow instructions may be a safety hazard or cause equipment malfunction. Use extreme caution and follow instructions carefully.



NOTE: This indicates information particularly important for optimal system operation. Follow instructions closely.

2.3 Product Labels

The following symbols appear on the **product label** and are described here:



This label indicates the risk of hazardous voltage and electric shock which will cause death, serious injury, or substantial equipment damage. Turn off power supply to the device before working inside.



Indicates connection point for Ground conductor.

2.4 Definitions

The term **EV** used in this manual refers to an electric vehicle.

The term **AC** used in this manual refers to alternating current.

2.5 Safety Instructions (General and Specific)



DANGER Hazardous voltage. Will cause death or serious injury. Turn off power supply to the equipment before working inside.

- *Read this* Installation and Operations Manual in its entirety before installing, maintaining, servicing, or replacing a Siemens VersiComm.
- *Permits:* Be aware that many areas require special permits and/or utility approvals to install EV charging equipment. Contact your local electrical inspector's office and your local utility before beginning work to understand local requirements.
- *Qualified person:* Because of the inherent dangers of electricity, only a qualified person should install, maintain, service, or replace electrical wiring and connected equipment. For the purpose of this manual, a qualified person is one who is familiar with the installation, construction of and operation of the equipment and hazards involved. In addition, this person should meet the definition of a qualified person pursuant to the National Electrical Code® (NEC®)¹. Failure to comply with the recommendation of having a qualified person install the unit when electrical work is required, may void the warranty provided with this device.



WARNING! Failure to properly seat seals can result in water, debris, and other foreign objects entering the device. These can cause damage to electrical components and prevent the device from functioning properly.

2.6 Instructions Pertaining to Risk of Fire or Electric Shock



WARNING! This manual contains important instructions for the VersiComm that must be followed during installation, operation, and maintenance of the unit to avoid injury and equipment damage. When using electric products, basic precautions should always be followed, including the following:

- Read all of the instructions before using this product.
- Failure to follow these instructions may lead to death, serious injury, or property damage.
- Any electrical wiring required to install this device shall conform to applicable codes and standards (ANSI/NFPA 70). A qualified electrician is recommended to perform these tasks.
- An insulated grounding conductor identical in size, insulation material, and thickness to the grounded and ungrounded branch-circuit supply conductors (except that it is green with or without one or more yellow stripes) shall be installed as part of the branch circuit that supplies the device or system.
- The grounding conductor shall be grounded to earth at the service equipment or, when supplied by a separately derived system, at the supply transformer.
- To reduce the risk of electric shock, turn the power off during service, installation or removing the device from service—*while the power is on, never service, install, or uninstall this device from service.*
- To ensure that adequate contact pressure is applied, a torque driver shall be used to make power connections. See the installation section of this manual for additional details.

¹ National Electrical Code and NEC are registered trademarks of the National Fire Protection Association (NFPA).

- To make field connections, a device with a wire connector for field installed wiring shall be provided with instructions specifying that the connector provided shall be used in making field connections.
- To power the device use 10-14 AWG solid or stranded wire, copper only..

2.7 Code and Standard References

- The VersiComm enclosure meets requirements for the UL 508, NEMA 4 rating, when seals are properly seated and antennas are properly installed. The door must be fully closed and locked to maintain this rating and to avoid nullifying the warranty. Any modifications to the enclosure, other than a NEMA 4 conduit hub added for the power cabling, will nullify the commitment of the NEMA rating and void the VersiComm warranty.
- The VersiComm meets the stated operational temperature range of -25°C - 70°C in an environment that has humidity between 5% ~ 95% relative humidity (noncondensing).
- Up to 25 VersiCharge SG chargers can be connected to the VersiComm in an outdoor setting where no objects obstruct the direct connection to the VersiComm. Large objects, those that scatter Wi-Fi signal, underground installations, especially those near rebar and other location factors, can affect the VersiComm range.
- The VersiComm's uplink and downlink speeds are based on an outdoor installation with no objects to interfere with the connection between the VersiComm antennas and the nearest cellular antenna.

3. Device Layout

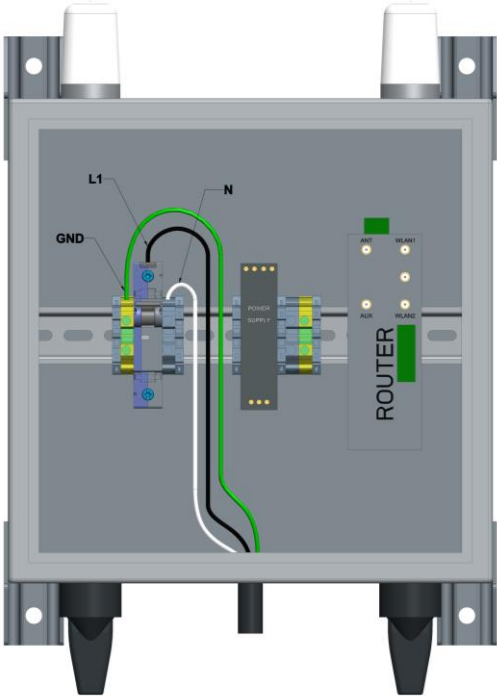
3.1 Exterior

- 1. Cellular Antennas
- 2. Wi-Fi Antennas

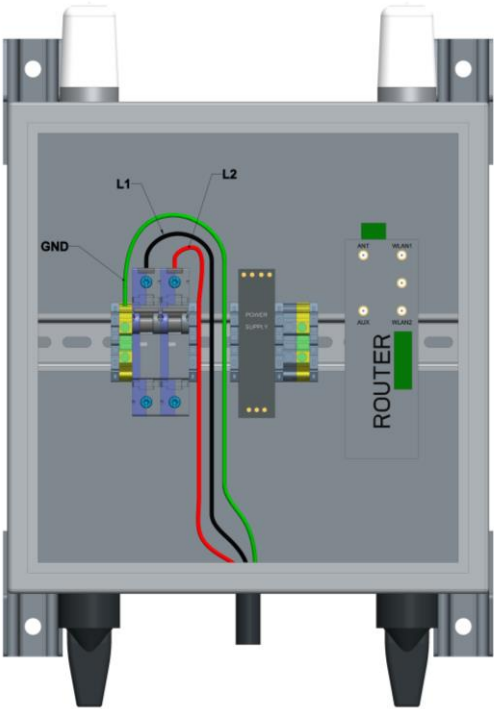


3.2 Interior

3.2.1 VC1COMMA (120V)



3.2.1 VC2COMMA (208V or 240V)



4. Installation



NOTE: As per the safety instructions in section 2.5 a qualified person, meeting the definition of a qualified person pursuant to the National Electrical Code® (NEC®)², shall install the Siemens VersiComm.

4.1 Building Survey

Available voltage, current, and frequency:

- The Siemens VersiComm can be powered with **either** 1 phase 120VAC (VC1COMMA) **or** 220-240VAC (VC2COMMA), depending on the variant purchased. The rated line range is 47-63 Hz. The input current varies from 0.15 – 0.6A. The complete electrical structure of the building must be of adequate size to handle peak-load conditions for the entire building.
- Check for adequate power: checking for adequate power includes reviewing all connections from the utility through the entire circuit structure, to the branch circuit position and connected wiring.
- Utility connection and transformer capacity: check with the utility service provider to ensure enough power is available for the building and the VersiComm under peak load.

4.2 Site Selection Recommendations

VersiComm functions optimally when installed in an elevated location, that is a height greater than that of all EVSE connecting to the box, and within a reasonable line-of-sight distance to the chargers due to Wi-Fi and cellular antennas locations. All VersiCharge SG units located in the hub should be directly ahead of, or at an angle, to the VersiComm. Make sure that the VersiComm Wi-Fi antennas are located so they have the best direct line to all chargers. When searching for a VersiComm mounting location, take note of situations where cars will be parked in front of the VersiCharge; this can potentially obstruct communication. Underground parking lots may require Wi-Fi repeaters or a second VersiComm for the connection to the VersiCharge(s), and an antennas mounted outside of the parking garage may be required for adequate cellular coverage. A professional installer will be able to provide insight, as to optimal placement locations.

4.3 Powering the VersiComm

Creating a cutout for Conduit Hub



DANGER Hazardous voltage. Will cause death or serious injury. Turn off power before working on this equipment. This indicates a situation where the present voltage can cause injury or death. Extreme caution is required when servicing or installing the equipment referenced.

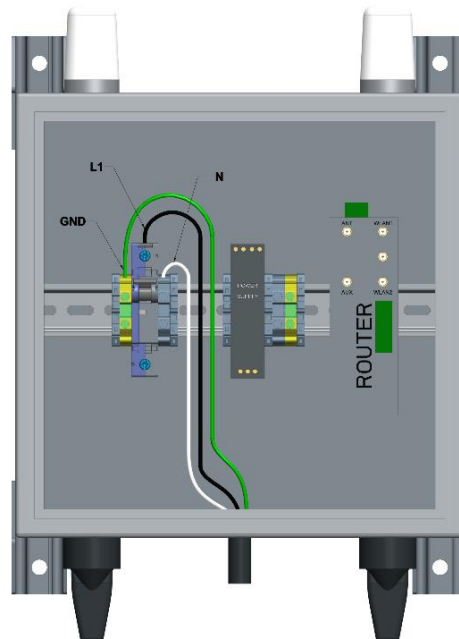
² National Electrical Code and NEC are registered trademarks of the National Fire Protection Association (NFPA).

The installer is responsible for:

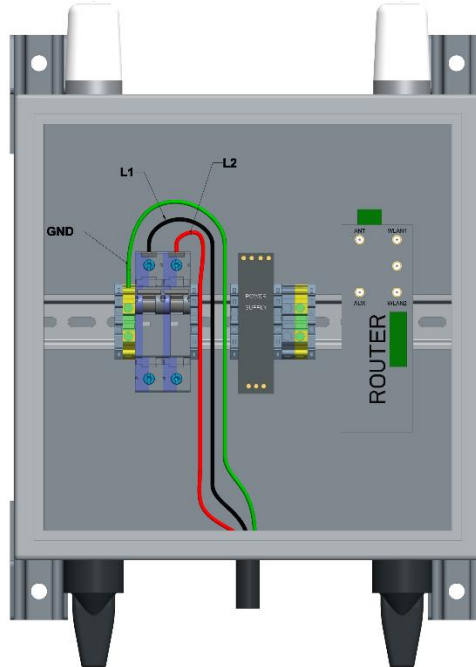
1. Creating a cutout in the VersiComm enclosure for power cabling (Note: no cutouts were added during manufacture which gives the installer the ability to choose which side of the enclosure for the cutout. Cut out from the top is not suggested).
2. Selecting a conduit hub that will maintain the NEMA 4 rating of the device; if the chosen conduit hub cannot maintain the NEMA 4 rating, the product warranty will be void.

When the cutout has been created, and the NEMA 4 or greater conduit hub is in place, remove any metal shavings from the inside of the box to avoid damaging electronics. Wiring should be as follows:

VC1COMMA (120V)



VC2COMMA (208V or 240V)



4.4 Mounting the VersiComm



Note: It is strongly recommended that the installer complete **Section 5: Commissioning/Operation** before mounting the device in its selected site. This will allow the user to ensure functionality of the entire system while it is easily accessible.

Due to the variety of installation locations and mounting options, it is left up to the installer to choose the best method for mounting the VersiComm; however, it is recommended that the VersiComm be located above the chargers and that the antennas have no external obstructions.

A key is provided for the DIN 3mm lock on the front of the unit. If this part is lost, it is the owner's responsibility to procure a new key. The part number for the key is LSK503 and it is a common part. The key can be ordered from the following website: https://www.eldon.com/LSK503-en_US-Key_for_DIN_3mm_lock.aspx

5. Commissioning/Operation

5.1 Overview

The VersiComm is predominately ready to operate as shipped. The user only needs to follow the installation instructions in Section 4.

5.2 Initial Power On

The IR915L Wi-Fi/Cellular access point is preconfigured to act as your Siemens VersiCharge SG Hub. The IR915L will come with a preloaded AT&T SIM card.



Once power is supplied to the VersiComm, the IR915L access point will become active. After a few minutes, the following LED's will be solid: Red Power LED, Green SIM LED #1, Green

Modem LED and Green WLAN LED. The Red Error LED should not be lit. At times, the Green Status LED will blink while the others above are solid, this is normal. See below for more information:

Power (Red)	Status (Green)	Warn (Yellow)	Error (Red)	Description
On	On	On	Off	Powered On
On	Blinking	On	Off	Power on Success
On	Blinking	Blinking	Off	Dialing
On	Blinking	Off	Off	Dialing success
On	Blinking	Blinking	Blinking	Upgrading
On	Blinking	On	Blinking	Reset Success

Signal strength of the SIM card can be confirmed using the table below.

Green LED 1	Green LED 2	Green LED 3	Description
Off	Off	Off	No Signal
On	Off	Off	Weak Signal Strength
On	On	Off	Good Signal Strength
On	On	On	Strong Signal Strength

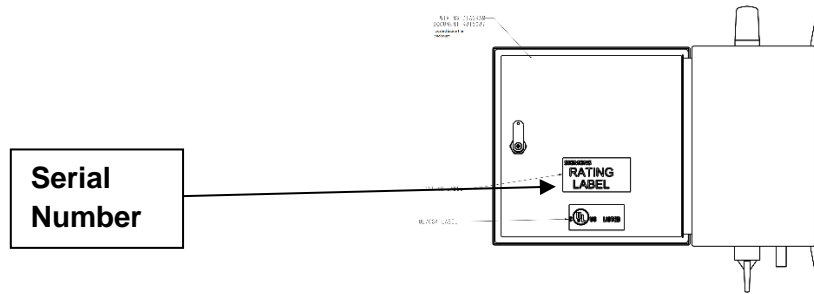
5.3 SIM Card Setup

The cellular node is preconfigured for the AT&T SIM card included in the router. SIM card replacement or tampering is not recommended, as it has been specifically configured for this application.



IMPORTANT: *If the following steps are not completed, service to the SIM card will be cancelled.*

Register the SIM card in this device by emailing support@versichargesg.com the following information: 1. Serial number(s) of VersiComm(s) that have been purchased (located inside the front cover of the unit(s) on the “Rating Label” as seen in the picture below) 2. Address of installation for VersiComm(s) 3. Company name of purchaser 4. Siemens account number (if available) 5. Email, phone number, and contact name for future data plan billing purposes.



Once the unit is powered on, and the SIM card is out of the inventory mode, verify the Green Modem LED and Green SIM LED #1 are on steadily, not blinking, to confirm that the cellular network is working effectively. Do not replace the SIM card in the unit, as it has been set up specifically for the applications needed to manage VersiCharge implementations.

5.4 Wi-Fi

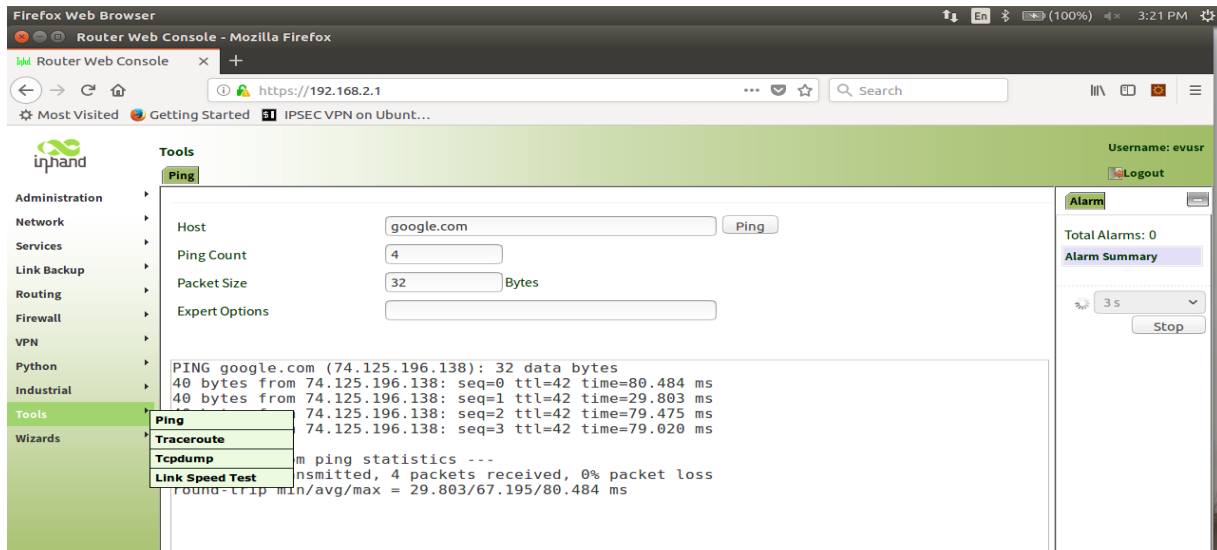
The WLAN (Wireless Local Area Network) credentials SSID (Service Set Identifier) and password) are printed and sent with the VersiComm. If this document is lost, please contact customer support at 1-800-333-7421. After you are confirmed to be the owner of the VersiComm, the credentials will be given to you.

Once the charger is online, as seen above, and there is a good signal designated by 2 green LED's, confirm the Wi-Fi connection as follows:

1. To verify the network is functioning correctly, and to verify the network has internet access, connect a Wi-Fi enabled device (i.e., cell phone or computer) to the access point.

If the user wishes to view any of the default settings configured for the IR915L, enter the default IP address <https://192.168.2.1> into a web browser, using a device that is connected to the VersiComm router. When connecting, please ignore security warnings. The username and password for the web-based management tools are provided with VersiComm documents including the WLAN credentials. If this sheet is lost, please follow the customer support information above to retrieve the username and password.

2. if you do not want to log on using a Wi-Fi enabled device test the internet connection by logging into the web portal using the credentials on the document sent with the VersiComm. Once you have logged on, scroll over to Tools on the left side, and click on Ping. This can be seen in the picture below.



Once you have clicked on Ping, type “google.com” in the host section, as seen above and click the Ping button. This will provide data bytes as seen above and show 0% packet loss. If this is not true, please follow the troubleshooting guide below for more assistance.



Note: The user manual for the IR915L router can be found using the following link: https://www.inhandnetworks.com/upload/attachment/201707/10/034659/inRouter900_Series_User_Manual_v3.4_July2017.pdf. This document can assist in any setup and/or troubleshooting needed for the modem.

5.5 Connecting your VersiCharge SG to the VersiComm

Set up the VersiCharge for connection to the VersiComm Wi-Fi network - the installer must first follow the installation instructions for the EV chargers using the *Installation Manual* included with each charger or by following the instructions online:

https://digitalcontentcenter.compas.siemens-info.com/documents/20181/307701/SIE_IM_VC30GRYU-GRYHW.pdf/6f647dab-9688-439d-b504-bb773ebd9e90.

When the EV chargers have been installed correctly, follow the instructions in the *Quick Setup Guide* to get the EV chargers to communicate with the VersiComm. This document can also be found at: <https://assets.new.siemens.com/siemens/assets/api/uuid:9724b7ed-865f-46e5-846c-d8dc93c1caae/version:1567173953/versichargequickinstallguideapp.pdf>. After following these steps, the charging station will begin to connect to the VersiComm Wi-Fi network.

6.1 Troubleshooting

6.1 General Settings

- Verify the Wi-Fi network is active by checking the available networks in the area. The VersiComm will have an SSID that uses the following syntax: “VersiCommXXXX”. This is the same SSID that was given on the VersiComm included document. If the document is lost, call technical support (1-800-333-7421), provide the VersiComm serial number and, once owner’s identity is verified, Siemens will provide credentials.
- After at least one charger is commissioned to the VersiComm, verify the cellular network is active by entering the IP address assigned to the IR915L into any web browser of a device that is connected to the VersiComm. <https://XXX.XXX.XXX.XXX/login.html>. (X’s stand for numbers in a charger’s local IP address). To find the charger’s IP address:
 1. Log into the web portal of the IR915L using credentials provided on the document shipped with the VersiComm.
 2. Go to the navigation menu on the left side of the screen, move your mouse cursor over *Services*, then click on *DHCP*. The IP address for the charger will be shown on this page. If commissioning failed, you can resubmit here. Otherwise, you can view charger status and other information here.
- If the Wi-Fi or cellular systems are inactive, or any red lights appear on either the IR915L, first review the router installation document:
https://www.inhandnetworks.com/upload/attachment/201707/10/034659/InRouter900_Series_User_Manual_v3.4_July2017.pdf.
- Test the Internet connection by logging in using admin mode. Go to *Tools* on the left-hand side and then go to *Ping*. In *Ping*, put *google.com* and click the *Ping* button. More instructions can be seen in section 5.3.

7. Warranty

7.1 Limited Warranty

(a) *Warranties.* Siemens warrants that: (i) each Product is free from defects in material and workmanship; (ii) each Product materially conforms to Siemens's specifications that are attached to, or expressly incorporated into this Agreement; and (iii) at the time of delivery, Siemens has title to each Product free and clear of liens and encumbrances (collectively, the "Warranties"). The Warranties do not apply to software furnished by Siemens. The sole and exclusive warranties for any software are set forth in the applicable Software License/Warranty Addendum.

(b) *Conditions to the Warranties.* The Warranties are conditioned on: (i) no repairs, modifications or alterations being made to the Product other than by Siemens or its authorized representatives; (ii) Buyer handling, using, storing, installing, operating and maintaining the Product is in compliance with any parameters or instructions in any specifications attached to, or incorporated into this Agreement; (iii) compliance with all generally accepted industry standards; (iv) Buyer discontinuing use of the Product after it has, or should have had, knowledge of any defect; (v) Buyer providing prompt written notice of any warranty claims within the warranty period described below; (vi) at Siemens' discretion, Buyer either removing and shipping the Product or non-conforming part thereof to Siemens, at Buyer's expense, or granting Siemens reasonable access to the Products to assess the warranty claims; (vii) Product not having been subjected to accident (including force majeure), alteration, abuse or misuse; and (viii) Buyer not being in default of any payment obligation.

(c) *Exclusions from Warranty Coverage.* The Warranties do not apply to any equipment not provided by Siemens under this Agreement.

Any Product that is described as being experimental, developmental, prototype, or pilot is specifically excluded from the Warranties and is provided to Buyer "as is" with no warranties of any kind. Normal wear and tear is excluded, including any expendable items that comprise part of the Product (such as fuses, light bulbs and lamps). Siemens does not warrant or guarantee that any Product will be secure from cyber threats, hacking, or similar malicious activity. Products that are networked, connected to the internet, or otherwise connected to computers or other devices must be appropriately protected by Buyer and/or end user against unauthorized access.

(d) *Warranty Period.* Buyer must provide written notice of any claims for breach of Warranties by twelve (12) months from shipment. Additionally, absent written notice within the warranty period, any use or possession of the Product after expiration of the warranty period is conclusive evidence that the Warranties have been satisfied.

(e) *Remedies.* Buyer's sole and exclusive remedies for breach of the Warranties are limited, at Siemens' discretion, to repair or replacement of the Product, or its non-conforming parts, within a reasonable time

period, or refund of all or part of the purchase price. The warranty on repaired or replaced parts is limited to the remainder of the original warranty period. Unless Siemens agrees otherwise in writing, Buyer will be responsible for any costs associated with: (i) gaining access to the Product; (ii) removal, disassembly, replacement, installation, or reinstallation of any equipment, materials or structures to permit Siemens to perform its warranty obligations; (iii) transportation to and from the Siemens factory or repair facility; and (iv) damage to equipment components or parts resulting in whole or in part from non-compliance by the Buyer with Article 9(b) or from their deteriorated condition. All exchanged Products replaced under this Warranty will become the property of Siemens.

(f) *Transferability*. The Warranties are only transferable during the warranty period and only to the Product's initial end-user.

(g) THE WARRANTIES IN SECTION 7 OF THIS DOCUMENT ARE SIEMENS'S SOLE AND EXCLUSIVE WARRANTIES AND ARE SUBJECT TO THE LIMITS OF LIABILITY IN *LIMITATION OF LIABILITY*, BELOW. SIEMENS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, COURSE OF DEALING AND USAGE OF TRADE.

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SIEMENS'S MAXIMUM LIABILITY UNDER THIS AGREEMENT IS THE ACTUAL PURCHASE PRICE RECEIVED BY SIEMENS FOR THE PRODUCT THAT GAVE RISE TO THE CLAIM.

BUYER AGREES THAT THE EXCLUSIONS AND LIMITATIONS IN THIS *LIMITATION OF LIABILITY* WILL PREVAIL OVER ANY CONFLICTING TERMS AND CONDITIONS IN THIS AGREEMENT AND MUST BE GIVEN FULL FORCE AND EFFECT, WHETHER OR NOT ANY OR ALL SUCH REMEDIES ARE DETERMINED TO HAVE FAILED IN THEIR ESSENTIAL PURPOSE. THESE LIMITATIONS OF LIABILITY ARE EFFECTIVE, EVEN IF SIEMENS HAS BEEN ADVISED BY BUYER OF THE POSSIBILITY OF SUCH DAMAGES. THE WAIVERS AND DISCLAIMERS OF LIABILITY, RELEASES FROM LIABILITY AND LIMITATIONS ON LIABILITY EXPRESSED IN THIS *LIMITATION OF LIABILITY* EXTEND TO SIEMENS' AFFILIATES, PARTNERS, PRINCIPALS, SHAREHOLDERS, DIRECTORS, OFFICERS, EMPLOYEES, SUPPLIERS, AGENTS, AND SUCCESSORS AND ASSIGNS.

To obtain repair or replacement service under this Limited Warranty, the customer must comply with the following policy and procedure:

- All Defective Product must be returned with a Return Merchandise Authorization Number (RMA) which the customer must request from Siemens.
- RMA request must include the following information:
 - Proof-of-purchase of the Defective Product in the form of (1) the dated purchase receipt from the original purchase of the product at point of sale to the end user, or (2) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status, or (3) the dated invoice or purchase receipt showing the product exchanged under warranty.
- Model number of the Defective Product
- Serial number of the Defective Product
- Detailed description of the defect
- Shipping address for return of the repaired or replacement product
- All Defective Product authorized for return must be returned in the original shipping container or other packaging that is equally protective of the product.
- The returned Defective Product must not have been disassembled or modified without the prior written authorization of Siemens.