



# Undercounter RFID Refrigerator

TS097



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## **Terso Solutions Undercounter RFID Refrigerator**

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# Terso Undercounter RFID Refrigerator

## User Manual

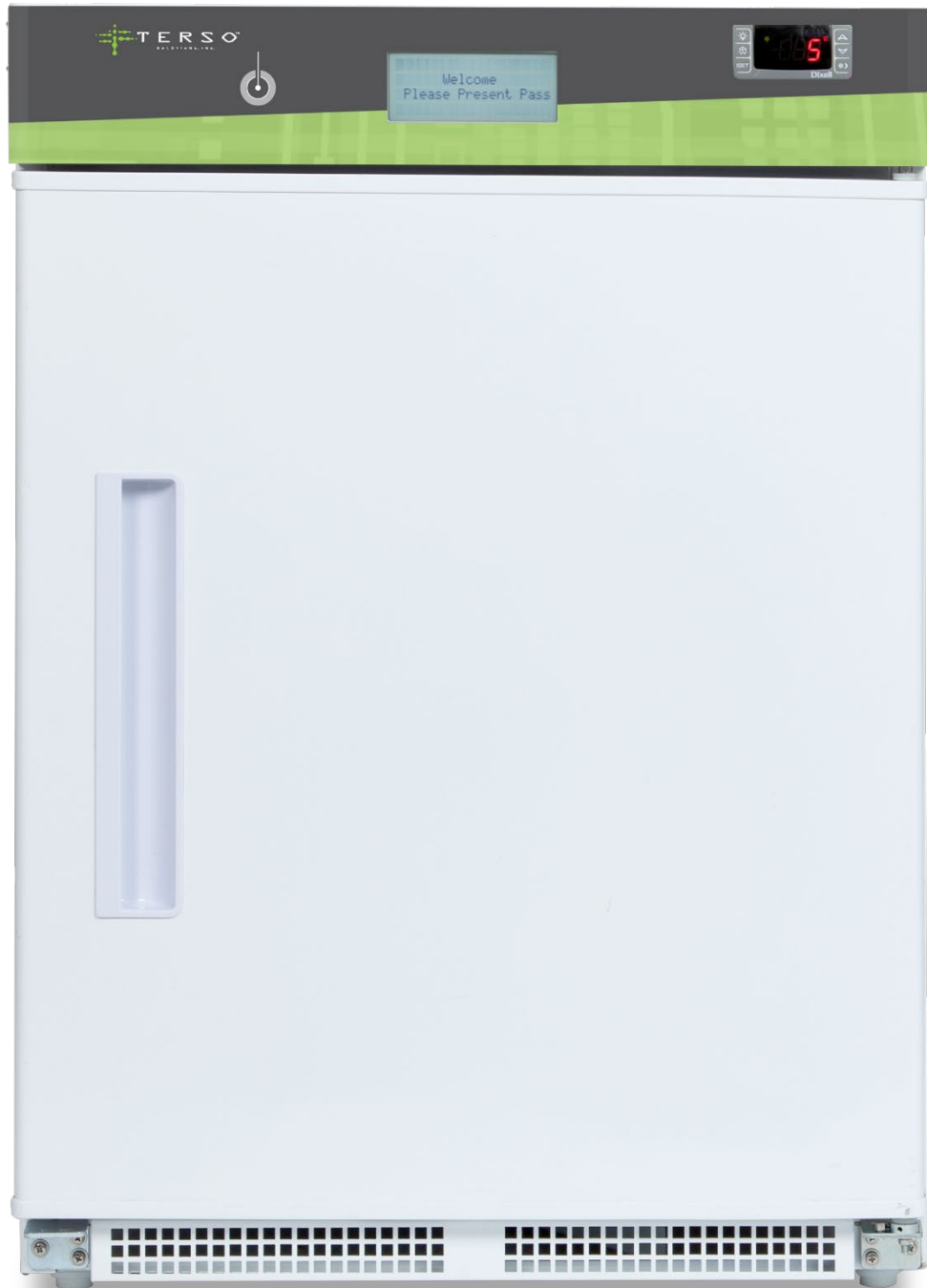




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## ABOUT THIS MANUAL

### Introduction

Read this guide carefully before operating the TS097 Undercounter RFID Refrigerator and follow instructions for safe operation. Terso Solutions does not guarantee safe operation if the device is not used as intended as outlined in this guide. The contents of this guide are subject to change without notice due to improvement in performance or functions.

**Contact Terso Solutions’ Technical Support team at +1 888.376.0257 with operation questions or if guide is lost.**

Please make sure you have the device Digital Serial Number (DSN) ready for reference. This DSN is on a label on the exterior of the device near the “Powered by Terso” label.

### Notational Conventions

This document uses the following conventions:

- Bullets (•) indicate:
  - Action items
  - Required steps
  - Lists of alternatives
- Numbered lists: indicate a sequential process (i.e. step-by-step procedure).
- **Note:** indicates something of special interest or importance to the reader. Failure to read the note will not result in physical harm to the reader, equipment, or data



**CAUTION** This symbol indicates that if this information is ignored, the possibility of data or material damage may occur.




**PROHIBITED ACTION** This symbol indicates that an action is not a correct or safe use of the device.

## PRECAUTIONS FOR SAFE OPERATIONS

It is imperative that the user complies with this guide as it contains important safety advice.

Items and procedures are described so that this device may be used correctly and safely. Following the precautions advised will prevent possible injury to the user and any other person.

Precautions are illustrated in the following way:

 <b>WARNING</b>	
<p>Failure to observe WARNING signs could result in a hazard to personnel possibly resulting in serious injury or death.</p>	
 <b>CAUTION</b>	
<p>Failure to observe CAUTION signs could result in injury to personnel and damage to the device and associated property.</p>	
	<p>This mark is labeled on the cover in which the electrical components of high voltage are enclosed to prevent electrical shock. The cover should be removed by qualified engineers or service personnel only.</p>



This mark indicates the location of the protective earth conductor. Do not disconnect. Disconnection of the protective earth conductor may impair the protection provided by the device.

## **⚠ WARNING**

- **Risk of shock is present inside the device.** The cover should be removed by qualified engineers or service personnel only.
- ⊘ **Do not use the device outdoors.** Exposure to rainwater may lead to current leakage or electric shock.
- **Be sure to install the device on a sturdy floor.** If the floor is not strong enough or the installation site is not adequate, injury may result from the device falling or tipping over.
- ⊘ **Never install the device in a flammable or volatile location.** This may cause explosion or fire.
- ⊘ **Never install the device where acid or corrosive gases are present** as current leakage or electrical shock may result due to corrosion.
- **Make sure a dedicated power source is reserved and used** exclusively for device.
- **Make sure to remove dust from the power supply plug** before inserting in a power source. A dusty plug or improper insertion may pose a hazard.
- **Use a power supply outlet with ground (earth)** to prevent electric shock. If the power supply outlet is not grounded, it will be necessary to have qualified engineers install a ground.
- **When removing the plug from the power supply outlet, grip the power supply plug, not the cord.** Pulling the cord may result in electric shock or fire by short circuit.
- ⊘ **Never damage or break the power supply plug or cord. Do not use the supply plug if its cord is loose.** This may cause fire or electric shock.
- ⊘ **Do not touch any electrical parts such as power supply plug or any switches with a wet hand.** This may cause electric shock.
- ⊘ **Never ground the device through a gas pipe, water main, telephone line or lightning rod.** Such grounding may cause electric shock in the case of an incomplete circuit.
- ⊘ **Do not insert metal objects such as a pin or wire into any outlet, vent or gap** for inner air circulation. This may cause electric shock.
- **If this device will be used for storing poisons, radioactive material or other harmful products, ensure that it is in a safe area.** Failure to do so may lead to an adverse effect on the health of personnel in the area and local environment.
- ⊘ **Never splash water directly onto the device** as this may cause electric shock or short circuit.
- ⊘ **Never disassemble, repair, or modify this device yourself.** Any such work carried out by an unauthorized person may result in fire or injury due to a malfunction.



<ul style="list-style-type: none"> <li>● <b>Disconnect the power supply plug if there is something wrong with the device.</b> Continued abnormal operation may cause electric shock or fire.</li> </ul>
<ul style="list-style-type: none"> <li>● If the device is to be stored unused in an unsupervised area for an extended period, ensure <b>that children do not have access and that doors cannot be closed completely.</b></li> </ul>
<ul style="list-style-type: none"> <li>● <b>Prepare a safety check sheet</b> when you request any repair or maintenance for the safety of service personnel.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Select a level and sturdy floor for installation.</b> This precaution will prevent the device from tipping. Improper installation may result in injury from the device tipping over.</li> </ul>
<p><b>⚠ CAUTION</b></p>
<ul style="list-style-type: none"> <li>⊘ <b>Do not disconnect the protective earth conductor.</b> Disconnection may impair the protection provided by the equipment.</li> </ul>
<ul style="list-style-type: none"> <li>⊘ <b>Do not place any switches or disconnect device from the earth conductor.</b></li> </ul>
<ul style="list-style-type: none"> <li>⊘ <b>Do not climb onto the device.</b> This may cause injury by tipping or damage to the device.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>This device is equipped with an automatic door closing mechanism, always hold the handle when closing the door.</b> This will reduce the likelihood of a trapped finger.</li> </ul>
<ul style="list-style-type: none"> <li>⊘ <b>Do not lean on the door.</b> This may cause injury if the device tips over.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Always disconnect the power supply plug before moving the device.</b> Take care not to damage the power cord. A damaged cord may cause electric shock or fire.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Be careful not to tip over the device</b> during movement to prevent damage or injury.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Always disconnect the power plug</b> when the device is not used for long periods of time.</li> </ul>
<ul style="list-style-type: none"> <li>● <b>Always disconnect the power supply to the device prior to any repair or maintenance</b> of the device in order to prevent electric shock or injury.</li> </ul>

**Cautions for Using the Device**

- Never store corrosive materials such as acid or alkali unless the container is completely sealed up. Corrosion may lead to failure of the device in time.
- Always close the door firmly. The door open alarm will sound after the door is open for five minutes unless configured otherwise. The alarm will be canceled automatically when the door is closed.
- Always open and close the door gently. Rough operation may lead to stored items location shifting, incomplete closing, or damage of the door and auto closing mechanism.
- Items should be added to the device in small batches to minimize temperature increase.

## Environmental Conditions

This device is designed to be safe at least under the following conditions:

- Indoor use only
- Up to 2000 m / 6550 ft altitude
- +18 °C to +30 °C, ≤ 80% relative humidity
- Over Voltage Category II
- Pollution degree 2 (normal office conditions)
- Main supply voltage fluctuations up to ± 10% of the nominal voltage

## GETTING STARTED

### Components

#### Back Panel (Figure 1)

1. AC circuit breaker
2. Hardware reset
3. Ethernet jack
4. RFID system power switch

#### Refrigerator Front (Figure 2)

1. USB interface jack
2. Pass reader
3. LCD display
4. Refrigerator controller
5. Alarm mute switch
6. Emergency door release

Figure 1: Back Panel

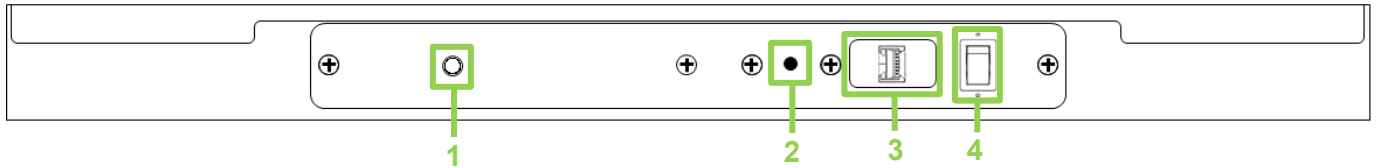
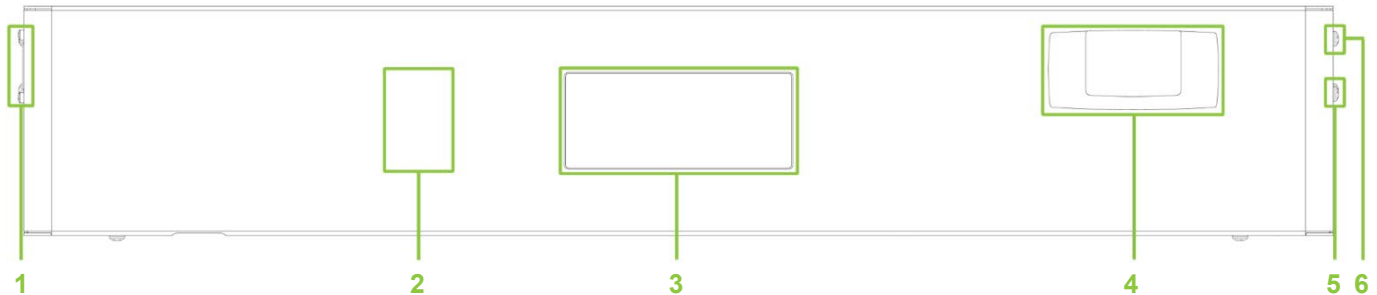


Figure 2: Front Panel



### Unpacking the Device

#### Inspection

Before unpacking the device, inspect for any damage that may have occurred during transit. If any damage is present, please contact Terso Solutions Technical Support at +1 888.376.0257.

#### Unpacking

- Remove the straps and remove all packaging. Gently position the device in place on the ground.
- **Remove accessories from inside the device.** Items included are a **power cable and Ethernet cable**. Other items may also be included such as cables and bins, or other device specific items.

## Proper Handling

Do not use the handle to pull the device. Always move the device with the door facing you. Carefully roll the device into position leaving at least a 1 inch (in.) gap between the device and the back wall. The device is designed with a “front breathing” ventilation system, eliminating the need for clearance around the top and sides of the device; enabling the user to incorporate these devices under a counter and other applications where free space is limited.

## Installation



### Site

When choosing an install site, reference state and federal requirements prior to installation in a medical setting and designate backup device to store contents if the device has an unforeseen issue.

For proper operation and maximum performance, install the device in a location which meets the following conditions:

### A location with correct power outlets

- The device requires a grounded 120 V 10 A NEMA 5-15 outlet.
- Do not connect device to a GFI (Ground Fault Interrupt) circuit.
- Do not use an extension cord or any multi-outlet strip or plug. Using such equipment can lead to insufficient power, and lead to component failure.

### A location with a sturdy and level floor

- Install the device on a sturdy floor to ensure proper door alignment.
- If the floor is not strong enough or the installation site is not adequate, this may result in injury from the device falling or tipping over.

### A location not prone to humidity

- Do not use the device outdoors. Current leakage or electric shock may result if the device is exposed to rainwater.
- Never install the device in a humid location or a place where it is likely to be splashed by water. This may result in current leakage or electric shock.
- Do not install the device under water pipes or steam pipes. This may result in current leakage or electric shock.

### A location without a flammable or corrosive gas

- Never install device in a flammable or volatile location. This may cause explosion or fire.
- Never install the device where acid or corrosive gases are present as current leakage or electric shock may result due to corrosion.

## Leveling the device

Properly level the device before use. Appropriate leveling is critical to the device’s successful operation. To level the device, set a level in each corner on the top of the device. If the device is not level, adjust the front leveling legs.

## Connecting to AC Power

Plug the device into a grounded wall outlet with a minimum of a 15 A rating. See specifications for further details. The power outlet must be within 3 m/10 ft of the device and be an easily accessible outlet. In an emergency the power cord can act as an off switch.

## Connecting Communications

Plug the Ethernet cable into the back panel and then into the appropriate wall data jack or cellular router.



## **Initial Device Loading**

Allow the device to operate at the desired temperature for a minimum of 4 hours before loading. If stocking ambient temperature products, load the device one shelf at a time, beginning with the top shelf. After loading each shelf, allow the device to recover to the desired set point before loading the next shelf. Repeat this process until the device is fully loaded.

## **Access Verification**

Present a valid access pass to the left of the LCD display on the front panel. The LCD display text should indicate that the door is now unlocked. The door can be closed at any time and will relock automatically. This can be verified by gently pulling on the door handle.

## **Remote Alarm Contacts**

Alarm contacts on the back of the device are available to wire the device into an alarm system. These contacts alarm on high/low temperature, power outages, and control probe failures.

## **Third-Party Temperature Systems**

The device is equipped with a probe access port for using any third-party temperature monitoring system.

Remove the white caps from back of unit and run the probe through to the interior. The port location is indicated with a label. Seal the hole with putty to prevent outside air from getting into the chamber. Mount the probe inside the device near the label location. Refer to the probe install guide for details. DO NOT run a probe across the door gasket as it may cause excessive condensation or a frosted evaporator.

## ***Operating Instructions***

### **Temperature Controller**

The digital temperature controller is designed to provide full temperature control of the device. The controller also provides a constant readout of the sample temperature inside of the device. Keypad buttons allow the user to easily select the display units, set point, and alarm information.

The controller has been factory set and tested to allow your device to operate at its desired temperature cycle. Please consult the manufacturer's documentation for additional instructions on using the temperature controller.

Adjusting the settings on the controller will override the factory settings. It is recommended to consult with Terso's technical support department prior to adjusting controller.

### **Basic Access Process**

An end user will present an access pass to the pass reader on the device. The access pass needs to be presented close to the pass reader to be read. The LCD display will indicate granted access when a valid access pass has been presented.

The user now can open the door for a configurable time period, normally about five seconds. Otherwise, the user will need to present the access pass again. Once unlocked, the desired products may be added or removed. The device will give an audible alarm if the door is left open for more than one minute or configured alarm time.

Once products have been added or retrieved close the device door. The door will automatically lock, and the inventory process will begin and take about a minute to complete. The resulting updated inventory will then be sent to Terso Solutions for processing. The device will not be accessible during the inventory process. Access will then be restored, and the process can be repeated.

## **Device Alarms**

All device alarms are automatically sent to Terso Solutions. Terso Solutions' staff may contact on site staff to assist in correcting a potential problem.

### **Alarm Types**

#### *Door Ajar*

When the device's door is left open for longer than one minute, an audible alarm will sound, and the LCD display will show "Please close door" until the door is closed. If the door appears to be closed, verify nothing is obstructing the door and attempt to re-close.

#### *Power Outage*

In the event of a power outage, an audible alarm will sound, the LCD display will change to "AC power fail". The alarm will continue until AC power has been restored or the onboard UPS system runs out of power. Device cooling will not function during a power failure. Once power has been restored, the device will perform an inventory scan and resume normal operation.

#### *Temperature*

The device continuously monitors its internal temperature with specific temperature probes installed by Terso. If a temperature alarm is triggered, Terso Solutions' staff will contact on site staff to attempt to troubleshoot and/or move temperature sensitive products to a safe location. The device may also prevent access if inventory integrity has been compromised or until temperature stabilizes.

#### *Hardware Failure*

The device will automatically attempt to correct any system errors preventing the device from functioning correctly. However, in the event of a hardware component failure, the device may lock down to prevent access. Terso Solutions' staff will be in contact with on-site staff if this is the case.

#### *Door Breach*

If the device door is forced open a notification indicating an unauthorized access, or door breach occurred. This information is communicated to Terso Solutions as part of a specific event where no access pass was used to access the inventory inside the device. Any products taken will be reported as a standard event but without access pass identification information.

## **MAINTENANCE**

There are no user serviceable parts in the device. Please contact Terso Solutions for any service-related inquiries. Terso recommends that the user perform periodic maintenance items as listed below:



**Always disconnect the power supply to the device prior to any repair or maintenance** to prevent shock or injury.

### **Cleaning**

#### **Exterior Cleaning**

Use a dry cloth to wipe off small amounts of dirt on the outside and inside of the device and all accessories. If the outside panels are dirty, clean them with a diluted neutral dishwashing detergent (undiluted detergent can damage the plastic components. For the dilution refer to the instruction of the detergent.) After cleaning with diluted detergent, always wipe off the same areas with a wet cloth. Then wipe off the device or accessories with a dry cloth. Never pour water onto or into the device. Doing so can cause electric shock or a short circuit.

Do not clean the device with scrubbing brushes, acid, thinner, solvents, powdered soap, cleanser, or hot water. These agents can scratch the paint or cause it to peel. Plastic and rubber parts can be easily damaged by these materials. Especially never use any volatile solvent to clean the plastic or rubber parts. When a neutral dish washing detergent is used to clean the device, wipe it up thoroughly with a cloth soaked in clean water and sanitize with a 70% IPA solution.

### Interior Cleaning

If the interior of the device requires cleaning, refer to in house safety procedures to ensure any harmful materials are handled and cleaned correctly.

#### Cleaning the Door Gasket

The door gasket should be cleaned monthly. Using a soft cloth, remove any frost build-up from the gasket and door(s). The door gasket may need to be cleaned more frequently if dirt or excessive frost build-up prevents the door from closing properly.

#### Cleaning the Condenser

The condenser should be cleaned once per year at a minimum. Clean the condenser using a vacuum cleaner exercising care to not damage the condenser fins. Depending upon environmental conditions, the condenser may need to be cleaned more frequently.

#### Cleaning Agents and Tips

ITEM	CLEANING AGENT	TIPS AND PRECAUTIONS
Interior and door liners	Soap and water Baking soda and water	Use 2 tablespoons of baking soda in 1 quart of warm water. Be sure to wring excess water out of sponge or cloth before cleaning around controls, light bulb, or any electrical parts.
Door gaskets	Soap and water	Wipe gaskets and their seating surfaces with a clean, soft cloth.
Shelves and drawers	Soap and water	Do not wash removable shelves in dishwasher.
Exterior and handles	Soap and water non-abrasive glass cleaner	Do not use commercial household cleaners, ammonia, or alcohol to clean handles. Use a soft cloth to clean smooth handles. Do not use a dry cloth to clean smooth handles.

## TROUBLESHOOTING

If the device appears to not be operating correctly, check to ensure that it is plugged into a wall outlet and powered on. If further support is needed, contact Terso Technical Support at +1 888.376.0257. Support can also be contacted by visiting <http://support.tersosolutions.com>.

## APPENDIX A: DEVICE SPECIFICATIONS

FEATURE	SPECIFICATION
<b>ELECTRICAL REQUIREMENTS</b>	
Electrical power & frequency	115 VAC, 60 Hz, 2 A
Power consumption	1.5 kW/day (average)
RFID battery backup	12 VDC SLA, qty 2
<b>SECURITY</b>	
Security mechanism	Electronic door latch
Access control	LF/HF pass reader
<b>COMMUNICATIONS</b>	
Connection	Ethernet LAN standard, cellular and WiFi optional
<b>REFRIGERATION</b>	
Operating temperature	+1 °C to +10 °C
Refrigerant	R600a (SNAP)
Cooling method	Forced air circulation
Defrost type	Automatic
<b>PHYSICAL ATTRIBUTES</b>	
External dimensions (H x W x D)	34.0 in x 23.75 in x 24.0 in
Internal dimension (H x W x D)	25.0 in x 17.0 in x 17.5 in
External clearance (H x W x D)	< 1 in. on sides, 1 in. on rear
Volume	4.6 ft <sup>3</sup>
Unit weight	97 lbs
Maximum shelf capacity	10 lbs
<b>RFID</b>	
Frequency	902 to 928 MHz
Standard	RAIN RFID: EPCglobal UHF RFID Class 1 Gen2v2 / ISO 18000-63
<b>REGULATORY</b>	
FCC	Class B digital device, pursuant to Part 15 of the FCC Rules
RoHS	RoHS 2011/65/EU compliant

\* Specifications can change without notice.

## APPENDIX B: MODEL SPECIFICATIONS

MODEL	COUNTRY	PLUG STYLE
TS097	US	NEMA 5-15



## APPENDIX C: SAFETY CHECKLIST

# CAUTION

Please fill out this form before servicing and ensure that the device is properly marked with any applicable markings to denote any hazards inside.

Provide this form to the service engineer to keep for safety purposes.

## SAFETY CHECKLIST

### Refrigerator Contents:

Risk of infection .....	Yes	No
Risk of toxicity .....	Yes	No
Risk of radioactive sources .....	Yes	No

Please list any potentially hazardous materials that have been stored in this device:

### Contamination of the Refrigerator

No contamination .....	Yes	No
Decontaminated .....	Yes	No
Contaminated .....	Yes	No



## APPENDIX D: WARRANTY

### **TERSO SOLUTIONS, INC. TS097 UNDERCOUNTER RFID REFRIGERATOR WARRANTY – USA AND CANADA**

Read the TS097 Undercounter RFID Refrigerator User Manual before operating the device, accessories, or software (defined collectively and individually as the “Terso Device”) and keep it for future reference. This document contains important Terms and Conditions. Electronic acceptance, opening the device packaging, use of the device, or retention of the device constitutes acceptance of these Terms and conditions.

Terso Solutions, Inc. warrants the Terso Device against defects in materials and workmanship when used normally in accordance with Terso’s guidelines for a period of 36 months from date of shipment to the customer (“Warranty Period”).

This Standard Limited Warranty is conditioned upon proper use of the Device.

This Standard Limited Warranty does not apply: (a) to consumable parts, such as plastic drawers and dividers, or protective coatings that may diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third-party component or product that does not meet Terso Device’s specifications; (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause; (e) to damage caused by operating the Terso Device outside Terso’s published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Terso; (g) to a Terso Device that has been modified to alter functionality or capability without the written permission of Terso; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Terso Device, (i) if any serial number has been removed or defaced from the Terso Device; or (j) if Terso receives information from relevant public authorities that the device has been stolen or if you are unable to deactivate the device or other security measures designed to prevent unauthorized access to the Terso Device, and you cannot prove in any way that you are the authorized user of the device (e.g. by presenting proof of purchase), (k) defects or damage resulting from excessive force or use of a metallic object to open secured panels, or any breakage of the device glass door, (l) equipment that has the serial number or the enhancement data code removed, defaced, damaged, altered or made illegible, (m) ordinary wear and tear.

Important: Do not remove the Terso electronics panel or attempt access the electronics. Opening the Terso Device may cause damage that is not covered by this Warranty. Only Terso or an authorized service representative should perform service on this Terso Device.

If during the Warranty Period you submit a claim to Terso or in accordance with this warranty, Terso will, at its option:

- (i) repair the Terso Device using new or previously used parts that are equivalent to new in performance and reliability, or
- (ii) replace the Terso Device with the same model (or with your consent a device that has similar functionality) formed from new and/or previously used parts that have been reconditioned, rebuilt, or new parts but are equivalent to new in performance and reliability.

All warranty returns must be made using Terso’s RMA process. Terso is not responsible for shipping costs to return the device for a warranty claim. Terso is not responsible for any damage caused by poor packaging of the device being returned and has the right to refuse replacements, repairs, or exchanges if device is damaged due to packaging or during shipment.

Following warranty service your Terso Device or a replacement device will be returned to you at Terso’s cost as your Terso Device was configured when originally purchased, subject to applicable updates. Repaired or replaced devices are covered for the remainder of the original warranty. Replacement or repair of component parts or equipment under this warranty shall not extend the warranty to either the equipment or to the component part(s) beyond the original 36-month warranty period.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, OR IMPLIED. NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, TERSO IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE TERSO DEVICE OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED ON THE TERSO DEVICE.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND NEGLIGENT ACTS AND/OR OMISSIONS. TERSO DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY TERSO DEVICE UNDER THIS WARRANTY OR REPLACE THE TERSO DEVICE WITHOUT RISK TO OR LOSS OF INFORMATION STORED IN THE TERSO DEVICE.

If equipment service is required, please call Terso’s Technical Services Department at +1 888.376.0257 (USA and Canada).