

3. Warranty Terms

LIFETIME WARRANTY POLICY & GUIDELINES

Our warranty is a way of pledging excellence in the quality of our products. It is a way of protecting our customer's investments and continuing product improvement. Mostly, our warranty is a way of extending our dedication to our customers.

LIFETIME WARRANTY

Volcora warranty obligation: We pledge to repair or replace, at Volcora's option, any Volcora product or component that is defective in material or workmanship for as long as you, the original purchaser, own it. This warranty is subject to the provisions below.

WARRANTY SUBJECT TO EXCLUSIONS

Exclusions pertaining to this warranty are as follows but are not limited to:

- Product or product components utilized with the intent to rent or lease.
- Freight damages: Volcora is not liable for any product damages sustained during shipping or handling operations not initiated by Volcora. Volcora reserves the right to review and address product distribution matters separately.
- Normal wear and tear.
- Product negligence: A product is not considered defective upon improper installation, or misuse of the product or its components.
- Alterations or attachments to the product that were not approved by Volcora.
- Use of non-multiple shift products for multiple shifts.
- Products used for rental purposes.
- Lost or stolen key and related damage (ie. force open, damage of lock inserts, etc)

Volcora's warranty obligation is limited to normal use upon receipt of our products.

Normal commercial usage for Volcora products is defined as the equivalent of a single shift, forty (40) hour work week.

WARRANTY PROCEDURES

Please follow the warranty procedures described below to ensure apt and responsive service.

- Once a defect has been discovered, the original purchaser must contact Volcora Support at support@volcora.com or authorized reseller immediately (within 30 days of defect detection), in writing with images or videos, date, model number and original receipt (if applicable) from the product(s) in question.
- Upon inspection of the product(s), Volcora will collect all relevant information necessary for review of the request.
- Product replacement, replacement parts and repairs will be authorized by a Customer Care representative if acknowledged to be necessary under product warranty eligibility conditions.

*Warranty Terms and Policies are subject to change by Volcora at any time without prior notice.

For more information, please contact support@volcora.com.

Single Screen / Dual Screens POS Terminal

15.6" / 15.6" + 11.6" Touch Screen



1. Introduction

1-1 Preface

Dear valued customers:

Thank you for purchasing Volcora products; we are committed to continuously maintenance the product quality and providing better after-sales service. In order to take full advantage of our devices, we recommend that you read through this manual before the use of the machine

1-2 Registration

Please register your POS on registration.volcora.com to activate your full warranty benefits

1-3 Safety information

- Make sure the electricity meets the power requirements (such as voltage, frequency) before installation; and the grounding of the power outlet is running properly.
- Lightning may damage the product, unplug the network cable, power cable or any other conductors during lightning storms.
- Do not unplug the components and connections (except for the USB device) when the power is on.
- Do not open the cabinet of the product by a non-professional technician.
- Do not leave any item or liquid inside the product; do not place any objects into the ventilation holes, it may cause short-circuit of the internal components and may cause fire or electric shock.
- Strict compliance with the electrical appliance standard
- Safe use voltage range: 100V-240V & 50Hz/60Hz
- Verify that the power outlet is available to connect to a reliable ground
- Keep the device clean, dry, away from dust, moisture direct sunlight
- Do not share the same power outlet with high-power consumption electrical devices, keep distance from a high level magnetic interface.
- Power off the monitor after use as to extend using life

1-4 FCC WARNING

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.

Any 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 complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

2. Product Configuration

Model	Single Screen (V-SDTS-A2B / V-SDTS-A2W)	Dual Screen (V-DDTS-A2B / V-DDTS-A2W)
MAIN SPECIFICATION		
Main Board	Intel Core I5 / I7 / N97 / Celeron J6412	Intel Core I5 / I7 / N97 / Celeron J6412
Memory (RAM)	4 GB / 8 GB / 16 GB DDR3 / DDR4	
Hard Disk Driver	128 GB / 256 GB / 512 GB SSD	
INTERFACE		
USB	4-6 USB ports	
LAN	1 LAN port	
VGA	0-1 VGA port	
COM	0-1 COMport	
HDMI	0-1 HDMI-Compatible	
Audio	1 Audio input (MIC); 1 Audio output	
DISPLAY		
Display Size	Main screen: 15.6" LED screen Resolution: 1366*768 / 1920*1080 Second display: N/A	Main screen: 15.6" LED screen Resolution: 1366*768 / 1920*1080 Second display: 11.6" LCD screen Resolution: 1366*768
Touch Screen	Main screen: 15.6" capacitive touch screen Second display: None	Main screen: 15.6" capacitive touch screen Second display: 11.6" capacitive touch screen
Power Supply	Input: 100V-240V 50/60Hz Output: 12V DC 8A	
PACKING		
Packing Size	480 x 475 x 210 mm	470 x 450 x 330 mm