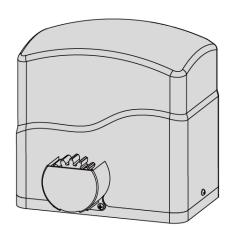




Sliding Gate Opener User's Manual

Model:

RK700(T)





TOPENS Website

www.topens.com

Email: support@topens.com

- ★ Please read and follow all warnings, precautions and instructions before installation and use.
- ★ Periodic checks of the opener are required to ensure safe operation.
- ★ Save this manual.

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C030418 VER 21b

CONTACT US:

Visit: www.topens.com



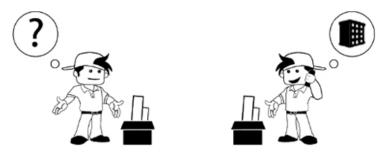
Please record the product model, your email address etc. in the spaces provided below. Refer to this list when contacting TOPENS for technical service or assistance with your automatic gate opener. Where did you purchase? (Amazon.com; Amazon.ca: Amazon.co.uk, Amazon.de; Other, Please Specify) Order# **Product Model Purchase Date Full Name** Phone# **Email Address (VERY IMPORTANT**) Street Address, Apartment /Unit, City, State /Province, Zip Code Country/Region **Approximate Gate Weight Approximate Gate Length** Did you purchase any (feet; meter; Other. Please accessories? (Please list (pounds; kg: Other. Please Specify) Specify) below) **Issue Details**

Email Us: support@topens.com

Call: +1 (888) 750 9899 (Toll Free USA & Canada)

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■ Ask for TOPENS help by E-mail or phone anytime.

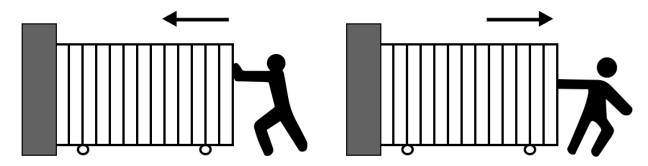
Thank you for purchasing our sliding gate opener. We are sure that the products will be greatly satisfying as soon as you start to use it.

The product is supplied with a user's manual which encloses installation and safety precautions. These should be read carefully before installation and operation as they provide important information about safety, installation, operation and maintenance. This product complies with the recognized technical standards and safety regulations.

Check Your Gate before Installation

CHECK YOUR GATE

Before installation, please make sure that the gate itself can be opened and closed smoothly & freely BY HAND WITHOUT THE GATE OPENER.

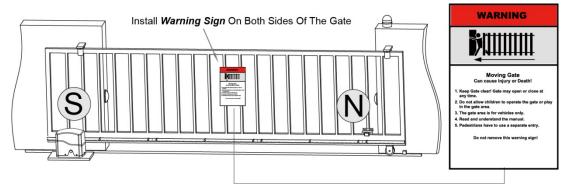


General Safety

WARNING! An incorrect installation or improper use of the product can cause damage to persons, animals or properties.

- Scrap packing materials (plastic, cardboard, polystyrene etc.) according to the provisions set out by current standards. Keep nylon or polystyrene bags out of children's reach.
- This product was exclusively designed and manufactured for the use specified in the present documentation. Any other use not specified in this documentation could damage the product and be dangerous.
- The factory declines all responsibility for any consequences resulting from improper use of the product, or use which is different from that expected and specified in the present documentation.
- Do not install the product in explosive atmosphere.
- The factory declines all responsibility for any consequences resulting from failure to observe Good Technical Practice when constructing closing structures (door, gates etc.), as well as from any deformation which might occur during use.
- Disconnect the electrical power supply before carrying out any work on the installation. Also disconnect any buffer batteries, if fitted.
- Fit an omnipolar or magnetothermal switch on the mains power supply, having a contact opening distance equal to or greater than 3,5 mm.
- Make sure a residual current circuit breaker with a 30mA threshold is fitted before the power supply mains.
- Check that earthing is carried out correctly: connect all metal parts for closure (doors, gates etc.) and all system components provided with an earth terminal.
- Fit all the safety devices (photocells, electric edges etc.) which are needed to protect the area from any danger caused by squashing, conveying and shearing.

• Position at least one visible indication device, and fix a Warning sign to the structure.



- The factory declines all responsibility with respect to the automation safety and correct operation when other supplier's components are used.
- Only use original parts for any maintenance or repair operation.
- Do not modify the automation components, unless explicitly authorized by the factory.
- Instruct the product user about the control systems provided and the manual opening operation in case of emergency.
- Do not allow persons or children to remain in the automation operation area.
- Keep radio control or other control devices out of children's reach, in order to avoid unintentional automation activation.
- The user must avoid any attempt to carry out work or repair on the automation system, and always request the assistance of qualified personnel.
- Anything which is not expressly provided for in the present instructions is not allowed.
- Before installing the gate opener, check that all moving part as well as the sliding gate is in good mechanical condition, correctly balanced and opens and closes properly.
- · Save these instructions for future use.

Preparation for Installation

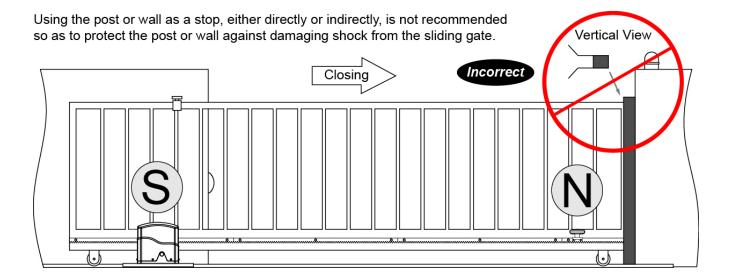
Before proceeding to your opener installation, check if your gate structure is in accordance with the current standards, especially as follows:

The gate sliding track is linear and horizontal. The wheels are suitable for use. The gate should be mounted and moved freely. Check that the structure is sufficiently strong and rigid, and that its dimensions and weights conform to those listed in the specifications table of this document. Make sure that the gate is plumb and level. The fence posts must be mounted in concrete. The gate does not bind or drag on the ground.

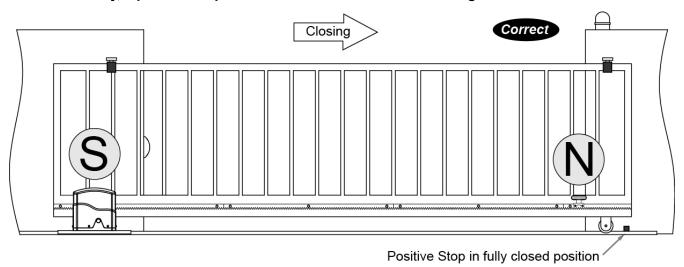
- The gate manual operation can be carried out smoothly along its entire run, and there is no excessive side slipping
- The opening and closing gate stops are positioned.

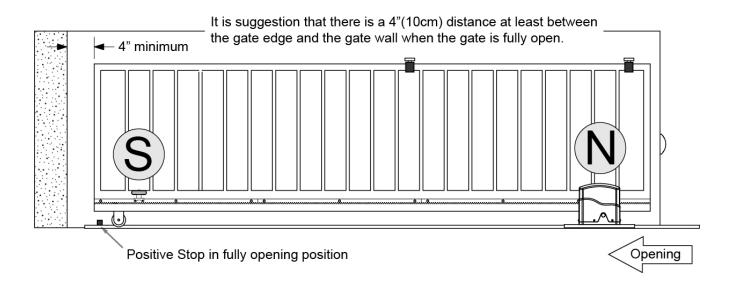
WARNING: Remember that control devices are intended to facilitate gate operation, but can not solve problems due to any defects or deficiency resulting from failure to carry out correct installation or maintenance. Take the product out of its packing and inspect it for damage. Should it be damaged, contact your dealer. Remember to dispose of its components (cardboard, polystyrene, nylon, etc.) according to the current prescriptions.

Refer to the following Figures for gate installation.

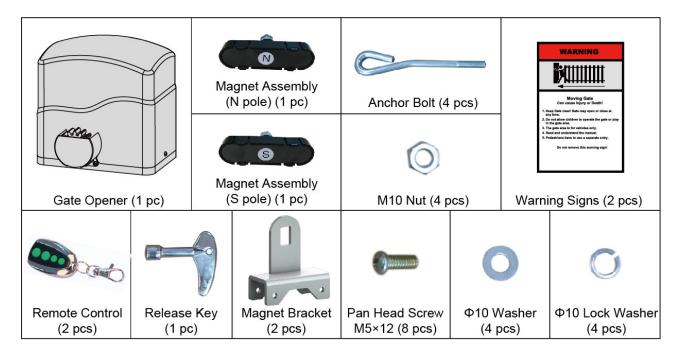


In sake of safety, a positive stop must be mounted on the two end of ground track.





Parts List



Extra Parts for RK700T

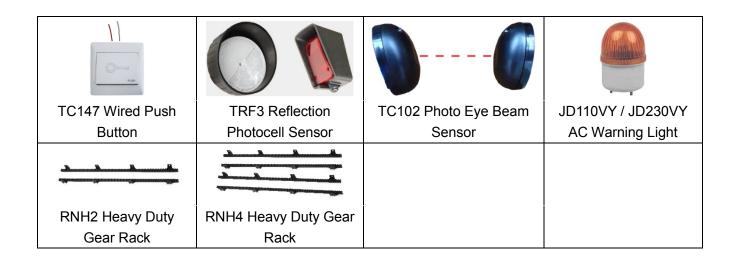


Accessories Parts (Included in some models, refers to the actual package)



Optional Accessories Parts List (Available at TOPENS Store)





Replacement Parts



WARNING: Changes or modifications not expressly specified by this user manual, TOPENS could void the warranty of this equipment.

Technical Specifications & Features

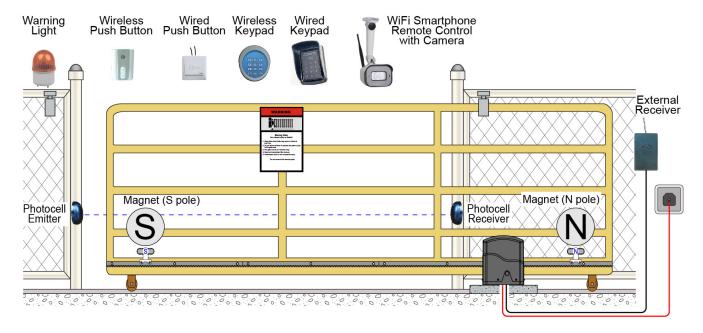
Specifications		
	RK700(T)	
Power supply:	110V~120V/60Hz or 220~240V/50Hz	
Motor voltage:	120VAC or 230VAC	
Absorbed power:	300W	
Gate moving speed:	15 cm/s (6 in/s)	
Max gate weight:	700kg (1600lbs)	
Max torque:	16Nm	
Environmental conditions:	-20°C~ +50°C (-4°F to 122°F)	
Protection class:	IP44	

Features:

- ·Midway mode.
- ·Quick selection for the gate open/close direction
- ·Reliable rolling code technology for remote control
- ·Emergency release key in case of power failure

- ·Stop in case of obstruction during gate opening
- ·Reverse in case of obstruction during gate closing
- ·Built in adjustable auto-close (1-99 seconds)
- ·Built in max. Motor Running Time (MRT) for multiple safety protection (90 seconds)
- ·Reliable electromagnetism limit for easy adjustment
- ·Can be equipped with a wide range accessories
- ·Easy to install, and minimum maintenance requirement

Installation Overview



Installation of the Opener

Caution:

- *Be sure that the opener is installed in a level and paralleled position and is properly secured. Improper installation could result in property damage, severe injury, and/or death.
- * Before starting installation, ensure that there is no point of friction during the entire movement of the gate and there is no danger of derailment.
- * Ensure that the safety side panels are present.

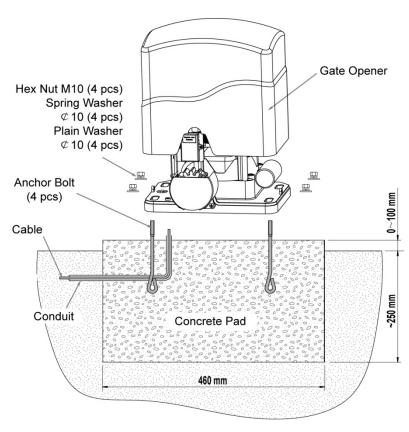
Necessary Tools: The following tools may be necessary to install the Gate opener. You will need screwdrivers, an electric drill, wire cutters and a wire stripper, a socket set, and possibly access to a welder. When install the opener, you should build a concrete pad to support the base plate of opener in order to maintain proper stability.

The installation proceeds are as follows:

- **1.**Dig a hole for a concrete pad which should be approximately $46 \times 42 \times 35$ cm ($18'' \times 16.5'' \times 14''$). It may protrude 10 cm (4") above ground and 25 cm (10") in depth underground. Increase the pad height if necessary to protect the system from flooding, heavy snow etc.
- 2. Prepare one or more conduits for the electrical cables before pour concrete. Remember that cable conduits

have to pass through the hole in opener base.

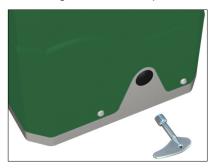
- **3.** Pour concrete and before it starts to harden, check that it is parallel to the gate leaf and perfectly level.
- **4.** The four anchor bolts must be set into the concrete when it is poured, make sure the position of anchor bolts was placed according to the position of mounting holes on the opener base before concrete become harden.
- **5.** Mount the opener to the concrete Pad. It's only temporary installation. Further adjustment will be required when install the rack.



Manual Operation

You can open the gate by manual when power failure. And the opener should be put in the manual (emergency release) position before fitting the rack, installing the opener and limit switch. The process is as follows:

- 1) Take off the rubber stopple.
- 2) Insert the Release Key (provided) and turn it in counter-clockwise 180° to disengage the clutch between the gear shaft and power output. Now the opener is in the manual operation.

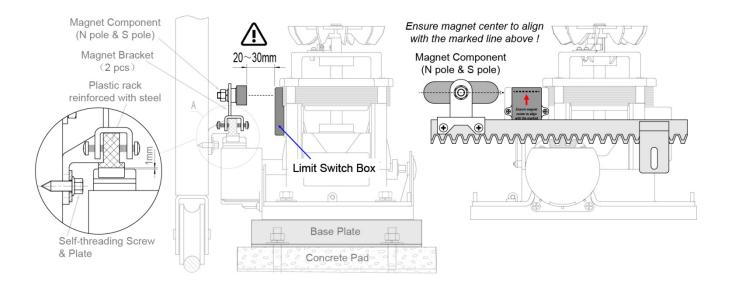




Fit the Plastic Rack Reinforced with Steel

- 1. Start with gate in closed position
- 2. Prepare the plastic rack (you can order extra rack from dealer if necessary).
- 3. Put one end of rack section on the gear of opener as a temporary support.

 Make rack level and mark the rack's mounting holes (four holes for light duty or six holes for heavy duty) on the gate.
- 4. Fit the rack by self-threading screws. This kind of plastic rack is quieter and allows height adjustments to be made even after it has been fixed. Please keep 1.0mm space between the rack and the gear to avoid the weight of the gate effect on the opener.



Installation of the Magnets

Before install limit switch, make sure the gate opener is put in manual operation. (the clutch connected with gear shaft is disengaged) and the mains power supply is disconnected.

Position the S&N Magnet Components approximately on the gate and move the gate by hand to fix them in place.

Fit magnets bracket

Push the gate fully closed by hand. Locate and install the magnet bracket so that the opener will stop at the desired close position when the close limit switch approaches it.

Push the gate fully open by hand. Locate and install the magnet bracket so that the opener will stop at the desired open position when the open limit switch approaches it.

The magnet component with S pole outside must be installed at left side and the magnet component with N pole outside must be installed at right side from the view inside of property.

Ensure magnet center to align with the marked line above!

The magnets should be **20~30mm (0.8-1.2")** away from the **Limit Switch Box**. If it is too near or too far, the switches will fail to work. Adjust the position of the magnets until the positions of the opening and closing meet the requirement.

Warning: Improper magnets installation may cause the gate crash into end barrier, which is very dangerous!

Important:

- * Check that the rack teeth must engage the gear teeth throughout their full thickness. If not, adjust the position of the opener or/and place a few shims between the rack and gate.
- * Manually slide the gate leaf to ensure the rack is proper on the gear of opener.
- * Repeat same steps of first rack section to install the rest rack sections until proper length is reached.
- * Cut away any excess of the rack (Note: rack length must be longer than actual travel of the gate)
- * Thoroughly fasten the four nuts as well as spring washers onto expansion bolts tightly, enabling the opener is firmly secured on the concrete pad during the whole gate travel.

Connecting of Power Supply

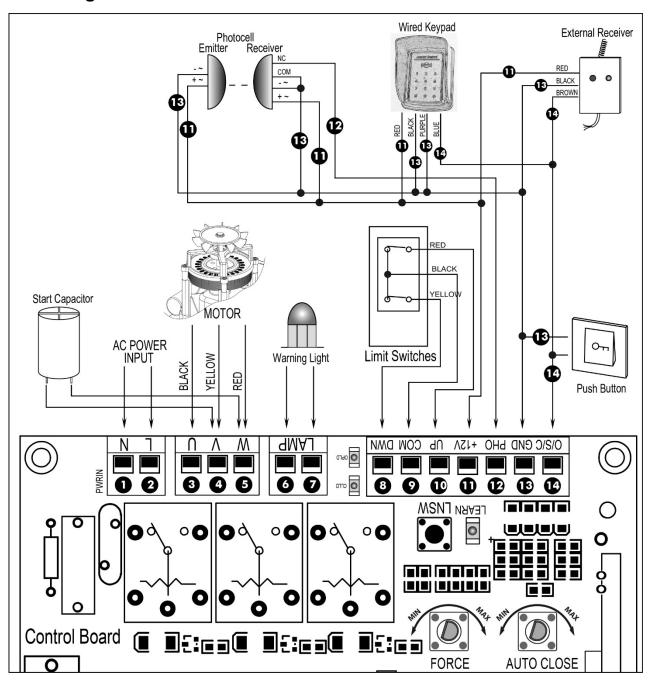
MARNING: NEVER connect the gate opener to the power outlet before all the installations have been done.

The power supply cord should be at least 3×0.75mm² (3C×18AWG). Connect the live wire and neutral wire to the "L" (2) and "N" (1) terminal respectively; and connect the earth wire to "PE".

NOTE: The power supply cord is not included in the package.



Connecting of the Control Board



1. Motor

The **BLACK** wire of the motor should be connected into the "3" terminal.

The **YELLOW** wire of the motor should be connected into the "4" terminal.

The **RED** wire of the motor should be connected into the "5" terminal.

2. Limit Switches

The YELLOW wire of the limit switches should be connected into the "8" terminal.

The **BLACK** wire of the limit switches should be connected into the "9" terminal.

The RED wire of the limit switches should be connected into the "10" terminal.

3. Warning Light (Included in some models, refers to the actual package)

One wire of the warning light should be connected into the "6" terminal, another should be connected into the "7" terminal.

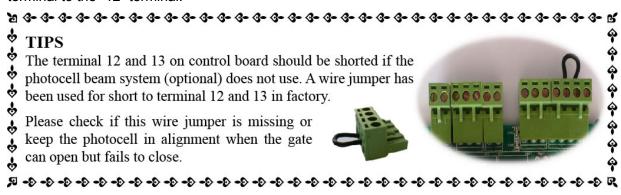
4. Start Capacitor

The two wires of the start capacitor should be connected into the "4" terminal and "5" terminal.

5. Photocell Beam System (PBS) (Included in some models, refers to the actual package)

Use a 2-core cable to connect the "+ ~" terminal of the photocell's emitter to the "11" terminal, the "- ~" terminal to the "13" terminal. Also the "+ ~" and "- ~" terminals of the photocell's receiver should be connected to the "11" and "13" terminals in parallel.

Use another 2-core cable to connect the "COM" terminal of the receiver to the "13" terminal, the "NC" terminal to the "12" terminal.



6. Wired Keypad (12VDC) (Optional)

The **RED** wire of the wired keypad should be connected into the "11" terminal.

The **BLACK** wire of the wired keypad should be connected into the "13" terminal.

The **PURPLE** wire of the wired keypad should be connected into the "13" terminal.

The **BLUE** wire of the wired keypad should be connected into the "14" terminal.

7. Push Button (Optional)

The push button should be wired to the "13" and "14" terminals. The gate operator works alternately by pushing the button (open-stop-close-stop-open).

8. External receiver (optional)

The **RED** wire of the external receiver should be connected into the "#11" terminal.

The **BLACK** wire of the external receiver should be connected into the "#13" terminal.

The BROWN wire of the external receiver should be connected into the "#14" terminal.

Setting of the Control Board

WARNING: Ensure the gate opener is Power Off when you make any adjustment of the gate opener. Keep away from the gate during you set the gate opener system in case of the unexpected gate moving. Carefully adjust the DIP switches to avoid the risk of machine damage and injury or death. Always ask the help of professional technician /electrician if you have any question.

1. DIP Switches

The DIP switches are used to set the running time of the motor in pedestrian mode, enable/disable auto close function of the gate operator and fast change the open/close direction which is determined by the position of

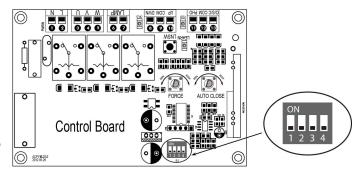
the gate operator installed.

DIP Switch #1–#2: Running time of the motor in Midway Mode

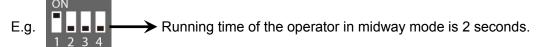
DIP Switch #1: ON – 2 Seconds **OFF** – 0

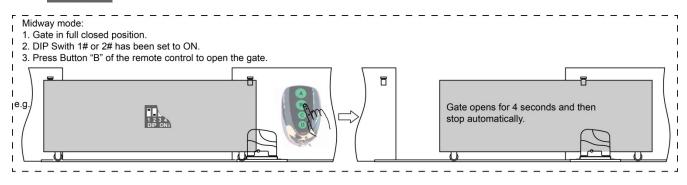
DIP Switch #2: ON - 4 Seconds OFF - 0

NOTE: The midway mode function would be disabled if both DIP switches are turned off.



Factory default setting is disabled. The midway mode could be activated by pressing button B of the remote control when the gate is in the full closed position.

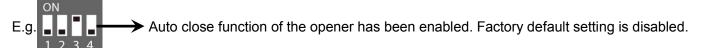




DIP Switch #3: Auto close function enabled/disabled

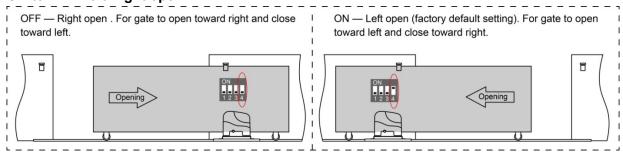
DIP Switch #3: ON - auto close function enabled

OFF -auto close function disabled



Important Note: When the auto close function is enabled, the photocell sensor is highly recommended to be installed with the gate opener for safety.

DIP Switch #4: Left/Right open

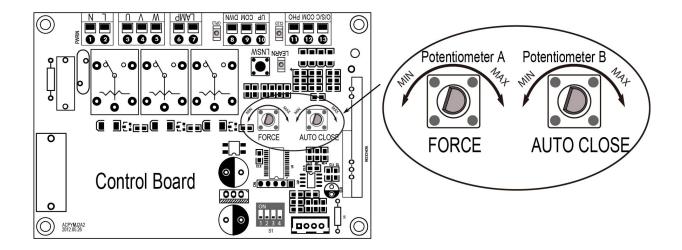


2. Potentiometers

Potentiometer A and B are used to adjust the stall force and auto close time of the gate operator separately. Turn **potentiometer A** clockwise to increase the stall force, and turn it counter-clockwise to decrease the stall force.

Turn **potentiometer B** clockwise to increase the auto close time, and turn it counter-clockwise to decrease the auto close time, the auto close time could be adjusted gradually from 1 to 99 seconds.

MARNING: Photocell is highly recommended to be installed with the gate opener as entrapment protection for safety when you set stall force to maximum.



Test the Reversing Sensitivity

For the sake of safety, it is very important to test the reversing sensitivity as soon as the control board set is finished.

The reversing sensitivity adjustment is inverse correlation with stall force adjustment in potentiometer A. In other word, the stall force level is higher; the reversing sensitivity level is lower.

Put an immobile object along the gate path, and then operate the gate to strike it during the close cycles. The gate must reverse as soon as object is struck with it. If the gate doesn't reverse, please increase the reversing sensitivity by turning the potentiometer A in counter-clockwise direction. (Turning the stall force potentiometer toward to MIN position to increase the reversing sensitivity)

Note 1: If the sensitivity setting is too higher, the gate will stop or reverses very easy by itself while there is little obstruction or resistance such as strong wind or heavy snow sometimes.

Note 2: Always check the gate reversing function every each time of control board set or restart after power off.

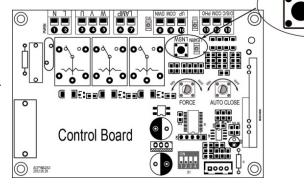
How to Program or Erase the Remote

- ♦ The remote MUST be programed to the opener BEFORE OPERATING. Please follow the steps to program the remote.
- ♦ Activate the opener only when gate is in full view, free of obstruction and properly adjusted. No one should enter or leave gate area while gate is in motion. DO NOT ALLOW CHILDREN to operate push button or remote. DO NOT ALLOW CHILDREN TO PLAY NEAR THE GATE.
- ♦ If you purchase additional remote controls, the gate opener must be programmed to accept the new remote code.

♦ If you lose one of any remote control, please erase and reprogram all other remote controls to have a new code for safety.

Program the remote

Press and release the **LNSW** button, the **LEARN LED** light will be on, then press the key A or B on the remote **two times** in 2 seconds, **between the two times HOLD ON FOR A MOMENT**, the **LEARN LED** light will flash for 4 seconds. Now the remote has been programmed successfully.



Erase all the remote codes

Press and hold the learn button until the **LEARN** light is off. Now all remote codes have been erased.

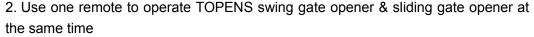
- ♦ NOTE: Max. 8 remotes can be programmed for the opener. An External Receiver (optional) allows up to 250pcs remotes to be programmed for the opener. TOPENS ERM12 Universal External Receiver is available at TOPENS Store.
- → TOPENS ERM12 Universal External Receiver is also compatible with other brand swing gate opener, sliding gate opener and garage door opener.

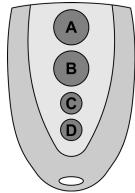
How to Use the Remote to Operate Your Gate Opener

Each remote has four buttons, from top to bottom are separately A, B, C and D. You may use this remote to operate as many as 4 sets TOPENS swing gate openers or 1 set TOPENS sliding gate opener and 2 sets TOPENS swing gate openers.

1. Use this remote to only operate TOPENS swing gate opener A, B, C and D four buttons share same function once they are programmed with

TOPENS swing gate opener. You may choose any button to program it with our swing gate opener. Every press of the button is able to active the gate opener to work alternately (open-stop-close-stop-open).



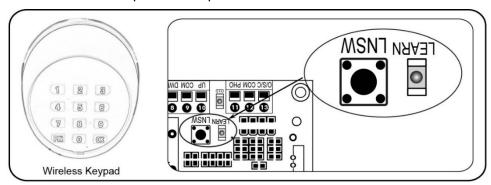


All of TOPENS sliding gate opener have midway mode. Button B is designed to realize midway function (refer to more details in our TOPENS sliding gate opener manual). So it is must program button A with sliding gate opener, while you may program either C button or D button with TOPENS swing gate opener.

Wireless Keypad Programming

You can follow the below steps to program wireless keypad to the opener. Press the **LNSW** button until the **LEARN** LED is ON, and then releases the button. Then press "OK" button on keypad and **LEARN** LED will flash for 3 seconds and then be OFF which indicates the keypad has been programmed successfully. You can use the default password "888888" to operate the opener after programming. You can press "PIN" "8 8 8 8 8 8" and then press "OK" to confirm to operate the opener.

Also you can change the password of the keypad follow the below steps. Press "PIN" and then input the six digits old password and then press "PIN" again, the **LEARN** LED will be ON. Input the six digits new password and then press the "PIN" to confirm the new setting, **LEARN** LED will flash for 3 seconds and then be OFF which indicates the password has been changed successfully. You can press "PIN" "6 digits new password" and then press "OK" to confirm to operate the opener.



NOTE: Every step for pressing button during program must be finished within 1 second to ensure successful programming.

Troubleshooting



Need help or have questions? DO NOT RETURN to the store. Visit www.topens.com to CONTACT US.

Have a multimeter to check voltage and continuity. Use caution when checking high voltage terminals.

Symptom	Possible Solution(s)
The opener does not run.	 Check the input voltage of the control board. It should be local AC electricity. Check the fuse in the control board. Replace the fuse if it was burnt out. Ensure the remote control has been programmed to the control board before operating. The thermal protector is working because the high temperature after long working time. Please wait for 20 minutes to let the motor become cold. Check the installing position of the limit magnets. The opener would not run if both of the limit switches are activated by one magnet. Check the limit switch. Remove the wire connection of the limit switch which is connected to the 8#, 9#, and 10# terminals of the control board and then use a jumper wire to short the 3 terminals together to try it again. Replace the limit switch if the motor could run in both directions. Check the control board. Replace the control board as necessary.
Remote control does not work.	 The indicator light of remote control is not on. Check the battery in your remote control. Replace the battery as necessary. The distance you use the remote is too far away from the opener. Try it again closer. Remote control is not suitable for receiver. After making sure the codes are correct, erase remote controls and then re-program the codes in the device. Check the control board. Replace the control board as necessary.
The gate starts but it is immediately stop or reverse	 Check the wire connection of hall sensor board with the main control board. The opening force or closing force is adjusted too small. Turn the Potentiometer A to increase the force. Disconnect the gate from the gate opener and check that the gate slides freely without any binding. Check the control board. Replace the control board as necessary.
The gate opens, but stops and will not return.	 Check the installing position of the magnets. The opener would not run if both of the limit switches are activated by one magnet. Check the limit switch. Remove the wire connection of the limit switch which is connected to the 8#, 9#, and 10# terminals of the control board and then use a jumper wire to short the 3 terminals together to try it again. Replace the limit switch if the motor could run in both directions. Check the control board. Replace the control board as necessary.

The gate can open, but fails to close.	 Photocell is obstructed. Remove obstruction. Check the limit switch. Remove the wire connection of the limit switch which is connected to the 8#, 9#, and 10# terminals of the control board and then use a jumper wire to short the 3 terminals together to try it again. Replace the
	limit switch if the motor could run in both directions. 3. Check the control board. Replace the control board if necessary.
The gate will open automatically instead of close after the auto close time	Ensure the DIP 4# has been set correctly according to the installation for "Left Open" or "Right Open"
The motor runs but the gate doesn't move.	Ensure the clutch for emergency release is adjusted properly and is not slipping.

Maintenance

Every six months check the following items for proper operation of the unit.

- * Lubricate shafts and sprockets.
- * Keep operator clean at all times.
- * Check and tighten anchors bolts.
- * Check for loose or corroded wire
- * Ensure the operator is well earthed, and correctly terminated.
- * Always check the Stop/Reverse in case of obstruction function when performing any maintenance. If this function can't be made operable, remove this operator from service until the cause of the malfunction is identified and corrected.



CTS (NINGBO) TESTING SERVICE TECHNOLOGY OPERATE ACCORDING TO ISO/IEC 17025

EC DECLARATION OF CONFORMITY

EU - ELECTROMAGNETIC COMPATIBILITY DIRECTIVE -

This declares that the following designated product

SLIDING GATE OPENER Model No.: SAG17, SCG17, SAG20, SCG20, RK700

(Product identification)

Complies with the essential protection requirements of the European Parliament and of the Council Directive 2014/30/EU on the approximation of the laws of the Member States relating to electromagnetic compatibility.

This declaration applies to all specimens manufactured in accordance with the attached manufacturing drawings which form part of this declaration.

Assessment of compliance of the product with the requirements relating to electromagnetic compatibility was based on the following standards:

> EN 61000-6-3: 2007+A1:2011+AC:2012 EN 61000-3-2: 2014, EN 61000-3-3: 2013 EN 61000-6-1: 2007

(Identification of regulations / standards)

This declaration is the responsibility of the Applicant / importer

HANGZHOU SANFORD TOOLS CO.,LTD.
8 SHENG DI ROAD , YUHANG TOWN, HANGZHOU 311121 ,CHINA

(Name / Address)



THIS DOC IS ONLY VALID IN CONNECTION WITH TEST REPORT NUMBER: C3190104005-E

MANUFACTURER / IMPORTER

TEST LABORATORY

This is the result of test, that was carried out from the submitted type-samples of a product in conformity with the specification of the respective standards.

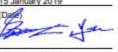
The declaration holder has the right to fix the CE-mark for

The declaration holder has the right to fix the CE-mark for EMC on the product complying with the inspection sample

15 January 2019 (Def)

(Surname, forename) (Company stamp)

(Date)





(Company stamp)

CTS (Ningbo) Testing Service Technology Co., Ltd.
NB test site: Fl.1 & 8 West, Bldg. B, No. 66, Qingyi Rd., Hi-Tech
Zone, Ningbo, Zhejiang, China
GZ test site: A101, No.65, Zhuji Road, Tianhe District,
Guangzhou, Guangdong, China



CENTRE OF TESTING SERVICE OPERATE ACCORDING TO ISO/IEC 17025

EC DECLARATION OF CONFORMITY

EU - LOW VOLTAGE DIRECTIVE -

This declares that the following designated product:

SLIDING GATE OPENER Model No.: SAG17, SCG17, SAG20, SCG20, RK700(SAG17)

(Product identification)

Complies with the requirements of the European Community Directive 2014/35/EU.

This declaration is awarded following tests carried out on samples of the product referred to above.

Assumption of compliance of the product with the requirements relating to the

Low Voltage Directive (LVD) was based on the following standards:

EN 60335-1: 2012+A11:2014 EN 60335-2-103:2015

(Identification of regulations / standards)

This declaration is the responsibility of the manufacturer / importer

HANGZHOU SANFORD TOOLS CO., LTD. 8 SHENG DI ROAD, YUHANG TOWN, HANGZHOU 311121, CHINA

(Name / Address)



THIS DOC IS ONLY VALID IN CONNECTION WITH TEST REPORT NUMBER: CNB3150929-00518-L-R2

MANUFACTURER / IMPORTER

(Surname, forename)

(Company stamp)

TEST LABORATORY

This is the result of test that was carried out from the submitted type-samples of a product in conformity with the specification of the respective standards. The declaration holder has the right to fix the CE-mark

The declaration holder has the right to fix the CE-mark for LVD on the product complying with the inspection sample.

18 July 2018

(Company stamp)



CTS (Ningbo) Testing Service Technology Co., Ltd.

Fi.1 & 8 West, Bldg. B, No. 66, Qingyi Rd.,Hi-Tech Zone, Ningbo, Zhejiang, China



According to Waste of Electrical and Electronic Equipment (WEEE) directive, WEEE should be separately collected and treated. If at any time in future you need to dispose of this product please do NOT dispose of this product with household waste. Please send this product to WEEE collecting points where available.

Feedback & Review

Your comments and suggestions are important to us as they help us provide the best possible service.

Should you have any need to contact us, the info below will help you get in touch:



www.topens.com

Contact Us:

E-mail: support@topens.com

Kindly include your Product Model, Purchasing Date & Site, Order #, and your contact information. All your concerns will be replied within 24 hours.

Tel: +1 (888) 750 9899 (Toll Free USA & Canada)