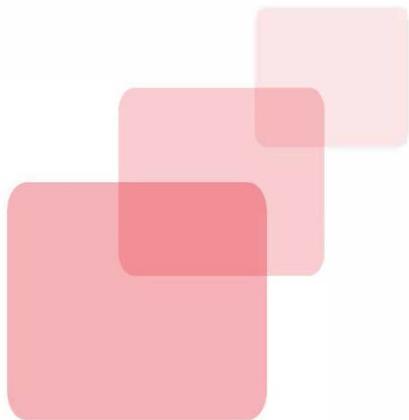




# Automated AI Temperature Screening System (AATSS)

## Model V2 PRO User Manual



All rights reserved.

Document NO : RICHTECHV2PRO001

Second edition, June, 2020, revised by Jane Li.

## Operation Guidelines

### Notice

Please follow the recommendations listed below for optimal performance.

Please make sure that the system is deployed in a well-lit area.

Avoid direct sunlight when possible.

Please stay still during the scanning process.

Do not place the unit outside in the rain or inclement weather.

The system detects skin surface temperature, which is typically 1°F lower than internal body temperature.

If you have trouble setting up the device, please refer to tutorial videos located on our website: <https://www.richtech-ai.com/tutorial-videos>

Warranty information can be found at <https://www.richtech-ai.com/product-warranty>

## **Certifications**

CE inspection test, certificate number BKC200507AC, in line with the following standards:

EN 55032:2015

EN IEC 61000-3-2:2019,

EN 61000-3-3:2013+A1:2019

EN 55035:2017

FCC inspection test, certificate number BKC200508AC, in line with the following standards:

FCC PART 15 Subpart B

RoHS test, certificate number BKC200509AC, in line with the following standards:

IEC 62321-4:2013+A1:2017

IEC 62321-5:2013

IEC 62321-6:2015

IEC 62321-7-1:2015

IEC 62321-7-2:2017

IEC 62321-8:2017

## Contents

1. Introduction.....	- 1 -
1.1 Features.....	- 1 -
1.2 Setup.....	- 2 -
1.3 Product overview.....	- 2 -
1.3.1 Device structure.....	- 2 -
1.3.2 Screen and icon.....	- 3 -
2. Software.....	- 3 -
2.1 V2 pro connect to the network.....	- 3 -
2.2 Setting of V2 pro IP address.....	- 5 -
3. Management terminal(web).....	- 6 -
3.1 Login interface.....	- 6 -
3.2 Settings.....	- 9 -
3.2.1 Account.....	- 9 -
3.2.2 System.....	- 9 -
3.2.3 Maintenance.....	- 10 -
3.2.4 Screen.....	- 11 -
3.2.5 Network.....	- 12 -
3.2.6 Advanced.....	- 13 -
3.2.7 Storage.....	- 15 -
3.2.8 AI settings.....	- 15 -
3.2.9 Face library.....	- 17 -
3.2.10 Integration.....	- 20 -
3.2.11 Error Message.....	- 21 -
3.2.12 Volume.....	- 21 -
3.2.13 V2 pro connected to PC directly by ethernet cable.....	- 22 -
4. Desktop Management Terminal.....	- 23 -
4.1 Setup.....	- 23 -
4.2 Main interface.....	- 25 -
4.2.1 Support.....	- 26 -
4.2.2 Setting.....	- 26 -
4.3 User.....	- 27 -

4.3.1 Live.....	- 27 -
4.3.2 Add user.....	- 28 -
4.3.3 User management.....	- 28 -
4.3.4 Records query.....	- 29 -
4.4 Settings.....	- 29 -
4.4.1 Net config.....	- 29 -
4.4.2 System Config.....	- 30 -
5. Maintenance.....	- 31 -
6. Specification.....	- 31 -
7. Warranty.....	- 33 -

## 1. Introduction

The Automated AI Temperature Screening System (AATSS) V2 Pro is your company's first line of defense against COVID-19 and other infectious diseases. As a fully automated system, the AATSS V2 Pro provides extremely accurate temperature readings, immediate temperature alerts through multiple notification channels, and automatically records data for easy recordkeeping and reporting. It can also integrate with access control systems to enforce company temperature, identity, and PPE policies.

Both the CDC and FDA recommend having routine temperature screening for employees upon arriving at work. When deployed as part of a multilayered preventative response to COVID-19, the AATSS V2 Pro will protect your employees and facilitate the re-opening of your business.

The AATSS V2 Pro is the ultimate all-in-one solution for contactless temperature screening.

### ◆ 1.1 Features

- ADA Compliant – full customization of data storage and display
- RTSP live feed for security camera integrations
- Adjustable confidence levels for facial recognition
- Advanced facial recognition software allows for temperature screening and facial recognition even when user is wearing a face mask
- Multiple access control options – Temperature, Identity, Face mask
- Automated data collection through facial recognition and temperature screening
- Dual fill lights provide illumination to improve face recognition accuracy
- Deep thermal sensor housing provides resistance against sunlight interference, providing better outdoor performance
- Security system integration capability through relay interface
- Database level high-security encryption and secured HTTPS data transmissions for HIPAA Compliance
- Email, SMS and desktop push notifications to a secretary/security desk upon abnormal temperature screening

## ◆ 1.2 Setup

### Software Requirements

Operating System: Windows 10 or higher

Internet Explorer: Version 10 or higher

Please follow the network setup tutorial on our website:

<https://www.richtech-ai.com/tutorial-videos>

Once the system is set up on your network, simply open IE 10+ and navigate to the static IP address you assigned to the system to access its settings.

## ◆ 1.3 Product Overview

### 1.3.1 Device Structure



### 1.3.2 Screen and Icon

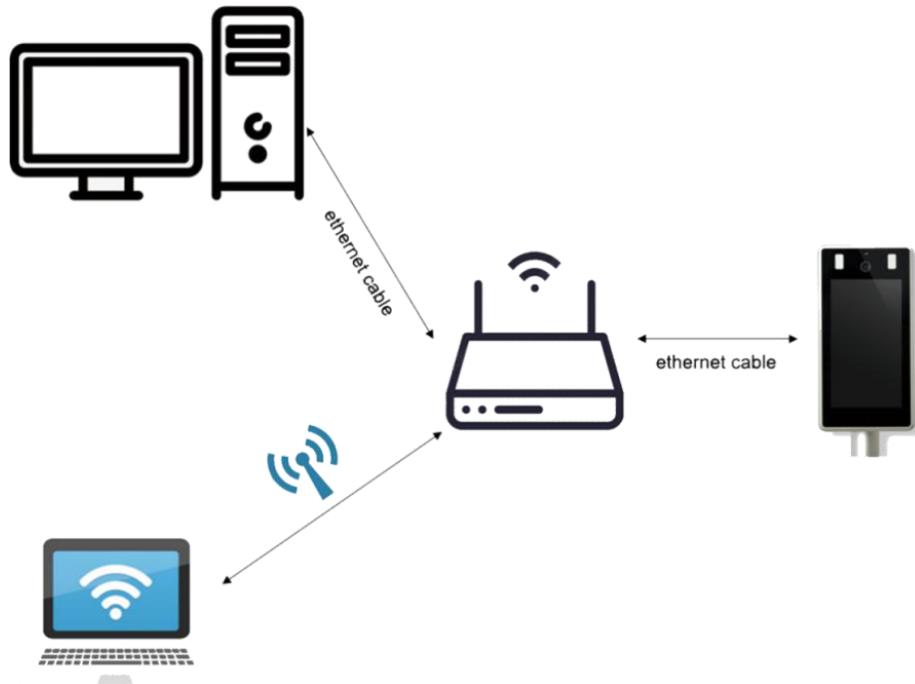


## 2. Software

Note: We recommend using Windows 10 to manage the AATSS V2 Pro.

### ◆ 2.1 V2 Pro - Connect to the Network

If you need to manage the V2 Pro through a network, please connect the base to your router using an ethernet cable. See below:

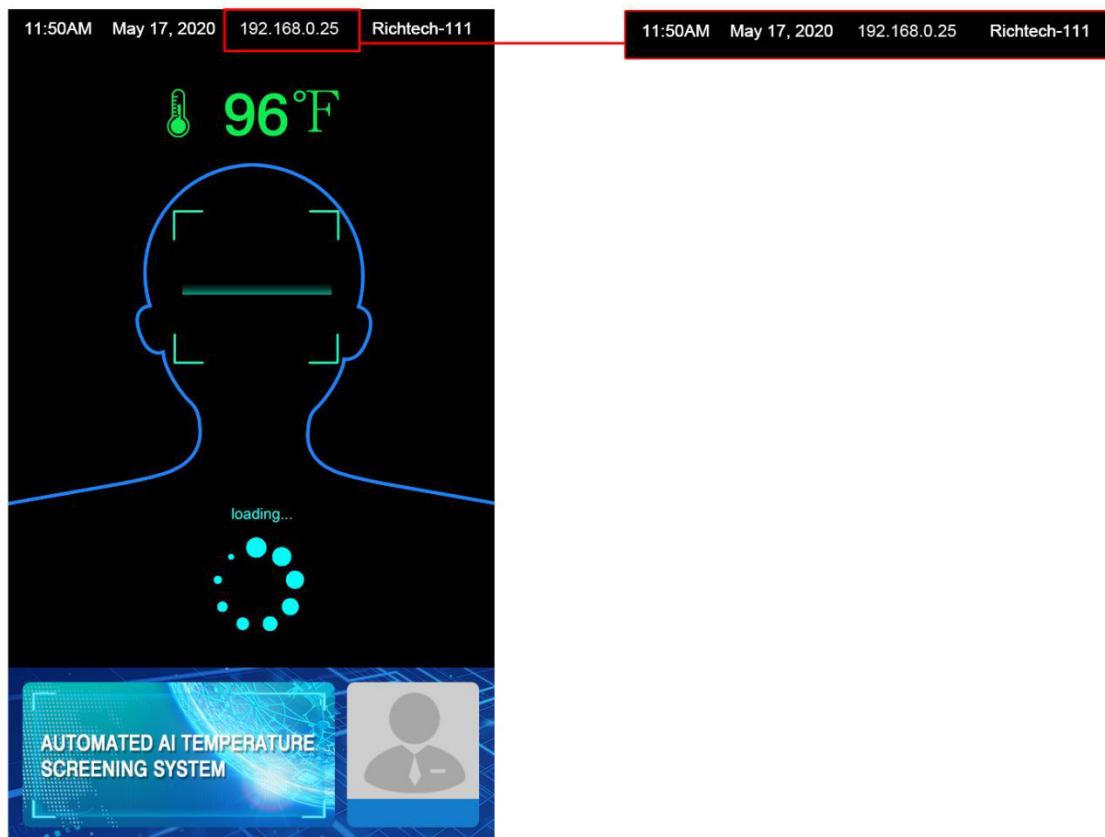


If there is more than one network interface card (NIC) in your PC, please choose the same network that connected to your V2 Pro, and disable the other NIC. See below.



For units purchased in June 2020, the default IP address of the V2 Pro unit is **192.168.1.8** (Sometimes it may be 192.168.0.8)

Newer versions will show the IP address on the screen 20 seconds after the device is switched on. The IP address will be shown for 1 min at most. See the below example where the IP address is 192.168.0.25



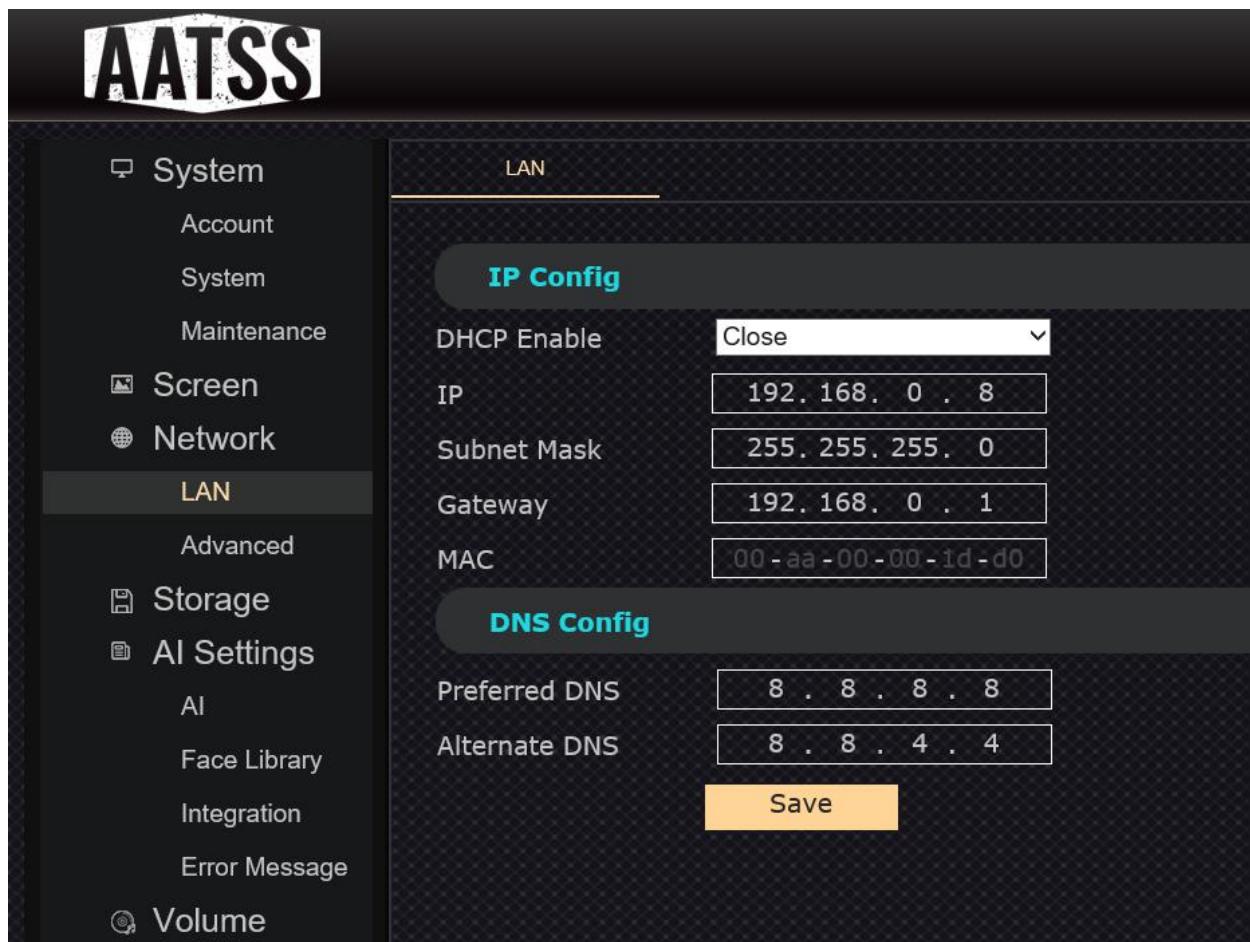
## ◆ 2.2 Setting of V2 Pro IP address

Please visit the IP address as shown on your Internet Explorer screen (10 or above), then follow the guide to download the plugin and log in to the web terminal.

Default username: admin

Password: 123456

In Network-> LAN, please select "Close" in DHCP Enable. Then click the "Save" button to save the new settings.

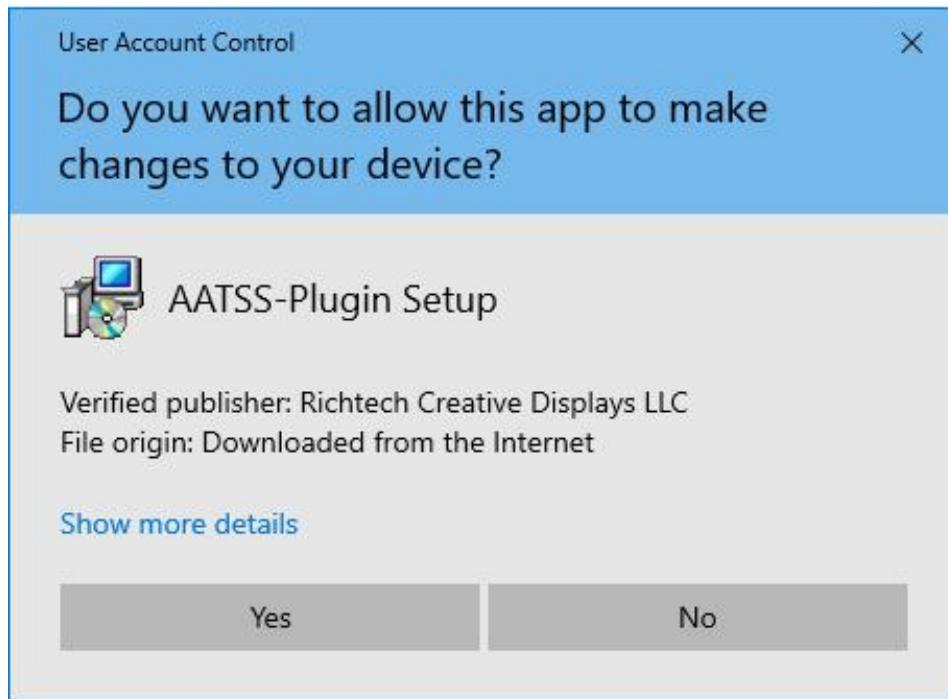
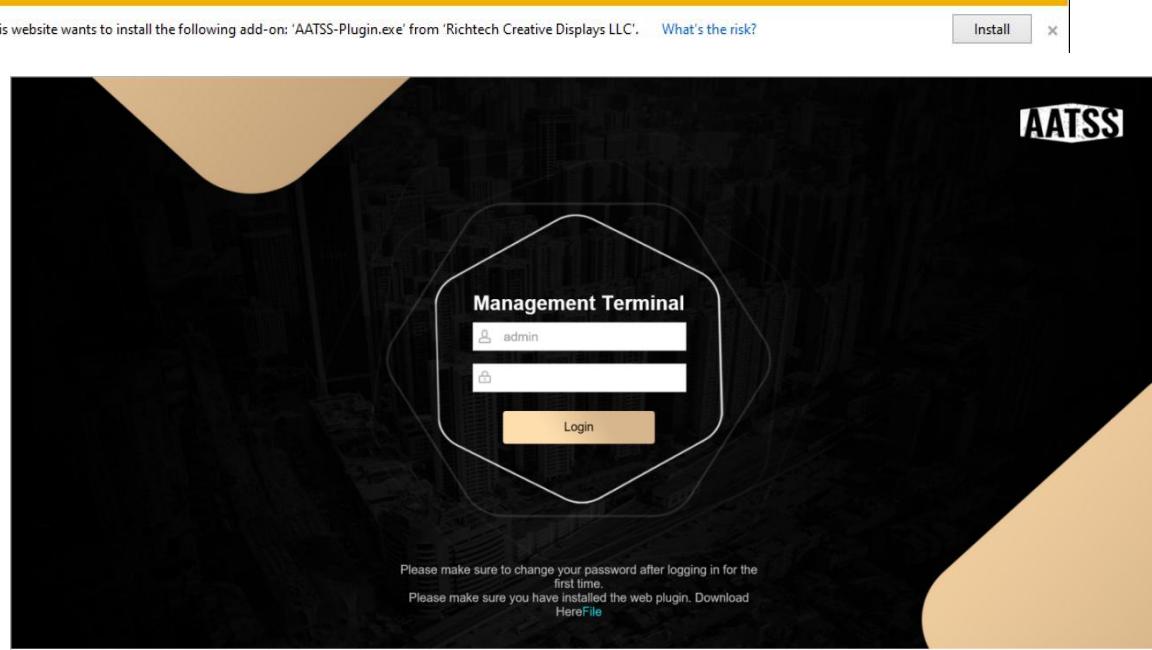


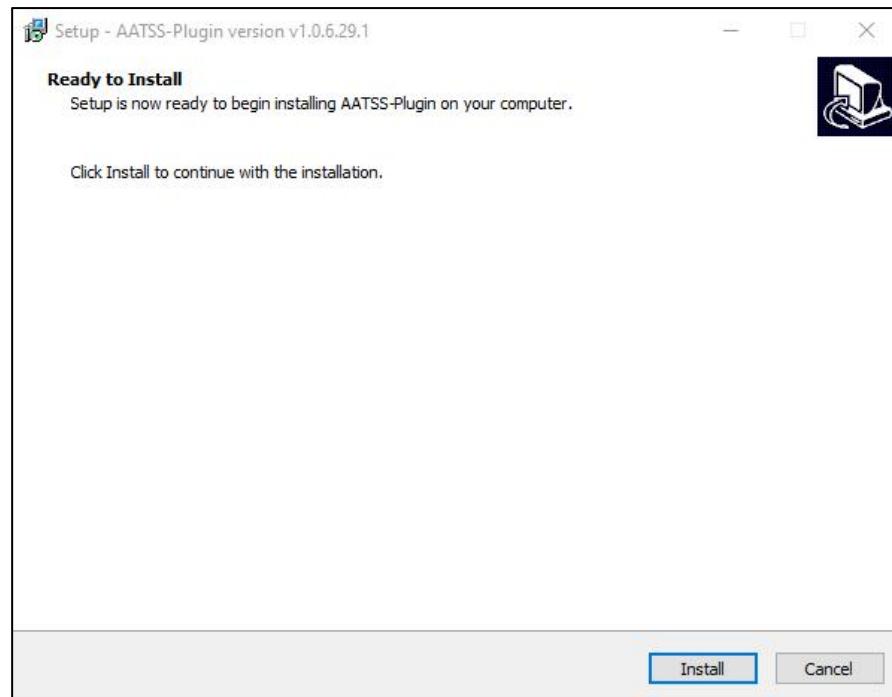
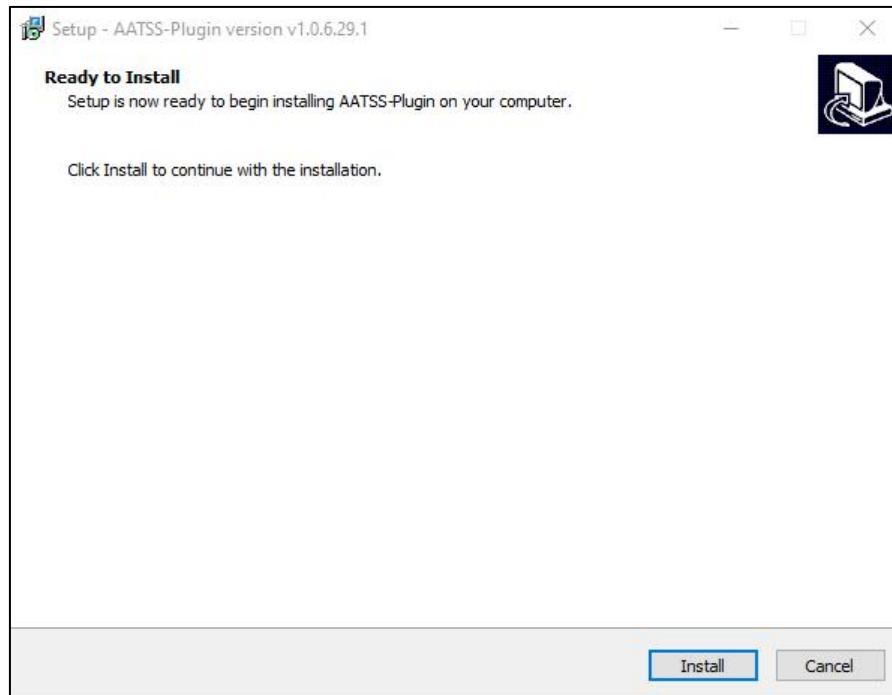
The V2 Pro will reboot again, and the IP address will be adjusted to the static IP address, e.g. 192.168.0.25. Gateway is 192.168.0.1

### 3. Management Terminal (Web)

#### ◆ 3.1 Login Interface

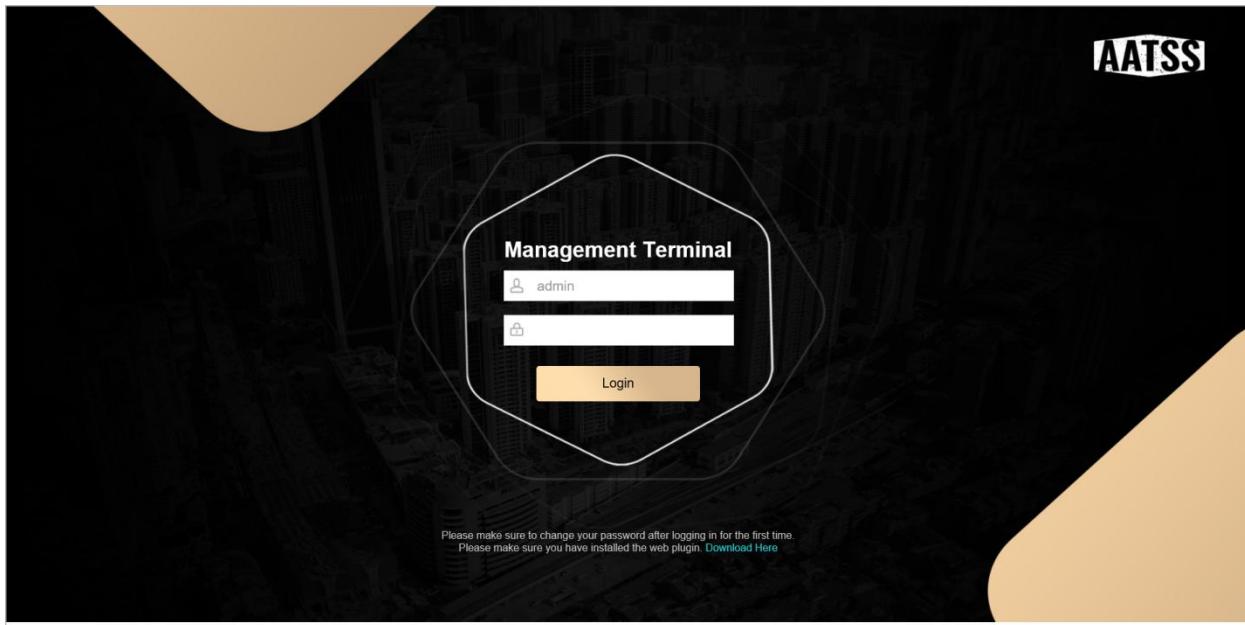
When you launch the Management Terminal (web) for the first time, please input the device IP address, e.g. <http://192.168.0.8>. It will then prompt you to install the extension, please click "Install" to complete the installation as follows.



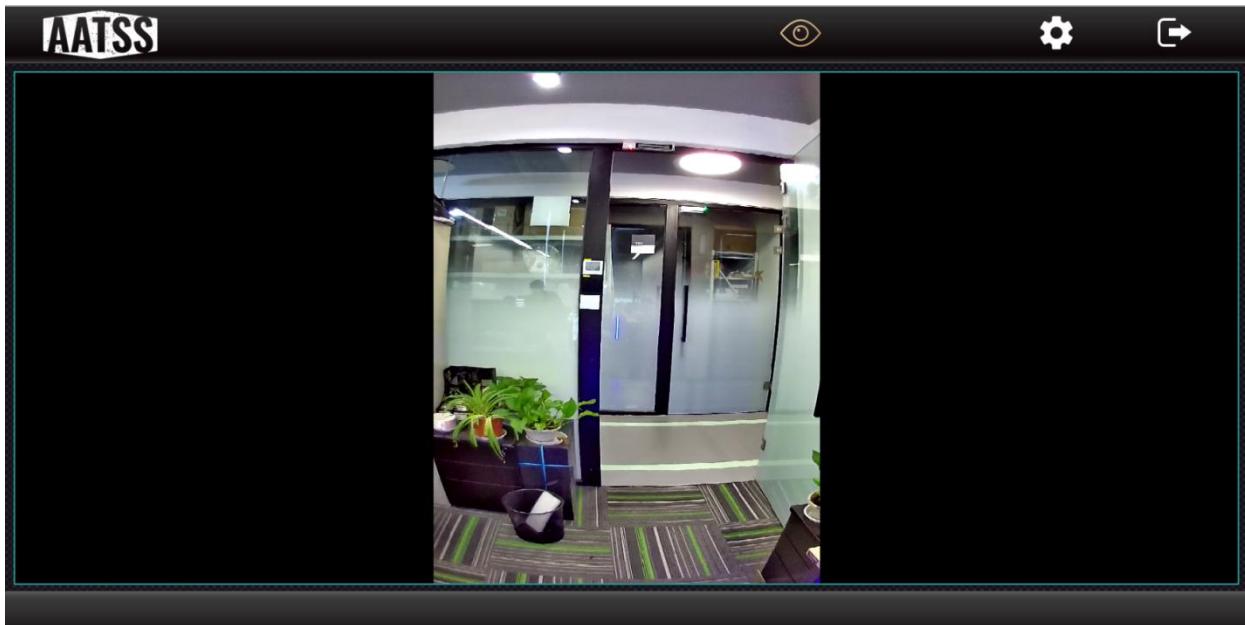


Default username: admin

Password:123456



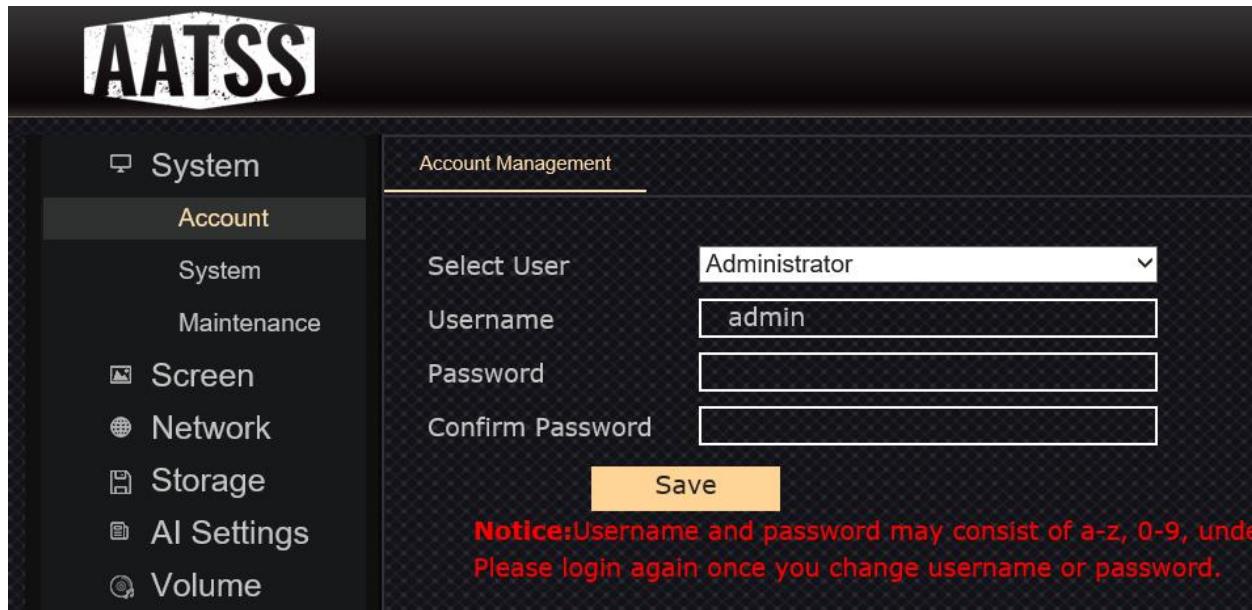
Camera live feed: real-time monitoring screen



## ◆ 3.2 Settings

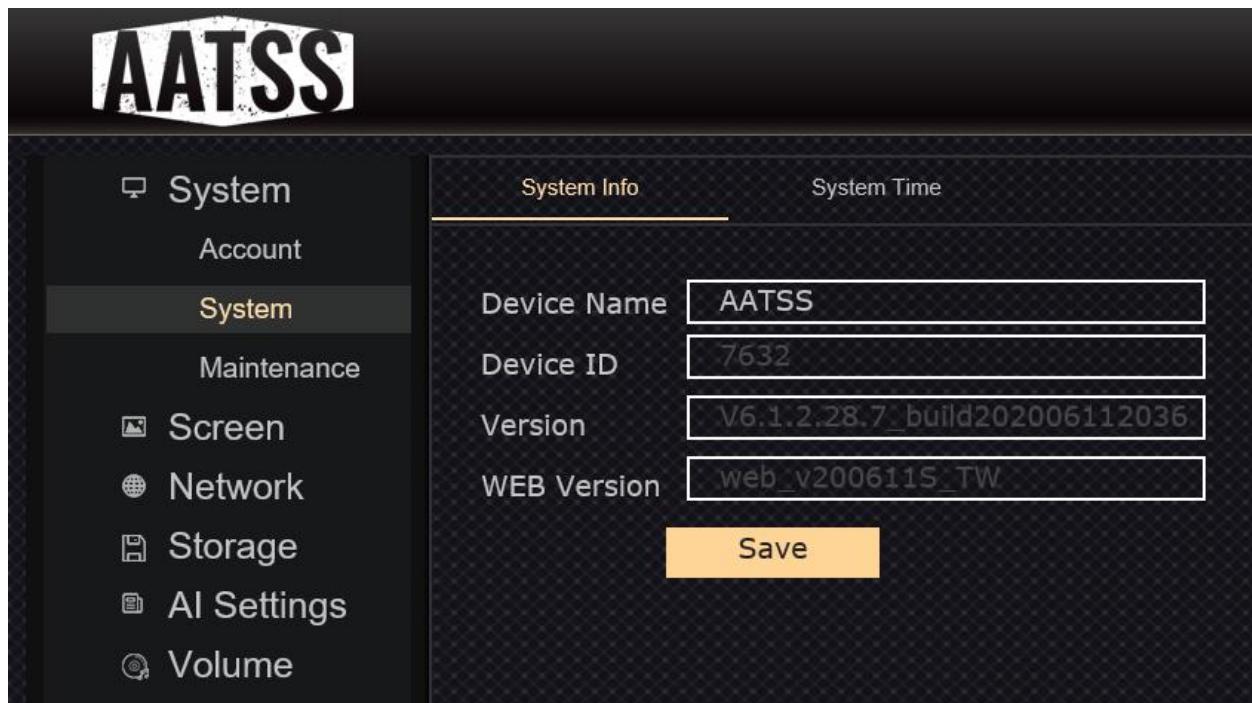
### 3.2.1 Account

You may change the username and password, and add a user that only has access to the browse date, with no permission to change settings.

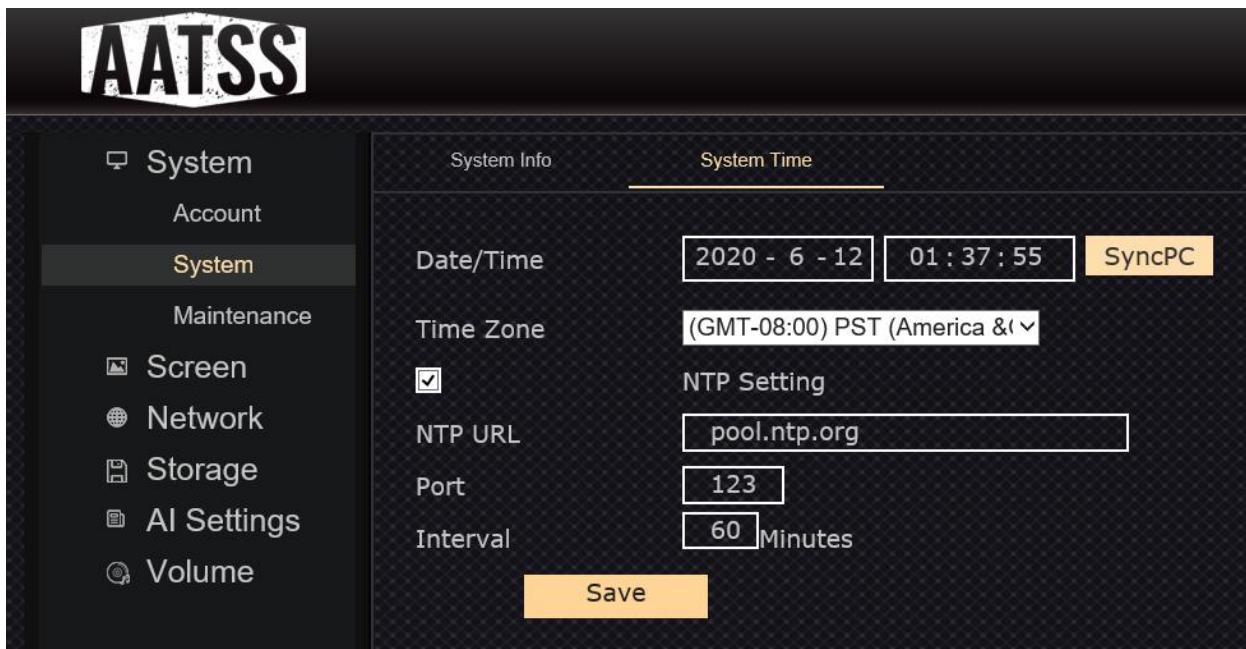


### 3.2.2 System

a. System Info. You can change the device name here.



b. System Time. You can change the time zone and set time preferences here.



### 3.2.3 Maintenance

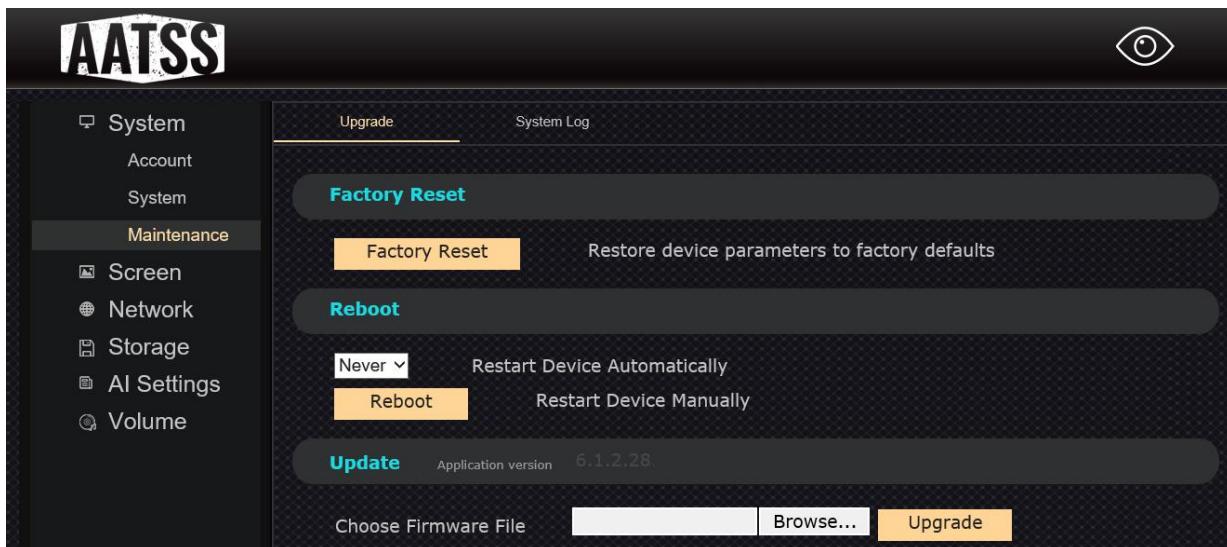
#### a. Upgrade

Step 1: Click “Browse” and select the firmware update file(s)

Step 2: Click “client upgrade” to update the system

Step 3: Then perform a Factory Reset to restart the system and complete the upgrade

Reboot – Choose how often you wish to refresh the system



## b. System Log

The screenshot shows the AATSS software interface with the 'System Log' tab selected. The log table displays the following data:

Date	Time	Content	Comment
2020-06-12	17:04:21	Power On	
2020-06-12	17:02:10	Power off	
2020-06-12	16:51:17	Power On	
2020-06-12	16:49:06	Power off	
2020-06-12	02:26:48	Power off	
2020-06-12	02:15:14	Power On	
2020-06-12	02:13:03	Power off	
2020-06-12	02:12:56	Reset Device By Software	
2020-06-12	01:11:16	Reset Device By Software	
2020-06-11	22:09:32	Reset Device By Software	
2020-06-12	09:12:17	Reset Device By Software	

Below the table, there are navigation links: Home, Previous, Next, Last, 1/1, Page 11, Item 25, Item/Page Current:11, Item GoTo: 1, and a dropdown menu.

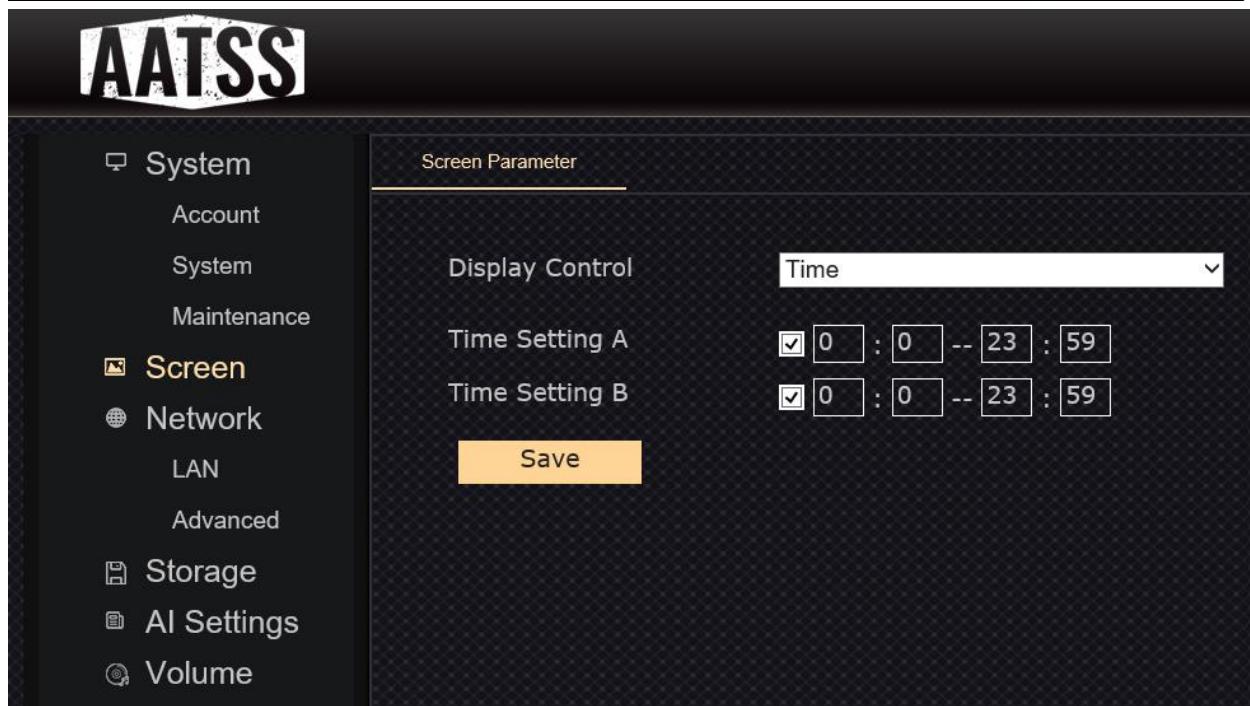
### 3.2.4 Screen

Screen Parameter Options: Auto mode, Always bright, Time.

The screenshot shows the AATSS software interface with the 'Screen Parameter' tab selected. The 'Display Control' section shows the following options:

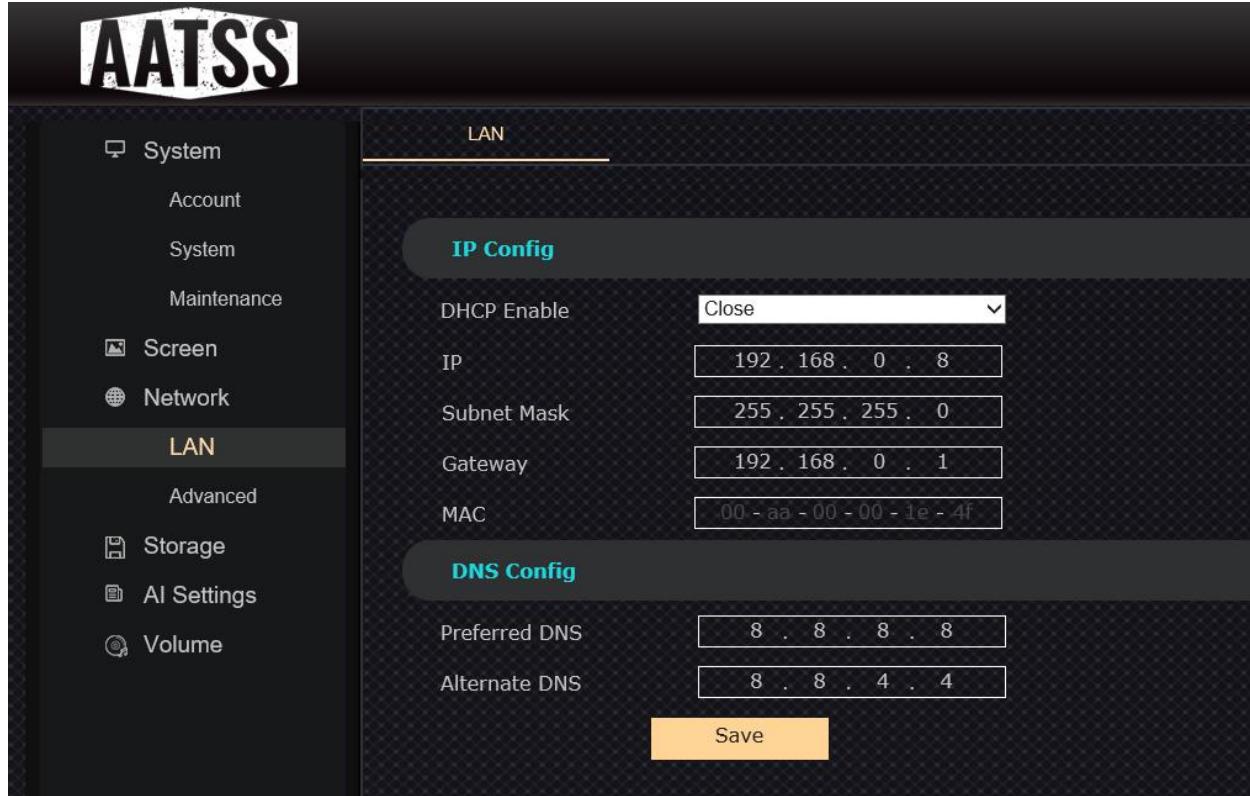
- Auto Mode (highlighted)
- Always Bright
- Time

A 'Save' button is located at the bottom of the screen parameter panel.



The screenshot shows the AATSS user interface for 'Screen Parameter'. On the left sidebar, under the 'Network' section, the 'LAN' option is selected. The main panel displays 'Display Control' settings. It includes two time setting fields: 'Time Setting A' (0 : 0 -- 23 : 59) and 'Time Setting B' (0 : 0 -- 23 : 59). Below these fields is a large orange 'Save' button.

### 3.2.5 Network



The screenshot shows the AATSS user interface for 'LAN' settings. On the left sidebar, the 'LAN' option is selected. The main panel displays 'IP Config' and 'DNS Config' sections. Under 'IP Config', the 'DHCP Enable' dropdown is set to 'Close'. The IP address is 192 . 168 . 0 . 8, the Subnet Mask is 255 . 255 . 255 . 0, the Gateway is 192 . 168 . 0 . 1, and the MAC address is 00 - aa - 00 - 00 - 1e - 4f. Under 'DNS Config', the Preferred DNS is 8 . 8 . 8 . 8 and the Alternate DNS is 8 . 8 . 4 . 4. Below these sections is a large orange 'Save' button.

### 3.2.6 Advanced

a. Email – An alert will be sent to the recipient email addresses when an abnormal temperature is detected.

SMS alerts can also be sent using this function by using your wireless carrier's email-to-SMS function. Please see the chart below for how to format the SMS email address (not all carriers are listed).

Carrier	Email Format
AT&T	number@txt.att.net
T-Mobile	number@tmomail.net
Verizon	number@vtext.com
Sprint	number@messaging.sprintpcs.com
Xfinity Mobile	number@vtext.com
Virgin Mobile	number@vmobl.com
Metro PCS	number@mymetropcs.com
Boost Mobile	number@sms.myboostmobile.com
Cricket	number@sms.cricketwireless.net
Google Fi (Project Fi)	number@msg.fi.google.com
Ting	number@message.ting.com
U.S. Cellular	number@email.uscc.net

The screenshot shows the AATSS software interface with a dark theme. The top bar displays "AATSS". On the left, a sidebar menu lists "System", "Screen", "Network", "Advanced" (which is selected), "Storage", "AI Settings", and "Volume". The main panel has tabs for "Email", "FTP", and "RTSP". Under the "Email" tab, there are fields for "SMTP Server" (mail.smtp2go.com), "SMTP Port" (465), "Email Address" (richtech@worlddisplay.com), "Password" (redacted), "Recipient Email1" (michael@richtechsystem.com), "Recipient Email2" (redacted), "Recipient Email3" (redacted), and "Security Type" (SSL). At the bottom right are "Test" and "Save" buttons.

b. FTP – Can be used to transfer files from the device to your PC.

The screenshot shows the AATSS software interface. On the left, there's a sidebar with icons for System, Screen, Network, and Advanced. Under Advanced, Storage, AI Settings, and Volume are listed. The main panel has tabs for Email, FTP, and RTSP. The FTP tab is selected. It contains fields for Server Address (empty), Server Port (21), Username (empty), Password (empty), and Default Server Directory (/). At the bottom are two orange buttons: 'Save' and 'Test'.

	Email	FTP	RTSP
Server Address			
Server Port	21		
Username			
Password			
Default Server Directory	/		

c. RTSP – Full camera feed streaming; provides easy integration with existing security camera systems.

The screenshot shows the AATSS software interface. The sidebar is identical to the previous one. The main panel has tabs for Email, FTP, and RTSP. The RTSP tab is selected. It contains fields for Enable (unchecked), Port (554), Enable Authentication (unchecked), Enable Onvif Password (unchecked), and Packet Size (1460). At the bottom is an orange 'Save' button.

	Email	FTP	RTSP
Enable	<input type="checkbox"/>		
Port	554		
Enable Authentication	<input type="checkbox"/>		
Enable Onvif Password	<input type="checkbox"/>		
Packet Size	1460		

### 3.2.7 Storage

You can view the device's available storage here.

Choose No.	Total(MB)	Available(MB)	
<input checked="" type="checkbox"/>	Database	2752	2724

### 3.2.8 AI settings

Face Recognition	Enable	
Face Matching	Enable	
Sensitivity	40	(0~100)
Snapshot Pixels	Customize	
Minimum Snapshot Pixels	220	(30~300)
Maximum Snapshot Pixels	420	(300~500)

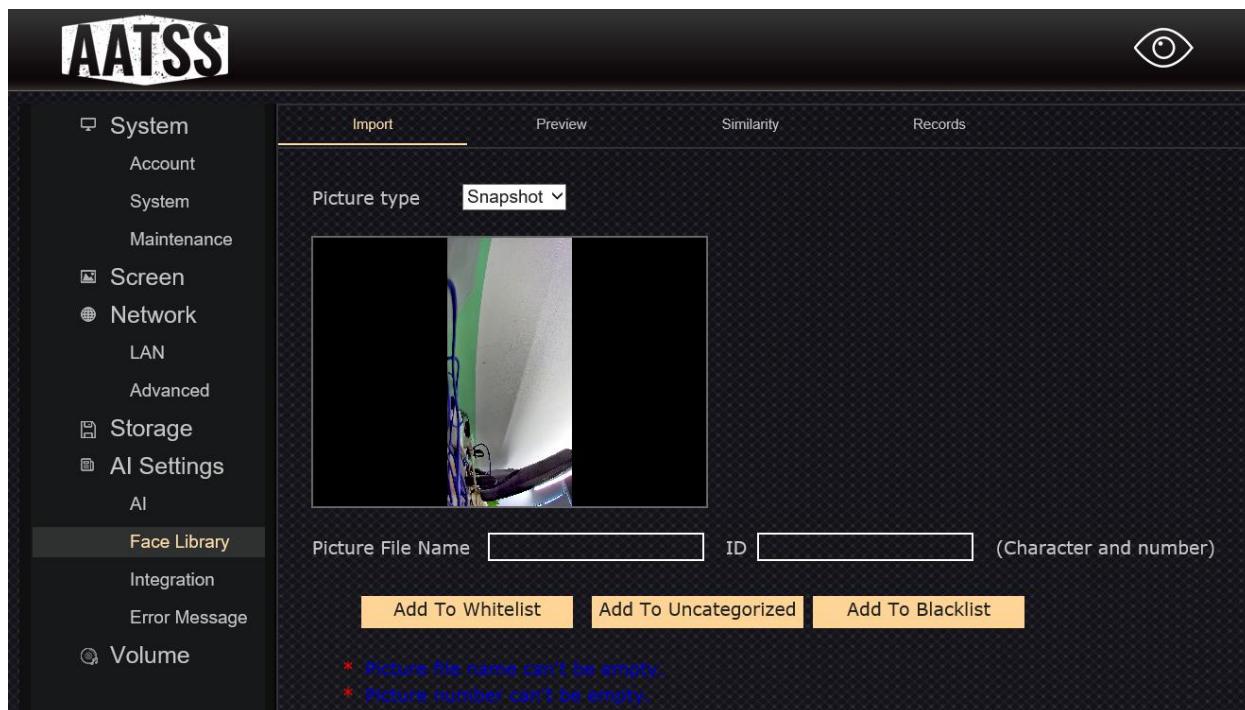
Integration  Error Message  <span style="color: #ccc;">Volume</span>	<p><b>Advanced</b></p> <p>Detection Interval: <input type="text" value="4"/> (4~20s)</p> <p>Liveness Detection: <input type="text" value="Enable"/></p> <p>Threshold: <input type="text" value="7"/> (0~100)</p> <p>Mask Detection: <input type="text" value="Enable"/></p> <p>Temperature Screening: <input type="text" value="Enable"/></p> <p>Temp. Unit: <input type="text" value="°F"/></p> <p>Temp. Alert: <input type="text" value="99.5"/> (37.0~40.0°C)/(98.6~104.0°F)</p> <p><b>Other Config</b></p> <p>FTP Upload: <input type="text" value="Enable"/></p> <p>Face Tracking: <input type="text" value="Enable"/></p> <p>Face And Screen: <input type="text" value="Disable"/></p>
<input type="button" value="Save"/> <input type="button" value="Default Settings"/>	

<b>Basic</b>	Default	Options
Face Recognition	Enable	Enable Disable
Face matching	Enable	Enable Disable (You must enable face matching in order to see this option under Integration)
Sensitivity	40	0-100 (The lower the setting, the faster the system can recognize faces. However, it may recognize other objects as faces if the setting is too low)
Snapshot pixels	Customize/Automatic	
Minimum Snapshot Pixels	220	(30-300)
Maximum Snapshot Pixels	420	(300-500)
<b>Advanced</b>		
Detection Interval	4	(4-20)s
Liveness Detection	Enable	Enable: Anti-spoofing feature, requires a real live person and not just a picture of a person's face Disable
Threshold	7	

Mask Detection	Enable	Enable: Detect face masks Disable
Temperature Screening	Enable	Enable: Disable:
Temp.Unit		Celsius or Fahrenheit
Temp.Alert		Range : ( 98.6-99.5°F ) ( 37.0-37.5°C )
<b>Other Config</b>		
FTP Upload	Enable	
Face Tracking	Enable	Enable: Green square will be shown on the screen to display face tracking Disable

### 3.2.9 Face Library

You can import pictures from your PC, or take a snapshot directly. Fill out the picture's information below to add it to the whitelist, uncategorized or blacklist database.



**AATSS**

- System
  - Account
  - System
  - Maintenance
- Screen
- Network
  - LAN
  - Advanced
- Storage
- AI Settings
  - AI
  - Face Library**
  - Integration
  - Error Message
- Volume

Import      Preview      Similarity      Records

Picture type    Import   

Upload Picture     Review   



Picture File Name     ID     (Character and number)

\* Picture file name can't be empty.  
 \* Picture number can't be empty..

You can preview the image here.

**AATSS**

- System
  - Account
  - System
  - Maintenance
- Screen
- Network
- Storage
- AI Settings
  - AI
  - Face Library**
  - Integration
  - Error Message
- Volume

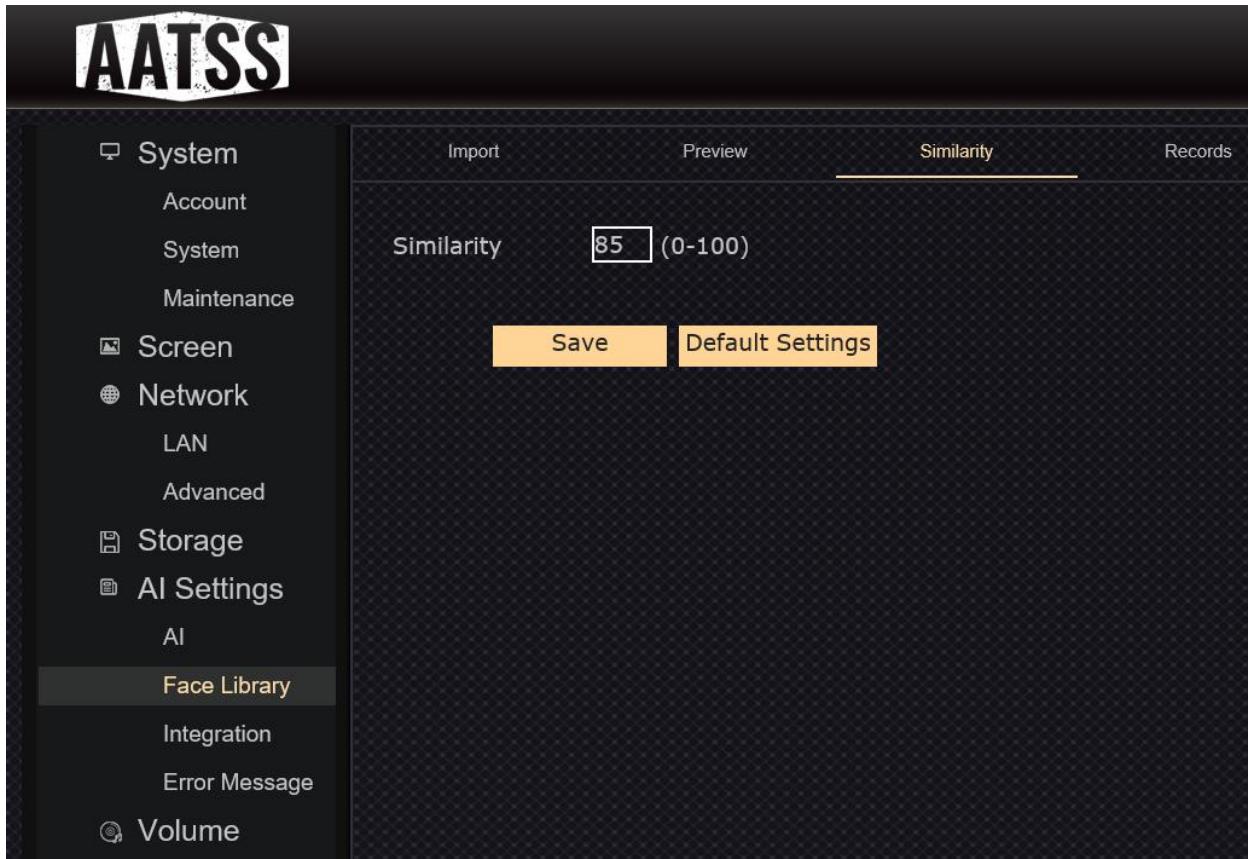
Import      Preview      Similarity      Records

ID:  Name:

 Gallina ID: 1001 <a href="#">Download</a> <a href="#">Delete</a>	 Kevin ID: 1002 <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>
 ID: <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>	 ID: <a href="#">Download</a> <a href="#">Delete</a>

Last page  Skip to this page Next page Delete All

You can change the similarity range from 0 (easier to recognize) to 100 (difficult to detect). The default setting at 85 provides strong security while allowing reliable and consistent recognition.



You can check all the saved records here.

The screenshot shows the AATSS software interface with a dark theme. On the left, there is a sidebar with the following menu items:

- System
  - Account
  - System
  - Maintenance
- Screen
- Network
- Storage
- AI Settings
  - AI
  - Face Library**
  - Integration
  - Error Message
- Volume

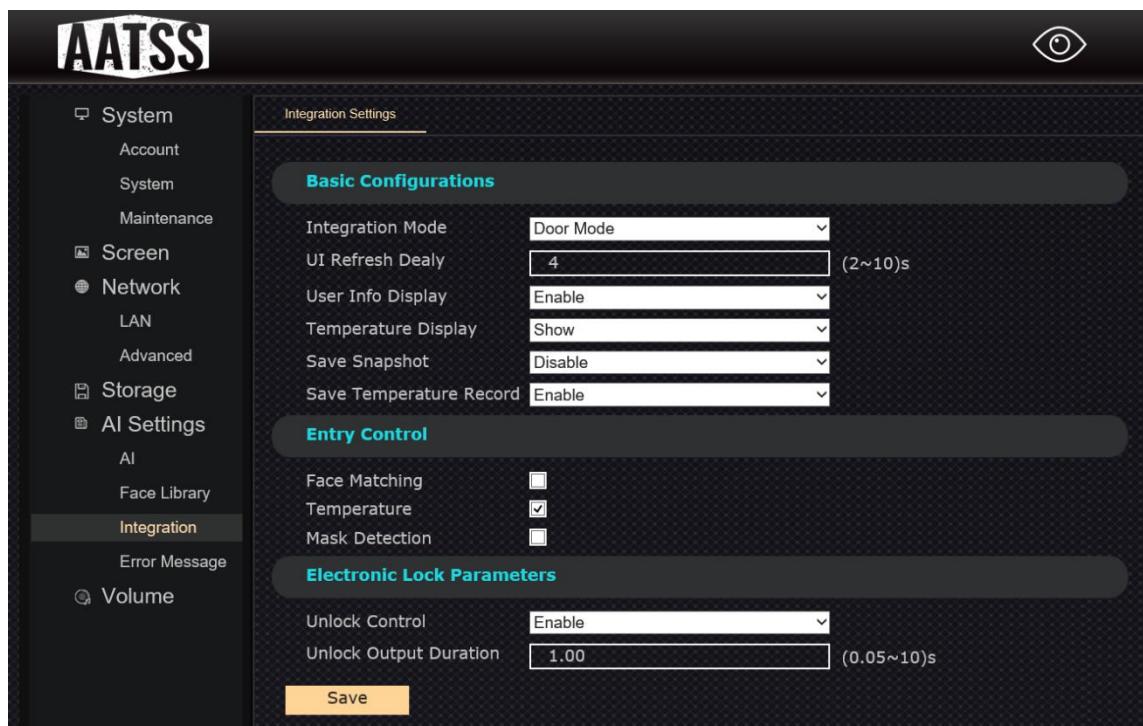
The main panel has tabs: Import, Preview, Similarity, and Records (which is underlined). The Records tab displays a table of saved records:

Face Library	Snapshot	Name	ID	Category	Time	Temperature	Mask Detection	Details
		Beron	1002	Whitelist	2020-06-12 20:59:53	97.3°F	YES	similarity:91%
		Jason	1003	Whitelist	2020-06-12 20:59:49	97.5°F	YES	similarity:90%
		Baron	1006	Whitelist	2020-06-12 20:59:45	97.7°F	YES	similarity:92%
		Denee	1008	Whitelist	2020-06-12 20:59:41	97.7°F	YES	similarity:92%
		Abbott	1009	Whitelist	2020-06-12 20:59:37	97.3°F	YES	similarity:93%
		Jason	1003	Whitelist	2020-06-12 20:59:34	97.3°F	YES	similarity:92%

At the bottom of the table, there are navigation links: Last page, 1 / 4 Skip to this page, and Next page.

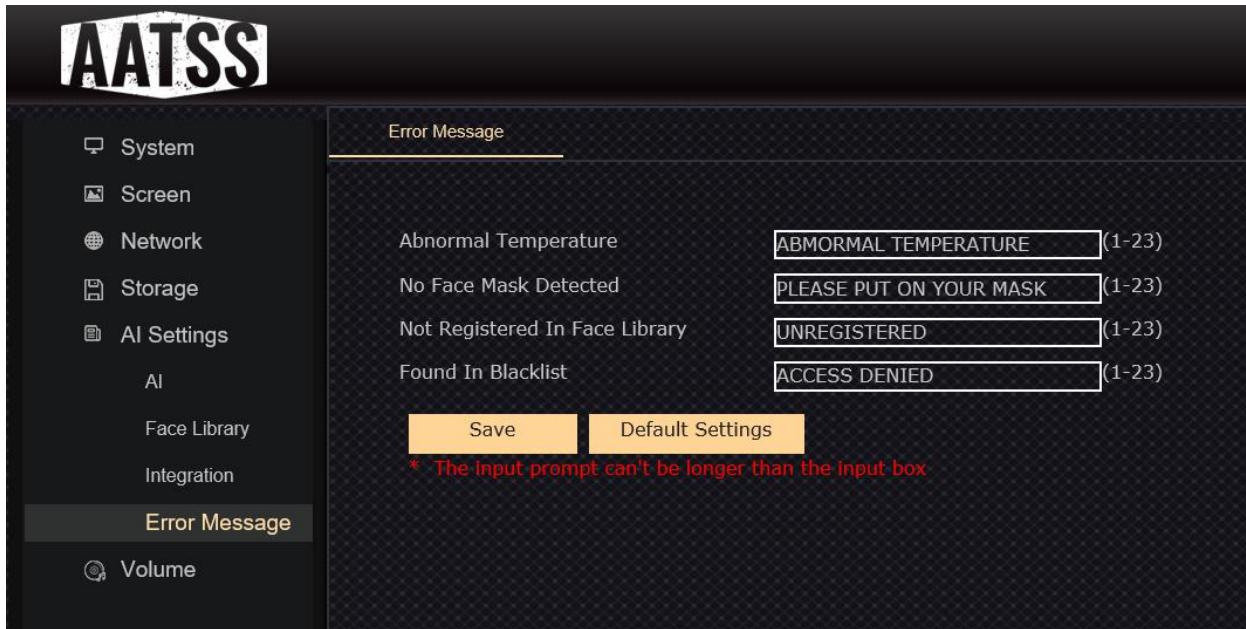
### 3.2.10 Integration

<b>Basic Configurations</b>		Default	Description
Integration Mode	Door Mode		
UI Refresh Delay	4	(2~10s)	
User info Display	Disable		Option to display user's info
Temperature display	Show		Option to display the temperature
Save Snapshot	Enable		Option to save snapshot
Save Temperature Record	Enable		Option to save temperature
<b>Entry Control</b>			
Face Matching			Identity verification
Temperature	Enable		Temperature verification
Mask Detection			Mask verification



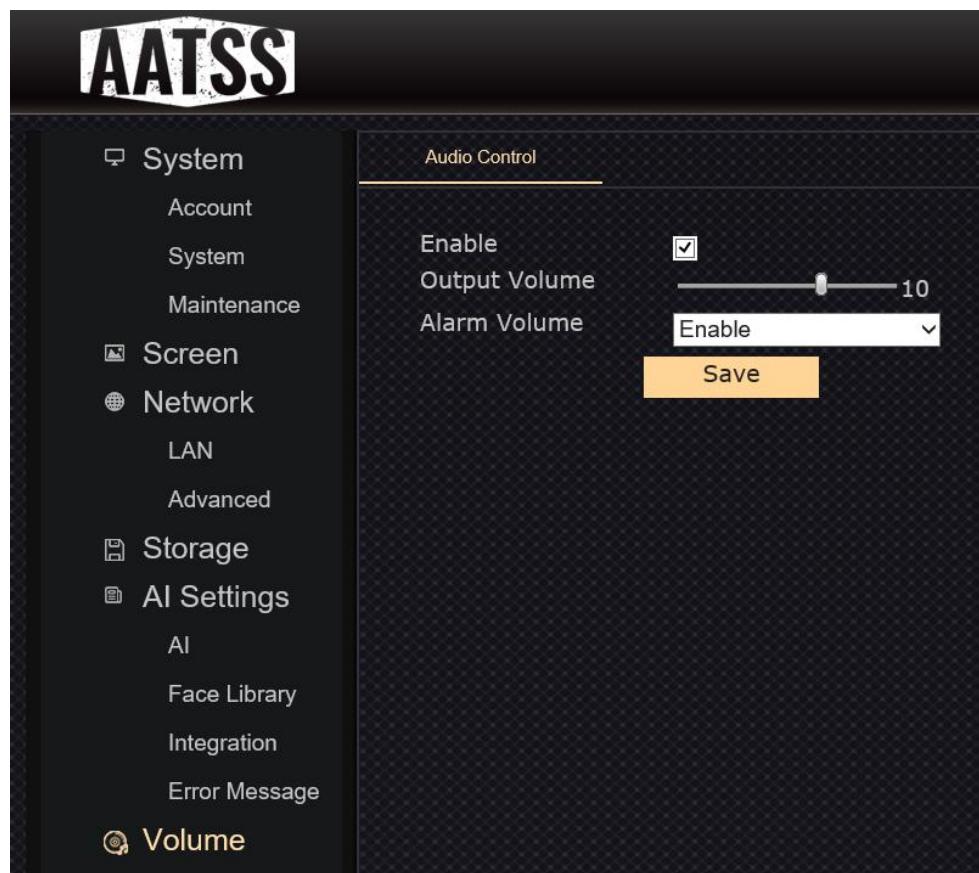
### 3.2.11 Error Message

You can customize the error message as you'd like.

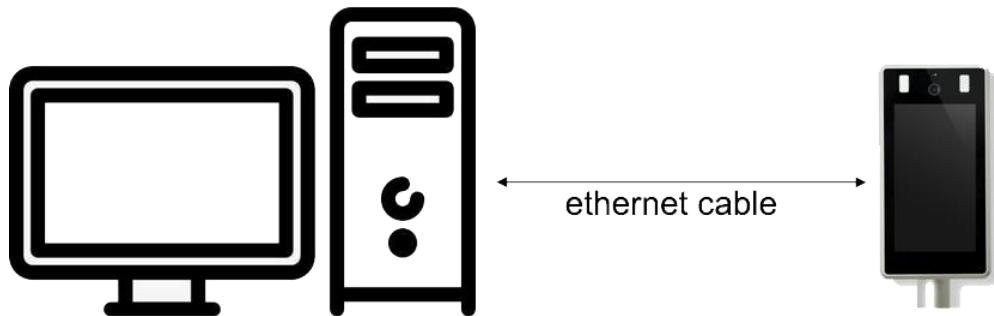


### 3.2.12 Volume

Here you can adjust the volume settings and enable or disable audio.

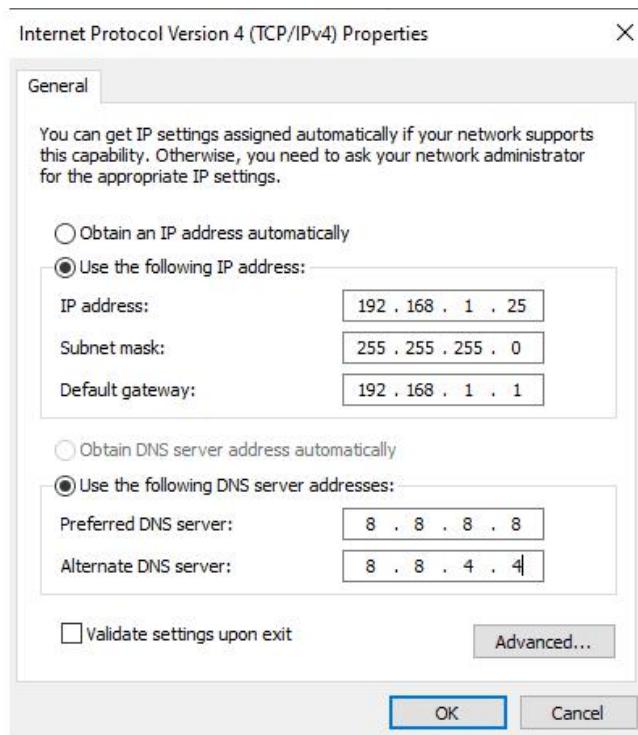


### 3.2.13 V2 Pro connected to PC directly by ethernet cable



How to connect the V2 Pro directly to your PC, in the case of an emergency network failure. Please see the steps below:

1. Use the ethernet cable to connect V2 Pro and PC.
2. Open the Desktop Management Terminal, obtain the V2 Pro IP address and gateway address, e.g. 192.168.1.8
3. The PC IP address should be a static address. Gateway should be same as the V2 pro IP address.



4. Go to <http://192.168.1.8> in IE explore or Chrome to access the web page to manage your device.

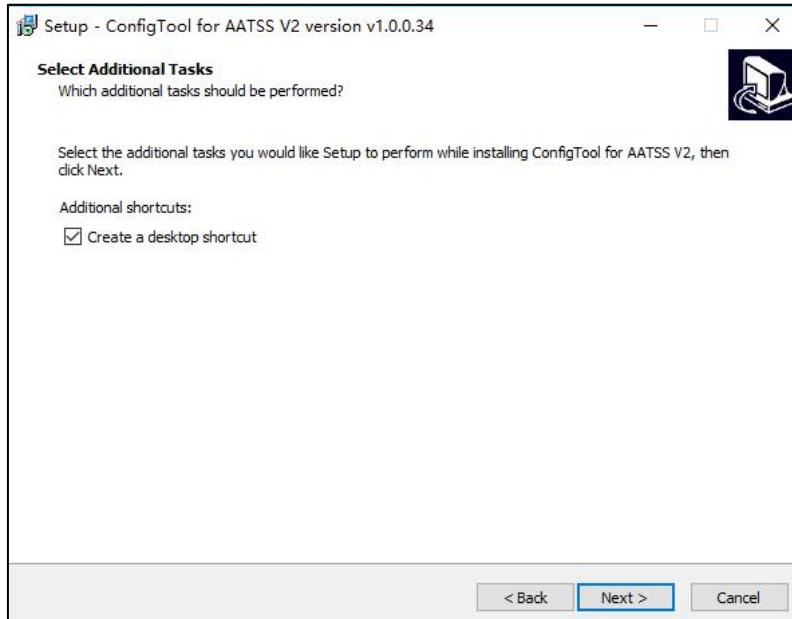
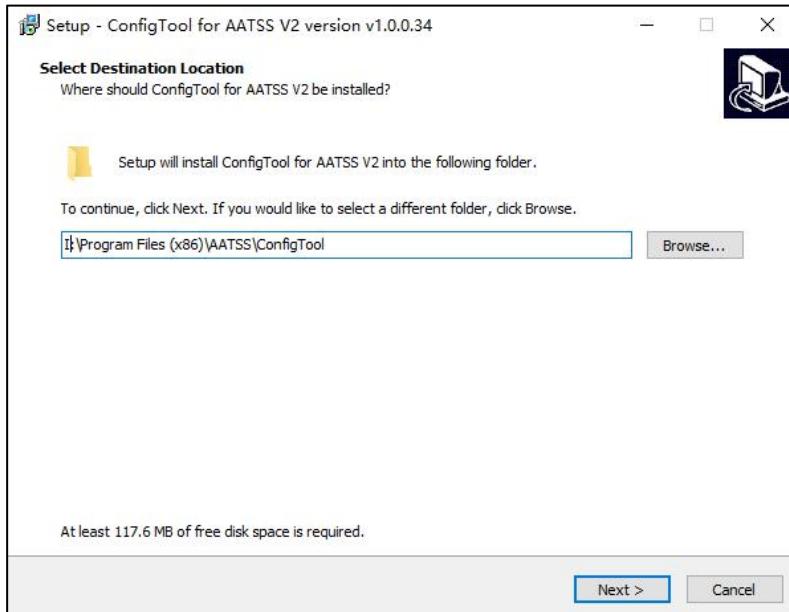
## 4. Desktop Management Terminal

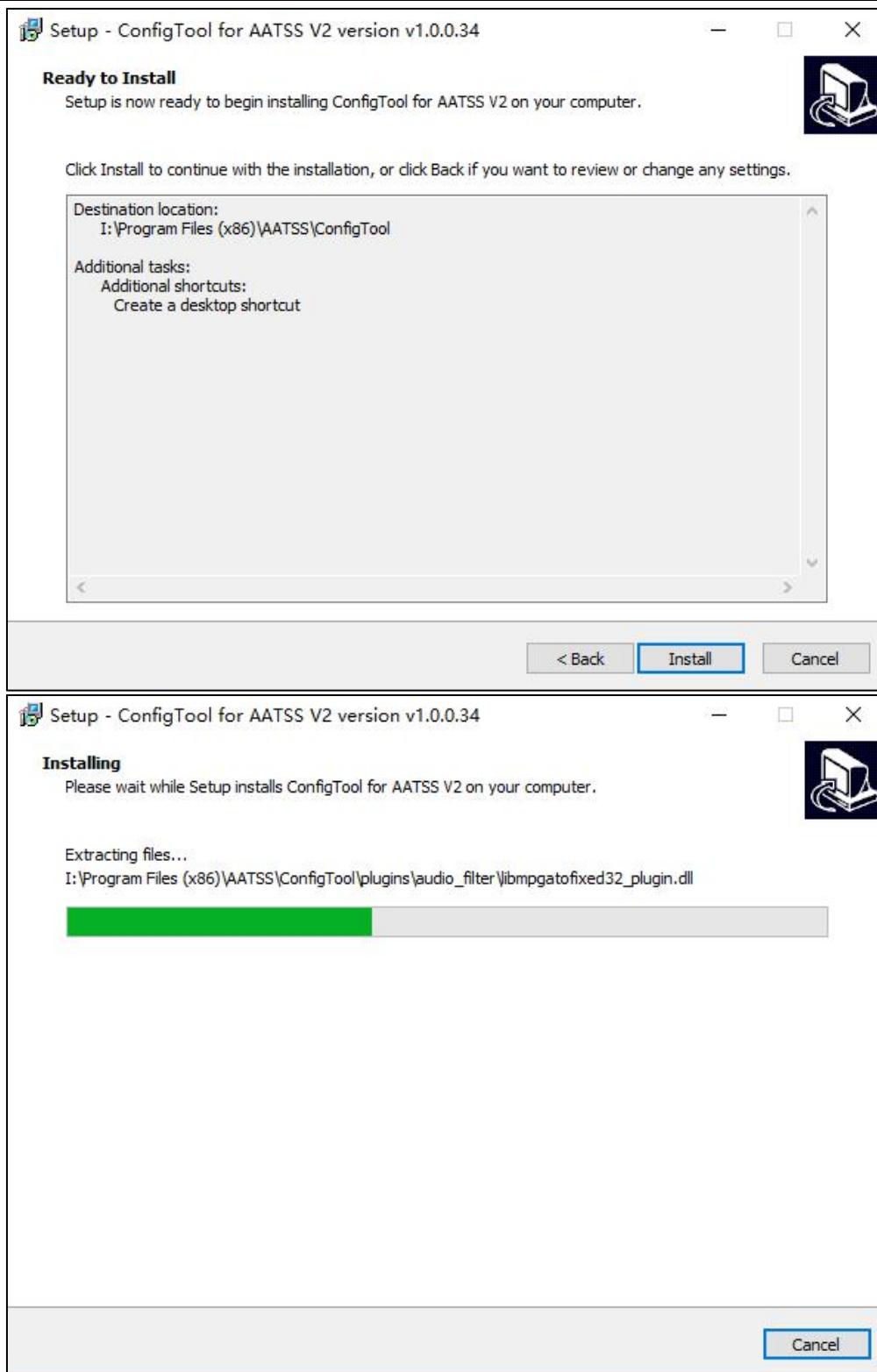
### ◆ 4.1 Setup

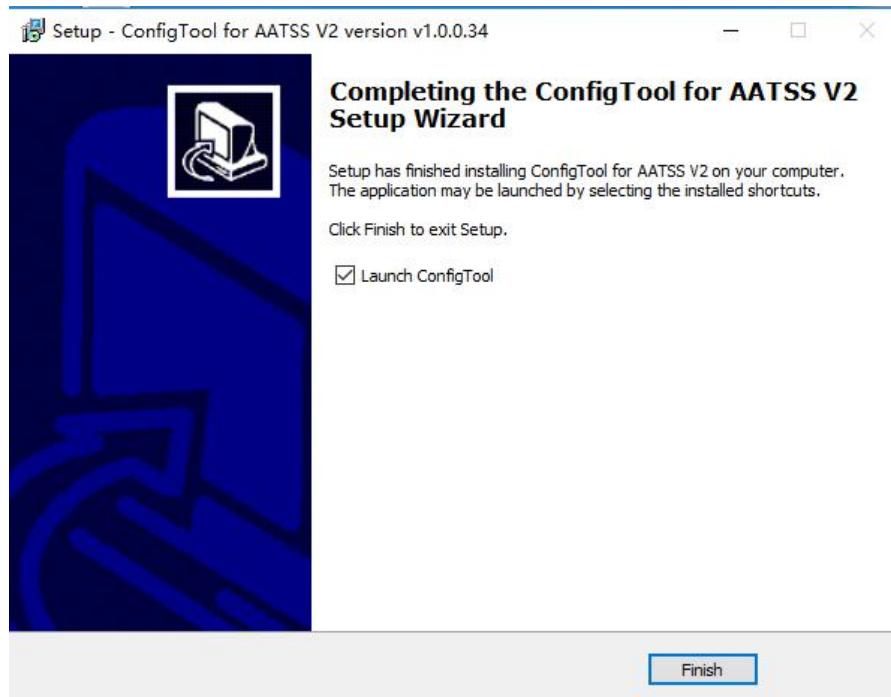
Please install the ConfigTool for AATSS V2 Pro on your PC.

Installation steps:

Download the ConfigTool, then install it as follows:







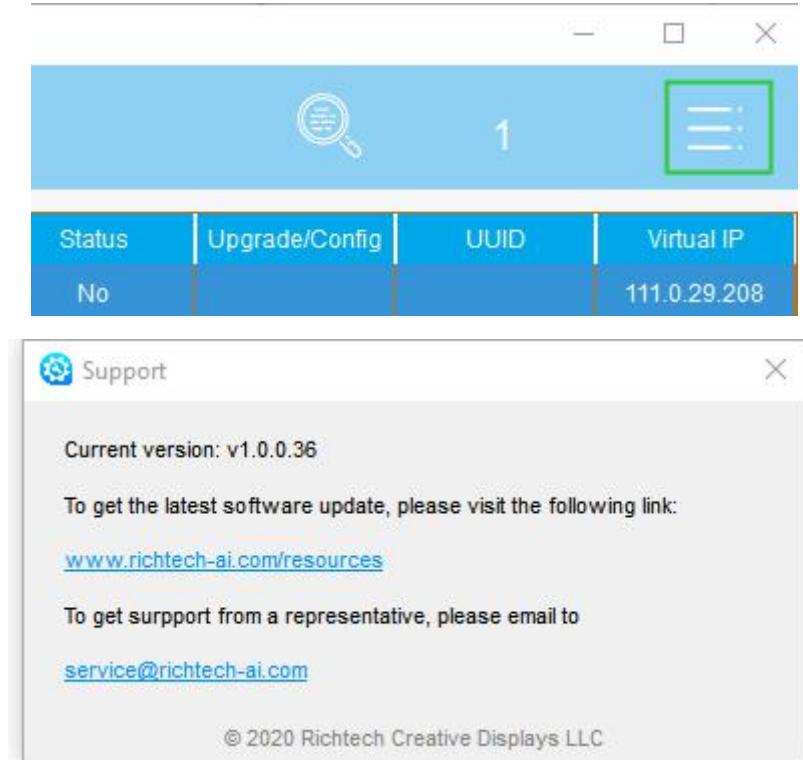
## ◆ 4.2 Main Interface

Here, you can see a list of all your AATSS V2 Pro devices, IP addresses, firmware versions and other details. You can apply updates to multiple devices through this terminal, as well as view data and adjust settings for individual devices.

	Device Name	IP	Web Version	Version	Device ID	Mac Address	Run Time	Status	Upgrade/Config	UUID	Virtual IP
<input type="checkbox"/>	AATSS	192.168.1.8	web_v200611S_TW	6.1.2.28.7	7632	00-AA-00-00-1...	00:01:30	No			111.0.29.208

#### 4.2.1 Support

Click “Support” to display software version and update information.



#### 4.2.2 Setting

Click “Settings”. If there is more than one NIC, and the devices can't be showed on list, you need to change the IP address with Select Network Adapter, as follows:





## ◆ 4.3 User

### 4.3.1 Live

This screen provides a live feed of all temperature screenings currently being conducted. If an abnormal temperature is detected, the system will provide an audible alarm to notify the person viewing the screen.

A screenshot of the AATSS software interface. The top bar shows "v1.0.0.33" and various icons. The main window title is "192.168.0.102". On the left, a sidebar has "Live" selected, along with "Add User" and "User Management". Under "Records Query", there's a table with columns: Database Picture, Snapshot, Name, ID, Category, Time, Temperature, and Mask Detection. The table contains four rows of data. The first row (Jason) has a green background. The second row (Baron) has a red background, indicating an alarm. The third row (Danae) has a white background. The fourth row (Abbott) has a light blue background. Each row includes a thumbnail image of the person and their temperature reading.

### 4.3.2 Add User

Here, you may add users to the whitelist, blacklist, and uncategorized databases.

v1.0.0.36

Add Single One

ID	1001
Name	Gallina
Category	Whitelist
Location	
Contact Number	

Add

Import In Batch

Import Export Template Spreadsheet

### 4.3.3 User Management

Here, you can edit user information.

v1.0.0.37

Device List: 192.168.0.122 (AATSS)

Category: Whitelist

Search

192.168.0.122

0 Selected

	Gallina	ID: 1001	<input type="checkbox"/> Select
--	---------	----------	---------------------------------

Previous Page 1/1 Next Page

Select All Save Delete Delete All

### 4.3.4 Records Query

You can find all records here.

Database Picture	Snapshot	Name	ID	Category	Time	Temperature	Mask Detection
		Jason	1002	Blacklist	2020-06-04 07:52:28	97.5°F	Yes
		Baron	1005	Blacklist	2020-06-04 07:52:12	104.3°F	Yes
		Danae	1009	Blacklist	2020-06-04 07:52:08	97.8°F	Yes
		Abbott	1010	Blacklist	2020-06-04 07:51:13	97.6°F	Yes
		N/A	N/A	Guest	2020-06-04 07:40:58	97.5°F	Yes

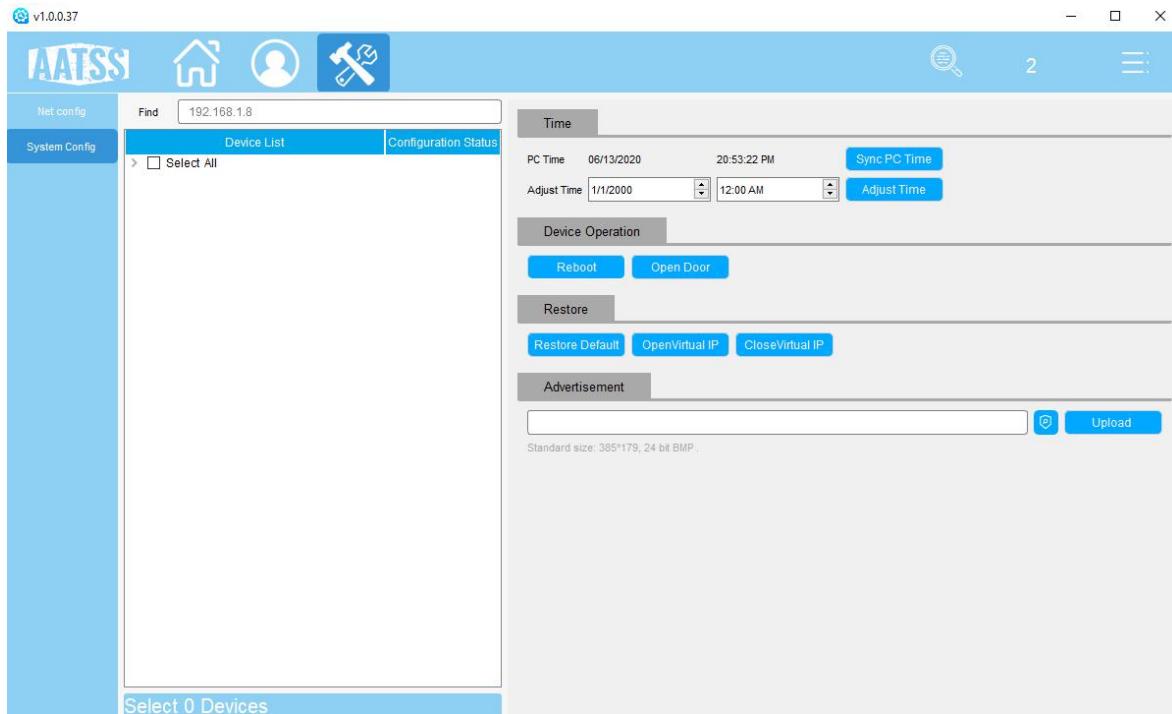
## ◆ 4.4 Settings

### 4.4.1 Net config

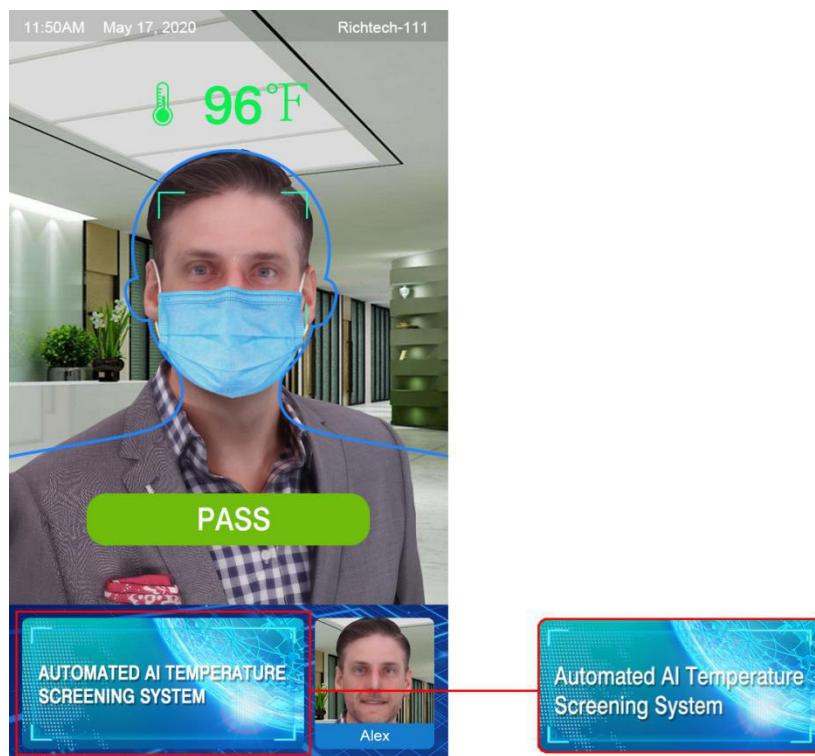
You can set the IP address here. Please use a static IP address.

#### 4.4.2 System Config

You may adjust system settings and reboot the device here.



You may change the photo right below the screen; format: 24 bit BMP, resolution: 285x179. See below.



## 5. Maintenance

- Thermal infrared detection works best indoors. The AATSS V2 Pro is resistant to sunlight interference and can be used outdoors. However, please avoid direct sunlight on the device or the face of the person being screened whenever possible. We recommend a well-shaded area for optimal performance. Limit exposure to weather and rain.
- When installing the AATSS V2 Pro, please avoid heat sources such as vents and hot electronic equipment.
- Standard cleaning products can be used to clean the device.
- We recommend restarting the device once a day to ensure normal function.

## 6. Specifications

<b>CAMERA</b>	
Resolution	2 million pixels 1920x1080P
Type	120° wide-angle dynamic
Focusing Distance	50 - 80 cm
White Balancing	AUTO
<b>SCREEN</b>	
Resolution	600 x 1024
Size	7.0-inch IPS LCD Display
<b>PROCESSOR</b>	
CPU	RK3288 Quadcore
Internal Storage Capacity	4 GB eMMC Automatic memory management. Can store 100,000 log entries and 10,000 individual identities.
<b>ACCESSORIES</b>	

Fill Light	Dual fill light
<b>INTERFACE</b>	
Operating System	Linux
Network Module	Network Module Ethernet (Wi-Fi coming soon)
Audio	Audio 2.5W / 4R Speakers
Serial Communication	Serial Communication 1 RS232 serial port
Relay Output	1 open door signal output (Dry contact)
Wiegand	One Wiegand 26/34 output, one Wiegand 26/34 input (Dry contact)
LAN	1 RJ45 Ethernet socket
<b>INFRARED THERMAL MODULE</b>	
Temperature Detection Distance	1.6 – 2.6 ft
Measurement Resolution	0.018 °F
Temperature Measurement Accuracy	≤ ± 0.5°F (Medical Grade)
Temperature Measurement Range	93.2°F ~ 107.6°F
Abnormal Temperature Alarm	Customizable – Email/SMS/Push notification (Default inaudible alarm)
<b>GENERAL</b>	
Power Supply	DC12V
Operating Temp.	50°F - 140°F
Storage Temp.	60°F - 140°F
Power Consumption	4W (Min)
Dimensions	9" x 4.72" x 1.18"
Weight	2.2 pounds

## **7. Warranty**

Full 1-year manufacturer warranty. (Extendable up to 3 years) [More information.](#)

Return Policy: Return within 14 days of receiving your shipment for a full refund minus return shipping. If the return is due to a manufacturing defect, all shipping costs will be covered.



[www.richtech-ai.com](http://www.richtech-ai.com)

[service@richtech-ai.com](mailto:service@richtech-ai.com)

**+1-866-204-2158**