

Introducing the IMC

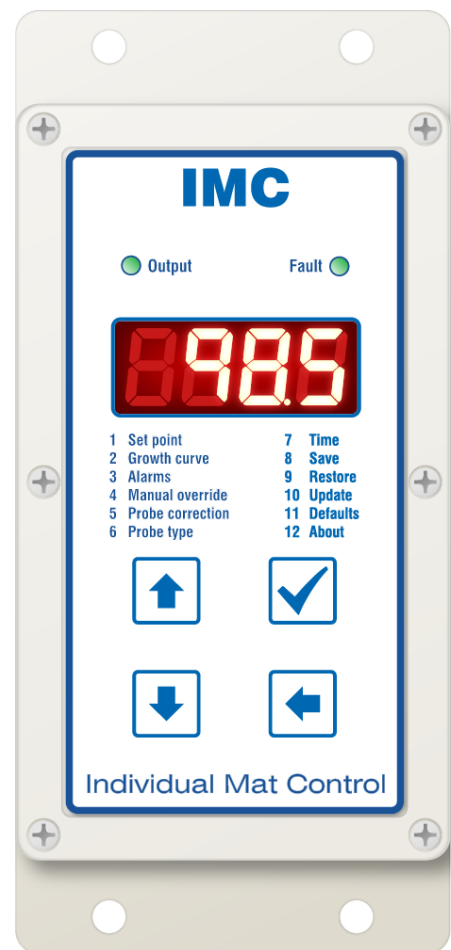
The Individual Mat Control (**model IMC**) is an economic and easy-to-use product that automatically controls heat mats according to temperature. The Individual Mat Control might be small, but it is loaded with all the features you need: customizable six-step growth curve, manual override, daily high and low temperature display, upgradable firmware, and more. All configuration and programming parameters are listed on the cover and are never more than a few button presses away, making the IMC one of the easiest controls to program.

Features

- ◆ Automatic temperature-based control, range: 70 to 125°F (21 to 51.7°C)
- ◆ One variable heating stage for controlling heat mats
- ◆ Four-character LED display
- ◆ Minimum and maximum temperature logging
- ◆ Error code display
- ◆ Manual override mode
- ◆ Power-failure settings protection
- ◆ One temperature probe input
- ◆ Rugged enclosure (corrosion resistant, water resistant, and fire retardant)
- ◆ Limited warranty (two years)

Electrical ratings

- ◆ Input: 115/230 VAC, 50/60 Hz
- ◆ Output: 3.5 A at 115/230 VAC
400 W at 115 VAC
800 W at 230 VAC



Becoming familiar with the IMC

When the IMC starts, the LEDs flash and the display shows the version for a few seconds. The display will then alternate between **PF** (power failure) and the temperature. If you do not have a temperature probe connected, the display shows - - - instead of the temperature.

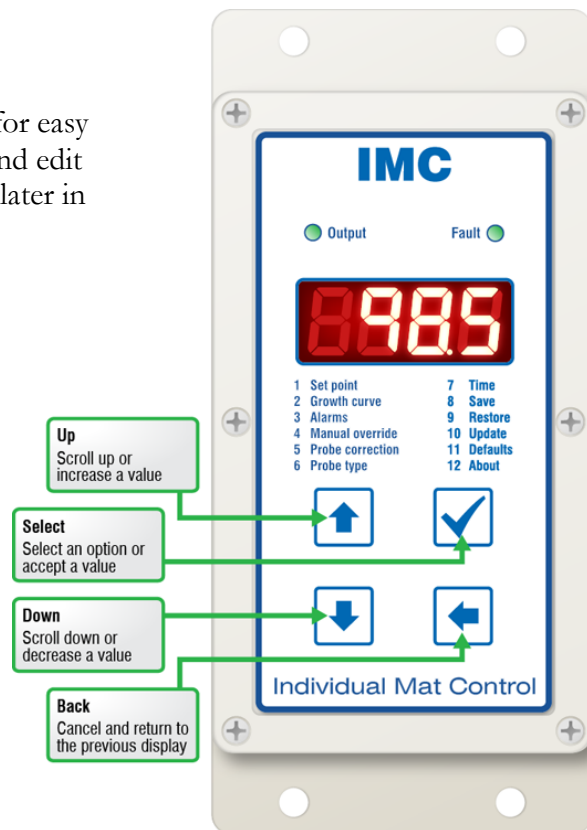
To continue, acknowledge the power failure message by pressing **Select**. If there are other alarm messages, press **Select** until the display shows the temperature.

For more information about alarm messages, read **Alarm and error messages** on page 18.

Parameter menu

All parameters are on the front cover of the control for easy reference. The following steps explain how to view and edit the parameters. There are more-detailed instructions later in the manual.

1. From the main temperature display, press **Select**.
The display shows **P 1**, the first item in the Parameter menu.
2. Press **Up** or **Down** until the parameter you want to adjust displays, for example **P 7** for **Time**, and then press **Select**.
The display shows the current setting for the parameter.
3. Press **Up** or **Down** to adjust the setting and then press **Select**.
The control returns to the Parameter menu.
4. To return to the Main display, press **Back**.



If you leave the Individual Mat Control in a menu or display other than the main display, the control returns to the main display after five minutes without any key presses. The only exception is manual override; the control remains in override until you manually exit it.

Installing the Individual Mat Control

Before installing, you need to do some initial preparation:

1. Read the **Control Fundamentals** guide that came in the box with your control.
2. Read **Understanding power surges and surge suppression** below.

Understanding power surges and surge suppression

Power surges can be caused by external influences (for example, lightning or utility distribution problems) or they can be caused internally (for example, starting and stopping inductive loads).

One of the most common causes of power surges is lightning. When lightning strikes the ground, it produces an enormously powerful electromagnetic field. This field affects nearby power lines, which transmit a surge to any device connected to it, such as lights, computers, or environmental controls like your Individual Mat Control. Lightning does not have to strike a power line to transmit a surge.

Surge suppression devices offer some protection from power surges. Because it is not possible to internally protect this product completely from the effects of power surges and other transients, Phason **highly recommend** that you install external surge suppression devices. For specific recommendations, see your electrical contractor. If you do not take these precautions, you acknowledge your willingness to accept the risk of loss or injury.



- ◇ If you do not install external surge suppression devices, you risk damage to the electronics inside the Individual Mat Control, which might cause it to fail.
- ◇ Because it is not possible to completely protect this product internally from the effects of power surges and other transients, we *highly recommend* that you install external surge suppression devices. For specific recommendations, see your electrical contractor.
- ◇ If you do not take these precautions, you acknowledge your willingness to accept the risk of loss or injury.

Reducing electrical noise using filters

Electrical noise is caused by high voltage transients created when inductive loads, such as power contactors, are switched on or off. The strength of the transients can be over 1000 volts and can vary with the type of equipment and wiring, as well as several other factors.

Visible symptoms of electrical noise include erratic control operation, cycling inlets, communication problems, and more. However, the **effects of electrical noise are not always visible**. Over time, electrical noise can cause electronic circuits, relay contacts, and power contactors to deteriorate.

Temperature probes

The Individual Mat Control is compatible with heat mats that have an internal temperature probe, such as the Hog Hearth® heat mat. Internal probes must be 1K or 5K Ω .

Phason has external 3K Ω probes available. Other external probes will not work. For more information, contact Phason customer support.

When installing temperature probe, follow these requirements.

- ◆ Do not run the probe cable in the same conduit as AC power cables
- ◆ Do not run the sensor cable beside AC power cables or near electrical equipment.
- ◆ When crossing other cables or power lines, cross them at a 90-degree angle.



Replace damaged probes as soon as possible. If there is no probe present or working properly, the control turns the output off.

Operating frequency and temperature units

The IMC can operate at 50 or 60 Hz and display temperatures in Celsius or Fahrenheit. The control is set at the factory to operate at **60 Hz** and display temperature in **Fahrenheit**. If you need to change either of these, you must change the position of the jumpers on the inside of the cover. The location of the jumpers is shown in the diagram on the following page.

Connecting equipment



You can connect more than one heat mat to the output as long as the total current draw does not exceed the limit.

Output ratings: 3.5 A at 115/230 VAC, general-purpose (resistive)
 400 W at 115 VAC; 800 W at 230 VAC

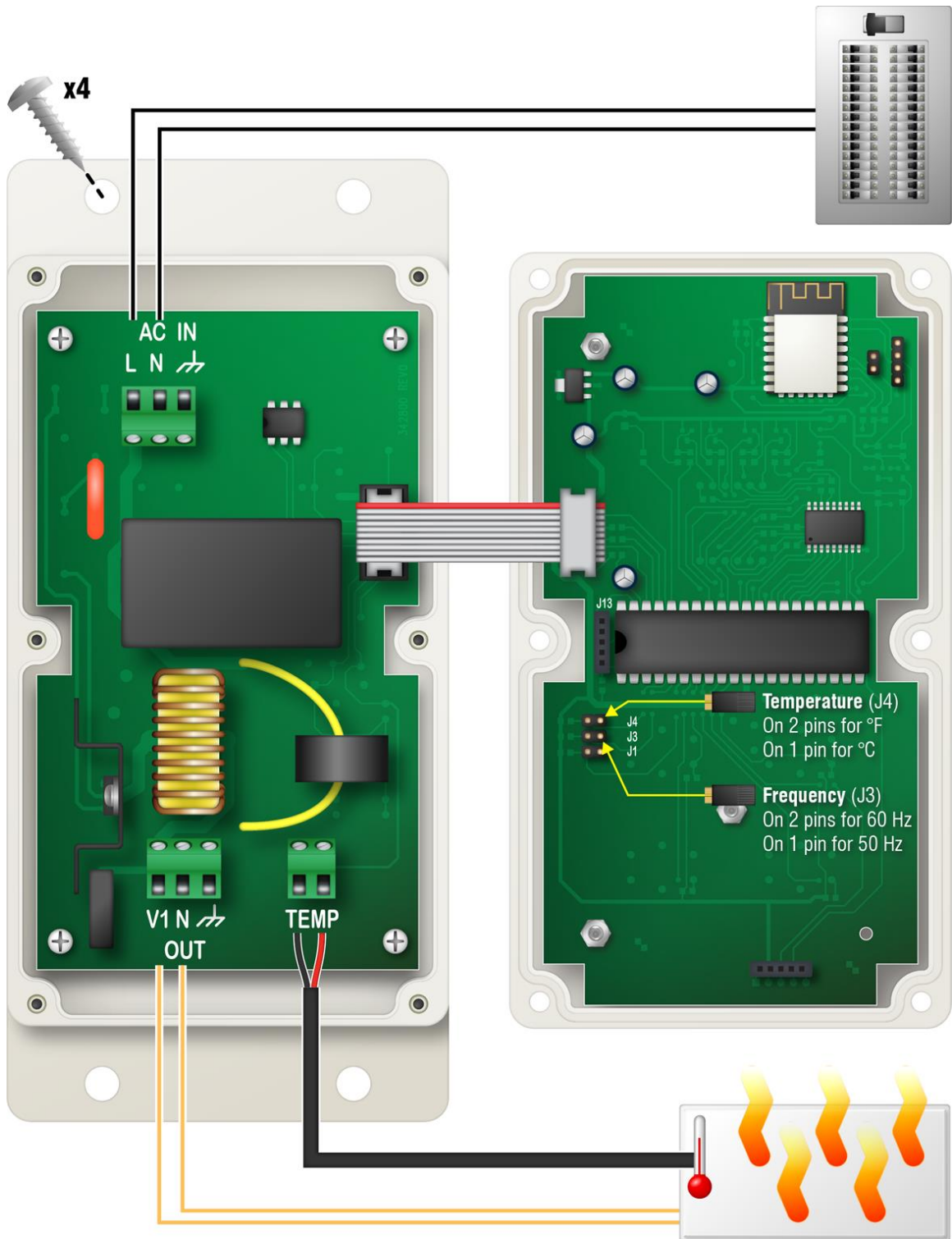


- ◇ Before connecting the incoming power, switch OFF the power at the source.
- ◇ Do not switch ON the power until you have finished all wiring and verified all equipment is properly connected and free of obstructions.



Manual override mode is useful for testing your control and equipment after installing and configuring it. For more information, read **Parameter 4, manual override** on page 13.

IMC layout



Verifying the installation

1. Make sure all wires are properly connected to the correct terminals.
2. Make sure the display cable is properly connected.
3. Place the cover on the control and then tighten the screws a few turns.
4. Switch on the power.

As soon as the power comes on, the display should show the version, followed by the temperature. If the display does not come on, go back to step 1.

After displaying the temperature for a few seconds, the display will flash between **PF** (power failure) and the temperature. Press **Select** to acknowledge the power fail alarm.

If the display shows other messages, acknowledge them and then read **Alarm and error messages** on page 18.

5. Tighten the six cover screws.



Do not over tighten the screws. Avoid using power screwdrivers or drills.

Parameters

Before programming your control, make sure it has power and all equipment has been properly connected. If you receive an alarm message during programming, look it up in **Alarm and error messages** on page 18 and then follow the instructions for correcting the problem.

Parameter and setting	Default	Range	Parameter and setting	Default	Range
P 1 Set point	99.0	70 to 125°F	P 4 Manual override	0	0 to 200
P 2 Growth curve <ul style="list-style-type: none"> → Current day 1 OFF, 1 to 365 → Step 1 (S₁P₁) day 1 N/A <li style="padding-left: 20px;">temperature 98.0 70 to 125°F → Step 2 (S₂P₂) day 9 1 to 365 <li style="padding-left: 20px;">temperature 93.0 70 to 125°F → Step 3 (S₃P₃) day 17 1 to 365 <li style="padding-left: 20px;">temperature 88.0 70 to 125°F → Step 4 (S₄P₄) day 17 1 to 365 <li style="padding-left: 20px;">temperature 88.0 70 to 125°F → Step 5 (S₅P₅) day 17 1 to 365 <li style="padding-left: 20px;">temperature 88.0 70 to 125°F → Step 6 (S₆P₆) day 17 1 to 365 <li style="padding-left: 20px;">temperature 88.0 70 to 125°F 			P 5 Probe correction <ul style="list-style-type: none"> → P 6 Temperature probe type Type A (L_AR) A, B, or C → P 7 Time (24 hour) 00.00 00:00 to 23:59 → P 8 Save N/A N/A → P 9 Restore N/A N/A → P 10 Update N/A N/A → P 11 Defaults N/A N/A → P 12 About N/A N/A 		
P 3 Alarms <ul style="list-style-type: none"> → High alarm enable (H₁E_n) YES YES or NO → High alarm temperature 105 80 to 125°F → Low alarm enable (L₀E_n) YES YES or NO → Low alarm temperature 80.0 -13 to 125°F → Bad probe enable (P_bE_n) YES YES or NO → Power fail enable (P_FE_n) YES YES or NO 					

Configuration parameters

Configuration parameters are items that you configure at the beginning and then do not change at all, or very rarely.

- ◆ Parameter 5: **probe correction**
- ◆ Parameter 6: **probe type**
- ◆ Parameter 7: **time**

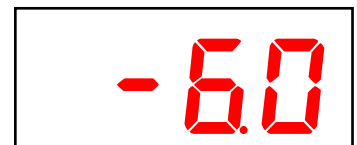
Parameter 5, probe correction

Probe correction adjusts the measured temperature when using an external temperature probe; it is not required for heat mats with internal probes. Use probe correction if the temperature measured is higher or lower than the temperature of the mat surface.

The probe correction value is an offset from the measured temperature. A negative value subtracts from the measured temperature, a positive value adds to it. For example, if the measured temperature is 90°F and the correction value is 2.5°F, the control will use and display 92.5°F.

Default: -6.0°F (-3.3°C)

Range: -9.0 to 9.0°F (-5.0 to 5.0°C)



Parameter 6, probe type

The Individual Mat Control is compatible with heat mats that have an internal temperature probe, such as the Hog Hearth® heat mat. Internal probes must be 1K or 5K Ω .



Phason has external 3K Ω probes designed specifically to work with heat mats. Other external probes will not work. For more information, contact Phason customer support.



Default: 1K Ω (type B)

Options: 3K (type A) and 5K (type C)

Parameter 7, time

The Individual Mat Control has a 24-hour clock. The control uses the clock to calculate settings for the growth curve function.



To set the time

1. Go to parameter 7 and then press **Select**.
2. To adjust the hours, press **Up** or **Down** and then press **Select**.
3. To adjust the minutes, press **Up** or **Down** and then press **Select**.
The control returns to the parameter menu.



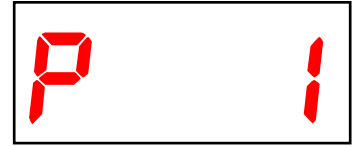
Settings parameters

Settings parameters are items that you adjust regularly or occasionally.

- ◆ Parameter 1: **set point**
- ◆ Parameter 2: **growth curve**
- ◆ Parameter 3: **alarms**

Parameter 1, set point

The control continually monitors the temperature and adjusts the output to keep the temperature as close to the set point as possible.



To program the set point

1. Go to parameter 1 and then press **Select**.
The display shows the current set point value.
2. Press **Up** or **Down** to adjust the setting and then press **Select**.
The control returns to the Parameter menu.



You cannot edit parameter 1 while the growth curve is enabled. If you try to edit the set point, the display will show $\square \square \square \square$, which means growth curve enabled.

Parameter 2, growth curve

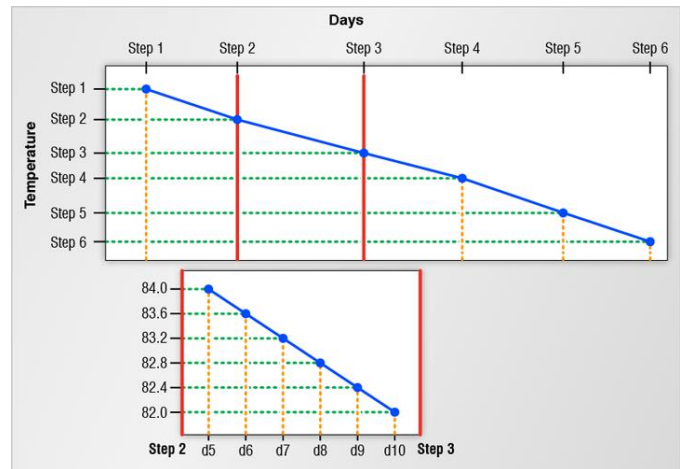
The growth curve automatically adjusts temperature set points over time, to a maximum of 365 days. There are six steps in the growth curve; each step has a start day and a temperature. The control calculates the set points for the days between the steps, and then adjusts them each day at midnight.

Example

Step 2 starts on day 5 and has a temperature of 84.0°F. Step 3 starts on day 10 and has a temperature of 82.0°F.

The difference between the step 2 and step 3 set points is 2.0°F: $(84.0 - 82.0 = 2.0)$. There are 5 days in step 2: $(10 - 5 = 5)$.

The control divides the difference by the number of days, $2.0 \div 5 = 0.4$, and then automatically adjusts the set point by 0.4°F each day for 5 days.



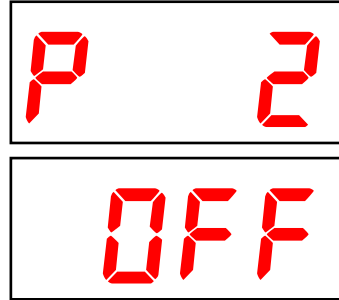
Starting and stopping the growth curve and adjusting the current day

When the current day is set to OFF, the growth curve is stopped. You can adjust the settings while the growth curve is stopped, but you must start it before the control will advance the days and automatically adjust the temperatures.

When the growth curve is running, the Individual Mat Control automatically advances the current day and adjusts the set points each day at midnight. However, there may be times when you want to move forward or backward in the curve. You can do that by changing the current day of the curve.

To start, stop, or change the current day

- Go to parameter 2 and then press **Select**.
The display shows the current day (1 to 365) or OFF.
- To change the status, press **Up** or **Down**, and then press **Select**.
The control returns to the Parameter menu.




Programming the growth curve steps

The growth curve can have up to six steps. If you do not want to use all the steps in the growth curve, program the steps you want to use. Program the remaining steps the same as your last one.

- ◆ The maximum length is 365 days.
- ◆ Each step has a **start day** and a **temperature**.
- ◆ The **step 1 start day** is always day 1.
- ◆ The **start day** must increase as the curve advances.
- ◆ Temperatures can increase or decrease as the curve advances.

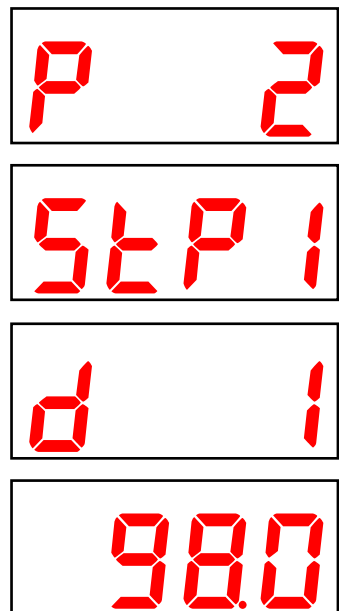
Parameter and setting	Default	Range
P 2 Growth curve		
→ Current day	1	OFF, 1 to 365
→ Step 1 (5ŁP 1) day	1	N/A
→ temperature	98.0	70 to 125°F
→ Step 2 (5ŁP 2) day	9	1 to 365
→ temperature	93.0	70 to 125°F
→ Step 3 (5ŁP 3) day	17	1 to 365
→ temperature	88.0	70 to 125°F
→ Step 4 (5ŁP 4) day	17	1 to 365
→ temperature	88.0	70 to 125°F
→ Step 5 (5ŁP 5) day	17	1 to 365
→ temperature	88.0	70 to 125°F
→ Step 6 (5ŁP 6) day	17	1 to 365
→ temperature	88.0	70 to 125°F



If you set the start day for a step to be greater than the following step, the IMC adjusts the start day for the next step. For example, if the start day for step 3 is 17 and you set the start day for step 2 to be 18, the IMC increases the start day for step 3 to 19.

To program the growth curve steps

- Go to parameter 2 and then press **Select**.
The display shows the current day (1 to 365) or OFF.
- Press **Select**.
The display shows 5ŁP 1, step 1.
- Press **Up** or **Down** to select the step you want to program, and then press **Select**.
The display shows the start day for the step.
- To change the start day, press **Up** or **Down** to adjust it, and then press **Select**.
The display shows the start temperature for the step.
- To change the temperature, press **Up** or **Down** to adjust it, and then press **Select**.
The display shows the step you just programmed.
- Repeat steps 3 to 5 for any other steps you want to program.



Parameter 3, alarms

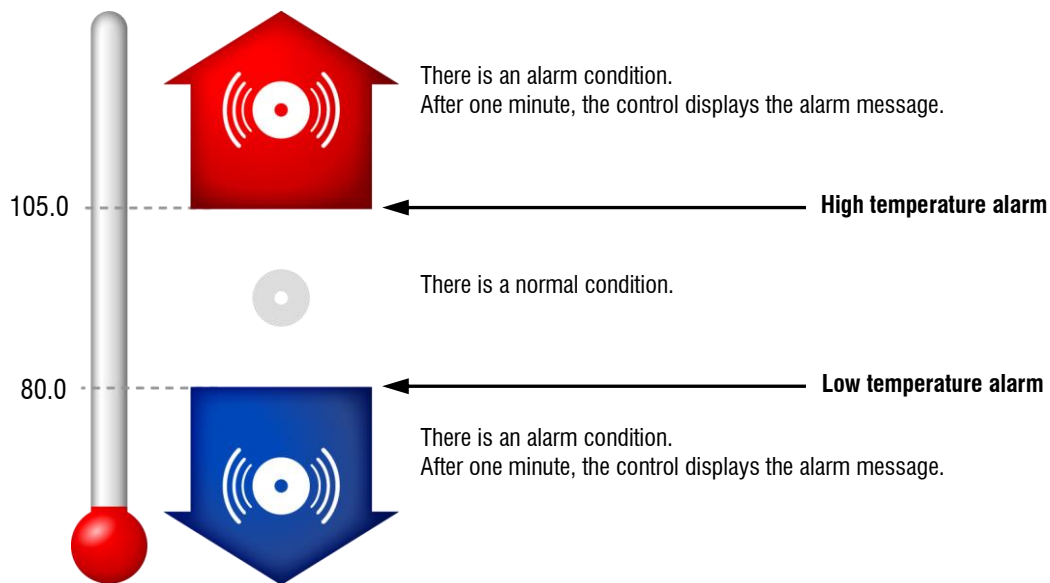
There are four alarm conditions: **high temperature**, **low temperature**, **power fail**, and **probe damage**. You can choose whether to enable the high and low temperature alarms and adjust their temperature settings. The power fail and probe damage alarms are always enabled and have no settings to adjust.

When the temperature is above the **high temperature alarm** or below the **low temperature alarm**, there is an alarm condition. If the condition is present for one continuous minute, the control displays the alarm message. The one-minute minimum duration prevents alarms from occurring when the temperature rises or drops for just a few seconds.

The alarm message remains until you acknowledge it. If there has been more than one alarm condition, the display alternates between the alarm messages.

Example

For example, let's say the high temperature alarm setting is 105 degrees Fahrenheit. If the temperature rises to 106 degrees, but drops below 105 degrees 30 seconds later, the alarm message does not display. If the temperature rises to 106 degrees and stays there for more than 1 minute, the message displays.



- ◇ When an alarm occurs, the alarm message displays. For a list of alarm messages, their descriptions, and possible resolutions, read **Alarm and error messages** on page 18.
- ◇ If you acknowledge the alarm message, but do not resolve the problem causing the alarm condition, the alarm message displays again after five minutes without a key press.

Alarms parameter menu

Parameter and setting	Default	Range
P 3 Alarms		
→ High alarm enable (<i>H_i E_n</i>)	YES	YES or NO
→ High alarm temperature	105	80 to 125°F
→ Low alarm enable (<i>L_o E_n</i>)	YES	YES or NO
→ Low alarm temperature	80.0	-13 to 125°F
→ Bad probe enable (<i>P_b E_n</i>)	YES	YES or NO
→ Power fail enable (<i>P_F E_n</i>)	YES	YES or NO

To program alarm settings

- Go to parameter 3 and then press **Select**.
The display shows *H_i E_n*, high alarm enable.
- To change the **high alarm settings**, press **Select**. To change the **low alarm settings**, press **Up** or **Down** until *L_o E_n* displays, and then press **Select**.
The display shows the status: *Y E S* / enabled, or *n o* / not enabled.
- To change the status, press **Up** or **Down**, and then press **Select**.
The display shows the temperature setting for the item.
- Press **Up** or **Down** to adjust the alarm temperature and then press **Select**.
The control returns to the Alarms parameter menu.

Monitoring and maintenance parameters

Your Individual Mat Control displays temperature, alarm, and status information. Monitoring the control regularly gives you a better idea of what is going on with your equipment and in your facility. When in normal operation, the display shows the ambient temperature.

- ◆ Daily minimum and maximum temperatures
- ◆ Parameter 4: **manual override**
- ◆ Parameters 8 and 9: **save** and **restore**
- ◆ Parameter 10: **update**
- ◆ Parameter 11: **defaults**
- ◆ Parameter 12 **about**

Daily minimum and maximum temperatures

The Individual Mat Control logs the daily minimum and maximum temperatures. The values reset automatically each day at midnight. You can also reset them manually.

To view the daily minimum temperature

At the main display, press **Down**.

The display shows the lowest temperature for the current day.



To view the daily maximum temperature

At the main display, press **Up**.

The display shows the highest temperature for the current day.



To reset the daily minimum and maximum

At the main display, press **Up** and **Down**.

The control resets the daily minimum and maximum.

Parameter 4, manual override

Manual override is for testing the installation and equipment connected to the Individual Mat Control. When you go into manual mode, the control sets the output to 0. You can then change the output from 0 to 200. The output remains where you set it until you leave manual override. When you leave manual override, the control returns to normal operation. For example, if you adjust the output to 200, it stays at 200 and until you leave manual override.



- ◇ When the control is in manual override, it does not operate the equipment according to the measured temperature.
- ◇ The control *does not* automatically exit manual override mode. When you are finished testing, press **Back** until you return to the Parameter menu.

To use manual override

1. Go to parameter 4 and then press **Select**.
The display shows **P 4** and the output is set to 0.
2. Press **Up** or **Down** to adjust the output.
3. To exit manual override and return to normal operation, press **Back** until you return to the Parameter menu.

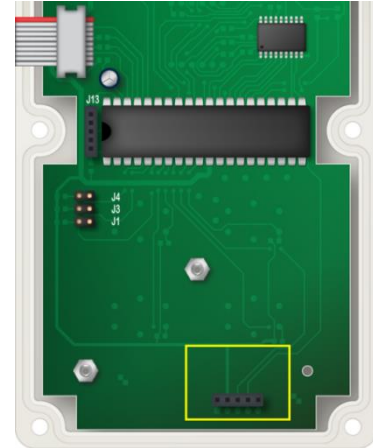


Parameters 8 and 9, save and restore

The IMC Saver is an innovative and easy-to-use product that allows you to save your Individual Mat Control configuration and settings. You can use the IMC Saver to restore the information or set up new controls in seconds!

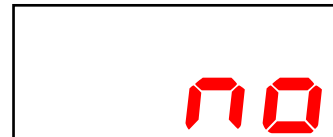
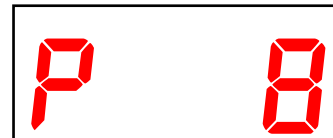


If the display shows *Err 1* (error 1) while saving or restoring settings, it means the Saver is not connected.



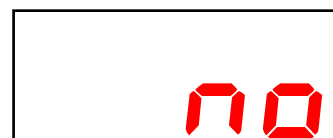
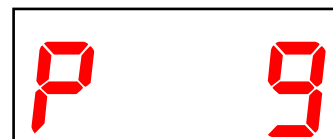
To save your settings

1. Gently remove the cover from the control. Make sure not to disconnect the ribbon cable.
2. Insert the IMC Saver into the connector on the bottom-inside of the cover.
3. Go to parameter 8 and then press **Select**.
4. Press **Up** or **Down** to change the *no* to *YES* and then press **Select**.
The control saves the settings to the IMC Saver. When complete, the display shows *done*.
5. Press **Back** until you reach the main temperature display.
6. Remove the IMC Saver.
7. Replace the cover and then tighten the four screws.



To restore your settings

1. Gently remove the cover from the control. Make sure not to disconnect the ribbon cable.
2. Insert the IMC Saver into the connector on the bottom-inside of the cover.
3. Go to parameter 9 and then press **Select**.
4. Press **Up** or **Down** to change the *no* to *YES* and then press **Select**.
The control restores the settings from the IMC Saver. When complete, the display shows *done*.
5. Press **Back** until you reach the main temperature display.
6. Remove the IMC Saver.
7. Replace the cover and then tighten the four screws.

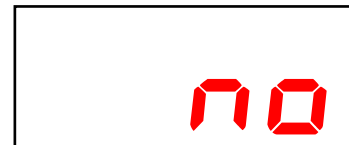
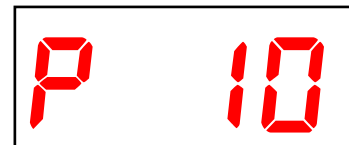
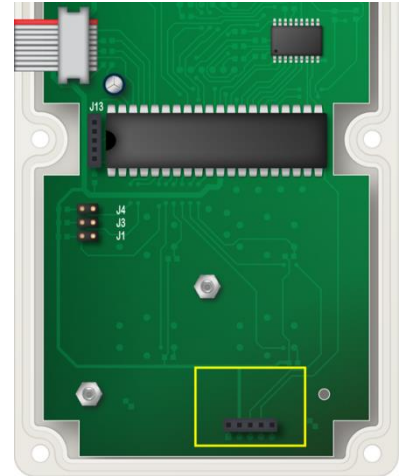


Parameter 10, update firmware

The IMC Updater allows you to upgrade your Individual Mat Control's firmware as new versions become available. The Updater takes only seconds to use and can upgrade all the Individual Mat Controls at your site.

To update the firmware

1. Gently remove the cover from the control. Make sure not to disconnect the ribbon cable.
2. Insert the IMC Updater into the connector on the bottom-inside of the cover.
3. Go to parameter 10 and then press **Select**.
4. Press **Up** or **Down** to change the *no* to *YES* and then press **Select**.
The control resets and then updates the firmware. When complete, the display flashes between temperature and *PF*.
5. Remove the IMC Updater.
6. Replace the cover and then tighten the four screws.



Because the Individual Mat Control resets during the update process, you will see a power fail (*PF*) message displayed. Acknowledge the message and then continue normally. For more information, read **Alarm and error messages** on page 18.

Parameter 11, factory defaults

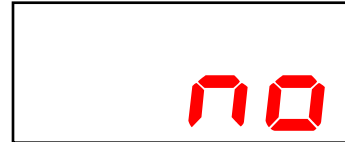
The Individual Mat Control is programmed with default settings when it leaves the factory. Resetting your control erases the settings and restores them to what they were when the control left the factory. For a list of the factory defaults, read **Parameter menu** on page 2.



- ◇ **Restore the factory defaults only as a last resort. It erases ALL your and settings and you will have to reprogram the control.**
- ◇ If you restore your Individual Mat Control to its factory defaults, disconnect the power to all loads and then reconfigure the control before restoring power to the loads.

To restore the factory defaults

1. Go to parameter 11 and then press **Select**.
The display shows **no**.
2. Press **Up** or **Down** to change the **no** to **YES**, and then press **Select**.
The control restores the defaults and then displays **done**.
3. Press **Back** until you return to the Parameter menu.



Parameter 12, version

If you need to contact Phason Customer Support about your Individual Mat Control, you might need to provide them with the firmware version. The firmware version is a number in the format #.##.



To display the version

Go to parameter 12 and then press **Select**.
The display shows the firmware version.

Optional accessories and kits

Optional, convenient accessories are available to enhance and extend your Individual Mat Control. For more information about accessories and kits, contact your dealer or visit www.phason.ca.

IMC Saver

The IMC Saver is an innovative and easy-to-use product that allows you to save your Individual Mat Control configuration and settings. You can use the IMC Saver to restore the information or set up new controls in seconds!

Features

- ◆ Quick and easy to use
- ◆ Portable, reliable, and safe storage of configuration and settings
- ◆ Transferable to any Individual Mat Control with the same firmware version
- ◆ Compact design, fits in a pocket
- ◆ Limited warranty (90 days)

IMC Updater

The optional IMC Updater is an innovative and easy-to-use product that updates the firmware of Individual Mat Controls as new versions become available. The IMC Updater takes seconds to use and can update all the Individual Mat Controls at your site.

Features

- ◆ Quick and easy to use
- ◆ Compact design, fits in a pocket
- ◆ Limited warranty (90 days)

Parts and kits


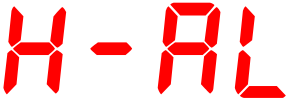
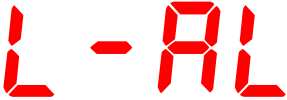


If your either of your Individual Mat Control's circuit boards fails, you can replace it with a kit.

- ◆ The **control kit** part number is **KIMC-CONTROL**.
- ◆ The **display kit** part number is **KIMC-DISPLAY**.
After replacing the display, you will need to reprogram control.

Troubleshooting

Problem	Possible cause	Possible solution
Power supply components blown out Burn marks on boards and components	Power surge, brownout, or power outage	◇ Avoid the problem in future by providing proper voltage and protection for the control.
No power and/or display	A circuit breaker at service panel is off or tripped. Incorrect incoming power wiring The display cable is not plugged into the control board properly.	◇ Reset the circuit breaker. ◇ Correct the wiring. ◇ Plug in the display cable. For more information, read IMC layout on page 5.
Display showing unusually high or low temperature	The probe correction value is set too high. The extension cable connected to the temperature probe is providing a poor connection Damaged probe	◇ Adjust the value. For more information, read Parameter 5, probe correction on page 7. ◇ Check the extension cable connection and re-solder it if necessary. ◇ Replace the temperature probe.

Alarm and error messages

Alarm message	Possible cause	Possible solution
 Power failure	There has been a power failure	
 High temperature alarm	The temperature has gone above the high temperature alarm point.	<ul style="list-style-type: none"> ◇ Try to lower the temperature by turning heat mats down or off. ◇ Check the temperature probes. ◇ Check the alarm settings. For more information, read Parameter 3, alarms on page 11.
 Low temperature alarm	The temperature has gone below the low temperature alarm point.	<ul style="list-style-type: none"> ◇ Try to raise the temperature by turning heat mats up or on. ◇ Check the temperature probes. ◇ Check to see if a heat mat has failed. ◇ Check the alarm settings. For more information, read Parameter 3, alarms on page 11.
 Probe damage alarm	A temperature probe is damaged or disconnected.	<ul style="list-style-type: none"> ◇ Check the wire between the control and the probe. Any wire damage can cause the alarm. ◇ Replace or reconnect the temperature probe. The control should recover automatically.
 Error 1 - SAVER error	The IMC Saver is not in place when trying to save or restore settings	<ul style="list-style-type: none"> ◇ Make sure the IMC Saver is inserted correctly and then try again.

Limited warranty

This warranty applies only to the Phason Individual Mat Control (IMC). If you need warranty service, return the product and original proof of purchase to your dealer.

Phason Inc. (Phason) warrants the IMC subject to the following terms and conditions.

This warranty is valid only to the original purchaser of the product, for two years from the manufacturing date. The manufacturing date is stated in the first eight digits of the serial number in the form year-month-day.

Phason hereby warrants that should the IMC fail because of improper workmanship, Phason will repair the unit, effecting all necessary parts replacements without charge for either parts or labor.

Conditions

- ◆ Installation must be done according to our enclosed installation instructions.
- ◆ The product must not have been previously altered, modified, or repaired by anyone other than Phason.
- ◆ The product must not have been involved in an accident, misused, abused, or operated or installed contrary to the instructions in our user and/or installation manuals. Phason's opinion about these items is final.
- ◆ The person requesting warranty service must be the original purchaser of the unit, and provide proof of purchase upon request.
- ◆ All transportation charges for products submitted for warranty must be paid by the purchaser.

Except to the extent prohibited by applicable law, no other warranties, whether expressed or implied, including warranties of merchantability and fitness for a particular purpose, shall apply to the IMC. Any implied warranties are excluded.

Phason is not liable for consequential damages caused by the IMC.

Phason does not assume or authorize any representatives, or other people, to assume any obligations or liabilities, other than those specifically stated in this warranty.

Phason reserves the right to improve or alter the IMC without notice.

Service and technical support

Phason will be happy to answer all technical questions that will help you use your **Individual Mat Control**. Before contacting Phason, check the following:

- ◆ Read this manual for information about the feature with which you are having trouble.
- ◆ If you see an alarm message and are not sure what it means, look it up in the **Alarm and error messages** table on page 18 and then follow the instructions for resolving the alarm condition.
- ◆ If you are having a problem using your Individual Mat Control, look in **Troubleshooting** on page 17, and then follow the directions for correcting the problem.
- ◆ If you still have a problem with your Individual Mat Control, collect the following information:
 - ◆ The serial number
 - ◆ Any messages displayed
 - ◆ A description of the problem
 - ◆ A description of what you were doing before the problem occurred



- ◇ Phason controls are designed and manufactured to provide reliable performance, but they are not guaranteed to be 100 percent free of defects. Even reliable products can experience occasional failures and the user should recognize this possibility.
- ◇ If Phason products are used in a life-support ventilation system where failure could result in loss or injury, the user should provide adequate back up ventilation, supplementary natural ventilation, or an independent failure-alarm system. The user's lack of such precautions acknowledges their willingness to accept the risk of such loss or injury.

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