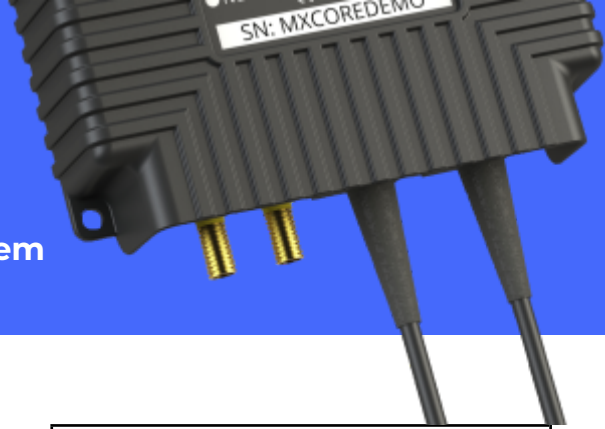


# VC-PRO Instruction Manual

GLOBAL Cellular Remote Monitoring & Control System  
12V-48V DC SKU: VC-PRO-G



Thank you for choosing our remote monitoring device.  
Here is some useful information you need to know.

## 1a. Box Contents

- 1 x VC-PRO Unit
- 1 x Instruction Manual
- 1 x Safety and User Guide
- 1 x GPS Antenna - 2m
- 1 x 4G Pigtail/Antenna Mount
- 1 x 4G Pigtail - 0.5m
- 1 x 4G / 2G Blade Antenna

For Use on:



## 1b. Contents

### 1. Content

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## 1c. Technical Specifications

Technical Specifications	
Materials & IP Rating:	PC/ABS, A2 stainless fittings, TPU rubber, IP64
Size & Mounting	110mm x 95mm x 35mm, 4x M4 bolt
Connectivity:	2G, 4G CAT1 LTE GLOBAL bands
Input Channels:	All Available Standard PGN Messages, see pages 4-7
Output Channel:	32 via digital interface
Operating Power & Fuse:	7-32VDC, 1A
Configuration:	Remote configuration by Cloud Portal
Power Draw @ 12VDC	Live connection = 65mAh

**The VC PRO is designed for installation by engineers due to configuration requirements of NMEA2000, but can be undertaken by a Competent User. Vesscomm cannot offer direct support to the physical install of the product, only remote configuration of the software via the support tickets.**

## 2a. Regulatory/Certificate of Conformity

Metrix Advanced Technologies Ltd , trading As Vesscomm hereby declares that the product marketed as VC-PRO is in compliance with the following:

1. General Product Safety Directive 2001/95/EC
2. EU Radio Equipment Directive (2014/53/EU) Declaration of Conformity (DoC)
3. UKCA Electromagnetic Compatibility Regulations 2016
4. Restriction of the Use of certain Hazardous Substances in Electrical and Electronic Equipment (RoHS) — Directive 2002/95/EC
5. UKCA The Restriction of the Use of Certain Hazardous Substances in Electrical And Electronic Equipment Regulations 2012

Signed : *R. Kettlety*

Robert Kettlety -Managing Director - Metrix Advanced Technologies Ltd

Date: 22th September 2023



## 2b. Installation Instructions

**WARNING** - If You are not sufficiently skilled to undertake any part of this installation safely, you must seek the assistance of a suitably qualified person. Your warranty\* is voided through incorrect installation faults.

This product is intended for NMEA2000 CAN Systems and takes power from the NMEA2000 Network. Ensure bus current is adequate or use an isolator to power the VC-PRO Device. An Isolator is also advised for scenarios where the NMEA2000 network is turned off when the boat is powered down, without the isolator the device will power off and you will lose all tracking and monitoring abilities.

## 2c. Health & Safety

Working in the vicinity of batteries, engines, engine room equipment and on vehicles, boats and other installations is potentially hazardous. Please ensure that all local and national government guidelines pertaining to Health & Safety Requirements are adhered to. The following identified hazards are not exhaustive:

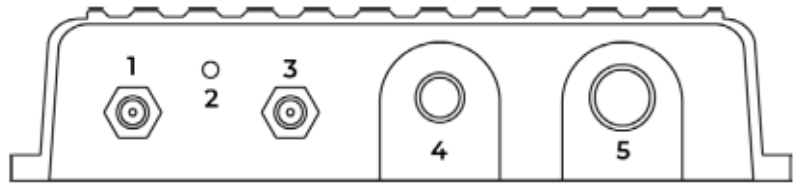
1. Connect the device to the NMEA2000 network Tee when the Network is powered off.
2. The device must not be connected to a power source when connecting/removing 4G antenna, GPS antenna, sensor wires or relay expansion module.
3. Ensure the device is fitted securely to a solid surface.
4. Do not try to open the device, contact Support immediately.
5. Warranty\* will be voided if you open the device, an internal detector senses this.
6. Do not use this on any other system than an NMEA2000 network.

## 3a. Installing your Device

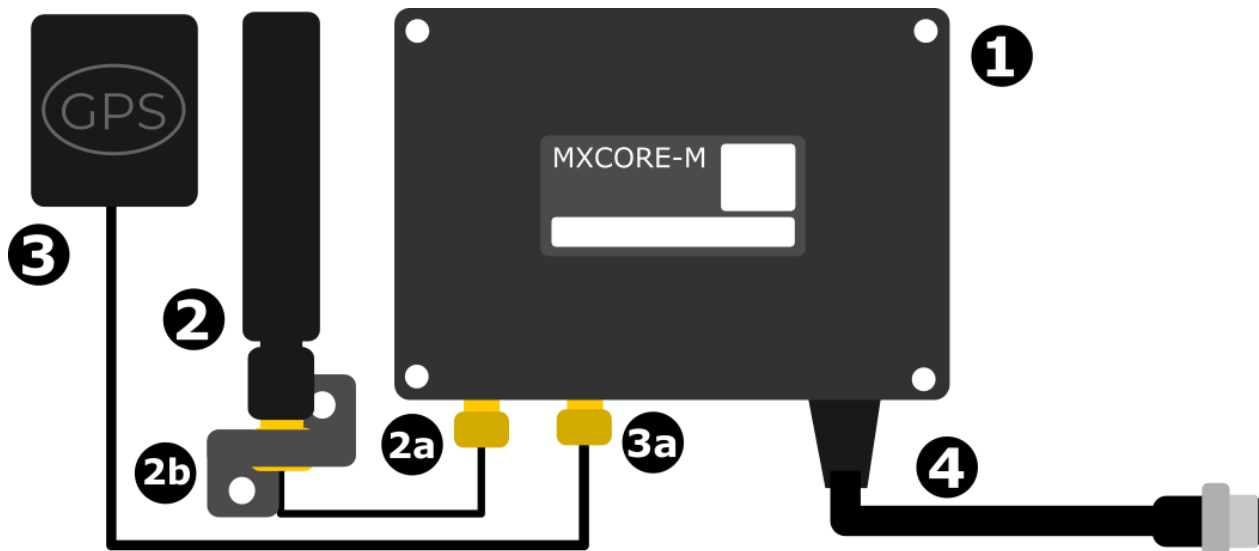
1. Find a solid mounting surface no further than 50 CM away from an NMEA2000 Tee.
2. Screw the 4G antenna Pigtail into the 4G LTE connector.
3. Screw the GPS antenna into the GPS SMA Connector.
4. Affix the device to a surface with 4 mounting screws or bolts. M4/smaller can be used.

5. Mount the GPS antenna without metal obstruction, pointing to the sky as per a standard GPS antenna, an adhesive pad should be on the ground plane.
6. Mount the 4G LTE antenna mount to the left of the main unit no closer than 50CM of other antennas.
7. Connect the NMEA2000 Cable to an NMEA2000 Tee as a drop cable.
8. Your device should now be powered - follow the next steps of setup.
9. If you need to change any connections, ensure the 2 pin power loom is removed prior to any other connectors/loom components.

1. 4G LTE Antenna
2. Status Indicator
3. GPS Connector
4. Blank Port
5. Main Connection Loom



**++++++ All installation points are for guidance only. ++++++**  
**PLEASE NOTE THAT DATE & TIME ARE SET TO GMT+0 LONDON.**



### 3b. Wiring Diagram

1. VC-PRO	2. 4G Antenna	2b. 4G mount
3. GPS Antenna	3a. GPS Antenna Port	4. NETWORK CONNECTION

### 3c. Available Network Values for Control Binary Command (127502)

Bank Instance	Switch 1	Switch 2	Switch 3	Switch 4	Switch 5
Switch 6	Switch 7	Switch 8	Switch 9	Switch 10	Switch 11
Switch 12	Switch 13	Switch 14	Switch 15	Switch 16	Switch 17
Switch 18	Switch 19	Switch 20	Switch 21	Switch 22	Switch 23
Switch 24	Switch 25	Switch 26	Switch 27	Switch 28	

## 4a. Available Network Values for Monitoring

### Rudder (127245)

Rudder Position (rad)	Rudder Position (°)	Rudder Instance	Rudder Direction Order	Angle Order (Radians)	Angle Order (Degrees)
-----------------------	---------------------	-----------------	------------------------	-----------------------	-----------------------

### Engine Rapid (127488)

Engine Instance	Engine Speed (RPM)	Engine Boost Pressure (Pa)	Engine Boost Pressure (MPa)	Engine Boost Pressure (Atm)	Engine Boost Pressure (PSI)	Engine Tilt Trim (%)
-----------------	--------------------	----------------------------	-----------------------------	-----------------------------	-----------------------------	----------------------

### Engine Dynamic Params (127489)

Engine Instance	Engine Oil Pressure (Pa)	Engine Oil Pressure (MPa)	Engine Oil Pressure (Atm)	Engine Oil Pressure (PSI)	Engine Oil Temperature (K)
Engine Oil Temperature (°C)	Engine Oil Temperature (°F)	Engine Coolant Temperature (K)	Engine Coolant Temperature (C)	Engine Coolant Temperature (F)	Alternator Voltage
Fuel Rate L/h	Fuel Rate (Imp Gal/h)	Fuel Rate US Gallon/h	Engine Hours (Seconds)	Engine Coolant Pressure (Pa)	Engine Coolant Pressure (MPa)
Engine Coolant Pressure (atm)	Engine Coolant Pressure (PSI)	Engine Fuel Pressure (Pa)	Engine Fuel Pressure (MPa)	Engine Fuel Pressure (atm)	Engine Fuel Pressure (PSI)
Engine Load	Engine Torque	Check Engine	Over Temperature	Low Oil Pressure	Low Oil Level
Low Fuel Pressure	Low System Voltage	Low Coolant Level	Water Flow	Water In Fuel	Charge Indicator
Pre Heat Indicator	High Boost Pressure	Rev Limit Exceeded	EGR System	Throttle Position Sensor	Engine Emergency Stop Mode
Warning Level 1	Warning Level 2	Low Oil Power Reduction	Maintenance Needed	Engine Comm Error	Sub or Secondary Throttle
Neutral Start Protect	Engine Shutting Down	Manufacturer 1	Manufacturer 2	Manufacturer 3	Manufacturer 4
Manufacturer 5	Manufacturer 6	Manufacturer 7	Manufacturer 8		

### Transmission Parameters (127493)

Engine Instance	Transmission Gear	Oil Pressure (Pa)	Oil Pressure (MPa)	Oil Pressure (Atm)
Oil Pressure (PSI)	Oil Temperature (K)	Oil Temperature (°C)	Oil Temperature (Fahrenheit)	Flag Check (1/0)
Flag Over Temp (1/0)	Flag Low Oil Pressure (1/0)	Flag Low Oil Level (1/0)	Flag Sail Drive (1/0)	

### Trip Parameters (127497)

Engine Instance	Trip Fuel Used (l/h)	Trip Fuel Used (Imperial gph)	Trip Fuel Used (US gph)	Average Fuel Rate (l/h)	Average Fuel Rate (Imperial gph)	Average Fuel Rate (US gph)
Economy Fuel Rate	Economy Fuel Rate	Economy Fuel Rate (US)	Instant Fuel Rate (l/h)	Instant Fuel Rate	Instant Fuel Rate (US gph)	

(l/h)	(Imperial gph)	gph)		(Imperial gph)		
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## Binary Status (127501)

Bank Instance	Switch 1	Switch 2	Switch 3	Switch 4	Switch 5
Switch 6	Switch 7	Switch 8	Switch 9	Switch 10	Switch 11
Switch 12	Switch 13	Switch 14	Switch 15	Switch 16	Switch 17
Switch 18	Switch 19	Switch 20	Switch 21	Switch 22	Switch 23
Switch 24	Switch 25	Switch 26	Switch 27	Switch 28	

## Fluid Level (127505)

Instance	Fluid Type	Level (%)	Capacity (L)	Capacity (Imp G)	Capacity (US G)
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## DC Detailed Status (127506)

SID	Instance	DC Type	State Of Charge (%)	State Of Health (%)
Time Remaining (s)	Ripple Voltage (V)	Capacity (C)	Capacity (Amp Hours)	

## Battery Status (127508)

Battery Instance	Battery Voltage (V)	Battery Current (A)	Battery Temperature (Kelvin)	Battery Temperature (Celcius)	Battery Temperature (Fahrenheit)	SID (SID)
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## Heading (127250)

SID	Heading (rad)	Heading (°)	Deviation (Radians)	Deviation (°)	Variation (Radians)	Variation (°)	Heading Reference
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## Rate Of Turn (127251)

SID (SID)	Rate Of Turn (rad/s)	Rate Of Turn (°/s <sup>2</sup> )
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## Attitude (127257)

SID	Yaw (rad)	Yaw (°)	Pitch (rad)	Pitch (°)	Roll (rad)	Roll (°)
-----	-----------	---------	-------------	-----------	------------	----------

## Battery Configuration Status (127513)

Instance	Battery Type	Supports Equal	Battery Nominal Voltage	Battery Chemistry
Battery Capacity (C)	Battery Capacity (Ah)	Battery Temperature Coefficient	Peukert Exponent	Charge Efficiency Factor

## Speed (128259)

SID	Speed Through Water (m/s)	Speed Through Water (Km/h)	Speed Through Water (M/h)	Speed Through Water (Kn)
Speed Over Ground (m/s)	Speed Over Ground (Km/h)	Speed Over Ground (M/h)	Speed Over Ground (Kn)	Transducer Type

## Water Depth (128267)

SID	Depth Below Transducer (m)	Depth Below Transducer (Km)	Depth Below Transducer (M)	Depth Below Transducer (NM)
Offset (m)	Offset (Km)	Offset (M)	Offset (NM)	

## Distance Log (128275)

Days Since 1970 (d)	Seconds Since Midnight (s)	Total Distance Travelled (m)	Total Distance Travelled (Km)	Total Distance Travelled (M)
Total Distance Travelled (NM)	Distance Since Last Reset (Meters)	Distance Since Last Reset (Km)	Distance Since Last Reset (Miles)	Distance Since Last Reset (NM)

## Lat/Lon Rapid (129025)

Latitude (°)	Longitude (°)
--------------	---------------

## COGSOG (129026)

SID	Heading Reference	Course Over Ground (rad)	Course Over Ground (°)
Speed Over Ground (m/s)	Speed Over Ground (Km/h)	Speed Over Ground (M/h)	Speed Over Ground (Kn)

## GNSS (129029)

SID	Days Since 1970 (d)	Seconds Since Midnight (s)	Latitude(°)	Longitude (°)	Altitude (m)
Altitude (Km)	Altitude (M)	Altitude (NM)	GNSS Type	GNSS Method	N of Satellites
Horizontal Dilution Of Precision (m)	Horizontal Dilution Of Precision (Km)	Horizontal Dilution Of Precision (M)	Horizontal Dilution Of Precision (NM)	Probable Dilution Of Precision (m)	Probable Dilution Of Precision (Km)
Probable Dilution Of Precision (Miles)	Probable Dilution Of Precision (NM)	Geoidal Separation (m)	Geoidal Separation (Km)	Geoidal Separation (M)	Geoidal Separation (NM)
Number Of Referenced Stations	Reference Station Type	Reference Station ID	Age Of Correction		

## Wind Speed (130306)

SID	Wind Speed (m/s)	Wind Speed (Km/h)	Wind Speed (M/h)
Wind Speed (Kn)	Wind Angle (rad)	Wind Angle (°)	Wind Reference

## Outside Environmental (130310)

SID	Water Temperature (K)	Water Temperature (°C)	Water Temperature (°F)	Outside Temperature (K)	Outside Temperature (°C)
Outside Temperature (°F)	Atmospheric Pressure (Pa)	Atmospheric Pressure (MPa)	Atmospheric Pressure (Atm)	Atmospheric Pressure (PSI)	

## Environmental Parameters (130311)

SID	Temperature Source	Temperature (K)	Temperature (°C)	Temperature (°F)	Humidity Source
Humidity (%)	Atmospheric Pressure (Pa)	Atmospheric Pressure (MPa)	Atmospheric Pressure (Atm)	Atmospheric Pressure (PSI)	

## Temperature (130312)

SID	Instance	Temperature Source	Temperature (K)	Temperature (°C)	Temperature (°F)
Actual Temperature (K)	Actual Temperature (°C)	Actual Temperature (°F)	Set Temperature (K)	Set Temperature (°C)	Set Temperature (°F)

## Humidity (130313)

SID	Instance	Humidity Source	Humidity (%)	Set Humidity (%)
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## Pressure (130315)

SID	Instance	Pressure Source	Pressure (Pa)	Pressure (MPa)	Pressure (Atm)	Pressure (PSI)
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## Temperature Extended Range (130316)

SID	Instance	Temperature	Temperature (K)	Temperature (°C)	Temperature (°F)
Actual Temperature (K)	Actual Temperature (°C)	Actual Temperature (°F)	Set Temperature (K)	Set Temperature (°C)	Set Temperature (°F)

## Trim Tab Position (130576)

Port Trim Tab Position (%)	Starboard Trim Tab Position (%)
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## Direction Data (130577)

Data Mode	Heading Reference	SID	Course Over Ground (rad)	Course Over Ground (°)	Speed Over Ground (m/s)
Speed Over Ground (Km/h)	Speed Over Ground (M/h)	Speed Over Ground (Kn)	Heading (rad)	Heading (°)	Speed Through Water (m/s)
Speed Through Water (Km/h)	Speed Through Water (M/h)	Speed Through Water (Kn)	Set (rad)	Set (°)	Drift (m/s)
Drift (m/s)	Drift (M/h)	Drift (Kn)			

## Data from the VC-PRO Hardware - Non Network

### Power Supply Voltage

Network Voltage (V)	Network Average Voltage (V)	Network Max Voltage (V)	Network Minimum Voltage (V)
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### Temperature

Temperature (K)	Temperature (°C)	Temperature (°F)	Average Temperature (K)	Average Temperature (°C)	Average Temperature (°F)
Max (K) Temperature	Max (°C) Temperature	Max Temperature (°F)	Min Temperature (K)	Min Temperature (°C)	Min Temperature (°F)

### Location & Cell

Latitude (°)	Longitude (°)	Altitude (m)	MCC
MNC	CID	LAC	RSSI

### Accelerometer

Current X Acceleration (m/s <sup>2</sup> )	Average X Acceleration (m/s <sup>2</sup> )	Maximum X Acceleration (m/s <sup>2</sup> )	Minimum X Acceleration (m/s <sup>2</sup> )	Current Y Acceleration (m/s <sup>2</sup> )	Average Y Acceleration (m/s <sup>2</sup> )
Average Y Acceleration (m/s <sup>2</sup> )	Minimum Y Acceleration (m/s <sup>2</sup> )	Current Z Acceleration (m/s <sup>2</sup> )	Average Z Acceleration (m/s <sup>2</sup> )	Maximum Z Acceleration (m/s <sup>2</sup> )	Minimum Z Acceleration (m/s <sup>2</sup> )

Remotely configurable settings via 4G Cloud Interface

***- Please request cloud account access for this feature and to change the below.***

The section below is technical and used primarily for those who like to understand how our system functions. In your settings interface in the cloud platform, a simple click and set dashboard is available for all settings below. Your device will still function out of the box as standard running our set values. Default values are stated in the cloud platform settings.

Setting	Description
Get NMEA Messages Detected	Get a report for the NMEA messages on the network.
Set RTC Time	Set the rtc time in unix.
Set Sendtime	Set send time in seconds.
Add NMEA Switch Mapping	Comma separated bank instance and relay instance for an NMEA switch mapping.
Delete NMEA Switch Mapping	Comma separated bank instance and relay instance to remove NMEA switch mapping.
Add PGN For Reporting	Comma separated PGN and instance to send back in data report
Remove Reported PGN	Comma separated PGN and instance to stop sending back in data report
Acceleration Threshold For Acceleration Send	Acceleration threshold for acceleration send.
Enable Acceleration Send	Enable or disable acceleration send.
Get Device Settings	Respond with device settings.
Calibrate Accelerometer	calibrate accelerometer
Ask If Device Is Awake	return message if device is awake
Reset Device	Reset the device.
Get NMEA Messages Detected	Get a report for the NMEA messages on the network.

## 8a. Setup Disclaimer & Support

This part of the documentation is to provide guidance on what can be configured on the hardware device. All configurations are made on the cloud portal and via the 4G connectivity of the product. Please see the cloud support for help, bottom right once logged in.

Our software is updated continually to give you the best new features. Up to date help can be found in the support area of the cloud application. If you think something is missing or not working correctly, please email us. This document is for version V1.2

The VC-PRO is a self install product, for assistance please contact support and we can put you in touch with a local installer.



**Contacting Support:**

Phone: +44 (0)1983 897179

Email: support@Vesscomm.com

Support Tickets: Via Portal

This hardware is designed for our web application and mobile applications "Vesscomm" available for all browsers and Android/iOS devices.

Vesscomm provides a full suite of products for the businesses and industry for tracking, monitoring and controlling (PRO version) all types of Boats and Yachts from small RIBs through to 80 ft Motor Yachts. As well as a range of integration modules for onboard use. To view our full range of products and to download PRO version of literature and guides, visit <https://Vesscomm.com>

For spare parts, contact [support@Vesscomm.com](mailto:support@Vesscomm.com) or raise a support ticket from your portal. For information on a local dealer, installer or becoming a dealer, please contact [sales@Vesscomm.com](mailto:sales@Vesscomm.com)

## 9a. Installing the App

***PLEASE NOTE: Our Mobile application does not include all features for setting up your device and maintaining your account, it is designed as an on the go application for monitoring and controlling your asset, plus receiving notifications. For this reason a laptop, desktop or large tablet device is advised for the initial account creation and setup.***

To install our application on your mobile device, proceed to the app store that corresponds with your phone and search "Vesscomm"

Our App is available to download for free for Apple® and Android™ devices.

*Google Play and the Google Play logo are trademarks of Google LLC.*

*App Store and the App Store logo are trademarks of Apple Inc.*



**The following setup requires a standard web browser login to [app.vesscomm.com](http://app.vesscomm.com) - We advise the latest Chrome or Safari browser**

## 9b. Logging into your Cloud Account

To access your device, please create an account at [app.vesscomm.com](http://app.vesscomm.com) if this is your first device or log in to your existing account. Follow the on screen instruction when signing up. You will need to receive a confirmation email, if this is not delivered due to blocking filters please contact us to manually verify.

## 9c. Adding Your Device

To add a new device to your account, go to your account settings page and find the tab/button "Add New Device" You will be required to add a valid credit/debit card prior to adding a device. While adding your device you will need the unique code on the device label. You will be able to set the asset name and icon at this point. All other changes can be made once it is added.

## 9d. Device Tariff and Billing

Your Vesscomm Device includes 5 Years of basic data and platform access as standard. There may be optional additions in the Web Portal.

***You are now ready to start configuring and using your device.***

# Configuring Hardware Settings of the VC-PRO

## 10a. Connecting to your device

Now your device is fitted and powered up, please check the following before progressing: The device is flashing green or green/orange - this indicates a cellular connection. - If it is showing anything other than this, please check the “Device Status Codes Section”

## 10b. Accessing Remotely Configurable Hardware Settings

To access the device hardware settings, navigate to your device, then settings, this will be a gear type icon or similar. Then click Advanced Settings/Remote Hardware Settings. Your User will need Setup turned on to allow settings access.

## 10c Setting Date & Time

Your device will already come preset with the correct time and date. If your device has been off for more than 12 months or a considerable time since purchase, on first connection it will set its time and date. If it does not, please wait 1 hour, contact support if it does not set.

## 10d. Setting Data Transmission and Control Interval

The VC-PRO unit can be configured to send data collected between 1-300 minutes, this data is then stored in the cloud for 30 days. All VC-PRO units are 5 minute data reporting and LIVE Control by default.

## 10e. Calibrate Accelerometer and Threshold

After a device is fitted the Accelerometer may show incorrect data, please click the “calibrate Accelerometer to set the current angle to 0 in X, Y & Z directions. Setting the acceleration thresholds enable the device to send a message if the value is reached, this could be to indicate heavy movement or impact. Turn Acceleration send on for the feature to work.

## 10f. Cloud Based configurations - See Self Support Center

- Device details, manufacturers information, Owner, Registration, Icon, Static GPS, etc.
- Dashboard building, adding sensors, notification thresholds, visual bars, access rules.
- User access to the device, email notifications, push notification.
- Setting up switches - Switch Logs also.
- Setting Geofences, viewing trip history
- Notifications and setting notifications for each sensor

### Your Account:

- User account details, billing details, password, marketing choices
- List of all devices on your account, add new device, delete a device
- Terms and Conditions.

Please use the support button in the bottom right of the cloud application for self service help or to raise a support ticket for the above items.

## High Cost Network Charges Disclaimer

Whilst we at Vesscomm and Metrix endeavour to get the best network rates possible for your devices included, this can change without notice or in some cases there are networks across the caribbean with very high per Mb charges, in cases where long term access to these networks in used, a member of our team will be in touch to discuss the slight price increase that will need to be paid for the period of use. We will only charge the difference in rate charge for the data used each month. For example, Turks and Caicos would have a £5 Monthly overage charge whilst in use.

*You are now ready to start using your device.*

**11a. Device Status Codes - These only show at start up, device wake triggers and during the reporting period unless the device is used in live mode.**

Light Action	Meaning
No Lights	Device starting or powered off or asleep.
Orange	Device started, looking for OTA updates/attempting OTA update.
Red	Device attempting connection.
Green	Device is connected to the cloud

## 11b. Troubleshooting

Issue	Solution
My device isn't showing any data in the cloud or app	Check the LED on the unit to make sure it is connected.
Device data in the cloud or app is not accurate	Check the connections to the battery and make sure they are secured.
My device isn't powered on	Make sure your power source has sufficient power to run the device and the fuse has not blown.
My device isn't sending data	Check the flash code of the device. Try power cycling the device. Ensure you have a signal where the device is fitted with your phone or 4G device.
Something about my hardware does not look right or not fitted correctly	Contact us immediately and DO NOT open the product as this will void your warranty* and we cannot offer a replacement.

## 11c. Safety Considerations

**There are no special specific safety considerations (except for observing good installation practices covered elsewhere in this manual) for the VC-PRO product.**

**Where VC-PRO is being used as a discrete module for starting/stopping generators, or switching loads on and off, safety should be considered. If starting/stopping a generator, controlling motors, lighting circuits etc, some form of manual override or lock-out is required to ensure safety during servicing. Therefore, it is important that VC-PRO is carefully set up and configured.**

## \*11d. Warranty\*

Your product comes with a lifetime warranty against the main hardware units function for connecting with our cloud services as long as an active subscription is paid for with no due payments

outstanding, the device has not been tampered with or damaged in any way including water damage and the subscription has not been paused for any period during this time. Once a device subscription is cancelled it cannot be restarted without being returned to our main office for fitment of a new SIM, a charge applies.

Metrix Advanced Technologies Ltd will repair or replace faulty product during this period at its sole discretion subject to the failure not being a result or caused by any of the following conditions:

1. Reverse polarity, connection to the incorrect voltage or reverse switch/contact polarity.
2. Damage caused by incorrect installation that may include (but is not limited to): Incorrect wiring, Ingress of water, salt, vapour, corrosive gases, diesel, petrol or other distillates of oil.
3. Physical damage/abuse.
4. Damage caused by third party systems, fire, flood, lightning and other atmospheric phenomena.

This warranty expressly excludes all consequential costs including (but not limited to): Loss of use, loss of reputation, cost of installation/engineers time, cost of return freight, any banking charge etc.

To Claim Warranty please contact your Dealer. To return goods directly to Metrix Advanced Technologies Ltd, please contact our support. Metrix Advanced Technologies Ltd accepts no liability for goods returned without Returns Authorisation.

Metrix Advanced Technologies Ltd & Vesscomm accepts no liability for loss, injury of damage caused by installing or fitting this equipment. If you do not accept this no liability clause, do not install the equipment. Please return the goods (carriage paid) in original packaging for a full refund. Installing it constitutes acceptance of these terms. Please ensure that the goods are suitable and appropriate for the installation. Full technical details, manuals and expert help is available from Metrix Advanced Technologies Ltd and online at [Vesscomm.com](http://Vesscomm.com)

Please note that this warranty, exceptions and terms do not infringe your statutory rights that may vary from country to country and state to state.

**IMPORTANT!** METRIX ADVANCED TECHNOLOGIES LTD MAKES NO WARRANTY, EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, REGARDING THESE Vesscomm PRODUCTS AND MAKES SUCH Vesscomm PRODUCTS AVAILABLE SOLELY ON AN "AS IS" BASIS. IN NO EVENT SHALL METRIX ADVANCED TECHNOLOGIES LTD BE LIABLE TO ANYONE FOR SPECIAL, COLLATERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF PURCHASE OR USE OF THESE METRIX ADVANCED TECHNOLOGIES LTD PRODUCTS. THE SOLE AND EXCLUSIVE LIABILITY TO METRIX ADVANCED TECHNOLOGIES LTD., REGARDLESS OF THE FORM OF ACTION, SHALL NOT EXCEED THE PURCHASE PRICE OF THE Vesscomm PRODUCTS DESCRIBED HERE IN. Metrix Advanced Technologies Ltd reserves the right to revise and improve its products as it sees fit. This publication describes the state of this product at the time of its publication and may not reflect the product at all times in the future Installation of the product supplied with this manual constitutes full acceptance of these terms. If you do not agree to them, return the product, unused to Metrix Advanced Technologies Ltd for a full refund.

**METRIX**  
Advanced Technologies

VC-PRO Instruction Manual | Product: VC-PRO | SKU: VC-PRO-G | Version: Q3 2024

Designed and Manufactured by Metrix Advanced Technologies Ltd , 7 Carter Avenue, Shanklin, Isle of Wight, PO37 7LQ, United Kingdom

Sales and support: +44 (0)1983 897179

<https://metrixadvancedtechnologies.com>

**IMPORTANT: PLEASE RETAIN THIS INFORMATION FOR FUTURE REFERENCE.**

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