

EZ-ZONE[®] RUI/Gateway

User's Guide



EZ-ZONE RM



EZ-ZONE ST



PLC, HMI,
Software

RUI/Gateway



WATLOW

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TOTAL
CUSTOMER
SATISFACTION

3 Year Warranty

ISO 9001



Registered Company
Winona, Minnesota USA



Safety Information

We use note, caution and warning symbols throughout this book to draw your attention to important operational and safety information.

A “NOTE” marks a short message to alert you to an important detail.

A “CAUTION” safety alert appears with information that is important for protecting your equipment and performance. Be especially careful to read and follow all cautions that apply to your application.

A “WARNING” safety alert appears with information that is important for protecting you, others and equipment from damage. Pay very close attention to all warnings that apply to your application.

The electrical hazard symbol, ⚡ (a lightning bolt in a triangle) precedes an electric shock hazard CAUTION or WARNING safety statement.

Symbol	Explanation
	CAUTION – Warning or Hazard that needs further explanation than label on unit can provide. Consult User's Guide for further information.
	ESD Sensitive product, use proper grounding and handling techniques when installing or servicing product.
	Unit protected by double/reinforced insulation for shock hazard prevention.
	Do not throw in trash, use proper recycling techniques or consult manufacturer for proper disposal.
	Enclosure made of Polycarbonate material. Use proper recycling techniques or consult manufacturer for proper disposal.
	Unit can be powered with either alternating current (ac) voltage or direct current (dc) voltage.
	Unit is a Listed device per Underwriters Laboratories®. It has been evaluated to United States and Canadian requirements for Process Control Equipment. UL 61010 and CSA C22.2 No. 61010. File E185611 QUXX, QUXX7. See: www.ul.com
	Unit is a Listed device per Underwriters Laboratories®. It has been evaluated to United States and Canadian requirements for industrial control equipment UL 508 CSA C22.2 #14 File E102269 NKCR, NKCR7. See: www.ul.com

	Unit is compliant with European Union directives. See Declaration of Conformity for further details on Directives and Standards used for Compliance.
	Unit has been reviewed and approved by CSA International for use as Temperature Indicating-Regulating Equipment per CSA C22.2 No. 24 or C22.2 #14. See: www.csa-international.org
	Unit has been reviewed and approved by ODVA for compliance with DeviceNet communications protocol. See: www.odva.org
	Unit has been reviewed and approved by ODVA for compliance with Ethernet/IP communications protocol. See: www.odva.org

Warranty

The EZ-ZONE® RUI/Gateway is manufactured by ISO 9001-registered processes and is backed by a three-year warranty to the first purchaser for use, providing that the units have not been misapplied. Since Watlow has no control over their use, and sometimes misuse, we cannot guarantee against failure. Watlow's obligations hereunder, at Watlow's option, are limited to replacement, repair or refund of purchase price, and parts which upon examination prove to be defective within the warranty period specified. This warranty does not apply to damage resulting from transportation, alteration, misuse or abuse. The purchaser must use Watlow parts to maintain all listed ratings.

Technical Assistance

If you encounter a problem with your Watlow controller, review your configuration information to verify that your selections are consistent with your application: inputs, outputs, alarms, limits, etc. If the problem persists, you can get technical assistance from your local Watlow representative (see back cover), by e-mailing your questions to wintechsupport@watlow.com or by dialing +1 (507) 494-5656 between 7 a.m. and 5 p.m., Central Standard Time (CST). Ask for for an Applications Engineer. Please have the following information available when calling:

- Complete model number

Return Material Authorization (RMA)

1. Call Watlow Customer Service, (507) 454-5300, for a Return Material Authorization (RMA) number before returning any item for repair. If you do not know why the product failed, contact an Application Engineer or Product Manager. All RMA's require:

- Ship-to address
- Bill-to address
- Contact name
- Phone number
- Method of return shipment

- Your P.O. number
 - Detailed description of the problem
 - Any special instructions
 - Name and phone number of person returning the product.
2. Prior approval and an RMA number from the Customer Service Department is required when returning any product for credit, repair or evaluation. Make sure the RMA number is on the outside of the carton and on all paperwork returned. Ship on a Freight Prepaid basis.
 3. After we receive your return, we will examine it and try to verify the reason for returning it.
 4. In cases of manufacturing defect, we will enter a repair order, replacement order or issue credit for material returned. In cases of customer mis-use, we will provide repair costs and request a purchase order to proceed with the repair work.
 5. To return products that are not defective, goods must be in new condition, in the original boxes and they must be returned within 120 days of receipt. A 20 percent restocking charge is applied for all returned stock controls and accessories.
 6. If the unit is not repairable, you will receive a letter of explanation and be given the option to have the unit returned to you at your expense or to have us scrap the unit.
 7. Watlow reserves the right to charge for no trouble found (NTF) returns.

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