

## NG PRODUCT MANUAL

#### VE-9x12 Series

**Outdoor Enclosures** 

December 7, 2022

#### Add Protection to Your Viking Emergency Phone, Entry Phone, Doorbox or Other Product

The **VE-9x12** series of outdoor enclosures provide the ultimate in weather protection for your Viking product or other device. The **VE-9x12** enclosures are constructed of durable UV stable polycarbonate / ABS composite to provide years of outdoor service. The heavy-duty doors are labeled "Telephone" and have a gasket seal to keep out even the harshest weather. The **VE-9x12** allows you to choose from three panels that allow mounting many different Viking products.

The **VE-9x12** enclosures are available in three high visibility colors: red with silver lettering, yellow with red lettering, or black with silver lettering.

Models **VE-9x12(R/Y/B)-0P** come without an adapter panel, ideal for mounting non-Viking equipment. These enclosures are available in all three colors and include a separate "Telephone" label.



#### **Features**

- Designed to meet NEMA/EEMAC Type 4/4X/12 requirements
- Constructed of heavy-duty UV stable polycarbonate / ABS composite with flame-retardant UL 94 V-0 rating
- · Drip guard and gasket sealed door
- 0.020" thick stamped aluminum "Telephone" label with scratch resistant UV stable clear coat
- · All models are available in Red, Yellow, or Black
- Three internal adapter panel options, see page 3
- Models available without internal adapter panel for mounting other (non-Viking) products and include a separate "Telephone" label
- Mounting holes for standard RJ11 wall plate available, see Installation section B on page 4
- Optional VE-SPG door return hinge spring available
- Optional VE-PBL push button lock and key set available

#### **Applications**

- Parking lots
- · Maintenance areas
- · Building exteriors
- · Gas stations
- · Swimming pools
- Playgrounds
- · Roadside help areas

www.VikingElectronics.com Information: 715-386-8861

#### **Specifications**

**Dimensions:** See **Specifications** on pages 2-3 **Shipping Weight:** See **Specifications** on pages 2-3 **Compatible Viking Products:** See pages 6-7

**Material:** Heavy-duty UV stable polycarbonate / ABS composite **Colors:** Red with silver lettering, yellow with red lettering, or

black with silver lettering

Flame Retardancy: Meets UL 94 V-0 rating

NEMA Rating: Designed to meet NEMA/EEMAC Type 4, 4X and

12 requirements

#### **Specifications**

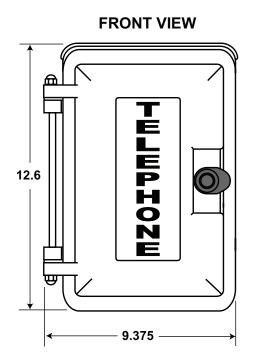
#### A. Enclosure

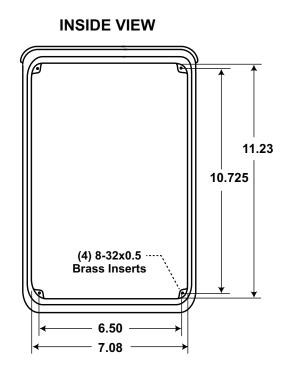
**Material:** Heavy-duty UV stable polycarbonate / ABS composite **Enclosure Shipping Weight (no adapter panel):** 6.6 lbs (2.99 kg)

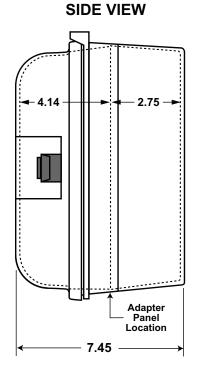
Mounting: Mounting holes can be drilled where needed in the back of the enclosure

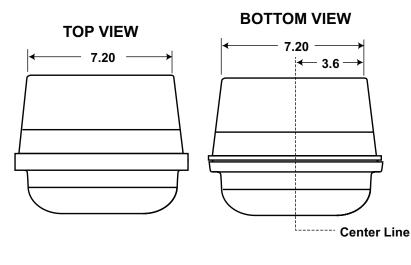
\*Conduit Openings: Conduit holes can be drilled where needed in the bottom of the enclosure

\* CAUTION: When warm air comes in contact with cold surfaces, such as outside walls and conduits, it causes condensation. To prevent condensation and moisture from accumulating inside the VE-9x12 enclosure, always bring conduit into the bottom of the enclosure.









#### **B.** Adapter Panels

#### 1. Adapter Panel 1

**Material:** 12 gauge aluminum **Finish:** Black powder paint

Adapter Panel 1 Dimensions: 7.08"W x 11.23"H x 1.25"D

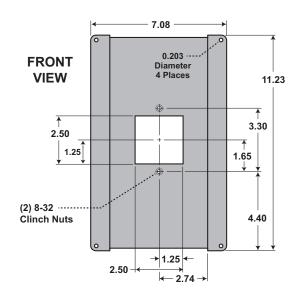
Adapter Panel 1 Shipping Weight: 0.8 lbs VE-9x12(R/Y/B)-1P Shipping Weight: 7.4 lbs

Minimum Internal Clearance: 5.75"W x 10.0"H x 5.25"D

Adapter Panel 1 is also available for purchase separately, see

model VE-9X12MK-1 on page 8.





#### 2. Adapter Panel 2

**Material:** 12 gauge aluminum **Finish:** Black powder paint

Adapter Panel 2 Dimensions: 7.08"W x 11.23"H x 0.08"D

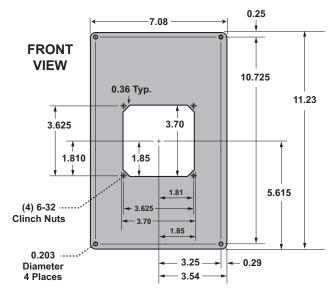
Adapter Panel 2 Shipping Weight: 0.5 lbs VE-9x12(R/Y/B)-2P Shipping Weight: 7.1 lbs

Minimum Internal Clearance: 5.75"W x 10.0"H x 4.0"D

Adapter Panel 2 is also available for purchase separately, see

model VE-9X12MK-2 on page 8.





#### 3. Adapter Panel 3

**Material:** 14 gauge aluminum **Finish:** Black powder paint

Adapter Panel 3 Dimensions: 7.08"W x 11.23"H x 0.08"D

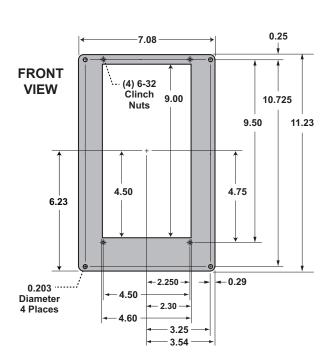
Adapter Panel 3 Shipping Weight: 0.3 lbs VE-9x12(R/Y/B)-3P Shipping Weight: 6.9 lbs

Minimum Internal Clearance: 5.75"W x 10.0"H x 4.0"D

Adapter Panel 3 is also available for purchase separately, see

model VE-9X12MK-3 on page 8.





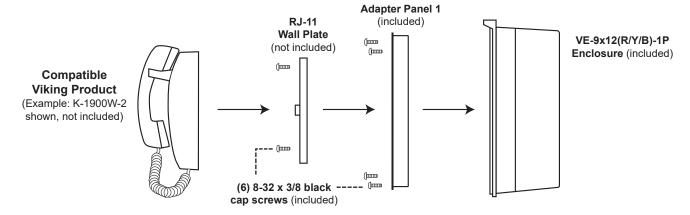
#### Installation

#### A. Adhering the Optional "Telephone" Label on the VE-9x12(R/Y/B)-0P

Step 1	Clean the recessed area on the door cover with isopropol alcohol.
Step 2	Make sure the outside edges of the "Telephone" label are not warped upward (re-form if necessary). Remove backing paper, then firmly press label in recessed area on the front cover.

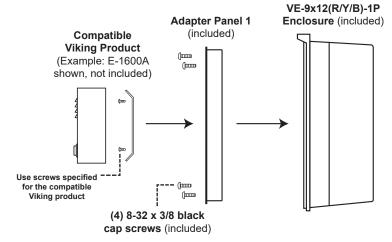
#### B. Installing the VE-9x12(R/Y/B)-1P with an RJ11 Wall Plate

Step 1	Mount the VE-9x12(R/Y/B)-1P to the wall or desired surface.	
Step 2	Run the conduit and wiring as appropriate.	
Step 3	Attach adapter panel 1 using (4) of the included 8-32 x 3/8 black cap screws.	
Step 4	Attach a standard RJ11 wall plate (not included) using (2) of the included 8-32 x 3/8 black cap screws.	
Step 5	Attach the compatible Viking product to the RJ11 wall plate (see page 6 for compatible products).	



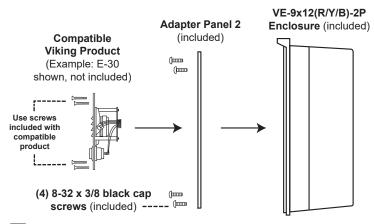
#### C. Installing the VE-9x12(R/Y/B)-1P

Step 1	Mount the <b>VE-9x12(R/Y/B)-1P</b> to the wall or desired surface.		
Step 2	Run the conduit and wiring as appropriate.		
Step 3 Attach adapter panel 1 using the (4) inclu 8-32 x 3/8 black cap screws.			
Step 4	Attach the compatible Viking product directly to the adapter panel using the installation instructions provided in the Product Manual (see page 6 for compatible products).		



#### D. Installing the VE-9x12(R/Y/B)-2P

Step 1	Mount the <b>VE-9x12(R/Y/B)-2P</b> to the wall or desired surface.		
Step 2	Run the conduit and wiring as appropriate.		
Step 3	Attach adapter panel 2 using the (4) included 8-32 x 3/8 black cap screws.		
Step 4	Attach the compatible Viking product directly to the adapter panel using the installation instructions provided in the Product Manual (see page 6 for compatible products).		

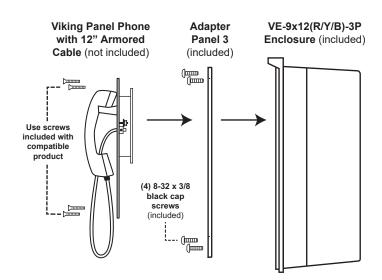


#### E. Installing the VE-9x12(R/Y/B)-3P

#### 1. Mounting a Viking Panel Phone with 12" Cable

The **VE-9x12(R/Y/B)-3P** is designed to be used with Viking panel phones that come with a 12" armored cable. See page 7 for compatible products.

Step 1	Mount the VE-9x12(R/Y/B)-3P to the wall or desired surface.			
Step 2	Run the conduit and wiring as appropriate.			
Step 3	3 Attach adapter panel 3 using the (4) included 8-32 x 3/8 black cap screws.			
Step 4	Attach a compatible Viking panel phone with a 12" armored cable directly to the adapter panel using the installation instructions provided in the Product Manual (see page 6 for compatible products).			



#### 2. Mounting a Viking Panel Phone with a 36" or 54" Armored Cable

The **VE-9x12(R/Y/B)-3P** is designed to be used with Viking panel phones that come with a 12" armored cable. If a panel phone with a longer armored cable is used, follow steps below. See page 7 for compatible products.

Step 1	Mount the VE-9x12(R/Y/B)-3P as shown in steps 1-3 above.
Step 2	Attach a Viking panel phone directly to the adapter panel using the installation instructions provided in the Product Manual.
Step 3	Adjust the Viking panel phone armored cable as shown in section a. below. <i>Important:</i> The cable is not adjustable on Viking panel phones with a 12" armored cable.
Step 4	Optional: A "U" shaped relief cut can be made in the enclosure base as shown in section b. below.

#### a. Adjusting the Viking Panel Phone Armored Cable

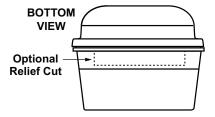
Viking panel phones that come with a 12" armored cable are **not** adjustable. See page 7 for compatible products.

Step 1	Loosen the 6-32 nut on the back of the Viking panel phone.	
Step 2	Loosen the brass collar set screw on the back of the panel phone using the 3/32 hex key included with the panel phone.	
Step 3	Pull the armored cable through to the desired length, making sure the cable length is short enough that the door of the VE-9x12(R/Y/B)-3P will not close on the cable. The extra cable length will easily store behind the adapter panel.	
Step 4	Tighten the brass collar and the 6-32 nut.	

# 1. Loosen the 6-32 nut 2. Loosen the set screw on the brass collar using the 3/32 hex key (included with the panel phone) 3. Pull armored cable to desired length Viking Panel Phone with a 36" or 54" Armored Cable (not included)

#### b. Optional Relief Cut

An optional "U" shaped relief cut can be made in the base of the enclosure as shown right. This will allow longer armored cables to hang below the chassis with the door closed and help prevent the door from closing on the handset cable. See page 7 for compatible products.

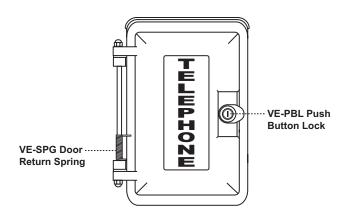


#### F. Optional VE-PBL Push Button Lock

An optional **VE-PBL** lock and key set is available if you choose to keep your **VE-9x12** series enclosure locked. Please contact your distributor for pricing and availability.

#### G. Optional VE-SPG Door Return Hinge Spring

An optional **VE-SPG** door return hinge spring is available to assure the door is closed after use. Please contact your distributor for pricing and availability.



#### **Understanding VE-9x12 Model Numbers**

### **VE-9x12R-1P**



#### Size of the Enclosure

**9x12 =** Measures approximately 9" wide x 12" tall



#### Color of the Enclosure

R = Red with silver lettering

Y = Yellow with red lettering

B = Black with silver lettering



#### C) Internal Adapter Panel

1 = Adapter panel 1 included, see page 3

2 = Adapter panel 2 included, see page 3

3 = Adapter panel 3 included, see page 3

**0** = No internal panel included



#### **Enclosure Material**

**P** = Glass fiber reinforced Polycarbonate / ABS

#### Viking Products Compatible with VE-9x12(R/Y/B)-1P

Compatible Viking Product	Product Description	Color	Adapter Panel
E-1600-03B	Analog emergency phone, stainless	R/Y/B	1
E-1600-03B-EWP	Analog emergency phone with EWP, stainless	R/Y/B	1
E-1600-03-IP	VoIP emergency phone, stainless	R/Y/B	1
E-1600-03-IPEWP	VoIP emergency phone with EWP, stainless	R/Y/B	1
E-1600-40A	Analog emergency phone, red with no text	R/Y/B	1
E-1600-40A-EWP	Analog emergency phone with EWP, red with no text	R/Y/B	1
E-1600-40-IP	VoIP emergency phone, red with no text	R/Y/B	1
E-1600-40-IPEWP	VoIP emergency phone with EWP, red with no text	R/Y/B	1
E-1600-45A	Analog emergency phone, yellow	R/Y/B	1
E-1600-45A-EWP	Analog emergency phone with EWP, yellow	R/Y/B	1
E-1600-45-IP	VoIP emergency phone, yellow	R/Y/B	1
E-1600-45-IPEWP	VoIP emergency phone with EWP, yellow	R/Y/B	1
E-1600-60A	Analog "POLICE" emergency phone, blue	R/Y/B	1
E-1600-60A-EWP	Analog "POLICE" emergency phone with EWP, blue	R/Y/B	1
E-1600-60-IP	VoIP "POLICE" emergency phone, blue	R/Y/B	1
E-1600-60-IPEWP	VoIP "POLICE" emergency phone with EWP, blue	R/Y/B	1
E-1600-65A	Analog emergency phone, blue	R/Y/B	1
E-1600-65A-EWP	Analog emergency phone with EWP, blue	R/Y/B	1
E-1600-65-IP	VoIP emergency phone, blue	R/Y/B	1
E-1600-65-IPEWP	VoIP emergency phone with EWP, blue	R/Y/B	1
E-1600A	Analog emergency phone, red	R/Y/B	1
E-1600A-EWP	Analog emergency phone with EWP, red	R/Y/B	1
E-1600-BKA	Analog compact emergency phone, black	R/Y/B	1
E-1600-BKA-EWP	Analog compact emergency phone with EWP, black	R/Y/B	1
E-1600-BK-IP	VoIP compact emergency phone, black	R/Y/B	1
E-1600-BK-IPEWP	VoIP compact emergency phone with EWP, black	R/Y/B	1
E-1600-BLA	Analog compact emergency phone, blue	R/Y/B	1
E-1600-BLA-EWP	Analog compact emergency phone with EWP, blue	R/Y/B	1
E-1600-BL-IP	VoIP compact emergency phone, blue	R/Y/B	1
E-1600-BL-IPEWP	VoIP compact emergency phone with EWP, blue	R/Y/B	1
E-1600-BLPA	Analog compact "POLICE" emergency phone, blue	R/Y/B	1
E-1600-BLPA-EWP	Analog "POLICE" emergency phone with EWP, blue	R/Y/B	1

Compatible Viking Product	Product Description	Color	Adapter Panel
E-1600-BLP-IP	VoIP compact "POLICE" emergency phone, blue	R/Y/B	1
E-1600-BLPIPEWP	VoIP emergency "POLICE" phone with EWP, blue	R/Y/B	1
E-1600-IP	VoIP emergency phone, red	R/Y/B	1
E-1600-IP-EWP	VoIP emergency phone with EWP, red	R/Y/B	1
E-1600-RDA	Analog compact emergency phone, red	R/Y/B	1
E-1600-RDA-EWP	Analog compact emergency phone with EWP, red	R/Y/B	1
E-1600-RD-IP	VoIP compact emergency phone, red	R/Y/B	1
E-1600-RD-IPEWP	VoIP compact emergency phone with EWP, red	R/Y/B	1
E-1600-SSA	Analog compact emergency phone, stainless	R/Y/B	1
E-1600-SSA-EWP	Analog compact emergency phone with EWP, stainless	R/Y/B	1
E-1600-SS-IP	VoIP compact emergency phone, stainless	R/Y/B	1
E-1600-SS-IPEWP	VoIP compact emergency phone with EWP, stainless	R/Y/B	1
E-1600-YLA	Analog compact emergency phone, yellow	R/Y/B	1
E-1600-YLA-EWP	Analog compact emergency phone with EWP, yellow	R/Y/B	1
E-1600-YL-IP	VoIP compact emergency phone, yellow	R/Y/B	1
E-1600-YL-IPEWP	VoIP compact emergency phone with EWP, yellow	R/Y/B	1
E-20B	Analog speaker phone	R/Y/B	1
E-20B-EWP	Analog speaker phone with EWP	R/Y/B	1
E-20-IP	VoIP speaker phone	R/Y/B	1
E-20-IP-EWP	VoIP speaker phone with EWP	R/Y/B	1
E-20TF-IP	VoIP touch-free entry phone, plastic chassis	R/Y/B	1
E-20TF-IP-EWP	VoIP touch-free entry phone with EWP, plastic chassis	R/Y/B	1
K-1500P-W	Analog wall phone with ringer, red	R/Y/B	1
K-1500P-W ASH	Analog wall phone with ringer, ash	R/Y/B	1
K-1900W-2	Analog hot-line wall phone, red	R/Y/B	1
K-1900W-2 ASH	Analog hot-line wall phone, ash	R/Y/B	1
K-1900W-IP	VoIP hot-line wall phone, red	R/Y/B	1
K-1900W-IP ASH	VoIP hot-line wall phone, ash	R/Y/B	1
W-2000A	Handsfree doorbox, plastic chassis	R/Y/B	1
W-2000A-EWP	Handsfree doorbox with EWP, plastic chassis	R/Y/B	1

#### Viking Products Compatible with VE-9x12(R/Y/B)-2P

Compatible Viking Product	Product Description	Color	Adapter Panel
E-10A	Analog speaker phone, black finish	R/Y/B	2
E-10A-EWP	Analog speaker phone with EWP, black finish	R/Y/B	2
E-10-IP	VoIP speaker phone, black finish	R/Y/B	2
E-10-IP-EWP	VoIP speaker phone with EWP, black finish	R/Y/B	2
E-1600-20A	Analog emergency phone with 2 buttons	R/Y/B	2
E-1600-20A-EWP	Analog emergency phone with 2 buttons and EWP	R/Y/B	2
E-1600-20-IP	VoIP emergency phone with 2 buttons	R/Y/B	2
E-1600-20-IPEWP	VoIP emergency phone with 2 buttons and EWP	R/Y/B	2
E-1600-30A	Analog emergency phone, stainless	R/Y/B	2
E-1600-30A-EWP	Analog emergency phone with EWP, stainless	R/Y/B	2
E-1600-30-IP	VoIP emergency phone, stainless	R/Y/B	2
E-1600-30-IPEWP	VoIP emergency phone with EWP, stainless	R/Y/B	2
E-30	Analog speaker phone with dialer, stainless	R/Y/B	2
E-30-EWP	Analog speaker phone with EWP, stainless	R/Y/B	2
E-30-IP	VoIP speaker phone with dialer, stainless	R/Y/B	2
E-30-IP-EWP	VoIP speaker phone with EWP, stainless	R/Y/B	2
E-30-PT	Analog push-to-talk speaker phone, stainless	R/Y/B	2
E-30-PT-EWP	Analog push-to-talk phone with EWP, stainless	R/Y/B	2
E-30TF-IP	VoIP touch-free entry phone, stainless	R/Y/B	2
E-30TF-IP-EWP	VoIP touch-free entry phone with EWP, stainless	R/Y/B	2

Compatible Viking Product	Product Description	Color	Adapter Panel
E-35	Analog speaker phone with camera, stainless	R/Y/B	2
E-35-EWP	Analog speaker phone with camera and EWP, stainless	R/Y/B	2
E-35-IP	VoIP speaker phone with dialer, stainless steel	R/Y/B	2
E-35-IP-EWP	VoIP speaker phone with camera and EWP, stainless	R/Y/B	2
E-60 Series	Analog double-gang speaker phones	R/Y/B	2
E-60-EWP Series	Analog double-gang speaker phones with EWP	R/Y/B	2
E-60-IP Series	VoIP double-gang speaker phones	R/Y/B	2
E-60-IP-EWP Series	VoIP double-gang speaker phones with EWP	R/Y/B	2
E-65 Series	Analog double-gang speaker phones with video	R/Y/B	2
E-65-EWP Series	Analog speaker phones with video and EWP	R/Y/B	2
E-70 Series	Analog speaker phones with proximity reader	R/Y/B	2
E-70-EWP Series	Analog speaker phones with proximity reader and EWP	R/Y/B	2
E-75 Series	Analog phones with video and proximity reader	R/Y/B	2
E-75-EWP Series	Analog phones with video, proximity reader and EWP	R/Y/B	2
W-1000	Handsfree doorbox, black finish	R/Y/B	2
W-1000-EWP	Handsfree doorbox with EWP, black finish	R/Y/B	2
W-3000	Handsfree doorbox, stainless steel	R/Y/B	2
W-3000-EWP	Handsfree doorbox with EWP, stainless steel	R/Y/B	2

#### Viking Products Compatible with VE-9x12(R/Y/B)-3P

The VE-9x12(R/Y/B)-3P is designed to be used with Viking panel phones that come with a 12" armored cable. To the right is a list of Viking panel phones that are compatible out of the box. See page 5, section 1. Mounting a Viking Panel Phone with 12" Cable.

Compatible Viking Product	Product Description	Color	Adapter Panel
K-1900-712L	Analog hot-line panel phone, 12" cable	R/Y/B	3
K-1900-712L-EWP	Analog hot-line panel phone with EWP, 12" cable	R/Y/B	3
K-1900-712L-IP	VoIP panel phone with dialer, 12" cable	R/Y/B	3
K-1900712LIPEWP	VoIP panel phone with dialer and EWP, 12" cable	R/Y/B	3
K-1900-812L	Analog panel phone with keypad, 12" cable	R/Y/B	3
K-1900-812L-EWP	Analog panel phone with keypad and EWP, 12" cable	R/Y/B	3
K-1900-812L-IP	VoIP panel phone with built-in entry system, 12" cable	R/Y/B	3
K-1900812LIPEWP	VoIP panel phone with built-in entry system and EWP, 12" cable	R/Y/B	3

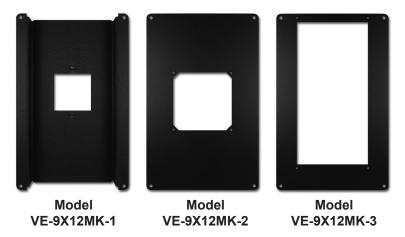
The VE-9x12(R/Y/B)-3P is designed to be used with Viking panel phones that come with a 12" armored cable. To the right is a list of Viking panel phones that come with 36" or 54" armored cables. To use any of the phones listed, you will need to follow the directions on page 5, section 2. Mounting a Viking Panel Phone with a 36" or 54" Armored Cable.

Compatible Viking Product	Product Description	Color	Adapter Panel
K-1500-7	Analog no-dial panel phone, 36" cable	R/Y/B	3
K-1900-7	Analog hot-line panel phone, 36" cable	R/Y/B	3
K-1900-7-EWP	Analog hot-line panel phone with EWP, 54" cable	R/Y/B	3
K-1900-7-IP	VoIP panel phone with dialer, 36" cable	R/Y/B	3
K-1900-7-IP-EWP	VoIP panel phone with dialer and EWP, 54" cable	R/Y/B	3
K-1900-8	Analog panel phone with keypad, 36" cable	R/Y/B	3
K-1900-8-EWP	Analog panel phone with keypad and EWP, 54" cable	R/Y/B	3
K-1900-8-IP	VoIP panel phone with built-in entry system, 36" cable	R/Y/B	3
K-1900-8-IP-EWP	VoIP panel phone with built-in entry system and EWP, 54" cable	R/Y/B	3

#### **Other Viking Products**

To mount a variety of different Viking products, the internal adapter panels are available for purchase separately.

For more information, visit the Viking website: www.VikingElectronics.com



#### Warranty

#### IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT, CONTACT VIKING TECHNICAL SUPPORT: 715-386-8666

Our Technical Support Department is available for assistance Monday through Friday 8:00am to 5:00pm central time. Before you call, please:

- 1. Know the model number, the serial number and what software version you have (see serial label).
- 2. Have the Product Manual in front of you.
- 3. It is best if you are on site.

#### RETURNING PRODUCT FOR REPAIR

#### The following procedure is for equipment that needs repair:

- Customer must contact Viking's Technical Support Department at 715-386-8666
  to obtain a Return Authorization (RA) number. The customer MUST have a
  complete description of the problem, with all pertinent information regarding the
  defect, such as options set, conditions, symptoms, methods to duplicate
  problem, frequency of failure, etc.
- 2. Packing: Return equipment in original box or in proper packing so that damage will not occur while in transit. The original product boxes are not designed for shipping an overpack box is required to prevent damage in transit. Static sensitive equipment such as a circuit board should be in an anti-static bag, sandwiched between foam and individually boxed. All equipment should be wrapped to avoid packing material lodging in or sticking to the equipment. Include ALL parts of the equipment. C.O.D. or freight collect shipments cannot be accepted. Ship cartons prepaid to: VIKING ELECTRONICS

1531 INDUSTRIAL STREET HUDSON, WI 54016

- Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a PO Box.
- RA number on carton: In large printing, write the RA number on the outside of each carton being returned.

#### RETURNING PRODUCT FOR EXCHANGE

The following procedure is for equipment that has failed out-of-box (within 10 days of purchase):

- Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.
- If the Technical Support Product Specialist determines that the equipment is
  defective based on the customer's input and troubleshooting, a Return
  Authorization (RA) number will be issued. This number is valid for fourteen (14)
  calendar days from the date of issue.
- 3. After obtaining the RA number, return the approved equipment to your distributor. Please reference the RA number on the paperwork being shipped back with the unit(s), and also the outside of the shipping box. The original product boxes are not designed for shipping an overpack box is required to prevent damage in transit. Once your distributor receives the package, they will replace the product over the counter at no charge. The distributor will then return the product to Viking using the same RA number.
- 4. The distributor will NOT exchange this product without first obtaining the RA number from you. If you haven't followed the steps listed in 1, 2 and 3, be aware that you will have to pay a restocking charge.

#### TWO YEAR LIMITED WARRANTY

Viking warrants its products to be free from defects in the workmanship or materials, under normal use and service, for a period of two years from the date of purchase from any authorized Viking distributor. If at any time during the warranty period, the product is deemed defective or malfunctions, return the product to Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI., 54016. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (R.A.) number.

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#### **Product Support: 715-386-8666**

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