

15"/ 19"/ 21.5"/ 23.8"

G-WIN Panel PC

Intel® Pentium® N4200 (2M Cache, up to 2.5 GHz)



GC Series

Model No.R15IP3S-GCC3
R19IP3S-GCM1
W22IP3S-GCA3
W24IP3S-GCA2

User Manual

Document Version 1.0
Document Part No. 91521110106C

Please read these instructions carefully before using this product, and save this manual for future use.

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Preface

FCC Statement



This device complies with part 15 FCC rules.

Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class "B" digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

European Union



Electromagnetic Compatibility Directive (2014/30/EU)

- EN55024: 2010/ A1: 2015
 - IEC61000-4-2: 2009
 - IEC61000-4-3: 2006+A1: 2007+A2: 2010
 - IEC61000-4-4: 2012
 - IEC61000-4-5: 2014
 - IEC61000-4-6: 2014
 - IEC61000-4-8: 2010
 - IEC61000-4-11: 2004
- EN55032: 2012/AC:2013
- EN61000-3-2:2014
- EN61000-3-3:2013

Low Voltage Directive (2014/35/EU)

- EN 60950-1:2006/A11:2009/A1:2010/A12:2011/ A2:2013

This equipment is in conformity with the requirement of the following EU legislations and harmonized standards. Product also complies with the Council directions.

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Disclaimer

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Warranty

Winmate Inc. warranty guarantees that each of its products will be free from material and workmanship defects for a period of one year from the invoice date. If the customer discovers a defect, we will, at his/her option, repair or replace the defective product at no charge to the customer, provide it is returned during the warranty period of one year, with transportation charges prepaid. The returned product must be properly packaged in its original packaging to obtain warranty service. If the serial number and the product shipping data differ by over 30 days, the in-warranty service will be made according to the shipping date. In the serial numbers the third and fourth two digits give the year of manufacture, and the fifth digit means the month (e. g., with A for October, B for November and C for December).

For example, the serial number 1W16Axxxxxxx means October of year 2016.

Customer Service

We provide a service guide for any problem by the following steps: First, visit the website of our distributor to find the update information about the product. Second, contact with your distributor, sales representative, or our customer service center for technical support if you need additional assistance.

You may need the following information ready before you call:

- Product serial number
- Software (OS, version, application software, etc.)
- Description of complete problem
- The exact wording of any error messages

In addition, free technical support is available from our engineers every business day. We are always ready to give advice on application requirements or specific information on the installation and operation of any of our products.

Advisory Conventions

Four types of advisories are used throughout the user manual to provide helpful information or to alert you to the potential for hardware damage or personal injury. These are Notes, Important, Cautions, and Warnings. The following is an example of each type of advisory.



Note:

A note is used to emphasize helpful information



Important:

An important note indicates information that is important for you to know.



Caution

A Caution alert indicates potential damage to hardware and explains how to avoid the potential problem.



Warning!

An Electrical Shock Warning indicates the potential harm from electrical hazards and how to avoid the potential problem.



Alternating Current

The Protective Conductor Terminal (Earth Ground) symbol indicates the potential risk of serious electrical shock due to improper grounding.

Safety Information



Warning!/ Avertissement!

Always completely disconnect the power cord from your chassis whenever you work with the hardware. Do not make connections while the power is on. Sensitive electronic components can be damaged by sudden power surges. Only experienced electronics personnel should open the PC chassis.

Toujours débrancher le cordon d'alimentation du chassis lorsque vous travaillez sur celui-ci. Ne pas brancher de connexions lorsque l'alimentation est présente. Des composantes électroniques sensibles peuvent être endommagées par des sauts d'alimentation. Seulement du personnel expérimenté devrait ouvrir ces chassis.



Caution/ Attention

Always ground yourself to remove any static charge before touching the CPU card. Modern electronic devices are very sensitive to static electric charges. As a safety precaution, use a grounding wrist strap at all times. Place all electronic components in a static-dissipative surface or static-shielded bag when they are not in the chassis.

Toujours vérifier votre mise à la terre afin d'éliminer toute charge statique avant de toucher la carte CPU. Les équipements électroniques modernes sont très sensibles aux décharges d'électricité statique. Toujours utiliser un bracelet de mise à la terre comme précaution. Placer toutes les composantes électroniques sur une surface conçue pour dissiper les charge, ou dans un sac anti-statique lorsqu'elles ne sont pas dans le chassis.

General Guideline

It is recommended to reboot the device when some functions are defect or inactive. If it still can't solve the problems please contact your dealer or agent.

Chapter 1: Introduction

This chapter gives you product overview, describes features and hardware specification. You will find all accessories that come with the panel PC in the packing list. Mechanical dimensions and drawings included in this chapter.

1.1 Introduction

Congratulations on purchasing Winmate® G-WIN GC Series Panel PC. The elegantly designed, yet rugged, industrial grade G-WIN GC series is designed for heavy duty applications.

With rugged construction, ultimate computing power, G-WIN GC Series Panel PC is guaranteed to meet "heavy duty" needs. This series feature high computing power and user-friendly interface with projected capacitive multi-touch (PCAP) technology and support Windows® operating systems. Rugged housing provides front IP65 protection against outer dust and water splash.

1.2 Features

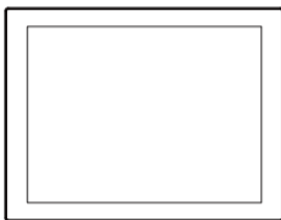
Wimate® GC Series Panel PC features:

- 15"/ 19"/ 21.5"/ 23.8" PCAP touchscreen
- Intel® Pentium® Processor N4200 (2M Cache, up to 2.5 GHz)
- Front IP65 for protection against water and dust
- A true flat, easy-to-clean front surface with edge-to-edge design
- Plenty of I/O - 1 x RS-232/422/485, 2 x USB 3.0, 1 x RJ-45-10/100/1000 Mbps, 1 x RJ-45

1.3 Package Content

Carefully remove the box and unpack your device. Please check if all the items listed below are inside your package. If any of these items are missing or damaged contact us immediately.

Standard factory shipment list:



- **Panel PC**

Varies by product specifications



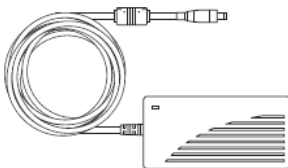
- **User Manual (Hardcopy)**

Part No. 91521110106C



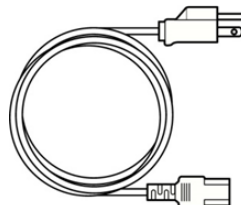
- **Driver CD & User Manual**

Part No. 915211101067



- **AC Adapter (12V/ 50W)**

Part No.922D050W12VA



- **Power Cable**

Varies by country



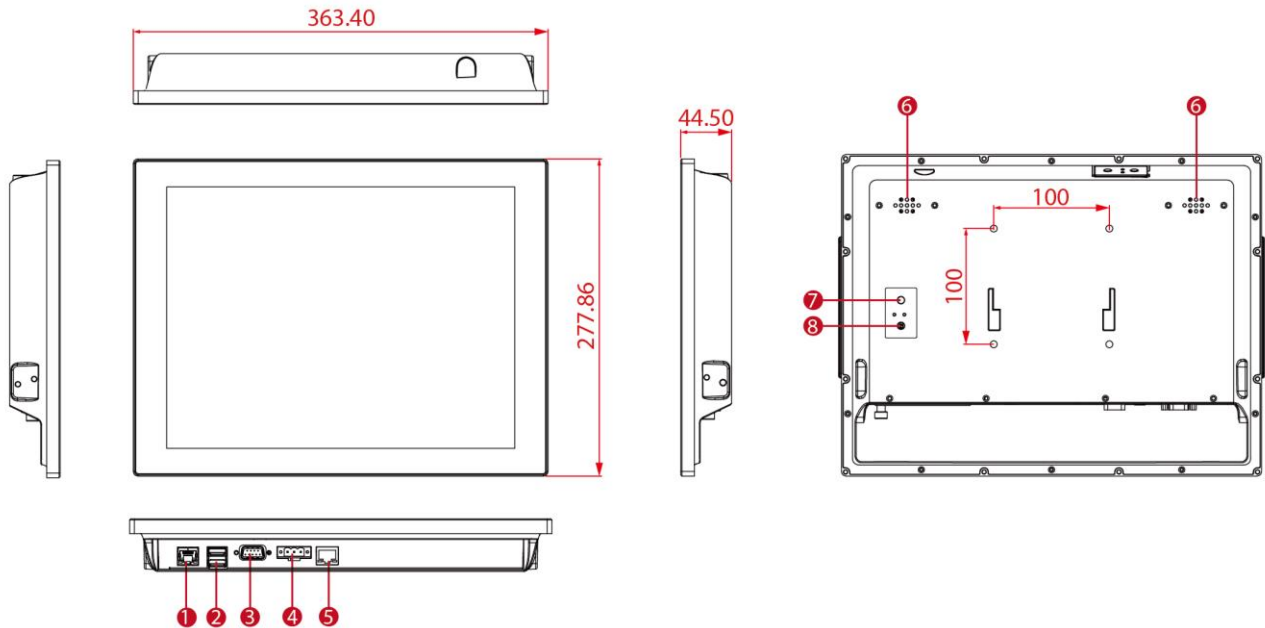
- **Terminal Block 3 Pin to DC Jack Connector**

Part No. 94J602G030K0

1.4 Product Overview

15", R15IP3S-GCC3

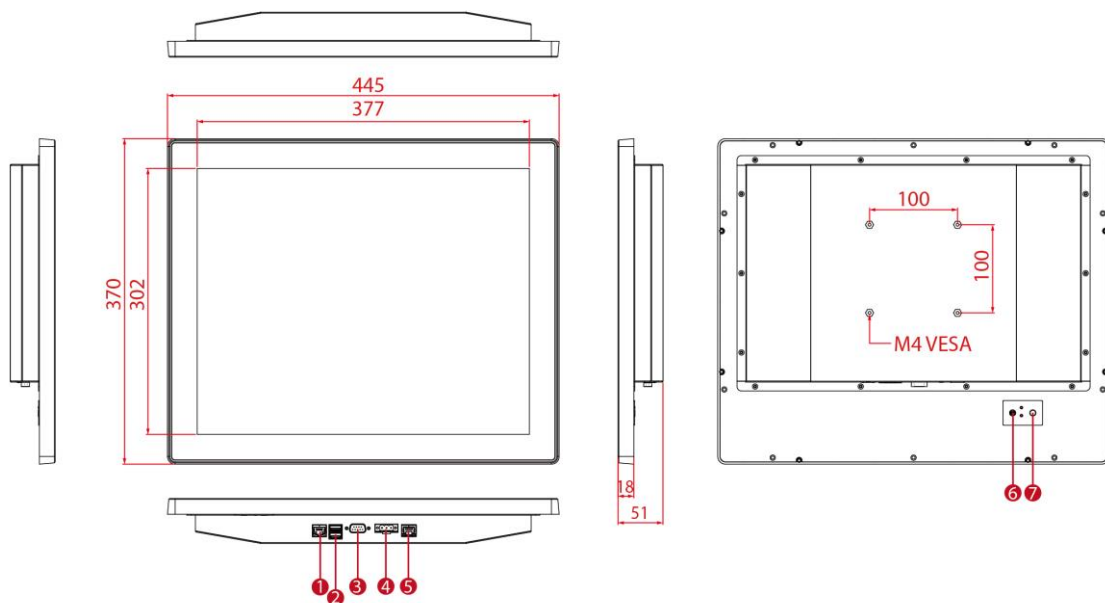
Unit: mm



| No | Description | No | Description |
|----|-----------------------|----|--------------------|
| ① | RJ-45 (LAN) | ⑤ | RJ-45 (LAN) |
| ② | USB 3.0 x 2 | ⑥ | 1 Watt Speaker x 2 |
| ③ | RS232/422/485 | ⑦ | Power on Button |
| ④ | 12V DC Terminal Block | ⑧ | Power Reset Button |

19", R19IP3S-GCM1

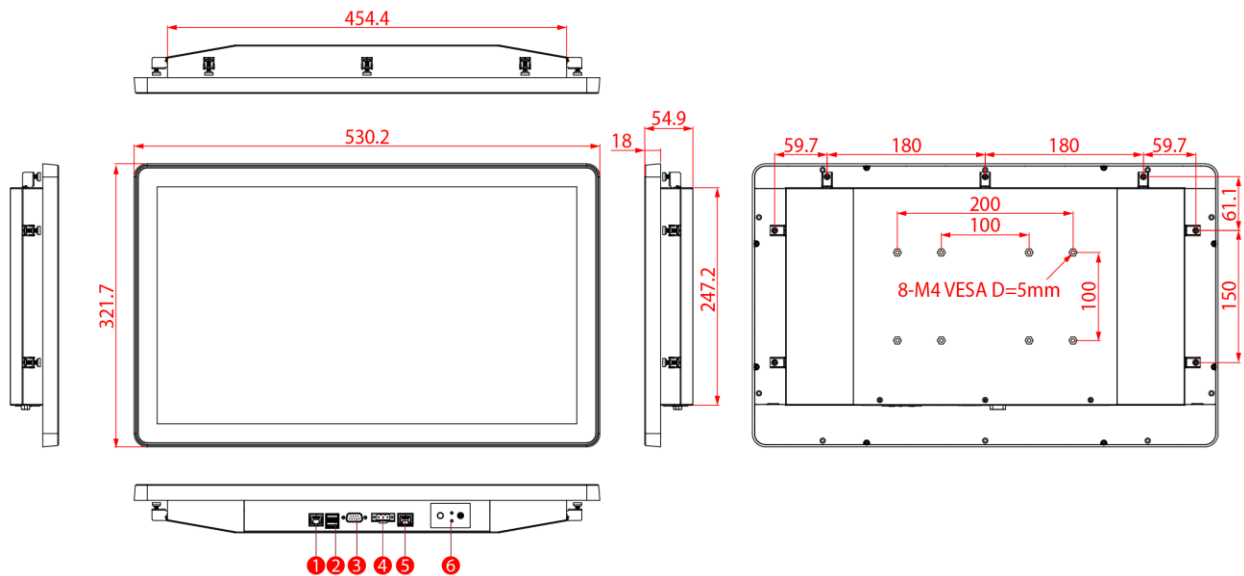
Unit: mm



| No | Description | No | Description |
|----|-----------------------|----|--------------------|
| ① | RJ-45 (LAN) | ⑤ | RJ-45 (LAN) |
| ② | USB 3.0 x 2 | ⑥ | Power on Button |
| ③ | RS232/422/485 | ⑦ | Power Reset Button |
| ④ | 12V DC Terminal Block | | |

21.5", W22IP3S-GCA3

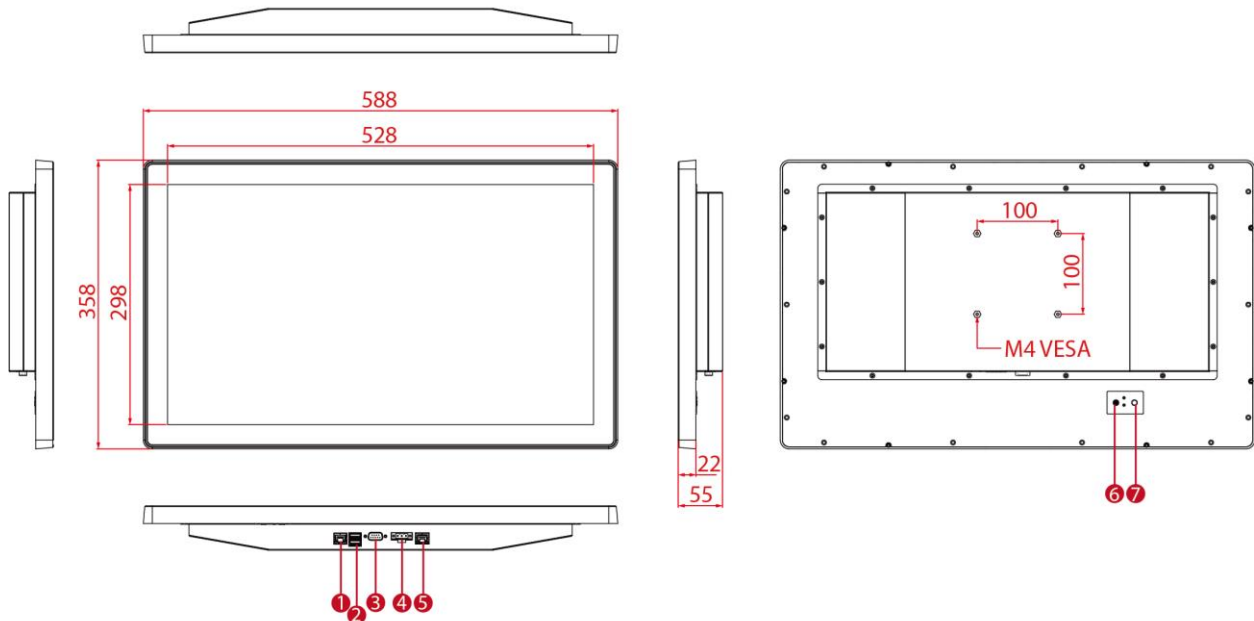
Unit: mm



| No | Description | No | Description |
|----|---------------|----|-----------------------|
| ① | RJ-45 (LAN) | ④ | 12V DC Terminal Block |
| ② | USB 3.0 x 2 | ⑤ | RJ-45 (LAN) |
| ③ | RS232/422/485 | ⑥ | OSD Control Panel |

23.8", W24IP3S-GCA2

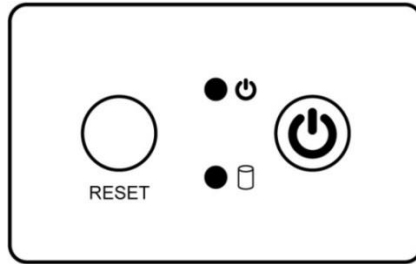
Unit: mm



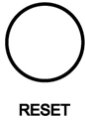

| No | Description | No | Description |
|----|-----------------------|----|--------------------|
| ① | RJ-45 (LAN) | ⑤ | RJ-45 (LAN) |
| ② | USB 3.0 x 2 | ⑥ | Power on Button |
| ③ | RS232/422/485 | ⑦ | Power Reset Button |
| ④ | 12V DC Terminal Block | | |

1.5 Physical Buttons and LED Indicators



Physical buttons and LED indicators located on the rear side of the GC Series Panel PC.



Physical Buttons

| Icon | Button | Description |
|---|---------------|---|
|  | Reset | Press to reset the system |
|  | Power On/ Off | Press to power on or power off the device |

LED Indicators

| LED Type | Status | Description |
|---|----------|---|
|  | On | Power is on |
| | Off | Power is off |
|  | Blinking | Storage activity (Data is being read or written) |
| | Off | System is idle |

1.6 Connector Description


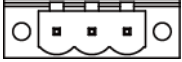
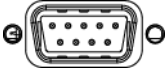

Terminal interfaces are located on the bottom side of the GC Series Panel PC device.



Note:

Notice that input and output connectors vary by product size and specifications.

Terminal interfaces description:

| Item | Description |
|--|--|
|  | <p>RJ45 (LAN) – Connects GC Series Panel PC to Ethernet network.</p> |
|  | <p>Terminal Block 3 Pin – Provides power to the GC Series Panel PC, accepts 12V DC. <i>Example: AC cord or DC power supply. If both are provided, choose only one.</i></p> |
|  | <p>RS-232/422/485 – Connects external devices to GC Series Panel PC. <i>Example: A barcode reader or scanner to GC Series Panel PC.</i></p> |
|  | <p>USB 3.0- Connects USB 3.0/ USB 2.0 compatible devices to GC Series Panel PC. <i>Example: A printer to GC Series Panel PC.</i></p> |

Chapter 2: Getting Started

This chapter tells you important information on power supply, adapter and precautions tips. Pay attention to power considerations.

2.1 Wiring Requirements

The following common safety precautions should be observed before installing any electronic device:



Caution

- Strive to use separate, non-intersecting paths to route power and networking wires. If power wiring and device wiring paths must cross make sure the wires are perpendicular at the intersection point.
- Keep the wires separated according to interface. The rule of thumb is that wiring that shares similar electrical characteristics may be bundled together.
- Do not bundle input wiring with output wiring. Keep them separate.
- When necessary, it is strongly advised that you label wiring to all devices.
- Do not run signal or communication wiring and power wiring in the same conduit. To avoid interference, wires with different signal characteristics (i.e., different interfaces) should be routed separately.
- Be sure to disconnect the power cord before installing and/or wiring your device.
- Verify the maximum possible current for each wire gauge, especially for the power cords. Observe all electrical codes dictating the maximum current allowable for each wire gauge.
- If the current goes above the maximum ratings, the wiring could overheat, causing serious damage to your equipment.
- Be careful when handling the unit. When the unit is plugged in, the internal components generate a lot of heat which may leave the outer casing too hot to touch.

2.2 Powering On

Safety Precautions:

- Do not use the adapter in a high moisture environment
- Never touch the adapter with wet hands or foot
- Allow adequate ventilation around adapter while using
- Do not cover the adapter with paper or other objects that will reduce cooling
- Do not use the adapter while it is inside a carrying case
- Do not use the adapter if the cord is damaged
- There are NO serviceable parts inside
- Replace the unit if it is damaged or exposed to excess moisture

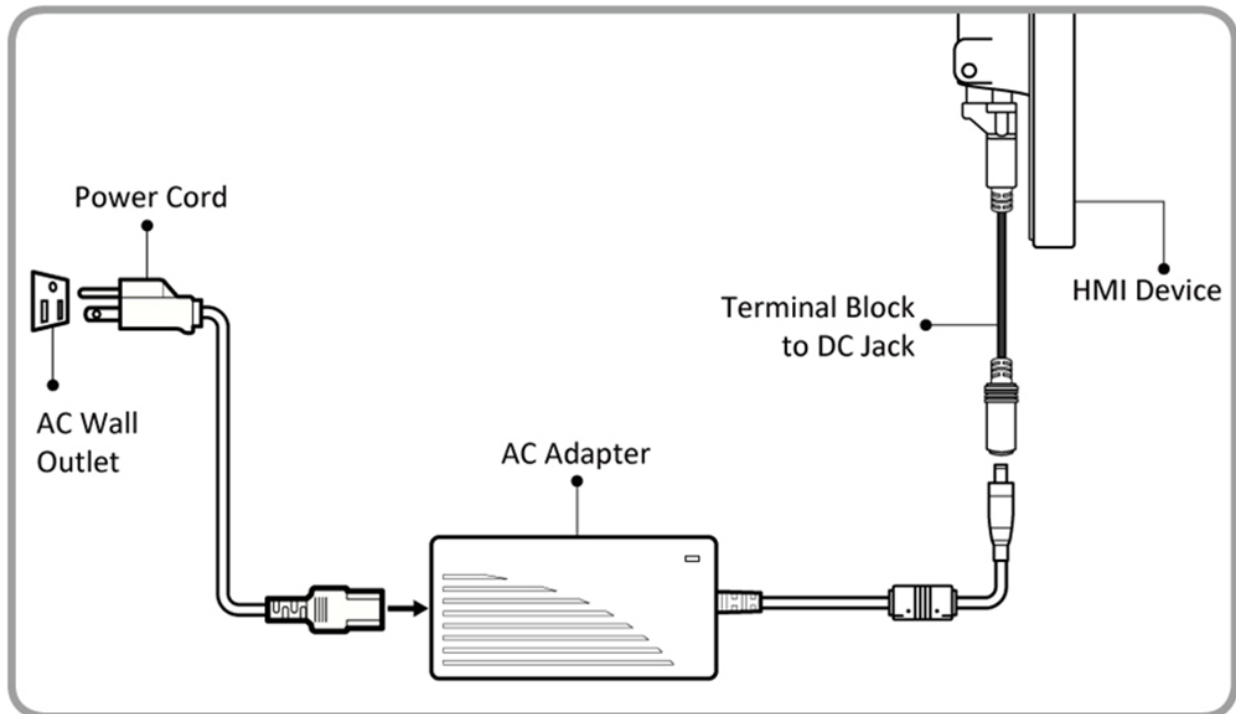
While using the AC Adapter always:

- Plug-in the power cord to easy accessible AC outlet
- Plug-in the AC adapter to a grounded outlet

2.3 Turning On and Off Your Device

To turn on your device:

1. Connect a 3-pin terminal block to the GC Series Panel PC power input connector.
2. Connect the other side of the terminal block to the AC adapter.
3. Connect the AC adapter to the power cord.
4. Plug in the power cord to a working AC wall outlet. The device will boot automatically.



Caution


Use only the AC adapter (12V/ 50W) included in your package (Rating: Output 4.2 A). Using other AC adapters may damage the device.



Alternating Current

This product must be grounded. Use only a grounded AC outlet. Install the additional PE ground wire if the local installation regulations require it.

To shut down the device:

1. Tap **Start**  > **Shut down**.
2. Wait for your Panel PC to completely turn off before disconnecting the power cord (if necessary).

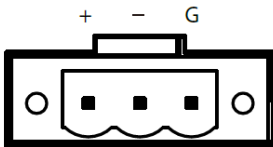
2.4 Connecting to Other Devices

This section explains how to connect external interfaces to the GC Series Panel PC.

2.4.1 Power Connector

The DC power source input of the panel PC is a 3 pin terminal block connector that supports 12V DC power input.

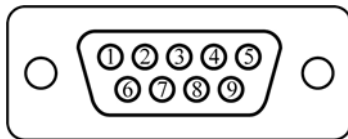
Pin assignment and connector description of terminal block connector.



Minimum Voltage 11.4V
Maximum Voltage 12.6V
Maximum Current 4.2A

2.4.2 Serial Port Connector

Use COM1 serial port connector to connect your GC Series Panel PC to external devices such as modem or printer. You can configure serial port setting via jumpers located on the motherboard. You need to open the housing in order to access the jumpers.



| Pin № | RS-232 (Default) | RS-422 | RS-485 |
|-------|---------------------|--------|--------|
| 1 | DCD | TxD- | D- |
| 2 | RXD | TxD+ | D+ |
| 3 | TXD | RxD+ | NC |
| 4 | DTR | RxD- | NC |
| 5 | GND | GND | GND |
| 6 | DSR | NC | NC |
| 7 | RTS | NC | NC |
| 8 | CTS | NC | NC |
| 9 | RI | NC | NC |

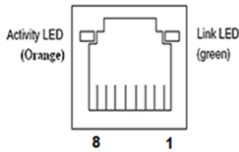


Caution!

It is recommended to use factory jumper settings. Opening the housing when it is sealed may damage the device and its parts.

2.4.3 RJ45 Connector

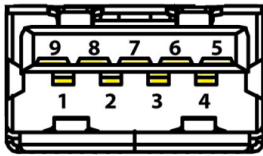
The GC Series Panel PC has two RJ45 connectors that support 10/100/1000 Mbps Ethernet interface for connecting to the internet.



| Pin № | Signal Name | Pin № | Signal Name |
|-------|-------------|-------|-------------|
| 1 | TX1+ | 2 | TX1- |
| 3 | TX2+ | 4 | TX2- |
| 5 | TX3+ | 6 | TX3- |
| 7 | TX4+ | 8 | TX4- |

2.4.4 USB 3.0 Connector

The GC Series Panel PC has two USB3.0 connectors. Use USB3.0 connector to connect external devices such as mouse or keyboard to the GC Series Panel PC.



| Pin № | Signal Name | Pin № | Signal Name |
|-------|-------------|-------|-------------|
| 1 | +5V | 2 | USB_D- |
| 3 | USB_D+ | 4 | GND |
| 5 | STDA_SSRX- | 6 | STDA_SSRX+ |
| 7 | GND | 8 | STDA_SSTX- |
| 9 | STDA_SSTX+ | | |

Chapter 3: Mounting

This chapter provides mounting guide for all available mounting options. Pay attention to cautions and warning to avoid any damages.



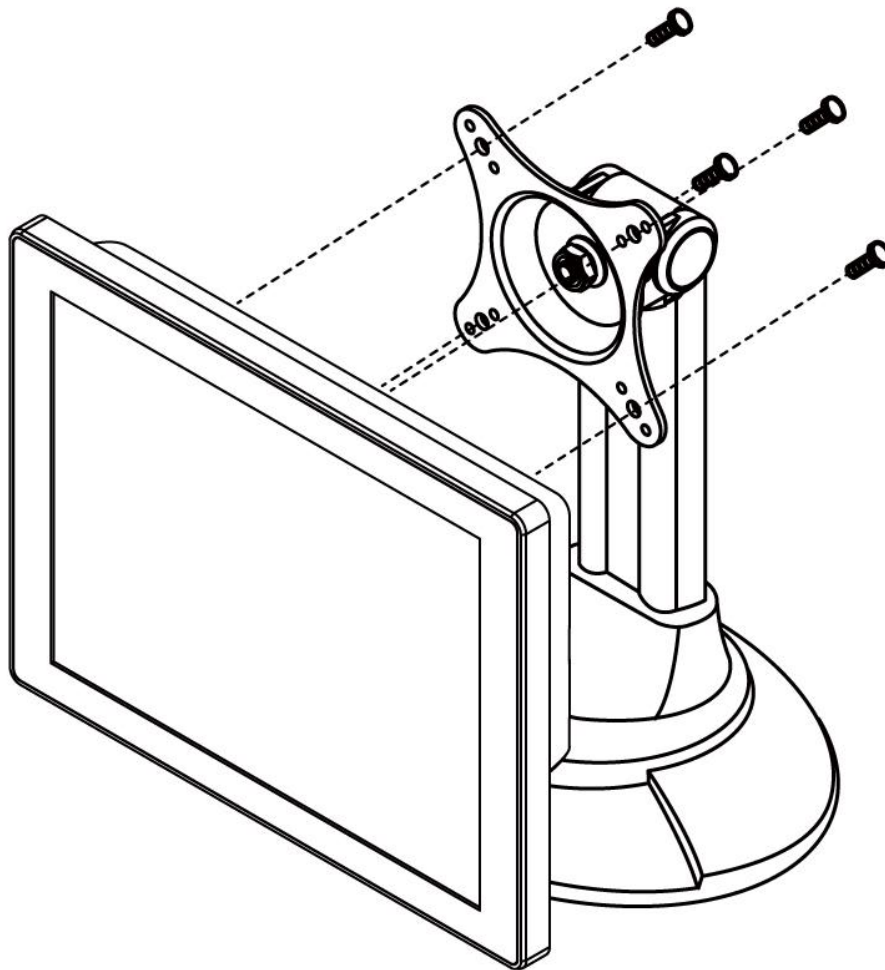
3.1 VESA Mount

This device supports VESA Mounting and provides various types of mounting options to fit any industrial use or vehicle.

| Size | VESA Plate | Screw |
|-------|----------------------------|-------------|
| 15" | 100 x 100 mm | M4 VESA x 4 |
| 19" | 100 x 100 mm | M4 VESA x 4 |
| 21.5" | 100 x 100 mm, 100 x 200 mm | M4 VESA x 8 |
| 23.8" | 100 x 100 mm | M4 VESA x 4 |

Mounting Instruction

Use Philips M4x5 screws to fix the desk stand to VESA holes on the back cover of the device.



**The picture is for demonstration purposes only. VESA mount accessories are not supplied by Winmate.*

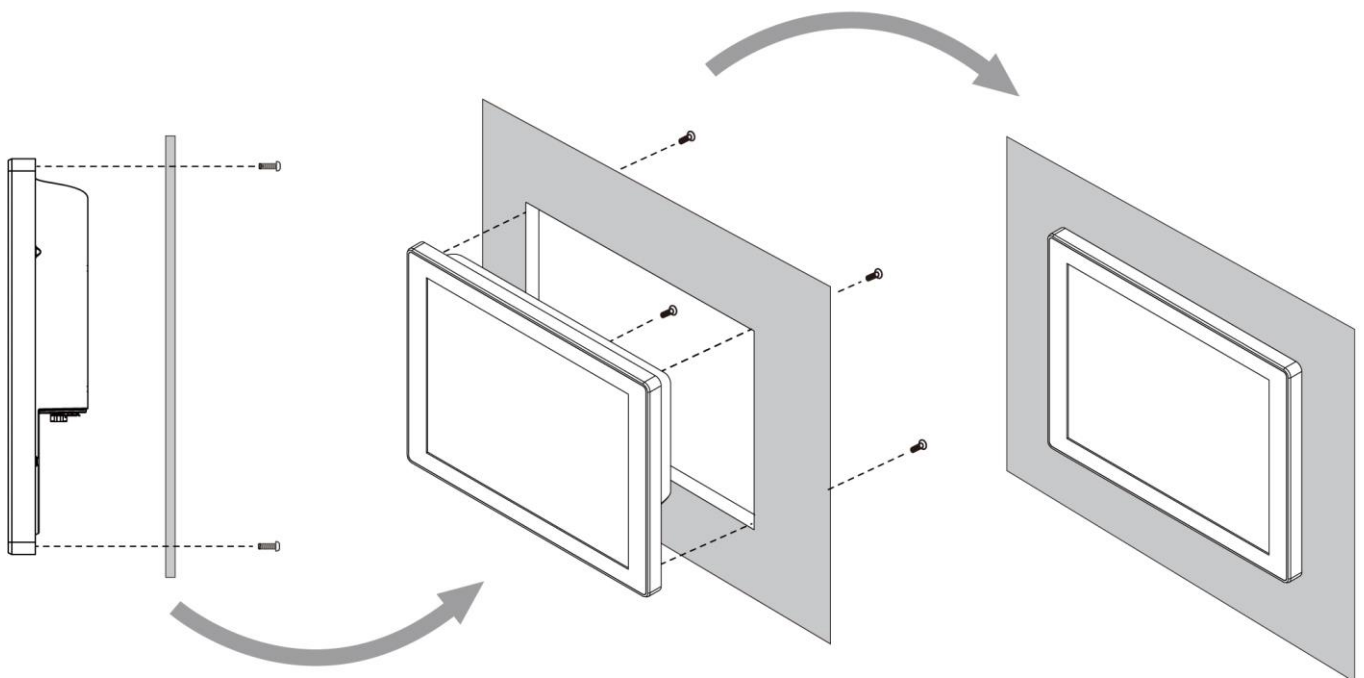
3.2 Panel Mount

Panel Mount mounting solutions is suitable for many applications where Panel PC should be embedded. With this mounting solution flat surface leave no bezel in the front.

| Size | Wall Cutout | Screw Hole Diameter |
|-------|----------------|---------------------|
| 15" | 345.4 x 260 mm | M6 x 4 mm |
| 19" | 388 x 280 mm | M4 x 4 mm |
| 21.5" | 457 x 250 mm | M4 x 4 mm |
| 23.8" | 388 x 280 mm | M4 x 4 mm |

Mounting Instruction:

1. Prepare a fixture for the specific dimensions of the device.
2. Cut a hole on a sub frame or panel according to the cutout dimensions.
3. Install the device properly onto the cutout area of the sub frame or panel with the sides of the front bezel.
4. Fix the device to fixture with Phillips screws.



Chapter 4: Operating the Device

In this chapter you will find instructions on how to operate the device.




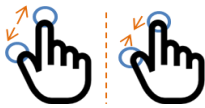





4.1 Operating System

The GC Series Panel PCs supports Windows 10 IoT Enterprise operating system.

4.2 Multi-Touch

The touch screen supports the core gestures for Windows.



| Gesture | Windows Usage | Gesture Action | Action |
|---|--|--|---|
| Tap/ Double-tap | Click / Double-click | Click or double-click |  |
| Panning with Inertia | Scrolling | Drag one or two fingers up and down |  |
| Selection/Drag (left to right with one finger) | Mouse-drag/ Selection | Drag one finger left/right |  |
| Zoom | Zoom (default to CTRL key + scroll wheel) | Move two fingers apart/ toward each other |  |
| Rotate | No system default unless handled by Application (using WM_Gesture API) | Move two fingers in opposite directions <i>or</i> Use one finger to pivot around another |  |
| Press and Hold | Right-click | Press, wait for blue-ring animation to complete, then release |  |
| Flicks | Default: Pan Up/ Down/ Back, and Forward | Make quick drag gestures in the described direction |  |

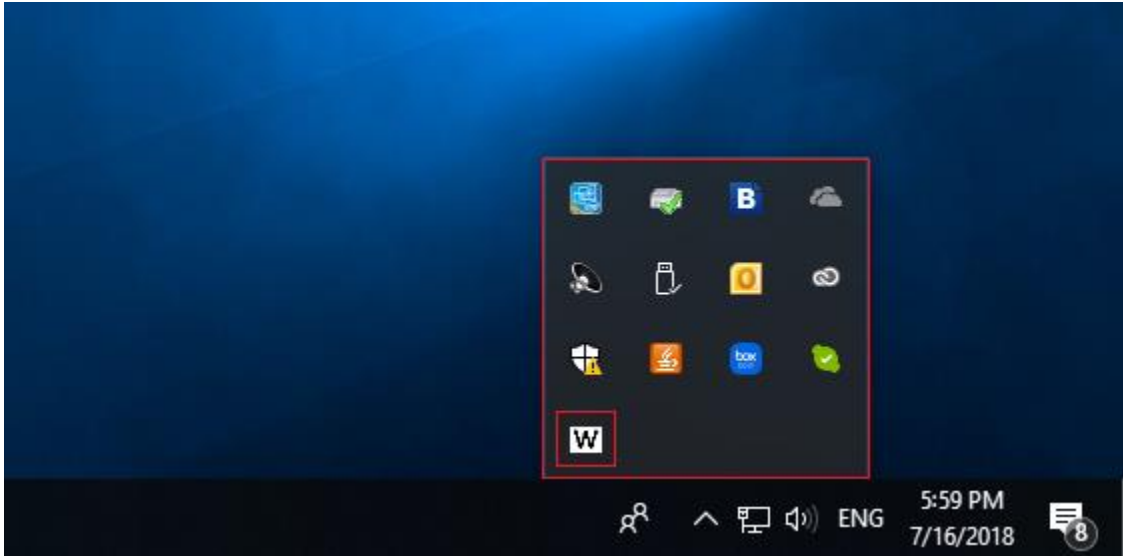
*Reference from Microsoft®

4.3 How to Enable Watchdog

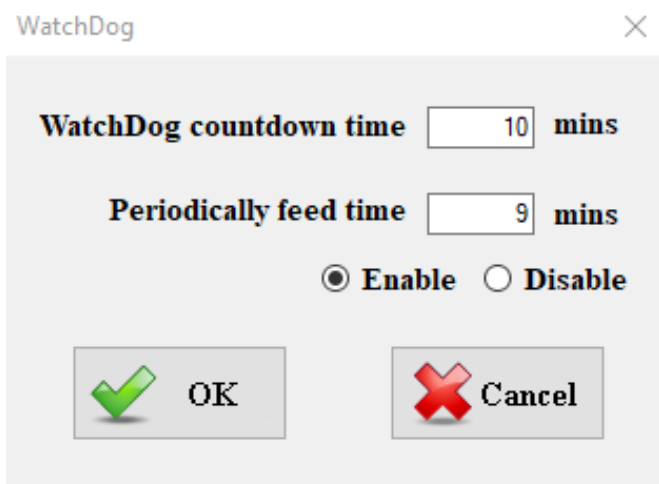
To enable Watchdog, you need to download Winmate Watchdog utility. Find more information on Watchdog in "Watchdog Guide" that you can download from Winmate Download Center or File Share.

To enable watchdog in Watchdog AP follow the instructions below:

1. On the right bottom side of the desktop screen, click  **triangle button** to show hidden icons.
2. Click  icon to open Watchdog utility.



3. In Watchdog utility window set countdown time and periodically feed time, or disable watchdog.



Example:

Every 10 min watchdog will monitor the system, in case any error occurs the system will restart automatically when the countdown time reaches 0.

Every 9 min watchdog timer will be reset to 10 min.

| Settings | Description |
|--------------------------------|---|
| Watchdog Countdown Time | The system automaticity restarts when this countdown time reaches zero. <i>Default: 10 min</i> |
| Periodically Feed Time | To set a cycle time to automatically reset watchdog timer. <i>Default: 9 min</i> |
| Enable / Disable | Enable or disable watchdog. <i>Default: Enable</i> |

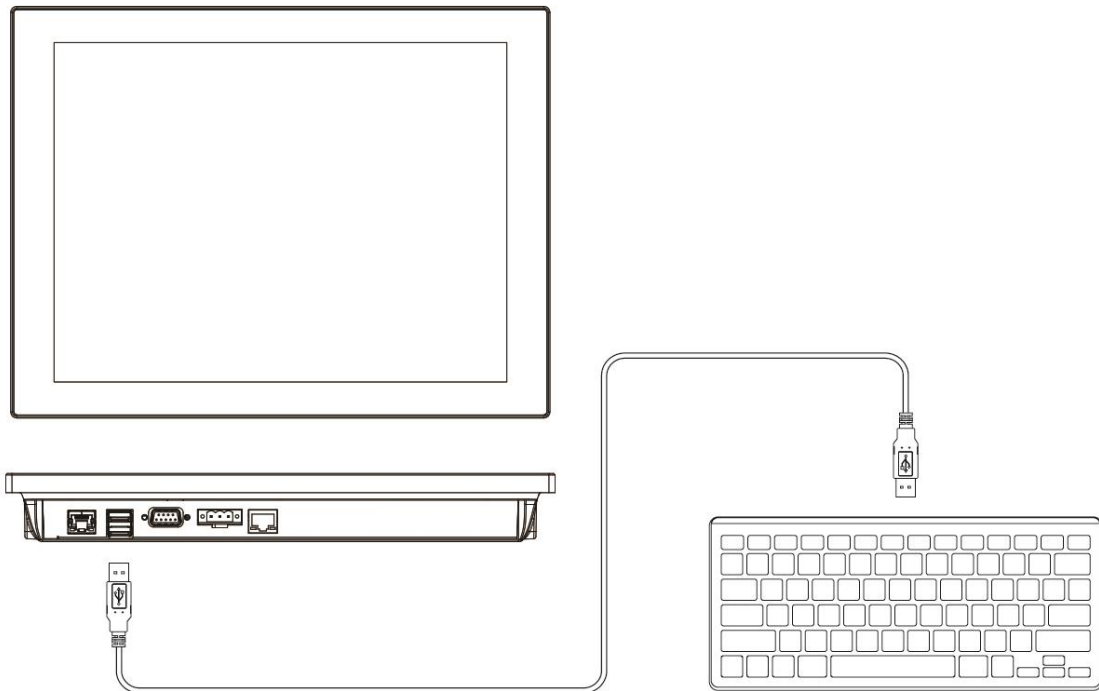
4.4 Serial Port Setting

You can configure RS-232/422/485 port setting of GC Series Panel PC in BIOS. To enter the BIOS setup, you need to connect an external USB keyboard, and press **Del** key when the prompt appears on the screen during start up. The prompt screen shows only few seconds so need press **Del** key quickly.

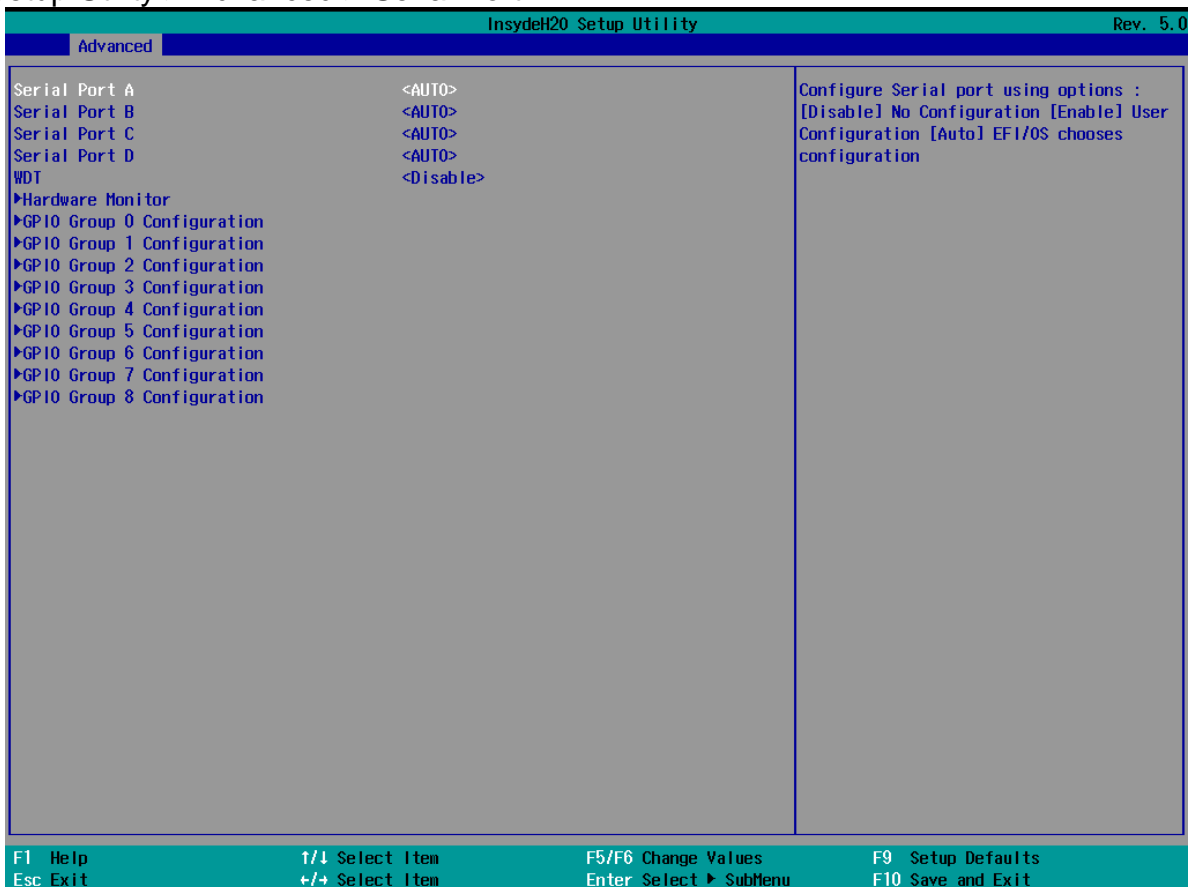


Important:

Updated BIOS version may be published after the manual released. Check the latest version of BIOS on the website.



BIOS Setup Utility > Advanced > Serial Port



Appendix

Appendix A: Product Specifications

| | Model Name | | | |
|------------------------------------|---|---|---|---|
| | R15IP3S-GCC3 | R19IP3S-GCM1 | W22IP3S-GCA3 | W24IP3S-GCA2 |
| Display | | | | |
| Size/Type | 15" TFT | 19" TFT | 21.5" TFT | 23.8" TFT |
| Resolution | 1024 x 768 | 1280 x 1024 | 1920 x 1080 | 1920 x 1080 |
| Brightness | 300 nits (typ.) | 250 nits (typ.) | 250 nits (typ.) | 250 nits (typ.) |
| Contrast Ratio | 2000:1 (typ.) | 1000 : 1 (typ.) | 3000 : 1 (typ.) | 3000 : 1 (typ.) |
| Viewing Angle | -88~88 (H) ; -88~88 (V) | -85~85(H); -80~80 (V) | -89~89(H); -89~89(V) | -89~89(H); -89~89(V) |
| Max Colors | 16.2M | 16.7M | 16.7M | 16.7M |
| Touch | PCAP | PCAP | PCAP | PCAP |
| System | | | | |
| Processor | Intel® Pentium® Processor N4200 (2M Cache, up to 2.5 GHz) | Intel® Pentium® Processor N4200 (2M Cache, up to 2.5 GHz) | Intel® Pentium® Processor N4200 (2M Cache, up to 2.5 GHz) | Intel® Pentium® Processor N4200 (2M Cache, up to 2.5 GHz) |
| System Memory | 2 GB DDR3L 1866 SO-DIMM (Optional 8 GB) | 2 GB DDR3L 1866 SO-DIMM (Optional 8 GB) | 2 GB DDR3L 1866 SO-DIMM (Optional 8 GB) | 2 GB DDR3L 1866 SO-DIMM (Optional 8 GB) |
| Storage | 64 GB M.2 SSD (Default) | 64 GB M.2 SSD (Default) | 64 GB M.2 SSD (Default) | 64 GB M.2 SSD (Default) |
| LAN Controller | Dual Intel® I210-AT GbE LAN | Dual Intel® I210-AT GbE LAN | Dual Intel® I210-AT GbE LAN | Dual Intel® I210-AT GbE LAN |
| OS | Windows 10 IoT Enterprise | Windows 10 IoT Enterprise | Windows 10 IoT Enterprise | Windows 10 IoT Enterprise |
| Security Support | | | | |
| Security | Trusted Platform Module (TPM 2.0) | Trusted Platform Module (TPM 2.0) | Trusted Platform Module (TPM 2.0) | Trusted Platform Module (TPM 2.0) |
| Input/ Output Connectors | | | | |
| Serial Port | 1 x RS-232/422/485 | 1 x RS-232/422/485 | 1 x RS-232/422/485 | 1 x RS-232/422/485 |
| USB Port | 2 x USB 3.0 | 2 x USB 3.0 | 2 x USB 3.0 | 2 x USB 3.0 |
| Ethernet | 1 x RJ-45-10/100/1000 Mbps, 1 x RJ-45 | 1 x RJ-45-10/100/1000 Mbps, 1 x RJ-45 | 1 x RJ-45-10/100/1000 Mbps, 1 x RJ-45 | 1 x RJ-45-10/100/1000 Mbps, 1 x RJ-45 |
| Speaker | 1 Watt Speaker x 2 | N/A | N/A | N/A |
| Power Specifications | | | | |
| Power Input | 12V DC in | 12V DC in | 12V DC in | 12V DC in |
| Power Consumption | 24W | 27W | 30W | 29W |
| Mechanical Specifications | | | | |
| Cooling | Fanless | Fanless | Fanless | Fanless |
| Mounting | Panel Mount, VESA Mount (100x100mm) | Panel Mount, VESA Mount (100x100mm) | Panel Mount, VESA Mount (100x100mm, 100x200mm) | Panel Mount, VESA Mount (100x100mm) |
| Dimensions, mm | 363.40 x 277.86 x 44.50 | 445 x 370 x 51 | 530 x 322 x 51 | 588 x 358 x 55 |
| Environment Considerations | | | | |
| Operating Temp. | 0 °C to 50 °C | 0 °C to 50 °C | 0 °C to 50 °C | 0 °C to 50 °C |
| Operating Humidity | 10% to 90% (non-condensing) | 10% to 90% (non-condensing) | 10% to 90% (non-condensing) | 10% to 90% (non-condensing) |
| IP Rating | Front IP65 | Front IP65 | Front IP65 | Front IP65 |
| Standards and Certification | | | | |
| Safety | CE, FCC | CE, FCC | CE, FCC | CE, FCC |



Contact Us

Winmate Inc.



No.18, Zhongxing South Rd.,
San-Chung District, New Taipei City 241017, Taiwan
Tel: +886-2-8511-0288
E-mail: sales@winmate.com.tw
Website: www.winmate.com

Winmate USA Inc.



2640 Matthews Street,
Smyrna, GA 30080, USA
Tel: +1-678-653-8800
E-mail: NASales@winmate.com.tw
Website: www.winmate-rugged.com

TTX Canada



150 Werlich Drive, Units 5&6
Cambridge, Ontario, N1T 1N6 Canada
Tel: +1-519-621-1881
E-mail: Sales@ttx.ca
Website: www.ttx.ca

TL Electronic GmbH



Bgm.-Gradl-Str. 1
85232 Bergkirchen-Feldgeding, Germany
Tel: +49 (0)8131 33204-0
E-mail: info@tl-electronic.de
Website: www.tl-electronic.de

京融电自动化科技（苏州）有限公司



215100 江苏省苏州市工业园区唯新路 69 号
一能科技园 3 号楼 206 室
Tel: +86-512-6826-6696/6829-6696
E-mail: sales@winmate.com.cn
Website: www.winmate.com.cn

Winmate JP Office/ HPC System Inc.



LOOP-X 8F,3-9-15 Kaigan,
Minato-ku, Tokyo 108-0022, Japan
Tel: +81-3-5446-5535
Fax: +81-3-5446-5550
Website: www.hpc.co.jp
