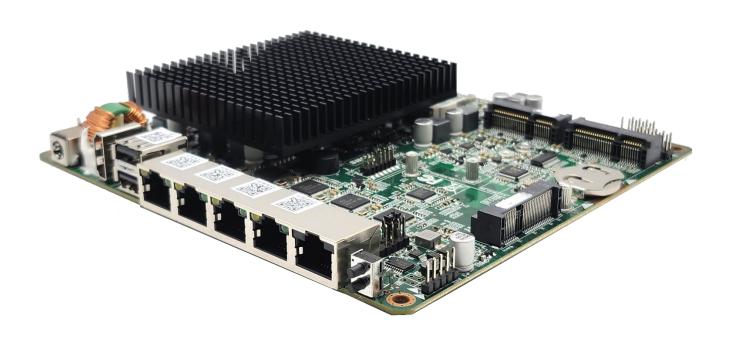


BFN4 System Board Hardware Manual



About this Document

This guide provides insights into the diverse features of this product and the necessary steps for setup. It's designed for individuals who are:

In charge of setting up, managing, and addressing issues with this system, like IT experts.

Presumed to possess proficiency in computer equipment servicing, including seasoned system integrators and technical staff.

Acknowledgment

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Details provided in this manual aim to be precise and trustworthy. However, Boingfire Systems assumes no liability for its application, nor for any potential violations of third-party rights that might arise from its use.

Technical Support

Besides reaching out to your distributor or sales agent, there are alternative avenues to seek support from Boingfire:

Email Us

support@boingfire.com

Compliances and Certification

CE

This product has passed the CE test for environmental specifications. Test conditions for passing included the equipment being operated within an industrial enclosure. To protect the product from being damaged by ESD (Electrostatic Discharge) and EMI leakage, we strongly recommend the use of CE-compliant industrial enclosure products.

FCC Class A

This equipment has been tested and found to comply with the limits for a Class A 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. The 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.

EMC Notice

This equipment has been tested and found to comply with the limits for a Class A 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. The operation of this equipment in a residential area is likely to cause harmful interference in which case users will be required to correct the interference at their own expense.

Safety Guidelines

Adhere to these precautions for optimal safety:

- Ensure the chassis vicinity remains clean and devoid of dust during and post-installation.
- Avoid wearing garments or accessories that might entangle in the chassis. Secure ties or scarves and tuck in your sleeves.
- Employ protective eyewear if operating under conditions potentially harmful to your eyesight.
- Refrain from actions that pose risks to individuals or compromise the equipment's safety.
- Before installing, removing a chassis, or being near power sources, disconnect all electrical connections by switching off and unplugging the power cord.
- Avoid operating in potentially dangerous situations unaccompanied.
- Never presume a circuit is power-free; always conduct a thorough check.

Lithium Battery Caution

- Risk of Explosion if Battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
- Installation only by a trained electrician or only by an electrically trained person who knows all English Installation and Device Specifications which are to be applied.
- Do not carry the handle of power supplies when moving to another place.
- The machine can only be used in a fixed location such as labs or computer facilities.

Operating Safety

- Electrical equipment generates heat. Ambient air temperature may not be adequate to cool equipment to acceptable operating temperatures without adequate circulation. Be sure that the room in which you choose to operate your system has adequate air circulation.
- Ensure that the chassis cover is secure. The chassis design allows cooling air to circulate effectively. An open chassis permits air leaks, which may interrupt and redirect the flow of cooling air from internal components.

- Electrostatic discharge (ESD) can damage equipment and impair electrical circuitry. ESD damage occurs when electronic components are improperly handled and can result in complete or intermittent failures. Be sure to follow ESD-prevention procedures when removing and replacing components to avoid these problems.
- Wear an ESD-preventive wrist strap, ensuring that it makes good skin contact. If no wrist strap is FW-8894 User Manual available, ground yourself by touching the metal part of the chassis.
- Periodically check the resistance value of the antistatic strap, which should be between 1 and 10 megohms (Mohms).

Installation Precautions

Environmental:

- Do not install and/or operate this unit in any place that flammable objects are stored or used in.
- If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (Tma) specified by the manufacturer.
- Installation of the equipment (especially in a rack) should consider the ventilation of the system's intake (for taking chilled air) and exhaust (for emitting hot air) openings so that the amount of air flow required for safe operation of the equipment is not compromised.
- To avoid a hazardous load condition, be sure the mechanical loading is even when mounting.
- Consideration should be given to the connection of the equipment to the supply circuit and the
 effect that overloading of the circuits might have on over-current protection and supply wiring.
 Appropriate consideration of equipment nameplate ratings should be used when addressing this
 concern.
- Reliable earthing should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).
- Boingfire Systems shall not be held liable for any losses resulting from insufficient strength for supporting the unit or use of inappropriate installation components.

Installation & Operation:

- The installation of this product must be performed by trained specialists; otherwise, a non-specialist might create the risk of the system's falling to the ground or other damages.
- Boingfire Systems shall not be held liable for any losses resulting from insufficient strength for supporting the system or use of inappropriate installation components.

CHAPTER 1: Introduction

PRODUCT OVERVIEW

These are some highlights to give you better understanding about BFN4 System Board.

- ✓ Tailored for fanless network appliances like routers, firewalls, VPNs, IPBX, and IoT gateways.
- ✓ Fully compatible with open-source operating systems including CentOS, OpenBSD, OPNsense, and FreeBSD, making it a prime choice for open-source enthusiasts.
- ✓ Designed for ultra-low power consumption, cutting energy usage by 20% compared to rival products.
- ✓ Enhanced thermal design ensures unparalleled stability, especially within confined spaces.
- ✓ Powered by an Intel Atom E3845 CPU with 4 cores, running at a frequency of 1.91GHz and equipped with a 2MB L2 cache.
- ✓ Uses DDR3L technology at 1333MHz, supporting up to 8GB of data with a single 204-pin SODIMM socket.
- ✓ Features one HDMI port, capable of supporting a resolution up to 2560 x 1600 at 60Hz.
- ✓ Offers up to 4 Ethernet interfaces with an Intel i210 controller and RJ45 connectors.
- ✓ Equipped with a system reset output and a flexible timer ranging from 1-255 seconds to 1-255 minutes.
- ✓ Comes with full-sized mSATA and a expansion to SATAII interface with 3.0 Gb/s transfer rates.
- ✓ Houses 3 serial ports, an HDMI output, reset, and power buttons, two USB ports, and a 23-bit GPIO.
- ✓ Three Mini PCIe slots designed for 4G/LTE, 5G and WiFi functionalities.
- ✓ Requires a 12V power input with a variance of +/- 10%, and on a minimal system setup, it consumes a mere 0.5A@12V (5.28W).
- ✓ Measures at 160 x 152 mm, weighing 0.45 kg with its heatsink. Can operate between 0-60°C and sustain non-operating temperatures of -40°C to 85°C

System Specifications

Design Features

- Ultra-low power consumption: 20% lower than competitors.
- Superior thermal design ensuring stability, especially in closed housing.

Processor

CPU: Intel Atom E3845

• Cores: 4

• Frequency: 1.91GHz

L2 Cache: 2MB

BIOS: AMI 64 Mbit

Encryption Support: AES-NI

Memory

Technology: DDR3L 1333MHz

Capacity: Up to 8GB

• Socket: 1 x 204-pin SODIMM

Display

• HDMI Port: 1

Max Resolution: 2560 x 1600 at 60Hz

Ethernet

Interfaces: Up to 4Controller: Intel i211Connector: RJ45

Watchdog Timer

Output: System Reset

• Adjustable Timer: 1-255s, 1-255min, with a disabled option

Storage

mSATA: 1 (full size)

SATA: 1 (SATAII with transfer rates up to 3.0 Gb/s)

Internal I/O

• Serial Ports: 3 (1 x RS-232, 2 x TTL with transfer rate up to 1Mbit/s)

HDMI: 1

Reset Buttons: 2 (back & front)

• Power Buttons: 2 (for system wake)

USB Ports: 3 x USB2.0, 1 x USB3.0

GPIO: 24-bit GPIOs

Expansion

Mini PCle1: For 4G/LTE

Mini PCle2: For WiFi/4G-LTE

M2BKEY5G: for 4G/5G

TPM1: TPM2.0 Module to add TPM2.0 functionality.

Power

• Input: 12V=/- 10%

Consumption: 0.5A@12V (5.28W) for a minimal system

Operating Environment

• Temperature: 0 ~ 60° C (32 ~ 140° F)

• Humidity: 40° C @ 95% RH non-condensing

Storage Environment

Temperature: -40° C ~ 85° C and 60° C @ 95% RH non-condensing

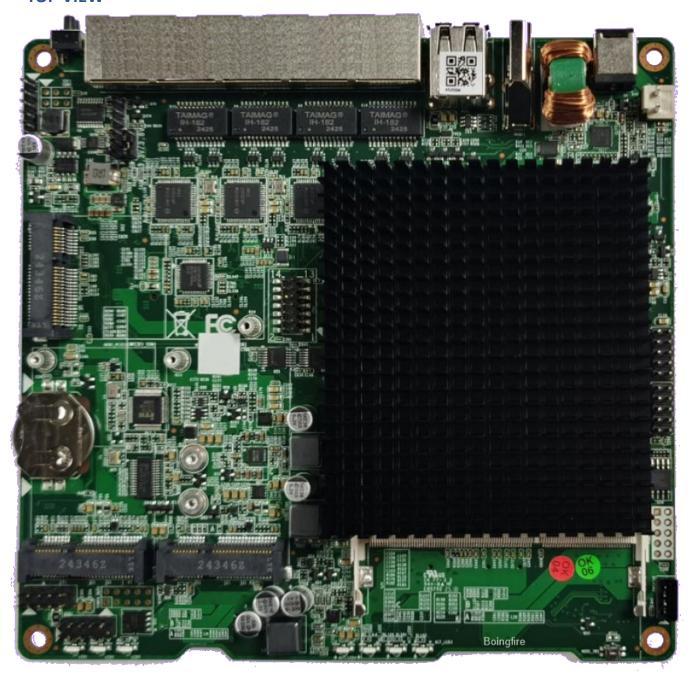
Physical Specifications

Dimensions: 160 x 152 mm (6.3" x 5.99")

Weight: 0.45 kg (0.99 lb) with heatsink

Total Height: 33mm (including cooler, PCB, and bottom)

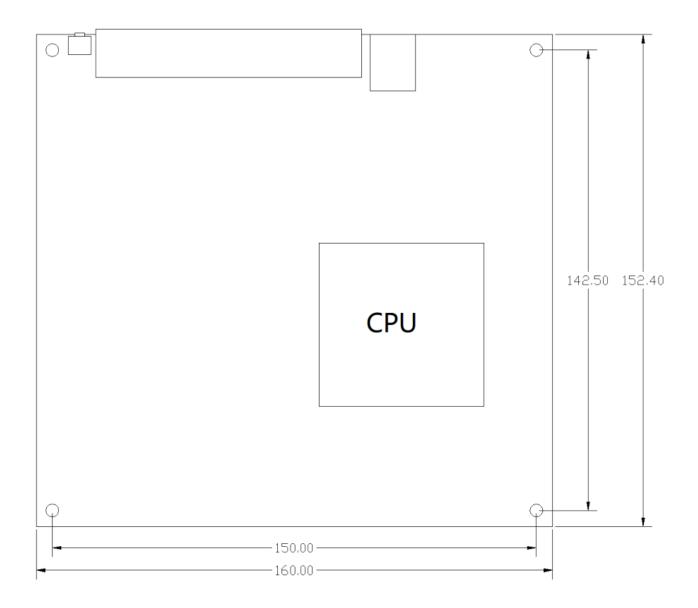
TOP VIEW



BOTTOM VIEW



Dimension OF BFN4

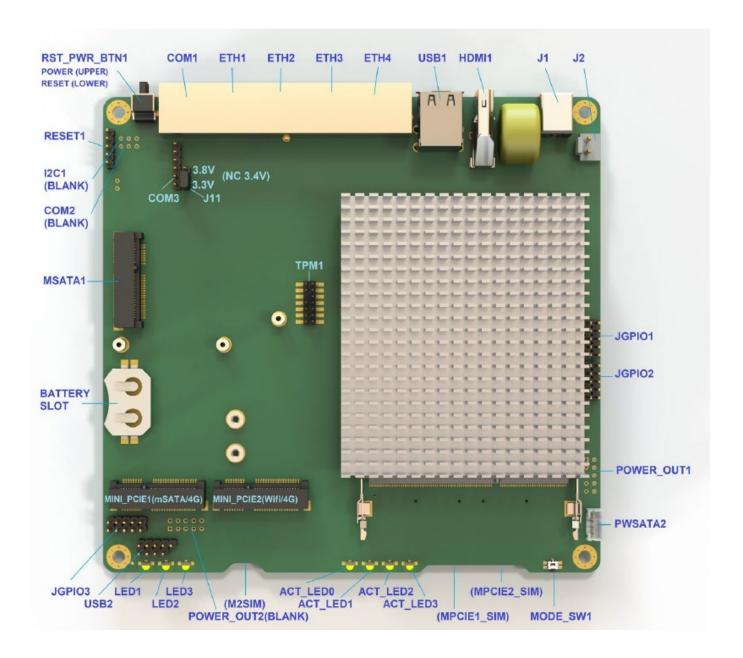


2D and 3D images are available, contact your distributor/reseller for more information.

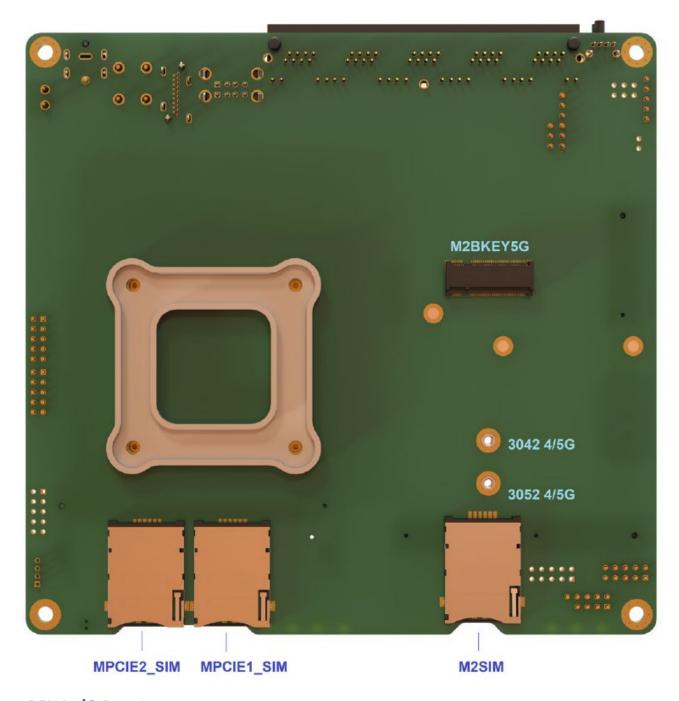
Some conditions apply.

CHAPTER 2: CONNECTOR LAYOUT

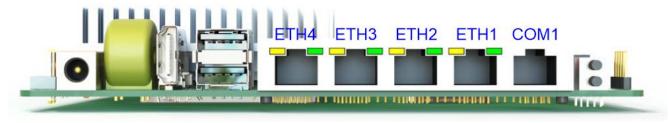
Here all the connectors from the top of BFN4 are mentioned.



At the bottom of the board connector shown in the image below.



BFN4 I/O Port Layout



COM Port Information

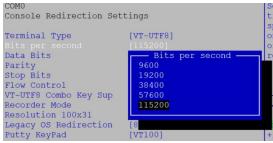
COM1 Port Identification (Close to power & reset button)

RJ45 Console port Support remote PC accessing.

PIN	NAME	PIN	NAME
1	RTS	2	DTR
3	TXD	4	GND
5	GND	6	RXD
7	DSR	8	CTS

Support typical baud rate from 9600bps ~ 115200bps (115200 default).

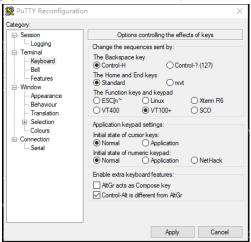
Baud rate setting in BIOS



Baud rate setting in freeBSD

root@:/# vi /boot/loader.conf
console="comconsole"//select serial portas console
comconsole_speed=115200// 115200 is recommended
autoboot_delay="0"// waiting time setting

Recommended settings on Putty (Remote MS Windows OS)



(ETH1~ ETH4) Definition:

PIN	NAME	PIN	NAME
1	MDI_0+	2	MDI_0-
3	MDI_1+	4	MDI_2+

5	MDI_2-	6	MDI_1-
7	MDI_3+	8	MDI_3-

In FreeBSD, ETH1 ~ ETH4 correspond to igb0 ~ igb3 Respectively.

root@:~ # uname -a

FreeBSD 12.0-RELEASE FreeBSD 12.0-RELEASE r341666 GENERIC amd64

root@:~ # dmesg | grep address

igb0: Ethernet address: 1c:ae:3e:e6:1d:28 ETH1 (Network port close to COM1)

igb1: Ethernet address:1c:ae:3e:e6:1d:29 ETH2 igb2: Ethernet address:1c:ae:3e:e6:1d:2a ETH3

igb2: Ethernet address:1c:ae:3e:e6:1d:2b ETH4 (Network port close to USB connector)

IP Setting

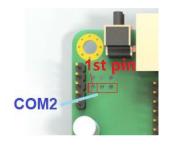
root@:/ # vi /etc/rc.conf clear tmp enable="YES" sendmail enable="NONE" hostname="" #ifconfig igb0="DHCP"// dhcp ifconfig igb0="inet192.168.1.210 netmask 255.255.255.0" //static IP on igb0 ifconfig igb1="inet 192.168.7.210 netmask 255.255.255.0" //static IP on igb1 ifconfig igb2="inet192.168.8.210netmask 255.255.255.0" //static IP on igb2 ifconfig igb3="inet 192.168.9.210 netmask 255.255.255.0" //static IP on igb3 sshd enable=#"YES" # Set dumpdev to "AUTO" to enable crash dumps, "NO" to disable dumpdev="AUTO" sshd enable=yes //sshd

COM2 (BLANK)

It's the copy of RJ45 console port COM1, RS232 level.

The port would be available as soon as pin header soldered.

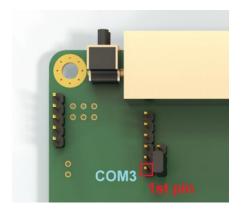
PIN	NAME
1	TXD
2	RXD
3	GND



COM3 Definition: (TTL level)

The TTL level serial ports are from a USB bus convert chip CH340.

PIN	NAME
1	TXD
2	RXD
3	GND

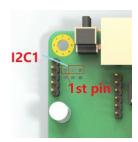


I2C1 (BLANK):

The port would be available as soon as pin header soldered.

I2C1 Definition

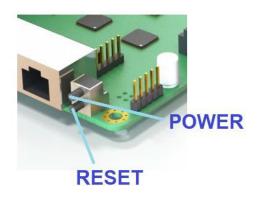
PIN	NAME
1	DATA
2	CLK
3	GND



HDMI Connector (HDMI1)



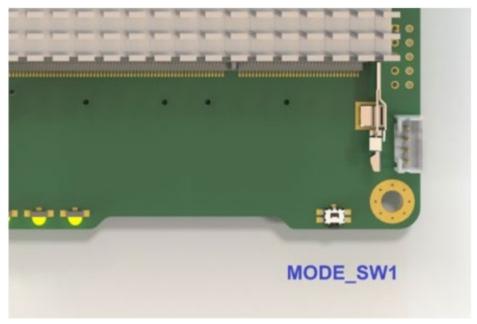
RST_PWR_BTN1



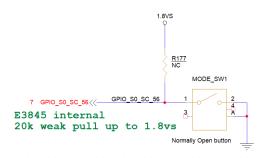


NAME	FUNCTION
TOP	POWER BUTTON
BOTTOM	RESET BUTTON

MODE_SW1



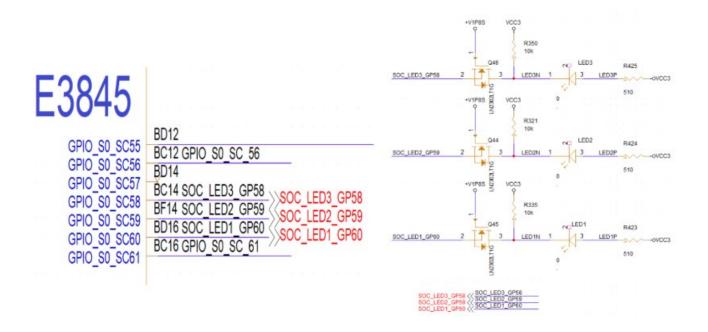
NAME	FUNCTION
Mode_SW1	GPIO pin.
	Wired out from
	GPIO_S0_SC56 of SOC
	(pin BC12).



The LED1, LED2, LED3

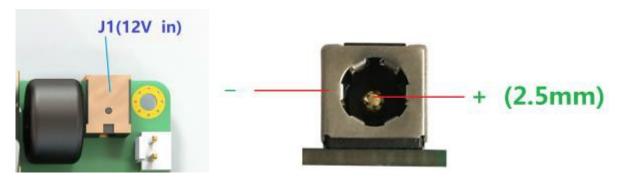


NAME	FUNCTION
LED1	GPIO pin.
	Wired out from GPIO_SO_SC60of SOC (pin BD16).
LED2	GPIO pin.
	Wired out from GPIO_SO_SC59of SOC (pin BF14).
LED3	GPIO pin.
	Wired outfromGPIO_S0_SC58of SOC (pin BC14).



NAME	FUNCTION
HDD_LED1 (FRONT)	HDD Activity light, blink when HDD in reading / writing.
PSU_LED1(FRONT)	Power Status.
	Light off in case system is in shutdown state (S4)

J1
12V power in connector, 5.5mm/2.5mm

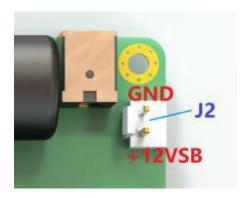


J1 Definition:

PIN	NAME
+	+12VSB (ALWAYS ON)
-	GND

J2

J2 is the copy of J1, it can be arranged for input or output, depends on client's demand compatible with Boingfire approved UPS, POE, PSE cards.



J2 Definition:

PIN	NAME
1	+12VSB (ALWAYS ON)
2	GND

CAUTION:

12V_S (OFF IN S4) and +12VSB (ALWAYS ON) are different power rail. Must not wire+12VSB to 12V_S, Short them would damage the motherboard.

USB Connector

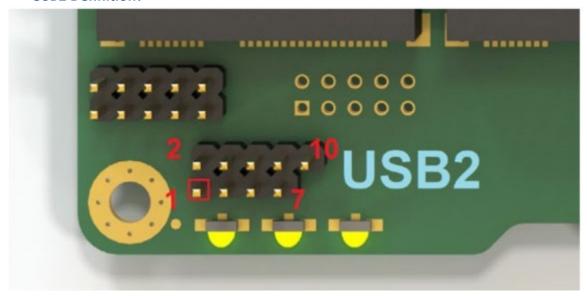
USB1:





Position	USB Speed
Upper Port	USB2.0
Lower Port	USB2.0

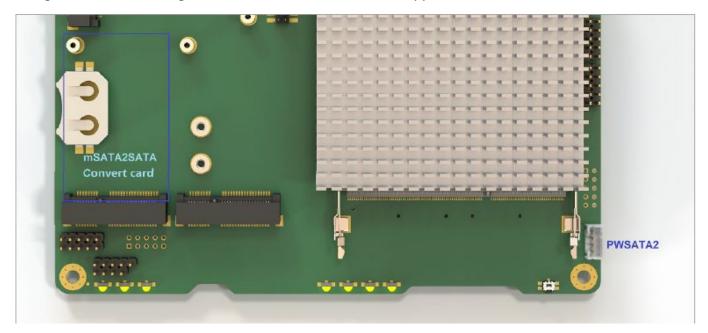
USB2 Definition:



PIN	NAME	PIN	NAME
1	VCC	2	VCC
3	D0-	4	D1-
5	D0+	6	D1+
7	GND	8	GND
9	/	10	GND

PWSATA2

Using PWSATA2 and Boingfire mSATA2SATA convert card to support SATA 3.5/2.5 inch Hard drive.

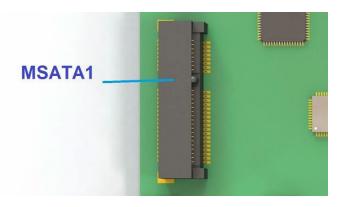


PWSATA2 Definition

PIN	NAME
1	VCC
2	GND
3	GND
4	12V_S

mSATA1(SSD)

Support mSATA SSD. SATA 2.0, 3.0 Gb/s

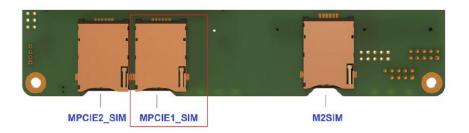


MiniPCle1 (mSATA/4G-LTE)

Support 4G/LTE module with MPCIE1 SIM holder.

BFN4 use SIO_GP22(pin8 of ITE8772) to connect reset signal input of 4G modem (pin22 of MINI_PCIE1). User can output low level pulse on SIO GP22 signal to reset modem without reset whole system.

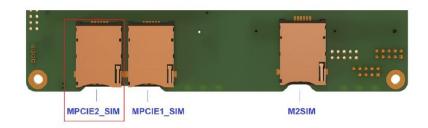




MiniPCle2 (WiFi/4G-LTE)

The slot support the wifi cards, PCIe Gen2.It's compatible with Boingfire's copper and optical mini PCIe cards. BFN4 uses SIO_GP56 (pin 41 of ITE8772) to connect to the reset signal input of the 4G modem (pin 22 of MINI_PCIE2). The user can output a low-level pulse on the SIO_GP56 signal to reset the modem without resetting the whole system.





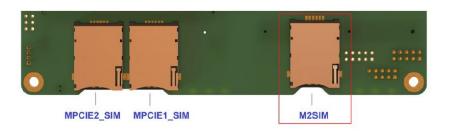
M2BKEY5G (4G/5G)

Supports M.2 B-Key 30x42mm or 30x52mm 4G/5G modules.

The M.2 slot integrates a USB 3.0 signal, offering 5 Gbps throughput for high-speed 5G cards. The M2SIM interface is connected to the M2BKEY5G slot.

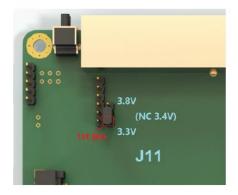
BFN4 uses SIO_GP65 (pin 55 of the ITE8772) to connect to the reset signal input of the 4G modem (pin 67 of the M.2 connector). Users can output a low-level pulse on the SIO_GP65 signal to reset the modem without restarting the entire system.





J11

The Jumper is used for setting supply voltage of 4G/5G card in M2BKEY5G. If the 4G/5G card can accept maximum voltage of 4V, it is strongly recommended to set this jumper to 3.8V especially poor signal environment.

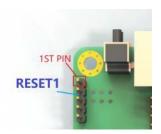


Jumper Settings	Voltage of Mini-PCIE1
1-2 (Default)	3.3V

2-3	3.8V
No Jumper	3.4V

Caution: Wrong voltage setting may damage modem, Please make sure the recommended voltage of modem before operation. User can get the information from modem hardware guide or datasheet.

RESET1



RESET1 Definition:

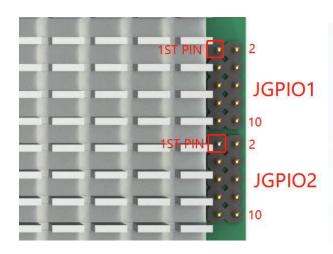
PIN	NAME
1	Power button
2	GND
3	GND
4	RESET#
5	Watchdog_trigger#
	Active-Low level

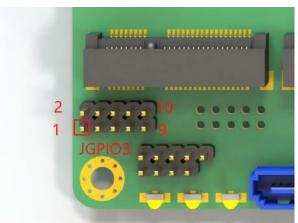
Shorting pin 4~5 means the watchdog will trigger a system reset after WDT timeout. Users can refer to the marks on the bottom of the PCB to wire out the pin headers.



JGPIO1 ~ JGPIO3

BFN4 has three 10-pin headers to support up to 23channels 3.3V GPIO signals. 16 channels are controlled by SOCE 3845, and the remaining 7 channels are controlled by SUPERIO IT8772.





JGPIO1 Definition:(SOC source)

PIN	NAME	PIN	NAME
1	GP0	2	VCC3
3	GP1	4	GP6
5	GP2	6	GP7
7	GP3	8	GP8
9	GND	10	GP9

JGPIO2Definition:(SOC source)

PIN	NAME	PIN	NAME
1	GP22	2	VCC3
3	GP23	4	GP27
5	GP24	6	GP28
7	GP25	8	GP29
9	GND	10	GP30

GPIO3Definition:(Super I/O source)

-	•		
PIN	NAME	PIN	NAME
1	GP52	2	3.3V
3	GP51	4	NC
5	GP37	6	GP57
7	GP36	8	GP60
9	GND	10	GP61

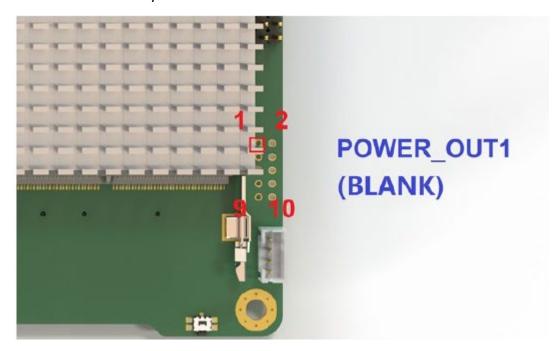
In order to help developers carry out secondary development on BFN4, Boingfire has tested GPIO development tools, including BF-GPIO-KIT (purchase separately) 3x8 CHGPIO card, and FreeBSD, Linux, windows demo code. Contact sales@boingfire.com for more info.

Non-Solder Headers

Some pin headers are not soldered by default. Developers & System integrators can use them flexibly as needed.

POWER_OUT1(BLANK)

The pin header is not soldered by default.



POWER OUT1 Definition:

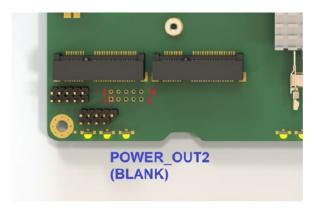
PIN	NAME	PIN	NAME
1	12V_S (OFF IN S4)	2	GND
3	12V_S (OFF IN S4)	4	GND
5	VCC	6	GND
7	VCC	8	GND
9	VCC	10	GND

CAUTION:

12V_S (OFF IN S4) and +12VSB (ALWAYS ON) are different power rail. Must not wire+12VSBto12V_S, Short them would damage the motherboard.

POWER_OUT2 (BLANK)

The pin header is not soldered by default.



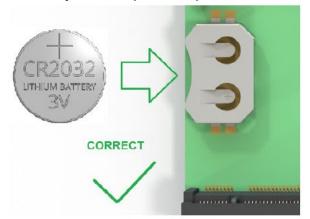
POWER_OUT2 Definition:

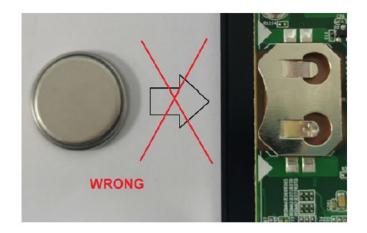
The pin header is not soldered by default.

PIN	NAME	PIN	NAME
1	12V_S(OFF IN S4)	2	GND
3	12V_S(OFF IN S4)	4	GND
5	VCC	6	GND
7	VCC	8	GND
9	VCC	10	GND

VCC(5V voltage, OFF IN S4)

Battery holder (CR2032)





PIN	NAME
Pin on PCB	Negative (-)
Top Pin	Positive (+)

Use CS2032 Battery type on BFN4 system board.

CHAPTER 3: BIOS Settings

BFN4K system comes with 64bit AMI BIOS. You can access BIOS by pressing DEL button at the time of boot up.

In this section we will cover some basic tasks that will help you to start getting into your system for the configurations and OS installation as per your project requirements.

How to configure BFFTDICON Console Cable?

BFFTDICON cable is made up with the FTDI Chip. There are all the drivers available for all the OS that includes, Linux, MacOS, Windows XP to Windows 11 and Windows CE.

https://ftdichip.com/drivers/vcp-drivers/

This link contains all the OS drivers, you can download based on your OS and access through Putty or any other terminal software to access system through Serial Port.

Installation documentation is available on their website as follows:

https://ftdichip.com/document/installation-guides/

Windows Issue after driver installation.

After installation of driver you might get the following device in your windows machine and system will not recognize BFFTDICON as COM port.



🖣 LibUSB-1.0: Albatross [all models], Cebra [all models], HIMS [Sync Braille], HandyTech [FTDI chip], Hedo [MobilLine], MDV [all models]

After confirmation that driver is installed, you have to keep cable connected to your Windows machine and follow the instructions below to resolve this issue.

- 1. Go to your Device Manager
- 2. Right click on the device showing as LibUSB-1.0.....

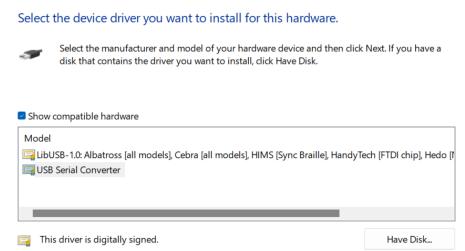


3. Click on update driver

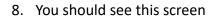
4. You will see this window open, click on Browse my PC for drivers

Browse for drivers on your computer

- 5. Click on "Let me pick from a list of available drivers on my computer"
- 6. You should see this screen if your drivers are already installed.



7. Select "USB Serial Converter" and proceed.

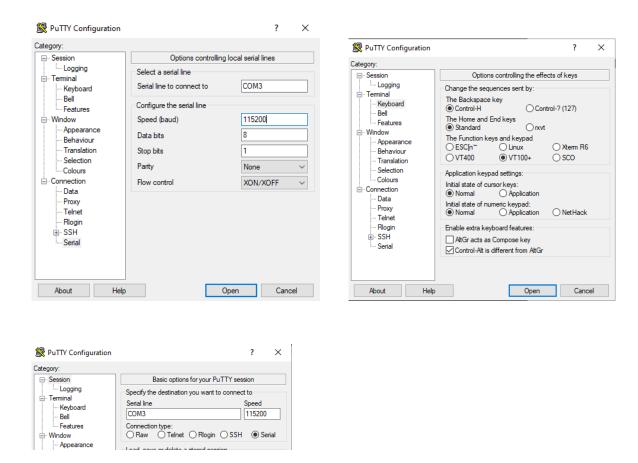




9. Now go to your Device Manager and you can see the COM port with the number as showing in the image below.



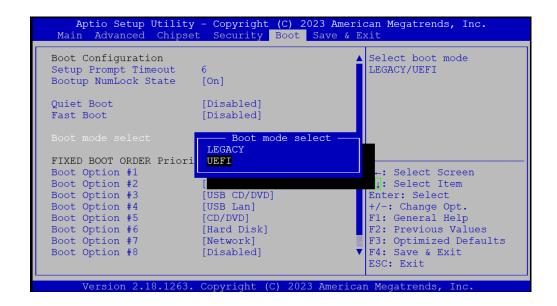
- 10. You computer can show multiple COM ports and number could be different than this guide.
- 11. Open putty (Recommended) and select following configurations.



12. Click Open and you should be able to see your Terminal screen now.

Booting BFN4 system from USB.

By default system configured with the UEFI boot option where BFN4 System boots up from EFI System Partition. To enable system to boot from USB or other media sources, you have to go to BIOS by following the instructions available in this document.



Change Boot Mode from UEFI to LEGACY, Save and Exit. Now your system will boot up from the Sequence of BOOT ORDER

Guidance on Console Redirection Configuration

For optimal system performance and visual output, users are given the capability to manage Console Redirection settings. If the system employs an HDMI port as the primary display output and you are in the process of installing operating systems such as pfSense, OPNSense, or any other OS compatible with Serial Console, an issue may arise during the initial boot from USB.

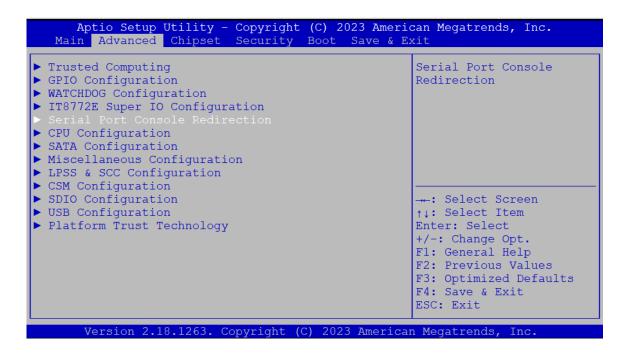
Specifically, the visual output might cease midway, creating an impression that the system has become unresponsive. This phenomenon is typically due to the COM port redirection capturing part of the display output.

To ensure uninterrupted visual feedback on the monitor connected via HDMI, it's recommended to disable COM port redirection. This adjustment ensures that the entire display output remains consistently visible on the HDMI-connected monitor.

You need to do this activity through BIOS.

Follow these screen shots to Enable/Disable Console Redirection.

- Restart your system and wait till you get the DEL message to enter into BIOS
- 2. Go to Advanced Tab and go to



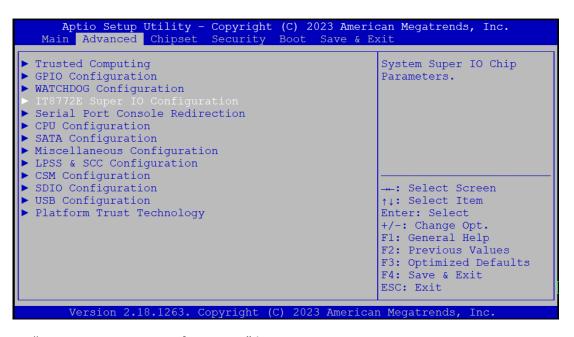
3. Open "Serial Port console Redirection"



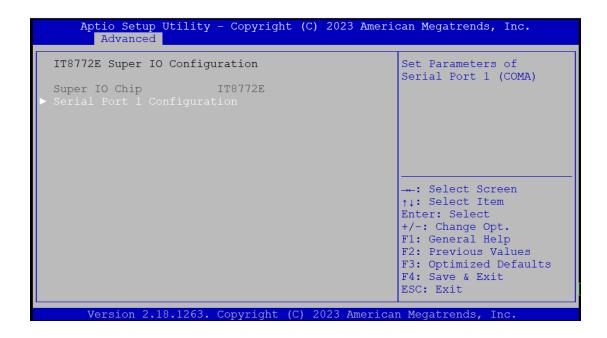
4. You can Enter by selecting the options shown in the step 3 and Disable it if you want to Disable it, or enable it if you want to enable redirection.

You can enable/disable COM Port by following steps.

1. Go to BIOS as mentioned previously and follow the screen shots shown below.



- 2. Open "IT8772E Super IO Configuration" by pressing Enter
- 3. Open "Serial Port 1 Configuration"



4. Disable by selecting Serial Port and press enter to change settings to Disable or Enable depending on your requirements.

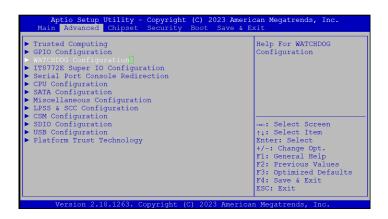
```
Aptio Setup Utility - Copyright (C) 2023 American Megatrends, Inc.
      Advanced
Serial Port 1 Configuration
                                                   Enable or Disable
                                                   Serial Port (COM)
Device Settings
                       IO=3F8h; IRO=4;
Change Settings
                       [Auto]
                                                   →: Select Screen
                                                   ↑↓: Select Item
                                                   Enter: Select
                                                   +/-: Change Opt.
                                                   F1: General Help
                                                   F2: Previous Values
                                                   F3: Optimized Defaults
                                                   F4: Save & Exit
                                                   ESC: Exit
     Version 2.18.1263. Copyright (C) 2023 American Megatrends, Inc
```

Watchdog settings in the BIOS

- 1. **System Monitoring:** At its core, the watchdog timer in the AMI BIOS is designed to keep an eye on system operations to ensure that everything is running smoothly.
- 2. **Automatic Recovery:** It provides an automated recovery mechanism in scenarios where system malfunctions occur. This helps in cases where there might not be immediate human intervention available to reset the system.

BFN4 System board Watchdog Configuration

Go to BIOS and follow the following Screen shots to enable and configure Watchdog.







TERMS AND CONDITIONS

Warranty Policy

- 1. Products come with a one-year warranty from the purchase date, covering defects in materials and craftsmanship.
- 2. During the warranty period, the buyer covers the shipping costs for returning products for repairs, while the manufacturer pays for the return shipping post-repair.
- 3. Post-warranty, the buyer is responsible for all repair costs (including parts and labor) and bothway shipping charges.
- 4. Incomplete or incorrect RMA Service Request Forms will result in the return of items at the customer's expense.
- 5. Warranty does not cover:
 - Customer's failure to maintain the product properly.
 - Unauthorized alterations, misuse, or backward engineering.
 - Usage beyond the product's specified environmental conditions



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