

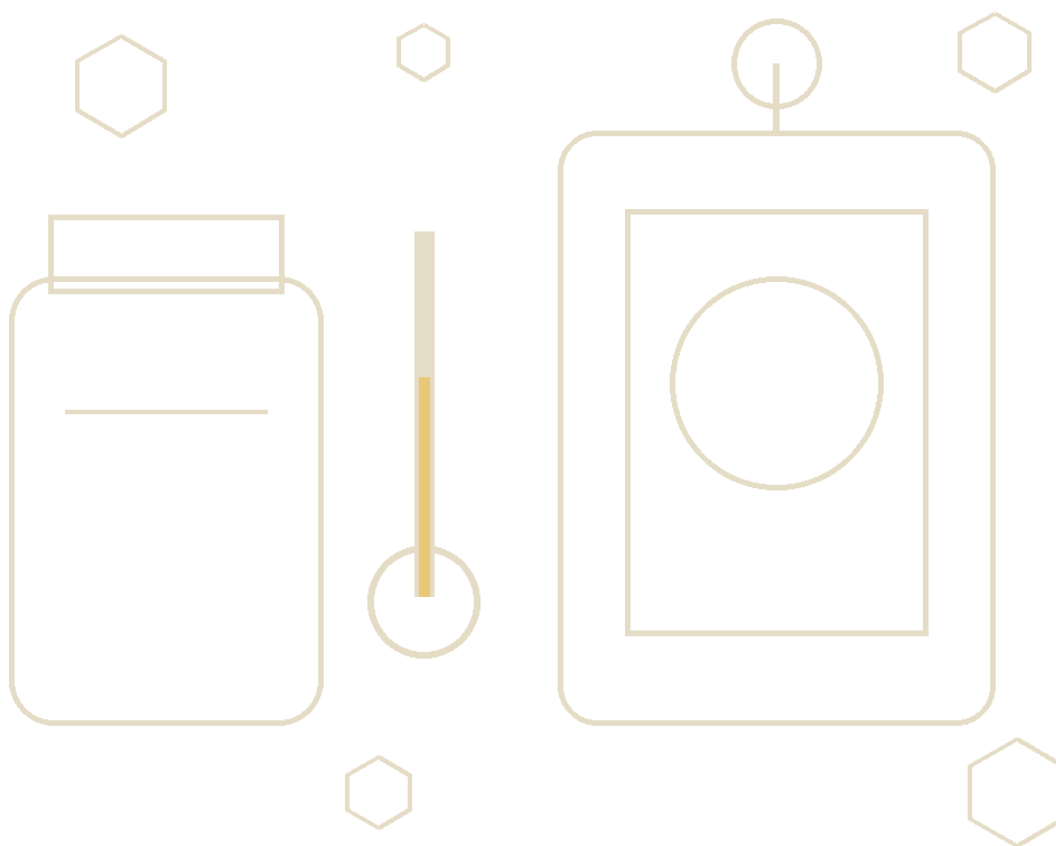


USER MANUAL

KONSERON

Thermal sterilization process controller

One probe • automatic warm-up • sterilization time • temperature graph • Wi-Fi • OTA



MEASUREMENT PAMEL PSNP10K	PROCESS temperature + time	HISTORY chart and CSV	NETWORK local WWW/OTA
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PROGRAM 1.1 • MANUAL 2026-10-11 • EN

PAMEL • ul. Urodzajna 5E, 42-300 Myszków • serwer.pamel.pl

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MOST IMPORTANT: KONSERON maintains a single point of temperature and process time. The sterilization counter starts only when the set temperature is reached and stops when the temperature drops below the set point. The controller itself performs warm-up, operation and termination of the process.

1. The most important safety rules

DANGER The heater's power path may operate with mains voltage. Make connections, check cables and work on the power path after disconnecting the power supply.

Do not exceed the ratings specified on the specific KONSERON unit.

The heater, cables, plug, socket and installation protection must be selected to suit the actual load.

Do not bypass the independent protection of the heating path or the protection of the installation itself.

Keep the controller housing and the D-SUB 9 connector dry. After moving a cold device to a warm room, wait until it warms up and dries completely.

Route the probe cable away from power cables and elements that may damage the insulation.

Do not turn off the power during download, installation and first restart after OTA update.

KONSERON PRESSURE SYSTEM controls temperature and time. It does not measure or regulate pressure. The pressure gauge, safety valve, pressure switch, vent and other elements of the pressure system work independently of the controller.

PROBE The standard KONSERON process probe is PAMEL PSNP10K - NTC 10 k Ω B3950 probe with a D-SUB 9 connector. The controller operates with one process temperature probe.

2. Principle of operation and purpose

KONSERON is a thermal process controller intended primarily for electric sterilizers, retorts, pots and sterilization chambers. The user sets the process temperature, sterilization time and maximum warm-up time. The controller then runs the process automatically.

1. **STOP** - heating is turned off. Set the temperature, time and other parameters.
2. **WARM-UP** - after confirmed **START**, the controller heats the object and checks whether the temperature is rising.
3. **STERILIZATION** - the actual time counter starts only after the set temperature is reached.
4. **TIME PAUSE** - if the temperature drops below the setting, the sterilization time stops counting. When the temperature returns, the counter continues.
5. **END** - after counting down the required time, the heating is turned off and the controller signals the end.
6. **ALARM** - probe error, exceeding the temperature or lack of heating within the set time results in cutting off the heating.

IMPORTANT The control algorithm is selected to maintain the process above the required temperature limit and limit drops below the set point. The internal parameters of the controller are not user settings.

KONSERON does not require a telephone or Internet to conduct the process. Wi-Fi and the website provide convenient operation, charts, reports and updates.

3. Amateur and professional uses



Typical applications

home and hobby sterilizers for jars, cans and cans;
 sterilization of canned meat, fish, vegetables and ready meals in electrical installations;
 electric pots, retorts and chambers for thermal processing of preserves;
 small professional installations on farms, catering, workshops and small production;
 thermal processes of sauces, soups, purees, syrups, juices and liquid or semi-liquid products;
 products with honey and other food products operated within the temperature range operated by KONSERON;
 technological tests, repeatable batches and recording of the actual temperature course.

HONEY AND HONEY PRODUCTS KONSERON has a setting range of 80°C. It can conduct thermal processes of honey products and other operations within this scope. It is not a regulator for gentle decrystallization performed at a lower temperature.

ONE MEASUREMENT POINT The controller conducts the process based on one PAMEL PSNP10K probe. In an extensive installation, additional temperatures can be recorded with independent thermometers or recorders.

4. Technical data

Parameter	Value/description
Model	KONSERON
The program is described in the manual	1.1
Powering the device	in accordance with the designation of a specific version
Controlled receiver	resistance heater; permissible load in accordance with the unit marking
Process probe	PAMEL PSNP10K - NTC 10 kΩ B3950, D-SUB 9
Number of process probes	1
Process setting range	80.0...130.0°C; step 0.1°C
Sterilization time	1...1440 min; step 1 min
Max. warm-up time	1...360 min; step 1 min
Time display while working	HH:MM:SS
Program over-temperature alarm	145°C
Calibration A	0.500...1.500; step 0.001; default 1,000
Calibration B	-20.0...+20.0°C; step 0.1°C; default 0.0°C
Display	Character LCD 2×16
Wi-Fi	2.4GHz; local website/access point
Page address in AP mode	192.168.4.1
Update	OTA with file verification and rollback mechanism
Process history	graph, Tmin, total pause time, CSV export

HARDWARE VERSION The parameters of the power path, power supply and cables result from the specific KONSERON version. The instructions do not assume one power for all units - the device marking is binding.

5. Device front and three buttons



Button	Action
LEFT - blue	Previous item/decrease value/select NO in confirmation.
MIDDLE / OK - green	Confirmation, entry into editing, START/STOP confirmation. Hold for about 5 s: MENU or BACK.
RIGHT - red	Next item / increase value / selection YES in confirmation.

CONFIRMATION START, STOP, NETWORK RESET, DEFAULT and OTA installation require confirmation. By default, NO is selected.

Long OK is the easiest way to exit a sub-screen: on the main screen it opens the MENU, and in menus and system screens it goes back to a higher level.

6. Connecting the device



KONSERON keeps track of temperature and time. Pressure elements, valves and installation protection are elements of a separate system.

1. Connect the PAMEL PSNP10K probe to the D-SUB 9 socket intended for the process probe.
2. Connect the resistance heater to the KONSERON output in accordance with the device design.
3. Connect the controller's power supply according to the designation of the specific device.
4. If you want to use the website, set up Wi-Fi. A network connection is not needed to run the process itself.

ONE PROBE KONSERON conducts the process based on one PAMEL PSNP10K probe. Does not require a second probe to start sterilization.

PRESSURE SYSTEM If KONSERON is part of a retort or other pressure device, the controller is responsible for temperature and time. The pressure elements of the installation operate independently.

7. PAMEL PSNP10K probe

PAMEL PSNP10K

NTC temperature probe 10 kΩ B3950 • D-SUB connector 9



Standard KONSERON probe

One process measurement point • A/B calibration in the controller • NTC element without polarity

The D-SUB 9 connector allows you to quickly connect and replace the probe without opening the controller.

Characteristic	Description
Name	PAMEL PSNP10K
Sensor type	NTC 10 kΩ B3950
Connector	D-SUB 9
Role	the main and only KONSERON process temperature probe
Calibration	A factor and B correction in the LCD menu and on the WWW

Probe placement

Place the measuring tip at a point representative of the temperature of the process.
Do not rest the probe directly on the heater or on the wall, which heats up significantly faster than the product or medium.
Route the cable so that it is not crushed by the cover and does not touch hot elements that could damage the insulation.
If the reading is unstable or the PROBE ALARM appears, check the D-SUB 9 plug, the cable and the probe itself.

CALIBRATION After replacing the probe, compare the KONSERON reading with the standard. Parameters A and B are used for correction, described later in the manual.

8. First run

1. Check the connection of the heater and the PAMEL PSNP10K probe. Turn on the power.
2. The controller will start in the STOP state. On the screen, check whether the temperature is reliable.
3. Hold OK for about 5 seconds and set the TEMPERATURE, TIME and WARM-UP. Default values after factory settings: 120.0°C / 60 min / 60 min.
4. If you want to use your phone or computer, set up Wi-Fi. The process itself can work without Wi-Fi.
5. Return to the home screen. Briefly press OK. RUN will appear? with the default selection NO.
6. Select YES with the RIGHT button and confirm with OK. WARM-UP will begin.
7. Once the setting is reached, the controller will automatically start counting down the sterilization time.

AFTER A POWER OUTAGE, the controller starts in STOP. The process does not start automatically after the power returns.

DEFAULT SETTINGS DEFAULT restores process parameters, sound and calibration. The remembered Wi-Fi network remains. To delete network data, use the separate **NETWORK RESET** function.

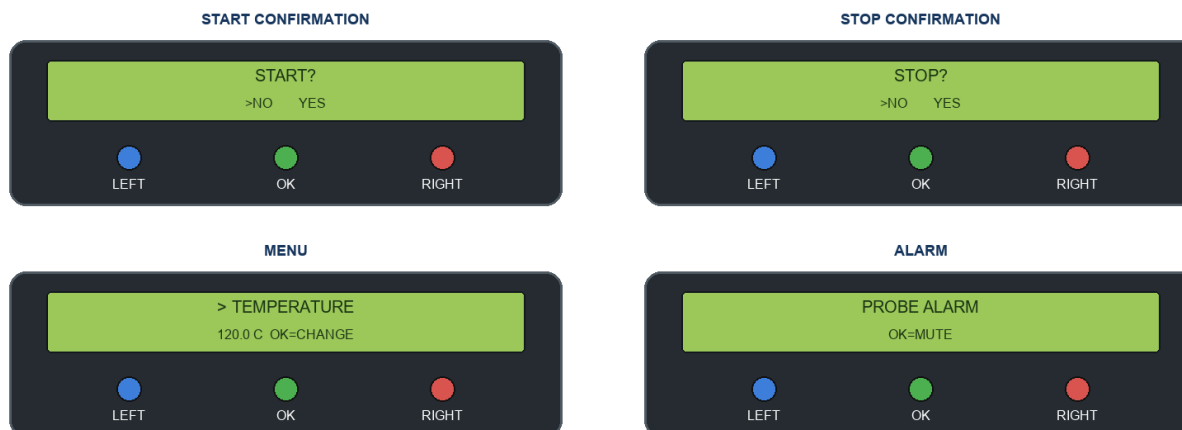
9. Home screen and process states



Field/State	Meaning
T	Current probe temperature.
WITH	Temperature set by the user.
STOP	Process stopped; the programmed sterilization time is shown.
GRZ	Warming up; the remaining maximum warm-up time is visible next to it.
TIME	Sterilization; the HH:MM:SS counter only counts when the temperature is not lower than the set value.
PAUSE	The temperature has dropped below the set point long enough for the warning to activate. The process time remains frozen.
SLOW	During warm-up, the temperature rises too slowly. This is a diagnostic warning.

TIME DOES NOT RUN If the temperature drops below the setting, the controller does not include this section in the sterilization time. Once the temperature has recovered, the countdown continues.

10. Confirmations, END and alarms on LCD



START? - left button selects NO, right button selects YES, OK confirms. Default is NO.

STOP? - identical confirmation before interrupting the active process.

END 00:00:00 - the set sterilization time has been completed. The heating is turned off.

ALARM PROBE - no correct measurement; the heating is cut off.

TEMP ALARM - the temperature has exceeded the safety limit; the heating is cut off.

NO HEATING UP - the set temperature was not reached before the end of the set heating time.

SILENCE When an alarm is active, a short OK silences the signal. A critical alarm will only be cleared when its cause no longer exists.

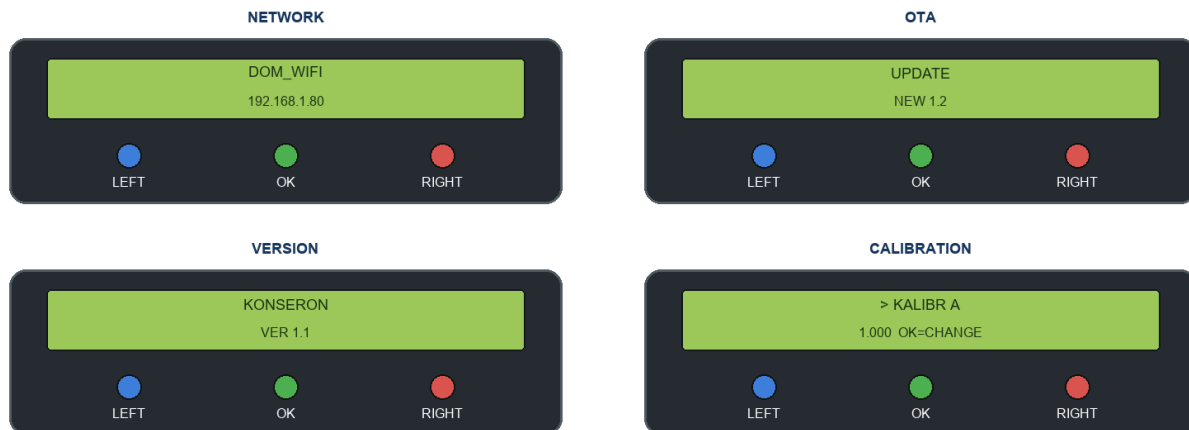
After an over-temperature alarm, resetting is only possible after the temperature drops below the alarm threshold.

11. Menu - all items

LCD position	Action
TEMPERATURE	80.0...130.0°C; step 0.1°C; default 120.0°C.
TIME	1...1440 min; step 1 min; default 60 min.
WARM UP	1...360 min; step 1 min; default 60 min.
SOUND	YES/NO; default YES.
CALIBR A	0.500...1.500; step 0.001; default 1,000.
CALIBR B	-20.0...+20.0°C; step 0.1°C; default 0.0°C.
NETWORK	Shows the current SSID and IP address.
NETWORK RESET	Deletes saved SSID and password; requires confirmation and restart.
DEFAULT	Restores factory settings and calibration; preserves Wi-Fi.
UPDATE	Checks for newer version and allows confirmed OTA installation.
VERSION	Shows KONSERON and program number.
EXIT	Return to the main screen.

DURING THE PROCESS Changing process settings, calibrations, resets and OTA is blocked during the active process. The **NETWORK** and **VERSION** previews remain available.

12. Network, update and LCD version



NETWORK - the top line shows the name of the current network, the bottom line shows the IP address. When there is no connection, the controller can launch its own access point.

CALIBR A / CALIBR B - parameters can only be changed at STOP. After approval, they are saved in memory.

UPDATE - OK starts the server check. When there is a newer version, the screen shows NEW x.y. Another OK leads to confirmation of installation.

VERSION - shows the current program number, e.g. VER 1.1.

NETWORK RESET / DEFAULT - always require NO/YES confirmation.

LONG OK On the system screen, long press OK returns to the MENU. From the MENU, long OK returns to the main screen.

13. Normal operation step by step

1. Set the process TEMPERATURE.
2. Set the sterilization TIME in whole minutes.
3. Set WARM-UP - the maximum time for the installation to reach the process temperature.
4. Check the current probe reading and STOP status.
5. Press OK, select YES and confirm START.
6. The controller will start warming up. If the temperature rise is clearly too slow, SLOW will appear.
7. After reaching the setting, the controller goes to STERILIZATION and starts counting the time with a second precision.
8. If the temperature drops below the set point, the countdown stops. After regaining his temperature, he moves on.
9. When the time ends, the heating will turn off and END will appear.
10. To stop the process early, press OK, select YES on the STOP? screen. and confirm.

WWW NOT NEEDED Closing the browser, turning off the phone or changing the tab does not stop the process. The process is carried out by the controller.

14. Temperature, time and warm-up

Parameter	Range / default	How it works
TEMPERATURE	80.0...130.0°C / 120.0°C	Process limit temperature. Sterilization time is only calculated at a temperature not lower than the setting.
TIME	1...1440 min / 60 min	Set in minutes. During operation, the screen and web show HH:MM:SS.
WARM UP	1...360 min / 60 min	Maximum time to reach the set point after START. When exceeded: NO HEATING and heating OFF.

How time pause works

Falling below the setpoint immediately stops the process time accrual.

If the temperature remains below the setting for approximately 30 seconds, the controller additionally signals the TEMP warning. BELOW / PAUSE.

After the temperature returns to the required value, the counter automatically continues from the point where it stopped.

The controller records the total pause time and the lowest temperature in the sterilization phase - the values are available on the website.

How warm-up control works

During warm-up, the controller checks whether the temperature actually increases at high power.

If the rise is too small for a few minutes, SLOW RISE appears - the process is not stopped yet, but it is worth checking the heater, power supply and heat losses.

A hard stop occurs only when the set WARM-UP time is exceeded without reaching the process temperature.

15. Alarms and warnings

Announcement	What does it mean?	What the driver does / what to check
ALARM PROBE	No confirmed correct measurement from the PAMEL PSNP10K probe.	Heating OFF. Check the probe, cable and input. Once a valid reading has been recovered, the alarm can be cleared.
TEMP ALARM	The temperature reached the overtemperature threshold of 145°C.	Immediate heating cut-off. Deleting only after the temperature has dropped safely.
NO HEATING UP	The setpoint was not reached before the end of the WARM-UP time.	Heating OFF. Check the heater, power supply, power and heat loss.
TEMP. BELOW / PAUSE	During the sterilization phase, the temperature remains below the set point.	This is a warning. The process time stands, the controller is still trying to regain the temperature.
SLOW GROWTH / SLOW	During warm-up, the temperature rises too slowly.	This is a diagnostic warning. Check the heater, power and facility.

BUZZER Alarms are signaled cyclically. Warnings have a shorter, less frequent signal. SOUND can be turned off in the menu, but the on-screen messages still remain active.

HEATER DESPITE STOP If the heater works despite STOP or despite an active alarm, disconnect the installation power supply and check the execution path before further operation.

16. Calibration A and B

KONSERON calculates the temperature according to the following formula:

$$\text{PATTERN T displayed} = A \times T_{\text{raw}} + B$$

Parameter	Range	Step	Default	When to change
AND	0.500...1.500	0.001	1,000	When the error changes with temperature - e.g. at 25°C it is small, and at 120°C it is significantly larger.
B	-20.0...+20.0°C	0.1°C	0.0°C	When the error is approximately constant over the entire range - e.g. the reading is constantly 0.8°C too high.

Simple calibration procedure

1. At **STOP**, compare the **KONSERON** reading with a reliable standard at at least two temperature points.
2. If the difference is almost constant, leave **A=1.000** and adjust **B**.
3. If the difference increases or decreases significantly with temperature, correct **A** and then **B**.
4. After the change, repeat the comparison in the scope in which the process will be conducted.

LCD AND WEBSITE CALIBR A and CALIBR B are available both in the controller menu and on the local website. During the active process, their change is blocked.

17. Wi-Fi - first connection

KONSERON provides a local website. No app required and no PAMEL Cloud required.

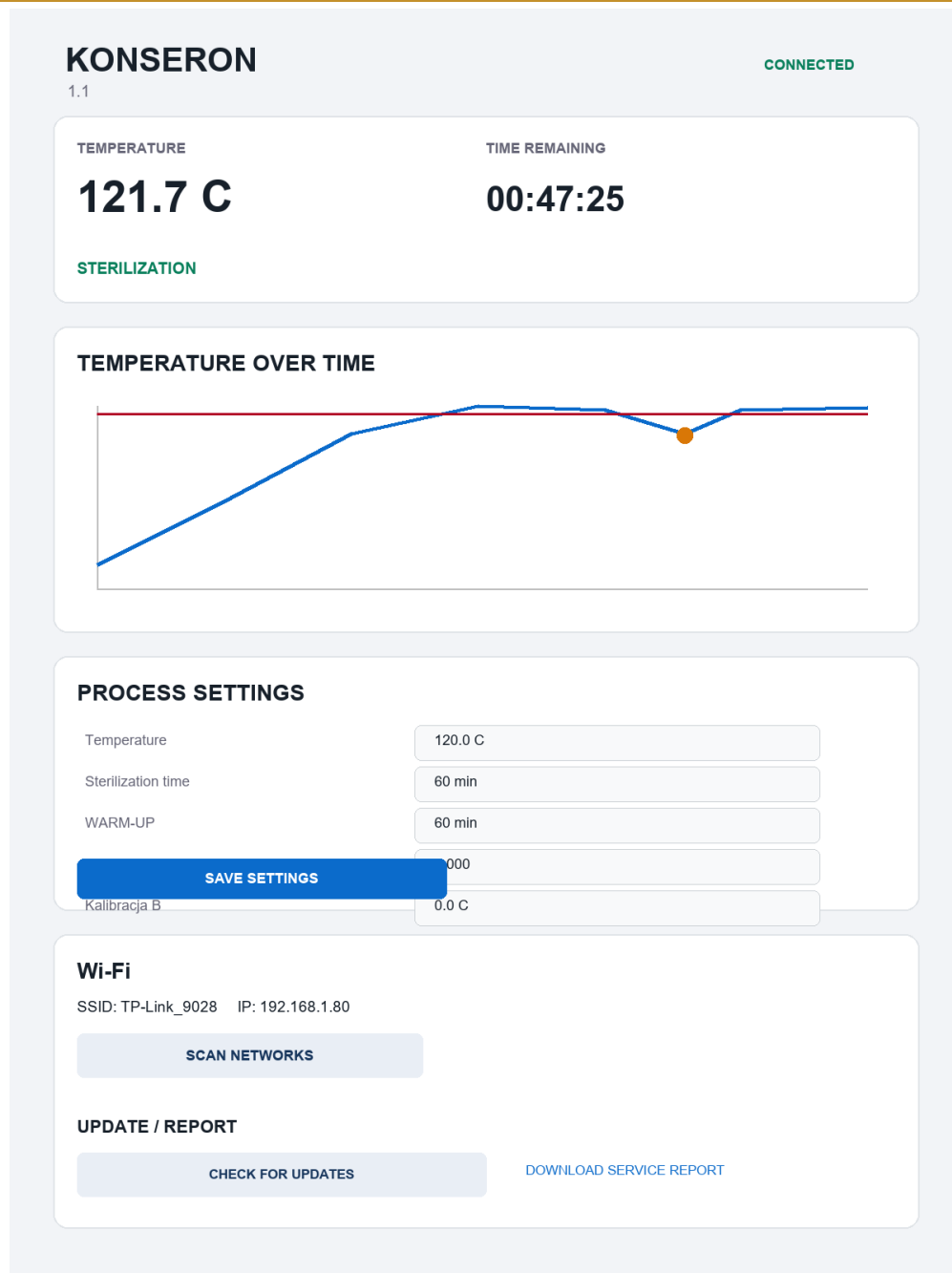
When the controller does not have a Wi-Fi network saved

1. The controller starts its own KONSERON_PAMEL network.
2. Connect your phone or computer to the KONSERON_PAMEL network. If your phone reports no Internet, choose to stay on that network.
3. Open <http://192.168.4.1> in your browser.
4. In the Wi-Fi section, use SCAN NETWORKS, select your own 2.4 GHz network and enter the password.
5. Press SAVE WI-FI. The controller will save the data and start the connection to the router.
6. Connect the phone to the same network and open NETWORK on the LCD. The top line will show the SSID, the bottom will show the new IP address. Enter this address in your browser.

NETWORK RESET If the router or password has been changed, select MENU → NETWORK RESET. The operation deletes the saved SSID and password, and then the controller starts the network configuration again.

LOCAL The lack of Internet does not block a process or a local website on a running local network. Internet is needed to check and download OTA updates.

18. Local website



Temperature, remaining time, process status and current power are refreshed automatically.

START / STOP always require additional confirmation in the browser.

The graph shows the course of the current or last cycle.

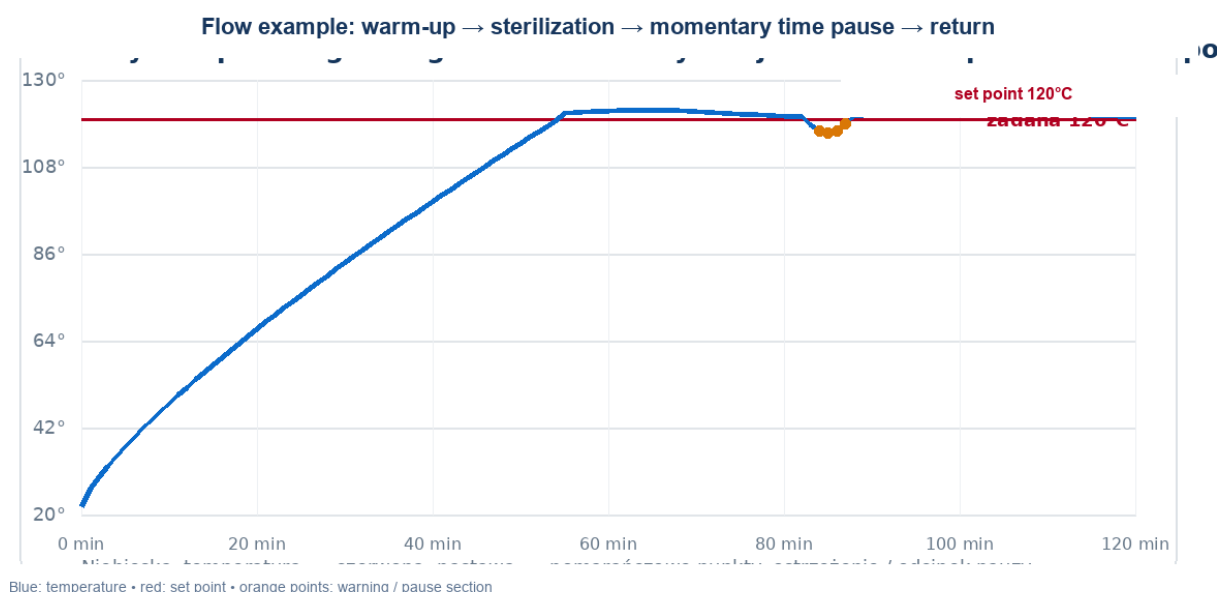
Process settings include temperature, time, WARM-UP, A/B calibration and sound.

The Wi-Fi section is used to scan the network, save data and reset the configuration.

The update and service report can be found lower on the same page.

DURING RUN Changing settings, Wi-Fi, default settings and OTA installation are blocked during an active process. The preview remains available.

19. Temperature and CSV graph



The chart is one of the main elements of KONSERON. It allows you to see the entire process: warming up, when sterilization begins, any drops and return to the required temperature.

Blue line - actual probe temperature.

Red dashed line - temperature set by the user.

Orange points - sections where a warning or process pause occurred.

Minimum sterilization - the lowest temperature recorded in the actual process phase.

Total pause time - the sum of the time that the controller did not count towards sterilization.

DOWNLOAD CSV MILEAGE - saves history in text format for further analysis.

The last graph is retained after the controller is restarted.

CSV The file contains the time from START, temperature, process status and information whether time was counted at a given point and whether a warning was active.

20. WWW - settings, Wi-Fi, report and reset

Button/function	Action
SAVE YOUR SETTINGS	Records temperature, time, WARM-UP, A, B and sound. Only available at STOP.
RESTORE DEFAULT SETTINGS	After confirmation, it restores 120°C / 60 min / 60 min, A=1.000, B=0.0, sound YES. Wi-Fi remains.
SCAN NETWORKS	Shows detected 2.4 GHz Wi-Fi networks.
SAVE WI-FI	Saves the SSID and password. The password field is visible as you type.
DELETE WI-FI	After confirmation, it deletes the saved network and restarts the configuration.
CHECK FOR UPDATES	Retrieves information about the latest version from the server.
INSTALL	After confirmation, it downloads the OTA package and prepares a restart. Only available when a newer version exists.
DOWNLOAD THE SERVICE REPORT	Retrieves JSON with status, measurement, Wi-Fi passwordless settings, events, and temperature history.
DOWNLOAD MILEAGE CSV	Gets the temperature history of the last process.

CLOSE THE PAGE The process does not depend on the open browser. After **START**, the controller works independently.

21. OTA update

KONSERON can download new software without a USB cable. The update can be launched from the LCD or local website.

With LCD

1. Press **STOP** to enter **MENU → UPDATE**.
2. Press **OK**. The controller will show **CHECKING...** and connect to the **PAMEL** server.
3. If there is a newer version, **NEW x.y** will appear.
4. Press **OK**, select **YES** on the **INSTALL OTA?** screen. and confirm.
5. Wait for the download, saving and automatic restart.

From the WWW

1. Tap **CHECK FOR UPDATES**.
2. If a newer version is available, use **INSTALL**.
3. Confirm the installation in the browser window.

RETURN MECHANISM The update is prepared transactionally. If the new version does not start properly, the driver may revert to previous program files.

DO NOT TURN OFF Do not cut off the power during download, installation and first reboot after update.

The manual describes the **KONSERON 1.1** program. You can always check the current number in **MENU → VERSION**.

22. Application examples

KONSERON does not have built-in "food recipes". The user sets the temperature and time appropriate for his process, and the controller is responsible for maintaining the condition and calculating the time correctly.

Application	How KONSERON helps
Canned goods and jars	Electric sterilizer/pot/chamber. Set the process temperature and time required for a given batch. KONSERON will only start the time once the setting has been reached.
Canned meat and ready meals	The following features are useful: warm-up with a time limit, no time counting when the temperature is too low, and a graph of the entire cycle.
Vegetables, sauces, purees, soups	The controller can run repeatable batches in the electrical installation and save the course to CSV.
Syrups, juices and liquid products	One probe conducts the process at the measuring point. In the stirred tank, select the location of the probe to represent the product temperature.
Honey/honey products	KONSERON can carry out the thermal process when the required temperature is in the range of 80-130°C. For gentle heating below 80°C, a lower range controller is needed.
Trials and small professional series	The graph, Tmin and total pause time help you compare subsequent batches and assess the plant's ability to reach temperature.

REPEATABILITY The biggest advantage of the controller over a simple thermostat is that the process time is related to the temperature actually reached, and not to just pressing START.

23. Professional installations and larger systems

KONSERON can be used both in a simple home sterilizer and as a temperature/time controller in a small professional installation. In professional use, the chart, CSV and warm-up diagnostics are particularly useful.

Practical rules of integration

Connect the resistance heater in accordance with the marking of the specific KONSERON version and the permissible load of its output.

For higher power, several heaters or a different type of receiver, a properly designed executive circuit is needed. Do not exceed the KONSERON output load.

The probe is intended to measure a temperature representative of the process, not the temperature of the heater itself, the tank wall or the heat pocket.

Install the PAMEL PSNP10K probe at the prepared measuring point. Protect the D-SUB 9 connector and electrical connections against flooding and condensation.

If the process requires control of several zones, include independent thermometers/recorders. KONSERON conducts the process according to one probe.

In a pressure installation, KONSERON does not replace a pressure gauge, safety valve, pressure switch or mechanical protection of the tank.

Do not bypass the existing emergency thermostat or other independent temperature protection - it should remain independent of the controller program.

After changing the heater, insulation, load capacity or heat circuit, re-evaluate the required WARM-UP time.

BATCH REGISTRATION After a valid cycle, download the CSV. The file allows you to compare the warm-up time, temperature course and possible pauses between batches.

24. Before you call the service center

Symptom	Possible cause	What to do
Temperature --- / ALARM PROBE	Probe disconnected, damaged or cable problem.	Check the probe and cable. Once a valid reading has been recovered, the alarm can be cleared.
START does not move	Active alarm or no correct measurement.	Read the message on the LCD, remove the cause and then repeat START.
NO HEATING UP	Too little power, heater failure, no power to the heater, high heat losses or too short HEAT-UP.	Check the heater, power supply, power path, insulation and actual temperature rise.
SLOW GROWTH	The temperature increases, but too slowly compared to the heater operation.	Check the load, voltage, heater power and heat loss.
PAUSE / TEMP. BELOW	The process temperature has dropped below the set point.	The controller does not count time. Check whether the installation power is sufficient to maintain the temperature.
TEMP ALARM	The temperature reached the threshold of 145°C.	Wait for the temperature to drop, check the position of the probe and the execution track.
The website does not open	The phone/PC is on a different network or an old IP address is being used.	Check MENU → NETWORK. In AP use 192.168.4.1.
After DEFAULT Wi-Fi still works	This is correct.	DEFAULT preserves the network. Use NETWORK RESET to delete data.
The update does not start	The process is ongoing or the controller does not have access to the Internet.	Stop the process and check the network. Retry UPDATE.
The heater works despite STOP	Execution path or connection fault.	Disconnect power to the installation and check the power path before restarting.

PREPARE FOR SERVICE Model KONSERON, version from MENU → VERSION, LCD photo with message, current temperature, setting, WARM-UP time and - if you use the WWW - JSON service report and CSV of the process.

25. Operation, environment, help and quick download

Exploitation

Keep the housing, connectors and cables dry and clean. Do not clean the device under power. Periodically check the condition of the probe cable, power cord and output jack. Do not coil high power cables into tight loops when working with high loads. After changing the probe, check the reading and perform A/B calibration if necessary.

Quick start in 6 steps

1. **Connect the PAMEL PSNP10K probe and heater.**
2. **Set the TEMPERATURE, TIME and WARM-UP.**
3. **Check the temperature display.**
4. **Press OK → select YES → START.**
5. **Wait for the automatic transition from GRZ to TIME.**
6. **FINALLY, download the chart/CSV if you want to keep documentation of the cycle.**

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PAMEL Center

ENVIRONMENT AND DISPOSAL Do not throw away the used controller with municipal waste. Take it to the appropriate collection point for electrical and electronic equipment.

Manual version: 2026-10-11 • Program described in the manual: KONSERON 1.1 • Language: PL

26. Batch documentation and process sheet

The chart and CSV can be used as simple documentation of the completed cycle. In home applications, this helps to reproduce successful settings, and in small production - to compare subsequent batches.

Field	User entry
Process date/time	
Product/batch	
Device/compartment	
Set temperature	
Sterilization time	
WARM UP	
Lowest sterilization temperature Tmin	
Total pause time	
CSV file name	
Comments	

GOOD PRACTICE After completing an important cycle, download the CSV and enter the file name in the process card. This ensures that settings and actual mileage remain tied to a specific batch.

27. KONSERON quick remover

You want to do	What to press / where to enter
Start the process	Home screen → OK → RIGHT = YES → OK
Stop the process	During operation → OK → RIGHT = YES → OK
Enter the menu	Hold OK for about 5 seconds
Exit the menu	EXIT or long OK
Change the temperature	MENU → TEMPERATURE
Change the time	MENU → TIME
Change the warm-up limit	MENU → WARM-UP
Calibrate the probe	MENU → CALIBR A / CALIBR B
Check the network and IP	MENU → NETWORK
Delete a saved network	MENU → NETWORK RESET → confirmation
Restore settings	MENU → DEFAULT → confirmation; Wi-Fi is here to stay
Check for update	MENU → UPDATE or WWW → CHECK FOR UPDATES
Check the version	MENU → VERSION
Download mileage	WWW → DOWNLOAD CSV MILEAGE
Download the report	WWW → DOWNLOAD THE SERVICE REPORT

REMEMBER Changing settings, Wi-Fi, calibration, default settings and OTA installation are available at STOP. The process after START is carried out by the driver itself - closing the browser does not stop it.

28. User Notes

Space for your own settings, installation description, batch numbers, comments on the probe position and observations from subsequent cycles.

Date/batch	Setting / comments

PAMEL CENTER Current instructions, help, materials and service information:
<https://serwer.pamel.pl/>

WARRANTY CONDITIONS - 1/2

Dear User,

First of all, we would like to thank you for choosing a PAMEL product. We are sure that you will be satisfied with this choice. We design our devices to meet your requirements and guarantee future trouble-free use.

WARRANTY CONDITIONS

PAMEL provides a warranty for the controller (without additional equipment) in the Republic of Poland for a maximum period of 60 months:

24 months basic warranty,

6 months extended manufacturer's warranty,

Additionally, it is possible to purchase a warranty extension of up to 40 or 50 months.

The total warranty period cannot exceed 80 months from the date of device production.

Additional equipment (e.g. probes, heaters) is covered by a standard warranty under the Civil Code.

The purchased warranty extension is confirmed by a hologram sticker on the warranty card.

The warranty does not cover consumables and accessories intended for self-assembly (e.g. antennas, sensors, handles, heaters, cables, batteries).

During the warranty period, the manufacturer undertakes to remove physical defects free of charge.

If at least four repairs have been made under the basic warranty and the device is still defective, the Buyer has the right to exchange it for a new unit with equivalent parameters or to a refund.

The warranty period is extended by the duration of the repair.

Complaints should be submitted by e-mail (pamel@pamel.pl) or by phone. The manufacturer will first try to solve the problem remotely and indicate further complaint steps.

At the manufacturer's request, the Buyer is obliged to complete a complaint protocol.

The warranty only covers defects resulting from reasons inherent in the device.

The warranty does not cover damage resulting from: improper installation, operation or maintenance, storage in inappropriate conditions, using inappropriate consumables, independent repairs or modifications, mechanical damage, flooding, water vapor condensation, pollution, atmospheric phenomena, random events, exceeding the rated parameters.

The warranty does not cover claims regarding the technical parameters of the device, as long as they are consistent with the manufacturer's data.

WARRANTY CONDITIONS - 2/2

The condition for maintaining warranty rights is to deliver the device:
in complete condition,
in packaging protecting against damage,
along with documentation, cables and additional elements,
without removed or damaged seals and stickers,
with the original warranty card signed by both parties and a sticker with the production date.
The warranty does not cover services and materials related to normal operation (e.g. installation, programming, cleaning, maintenance, replacement of fuses and light bulbs). These services are paid.
The service center may refuse to perform warranty repairs in the event of:
inconsistency of data in the documentation with the actual condition of the device,
unauthorized amendments to documents,
removing device identification marks (e.g. stickers).
Warranty repairs are performed within 21 days from the date of delivery of the device to the service center.
If it is necessary to import parts from abroad, this deadline may be extended - the Buyer will be informed about this by e-mail.

The device must be installed in accordance with the standards and operating instructions. If required by law, installation must be carried out by a person with appropriate authorizations.
The scope of the rights and obligations of the parties is governed exclusively by this document.
Equipment not collected from the service center within 3 months from the completion of the repair becomes the property of the service center.
Parts replaced during repair remain the property of the manufacturer.
The manufacturer is not responsible for the loss of user data stored in the device. After repair, the device is returned with its factory settings restored.
By signing the warranty card, the buyer confirms that he or she has read the warranty terms and accepts them.
A card without a signature and without the original sticker with the production date is invalid.
Note: The number of repairs does not include maintenance, cleaning, replacement of light bulbs, fuses, wearing parts or repairs resulting from natural wear and tear (e.g. potentiometers).

16/05/2026

START DATE OF THE WARRANTY PERIOD SELLER'S STAMP CUSTOMER'S SIGNATURE		