4-Wire Isolator, Converter, Repeater, and Splitter in an Aluminum Housing
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Introduction
This is the user’s manual for Moore Industries’ line of 4-wire, Economy Signal Isolator/Converters, the ECT [DIN]. Available in configurations that accept a variety of inputs, the principal function of the ECT family of products is to provide low cost isolation between instruments at either end of a process loop.

ECTs furnish up to 1500Vrms isolation between transmitting and receiving devices.

The ECT can also function as a low-cost signal converter or splitter. Configurations accommodate a single input and your choice of one or two accurate outputs. Dual inputs and dual outputs are also available. Inputs and outputs are available in a variety of industry standard ranges. Refer to the Ordering Information table for more information.

The ECT is a highly cost-effective means of protecting process signals from distortions associated with ground loops, motor noise, and other common types of electrical interference.

Specifications

<table>
<thead>
<tr>
<th>Performance</th>
<th>Accuracy: ±0.1% of span</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Stability: ±0.2% of reading per year</td>
</tr>
<tr>
<td></td>
<td>Isolation: WITHOUT -RF</td>
</tr>
<tr>
<td></td>
<td>OPTION: 1500Vrms between input, output and power;</td>
</tr>
<tr>
<td></td>
<td>WITH -RF OPTION: 500Vrms between input and output, 1500Vrms power terminals</td>
</tr>
<tr>
<td></td>
<td>Output Response Time:</td>
</tr>
<tr>
<td></td>
<td>DC Input, 100msec, maximum to 99% of output; AC Input, 400msec, maximum, from 0-99% of output</td>
</tr>
<tr>
<td></td>
<td>DC Input Resistance: 50 ohms</td>
</tr>
<tr>
<td></td>
<td>Ripple: 10mV peak-to-peak maximum measured across 250 ohm resistor</td>
</tr>
<tr>
<td></td>
<td>Load Effect: Current outputs, 0.01% of span from 0 to maximum load</td>
</tr>
<tr>
<td></td>
<td>Power Supply Effect: Exceeds 90db for current input unit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance (continued)</th>
<th>Maximum Input</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Overrange: Current inputs, 250% of full scale; DC Voltage inputs, 150% of full scale</td>
</tr>
<tr>
<td></td>
<td>Burden: 1V maximum with 4-20mA input; 0.01V maximum with 0-5A input</td>
</tr>
<tr>
<td></td>
<td>Output Current Limiting: 25mA, typical; 30mA, maximum</td>
</tr>
</tbody>
</table>

| Operating Range: | -40°C to +85°C (-40°F to +185°F) |
| Storage Range:   | -40°C to +65°C (-40°F to +149°F) |
| Ambient Temperature Effect: | ±0.007% of span/°C, typical; ±0.015% of span/°C, maximum |
| Relative Humidity: | 0-95% non-condensing |

<table>
<thead>
<tr>
<th>Ambient Conditions (Continued)</th>
<th>RFI/EMI Protection:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>WITHOUT -RF OPTION:</td>
</tr>
<tr>
<td></td>
<td>Less than ±0.1% of span error when tested at 10V/m@20-1000MHz</td>
</tr>
<tr>
<td></td>
<td>WITH -RF OPTION:</td>
</tr>
<tr>
<td></td>
<td>Less than ±0.1% of span error when tested at 30V/m@20-1000MHz</td>
</tr>
<tr>
<td>Common Mode Rejection:</td>
<td>Exceeds 95 dB@60Hz with a limit of 1500Vrms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Adjustments</th>
<th>Front panel potentiometer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Span:</td>
<td>±10%</td>
</tr>
<tr>
<td>Zero:</td>
<td>±5% (non-interactive when span is set first)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weight</th>
<th>Single I/O Channel:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>384g (13.7oz) maximum</td>
</tr>
<tr>
<td></td>
<td>Dual I/O Channel:</td>
</tr>
<tr>
<td></td>
<td>431g (15.4 oz) maximum</td>
</tr>
</tbody>
</table>
## Ordering Information

<table>
<thead>
<tr>
<th>Unit</th>
<th>Input</th>
<th>Output</th>
<th>Power</th>
<th>Option</th>
<th>Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECT</td>
<td>SINGLE INPUT CHANNEL:</td>
<td>SINGLE OUTPUT CHANNEL:</td>
<td>24DC, ±10%</td>
<td>-EM</td>
<td>DIN</td>
</tr>
<tr>
<td></td>
<td>4-20MA into 10 ohms</td>
<td>4-20MA into 1000 ohms</td>
<td>117AC, 50/60Hz, ±10%</td>
<td></td>
<td>Aluminum,</td>
</tr>
<tr>
<td></td>
<td>10-50MA into 1 Mohm</td>
<td>0-10V into 5 kohms minimum</td>
<td>230AC, 50/60Hz, ±10%</td>
<td></td>
<td>DIN-style</td>
</tr>
<tr>
<td></td>
<td>1-5V into 1 Mohm</td>
<td>DUAL OUTPUT CHANNELS:</td>
<td>(3 watts maximum</td>
<td>-TX</td>
<td>housing</td>
</tr>
<tr>
<td></td>
<td>0-10V into 1 Mohm</td>
<td>(Signal Splitter):</td>
<td>for single channel</td>
<td></td>
<td>mounts on</td>
</tr>
<tr>
<td></td>
<td>0-10V into 10 ohms</td>
<td>2X4-20MA into 600 ohms</td>
<td>models; 5 watts</td>
<td></td>
<td>32mm G-type</td>
</tr>
<tr>
<td></td>
<td>0-150AC into 100 kohms</td>
<td>DUAL OUTPUT CHANNELS:</td>
<td>maximum for dual</td>
<td>-RF</td>
<td>and 35mm Top</td>
</tr>
<tr>
<td></td>
<td>0-250AC into 1 Mohm</td>
<td>2X4-20MA into 600 ohms</td>
<td>channel models)</td>
<td></td>
<td>Hat (EN50022)</td>
</tr>
<tr>
<td></td>
<td>0-5AAC into 0.002 ohms</td>
<td>2X1-5V into 5 kohms minimum</td>
<td></td>
<td></td>
<td>rails</td>
</tr>
<tr>
<td></td>
<td>(Other AC ranges also available)</td>
<td>2X0-10V into 5 kohms minimum</td>
<td></td>
<td></td>
<td>FLB2</td>
</tr>
<tr>
<td></td>
<td>DUAL INPUT CHANNELS:</td>
<td></td>
<td></td>
<td></td>
<td>Externally-</td>
</tr>
<tr>
<td></td>
<td>2X4-20MA into 25 ohms</td>
<td></td>
<td></td>
<td></td>
<td>mounted flange</td>
</tr>
<tr>
<td></td>
<td>2X1-5V into 1 Mohm</td>
<td></td>
<td></td>
<td></td>
<td>provides a</td>
</tr>
<tr>
<td></td>
<td>2X0-10V into 1 Mohm</td>
<td></td>
<td></td>
<td></td>
<td>secure mount</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>and ensures</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>resistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>to vibration</td>
</tr>
</tbody>
</table>

When ordering, specify: Unit / Input / Output / Power / Options [Housing]
Model number example: ECT / 0-5AAC / 4-20MA / 117AC / -RF [DIN]

## Options

The following paragraphs describe the options available with the ECT family of transmitters:

- **EM – Externally Mounted Transformer**, for use with the 0-5Aac input configuration, this option consists of a toroidal transformer that physically separates high-level current input from the receiving device in a process loop. This provides the added convenience of allowing the servicing of receivers without having to interrupt process signals.

- **TX – Transmitter Excitation**, available for use with the 4-20mA input configuration, TX-equipped ECTs provide power for a 2-wire transmitter in the process loop, eliminating the need to provide separate power supplies for the non-isolated transmitters.

- **RF – RFI/EMI Protection**, available for use with our aluminum housings, this option provides you with outstanding protection against RFI and EMI interference. Units with the -RF option are provided with 30V/m@20-1000MHZ protection with less than ±0.1% of span error (-EM option required for AC current input)
Figure 1. Dimensions of the aluminum-housed ECT and ECT Splitter [DIN]
### Table 1. Terminal Designations for 4-Wire Units

<table>
<thead>
<tr>
<th>4-Wire (Line/Mains-Powered) Models</th>
<th>Top Terminals (left to right)</th>
<th>Bottom Terminals (left to right)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>T1</td>
<td>T2</td>
</tr>
<tr>
<td>AC Power Single Input/Dual Outputs &amp; -TX</td>
<td>+TX</td>
<td>+IN</td>
</tr>
<tr>
<td>DC Power Single Input/Dual Outputs &amp; -TX</td>
<td>+TX</td>
<td>+IN</td>
</tr>
<tr>
<td>Power with AC Input or -EM Option</td>
<td>CT/PT</td>
<td>CT/PT</td>
</tr>
<tr>
<td>AC Power with -TX Option</td>
<td>+TX</td>
<td>+IN</td>
</tr>
<tr>
<td>Power with DC Input or -EM Option</td>
<td>CT/PT</td>
<td>CT/PT</td>
</tr>
<tr>
<td>DC Power with -TX Option</td>
<td>+TX</td>
<td>+IN</td>
</tr>
</tbody>
</table>

### Table 2. Terminal Designations for 4-Wire Dual I/O Units

<table>
<thead>
<tr>
<th>4-Wire (Line/Mains-Powered) Dual I/O Models</th>
<th>Top Terminals (left to right)</th>
<th>Bottom Terminals (left to right)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>T1</td>
<td>T2</td>
</tr>
<tr>
<td>AC Power &amp; Dual Inputs/Dual Outputs</td>
<td>A</td>
<td>+TX</td>
</tr>
<tr>
<td>DC Power &amp; Dual Inputs/Dual Outputs</td>
<td>A</td>
<td>+TX</td>
</tr>
</tbody>
</table>

### Key

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>AC</th>
<th>CT/PT</th>
<th>DC</th>
<th>DCC</th>
<th>GND</th>
<th>IN</th>
<th>OUT</th>
<th>-TX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel 1 on dual output models</td>
<td>Channel 2 on dual output models</td>
<td>AC line power input</td>
<td>Current Transformer/Potential Transformer input</td>
<td>DC Power input</td>
<td>DC Power input</td>
<td>Ground</td>
<td>Input signal (+ or -)</td>
<td>Output signal (+ or -)</td>
<td>Transmitter excitation for powering 2-wire transmitter</td>
</tr>
</tbody>
</table>
Calibration
Prior to shipment, every ECT is subjected to rigorous testing by our team of skilled technicians. Every product Moore Industries manufactures, sells and services is guaranteed to meet the strict quality standards that have become synonymous with our company name.

Before placing your ECT into service, a bench check of basic operation is recommended to ensure that the unit hasn't sustained any damage during transit, and to set zero and span points for your application.

Every unit should be:

- Checked to verify that the appropriate ECT model has been ordered for the intended application.
- Connected in a calibration setup (described later in this section) and checked for desired output.
- Adjusted for desired zero and span.

Table 3. Gathering the equipment for 4-wire ECT calibration

<table>
<thead>
<tr>
<th>Device</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage/Current Calibrator</td>
<td>Adjustable, calibrated to an accuracy of ±0.025% (EDC Model CR 103 or MV 105 or equivalent)</td>
</tr>
<tr>
<td></td>
<td>Rotek Model 811A (or equivalent) recommended for calibrating AC input units.</td>
</tr>
<tr>
<td>Power Supply</td>
<td>Calibrated, 24Vdc, ±10%, nominal</td>
</tr>
<tr>
<td>Load Resistor</td>
<td>250 ohms (±0.01%) precision</td>
</tr>
<tr>
<td>Multimeter</td>
<td>Calibrated to an accuracy of ±0.025%, minimum (Keithley Model 197, or Fluke Model 8840 or 8842 or equivalent)</td>
</tr>
<tr>
<td>Screwdriver</td>
<td>Standard (Blade-type), head width 3.1mm (0.125 in), maximum</td>
</tr>
</tbody>
</table>

Calibration Setup
Table 3 lists the equipment you will need to bench check the ECT. These materials are not supplied by Moore Industries, but should be available in those environments suited for calibration and maintenance of electronic instruments.

Figures 2 through 5 show the calibration setups for each type of ECT. Moore Industries recommends that the procedures in this section be carried out at a technician’s bench or in a similar, lab-type environment. Do not calibrate the ECT in the field or installed in the application.

Calibration Procedure
With the unit incorporated into the setup described in the appropriate Figure (2, 3, 4 or 5):

1. Apply the appropriate power to the ECT.
2. Set the Voltage or Current Calibrator to 100% span (full scale input) for the type of ECT being calibrated. For example, 20mA for a 4-20mA input unit or 5V for a 1-5V input unit.
3. Adjust the Span potentiometer (pot) until the multimeter reads 20mA, plus/minus the stated accuracy specification. If measuring the voltage drop across the precision resistor, adjust the pot until output is 5V, plus/minus the stated accuracy specification.
4. Set the Calibrator to 0% of the rated span for the type of ECT being calibrated. For example, 4mA for a 4-20mA input unit or 1V for a 1-5V input unit.
5. Adjust the Zero pot until the multimeter reads 4mA, plus/minus the stated accuracy specification. If measuring the voltage drop across the precision resistor, adjust the pot until output is 1V, plus/minus the stated accuracy specification.
6. Repeat steps 2 through 5 for each channel until the ECT output or the voltage across the resistor is stable at both 0 and 100% of rated input span.
Figure 2. Calibrating the 4-wire ECT

Figure 3. Calibrating the 4-wire ECT equipped with the -EM option

If desired, measure voltage drop across a 250 ohm precision resistor. 1-5V = 4-20mA
**ECT**

4-Wire Isolator, Converter, Repeater, and Splitter in an Aluminum Housing

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**Figure 4. Calibrating the 4-wire ECT Channel Splitter**

![Diagram of a 4-wire ECT Channel Splitter](image)

**Figure 5. Calibrating the Dual I/O configured ECT**

![Diagram of a Dual I/O configured ECT](image)

Note:

- Use two meters or calibrate one channel at a time.
- If desired, measure voltage drop across a 250 ohm precision resistor. 1-5V = 4-20MA.

---

Multimeter (current or voltage):

- Use two meters or calibrate one channel at a time.
- OR

Voltmeter:

- 250 ohms

Power source:

- 24VDC or 117VAC or 230VAC

CHECK MODEL NUMBER FOR UNIT CONFIGURATION.

---

Field Application:

- Use two meters or calibrate one channel at a time.
- OR

Voltmeter:

- 250 ohms

Power source:

- 24VDC or 117VAC or 230VAC

CHECK MODEL NUMBER FOR UNIT CONFIGURATION.

---

The Interface Solution Experts
**Installation**

Figure 1 shows the physical dimensions of the 4-wire ECT family. To install an ECT, set the appropriate lip on the top edge of the DIN rail and pivot downward until the unit snaps into place.

**Electrical Connections**

Figures 6 through 11 show typical types of 4-wire ECT installations. Simply hookup the ECT in the directed manner, making sure to notice any pertinent notes.

**WARNING:**
Terminals on this unit may be connected to hazardous voltages. Before making ANY connections to this unit, always remove power from the loop or instrument power terminals.

**Installation Category**

All terminals are rated CAT I.

**Equipment Ratings**

The ECT does not generate hazardous voltages, it provides different current or voltage inputs, including 4-20mA, 10-50mA, 1-5V, 0-10V, 0-150AC, 0-250AC, and 0-5AAC range and 4-20mA or 0-10V range outputs. Products connected to the ECT should be designed to receive this type of input.

**WARNING:**
If this unit is used in a manner not specified by Moore Industries, the protection provided by the equipment may be impaired.

**Switches and Circuit Breakers**

For ECT AC powered units, a switch or circuit breaker must be wired in series with the AC power conductors. The switch or circuit breaker used must be located within three meters of the unit.

The circuit breaker or switch will only remove power to the unit, hazardous voltages may still be connected to other terminals on the unit.

**117Vac, 230Vac, and 24Vdc Supply Wiring**

All power connections should be made with 12 or 14 AWG (3.3mm² or 2mm²) wire.

The end of each conductor should be stripped no more than 0.25in (7mm). The end of the stripped wire should be tinned with solder, or inserted into a ferrule and crimped before being placed into a terminal block.

Tighten the screws on the terminal block to 5.0 - 7.0 lbf-in (0.56 - 0.79 N-m).

**Input/Output Wiring**

The Input/Output connections can be made with 12 to 24 AWG (3.3mm² to 0.2mm²) wire.

The end of each conductor should be stripped no more than 0.25in (7mm).

Tighten the screws on the terminal block to 5.0 - 7.0 lbf-in (0.56 - 0.79 N-m).

**Protective Earth Conductor**

The Protective Earth Conductor shall be of equal or larger size wire than the other two power conductors.

The Protective Earth Conductor shall be the first conductor connected to the unit when the unit is being wired. It shall be the last conductor removed when the unit is being un-wired.
Recommended Ground Wiring Practices
Moore Industries recommends the following ground wiring practices:

- Any Moore Industries product in a metal case or housing should be grounded.

- The protective earth conductor must be connected to a system safety earth ground before making other connections.

- All input signals to, and output signals from, Moore Industries’ products should be wired using a shielded, twisted pair wiring technique. Shields should be connected to an earth or safety ground.

- For the best shielding, the shield should be run all the way from the signal source to the receiving device. (see Note below)

- The maximum length of unshielded input and output signal wiring should be 2 inches.

Note:
Some of Moore Industries’ instruments can be classified as receivers (IPT, IPX, etc.) and some can be classified as transmitters (TRX, TRY, etc.) while some are both a receiver and a transmitter (SPA, HIM, etc). Hence, your shield ground connections should be appropriate for the type of signal line being shielded. The shield should be grounded at the receiver and not at the signal source.

CE Certification-related Guidelines
The grounding and wiring practices described above must be followed in order for the unit(s) to meet the requirements set forth in EMC standard EN61326.

The Low Voltage Directive also applies to AC powered and high voltage input versions of the ECT. In order to comply with EN61010-1 (Low Voltage Directive) all guidelines in this section must be followed.
Figure 6. Installing the 4-wire ECT

Figure 7. Installing the 4-wire ECT with the -EM option

**Figure 6. Installing the 4-wire ECT**

- **4-Wire Current or Voltage Transmitter**
  - +
  - -

- **Receiver**
  - +
  - -

- **2-Wire Current or Voltage Transmitter**
  - -
  - +

- **Power Supply**
  - +
  - -

- **AC Current Source**

- **Power Supply Source**

- **24VDC OR 117VAC OR 230VAC**

- **(Check Model Number for Unit Configuration)**

**Figure 7. Installing the 4-wire ECT with the -EM option**

- **AC Current Source**

- **Power Supply Source**

- **24VDC OR 117VAC OR 230VAC**

- **(Check Model Number for Unit Configuration)**

**ECT**

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Figure 8. Installing the 4-wire ECT with the -TX option

Figure 9. Installing the 4-wire ECT Dual I/O Channel Splitter
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**Figure 10.** Installing the Dual I/O configured ECT

**Figure 11.** Installing the Dual I/O configured ECT with the -TX option
Installation in Hazardous Locations
This section contains important information regarding installation of ECT’s in Hazardous Area Locations.

**WARNING:**
Explosion Hazard. Substitution of components is not allowed, as it may impair the suitability for Class I, Division 2.

**WARNING:**
Explosion Hazard. Do not disconnect equipment when a flammable or combustible atmosphere is present.

**AVERTISSEMENT:**
Risque d’explosion. La substitution de composants peut render ce materiel inacceptable pour les emplacements de Classe I, Division 2.

**AVERTISSEMENT:**
Risque d’explosion. Ne pas débrancher tant que le circuit est sous tension, à moins qu’il ne s’agisse d’un emplacement non dangereux.

Special Conditions of Use
The following instructions must be adhered to when the ECT is used in hazardous locations and potentially explosive atmospheres.

The ECT-DIN shall be installed into an enclosure that utilizes a tool removable door/cover.

Customer Support
Moore Industries is recognized as the industry leader in delivering top quality to its customers in products and services. We perform a battery of stringent quality assurance checks on every unit we ship. If any Moore Industries product fails to perform up to rated specifications, call us for help. Our highly skilled staff of trained technicians and engineers pride themselves on their ability to provide timely, accurate, and practical answers to your process instrumentation questions.

Factory phone numbers are listed on the back cover of this manual.

If problems involve a particular ECT, there are several pieces of information that can be gathered before you call the factory that will help our staff get the answers you need in the shortest time possible. For fastest service, gather the complete model and serial number(s) of the problem unit(s) and the job number of the original sale.
RETURN PROCEDURES

To return equipment to Moore Industries for repair, follow these four steps:

1. Call Moore Industries and request a Returned Material Authorization (RMA) number.

   **Warranty Repair** –
   If you are unsure if your unit is still under warranty, we can use the unit’s serial number to verify the warranty status for you over the phone. Be sure to include the RMA number on all documentation.

   **Non-Warranty Repair** –
   If your unit is out of warranty, be prepared to give us a Purchase Order number when you call. In most cases, we will be able to quote you the repair costs at that time. The repair price you are quoted will be a “Not To Exceed” price, which means that the actual repair costs may be less than the quote. Be sure to include the RMA number on all documentation.

2. Provide us with the following documentation:
   a) A note listing the symptoms that indicate the unit needs repair
   b) Complete shipping information for return of the equipment after repair
   c) The name and phone number of the person to contact if questions arise at the factory

3. Use sufficient packing material and carefully pack the equipment in a sturdy shipping container.

4. Ship the equipment to the Moore Industries location nearest you.

The returned equipment will be inspected and tested at the factory. A Moore Industries representative will contact the person designated on your documentation if more information is needed. The repaired equipment, or its replacement, will be returned to you in accordance with the shipping instructions furnished in your documentation.

WARRANTY DISCLAIMER

The Company makes no express, implied or statutory warranties (including any warranty of merchantability or of fitness for a particular purpose) with respect to any goods or services sold by The Company. The Company disclaims all warranties arising from any course of dealing or trade usage, and any buyer of goods or services from The Company acknowledges that there are no warranties implied by custom or usage in the trade of the buyer and of the Company, and that any prior dealings of the buyer with The Company do not imply that The Company warrants the goods or services in any way.

Any buyer of goods or services from the Company agrees with The Company that the sole and exclusive remedies for breach of any warranty concerning the goods or services shall be for The Company, at its option, to repair or replace the goods or services or refund the purchase price. The Company shall in no event be liable for any consequential or incidental damages even if The Company fails in any attempt to remedy defects in the goods or services, but in such case the buyer shall be entitled to no more than a refund of all monies paid to the Company by the buyer for purchase of the goods or services.

Any cause of action for breach of any warranty by The Company shall be barred unless The Company receives from the buyer a written notice of the alleged defect or breach within ten days from the earliest date on which the buyer could reasonably have discovered the alleged defect or breach, and no action for the breach of any warranty shall be commenced by the buyer any later than twelve months from the earliest date on which the buyer could reasonably have discovered the alleged defect or breach.

RETURN POLICY

For a period of thirty-six (36) months from the date of shipment, and under normal conditions of use and service, Moore Industries ("The Company") will at its option replace, repair or refund the purchase price for any of its manufactured products found, upon return to the Company (transportation charges prepaid and otherwise in accordance with the return procedures established by The Company), to be defective in material or workmanship. This policy extends to the original Buyer only and not to Buyer’s customers or the users of Buyer’s products, unless Buyer is an engineering contractor in which case the policy shall extend to Buyer’s immediate customer only. This policy shall not apply if the product has been subject to alteration, misuse, accident, neglect or improper application, installation, or operation. The Company shall in no event be liable for any incidental or consequential damages.