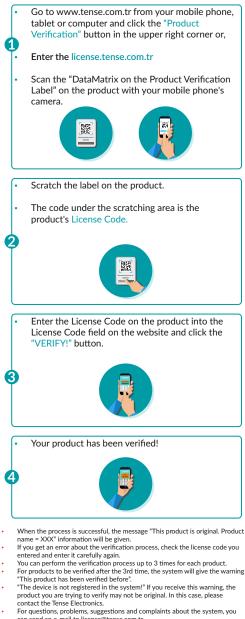# Tense Electronics
Original Product Verification System
User Guide

What is the Product Verification System?

It is a system developed within Tense Electronics in order to prevent the increasing production and sales of counterfeit products. With this system, our customers can verify the products they have purchased and find out whether the products are produced by Tense Electronics or not. In this way, products with authenticity can be used with peace of mind.

How to Use the Product Verification System?

1
- Go to www.tense.com.tr from your mobile phone, tablet or computer and click the "Product Verification" button in the upper right corner or,
- Enter the license.tense.com.tr
- Scan the "DataMatrix on the Product Verification Label" on the product with your mobile phone's camera.

2
- Scratch the label on the product.
- The code under the scratching area is the product's License Code.

3
- Enter the License Code on the product into the License Code field on the website and click the "VERIFY!" button.

4
- Your product has been verified!

- When the process is successful, the message "This product is original. Product name = XXX" information will be given.
- If you get an error about the verification process, check the license code you entered and enter it carefully again.
- You can perform the verification process up to 3 times for each product.
- For products to be verified after the 3rd time, the system will give the warning "This product has been verified before".
- "The device is not registered in the system!" If you receive this warning, the product you are trying to verify may not be original. In this case, please contact the Tense Electronics.
- For questions, problems, suggestions and complaints about the system, you can send an e-mail to license@tense.com.tr.