Key Features

- Simulate a battery’s output during the charge and discharge cycles
- Create, edit, import, and export battery models
- Build a library of battery models using a Source Measure instrument as a model generator
- Display the real-time change of the SOC, $V_{oc}$, and $V_t$ for the simulated battery
- Compute battery capacity in Amp-Hour and Equivalent Series Resistance (ESR)
- Program the battery SOC, $V_{oc}$, capacity, and internal resistance (ESR)
- Provide two modes of simulation—dynamic and static
- Monitor charge/discharge current and voltage
- Output up to 120 W of low noise, linear regulated power
- Monitor load currents from 100 nA to 6 A with high accuracy in power supply mode
- Measure voltage and current with 6½-digit resolution
- Sink current up to 1 A and source current up to 6 A
- Built-in graphing simplifies analyzing trends or displaying voltage or current waveforms
- High resolution TFT display and soft-key/icon-based user interface simplify operation
- Digital I/O for direct communication with other devices and instruments
- GPIB, USB, and LAN interfaces
- Emulation of front panel display and controls via your web browser simplifies automated control and monitoring

The Series 2281S Battery Simulator and Precision DC Power Supply innovatively integrates battery simulation with the functions of a high-precision power supply. The 2281S-20-6 can analyze the DC current consumption of a device under test and generate a battery model based on a battery charging process, and simulate a battery based on a battery model. The 2281S-20-6 can output 120 W with 20 V and 6 A, and sink current up to 1 A.

The 2281S uses linear regulation to ensure low-output noise and superior load current measurement sensitivity. A high resolution color thin film transistor (TFT) screen displays a wide range of information on measurements. Soft-key buttons and a navigation wheel combine with the TFT display to provide an easy-to-navigate user interface that accelerates instrument setup and operation. In addition, built-in plotting functions allow monitoring trends such as drift. These features provide the flexibility required for both benchtop and automated test system applications. In addition, the 2281S provides a list mode, triggers, and other speed optimization functions to minimize test time in automated testing applications.

Figure 1. Series 2281S startup screen.

Figure 2. Battery simulator home screen.
Battery Simulation Based on a Battery Model

In the battery simulator function of the 2281S, real battery output performance can be simulated based on a selected battery model. State of charge (SOC) and voltage open circuit (Voc) can be set to any state to test a device-under-test’s (DUT’s) performance at various states of the battery.

There are two modes from which to choose:

- **Static:** During the static simulation, Voc and SOC stay the same.
- **Dynamic:** During the dynamic simulation, Voc and SOC change according to charging and discharging as with a real battery.

Capacity can also be reduced to accelerate the charging and discharging process for better test efficiency.

Use a Source Measure Unit to Discharge a Battery and Create a Battery Model

Use a Keithley 2450 or 2460 Series SMU with a model generating test script to discharge batteries and create battery models for the 2281S-20-6 Battery Simulator.

Determine SOC and ESR and Create a Battery Model During Battery Testing

In the 2281S battery test function, charge/discharge testing on a battery can be performed. Charging current ranges from 0 to 6 A, and the maximum discharging current is 1 A. During charging, the sampling interval can be set for the internal 6½-digit multimeter to sample the charging current and voltage continuously. In this way, the capacity of the battery and its internal resistance (ESR value) are automatically computed.

After the test, a battery model can be generated based on the measurement result of the battery charging process. A battery model can be edited, created, imported, or exported in a CSV file format.

Figure 3. Plot of Voc and ESR as a function of State of Charge (SOC).

<table>
<thead>
<tr>
<th>Battery Model Parameters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Points in Simulation</td>
<td>101 (0% State of Charge to 100% State of Charge)</td>
</tr>
<tr>
<td>Simulated ESR Range</td>
<td>0 to 10 ohms</td>
</tr>
<tr>
<td>Simulated ESR Resolution</td>
<td>1 milliohm</td>
</tr>
<tr>
<td>Simulated ESR Offset</td>
<td>~100 to 100 ohms</td>
</tr>
<tr>
<td>Simulated Voc Range</td>
<td>0 to 20 Volts</td>
</tr>
<tr>
<td>Simulated Voc Resolution</td>
<td>1 mV</td>
</tr>
<tr>
<td>Simulated Capacity Range</td>
<td>1 mAh to 99 Ah</td>
</tr>
<tr>
<td>Simulated Capacity Resolution</td>
<td>1 mAh</td>
</tr>
</tbody>
</table>

Figure 4. Battery test display.
Easily View and Control Every Parameter of the Battery Test and Simulation Function

The bright, 4.3-inch TFT display shows voltage, current, and amp-hour readings, source settings, and many additional settings in large, easy-to-read characters. The icon-based main menu provides all the functions users can control and program for fast access to source setup, measurement setup, display formats, trigger options, and system settings. Menus are short, and menu options are easy to find and are clearly described, enabling test parameters to be setup quickly by using the navigation wheel, keypad, or soft-keys. Many setup parameters, such as voltage and current settings, can be entered directly from the home screen. Less complex tests don’t require access to the main menu to make adjustments – just use soft keys on the home screen. Whether test requirements are simple or complex, the Series 2281S supplies provide a simple way to set up all required parameters.

Precision DC Power Supply, with DMM-quality High Resolution, Low Current Measurements Capability

Unlike conventional power supplies, Series 2281S supplies feature up to 120 W, 20 V, and 6 A output and can also make measurements with up to 6½ digits of resolution. Voltage output measurements can be resolved down to 100 µV. These supplies measure load currents from 100 nA to amps. Four load current measurement ranges (10 A, 1 A, 100 mA, and 10 mA) support measuring a device’s full load current, standby mode current, and small sleep mode current with DMM-quality accuracy. The high resolution allows discerning small changes in load currents with confidence. It also makes it possible to make a broad range of measurements or a single range with excellent accuracy across both low and high current values.

Optimized Performance for Production Test

The 2281S-20-6 supplies are as powerful in a production test system as they are flexible on the R&D benchtop. They provide SCPI commands for all measurement functions. In addition, several other features can help minimize test time in automated systems. For example, an external trigger input allows hardware synchronization and control by other instruments in the test system. For the battery test and battery simulator function, the digital I/O can be configured as input or output. If the digital I/O is configured as input, the measurement can be triggered by external signals; if the digital I/O is configured as output, the digital I/O pin will send out a signal when the measurement is finished. Furthermore, to reduce measurement time, reading speed can be increased by reducing the acquisition time from 16.6 ms (or 20 ms) to 33 µs (40 µs).
A choice of front or rear panel terminals provides enhanced connection flexibility. For maximum voltage accuracy, 4-wire remote sensing ensures that the output voltage programmed is actually the level applied to the load. In addition, the sense lines are monitored in order to detect any breaks in them. These features ensure that any production problems can be quickly identified and corrected. Series 2281S supplies can be controlled via their built-in GPIB, USB, or LAN interfaces. The USB interface is test and measurement system (TMC) compliant. The LXI Core compliant LAN interface supports controlling and monitoring a Series 2281S supply remotely, so test engineers can always access the power supply and view measurements, even if located on a different continent than the test systems.
## Specifications

23 °C ±5 °C with 1-hour instrument warm-up.

### DC Output Ratings

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Voltage</td>
<td>0 to 20 V.</td>
</tr>
<tr>
<td>Current</td>
<td>0 to 6 A.</td>
</tr>
<tr>
<td>Maximum Power</td>
<td>120 W.</td>
</tr>
</tbody>
</table>

### Voltage

<table>
<thead>
<tr>
<th>Source Setting</th>
<th>Accuracy</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>±(0.02% + 3 mV).</td>
<td>1 mV.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Measurement (0.5V over-range)</th>
<th>Accuracy</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>±(0.02% + 2 mV).</td>
<td>0.1 mV.</td>
</tr>
</tbody>
</table>

### Additional Offset at Faster Measurement Settings

<table>
<thead>
<tr>
<th>PLC Setting</th>
<th>Offset</th>
</tr>
</thead>
<tbody>
<tr>
<td>5½ (0.1 PLC)</td>
<td>0.21 mV.</td>
</tr>
<tr>
<td>4½ (0.01 PLC)</td>
<td>1.44 mV.</td>
</tr>
<tr>
<td>3½ (0.002 PLC)</td>
<td>7.60 mV.</td>
</tr>
</tbody>
</table>

### Regulation

<table>
<thead>
<tr>
<th></th>
<th>Accuracy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load</td>
<td>±(0.01% + 2 mV).</td>
</tr>
<tr>
<td>Line</td>
<td>±(0.01% + 1 mV).</td>
</tr>
</tbody>
</table>

### Output Ripple and Noise

<table>
<thead>
<tr>
<th>Bandwidth (20 Hz–20 MHz)</th>
<th>≤1 mV RMS, &lt;6 mV p-p.</th>
</tr>
</thead>
</table>

### Load Transient Recovery Time

Resistive load change 50% load to 100% load or 100% load to 50% load: <50 µs to within 15 mV of V-set.

### Slew Rate

Rising Voltage and Falling Voltage:
10 V/s to 100 V/s. Up to 1000 V/s under limited conditions. 100 V/s (default).

### Maximum Source Voltage Drop per Lead

To Maintain Specified Voltage Accuracy: 1 V.

### Maximum Sense HI and Sense LO Lead Resistance

To Maintain Specified Voltage Accuracy: 2 Ω.

---

1 Specifications based on using remote sense connections. For 2-wire connections, add an offset of 0.5 mV/A (front terminals).
2 6½-digit resolution, 1 PLC reading rate, Filter on, Autozero on.
3 100 V/s to 1000 V/s slew rate is limited to 5 V changes at a maximum of 3 A.
Current

Current Limit Setting

<table>
<thead>
<tr>
<th>Full-scale Amps</th>
<th>6.1 A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accuracy</td>
<td>±(0.05% + 5 mA).</td>
</tr>
<tr>
<td>Resolution</td>
<td>0.1 mA.</td>
</tr>
</tbody>
</table>

Measurement\(^4\) (120% over-range except 10A)

<table>
<thead>
<tr>
<th>Range</th>
<th>Resolution</th>
<th>Accuracy</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 mA</td>
<td>10 nA</td>
<td>±(0.04% + 10 μA)</td>
</tr>
<tr>
<td>100 mA</td>
<td>100 nA</td>
<td>±(0.04% + 10 μA)</td>
</tr>
<tr>
<td>1 A</td>
<td>1 μA</td>
<td>±(0.04% + 250 μA)</td>
</tr>
<tr>
<td>10 A</td>
<td>10 μA</td>
<td>±(0.05% + 250 μA)</td>
</tr>
</tbody>
</table>

Additional Offset at Faster Measurement Settings\(^5\)

<table>
<thead>
<tr>
<th>Measure Resolution and (NPLC)</th>
<th>Range</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>5½ (0.1 PLC)</td>
<td>10 mA</td>
<td>5.0 μA</td>
</tr>
<tr>
<td></td>
<td>100 mA</td>
<td>20 μA</td>
</tr>
<tr>
<td></td>
<td>1 A</td>
<td>80 μA</td>
</tr>
<tr>
<td></td>
<td>10 A</td>
<td>2.0 mA</td>
</tr>
<tr>
<td>4½ (0.01 PLC)</td>
<td>10 mA</td>
<td>20 μA</td>
</tr>
<tr>
<td></td>
<td>100 mA</td>
<td>40 μA</td>
</tr>
<tr>
<td></td>
<td>1 A</td>
<td>500 μA</td>
</tr>
<tr>
<td></td>
<td>10 A</td>
<td>10 mA</td>
</tr>
<tr>
<td>3½ (0.002 PLC)</td>
<td>10 mA</td>
<td>30 μA</td>
</tr>
<tr>
<td></td>
<td>100 mA</td>
<td>250 μA</td>
</tr>
<tr>
<td></td>
<td>1 A</td>
<td>20 mA</td>
</tr>
<tr>
<td></td>
<td>10 A</td>
<td>75 mA</td>
</tr>
</tbody>
</table>

Current Pulse Measurement\(^6\)

Minimum Pulse Width (10 mA and 100 mA range)\(^7\)

2 ms.

Minimum Pulse Width (1 A and 10 A range)\(^7\)

140 μs.

Minimum Time To Capture Two Consecutive Pulses

0.5 ms.

---

4 6½-digit resolution, 1 PLC reading rate, filter on, autozero on.
5 Filter on, 10 mA and 100 mA ranges: Source Delay 2 ms. 1 A and 10 A ranges: Source Delay 1 ms.
6 Settings: Autozero off, 0.002 PLC, Arm Source: External, Trigger Source: Immediate.
7 Time includes trigger detection, latency plus jitter of start of measurement, and measurement integration time, 0.002 PLC.
Regulation

<table>
<thead>
<tr>
<th></th>
<th>±(0.01% + 0.25 mA).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load</td>
<td>±(0.01% + 0.25 mA).</td>
</tr>
<tr>
<td>Line</td>
<td>±(0.01% + 0.25 mA).</td>
</tr>
</tbody>
</table>

Output Ripple and Noise

Bandwidth 20 Hz–20 MHz <3 mA RMS.

Maximum Continuous Average Sink Current

Non-programmable 1.02 A ± 0.1 A (typical).

System Measurement Speeds

<table>
<thead>
<tr>
<th>Settings</th>
<th>Concurrent (V+I)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure Resolution and (NPLC)</td>
<td>Autozero Off</td>
</tr>
<tr>
<td>‘Read?’ with BUS Transfer</td>
<td>Autozero On</td>
</tr>
<tr>
<td>6½ (5 PLC)</td>
<td>2.0 (1.5)</td>
</tr>
<tr>
<td>6½ (1 PLC)</td>
<td>9.0 (8.0)</td>
</tr>
<tr>
<td>5½ (0.1 PLC)</td>
<td>48 (38)</td>
</tr>
</tbody>
</table>

**TRG and TRACe:DATa?** with BUS Transfer

<table>
<thead>
<tr>
<th>Settings</th>
<th>Concurrent (V+I)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4½ (0.01 PLC)</td>
<td>680 (646)</td>
</tr>
<tr>
<td>3½ (0.002 PLC)</td>
<td>845 (833)</td>
</tr>
</tbody>
</table>

Other Timing Data

CV to CC Transition Time (V-Set = 5V, I-limit = 0.5 A, Resistive Load Change 25 Ω to 2.5 Ω) 2.4 ms.

CC to CV Transition Time (V-Set = 5V, I-limit = 0.5 A, Resistive Load change 2.5 Ω to 25Ω) 1.1 ms.

Function Change (from detection of bus command to function change completed) 10 ms (typical).

Output Off/On (from detection of bus command to voltage beginning to decrease) 5 ms (typical).

Reverse Leads Actuation >1.5 ms.

---

8 Settings: Autozero Off, Output On, Output Delay Off, Fixed Source/Voltage.
## Protection

### Overvoltage Protection (OVP)
- **Setting Accuracy**: ±(0.25% + 0.25 V).
- **Resolution**: 125 mV.
- **Response Time**: <1.5 ms.\(^9\)

### Overcurrent Protection (OCP)
- **Setting Accuracy**: ±(0.25% + 0.10 A).
- **Resolution**: 25 mA.
- **Response Time**: <1.5 ms.\(^9\)

### Overtemperature Protection (OTP)
- **Output Turn-off Temperature**: >93 °C (typical).
- **Response Time**: <1.5 ms (typical).\(^9\)

## General

### Common Mode Current
- <6 µA peak-peak (typical).

### Chassis Isolation
- ±240 V, any terminal to chassis, >1 GΩ in parallel with <6.8 nF.

### Temperature Coefficient
- Add the following to all accuracy specifications when outside the range, 23 °C ±5 °C (0.15 × specification)/ °C for 0° to 18 °C and 28° to 40 °C.

### Measurement Display Modes
- Voltage and current, voltage only, current only.

### Measurement Acquisition Control
- Continuous, manual, external digital input, PC bus.

### List Mode
- **Maximum number of stored lists**: 9.
- **Number of points in a list**: 2–99.
- **List storage location**: Internal memory or USB memory stick.

### Math and Filter Functions
- **REL**: Removes offset from current reading display, Range \(-1 \times 10^6\) to \(+1 \times 10^6\).
- **Mx+b**: Reading = x, \(M = -1 \times 10^6\) to \(+1 \times 10^6\), \(b = -1 \times 10^6\) to \(+1 \times 10^6\).
- **Filter**: Moving average, Count 2–100, Window 0.01% to 100%.

### Memory Buffer
- 2500 locations; each location contains voltage measurement, current measurement, CV/CC Mode, and time stamp.
- 9 memory slot for saving battery model.
- NVRAM.

### Display
- 4.3 in. front panel color display, resolution 480 pixels × 272 pixels.

### Display Modes
- Real time voltage and current readings and settings.
- **Plots of stored data**: Voltage vs. data point, current vs. data point, voltage and current vs. data point, 100 point resolution. Plots can also display statistics: mean, maximum, minimum, peak-peak, standard deviation.
- **Table of stored data**: Time/date, voltage, current.
- Soft button and navigation wheel control.

---

\(^9\) Time defined as from detection of condition to start of output turn-off.
### Communications

| **GPIB** | IEEE-488.2 compliant and status model topology. |
| **LAN** | RJ-45 connector, 10/100BT, Auto MDIX. |
| **IP Configuration** | Static or DHCP. |
| **USB** | USB2.0 device (rear panel, type B), USBTMC compliant. |
| | USB2.0 host (front panel, type A), full speed, support U-disk drives. |

### Input Connections

| **Front** | (2-wire). Adjustable supporting, safety shrouded banana, spade lug, or wire. |
| **Rear** | (4-wire sense), 6-pin removal screw terminal, safety shrouded cover, removable local sense jumpers. |

### Real-Time Clock

Capacitive charged, 20 days between next power on cycle at 23 °C and ≤50%RH.

### Digital I/O

9-pin female D-sub, 6 Input/Output pins.

| **Input Signal Levels** | 0.7 V (maximum logic low). 3.7 V (minimum logic high). |
| **Input Voltage Limits** | –0.25 V (Absolute minimum). +5.25 V (Absolute maximum). |
| **Maximum Source Current** | +2.0 mA @ >2.7 V (per pin). |
| **Maximum Sink Current** | –50 mA @ 0.7 V (per pin, solid-state fuse protected). |
| | 5 V power supply, limited to 0.5 A @ >4 V (solid-state fuse protected). |
| | Trig In minimum pulse ≥4 µs, Logic Low pulse. |
| | Meter Ready Pulse, 15–30 µs, Logic Low Pulse. |

### EMC

Conforms to European Union EMC directive.

### Safety

- **Canadian Certification**: CAN/CSA C22.2 No. 61010-1 3rd ed 2012.

### Cooling

Forced air, side intake, and rear exhaust.

### Power Supply

100 V / 120 V / 220 V / 240 V ±10%.

### Power Line Frequency

50/60 Hz ±3 Hz, automatically sensed at power-on.

### Power Consumption

630 VA peak.

### Operating Environment

0° to 40 °C, ≤80% RH up to 35 °C, non-condensing. Altitude: up to 2000 meters.

### Storage Environment

–25° to 70 °C.

### LXI Web Browser Compatible Operating System and Software

Windows 2000, Win 7, and XP compatible, supports Web browsers with Java plug-in (requires Java plug-in 1.7 or higher). Web page served by 2281S.

### Rack Dimensions

**(W×H×D), without boot:** 213.8 × 88.4 × 383.3 mm (8.42 × 3.48 × 15.1 in.).

### Bench Dimensions

**(W×H×D) with boot:** 255.3 × 107.2 × 415.0 mm (10.1 × 4.22 × 16.34 in.)

### Shipping Weight

13.29 kg (29.3 lbs.).

### Net Weight

10.85 kg (23.9 lbs.).

### Warranty

3 years.
Ordering Information

2281S-20-6  Precision DC Supply and Battery Simulator, 20 V, 6 A

Supplied Accessories

2281S-20-6  Quick Start Guide
             KickStart Quick Start Guide
             LAN Crossover Cable
             Power Cord
             Rear Panel Mating Connector with Cover

Available Accessories

2280-001   Rear Panel Mating Connector and Cover
2280-TEST-LEAD  Power Supply Test Lead Kit, 1000 VA, 20 A Rating, 122 cm (4 ft)
2450-TLINK  Trigger Link Cable to connect 2281S Digital I/O to Trigger Link I/O on other Keithley instruments
174694600  LAN Crossover Cable, 3 m (9.9 ft)
USB-B-1    USB Cable Type A to B, 1 m (3.3 ft)
4299-7     Universal Fixed Shelf Rack-Mount Kit
4299-8     Single Fixed Rack-Mount Kit
4299-9     Dual Fixed Rack-Mount Kit
4299-10    Dual Fixed Rack-Mount Kit for one 2U Graphical Display Instrument and one Series 26xx Instrument
4299-11    Dual Fixed Rack-Mount Kit for one 2U Graphical Display Instrument and one Series 24xx, Series 2000, or 2U Agilent Instrument
7007-05    Double Shielded Premium IEEE-488 Interface Cables, 0. 5m (1.6 ft)
7007-1     Double Shielded Premium IEEE-488 Interface Cables, 1 m (3.2 ft)
7007-2     Double Shielded Premium IEEE-488 Interface Cables, 2 m (6.5 ft)
7007-3     Double Shielded Premium IEEE-488 Interface Cables, 3 m (10 ft)
7007-4     Double Shielded Premium IEEE-488 Interface Cables, 4 m (13 ft)
KPCI-488LPA IEEE-488.2 Interface Board for the PCI Bus
KUSB-488B  IEEE-488.2 USB-GPIB Interface Adapter for USB Port with 2 m (6.6 ft) cable

Available Services

2281S-20-6-EW  1 Additional Year of Factory Warranty (total of 4 years)
2281S-20-6-5Y-EW  2 Additional Years of Factory Warranty (total of 5 years)
C/2281S-20-6-3Y-STD  3 Calibrations within 3 Years of Purchase
C/2281S-20-6-3Y-DATA  3 (ANSI-Z540-1 compliant) Calibrations within 3 Years of Purchase
C/2281S-20-6-5Y-STD  5 Calibrations Within 5 Years of Purchase
C/2281S-20-6-5Y-DATA  5 (ANSI-Z540-1 compliant) Calibrations within 5 Years of Purchase
2280-001: Rear Panel Mounting Connector and Cover (assembled view on the left, and connector and top and bottom cover shown separately on the right)

2280-TEST-LEAD: Power Supply Test Lead Kit, 1000 V, 20 A Rating: Contains 122 cm (4 ft) of cable, spade lug adapters, and alligator clips
Contact Information:

Australia* 1 800 709 465
Austria 00800 2255 4835
Balkans, Israel, South Africa and other ISE Countries +41 52 675 3777
Belgium* 00800 2255 4835
Brazil +55 (11) 3759 7627
Canada 1 800 833 9200
Central East Europe / Baltics +41 52 675 3777
Central Europe / Greece +41 52 675 3777
Denmark +45 80 88 1401
Finland +41 52 675 3777
France* 00800 2255 4835
Germany* 00800 2255 4835
Hong Kong 400 820 5835
India 000 800 650 1835
Indonesia 007 803 601 5249
Italy 00800 2255 4835
Japan 81 (3) 6714 3010
Luxembourg +41 52 675 3777
Malaysia 1 800 22 55835
Mexico, Central/South America and Caribbean 52 (55) 56 04 50 90
Middle East, Asia, and North Africa +41 52 675 3777
The Netherlands* 00800 2255 4835
New Zealand 0800 800 238
Norway 800 16098
People’s Republic of China 400 820 5835
Philippines 1 800 1601 0077
Poland +41 52 675 3777
Portugal 80 08 12370
Republic of Korea +82 2 565 1455
Russia / CIS +7 (495) 6647564
Singapore 800 6011 473
South Africa +41 52 675 3777
Spain* 00800 2255 4835
Sweden* 00800 2255 4835
Switzerland* 00800 2255 4835
Taiwan 886 (2) 2656 6688
Thailand 1 800 011 931
United Kingdom / Ireland* 00800 2255 4835
USA 1 800 833 9200
Vietnam 12060128

* European toll-free number. If not accessible, call: +41 52 675 3777