



EverGuard-Care™ PERS  
System – Control Panel  
ES6502HC

**Installation, Operation  
and User Guide**

ESUG05026  
Version 2.1  
September 2013

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# 1. Product Description

The EverGuard-Care™ system is designed to provide on-demand emergency assistance in a safe and discreet manner. The heart of this system is the EverGuard-Care™ Control Panel (CP), which is an immediate response, control device designed for personal emergency applications.

This manual describes the installation and operation of the EverGuard-Care™ Control Panel (CP) and should be given to the homeowner.

The EverGuard-Care™ Control Panel is offered in two distinct versions:

- Wired communication via a telephone line – the PSTN version

The Communication channel between the Control Panel and the Monitoring Station is via a standard telephone network Public Switched Telephone Network (PSTN).

- Wireless communication via a cellular network – the Cellular version.

The Communication channel between the Control Panel and the Monitoring Station via a cellular network

An emergency alarm may be triggered by pressing the large EMERGENCY button on the front of the Control Panel, or by pressing one of the wireless EMERGENCY button peripherals.

Following an emergency alarm:

- PSTN version

The emergency alarm initiates a 2-way verbal conversation with the monitoring station representative to assess the event and provide the proper response.

After the conversation disconnects, the Control Panel opens a programmable time slot enabling the monitoring station to call back and get an immediate response.

- Cellular version

The Control Panel opens a 10 minute time slot enabling the monitoring station representative to call and get answered automatically to assess the event and provide the proper response.

After the conversation disconnects, the Control Panel opens a programmable time slot enabling the monitoring station to call back and get an immediate response

## 1.1. Features

The EverGuard-Care™ Control Panel has the following features for ease of operation:

- The **EMERGENCY** and **RESET** buttons on the Control Panel are molded with Braille characters for ease of recognition by visually impaired users
- A built-in high volume speaker plus a very sensitive microphone
- Support for both half and full duplex conversation modes.
- Visual indications (flashing lights), audible (beeps and sirens) and vocal (voice) announcements are generated by the system alarms and statuses.

Within the premises, the Control Panel can communicate with up to 64 wireless peripherals. Alarms triggered by these peripherals, as well as status reports, are sent from the Control Panel to the Monitoring Station in accordance to the status of the peripheral.

Certain environmental occurrences may trigger the alarms:

Fire alarm triggered by the smoke detector,

- Extreme temperature alarm – triggered by any of the peripherals
- Opened door/window – triggered by the magnetic sensor

## 1.2. Monitoring Activities

Monitoring activity within the premises is also possible by specific features:

- Activity Timer

Up to two programmable activity detection periods may be set for the Control Panel by the Monitoring Station. These monitor activity within specific time slots during the day. This feature may be enabled and disabled by the user.

When enabled; a blue LED ring lights around the EMERGENCY button. If this function is disabled this blue LED ring remains off.

Fifteen (15) minutes prior to the end of the session, the Control Panel beeps and displays a blinking blue LED ring. To stop this warning and reset the activity timer, press the RESET button on the Control Panel. If during an activity period, you press the emergency button on the Control Panel or on one of the emergency button peripherals it generates an alarm. This action also resets the activity timer, but you should not use it for this purpose, instead use the reset button on the Control Panel.

If no activity was detected during the session, the Control Panel initiates an Inactivity



Alarm, which is reported to the Monitoring Station.

- Inactivity Timer

If no activity from the Control Panel or any of the peripherals is detected within a pre-programmed period, the Control Panel generates an Inactivity Alarm, which is reported to the Monitoring Station. This is an additional layer of assurance provided by the system that can monitor user activity within the premises utilizing its peripherals. This feature is activated by the Monitoring Station and provides no visual or audible indications to the monitored user.

The Control Panel may also be configured to function as a speakerphone. When the telephone rings, the user may press any EMERGENCY button, on the Control Panel or any of the wireless peripherals, which initiates a full-duplex conversation with the Monitoring Station. Terminate the call by pressing any EMERGENCY button again.

All the wireless peripherals are supervised, which means they send periodic reports to the Control Panel showing their status. In addition to an alarm, status includes low battery, tamper, and temperature. The Portable Emergency button is an exception since it may be configured as non-supervised.

- Trouble Conditions

The Control Panel may indicate trouble conditions by beeps and/or vocal announcements and reports are sent to the Monitoring Station.

The Control Panel can route calls to up to 13 different telephone numbers and/or IP addresses. In addition, the Control Panel can filter the type of messages that should be delivered to each number. This feature significantly enhances both the communication channels redundancy and message handling efficiency.

The Control Panel has a power adapter and a rechargeable backup battery to ensure 24 hours of uninterrupted operation in the case of no electricity. The Control Panel also monitors and reports if there is any type of battery malfunctions including low battery.



**Note:** An ON/OFF switch, at the bottom of the Control Panel, enables the user to turn the device off for storage or while away from home for long periods of time, This prevents battery discharge and false alarms being sent to the Monitoring Station.

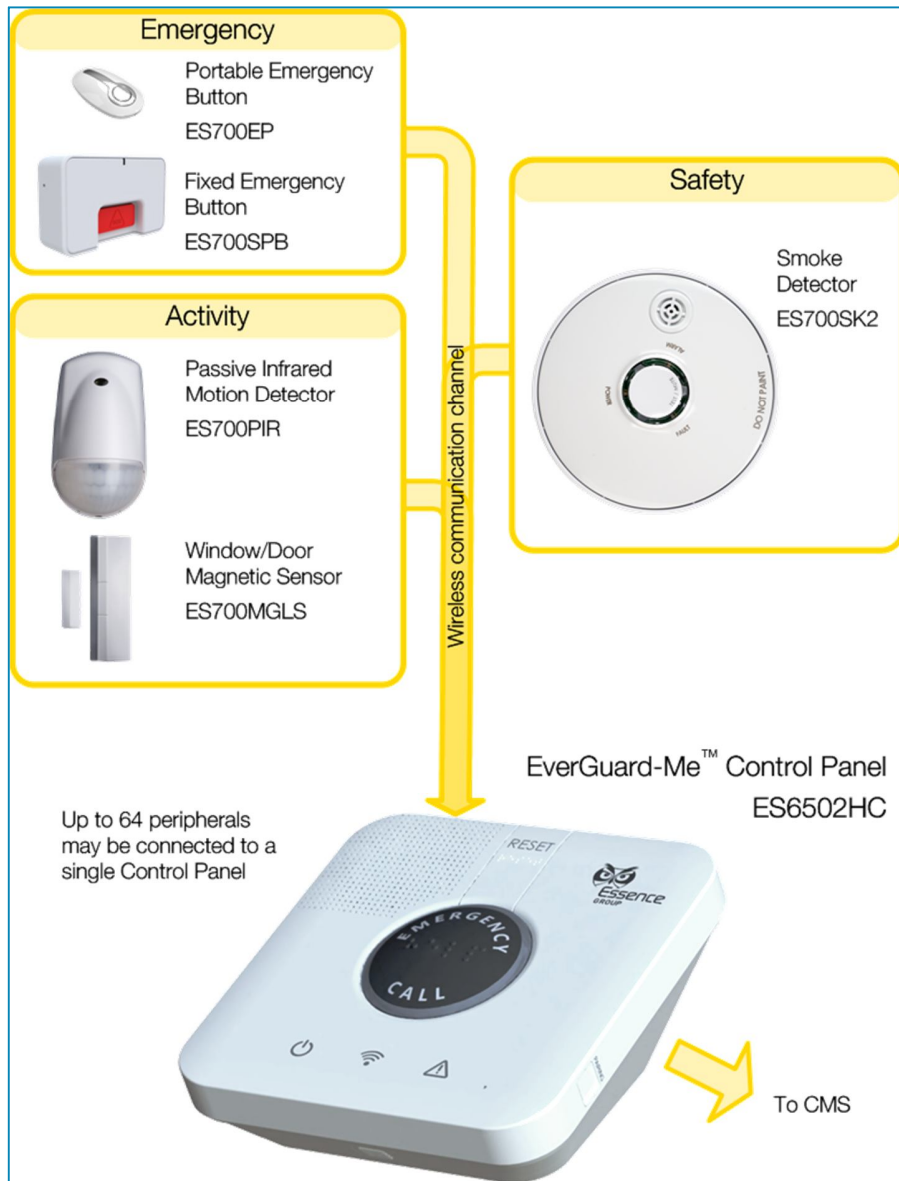


Figure 1 – The EverGuard-Care™ System

## 2. Operation Summary

The EverGuard-Care™ Control Panel can communicate with up to 64 wireless alarm triggering peripherals. The peripherals have the following functions:

### 2.1. Emergency

The emergency peripherals are panic buttons that come in two types, a portable version (ES700EP) and a fixed version (ES700SPB). The portable version is completely waterproof and may be carried as a pendant or strapped on the wrist.

To sound an alarm, press any EMERGENCY button on the Control Panel or any of the emergency peripherals. The Control Panel then sounds an alarm and sends a report to the Monitoring Station initiating a 2-way verbal conversation with the Monitoring Station representative.

### 2.2. Safety

The EverGuard-Care™ system can also sound an alarm that reports on specific safety condition, such as fire within the premises.

- Fire

Utilizing the Smoke Detector (ES700SK2), the system can provide an early warning when enough smoke is detected indicating the possibility of fire. The Essence Smoke Detector features an internal siren supporting independent smoke alarm operation.

### 2.3. Activity

The EverGuard-Care™ Control Panel monitors the user activity within the premises, utilizing the motion detector (ES700PIR) and the window/door magnetic sensor (ES700MGLS). It initiates alerts when no activity is detected. To monitor activity use the Activity/ Inactivity Timer feature described **Error! Reference source not found.** in the section 1.3, Monitoring Activities.

In addition, utilizing the window/door magnetic sensor and a timer, the Control Panel can be configured to monitor and alert upon doors/windows (usually – the front door) left open. However, the System has not been evaluated for burglary protection.

All of the peripherals in the system support temperature measurements thus enabling system alerts upon extreme temperatures within the premises.

## 2.4. Front Panel Features

### Emergency Button

- Press to initiate an emergency call
- Press during ring for speakerphone
- Press when using speakerphone

### Activity Timer and Pairing Indicator (ring around the EMERGENCY button)

Indicator (ring around the EMERGENCY button)

Power Indicator

Communication Indicator

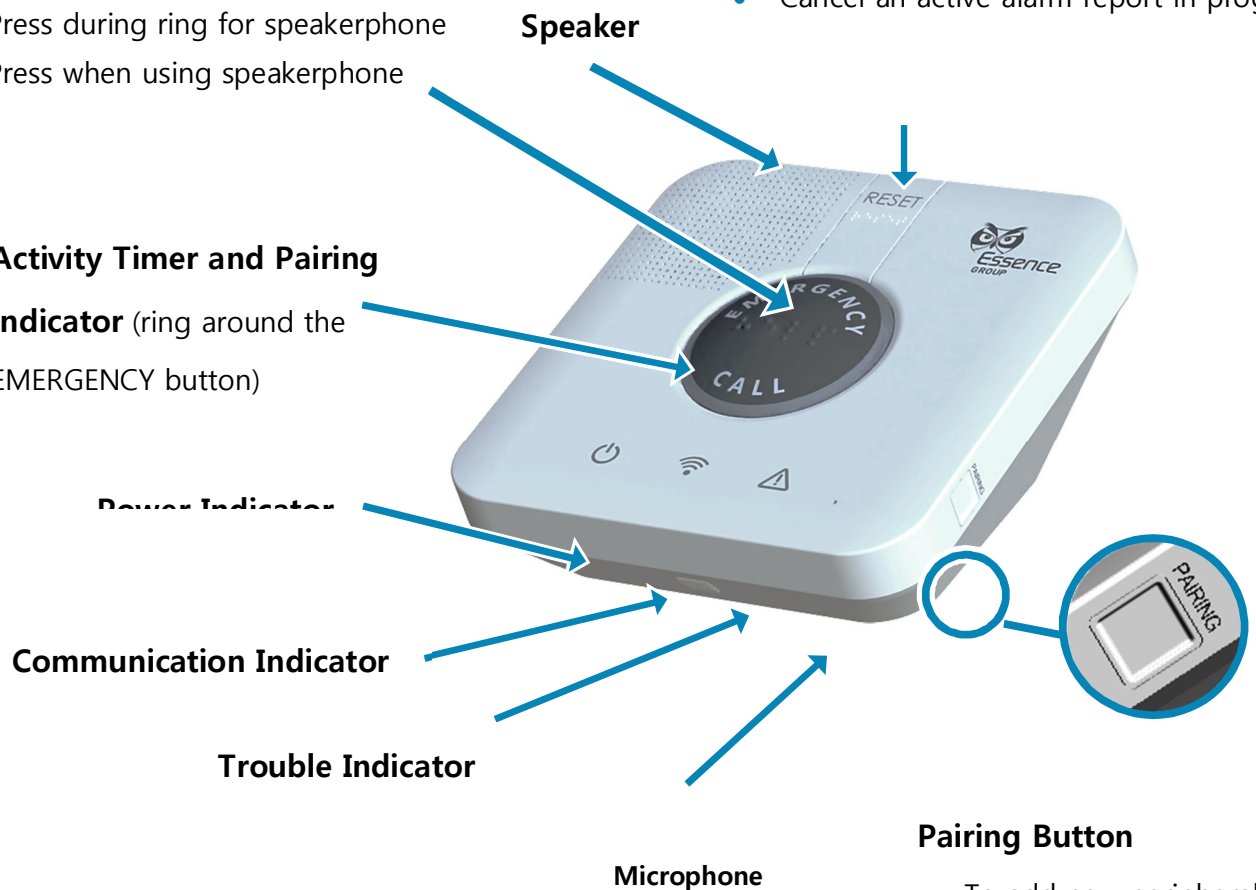
Trouble Indicator

Microphone

### Reset button

The RESET button has multiple functions:








- Resetting the Activity Timer
- Cancel an active alarm report in progress



### Pairing Button

- To add new peripheral to

Figure 2 – The EverGuard-Care™ Front Panel

Type	Symbol	Display	Meaning	Type	Symbol	Display	Meaning
Power	 Green	ON	AC power connected	Trouble	 Red	ON	Control Panel or peripheral malfunction
		Blinking	Battery operation			Blinking	Supervision lost
		OFF	No power				
Communication	 Green	ON	Communication available	Activity Timer or Pairing	 Blue (ring)	ON	Timer is ON
		Blinking	Active transmission			OFF	Timer is OFF
	 Red	ON	Phone line failure or disconnected or No SIM-card for cellular communication			Blinking	Timer expires in less than 15 minutes
		Blinking	Poor telephone line or GSM RSSI			Circular run	Time-slot for Pairing
	 Orange	ON	Active conversation	Blinks three times	Pairing succeeded		
Reset	<b>RESET</b>	ON (for three	Button pressed	Emergency		ON	Message acknowledged

Type	Symbol	Display	Meaning	Type	Symbol	Display	Meaning
	Orange	Sec)			Red	Blinking	Unacknowledged pressed button
						OFF	Idle

**Table 1 – The EverGuard-Care™ Front Panel Indicators**

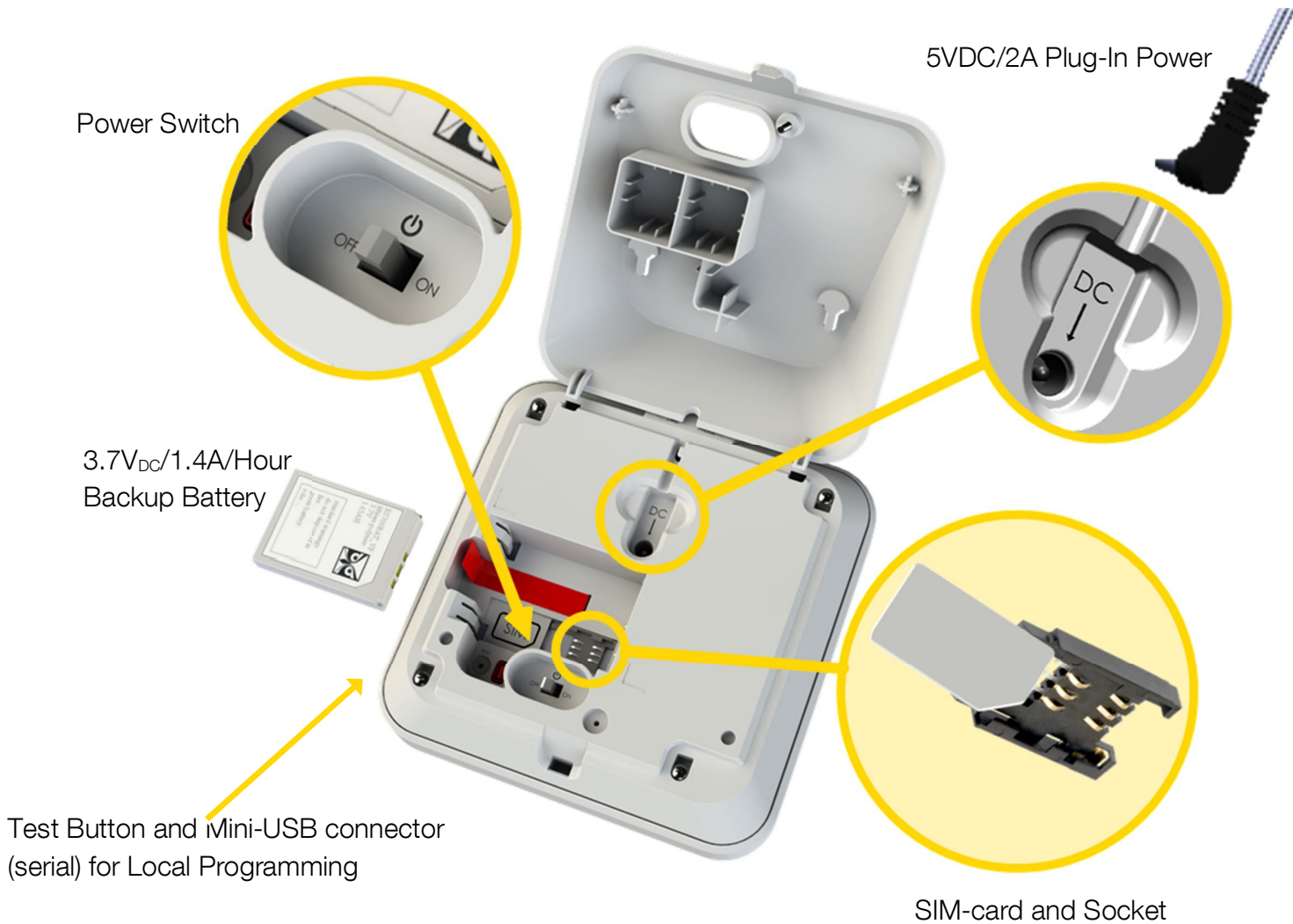
## 2.5. Removing the Bottom Cover

To expose the Back Panel of the Control Panel, pull the tab while pressing from the inner part (power switch cavity) and remove the Bottom Cover.



**Figure 3 – Removing the Bottom Cover**

## 2.6. Bottom Panel Features



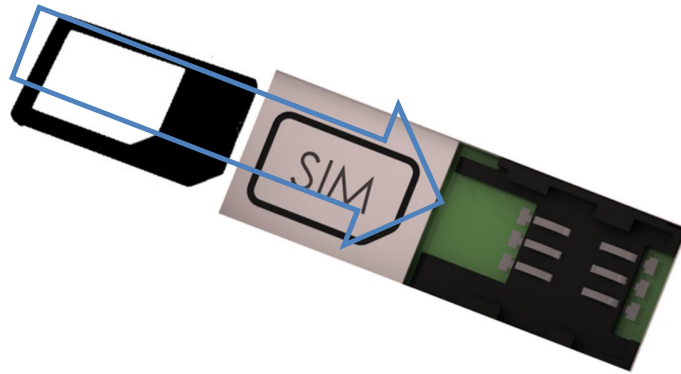
**Figure 4 – The Back Panel**

## 2.7. Installing the SIM-Card

Remove the bottom cover of the Control Panel. The backup battery is exposed as well as the place to install a SIM-card for Control Panels that use wireless. Insert the SIM-card, with its contacts face down, as illustrated in Figure 5 below.



**Note:** Refer to the graphic representation of the SIM-card engraved onto the plastic bottom of the cavity, next to the socket, for accurate installation.



**Figure 5: Insertion of the SIM-card**

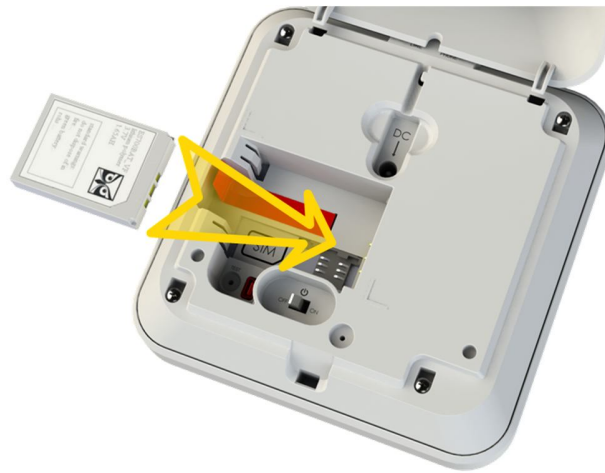
## 2.8. Installing the Backup Battery



**WARNING!** Power switch must be turned OFF prior to the installation of the Backup Battery and the Power Adapter

Once the bottom cover of the Control Panel is removed, the battery's cavity is exposed to allow installation of the Backup Battery, as follows:



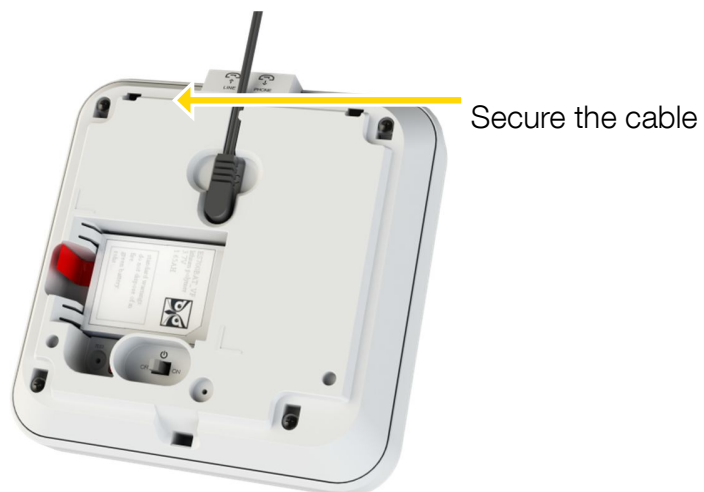


**Figure 6 – Insert Battery**

The battery's contacts should point towards the center of the Control Panel and face down as shown in Figure 6.


## 2.9. Connecting the Power Adapter

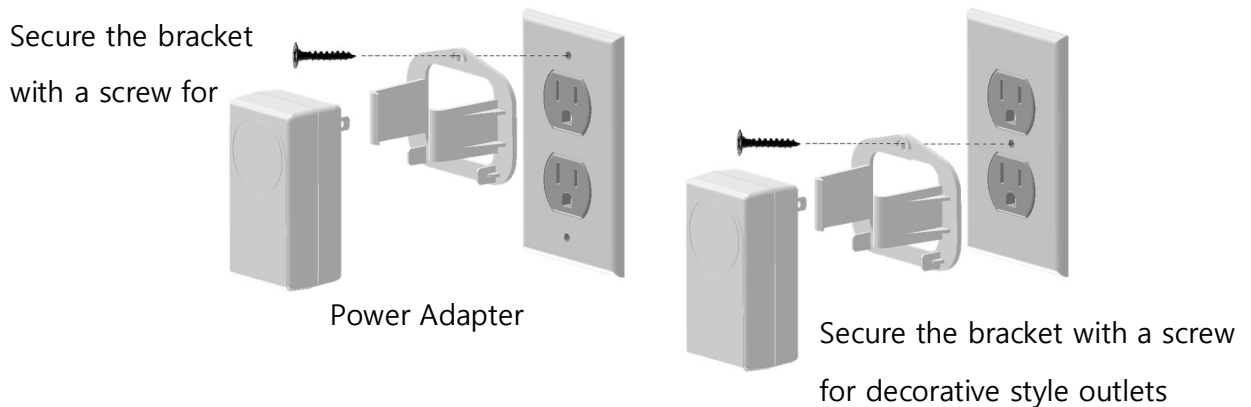
Following the installation of the Backup Battery, the Power Adapter connector should be plugged into the Control Panel Power Socket as follows:



**Figure 7 – Connecting the Power Adapter**

## 2.10. Securing the Power Adapter Cube

 **WARNING!** Power switch must be turned OFF prior to the installation of the Backup Battery and the Power Adapter



**Figure 8 – Securing the Power Adapter Cube**



**Note:** The Bracket must be installed to maintain UL Home Healthcare (UL 1637) Listing. The Bracket may not be used for ULC Canadian Residential Fire Alarm (UL S545) Listing

Turn the Power Switch ON, return the bottom cover back to place (there is an option to secure it with a screw) and position the Control Panel in its final location.

Once the power is switched ON, the Control Panel goes into standby mode as indicated by the Power Indicator turning green and the Communication Indicator turning red.

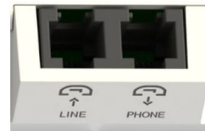
If the Control Panel was sent pre-configured, the ring around the EMERGENCY button turns blue as well.

## 2.11. Telephone Connections



**Note:** This chapter is only applicable for the PSTN model of the Control Panel.

Two standard phone sockets (RJ-11) are provided on the rear panel of the PSTN model:



**Figure 9 – The Telephone Sockets**

- Connect a telephone set to the socket marked PHONE
- Connect a telephone cable between the LINE socket and your home telephone outlet

Once the telephone cable is connected to a functional telephone outlet, the Communication Indicator color should switch from red to green.



**Note:** In the Cellular model, these PSTN telephone sockets are covered by a plastic hood.

## 2.12. Adding a Peripheral Device

Peripherals may be added to the system by activating the Pairing process, for each peripheral, as follows:

- Press the Pairing Button on the right edge of the front of the Control Panel for five seconds. The Control Panel beeps and the ring (around the Emergency Button) lights in blue with circular movement effect.
- 
- Hold the peripheral device and move about 50cm (20in) from the Control Panel. Power up the device by inserting the batteries. If it is a portable device press the button to power the device.
- If the pairing process is successful, the ring around the EMERGENCY button blinks blue three times and the Control Panel beeps.
- If the pairing process is not successful, the Control Panel beeps and the ring around the EMERGENCY button lights red for two seconds.

- If the peripheral is already paired, the Control Panel beeps and the ring alternates with a blue and red light.
- If no additional peripheral can be integrated (full memory), the Control Panel beeps and the ring light red.

The Control Panel returns to its previous operation mode automatically following the pairing process.

## 2.13. Erasing Peripherals and Resetting to Factory Defaults

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**WARNING!** All peripherals are erased from the Control Panel memory after this process is activated

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- Press and hold the Reset button (on the front panel) together with the Test button (under the bottom cover) for five seconds.
- All indicators flash and the Control Panel beeps three times.

The Control Panel automatically returns to its normal operation mode in accordance with the factory defaults once process finishes.

## 3. System Operation

### 3.1. Standby Status

- Power Indicator lights steady green
- Communication Indicator lights steady green
- Activity Timer Indicator (ring around the EMERGENCY button) may be either ON or OFF

### 3.2. Emergency

- Press the EMERGENCY button and hold for a short duration or press the Emergency Button on either the portable or fixed device.
- The EMERGENCY blinks red
- The Communication Indicator blinks green
- A siren sounds until the Reset button is pressed, which generates and transmits a Monitoring Station event report, or the siren times out.
- To stop the siren, press the Reset button, which cancels the emergency alarm report.

### 3.3. Activity Timer



**Note:** The Activity Timer feature may be disabled locally or by the Monitoring Station. When this feature is disabled, the user cannot use it.

- Enable/Disable the Activity Timer by pressing the Reset button for five seconds.
- When enabled, the Activity Timer Indicator (the ring around the EMERGENCY button) lights blue. If disabled, the indicator remains OFF.



**Note:** The Activity Timer can be set for two sessions per day, either locally or remotely by the Monitoring Station.

- The Activity Timer Indicator blinks and sounds a short beep every ten seconds, 15 minutes before the timer runs out.
- To reset the Activity Timer press the Reset button or triggering any peripheral.

- If no activity is detected (timeout), the Control Panel generates a report to the Monitoring Station.

### 3.4. Speakerphone



**Note:** This feature may be disabled locally or remotely by the Monitoring Station.

- The Speakerphone mode can only be used for incoming calls and does not function if the Control Panel is running on backup battery.
- Attempting to answer a call while on battery generates an Emergency Alarm.
- Once the telephone rings, press any Emergency button (on the Control Panel or on one of the Emergency peripherals) to initiate a full-duplex conversation.



**WARNING!** The Control Panel cannot report an Emergency Alarm during a phone call session.

- To terminate the call press any Emergency button again (on the Control Panel or on one of the Emergency peripherals)
- In the case of an emergency, press the Emergency button again.

### 3.5. Trouble Conditions



**Note:** All trouble beeps can be cleared by pressing the Reset button. Trouble Indicators are cleared when the trouble condition is eliminated.

- When a peripheral's battery is low or a peripheral has been tampered with or the Control Panel's battery requires replacement, the Trouble Indicator lights steadily and the Control Panel beeps once every hour.
- If supervision of a peripheral is lost, the Trouble Indicator blinks and the Control Panel beeps once every hour.
- All trouble statuses may be accompanied by vocal announcements. The announcements can be disabled (mute mode) by local or remote programming.
- The Control Panel sends reports to the monitoring station regarding trouble statuses.

## 3.6. Programming Parameters

For UL Listing the following features must be programmed as specified below:

- Mains Failure/Message Delay shall not exceed 180 seconds
- Random/Range Limit shall be set to 0
- Sound/Internal Siren Duration shall be set to at least 240 seconds
- Periodic test shall not exceed 24 hours
- Dialer Alert and Supervisory signals shall be set for between 5 and 10 retry attempts
- Retry timeout shall be set to between 3 and 7 seconds
- Speakerphone operation shall be disabled

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## Appendix A Technical Specifications

Item	Data
Weight	1.23lb (0.56Kg), including adapter and battery
Dimensions	6 x 6 x 2.8in (152.4 x 152.4 x 71.12mm)
Mains Power	100-240VAC, 50/60Hz, 500mA
Reporting Mode	SIA to standard receivers (V.90 for Monitoring Station configuration)
Frequency	868.3 MHz in Europe and FM 916.5 MHz in America (Factory configured)
Communication Channels	Two different models: PSTN or cellular
Color	White and Grey
Backup Battery	24 hours backup
Battery Type	Li-Po, 3.7V, 1.4Ah
Peripheral Devices	Up to 64 peripheral devices can be assigned
Operating temperature	32°F to 120°F (0°C to 49°C)

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## Terms, Abbreviations and Acronyms

Term	Description
3G	<p>3G is a short for 3<sup>rd</sup> Generation. This is a term used to represent the 3<sup>rd</sup> generation of mobile telecommunications technology.</p> <p>Also called Tri-Band 3G. This is a set of standards used for mobile devices and mobile telecommunication services and networks that comply with the International Mobile Telecommunications-2000 (IMT-2000) specifications issued and maintained by the International Telecommunication Union.</p>
AES	<p>Advanced Encryption Standard.</p> <p>A specification for the encryption of electronic data in a symmetric-key encryption format based on a design principle known as a substitution-permutation network, and is fast in both software and hardware.</p>
API	<p>Application Programming Interface.</p> <p>A specification of how some software components should interact with each other. In practice in most of the cases an API is a library that usually includes specification for routines, data structures, object classes, and variables.</p>
APN	<p>Access Point Name.</p> <p>The name of a gateway between a GPRS (or 3G, etc.) mobile network and another computer network, frequently the public Internet.</p>
ASMX	ASP.NET Web-services source file for a web application framework.
ASP	<p>Active Server Pages.</p> <p>Microsoft's first server-side script engine for dynamically generated web pages.</p>
CCU	<p>An Essence Term. A We.R™ system Central Control Unit.</p> <p>Also referred to as Control Panel (CP).</p>
CP	<p>An Essence Term. Control Panel.</p> <p>See Central Control Unit (CCU).</p>

Term	Description
DC	Direct Current
DNS	<p>Domain Name System.</p> <p>A hierarchical distributed naming system for computers, services, or any resource connected to the Internet or a private network. It associates different types of information with domain names assigned to each of the participating entities. A Domain Name Service resolves queries for these names into IP addresses for the purpose of locating computer services and devices worldwide.</p>
ECOP	<p>An Essence Term.</p> <p>Enhanced Controlled Open Protocol. Essence proprietary bi-directional compressing and encrypting over-radio protocol.</p>
ECS	<p>An Essence Term.</p> <p>Essence Connect Server.</p>
EDGE	<p>Enhanced Data rates for GSM Evolution.</p> <p>Also known as Enhanced GPRS (EGPRS), or IMT Single Carrier (IMT-SC), or Enhanced Data rates for Global Evolution. This is a digital mobile phone technology that allows improved data transmission rates as a backward-compatible extension of GSM.</p>
FCC	<p>Federal Communications Commission.</p> <p>An institute that regulates interstate (USA) and international communications via radio.</p>
FSK	<p>Frequency-Shift Keying.</p> <p>A frequency modulation scheme in which digital information is transmitted through discrete frequency changes of a carrier wave.</p>
FL	<p>An Essence Term.</p> <p>A We.R™ system Flood Detector peripheral device.</p>

Term	Description
GPRS	<p>General Packet Radio Service.</p> <p>A packet oriented mobile data service on the 2G and 3G cellular communication system's global system for mobile communications (GSM).</p>
GSM	<p>Global System for Mobile Communications.</p> <p>A standard set developed by the European Telecommunications Standards Institute (ETSI). The GSM standard describes protocols developed for second generation (2G) digital cellular networks which are used by mobile phones.</p>
HTTP	<p>Hypertext Transfer Protocol.</p> <p>This is an application protocol developed for distributed, collaborative, hypermedia information systems. HTTP is the most basic building-block and foundation of data communication for the WWW. Hypertext is a multi-linear set of objects, building a network by using logical links (the so-called hyperlinks) between the nodes (like text or words).</p>
IP	<p>Internet Protocol.</p> <p>The primary Internet communications protocol. This protocol is used for relaying datagrams (also known as network packets) across an internetwork using the Internet Protocol Suite responsible for routing packets across network boundaries.</p>
IPD	<p>An Essence Term.</p> <p>A We.R™ system Motion Indoor Photo Detector peripheral device. Also referred to as Camera.</p>
ISM	Industrial, Scientific, and Medical
KF	<p>An Essence Term.</p> <p>A We.R™ system Key Fob peripheral device.</p>
LED	Light Emitting Diode.
MGLS	<p>An Essence Term.</p> <p>A We.R™ system Indoor Magnetic Sensor peripheral device.</p>
NET	A software framework that runs primarily on Microsoft Windows.

Term	Description
OS	<p>Operating system.</p> <p>A collection of software that manages computer hardware resources and provides common services for computer programs.</p>
PIR	<p>An Essence Term.</p> <p>A We.R™ system Motion Detector peripheral device.</p>
RF	<p>Radio Frequency.</p> <p>A rate of oscillation in the range of about 3 kHz to 300 GHz. This range corresponds to the frequency of radio waves, and the alternating currents which carry radio signals.</p>
RFID	<p>Radio-Frequency Identification.</p> <p>Wireless non-contact system using radio-frequency electromagnetic fields to transfer data from a tag attached to an object for automatic identification.</p>
RIA	<p>Rich Internet Application.</p> <p>Web application with many characteristics of desktop application.</p>
SIM	<p>Subscriber Identification Module.</p> <p>An integrated circuit that securely stores the International Mobile Subscriber Identity (IMSI) and the related key used to identify and authenticate subscribers on mobile telephony devices (such as mobile phones and computers).</p>
SMS	<p>Short Message Service.</p> <p>A text messaging service component of phone, web, or mobile communication systems. It uses standardized communications protocols that allow the exchange of short text messages between fixed line or mobile phone devices.</p>
SK2	<p>An Essence Term.</p> <p>A We.R™ system Smoke Detector peripheral device.</p>

Term	Description
SOAP	<p>Simple Object Access Protocol.</p> <p>A protocol specification created for exchanging structured information in the implementation of Web Services in computer networks. It relies on XML for its message format. It usually relies on other Application Layer protocols, most notably HTTP and Simple Mail Transfer Protocol (SMTP), for message negotiation and transmission.</p>
SSL	<p>Secure Sockets Layer.</p> <p>A cryptographic protocol that provide communication security over the Internet. SSL encrypt the segments of network connections at the Application Layer for the Transport Layer. It uses asymmetric cryptography for key exchange, symmetric encryption for confidentiality, and message authentication codes for message integrity.</p>
TCCU	<p>Transmission Control Protocol.</p> <p>One of the core protocols of the Internet Protocol Suite. TCCU is one of the two original components of the suite, complementing the IP and therefore the entire suite is commonly referred to as TCCU/IP.</p>
Telnet	<p>Telnet is a network protocol used on the Internet or local area networks (LANs). It provides a bidirectional interactive text-oriented communication facility using a virtual terminal connection. User data is interspersed in-band with Telnet control information in an 8-bit byte oriented data connection over the TCCU.</p>
UTC	<p>Universal Time Coordinated.</p> <p>This is the primary time standard by which the world regulates clocks and time. It is one of several closely related successors to Greenwich Mean Time (GMT).</p>
URL	<p>Uniform Resource Locator.</p> <p>Also known as <b>Web Address</b>. A specific character string that constitutes a reference to a resource. In most web browsers, the URL of a web page is displayed on top inside an address bar. An example of a typical URL would be "http://en.example.org/wiki/Main_Page".</p>

Term	Description
USB™	<p>Universal Serial Bus.</p> <p>An industry standard defining the cables, connectors and communications protocols used in a bus for connection, communication and power supply between computers and electronic devices.</p>
WCF	<p>Windows Communication Foundation.</p> <p>A framework for building service-oriented applications.</p>
WWW, Web	<p>World Wide Web.</p> <p>Also abbreviated as WWW or W3 and known as the Web. A system of interlinked hypertext documents accessed via the Internet. Using a web browser, web pages that may contain text, images, videos, and other multimedia may viewed, and navigated in between via hyperlinks.</p>
XML	<p>Extensible Markup Language.</p> <p>A markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable.</p>

**Table 2 – Terms, Abbreviations and Acronyms**



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## Appendix B Additional Information

### B.1 FCC Part 68 Compliance

The required customer information is provided in the Installation and Operation Guide.

1. This equipment, EverGuard-Care, model ES6502HC, complies with Part 68 of the FCC Rules and the requirements adopted by the ACTA. On the rear side of this equipment is a label, that contains among other information, a product identifier in the format US:85IMM00BES6502HCP. If requested, this number must be provided to the telephone company.
2. This equipment is designed to be connected to the telephone network using a RJ11 connector which complies with Part 68 rules and requirements adopted by ACTA. See Installation Instructions for details.
3. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN of EverGuard-Care is part of the product identifier that has the format US:85IMM00BES6502HCP.
4. If the ES6502HC causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, you will be notified as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if it is necessary.
5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
6. If trouble is experienced with the ES6502HC, for repair or warranty information please contact Essence USA Inc., Mr. Yaniv Amir, 333 River street Suite 1147, Hoboken, NJ 07030, phone number: 917-370-9804, URL:www.essence-usa.com. If the equipment causes harm to the telephone network, the telephone company may request to disconnect the equipment until the problem is resolved.
7. The ES6502HC installation is described in the Installation Manual. Connection to telephone company provided coin service is prohibited. Connection to party lines service is subject to state tariffs.

## **B.2 FCC Part 15 Compliance**

This device complies with FCC Rules Part 15 standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation

### **NOTES:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- -increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications to this equipment not expressly approved by the party responsible for compliance (Essence Ltd.) could void the user's authority to operate the equipment

## Appendix C End User License Agreement (EULA)

### Definitions

The following terms will have the meaning ascribed to them in this EULA:

**"The Company"**: Essence Security International (E.S.I.) Ltd.

**"The System"**: Security systems or any control systems or any part thereof.

**"Device"**: A mobile phone, personal computer, tablet or any other device or any other application interface that you own and/or use and/or hold and/or control, which may enable access to third parties services and applications.

**"Service Provider"**: an entity (excluding the Company) that provides you services and/or call center services and/or other services that enable you to use the Service (as defined below).

The Company provides a user interface application (including any updates and/or upgrades and/or patches thereto) for monitoring and/or controlling the System via your Device(s) (hereinafter, respectively, the **"Application"**, and the **"Service"**). By using the Service, downloading the Application, installing or using the Application or any part thereof, you irrevocably agree to the following terms and conditions (the **"Terms and Conditions"**).

Certain information about you is subject to our Privacy Policy; for more information, see our full Privacy Policy at ADDENDUM A.

### Article I – SCOPE OF USE

- a. The Company grants you non-exclusive, non-transferable, non-sub-licensable limited right and license to install and use the Application solely and exclusively

for your personal use via your Device(s) (the "**License**"). For the avoidance of doubt, the License allows you to install and use the Application on several Devices owned by you and/or by your direct household members; however, such additional individuals may not further distribute the Application, and you are responsible for the usage of the Application by such additional individuals in full accordance with this License.

- b. You agree that you shall be solely responsible for (and that the Company has no responsibility to you or to any third party) the use of the Application and/or the Service, for any breach of the obligations under the Terms and Conditions, and for the consequences (including any loss or damage which the Company and/or you and/or any third party may suffer and/or incur) as a result of any such breach.
- c. As a condition to using the Application and/or the Service, you agree that certain updates, upgrades and/or patches to the Application may be automatically received and installed on your system from time to time, and the Company will attempt to ensure that the interference to your daily use of the application by such installments is kept to a necessary minimum.
- d. As a condition to using the Application and/or the Service, you agree that you will receive certain messages from the Company, including notifications sent from the System to your Device(s); modifications, improvements and patches of the Application and/or Service; information with respect to the Company's other products; personalized information, including advertisements, from third parties, unless you elect not to receive such third party contents ("**opt out**"); and such other messages as the Company believes may be to your benefit or interest from time to time.

## Article II – PROPRIETARY RIGHTS

- a. You hereby agree and acknowledge that (a) the Application and/or Service contains proprietary and confidential information that is protected by applicable intellectual property and other laws, and (b) The Company and/or third parties own all right, title and interest in and to the Application and/or the Service and content, excluding content provided by you, that may be presented or accessed through the Application and/or the Service, including without limitation all Intellectual Property Rights therein and thereto. **"Intellectual Property Rights"** means any and all rights existing from time to time under patent law, copyright law, trade secret law, trademark law, unfair competition law, and any and all other proprietary rights, and any and all applications, renewals, extensions and restorations thereof, now or hereafter in force and effect worldwide. You agree that you will not, and will not allow any third party to, (1) copy, sell, license, distribute, transfer, modify, adapt, translate, prepare derivative works from, decompile, reverse engineer, disassemble or otherwise attempt to derive source code from the Application or content that may be presented or accessed through the Application and/or the Service for any purpose, without the express written consent of the Company, (2) take any action to circumvent or defeat the security or content usage rules provided, deployed or enforced by any functionality (including without limitation digital rights management functionality) contained in the Application and/or the Service, (3) use the Application and/or the Service to access, copy, transfer or retransmit content in violation of any law or third party rights, or (4) remove, obscure, or alter the Company's copyright notices, trademarks, logos or other proprietary rights notices affixed to or contained within or accessed in conjunction with or through the Application and/or the Service.

- b. USERNAME AND PASSWORD: In order to access and use the Application and/or the Service you must obtain a valid username and password. You are solely responsible for maintaining the confidentiality of your username and password. For security reasons and to avoid unauthorized access, you are required to logout in an orderly manner from the Application at the end of each session. In any case, the Company shall not be liable for any damage or loss of any kind or nature incurred and/or suffered by you and/or by any third party as a result of the Application and/or the Service being accessed and/or used by unauthorized user/s.
- c. TERMINATION: The License is effective until terminated by you or by the Company by written notice. Your rights under the License will terminate automatically without prior notice from the Company if you fail to comply with any Terms and Conditions, or if the term of the Service expires or terminates; in such event the Company may block you from using and/or accessing the Application and/or the Service and you shall not have any claim against the Company in connection with such restriction. Upon termination of the License, you shall cease all use of the Application and/or the Service, and destroy all copies, full or partial, of the Application.
- d. INDEMNITY: To the maximum extent permitted by law, you agree to defend, indemnify and hold harmless the Company, its affiliates and their respective directors, officers, employees and agents from and against any and all claims, actions, suits or proceedings, as well as any and all losses, liabilities, damages, costs and expenses (including attorneys' fees) arising out of or accruing from your use of the Application and/or the Service, including your downloading, installation, or use of the Application and/or the Service, or your violation of the Terms and Conditions.

### Article III – DISCLAIMER OF WARRANTIES

- a. YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF THE APPLICATION AND/OR THE SERVICE IS AT YOUR SOLE RISK AND THAT THE ENTIRE RISK AS TO SATISFACTORY QUALITY, PERFORMANCE, ACCURACY AND EFFORT IS WITH YOU. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE APPLICATION AND THE SERVICE ARE PROVIDED "**AS IS**" AND "**AS AVAILABLE**", WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND THE COMPANY HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS WITH RESPECT TO THE APPLICATION AND/OR THE SERVICE, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES AND/OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR A PARTICULAR PURPOSE, OF ACCURACY, OF QUIET ENJOYMENT, AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS. THE COMPANY DOES NOT WARRANT AGAINST INTERFERENCE WITH YOUR ENJOYMENT OF THE APPLICATION AND/OR THE SERVICE, THAT THE FUNCTIONS CONTAINED IN, OR SERVICE PERFORMED OR PROVIDED BY THE APPLICATION AND/OR THE SERVICE WILL MEET YOUR REQUIREMENTS, THAT THE OPERATION OF THE APPLICATION AND/OR THE SERVICE WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE APPLICATION AND/OR THE SERVICE WILL BE CORRECTED. THE COMPANY DOES NOT WARRANT THAT THE APPLICATION SHALL BE COMPATIBLE WITH EACH WEB BROWSER (AND EACH VERSION THEREOF) AND YOU ARE SOLELY RESPONSIBLE FOR OBTAINING A BROWSER SUPPORTING THE APPLICATION FROM YOUR SERVICE PROVIDER. USAGE OF THE APPLICATION MAY REQUIRE DOWNLOADING AND INSTALLMENT OF THIRD PARTY SOFTWARE (E.G., MICROSOFT SILVERLIGHT), AND YOU ARE SOLELY RESPONSIBLE FOR OBTAINING SUCH THIRD PARTY SOFTWARE, WITH COMPANY ASSUMING NO



LIABILITY WHATSOEVER IN CONNECTION WITH SUCH SOFTWARE INCLUDING ITS AVAILABILITY (OR LACK THEREOF), PERFORMANCE, COST, OR ANY RESULTS CAUSED BY THE OPERATION OF SUCH SOFTWARE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY THE COMPANY OR ITS AUTHORIZED REPRESENTATIVE SHALL CREATE A WARRANTY. SHOULD THE APPLICATION AND/OR THE SERVICE PROVE DEFECTIVE, YOU ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING, REPAIR OR CORRECTION.

- b. YOU ARE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR DEVICE(S), OR LOSS OF DATA THAT RESULTS FROM USING THE APPLICATION AND/OR THE SERVICE.
- c. YOU EXPRESSLY UNDERSTAND AND AGREE THAT THE COMPANY CANNOT ASSURE AND TAKES NO RESPONSIBILITY THAT SOME OR ALL OF THE INFORMATION SENT VIA THE APPLICATION AND/OR THE SERVICE WILL BE SENT AND/OR REACH THE INTENDED RECIPIENT AND/OR NOT BE SENT AND/OR NOT REACH OTHER THIRD PARTIES, IN WHICH CASE THE COMPANY WILL NOT BE LIABLE FOR ANY DAMAGE AND/OR LOSS OF ANY KIND OR NATURE INCURRED AND/OR SUFFERED BY YOU AND/OR BY ANY THIRD PARTY AS A RESULT THEREOF.
- d. YOU EXPRESSLY UNDERSTAND AND AGREE THAT THE COMPANY CANNOT ASSURE AND TAKES NO RESPONSIBILITY THAT THE APPLICATION AND/OR THE SERVICE WILL SUCCESSFULLY ARM AND/OR DISARM THE SYSTEM AND/OR ANY PART OF THE SYSTEM, IN WHICH CASE THE COMPANY WILL NOT BE LIABLE FOR ANY DAMAGE AND/OR LOSS OF ANY KIND OR NATURE INCURRED AND/OR SUFFERED BY YOU AND/OR BY ANY THIRD PARTY AS A RESULT THEREOF.
- e. YOU EXPRESSLY UNDERSTAND AND AGREE THAT THE INFORMATION GATHERED AND/OR STORED BY THE SYSTEM (THE "**INFORMATION**") (INCLUDING BUT NOT LIMITED TO VIDEO SEGMENTS FILMED AND/OR STORED AND OR GATHERED BY

THE SYSTEM (THE "**VIDEO SEGMENTS**") (THE "INFORMATION" AND THE "VIDEO SEGMENTS" COLLECTIVELY TOGETHER: THE "**SYSTEM INFORMATION**") IS STORED ON THE COMPANY'S SERVERS, AND IS THE SOLE PROPERTY OF THE COMPANY, AND YOUR SERVICE PROVIDER MAY HAVE ACCESS TO SOME OR ALL OF THE INFORMATION (EXCLUDING THE VIDEO SEGMENTS). HOWEVER, THE COMPANY WILL NOT REVIEW OR LET OTHER PARTIES REVIEW THE VIDEO SEGMENTS, WITHOUT YOUR PRIOR CONSENT, EXCLUDING DISCLOSURE THAT IS REQUIRED BY LAW, REGULATION OR ORDER OF A COMPETENT AUTHORITY.

- f. YOU EXPRESSLY UNDERSTAND AND AGREE THAT THE COMPANY CANNOT ASSURE AND TAKES NO RESPONSIBILITY FOR MEASURES TAKEN AND/OR NOT TAKEN BY YOUR SERVICE PROVIDER IN ORDER TO PROTECT THE SYSTEM INFORMATION, AND IN NO CASE WILL THE COMPANY BE LIABLE FOR ANY DAMAGE AND/OR LOSS OF ANY KIND OR NATURE INCURRED AND/OR SUFFERED BY YOU AND/OR BY ANY THIRD PARTY IN CASE THE SYSTEM INFORMATION GATHERED AND/OR STORED BY YOUR SERVICE PROVIDER IS EXPOSED TO THIRD PARTIES.
- g. YOU EXPRESSLY UNDERSTAND AND AGREE THAT ALTHOUGH THE COMPANY WILL TAKE REASONABLE MEASURES IN ORDER TO PROTECT THE SYSTEM INFORMATION STORED ON THE COMPANY'S SERVERS AND PREVENT PENETRATION OF THE COMPANY'S SERVERS BY THIRD PARTIES, THERE IS A POSSIBILITY THAT SOME OR ALL OF THE SYSTEM INFORMATION MAY, FOR WHATEVER REASON, WITHOUT THE COMPANY'S AND/OR YOUR SERVICE PROVIDER'S CONSENT, BE EXPOSED TO THIRD PARTIES, IN WHICH CASE THE COMPANY WILL NOT BE LIABLE FOR ANY DAMAGE AND/OR LOSS OF ANY KIND OR NATURE INCURRED AND/OR SUFFERED BY YOU AND/OR BY ANY THIRD PARTY AS A RESULT THEREOF.

## **Article IV – SYSTEM AND SERVICE LIMITATIONS**

- a. The Application is designed to integrate with your We.R™ security system which has not been installed by Company. The We.R™ equipment transmits data via high speed Internet, cellular or radio communication. Provided that you are current in your payments to Company, the Company will permit access, via the Applications, to your We.R™ security system. Company shall have no responsibility for failure of data transmission, corruption or unauthorized access.
- b. You are responsible for supplying high speed Internet access at your premises where your We.R™ security system is installed. Company does not provide Internet service; maintain Internet connection, wireless access or communication pathways, computer, smart phone, electric current connection or supply. In consideration of Subscriber making its monthly payments for remote access to the We.R™ system, Company will authorize your access. Company is not responsible for your access to the Internet or any interruption of service or down time of remote access caused by loss of Internet service, radio or cellular or any other mode of communication used by you for the Applications and the access of the system. You acknowledge that your We.R™ security system can be non-functional or compromised if the Internet codes or devices used for access are lost or accessed by others and Company shall have no liability for such third party unauthorized access. Company is not responsible for the security or privacy of any wireless network system or router. Wireless systems can be accessed by others, and it is your responsibility to secure access to the system with pass codes and lock outs.
- c. The Application is designed to utilize your enabled cellular device to access the We.R™ system. The device will work only in areas where the cellular service has coverage and Company has no control over such coverage. Company is authorized to record and maintain audio transmissions, data and communications,

and shall be the exclusive owner of such property. You are responsible for all permits and permit fees, if any, and agree to file for and maintain any permits required by applicable law and indemnify or reimburse Company for any fines relating to permits. Should Company be required by existing or hereafter enacted law to perform any service or furnish any material not specifically covered by the terms of this agreement you agree to pay Company for such service or material. Company does not monitor signals and communications received by from your enabled cellular device.

- d. You acknowledge that signals which are transmitted over telephone lines, wire, air waves, internet, VOIP, or other modes of communication pass through communication networks wholly beyond the control of Company and are not maintained by Company and Company shall not be responsible for any failure which prevents transmission signals from reaching your Internet enable device or damages arising therefrom, or for data corruption, theft or viruses to your Internet enabled device.

## **Article V – EXCULPATORY AND LIMITATION OF LIABILITY PROVISIONS**

- a. EXCULPATORY CLAUSE: You agree that Company is not an insurer and no insurance coverage is offered herein. Your payments to Company are for the use of Company's Application and remote access to your We.R™ security system designed to reduce certain risks of loss, though Company does not guarantee that no loss will occur. Company is not assuming liability and therefore shall not be liable to you for any loss or injury sustained by you as a result of any cause whatsoever, regardless of whether or not such loss or injury was caused by or contributed to by Company's negligent performance to any degree or failure to

perform any obligation or strict products liability. You release Company from any claims for contribution, indemnity or subrogation.

- b. **LIMITATION OF LIABILITY:** You agree that the Application, the service it offers and the We.R™ system is not designed or guaranteed to prevent any loss or injury. If, notwithstanding the terms of this agreement, there should arise any liability on the part of Company as a result of any cause whatsoever, regardless of whether or not such loss, damage, or personal injury was caused by or contributed to by Company's negligence to any degree or failure to perform any obligation or strict products liability, such liability will be limited to an amount equal to six (6) times the monthly payment paid by you to Company at the time such liability is fixed, or to the sum of \$250.00, whichever is greater. If Subscriber wishes to increase Company's maximum amount of such limitation of liability, Subscriber may, as a matter of right, at any time, by entering into a supplemental agreement, obtain from Company a higher limit by paying an additional amount consonant with the increase of liability. This shall not be construed as insurance coverage.

## **Article VI – LEGAL ACTION/ARBITRATION/WAIVER OF CERTAIN RIGHTS**

- a. You and the Company waive trial by jury in any action between us. Any action by you against Company must be commenced within one year of the accrual of the cause of action or shall be barred. All actions or proceedings against Company must be based on the provisions of this agreement. Any other action that you may have or bring against Company in respect to other services rendered in connection with this agreement shall be deemed to have merged in and be restricted to the terms and conditions of this agreement. You agree that any claim against Company shall be maintained solely by you and that you shall

neither initiate nor participate in any class action against Company, its subcontractors, distributors, licensees or licensors.

- b. Any dispute between you and Company or arising out of this contract, including issues of arbitrability, shall, at the option of any party, be determined by arbitration administered by Arbitration Services Inc., under its Commercial Arbitration Rules <http://www.arbitr8ors.com/>.
- c. You and the Company submit to the jurisdiction and laws of New York and agree that any litigation or arbitration between the parties must be commenced and maintained exclusively in Nassau County, New York.

## **Article VII – MODIFICATION**

The Company reserves the right to modify without prior notice the Application and/or the Service, and the Terms and Conditions governing its use, at any time, including but not limited to charge fees in order to access and/or use the Application and/or the Service. The Company also reserves the right to terminate any or part of the Application and/or the Service at any time on its sole discretion without prior notice.

## **Article VIII – LICENSE CHANGES**

- a. The Company reserves the right to update and change, from time to time, this License and all documents incorporated by reference. At all times, you can find the most recent version of this License at <http://www.essence-grp.com/vault/documents/EULA.pdf> .The Company may change this License by posting a new version and sending you notice by e-mail (to the address listed with the Company). Use of the Application or Service after such change constitutes acceptance of such changes.

- b. This Agreement, and any new versions, between the Company and you, covers all your use of the Service, including, without limitation, the Application. You can accept this Agreement by clicking on such acceptance buttons or links as may be designated by the Company. If you disagree with any of the terms below, the Company does not grant you a license to use the Service and/or the Application.

## **Article IX – MISCELLANEOUS**

- a. Your contractual relationship with your Service Provider and/or other third parties, including payment, delivery of goods or services, and any other terms, conditions, privacy policies, warranties or representations associated with such dealings, are solely between you and such provider and/or third party. You agree that the Company will not be responsible or liable for any loss and/or damage of any kind or nature incurred and/or suffered by you and/or any third party as a result of the presence of such provider and/or third parties on the Application and/or the Service.
- b. These Terms and Conditions constitute the entire Agreement between you and the Company relating to the Application and/or the Service and govern your use of the Application and/or the Service, and completely replace and supersede any prior or contemporaneous agreements between you and the Company regarding the Application and/or the Service.
- c. The failure of the Company to exercise or enforce any right or provision of these Terms and Conditions does not constitute a waiver of such right or provision, which will still be available to the Company.
- d. The provisions of these Terms and Conditions are independent of and severable from each other. If any provision is found to be invalid or unenforceable for any reason, that provision shall be deemed modified to the extent necessary to make

it valid and operative, or if it cannot be so modified, eliminated, and the remainder of these Terms and Conditions shall continue in full force and effect as if these Terms and Conditions had been signed with the invalid portion so modified or eliminated.

- e. These Terms and Conditions and your relationship with the Company under these Terms and Conditions will be governed by the laws of the State of Israel without regard to its conflict of laws' provisions. You and the Company agree to submit to the exclusive jurisdiction of the courts located within the Tel-Aviv district, Israel, to resolve any legal matter arising from these Terms and Conditions.

## **ADDENDUM A – PRIVACY POLICY**

Essence Security International (E.S.I.) Ltd. ("**Essence**" or "**we**") is providing this Privacy Policy to inform you of our policies and procedures regarding the collection, use and disclosure of information we receive when you do either of the following ("**Services**"):

- (i) You download and use Essence's user interface application ((including any updates and/or upgrades and/or patches thereto) (the "**Application**") for monitoring and/or controlling Essence Security systems, control systems or any part thereof (the "**System**") via one or more mobile phone, personal computer, tablet or any other device or application interface that you own and/or use and/or hold and/or control (each, a "**Device**"), which may enable access to third parties services and applications; or,
- (ii) You visit the Essence website at [www.essence-grp.com](http://www.essence-grp.com) (the "**Site**").

By downloading or using the Application or by entering the Site, you fully understand and unambiguously consent to the collection and processing of such information and to the terms of this Privacy Policy. If you do not agree to the



terms of this Privacy Policy, you must not use the Application or Site.

This Privacy Policy may be amended or updated from time to time. If we make any material changes to this Privacy Policy, we will post a notice of these changes on our website and in this Privacy Policy. You are advised to consult this Privacy Policy regularly for any changes.

## Information Collection

### Personally Identifiable Information

In the course of using the Services, we might ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("**Personal Information**"). Personal Information may include, but is not limited to, your name, country of residence, email address and website address.

### Non-Personally Identifiable Information

When you use the Services (whether such use is performed on the System or a Device, on the Site or on a website of one of our partners or other third parties), we collect information regarding your use of the Services, and information that your browser sends whenever you visit a site or online service, including, without limitation, your computer's Internet Protocol (IP) address, browser type, the web page you were visiting before, and information for which you search.

When you use a widget or any other tool offered by us, whether on the System or a Device, on the Site or on a third party website, including a website owned or operated by you, we may record data related to that activity, the deployment of the widget or tool and any other account related data.

Like many websites, we use "**cookies**" to collect information. A cookie is a small data

file that we transfer to your computer's hard disk for record-keeping purposes. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the website you visit. If you do not accept cookies, however, you may not be able to use all portions of the Site or all functionality of the Services.

We may present links in a format that enables us to keep track of whether these links have been followed.

## Third Party Sites

This Privacy Policy applies only to Services provided on the System or a Device under your control, or on the Site. The Site may include links and references to the websites of others or third party advertisers. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you. Other websites follow different rules regarding the use or disclosure of the Personal Information that you submit. We encourage you to read the privacy policies and other terms of the other websites. We do not review, approve, monitor, endorse, warrant, or make any representations with respect to such websites. In no event will we be responsible or liable, directly or indirectly, to anyone for any loss or damage arising from such sites, including without limitation for your use of such website and for any information submitted by you, or otherwise collected by such websites.

### 1. Our Policy toward Children

We do not knowingly collect personally identifiable information from children under the age of 18. If a parent or guardian becomes aware that his or her child has provided us with Personal Information without their consent, he or she should contact us at [info@essence-grp.com](mailto:info@essence-grp.com). If we become aware that a child under 18

has provided us with Personal Information, we will delete such information from our files.

## **2. Security**

We are concerned with safeguarding your information. We employ a variety of safety measures designed to protect your information from unauthorized access and disclosure. However, we cannot guarantee that your personal information or private communications will always remain private and secure.

## **3. International Processing or Transfer**

Your information may be processed or transferred outside of your state, where the privacy laws may not be as protective as those in your jurisdiction.

## **4. Disclosure**

We reserve the right to disclose any information obtained by us, including but not limited to Personal Information and Non Personally Identifiable Information, (i) if required by law or by any governmental authority; or (ii) in case of emergency; or (iii) to a successor entity in connection with a merger, acquisition, bankruptcy or sale of all or substantially all of our assets.

## **5. Contacting Us**

If you have any concerns or questions about this Privacy Policy, please contact us at [info@essence-grp.com](mailto:info@essence-grp.com).

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