NT9010

User's Guide

ninethousand

SELF-CONTAINED WIRELESS SECURITY SYSTEM

DSC®
Security Products

FCC COMPLIANCE STATEMENT

CAUTION: Changes or modifications not expressly approved by Digital Security Controls Ltd. could void your authority to use this equipment.
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:

• Re-orient the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/television technician for help.

The user may find the following booklet prepared by the FCC useful: "How to Identify and Resolve Radio/Television Interference Problems". This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402, Stock # 004-000-00345-4.

IMPORTANT INFORMATION

This equipment complies with Part 68 of the FCC Rules. On the side of this equipment is a label that contains, among other information, the FCC registration number of this equipment.

Notification to Telephone Company The customer shall notify the telephone company of the particular line to which the connection will be made, and provide the FCC registration number and the ringer equivalence of the protective circuit.

FCC Registration Number: F53CAN-xxxxx-AL-E
Ringer Equivalence Number: 0.xB
USOC Jack: RJ31X

Telephone Connection Requirements Except for the telephone company provided ringers, all connections to the telephone network shall be made through standard plugs and telephone company provided jacks, or equivalent, in such a manner as to allow for easy, immediate disconnection of the terminal equipment. Standard jacks shall be so arranged that, if the plug connected thereto is withdrawn, no interference to the operation of the equipment at the customer's premises which remains connected to the telephone network shall occur by reason of such withdrawal.

Incidence of Harm Should terminal equipment or protective circuitry cause harm to the telephone network, the telephone company shall, where practicable, notify the customer that temporary disconnection of service may be required; however, where prior notice is not practicable, the telephone company may temporarily discontinue service if such action is deemed reasonable in the circumstances. In the case of such temporary discontinuance, the telephone company shall promptly notify the customer and will be given the opportunity to correct the situation.

Additional Telephone Company Information The security control panel must be properly connected to the telephone line with a USOC RJ-31X telephone jack.
The FCC prohibits customer-provided terminal equipment be connected to party lines or to be used in conjunction with coin telephone service. Interconnect rules may vary from state to state.

Changes in Telephone Company Equipment or Facilities The telephone company may make changes in its communications facilities, equipment, operations or procedures, where such actions are reasonably required and proper in its business. Should any such changes render the customer's terminal equipment incompatible with the telephone company facilities the customer shall be given adequate notice to the effect modifications to maintain uninterrupted service.

Ringer Equivalence Number (REN) The REN is useful to determine the quantity of devices that you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices that you may connect to your line, you may want to contact your local telephone company.

Equipment Maintenance Facility If you experience trouble with this telephone equipment, please contact the facility indicated below for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.
Digital Security Controls Ltd. 160 Washburn St., Lockport, NY 14094

Quick Reference Guide

The following chart lists the basic functions of your system, and the keys to press for each function. Refer to the listed page number for more information.

***NOTE:** Some functions may not be available on your system. Ask your installer for more information.*

To do this:	Press this:	Page:
Turn on system (Away):	[access code], leave through entry/exit door OR press ◯ **Away** (if enabled)	9
Turn on system (Stay):.....................	[access code], do not leave premises OR press ◯ **Stay** (if enabled)	12
Turn off system:..............................	[access code]	10
Turn on system (No Entry Time):	[access code]	13
Turn on system (Quick, if enabled):	✱ ⓪ (from Ready state)	12
Turn on rest of system (if Stay armed):	✱ ① OR press ◯ **Away** (if enabled)	12
Exit premises when system on:	✱ ⓪ OR press ◯ **Exit** (if enabled)	14
Turn off zones (Bypass):	✱ ① [two-digit zone number(s)], # to exit	18
Test system	✱ ⑥ [master code] ④	20
Send Fire message:	🔥 🔥 (press & hold for 2 seconds, if enabled)	17
Send Auxiliary message:	⚠ ⚠ press & hold for 2 seconds, if enabled)	17
Send Panic message:	🛡 🛡 (press & hold for 2 seconds, if enabled)	17
Silence fire alarm:	[access code]	15
Silence intrusion alarm:	[access code]	16
Turn door chime on/off:	✱ ④ to toggle on or off OR press ◯ **Chime** (if enabled)	22
Check alarm memory:	✱ ③	16
Check troubles	✱ ②	19
Set time and date:............................	✱ ⑥ [master code] ①	21

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NT9010 Control Unit Features

This is the NT9010 control unit. This unit controls and monitors all devices on your NT9010 security system. You can access all system functions using the buttons on the NT9010. In addition, the NT9010 provides easy to understand help on using the system through voice prompts. Please see the descriptions at right for information on the features of the NT9010 control unit.

❶ **Microphone**
(not visible)

❷ **Siren**

❸ **Speaker**

❹ **Status Lights**

Ready   Armed   System

❺ **Emergency Keys**

❻ **Number Pad**

❼ **Function Buttons**

Stay
Away
Chime
Exit
Status
Volume
Record
Playback

DSC ®
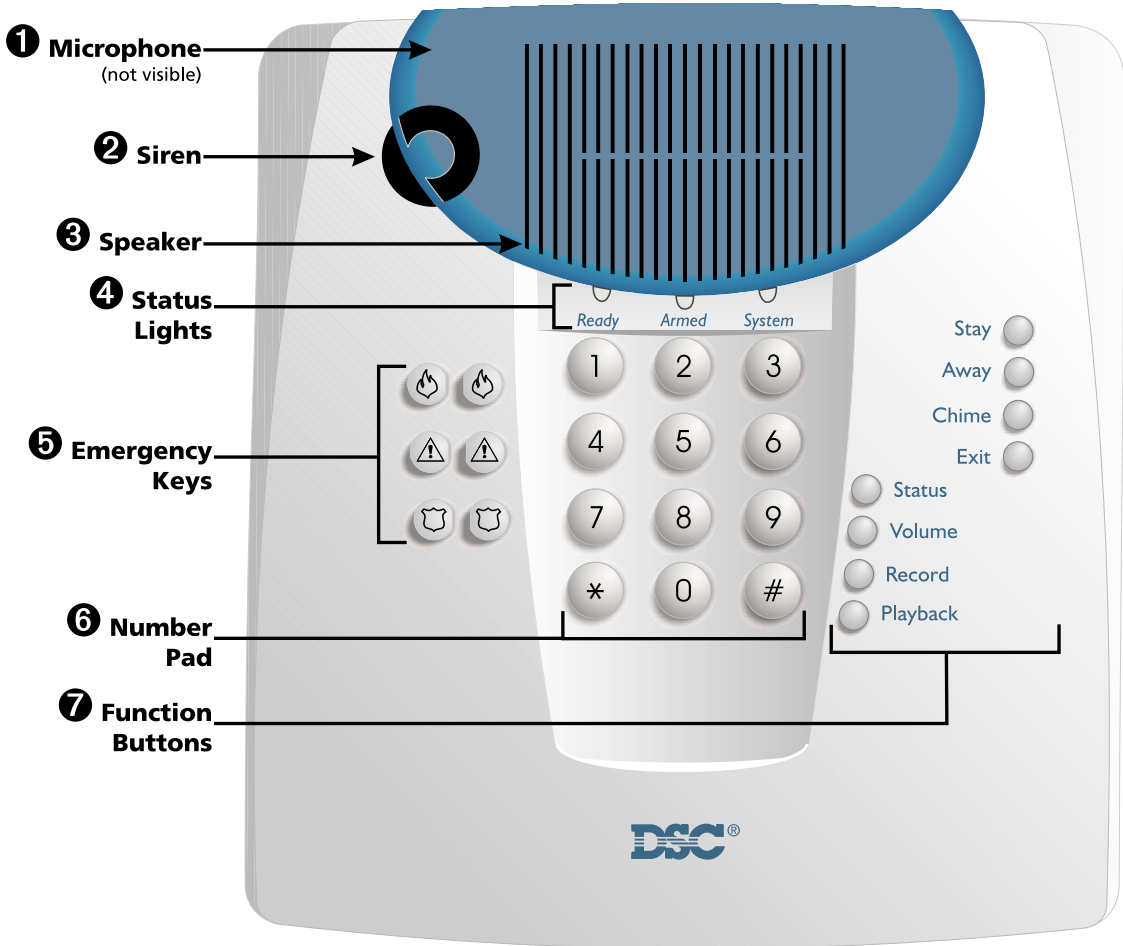
❶ **Microphone**

You can use the microphone to record a voice memo on the NT9010. To record a memo, press and hold the Record button for two seconds, then talk into the microphone. When you are finished recording, press Ⓜ. To play the memo, press and hold the Playback button for two seconds.

If central station talk/listen-in is enabled on your system, the microphone will also allow you to talk to your central station operator when this feature is active.

❷ **Siren**

The NT9010 uses the siren to warn you about fire and burglary alarms.

❸ **Speaker**

The NT9010 uses the speaker to broadcast system announcements, instructions, recorded memos, and alarms.

❹ **Status Lights:**

The NT9010 status lights provide you with instant visual feedback on the status of your security system.

Green Ready Light
If the Ready light is ON, the system is ready to be turned on. You will not be able to turn the system on unless the Ready light is ON (see *"Turning On Your System"* on page 9).

If the Ready light is flashing, someone has recorded a voice memo on the NT9010. Press and hold the Playback button for two seconds to listen to the recording.

Red Armed Light
If the Armed light is ON, the system has been turned on successfully.

Orange System Light
If the System light is ON, one or more of these conditions could be present on the system:

System Troubles (See *"Checking Trouble Conditions"* on page 19).

Alarms in Memory (See *"Turning Off Your System"* on page 10).

Zones Bypassed (turned off) (See *"Turning Off Part of Your System (Bypassing Zones)"* on page 18).

Programming. The System light will flash when you are programming access codes, or performing other programming functions.

❺ **Emergency Keys:**

In an emergency, you can use these keys to instantly contact your central station:

Press both ♥ * keys for two seconds to send a Fire message.

Press both △ * Keys for two seconds to send an Auxiliary message.

Press both ♣ * Keys for two seconds to send a Panic message.

***IMPORTANT NOTE:** *The Fire, Auxiliary and Panic keys will NOT function unless programmed by the installer. If these keys are in service and the installer has enabled audible feedback, holding down both keys for two seconds will cause the keypad sounder to beep indicating that the input has been accepted and sent.*

❻ **Number Pad:**

Use the number pad to enter your access code and system commands. To select a function press Ⓜ. To exit a function press Ⓜ.

❼ **Function Buttons:**

If your installer has enabled them, you can use the function buttons to access the stay, away, door chime, quick exit, status, volume control, memo record, and memo playback features. To use a feature, press and hold one of the buttons for two seconds. Refer to this *Guide* for more information on these features.

About This Guide

This NT9010 User's Guide is for anybody using a NT9010 Security System. The NT9010 has many useful features. Read this guide thoroughly to learn how to use your security system. Ensure that all users of this system are equally instructed in its use.

Important information about fire and burglary alarms is in section 3 on page 15. Read this section carefully!

This guide provides step-by-step instructions for each function. Each key you need to press will be indicated by its symbol (e.g. (✳)(4)).

For some functions, you will need to enter your access code (indicated by [access code]). To program other access codes, or to perform advanced functions, you will need to enter or your master code (indicated by [master code]). You can also use the master code to turn the system on and off.

The NT9010 control unit and its lights and functions are described on pages 2 and 3.

The *Quick Reference Guide* inside the front cover shows you the commands required to access basic system functions, and the page number each function is described on.

See the *Glossary* on page 28 to learn more about words used in this manual.

Fill out the "System Information" page with all of your zone information and access codes, and store this manual in a safe place for future reference.

Section 1: Introduction

Your installer has set up your system with your home or business in mind. You may not need all of the features described in this manual. Your installer will only turn on the features that you need, and should explain all the active features to you. If you have any questions about which features are included on your system, please ask your installer.

How Your System Works

Your security system is made up of a DSC NT9010 control unit, and various detectors and wireless devices.

The control unit is the "brain" of your security system. It controls and checks all the detectors, and communicates with the central station (if remote monitoring is enabled). You will access system functions with your NT9010 control unit, which is described on pages 2 and 3 of this manual. Each NT9010 has a microphone, siren, speaker, number pad, emergency keys, and eight function keys.

Using the NT9010 you can send commands to the system and check the current system status. Your installer will mount the NT9010 in a convenient location inside your premises.
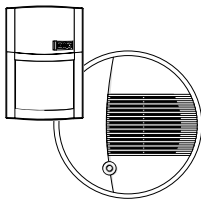
Your security system can provide up to three kinds of monitoring: intrusion, fire, and emergency.

The security system has several zones (monitored areas). Each of these zones will be connected to a detector (motion detector, glassbreak detector, door contact, etc.). If a detector goes into alarm, the NT9010 will sound an alarm and may announce the specific zone that caused the alarm (depending on how your installer has programmed the system).

IMPORTANT NOTICE

A security system cannot prevent emergencies. It is only intended to alert you and – if included – your central station of an emergency situation. Security systems are generally very reliable but they may not work under all conditions and they are not a substitute for prudent security practices or life and property insurance. Your security system should be installed and serviced by qualified security professionals who should instruct you on the level of protection that has been provided and on system operations. For important warnings and cautions, please see inside the back cover.

Fire Detection   This equipment is capable of monitoring fire detection devices such as smoke detectors and providing a warning if a fire condition is detected. Good fire detection depends on having adequate number of detectors placed in appropriate locations. This equipment must be installed in accordance with NFPA 72 (N.F.P.A., Batterymarch Park, Quincey MA 02269). *Carefully review Section 7:"Fire Safety"* on page 23.

NOTE: Your installer must enable the fire detection portion of this equipment for it to work.

Testing   To make sure your system continues to work as intended, you must test your system weekly. Please refer to *"Testing Your System"* on page 20. If your system does not work correctly, call your installer for service.

Remote Monitoring   This system can send alarms, troubles and emergency messages over telephone lines to a central station. If you accidentally initiate an alarm, immediately call the central station to prevent an unnecessary response.

NOTE: Your installer must enable remote monitoring for it to work.

Maintenance   With normal use, the system requires minimum maintenance. Note the following points:

1. Do not wash the security equipment with a wet cloth. Light dusting with a slightly moistened cloth should remove normal accumulations of dust.

2. Use the system test described in *"Testing Your System"* on page 20 to check the battery condition of the NT9010 control unit. We recommend, however, that the stand-by battery be replaced every three years.

3. For other system devices such as smoke detectors, passive infrared, ultrasonic or microwave motion detectors or glassbreak detectors, consult the manufacturer's literature for testing and maintenance instructions. For instructions on replacing detector batteries, see *"Replacing Batteries"* on page 25.

Section 2: Using Your NT9010 System

Operating the System from the NT9010 Control Unit

The NT9010 control unit provides easy to understand help on using the system through voice prompts.

If the system asks you to enter an access code, use the number pad on the unit to enter your 4- or 6-digit code.

You can check the current status of your system by pressing and holding the Status button for two seconds. The NT9010 will announce whether the system is currently on (armed), or off (disarmed), if any zones are currently open or bypassed (turned off), and if there are any trouble conditions currently present on the system.

Operating the System from a Telephone

If your installer has connected your NT9010 system to an incoming telephone line, you can access the system using a local telephone (a telephone on your premise). You may also be able to use the system from a remote telephone (a telephone not on your premise), if your installer has turned on this feature.

Even though you can use a telephone to operate your system, the telephone will not automatically display or indicate system status or zones in alarm. Therefore, it is essential that you check the NT9010 control unit regularly for any changes in system status.

***CAUTION:** For the security of your codes, DO NOT use a telephone with a redial button to arm or disarm your system.*

Local Telephone Access
Use this procedure to call your NT9010 system from a telephone that is on the same telephone line. No dial-in is necessary.

1. Pick up the telephone handset - you will hear a dial tone.
2. Enter your 3-digit Telephone Access Code. The dial tone will stop and the system will announce:

   "Hello."
3. The system may also say:

   "Enter your access code."

   If so, enter your [access code].
4. The system announces one or more messages to advise you of its status. Follow the voice prompts to use the system functions.

Remote Telephone Access

1. From any touch-tone telephone, dial the number of your premises. If you have more than one telephone line, call the number of the line on which your NT9010 has been installed.

2. After one ring, hang up. Wait 10 seconds then call again. On the second call, the system will answer after one or two rings and announce:

   "Hello."

3. Enter your 3-digit Telephone Access Code within 10 seconds. If you wait longer than 10 seconds, the system will automatically hang up.

4. The system will then prompt:

   "Enter your access code."

   Enter your [access code] within 20 seconds. If you wait longer than 20 seconds, the system will hang up. The system will also hang up if 3 incorrect access codes are entered.

5. Once you have entered an access code, the system will announce one or more messages to advise you of its status. Follow the voice prompts to use the system functions.

NOTE: There is only one "Telephone Access Code". It is programmed by your installer. It is not the same as your 4- or 6-digit system access code, which you also enter on your system keypad. More than one system access code may be programmed for use by different users of your system (see "Programming Access Codes" on page 21).

Receiving Incoming Calls

If you are accessing the NT9010 system over a local telephone at the same time as someone calls you, the system will announce:

"Attention, you have an incoming call. To receive the call, press pound now."

To answer the incoming call, press ⧈. If you do not press ⧈, you can continue to use the system.

Recording and Playing Voice Memos

You can record a voice memo on the NT9010 control unit, so that you or another person can listen to it later. To record a voice memo:

1. Press and hold the Record function button for two seconds. The NT9010 says "Record memo now."

2. Speak into the microphone (located in the top left corner of the unit). When you have finished recording, press ⧈. The green Ready light flashes to indicate a new memo has been recorded.

To listen to a voice memo:

1. Press and hold the Playback function button for two seconds. Once the memo has been played, the green Ready light stops flashing, however the memo remains in memory until a new one is recorded, or until the NT9010 loses all power.

2. If the memo is not for you, you can press ⧈ to stop the playback. If you press ⧈ before the playback finishes, the Ready light will continue to flash.

Section 3: Turning Your System On (Arming) and Off (Disarming)

This section describes how to turn your system on and off. Read this section carefully.

Turning On Your System

1. Before you turn on your system, make sure that it is Ready. You can tell that the system is ready when the green (Ready) light is ON. *If the green light is not on, see the Note below.*

2. Enter your access code on the keypad. If you have entered the wrong code, the keypad will sound one long beep - try again to enter the correct code.

   When you enter a valid access code:

   - The keypad sounds fast beeps.
   - The red (Armed) light turns ON.
   - The keypad starts to beep once every second. This tells you that the system is turning on.

3. *If you will be leaving*, go out through the entry/exit door. Doing this tells the system that you are away, and the system turns on completely.

   If you will be staying, do not open the entry/exit door. This tells the system that you are staying, and the system turns on only the perimeter areas.

NOTE: *If the green (Ready) light is* **not on**:

   - Close all doors and windows
   - Stop motion in all areas with motion detectors

If the orange (System) light is ON, check for possible trouble conditions (see *"Checking Trouble Conditions"* on page 19), and check that no zones are turned off unintentionally (see *"Turning Off Part of Your System (Bypassing Zones)"* on page 18).

Turning Off Your System

1. If you are outside, enter through the entry/exit door. The keypad beeps to remind you to turn off the system.

   NOTE: Entering by any other door will immediately cause an alarm.

   If you are inside, go to the keypad (the keypad will not beep).

2. Enter your [access code]. If you have entered from outside, you must enter the correct access code before the keypad stops beeping. If you do not enter a valid access code during this time, the system will sound an alarm.

   NOTE: If you have entered the wrong code the keypad will sound one long beep - try again to enter the correct code.

   As soon as you enter the correct code, the red (Armed) light turns OFF and the keypad stops beeping.

3. If no alarms occurred while the system was on and there are no trouble conditions present, the NT9010 will announce: "System is off. No alarms in memory.".

   If an alarm occurred while the system was on, the NT9010 will announce: "System is off. There are (number) alarms in memory: {Zone XX}." See *"Checking Alarms in Memory"* on page 16.

   CAUTION: If you return and find that an alarm has occurred while you were away, it is possible that an intruder may still be on the premises. Go to a nearby safe location, and call your central station or the local authorities to investigate. The alarm memory is cleared each time the system is turned on, so any alarms showing have occurred only during the last time the system was on.

Other Ways to Turn Your System On

There are two basic methods for turning on your security system.

- **Away**: Use this method when everyone will be away from the premises. See below.
- **Stay**: Use this method when one or more people will stay on the premises. See page 12.

You can also use any of these methods to turn on your system (see pages 10 to 11):

- **Quick Arming:** Turn on your system without having to enter an access code. *Your installer must turn on this feature before it will work.*
- **"No Entry" Arming:** Turn on your system with no entry time - use this method when no one else will be entering the premises.
- **Automatic Arming:** The system will turn itself on at pre-set times. *Your installer must turn on this feature before it will work.*

NOTE: When turning on your system from a remote telephone, the system will automatically be in Stay mode. (See "Turning On Your System While You Are At Home (Stay Mode)" on page 12.)

Turning On Your System When Everyone is Away (Away Mode)

When you turn on your system using the Away method, both interior zones (e.g. motion detectors) and perimeter zones (e.g. door and window contacts) will be active and will cause an alarm to sound when opened.

1. Check that your system is ready (green Ready light is ON).

2. Enter your [access code]. As you enter each digit, the keypad sounder beeps. If you entered the access code incorrectly, the keypad sounder buzzes steadily for two seconds. Re-enter your access code correctly.

   When you enter a valid access code:

   - The keypad sounds fast beeps.
   - The red (Armed) light turns ON.
   - The exit time begins and the keypad beeps once every second until the end of the exit time. The keypad beeps quickly for the last 10 seconds of the exit time.

3. Exit the premises through the entry/exit door. Doing this tells the system that you are away, and the system turns on all the interior zones.

   At the end of the exit time, all keypad lights, except the red (Armed) light, turn OFF. The system is now on.

   NOTE: If the system announces that any zones are bypassed, or if the orange (System) light is ON, there are one or more zones not turned on. See "Turning Off Part of Your System (Bypassing Zones)" on page 18. If you turn on the system with a zone bypassed or a trouble present, your security protection is reduced.

   Away Button
   You may also be able to quickly turn on your system in Away mode using the "Away" button on your keypad. *If your installer has programmed this button*, press and hold it for two seconds to turn on the system in Away mode.

What to do if the Siren Sounds Immediately After You Exit

Your installer will tell you if this feature has been enabled on your system.

In order to reduce false alarms, the system will notify you of an improper exit when turning on the system in the Away mode. If you do not securely close the entry/exit door during the exit time, the keypad will emit one continuous beep and the siren will sound.

If this occurs:

1. Re-enter the premises.

2. Enter your [access code] to turn off the system. You must do this before the entry time ends.

3. Turn the system on again, making sure to close the entry/exit door properly. (See *"Turning On Your System When Everyone is Away (Away Mode)"*.)

Turning On Your System While You Are At Home (Stay Mode)

Use the Stay mode when you want to stay on the premises, but prevent unauthorized entry from outside. The system will only turn on the perimeter zones (e.g. door and window contacts), and will leave the interior zones off (e.g. motion detectors) so that you will be free to move around inside.

1. Check that your system is ready (green Ready light is ON)
2. Enter your [access code]. As you enter each digit, the keypad sounder beeps. If you entered the access code incorrectly, the keypad sounder buzzes steadily for two seconds. Re-enter your access code correctly.

   When you enter a valid access code:

   - The keypad sounds fast beeps.
   - The red (Armed) light turns ON.
   - The exit time begins and the keypad beeps once every second until the end of the exit time. The keypad beeps quickly for the last 10 seconds of the exit time.
3. DO NOT leave through the entry/exit door. This tells the system that you are staying, and the system automatically turns off the interior zones.

   At the end of the exit time, all keypad lights, except the red (Armed) and orange (System) lights, turn OFF. The system is now on.

Re-activate bypassed zones
To turn on the rest of the system when it is in Stay mode:

1. Press ✱①. The interior zones are now on.

NOTE: When you have turned on the interior zones, you will not be able to enter areas protected by motion detectors, or open doors and windows. To access these areas, you must enter your [access code] and turn off the system.

Stay Button
You may also be able to quickly Stay arm your system using the "Stay" function button on your keypad. *If your installer has programmed this button*, press and hold it for two seconds to turn your system on in Stay mode.

Turning On Your System With No Access Code (Quick Arm)

Your installer will tell you if the Quick Arm method will work on your system. Using this method, you can quickly turn on your system without having to enter an access code.

1. Check that the system is ready (green Ready light is ON)
2. Press ✱⓪.

   - The keypad sounds fast beeps.
   - The red (Armed) light turns ON.
   - The exit time begins and the keypad beeps once every second until the end of the exit time.

3. Go out through the entry/exit door. The system will be in Away mode. If you do not exit, the system will be in Stay mode.

NOTE: *Pressing* ✱⓪ *will only turn on the system. To turn the system off, you must enter a valid [access code]. See "Turning Off Your System" on page 10.*

Turing On Your System with No Entry Time

If you want to turn on the system, and no one else will be entering, you can remove the entry time from zones that normally have one. If somebody enters through any zone, the system will sound an instant alarm.

1. Check that your system is ready (green Ready light is ON)
2. Press ✱⑨, then your [access code].
   - The red (Armed) light flashes as a reminder that the system is on and has no entry time.
   - The keypad sounds fast beeps.
3. The system is now in Stay mode.

Turning On Your System Automatically (Automatic Arming)

Your installer may have set up your system to turn on at a pre-set time. If automatic arming has been set up, when the system reaches the pre-set autoarm time, the keypad buzzers will sound for one minute.

During this one-minute warning time, you may be able to stop automatic arming by entering your [access code]. Ask your installer for more information.

Your installer may have set up the system so that users with a master code can change the autoarm time at the keypad. If so, master users will be able to turn the automatic arming function on or off, and program the time at which the system will automatically turn on each day.

To turn automatic arming on or off:
1. Press ✱⑥, then [master code].
2. Press ② to turn automatic arming on or off. The keypad will beep 3 times when auto-arm is turned ON, and once when it is turned OFF.
3. When you are finished, press #.

To change the autoarm time:
1. Press ✱⑥, then [master code].
2. Press ③.
3. Enter the autoarm time using the 24Hr format (0000 - 2359). For example, to set the time for 1:00pm, enter (1300).
5. When you are finished, press # twice.

NOTE: *The system must have the correct time and date in order for the autoarm feature to work. Please see"Setting the Time and Date" on page 21.*

Exiting When the System is On (Quick Exit)

Your installer will tell you if the Quick Exit feature will work on your system. You can use the quick exit feature to leave while the system is on, without having to turn your system off and on again.

To use the quick exit feature:

1. While the system is on, press (✱)(0).

2. The system will start a two-minute countdown, during which you may leave through the entry/exit door.

NOTE: During this time, you may only open and close the entry/exit door once. Once the door is closed the system will end the two-minute quick exit time. If the door is opened again, or is not closed before the two-minutes are up, or if another entry/exit door is opened, the entry time will begin.

Exit Button
If your installer has programmed the "Exit" function button, press and hold the button for two seconds to activate the quick exit feature.

Section 4: Dealing With Alarms and Emergencies

If you return and the siren is on, do not enter, but contact the local authorities from a nearby safe location.

Read this section carefully so that you will know what to do if your system goes into alarm.

Your installer will tell you if fire detection equipment has been installed and enabled on your system.

NOTE: *A fire alarm always has priority over an intrusion (burglary) alarm.*

Fire Alarms

A pulsing siren means a fire alarm. **If there is a fire, or if you are not sure, follow your evacuation plan immediately** *(see "Fire Escape Planning" on page 23)*. The system may also announce the label for the zone(s) that triggered the alarm, if programmed by the installer.

If remote monitoring is enabled, the system will send a fire message to the central station. Your installer may have set up the keypad Fire keys and other fire equipment to send a fire alarm message to the central station as soon as they are activated.

Your installer may have set up other equipment (e.g. smoke detectors) to have a 30 second delay before sending the alarm message to the central station. Your installer will inform you how the equipment on your system operates. Equipment that has been set up with a 30 second delay (e.g. smoke detectors) gives you time to correct the problem before a false alarm is sent to the central station.

If there is no fire condition, to silence the fire alarm:

1. Press ⊕ within 30 seconds of the beginning of the alarm. The fire alarm and communication to the central station will be delayed for 90 seconds to give you time to clear the smoke detector.

2. If the detector still detects smoke after 90 seconds, the alarm will sound again. If there is no smoke, the system will return to normal.

3. If you do not press ⊕ within the 30 second delay time, the system will send a fire message to the central station (if remote monitoring is enabled on your system). To silence the fire alarm after the 30 second delay has expired, enter your [access code].

NOTE: *If you suspect that a fire message has been transmitted, but there is no fire condition, call the central station to avoid an unnecessary response.*

NOTE: *Your installer may have programmed the system to operate differently than described above. Ask your installer for more information regarding your system's operation.*

Intrusion (Burglary) Alarms	A steady siren means an intrusion alarm. The system may also announce the label for the zone(s) that triggered the alarm, if programmed by the installer.

To silence the alarm:

1. Enter your [access code].
2. If the alarm was unintentional, call your central station or local authorities immediately to avoid an unnecessary response.
3. Check the alarm memory to see which zone caused the alarm.

   Once the source of the alarm has been corrected, the system will return to the Ready state.

Central Station Talk/ Listen-in

If your installer has set up remote monitoring on your system, the talk/listen-in feature may also be available. If an alarm, or other programmed event occurs on your system, this feature allows a central station operator to listen to what is happening on the premises. The operator may also be able to talk to whoever is present, depending on the type of event that has occurred. Ask your installer for more information on this feature and how it works.

Checking Alarms in Memory

The alarm memory announcement tells you which zone (detector) caused the alarm. The alarm memory is cleared each time the system is turned on. Any alarms announced by the system have only occurred the last time the system was on.

CAUTION: If you return and find that there was an alarm while you were away, it is possible that an intruder may still be on the premises. Go to a nearby safe location, and call your central station or the local authorities to investigate.

If an alarm occurred while the system was turned on, the NT9010 will announce: "There are (number) alarms in memory: {Zone XX}.".

1. To cancel the alarm memory announcement, press (#).
2. After the announcement is over, the system will return to the Ready state, but the orange (System) light will be ON. To listen to alarms in memory again, press (*)(3). The NT9010 will announce the zones that were in alarm.

Calling for Help

The NT9010 has three pairs of emergency keys. Using these keys you can send an immediate Fire, Auxiliary or Panic message to your central station.

IMPORTANT:The Fire, Auxiliary and Panic keys will NOT function unless turned ON by the installer. If your installer has turned these keys ON, and enabled audible feedback, holding down the keys for two seconds will cause the keypad sounder to beep indicating that the alarm input has been accepted and transmission to the central station is underway.

From the NT9010 Control Unit

Press both ⚬ ⚬ keys for two seconds to send a Fire message, and to trigger a fire alarm on the system.

Press both ⚠ ⚠ keys for two seconds to send an Auxiliary message.

Press both ⚬ ⚬ keys for two seconds to send a Panic message.

From Your Local Telephone
If local telephone access is available on your system, you can also:

• send a Fire message and trigger a fire alarm by pressing and holding for 2 seconds the [1] button on your telephone

• send an Auxiliary message by pressing and holding for 2 seconds the [2] button on your telephone

• send a Panic message by pressing and holding for 2 seconds the [3] button on your telephone

NOTE: In the U.S.A., do not program the Aux keys for use in medical emergencies as per UL requirements.

Section 5: Using Advanced Functions

This section describes how to perform more specialized functions: turning off specific detectors (bypassing zones), turning the door chime on or off, checking system troubles, and testing your system.

Turning Off Part of Your System (Bypassing Zones)

Sometimes, you may need to temporarily turn off a detector:

• if you will need to go into a protected area while the system is turned on

• or, if a detector is temporarily out of service but you need to turn on the system

This is called "bypassing". When you bypass a detector, it *will not* turn on the next time you turn on your system.

Detectors (zones) cannot be bypassed once the system is on. Bypasses on detectors are automatically cancelled each time the system is turned off. You must bypass the detectors again, if required, before you turn the system on again.

NOTE: Bypassed detectors will not be able to sound an alarm - this reduces your level of security. If a detector is not working, call a service technician immediately so that the problem can be resolved and your system returned to proper working order.

NOTE: For security reasons, your installer may program the system to prevent you from turning off certain detectors (for example, smoke detectors).

NOTE: If you have 24-hour zones on your system, they will stay bypassed until you turn off the bypass using the steps below (ask your installer for more information).

1. Start with the system turned off. Press ✳①.

2. If the system asks for your [access code], enter it now.

3. Enter the two-digit number (01-32) of the detector you want to turn off (bypass) .
   The system will announce the zones (detectors) that are bypassed: "There are (number) zones bypassed: {Zone XX}, etc...To exit, press [#]."

   TIP: To find out the number of a detector, check in *"System Information"* on page 30.

3. To turn a detector back on, enter the two-digit number of the zone (01-32).
   The system will announce the zones (detectors) which are bypassed: "There are (number) zones bypassed: {Zone XX}, etc...To exit, press [#]."

4. When you are finished turning off detectors, press #.

5. The next time you turn on your system, the bypassed detectors **will not** turn on. When you turn your system off again, the detectors will return to normal (they will not be bypassed).

Checking Trouble Conditions

Your system continuously checks for a number of possible trouble conditions. If one of these trouble conditions occur:

- the orange (System) light will be ON until the trouble is fixed
- the keypad will beep twice every 10 seconds until you press any key
- the NT9010 will say "System Trouble" when announcing the status of the system

***NOTE:** A Trouble condition reduces the level of security your system is designed to provide. Call your installing company for service.*

To listen to an announcement of the troubles that are present, press ✳ ②.

To exit the trouble announcement, press #.

Here is a list of the various trouble conditions that your system might announce:

Announcement:	Problem and how it should be addressed:
"Service is required"	If this message is announced, call for service.
"AC Power Trouble."	Electrical power to the system has been interrupted. Check your fuse box or circuit breaker to ensure that the electricity supply for the system is on. If this does not correct the problem, call for service. The NT9010 may go to sleep to conserve the backup battery if the AC power is out for more than 30 seconds. If this happens, you can "wake up" the unit by pressing and holding # for 2 seconds.
"Phone line trouble."	Your system has detected a problem with the telephone line. If this problem does not correct itself, or happens frequently, call for service.
"Communication trouble."	Your system has been unsuccessful in communicating an event to your central station. If you hear this message, call for service immediately.
" Zone Fault, press [5]."	Your system has detected a fault on one or more zones (detectors). Press ⑤, and the system will announce which zones have a fault. If you are unsure of how to clear a zone fault, call for service.
"Zone tamper, press [6]."	Your system has detected a tamper on one or more zones (detectors). Press ⑥ and the system will announce which zone(s) have tampers. If you are unsure how to clear the zone tamper, call for service.
"Device low battery, press [7]."	Your system has detected that one or more of the wireless detectors on the system has a low battery. Press ⑦, and the system will announce which devices have a low battery. Change the relevant batteries. See page 25 for instructions. If this does not correct the problem, call for service.
"The time and date are incorrect."	If all power to the system is interrupted (AC and battery), the system clock and date will need to be reset. See *"Setting the Time and Date"* on page 21. If you are unsure of the cause of the system power failure, call for service.

Testing Your System

Test your system every week. Report any problems immediately to your installation company.

NOTE: Perform system tests during off-peak hours, such as early morning or late evening.

1. If your system has remote monitoring, call the central station to tell them that you are testing your system.
2. Begin with the system turned off. Press ✱ ⑥ [Master Code] ④. The system sounds the siren and turns on all keypad lights for two seconds. When the sounder and keypad test is complete, press #.
3. To test each area of your system, open each door and window in turn, or walk in motion detector areas.
4. Press and hold the Status button for two seconds. The system will announce all open zones.
5. If the system has any fire zones, activation will cause the alarm to sound in a pulsed mode. To silence the alarm, press #.

CAUTION: Do not use an open flame or burning materials to test a smoke or heat detector. Contact your installer for information on safe methods of testing detectors.

6. When you are finished testing the system, inform your central station. If the system did not work properly, contact your installer.

NOTE: Some features described above will not be functional unless enabled by your installer. Ask your installer which features are functional on your system.

Allowing Computer Access to Your System

From time to time, your installer may need to send information to, or retrieve information from your security system. Your installer will do this by having a computer call your system over the telephone line. You may need to prepare your system to receive this "downloading" call. To do this:

1. Press ✱ ⑥ [Master code] ⑤. This allows downloading for a limited period of time. During this time, the system will answer incoming downloading calls.

For more information on this feature, please ask your installer.

Section 6: Customizing Your System

This section describes how to customize your system to your needs. Refer to this section for detailed instructions on: programming access codes, setting the time and date, and adjusting the keypad sounders and lights.

Programming Access Codes

The master code (code 40) can be used to program system options, arm and disarm the system and program other access codes. You can program up to 32 additional access codes (01 through 32). Other access codes, such as system supervisory and duress codes, are available. Contact your installer for more information.

1. Press ✳ ⑤ [Master Code]. The red (Armed) light turns on and the orange (System) light flashes.
2. Enter the two-digit number of the access code you want to program (01-32 for access codes, 40 for master code). If an access code already exists for the code number you have selected, it will be replaced by the new code.
3. Enter the new [code]. Access codes must be four digits unless otherwise indicated by your installer. Enter digits 0 through 9 only. ***NOTE:*** *Do not use the factory default or obvious codes such as [1111] or [1234].*
4. To exit access code programming, press ⌗.
5. Record your new codes on the "System Information" page in this booklet.

Erasing a code:
1. Press ✳ ⑤ [Master Code]
2. Enter the number of the code you want to erase [01 to 32]. The Master code cannot be erased.
3. To erase the code, press ✳.
4. To exit access code programming, press ⌗.

Setting the Time and Date

You should make sure that your system has the correct time and date. This is important for the auto-arm feature to function correctly, and for accurate reporting of events.

1. Press ✳ ⑥ [Master Code] ①.
2. The system announces the current time and date. To change the time, press ①, then enter the Time in Hours and Minutes using the 24-Hour format (00:00 to 23:59).
3. To change the date, press ②, then enter the Date in Months, Days and Years (MM DD YY).
4. To exit programming, press ⌗.

Turning the Door Chime On or Off

If your installer has enabled the door chime feature, your NT9010 will beep whenever designated doors or windows are opened or closed. The NT9010 may also announce the zones that were opened or closed, if programmed. Your installer has programmed which doors and windows will activate the door chime.

1. Press ✱④ to turn the door chime feature ON

   The keypad will beep 3 times.

2. Press ✱④ again to turn the door chime feature OFF

   The keypad will sound one long beep.

Changing NT9010 Speaker Loudness

You can select from 3 different volume levels for NT9010 announcements - high, medium and low.

1. Press and hold the Volume function key for 2 seconds. The NT9010 announces the current volume level.

2. To change the volume level, press and hold the Volume function key again. The NT9010 announces the next volume level option.

3. Repeat step 2 until you find a volume setting you like.

Changing Telephone Prompt Loudness

If you will be using a telephone to access your system, you can change the volume of the telephone prompts. You can select from three different telephone volume levels.

1. Press ✱⑥ [Master Code] ⑦. The NT9010 announces the telephone volume level: " Phone volume is low. To change volume, press [1]. To exit, press '#'."

2. To change the volume, press ①.

3. When you have selected the volume level you want, press # to exit.

Section 7: Fire Safety

Read this section carefully for important information about fire safety.

Household Fire Safety Audit

Most fires occur in the home. To minimize this danger, we recommend that a household fire safety audit is conducted and a fire escape plan is developed.

1. Are all electrical appliances and outlets in a safe condition? Check for frayed cords, overloaded lighting circuits, etc. If you are uncertain about the condition of your electrical appliances or household service, have a professional evaluate these units.
2. Are all flammable liquids stored safely in closed containers in a well-ventilated cool area? Cleaning with flammable liquids should be avoided.
3. Are fire hazardous materials (matches) well out of reach of children?
4. Are furnaces and wood burning appliances properly installed, clean and in good working order? Have a professional evaluate these appliances.

Fire Escape Planning

There is often very little time between the detection of a fire and the time it becomes deadly. It is thus very important that a family escape plan be developed and rehearsed.

1. Every family member should participate in developing the escape plan.
2. Study the possible escape routes from each location within the house. Since many fires occur at night, special attention should be given to the escape routes from sleeping quarters.
3. Escape from a bedroom must be possible without opening the interior door.

Consider the following when making your escape plans:

- Make sure that all border doors and windows are easily opened. Ensure that they are not painted shut, and that their locking mechanisms operate smoothly.
- If opening or using the exit is too difficult for children, the elderly or handi-capped, plans for rescue should be developed. This includes making sure that those who are to perform the rescue can promptly hear the fire warning signal.
- If the exit is above the ground level, an approved fire ladder or rope should be provided as well as training in its use.
- Exits on the ground level should be kept clear. Be sure to remove snow from exterior patio doors in winter; outdoor furniture or equipment should not block exits.
- Each person should know of a predetermined assembly point where everyone can be accounted for i.e.: across the street or at a neighbor's house. Once everyone is out of the building, call the Fire Department.

- A good plan emphasizes quick escape. Do not investigate or attempt to fight the fire, and do not gather belongings or pets as this wastes valuable time. Once outside, do not re-enter the house. Wait for the fire department.
- Write the fire escape plan down and rehearse it frequently so that should an emergency arise, everyone will know what to do. Revise the plan as conditions change, such as the number of people in the home, or if there are changes to the building's construction.
- Make sure your fire warning system is operational by conducting weekly tests (see *"Here is a list of the various trouble conditions that your system might announce:"* on page 19). If you are unsure about system operation, contact your installing dealer.
- We recommend that you contact your local fire department and request further information on fire safety and escape planning. If available, have your local fire prevention officer conduct an in-house fire safety inspection.

Section 8: Replacing Batteries

From time to time, the batteries in the detectors and other components on your system will need to be changed. If a device has a low battery, your system will announce a "Device Low Battery" trouble (see *"Checking Trouble Conditions"* on page 19).

When batteries in one device need to be replaced, it is suggested that the batteries in all devices be replaced at the same time. All of the batteries used in the security system are Eveready Alkaline Energizer batteries.

NOTE: *Before changing batteries in the detectors, you should inform your central station.*

Tips for Buying Batteries

- Your system is designed to work with Eveready Alkaline Energizer Batteries. When replacing batteries, be sure to buy the same brand and type of batteries. Do not replace the batteries on your system with any other type. The reliability of your security system depends on its batteries, and "no name" or generic brand batteries may not provide the best quality and dependability.

- Use fresh batteries. Most batteries have a "best before" date printed on their packaging or on the batteries themselves. Buy batteries that have a "best before" date of two years or more from your purchase date.

- When disposing of used batteries, follow the instructions and precautions printed on the batteries. Many cities and communities have collection sites or services for used household batteries. Contact your municipal offices for information on the disposal of used batteries.

- If in doubt about the batteries used in your system, or if you have trouble installing them, contact your installer for assistance.

Required Eveready Alkaline Energizer Batteries

WLS904 Motion Detector: Four 'AAA' batteries.

WLS906 Wireless Smoke Detector: Six 'AA' batteries.

WLS907 Universal Transmitter: Three 'AAA' batteries.

WLS908 Wireless Panic Pendant: battery cannot be changed - replace the unit.

WLS909 Wireless Key: Three Photo/Electronic 1.5V batteries.

WLS910 Wireless Handheld Keypad: Three 'AAA' batteries.

WLS912 Wireless Glassbreak Detector: Three 'AA' batteries.

WLS914 Pet Immune Motion Detector: Four 'AAA' batteries.

WLS915 Universal Transmitter: One Lithium Energizer No. EL123AP battery.
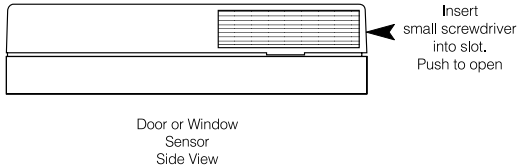
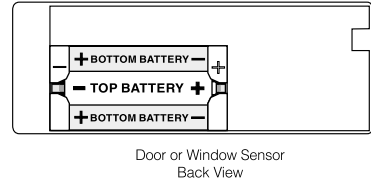## Door/Window Contacts

WLS907

Insert a small screwdriver into the slot on the side of the detector. Push the screwdriver in and lift off the cover.

Remove the old batteries and install three fresh Eveready Alkaline Energizer AAA batteries. Be sure to insert the batteries in the proper orientation. Carefully replace the cover.

Disassembling the WLS907

Insert
small screwdriver
into slot.
Push to open

Door or Window
Sensor
Side View

Battery Installation

BOTTOM BATTERY
TOP BATTERY
BOTTOM BATTERY

Door or Window Sensor
Back View

WLS915

To remove the cover of the universal transmitter, squeeze both sides of the unit where the notches are. Pull to release the cover.

Use care when installing the battery and observe the correct polarity (see diagram). Use only a Eveready Lithium Energizer No. EL123AP battery.

Tamper Switch

BATTERY

Reed Switch
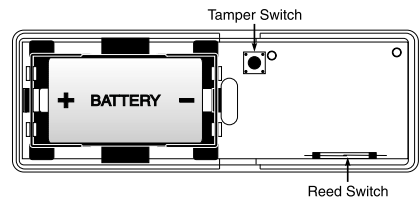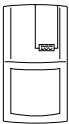
Motion Detectors

Remove the motion detector from its mounting plate by holding the detector by its sides and pushing up. Remove the old batteries and install four fresh Eveready Alkaline Energizer AAA batteries. Be sure to insert the batteries in the proper orientation. Replace the detector on its mounting plate, making sure it snaps into place.

Bottom set of
Batteries
Insert First

AAA +
+ AAA

Top set of
Batteries
Insert Second
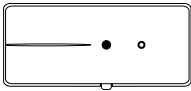
+ AAA
AAA +

Back View
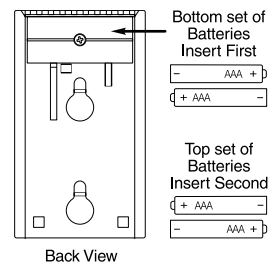
Handheld Keypad

The WLS910 requires three "AAA" batteries. To replace the batteries, remove the plastic battery cover from the back of the unit. Remove all of the old batteries. Insert the new batteries and replace the plastic battery cover.
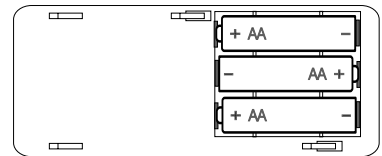
Glassbreak Detector

Remove the detector from its mounting plate: press the detector in the direction shown at right.
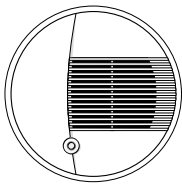
To remove from backplate, push detector in this direction:
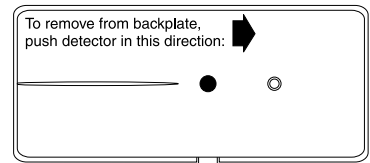
DO NOT press tab

Install the batteries negative (–) side first, with the correct polarity, as shown at right.

Smoke Detectors

The WLS906 requires six Eveready Energizer AA batteries. To replace the batteries, remove the detector from the mounting plate by pushing the locking tab and turning the detector counter-clockwise.

Hold the unit with the battery compartment facing you, and the imprinted wording right-side up. Install the first two batteries in the row nearest to you, with the + terminals facing left. Next, install the middle two batteries with the + terminals facing to the right. Place your thumb over the centre of these four batteries to keep them in place. Install the last two batteries, with their + terminals facing to the left, by snapping them past the nylon retainer.

Smoke Detector
Top View
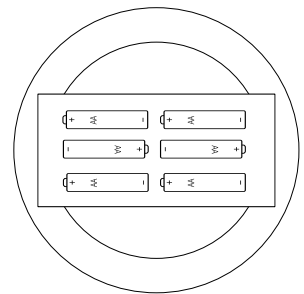
Wireless Keys
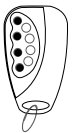
The WLS909 requires three LR44 batteries. To replace the batteries, remove the screw on the back of the key and carefully separate the two sides of the key's plastic casing. Remove the old batteries from between the two metal clips. Insert the new batteries according to the diagram at right and reattach the two sides of the key's plastic casing. The polarity of the batteries must be observed.
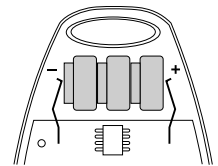
Panic Pendants

You cannot change the batteries on a WLS908 Panic Pendant. Call your installer and have the unit replaced.

After Installing New Batteries

After you change the batteries on your system, the system may announce trouble conditions. A zone tamper should be displayed for each detector that had its batteries changed. A zone fault may also be displayed for these detectors. Refer to *"Checking Trouble Conditions"* on page 19 for information on checking Zone Faults and Zone Tampers.
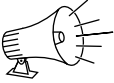
Be sure to perform a complete test of your system after new batteries are installed to ensure that all detectors are working properly (see *"Testing Your System"* on page 20).

Section 9: Glossary

Access code
A 4- or 6-digit code that you enter on the keypad to turn your system on or off, or to use other system features.

Alarm
When a zone is violated (e.g. a smoke detector detects smoke, a motion detector senses movement, a door with a contact is opened), it will trigger an alarm.

Intrusion (burglary) alarm: An alarm triggered by an intrusion detector (e.g. motion detectors, glassbreak detectors, door/window contacts). Usually occurs when the system is on. Intrusion alarms sound with a steady siren.

Fire alarm: An alarm triggered by fire, smoke or heat detectors. Fire alarms may be triggered at any time, whether the system is on or off. Fire alarms sound with a pulsing siren.

Audible exit fault
A feature that warns you of an improper exit (e.g. door not completely shut) when you attempt to turn on your system. Helps to prevent false alarms.

Away arming
Turning on the system so that all the detectors (perimeter and interior) are on. (Use when everyone is away from the premises.)
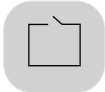
Bypassing a zone
Turning off a detector temporarily. When you bypass a zone, the detector for that zone will not monitor activity in the zone and will not be able to trigger an alarm.

Central station
If remote monitoring is enabled, your system will send alarms, troubles and emergency messages to the central station. The central station will then notify authorities in your area, if necessary.

Detector
A part of the system that can detect and report problems (e.g. a motion detector can tell if there is movement in a room).

Emergency message
A message sent to the central station when one of the pairs of emergency keys ( ) is pressed and held for two seconds. Your installer must program these keys, or they will not work.

Entry time
A timer programmed by your installer. It starts when you enter an area of the system that is on. You must enter an access code to turn the system off before the timer runs out, or else an alarm will be triggered.

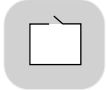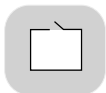|	
Entry/exit doors	Your installer will set the doors you usually use to enter or exit the premises as entry/exit doors. These doors are programmed to have entry and exit times so that you can turn the system on and off without causing a false alarm.
Exit time	A timer programmed by your installer. It starts when you turn on your system to allow you a period of time to leave the premises. At the end of the exit time, the system will be on.
Local telephone	If your NT9010 system is connected to your premise telephone line, you may be able to use a telephone located on the premise to access the system.
Master code	The master code is a 4- or 6- digit access code that is used to set system options, to turn the system on and off, and to program other access codes.
Remote telephone	If your NT9010 system is connected to an incoming telephone line, you may be able to use an off-premise (remote) telephone to access the system.
Stay mode	Turning on the system so that only the perimeter zones are on. (Use when one or more people will stay on the premises.)
Trouble	The NT9010 control unit continuously checks the system for problems. If the control unit finds a problem (trouble), it will indicate this at the keypad. See *"Checking Trouble Conditions"* on page 19 for a list of possible trouble conditions.
Zone	A limited area of the premises monitored by a detector (smoke detector, door/window contact, motion detector, glassbreak detector, etc.).
	Perimeter zone: A zone that detects intrusion from outside the premises (e.g. door contact on an outside door, glassbreak detector).
	Interior zone: A zone that detects intruders that have already entered (e.g. motion detector).
	Fire zone: A heat or smoke detector.

System Information

Fill out the following information for future reference and store this guide in a safe place.

For Service

Central Station Information:

Account #: _____   Telephone #: _____

Installer Information:

Company: _____   Telephone #: _____

Access Codes

Your Master Code is: _____

Additional Access Codes:

Code #	Access Code	Code #	Access Code	Code #	Access Code	Code #	Access Code
01		09		17		25	
02		10		18		26	
03		11		19		27	
04		12		20		28	
05		13		21		29	
06		14		22		30	
07		15		23		31	
08		16		24		32	

System Information

[F] FIRE _____

[A] AUXILIARY _____

[P] PANIC _____

The Exit Time is_____seconds.

The Entry Time is _____seconds.

Zone Information

There are _____ active zones on the system.

Zone	Protected Area	Zone Type	Zone	Protected Area	Zone Type
01			17		
02			18		
03			19		
04			20		
05			21		
06			22		
07			23		
08			24		
09			25		
10			26		
11			27		
12			28		
13			29		
14			30		
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WARNING Please Read Carefully

Note to Installers

This warning contains vital information. As the only individual in contact with system users, it is your responsibility to bring each item in this warning to the attention of the users of this system.

System Failures

This system has been carefully designed to be as effective as possible. There are circumstances, however, involving fire, burglary, or other types of emergencies where it may not provide protection. Any alarm system of any type may be compromised deliberately or may fail to operate as expected for a variety of reasons. Some but not all of these reasons may be:

▪ Inadequate Installation

A security system must be installed properly in order to provide adequate protection. Every installation should be evaluated by a security professional to ensure that all access points and areas are covered. Locks and latches on windows and doors must be secure and operate as intended. Windows, doors, walls, ceilings and other building materials must be of sufficient strength and construction to provide the level of protection expected. A reevaluation must be done during and after any construction activity. An evaluation by the fire and/or police department is highly recommended if this service is available.

▪ Criminal Knowledge

This system contains security features which were known to be effective at the time of manufacture. It is possible for persons with criminal intent to develop techniques which reduce the effectiveness of these features. It is important that a security system be reviewed periodically to ensure that its features remain effective and that it be updated or replaced if it is found that it does not provide the protection expected.

▪ Access by Intruders

Intruders may enter through an unprotected access point, circumvent a sensing device, evade detection by moving through an area of insufficient coverage, disconnect a warning device, or interfere with or prevent the proper operation of the system.

▪ Power Failure

Control units, intrusion detectors, smoke detectors and many other security devices require an adequate power supply for proper operation. If a device operates from batteries, it is possible for the batteries to fail. Even if the batteries have not failed, they must be charged, in good condition and installed correctly. If a device operates only by AC power, any interruption, however brief, will render that device inoperative while it does not have power. Power interruptions of any length are often accompanied by voltage fluctuations which may damage electronic equipment such as a security system. After a power interruption has occurred, immediately conduct a complete system test to ensure that the system operates as intended.

▪ Failure of Replaceable Batteries

This system's wireless transmitters have been designed to provide several years of battery life under normal conditions. The expected battery life is a function of the device environment, usage and type. Ambient conditions such as high humidity, high or low temperatures, or large temperature fluctuations may reduce the expected battery life. While each transmitting device has a low battery monitor which identifies when the batteries need to be replaced, this monitor may fail to operate as expected. Regular testing and maintenance will keep the system in good operating condition.

▪ Compromise of Radio Frequency (Wireless) Devices

Signals may not reach the receiver under all circumstances which could include metal objects placed on or near the radio path or deliberate jamming or other inadvertent radio signal interference.

▪ System Users

A user may not be able to operate a panic or emergency switch possibly due to permanent or temporary physical disability, inability to reach the device in time, or unfamiliarity with the correct operation. It is important that all system users be trained in the correct operation of the alarm system and that they know how to respond when the system indicates an alarm.

▪ Smoke Detectors

Smoke detectors that are a part of this system may not properly alert occupants of a fire for a number of reasons, some of which follow. The smoke detectors may have been improperly installed or positioned. Smoke may not be able to reach the smoke detectors, such as when the fire is in a chimney, walls or roofs, or on the other side of closed doors. Smoke detectors may not detect smoke from fires on another level of the residence or building.

Every fire is different in the amount of smoke produced and the rate of burning. Smoke detectors cannot sense all types of fires equally well. Smoke detectors may not provide timely warning of fires caused by carelessness or safety hazards such as smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches or arson.

Even if the smoke detector operates as intended, there may be circumstances when there is insufficient warning to allow all occupants to escape in time to avoid injury or death.

▪ Motion Detectors

Motion detectors can only detect motion within the designated areas as shown in their respective installation instructions. They cannot discriminate between intruders and intended occupants. Motion detectors do not provide volumetric area protection. They have multiple beams of detection and motion can only be detected in unobstructed areas covered by these beams. They cannot detect motion which occurs behind walls, ceilings, floor, closed doors, glass partitions, glass doors or windows. Any type of tampering whether intentional or unintentional such as masking, painting, or spraying of any material on the lenses, mirrors, windows or any other part of the detection system will impair its proper operation.

Passive infrared motion detectors operate by sensing changes in temperature. However their effectiveness can be reduced when the ambient temperature rises near or above body temperature or if there are intentional or unintentional sources of heat in or near the detection area. Some of these heat sources could be heaters, radiators, stoves, barbeques, fireplaces, sunlight, steam vents, lighting and so on.

▪ Warning Devices

Warning devices such as sirens, bells, horns, or strobes may not warn people or waken someone sleeping if there is an intervening wall or door. If warning devices are located on a different level of the residence or premise, then it is less likely that the occupants will be alerted or awakened. Audible warning devices may be interfered with by other noise sources such as stereos, radios, televisions, air conditioners or other appliances, or passing traffic. Audible warning devices, however loud, may not be heard by a hearing-impaired person.

▪ Telephone Lines

If telephone lines are used to transmit alarms, they may be out of service or busy for certain periods of time. Also an intruder may cut the telephone line or defeat its operation by more sophisticated means which may be difficult to detect.

▪ Insufficient Time

There may be circumstances when the system will operate as intended, yet the occupants will not be protected from the emergency due to their inability to respond to the warnings in a timely manner. If the system is monitored, the response may not occur in time to protect the occupants or their belongings.

▪ Component Failure

Although every effort has been made to make this system as reliable as possible, the system may fail to function as intended due to the failure of a component.

▪ Inadequate Testing

Most problems that would prevent an alarm system from operating as intended can be found by regular testing and maintenance. The complete system should be tested weekly and immediately after a break-in, an attempted break-in, a fire, a storm, an earthquake, an accident, or any kind of construction activity inside or outside the premises. The testing should include all sensing devices, keypads, consoles, alarm indicating devices and any other operational devices that are part of the system.

▪ Security and Insurance

Regardless of its capabilities, an alarm system is not a substitute for property or life insurance. An alarm system also is not a substitute for property owners, renters, or other occupants to act prudently to prevent or minimize the harmful effects of an emergency situation.

Limited Warranty

Digital Security Controls Ltd. warrants the original purchaser that for a period of twelve months from the date of purchase, the product shall be free of defects in materials and workmanship under normal use. During the warranty period, Digital Security Controls Ltd. shall, at its option, repair or replace any defective product upon return of the product to its factory, at no charge for labour and materials. Any replacement and/or repaired parts are warranted for the remainder of the original warranty or ninety (90) days, whichever is longer. The original owner must promptly notify Digital Security Controls Ltd. in writing that there is defect in material or workmanship, such written notice to be received in all events prior to expiration of the warranty period.

International Warranty

The warranty for international customers is the same as for any customer within Canada and the United States, with the exception that Digital Security Controls Ltd. shall not be responsible for any customs fees, taxes, or VAT that may be due.

Warranty Procedure

To obtain service under this warranty, please return the item(s) in question to the point of purchase. All authorized distributors and dealers have a warranty program. Anyone returning goods to Digital Security Controls Ltd. must first obtain an authorization number. Digital Security Controls Ltd. will not accept any shipment whatsoever for which prior authorization has not been obtained.

Conditions to Void Warranty

This warranty applies only to defects in parts and workmanship relating to normal use. It does not cover:

•damage incurred in shipping or handling;

•damage caused by disaster such as fire, flood, wind, earthquake or lightning;

•damage due to causes beyond the control of Digital Security Controls Ltd. such as excessive voltage, mechanical shock or water damage;

•damage caused by unauthorized attachment, alterations, modifications or foreign objects;

•damage caused by peripherals (unless such peripherals were supplied by Digital Security Controls Ltd.);

•defects caused by failure to provide a suitable installation environment for the products;

•damage caused by use of the products for purposes other than those for which it was designed;

•damage from improper maintenance;

•damage arising out of any other abuse, mishandling or improper application of the products.

Digital Security Controls Ltd.'s liability for failure to repair the product under this warranty after a reasonable number of attempts will be limited to a replacement of the product, as the exclusive remedy for breach of warranty. Under no circumstances shall Digital Security Controls Ltd. be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of the product or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

Disclaimer of Warranties

This warranty contains the entire warranty and shall be in lieu of any and all other warranties, whether expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose) And of all other obligations or liabilities on the part of Digital Security Controls Ltd. Digital Security Controls Ltd. neither assumes nor authorizes any other person purporting to act on its behalf to modify or to change this warranty, nor to assume for it any other warranty or liability concerning this product.

This disclaimer of warranties and limited warranty are governed by the laws of the province of Ontario, Canada.

WARNING: Digital Security Controls Ltd. recommends that the entire system be completely tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal tampering or electrical disruption, it is possible for this product to fail to perform as expected.

Installer's Lockout

Any products returned to DSC which have the Installer's Lockout option enabled and exhibit no other problems will be subject to a service charge.

Out of Warranty Repairs

Digital Security Controls Ltd. will at its option repair or replace out-of-warranty products which are returned to its factory according to the following conditions. Anyone returning goods to Digital Security Controls Ltd. must first obtain an authorization number. Digital Security Controls Ltd. will not accept any shipment whatsoever for which prior authorization has not been obtained.

Products which Digital Security Controls Ltd. determines to be repairable will be repaired and returned. A set fee which Digital Security Controls Ltd. has predetermined and which may be revised from time to time, will be charged for each unit repaired.

Products which Digital Security Controls Ltd. determines not to be repairable will be replaced by the nearest equivalent product available at that time. The current market price of the replacement product will be charged for each replacement unit.

DSC™

Security Products