



# PG8WLSHW8 and PG9WLSHW8 PowerG Wired to Wireless Converter



29010878R001





# Contents

Safety instructions.....	3
Introduction.....	3
Electrical ratings.....	3
Installing the equipment.....	4
Mounting the equipment.....	5
Mounting the enclosure.....	6
Mounting the power adapter.....	6
Wiring the zones.....	7
Wiring programmable outputs.....	7
Wiring auxilliary power.....	7
Wiring the bell output.....	7
Installing the battery.....	7
Wiring the equipment.....	8
Wiring the power supply.....	9
Wiring the battery.....	9
Enrolling the module.....	9
Enrolling devices.....	10
Automatically enrolling devices.....	10
Manually enrolling devices.....	10
Attaching the cover.....	11
Status LEDs.....	11
Troubleshooting.....	12
FCC and ISED Canada Information.....	13
Modification statement.....	13
Interference statement.....	13
Wireless notice.....	13
FCC class B digital device notice.....	13
UL and ULC notes.....	14

# Contents

European CE Compliance and CERTALARM Certification.....	14
Simplified EU declaration of conformity.....	14
EULA.....	15
SOFTWARE PRODUCT LICENSE.....	15
Limited warranty.....	17
International Warranty.....	18
Warranty Procedure.....	18
Conditions to Void Warranty.....	18
Items Not Covered by Warranty.....	18
Disclaimer of Warranties.....	19
Out of Warranty Repairs.....	19

# Safety instructions

Read the safety information before you install the equipment.

- ① **Note:** This equipment must be installed by a skilled person only. A skilled person is an installer with appropriate technical training. The installer must be aware of potential hazards during installation and measures available to minimize risks to the installer and other people.
- Before you install this equipment, disconnect all power sources (for example mains, battery, and telephone line) connected to the alarm panel.
- Install the equipment indoors in a non-hazardous environment where the following conditions are met:
  - Pollution degree - Maximum 2
  - Over voltages - Category II
- Internal wiring must be routed to prevent strain on wire and terminal connections, loose terminal connections, and damage to conductor insulation.
- Instruct the user that there are no user serviceable parts in this equipment. All equipment must be serviced by a skilled person.

## Introduction

The PowerG Wired to Wireless Converter converts existing hardwired zones to PowerG wireless zones.

There are two models, the PG8WLSHW8 and PG9WLSHW8, and each provide eight hardwired zones and four programmable outputs. This document describes how to mount the enclosure, wire zones, connect the battery, enroll devices, and troubleshoot.

- ① **Note:** Only PG9WLSHW8 is UL and ULC listed. For UL and ULC installations, use this device only in conjunction with compatible wireless receiver and control panel combinations, model Qolsys IQPanel2.

Before you begin, make sure that the kit contains the following items:

- The plastic enclosure containing the PowerG Wired to Wireless Converter
- The transformer
- The hardware pack

## Electrical ratings

The following table outlines the electrical ratings of the components of the PowerG Wired to Wireless Converter:

**Table 1: Electrical ratings**

Output	Rating
DC input voltage and current	18 V DC, 2.2 A. Manufacturer: ShenZhen SOY Technology Co. Ltd. Model: SOY-1800222-NA
Battery charging voltage and current	13.7 V DC, 500 mA
Bell circuit voltage and current	11.5 V DC to 12.5 V DC, maximum current 700 mA continuous
Auxilliary power voltage and current	11.5 V DC to 12.5 V DC, minimum current 700 mA ⓘ <b>Note:</b> For 24 hour standby, the AUX current must not exceed 180 mA.
PGM 1, 3, and 4 voltage and current	11.5 V DC to 12.5 V DC, 50 mA
PGM 2 voltage and current	11.5 V DC to 12.5 V DC, 300 mA
Operating temperature	-10°C to 55°C
Humidity	5% to 93% RH non-condensing

ⓘ **Note:** The PGM outputs are shared with the AUX terminals.

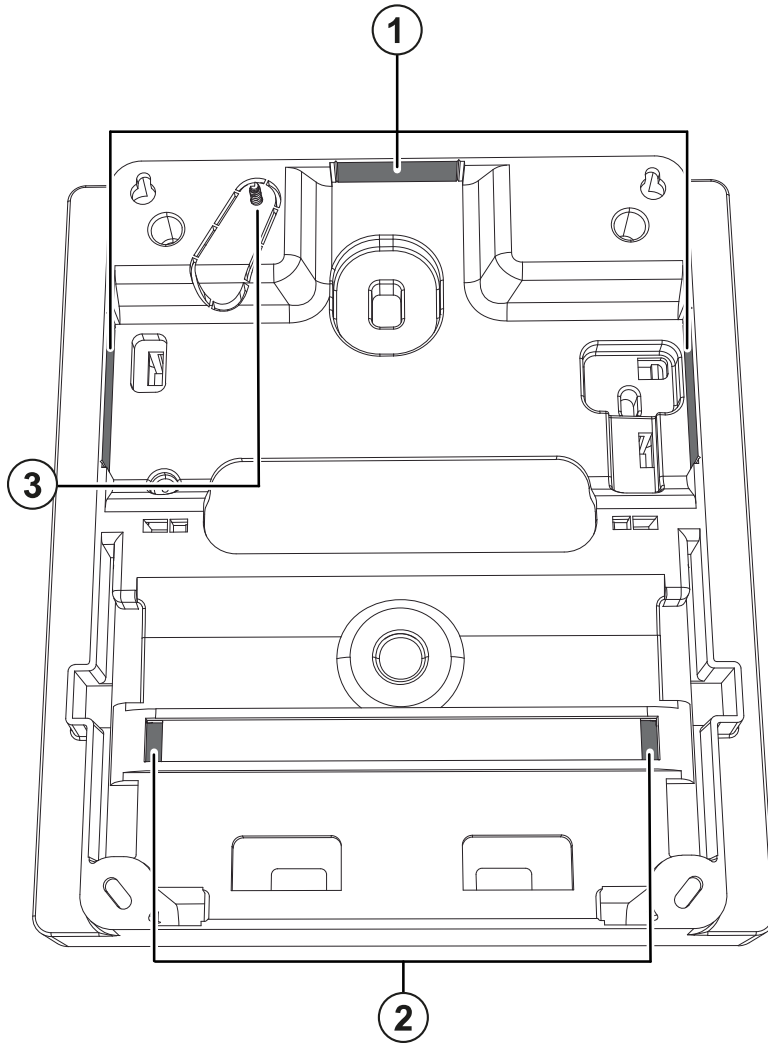
## Installing the equipment

This section describes how to mount the enclosure, install the battery, and wire the system.

The enclosure has three breakaway tabs that you can use for wiring access during installation. There are also two slots for the battery strap to pass through. For more information, see the highlighted areas in Figure 1.

ⓘ **Note:** Remove the breakaway tabs only if required.

**Figure 1: Breakaway tabs and battery strap slots**



Callout	Description
1	Breakaway tabs
2	Slots for the battery strap ⓘ <b>Note:</b> Securing the battery in the enclosure with the battery strap is optional. The battery strap is sold separately.
3	Wall tamper screw

## Mounting the equipment

This section describes how to mount the enclosure and the external power adapter.

## Mounting the enclosure

To mount the enclosure, complete the following steps:

1. Use the four screws provided to secure the enclosure to the wall. For more information, see the highlighted areas in Figure 2.

ⓘ **Note:** Screws are provided only for the model PG9WLSHW8.

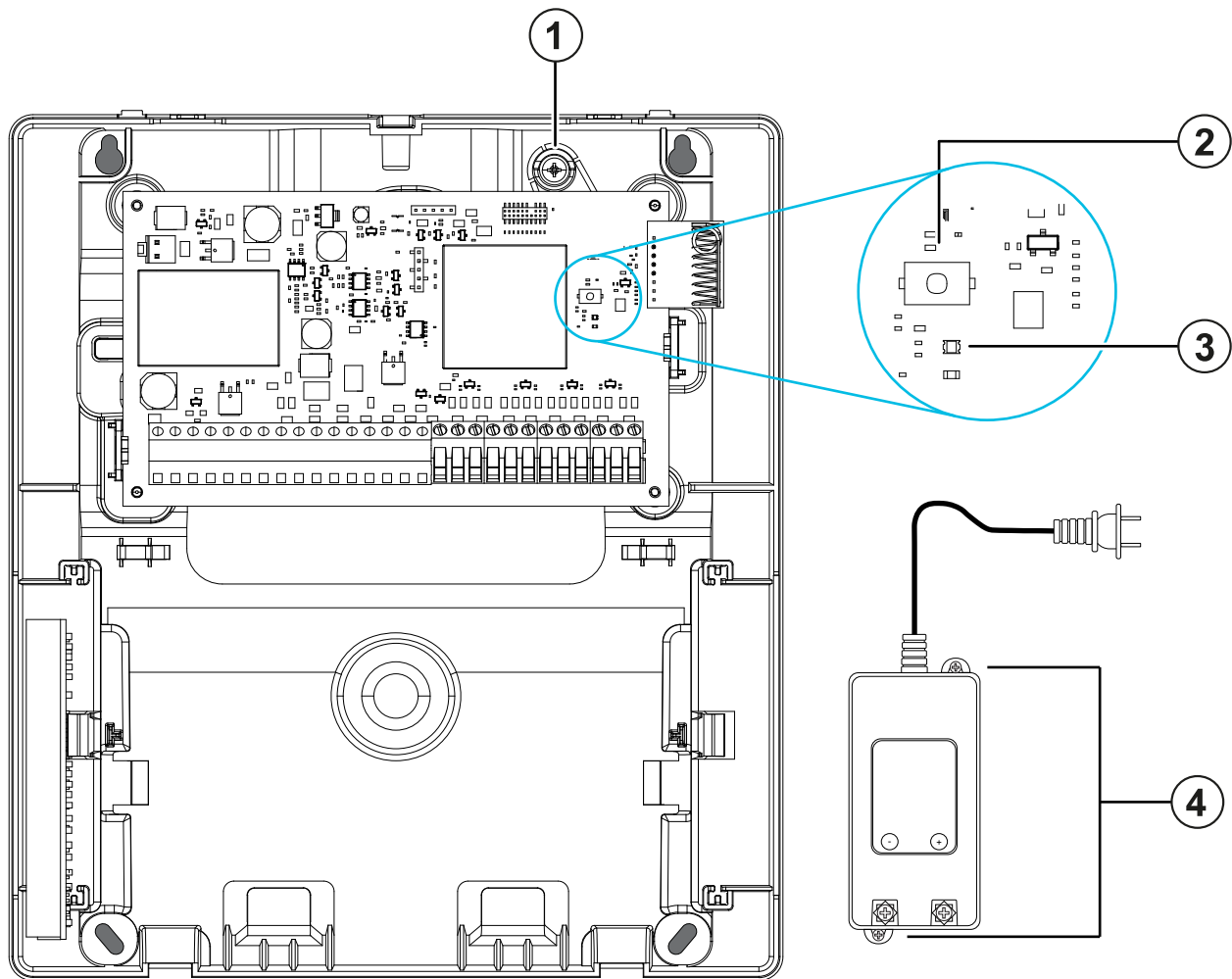
2. To enable the wall tamper, secure the tamper screw to the wall. For more information, see callout 3 in Figure 2.

## Mounting the power adapter

You must mount the power adapter outside the PGXWLSHW8 enclosure. To mount the power adapter, complete the following step:

- Use two screws to secure the power adapter to the wall. For more information see callout 4 in Figure 2.

**Figure 2: Mounting locations**





Callout	Description
1	Wall tamper screw
2	Enrollment button
3	Status LED
4	Power adapter mounting locations

## Wiring the zones

You can wire zones in the following configurations: normally closed (NC), single end of line (SEOL), or double end of line (DEOL).

## Wiring programmable outputs

You can use the programmable outputs (PGM) to activate devices such as LEDs and buzzers. To wire an output to the PGM, complete the following steps:

1. Connect the positive wire from the device to the AUX+ terminal.
2. Connect the negative wire from the device to the PGM terminal.

ⓘ **Note:** If the device requires a current greater than 300 mA, a relay is required.

## Wiring auxiliary power

You can use the auxiliary power terminals to power devices such as motion detectors and glass break detectors. The AUX1 and AUX2 terminals provide a combined current of 700 mA.

- ⓘ **Note:** For UL and ULC combination fire and CO and burglary applications, the fire and CO initiating devices, such as smoke detectors, heat detectors, and CO detectors, must be powered from a separate output (AUX1) than the burglary initiating devices (AUX2).
- ⓘ **Note:** For UL and ULC installations that require 24 hour backup capacity, the maximum AUX power load cannot exceed a current of 180 mA when using a 7 Ah battery.

## Wiring the bell output

You can use the BELL terminals to power a bell, siren, or other device which requires a steady output voltage when the system is in alarm. The panel provides a current of up to 700 mA.

- ⓘ **Note:** A 1 k $\Omega$  resistor is required across the BELL+ and BELL- terminals, or the system detects a trouble condition.

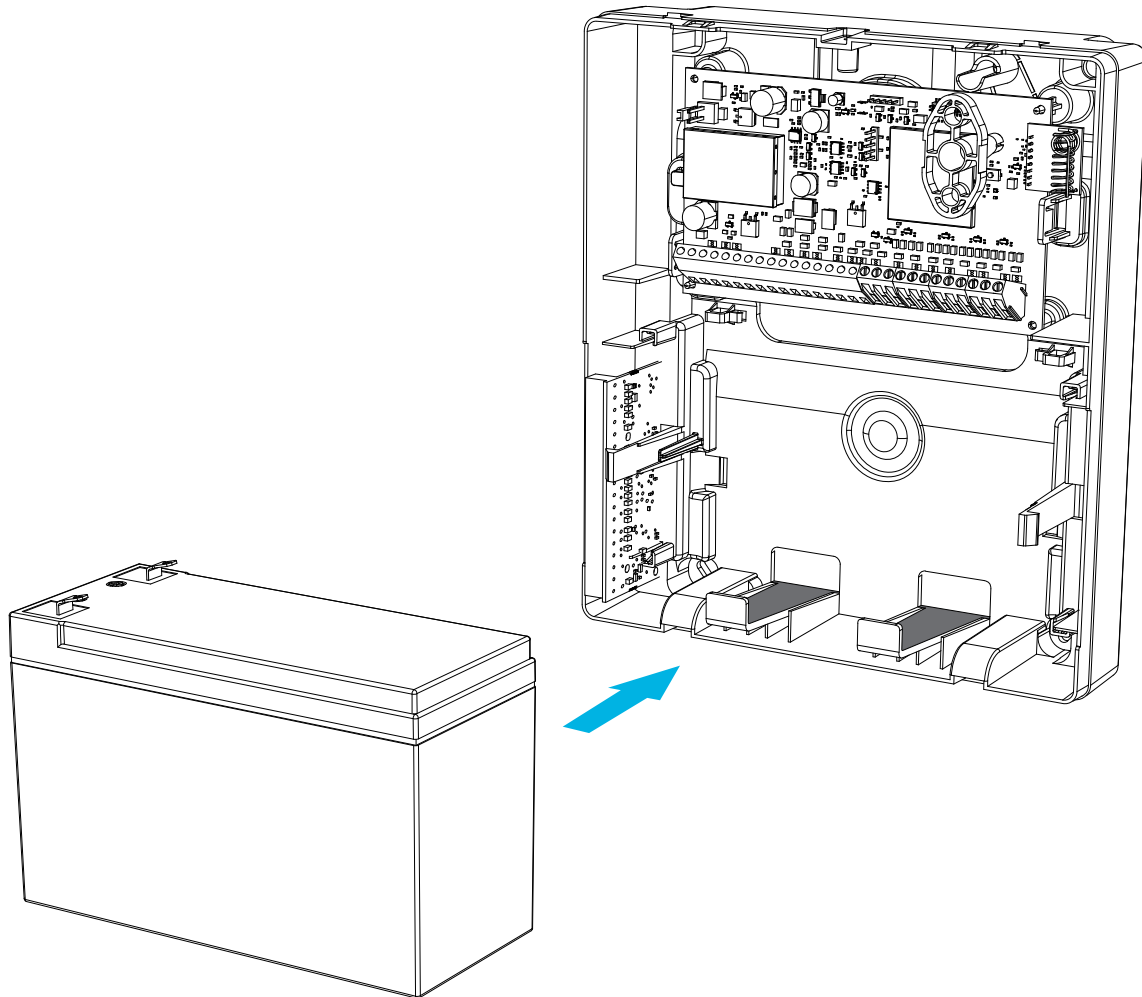
## Installing the battery

To install the 12 V/ 7 Ah battery in the enclosure, complete the following steps:

- ⓘ **Note:** The battery is sold separately.
1. Place the battery on the two plastic supports on the bottom of the enclosure. For more information, see Figure 3.

2. Clip the battery in place.
3. **Optional:**The battery can also be secured in place using a battery strap. To secure the battery using the battery strap, complete the following steps:
  - ⓘ **Note:** The battery strap is sold separately.
  - a. Place the battery on the two plastic supports on the bottom of the enclosure.
  - b. Insert the battery strap through one of the slots.
  - c. Wrap the strap around the front of the battery.
  - d. Insert the strap through the second slot.

**Figure 3: Installing the battery**



## Wiring the equipment

This section describes how to wire the external power supply and battery. For more information, see Figure 4.

## Wiring the power supply

To wire the external power supply, complete the follow steps:

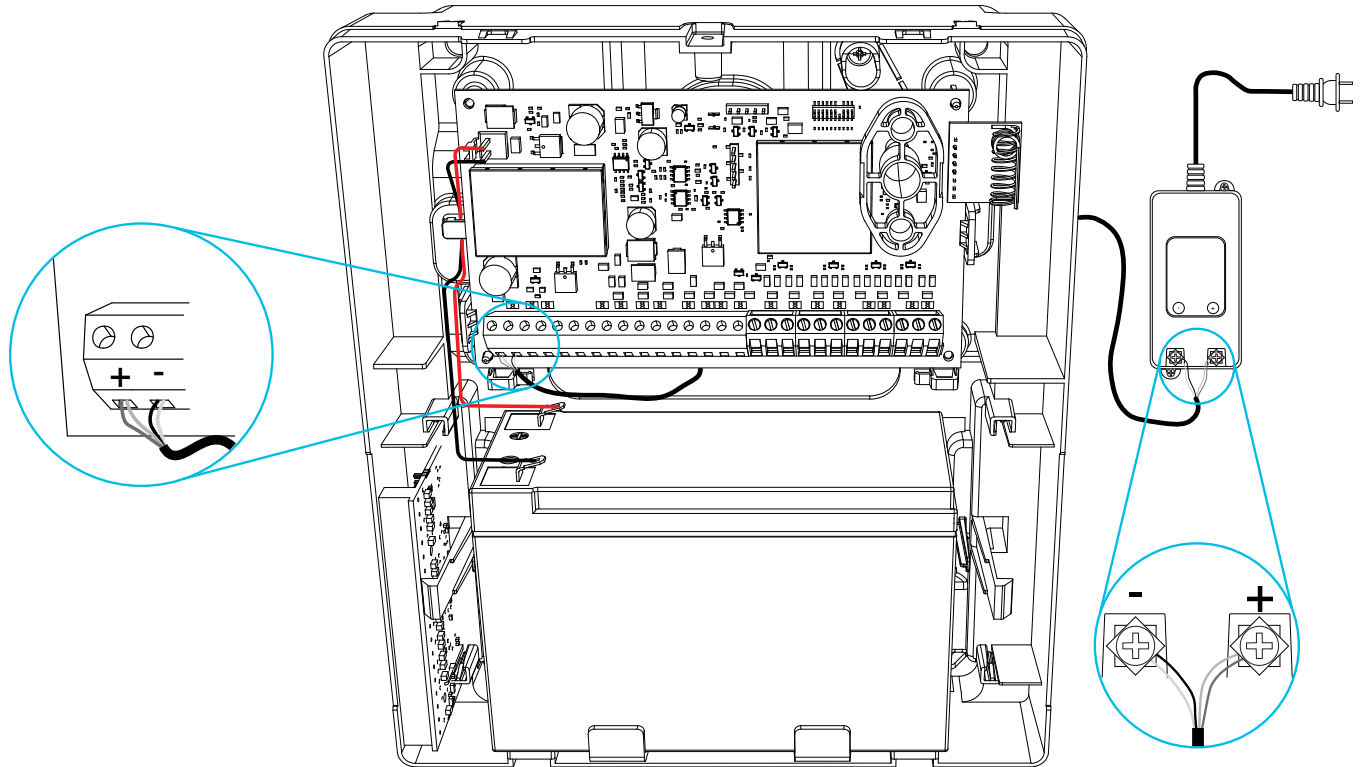
1. On the power supply, secure the wires to the terminals.
2. Insert the cable through the back of the enclosure.
3. Connect the wires to the 18 VDC terminals on the PCB.

## Wiring the battery

To wire the battery, complete the following steps:

1. Connect the red battery lead to the positive terminals on the PCB and the battery.
2. Connect the black battery lead to the negative terminals on the PCB and the battery.

**Figure 4: Wiring the battery**



## Enrolling the module

Before you enroll the module, ensure that all hardwired zones, PGM, AUX, and BELL are wired to the module.

- ① **Note:** The format of the device ID is XXX-YYYY where XXX identifies the type of device and YYYY is used by the system to identify the specific device.

To enroll the module, complete the following steps:

1. Enable enrollment through panel programming. For more information, see the panel's Installation Manual.
2. Press the enroll button on the PCB until the LED lights solid orange.
  - ⓘ **Note:** When you release the enroll button, the LED flashes orange to indicate that the enroll request has been sent to the panel.
3. Confirm the correct module ID (460-YYYY) in panel programming.
  - ⓘ **Note:** After you enroll the module, it is assigned 8 zone slots. To name, define, and configure the zones, use panel programming. For more information, see the panel's Installation Manual.

## Enrolling devices

You can enroll PowerG wireless devices manually or automatically.

- ⓘ **Note:** Before you enroll a device, you must install batteries.

## Automatically enrolling devices

To automatically enroll PowerG wireless devices, complete the following step:

- Press and hold the enroll button on the device until the LED lights, then release the button.
  - ⓘ **Note:** The LED flashes green to indicate the module is auto-learning the zone resistance value. If the LED flashes red six times, the auto-learning failed. Ensure the module is wired correctly and confirm the status of the zone in panel programming. To restart auto-learning, press the enroll button for 2 seconds.

## Manually enrolling devices

To manually enroll PowerG wireless devices, complete the following steps:

1. Enter the device ID printed on the label attached to the device.
2. Press the enrollment button on the device.
  - ⓘ **Note:** The LED flashes green to indicate the module is auto-learning the zone resistance value. If the LED flashes red six times, the auto-learning failed. Ensure the module is wired correctly and confirm the status of the zone in panel programming. To restart auto-learning, press the enroll button for 2 seconds.
3. Configure the zone and PGM in panel programming. For more information, see the panel's Installation Manual.

After the device enrolls, the color of the LED indicates the signal strength. For more information see Table 2.

**Table 2: Device signal strength**

LED color	Signal strength
Three red flashes	Poor
Solid orange	Medium

**Table 2: Device signal strength**

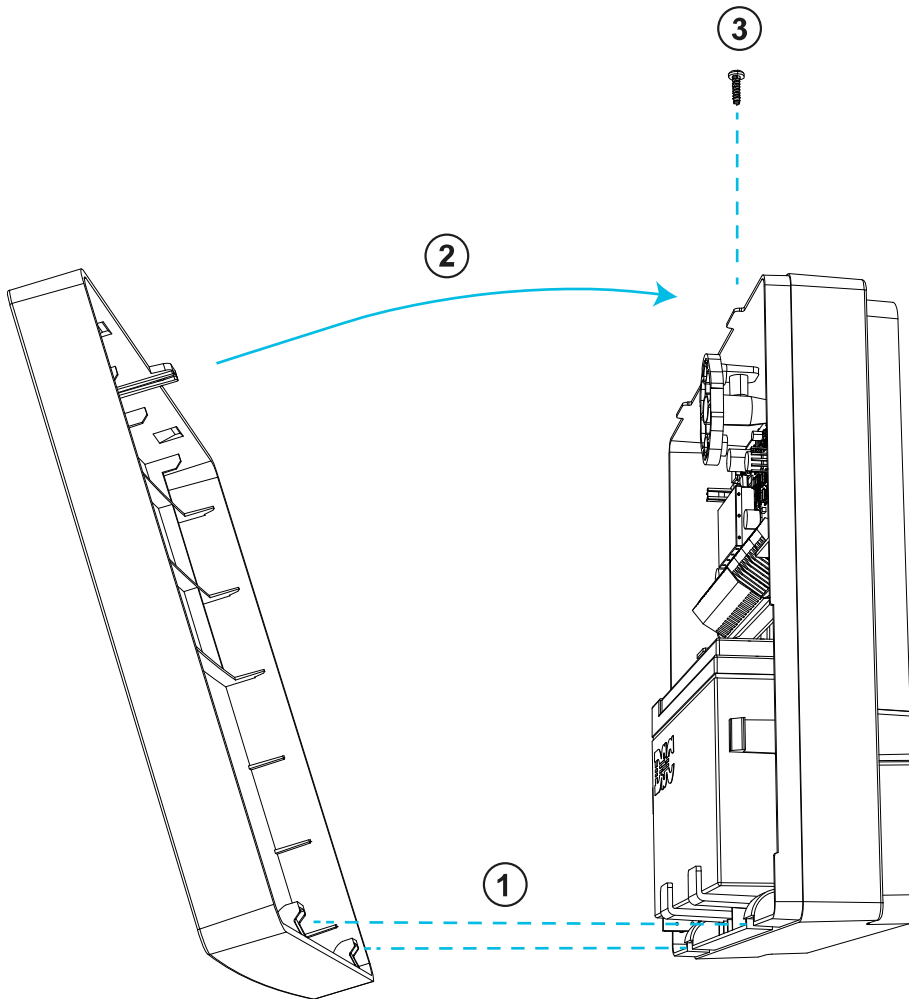
LED color	Signal strength
Solid green	Strong

① **Note:** For UL installations the signal strength must be strong.

## Attaching the cover

To attach the front cover to the enclosure, see Figure 5.

**Figure 5: Attaching the cover**



## Status LEDs

There is one multicolored LED on the module. The following table describes the status of the module based on the color of the LED.

**Table 3: Status LEDs**

Mode	Description
Turn on	The LED is on while the module turns on
Placement test	The color of the LED shows the signal strength of the enrolled device
Firmware upgrade in progress	The LED is on while the system firmware updates
Firmware upgrade failed	The LED is on if the firmware updates fails
Troubles	The LED is on if any troubles are detected, excluding a tamper trouble <i>ⓘ</i> <b>Note:</b> For detailed information on device troubles, see the control panel
Device enrollment	The LED is on when the enrollment button is pressed
Auto learn EOL	The LED is on when the module is detecting the zone EOL resistance value
Auto learn EOL failed	The LED is on if the auto learn EOL fails to register a resistance value for at least one zone
Device defaulting	The LED is on if the enrollment button is pressed and held for 10 seconds
Normal operation	The module is operating normally, with no troubles detected

## Troubleshooting

The status LED indicates if a trouble condition is present. To perform a local update of the firmware, or to view the trouble conditions in detail, use DLS vXX.

The following table describes the trouble states that the module can detect.

**Table 4: Troubleshooting**

Trouble	Description
Loss of AC	There is no power to the module, or the voltage is outside the 16 V to 20 V range.
Module tamper	Ensure that the back tamper plastic is in place and that the front cover of the enclosure is correctly secured.
Zone fault	Ensure that the zone is correctly wired and ensure the zone EOL is correctly programmed.
Aux	<b>Short or overload:</b> The output current exceeds 500 mA which trips the hardware protection, causing the voltage to reduce to zero.  <b>Low voltage:</b> The output voltage is below 9.8 V.
Low battery	The battery voltage is below the low battery threshold of 11.5 V.

**Table 4: Troubleshooting**

Trouble	Description
No battery	There is no current detected on the battery terminals.
Bell circuit	The bell circuit is open. The load is less than 1 k $\Omega$ .

- ① **Note:** When you configure PGM2 for use with a 2 wire smoke detector, any troubles detected show on the panel as a fire trouble.

## FCC and ISED Canada Information

This information applies to model PG9WLSHW8.

### Modification statement

Tyco Safety Products Canada Ltd. has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment.

Tyco Safety Products Canada Ltd. n'approuve aucune modification apportée à l'appareil par l'utilisateur, quelle qu'en soit la nature. Tout changement ou modification peuvent annuler le droit d'utilisation de l'appareil par l'utilisateur.

### Interference statement

This device complies with Part 15 of the FCC Rules and ISED Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'ISED Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### Wireless notice

This equipment complies with FCC and ISED Canada radiation exposure limits set forth for an uncontrolled environment. The antenna should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition aux rayonnements de la ISED Canada pour un environnement non contrôlé. L'antenne doit être installée de façon à garder une distance minimale de 20 centimètres entre la source de rayonnements et votre corps. L'émetteur ne doit pas être colocalisé ni fonctionner conjointement avec à autre antenne ou autre émetteur.

## FCC class B digital device notice

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 into 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.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**⚠ WARNING:** To satisfy FCC RF exposure requirements for transmitting devices, a separation distance of 20cm or more must be maintained between the antenna of this device and persons during device operation.

## UL and ULC notes

The model PG9WLSHW8 has been listed by UL and ULC for commercial burglary and residential fire/burglary applications in accordance with the requirements in the Standards UL1610/UL1023/UL985 and ULC-S304/ULC-S545. For UL/ULC installations, use this device only in conjunction with compatible wireless receivers/control panels combination, model Qolsys IQPanel2.

## European CE Compliance and CERTALARM Certification

This information applies to model PG8WLSHW8.

According to EN50131-1, this equipment can be applied in installed systems up to and including Security Grade 2, Environmental Class II.

UK: The PG8WLSHW8 is suitable for use in systems installed to conform to PD6662:2017 at Grade 2 and environmental class II. BS8243:2010 + A1:2014.

The PowerG peripheral devices have two-way communication functionality, providing additional benefits as described in the technical brochure. This functionality has not been tested to comply with the respective technical requirements and should therefore be considered outside the scope of the product's certification.

The Model PG8WLSHW8 Wired to Wireless Converter has been certified by Telefication according to EN50131-1:2006+ A1:2009, EN50131-3:2009, EN50131-5-3:2017, and EN50131-6:2017 Type A for Grade2, Class II.

## Simplified EU declaration of conformity

Hereby, Tyco Safety Products Canada Ltd declares that the radio equipment type is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: [www.dsc.com](http://www.dsc.com)

868 MHz model: <http://dsc.com/pdf/2001001>

Frequency band (MHz)	Maximum power (dBm/mW)
868.0 to 868.6	12 / 15



Frequency band (MHz)	Maximum power (dBm/mW)
868.7 to 869.2	12 / 15

European single point of contact: Tyco Safety Products, Voltaweg 20,6101 XK Echt, Netherlands.

## EULA

### IMPORTANT - READ CAREFULLY

DSC Software purchased with or without Products and Components is copyrighted and is purchased under the following license terms:

- This End- User License Agreement (“EULA”) is a legal agreement between You (the company, individual or entity who acquired the Software and any related Hardware) and Digital Security Controls, a division of Tyco Safety Products Canada Ltd. (“DSC”), the manufacturer of the integrated security systems and the developer of the software and any related products or components (“HARDWARE”) which You acquired.
- If the DSC software product (“SOFTWARE PRODUCT” or “SOFTWARE”) is intended to be accompanied by HARDWARE, and is NOT accompanied by new HARDWARE, You may not use, copy or install the SOFTWARE PRODUCT. The SOFTWARE PRODUCT includes computer software, and may include associated media, printed materials, and “online” or electronic documentation.
- Any software provided along with the SOFTWARE PRODUCT that is associated with a separate end- user license agreement is licensed to You under the terms of that license agreement.
- By installing, copying, downloading, storing, accessing or otherwise using the SOFTWARE PRODUCT, You agree unconditionally to be bound by the terms of this EULA, even if this EULA is deemed to be a modification of any previous arrangement or contract. If You do not agree to the terms of this EULA, DSC is unwilling to license the SOFTWARE PRODUCT to You, and You have no right to use it.

## SOFTWARE PRODUCT LICENSE

The SOFTWARE PRODUCT is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties. The SOFTWARE PRODUCT is licensed, not sold.

1. GRANT OF LICENSE This EULA grants You the following rights:

- Software Installation and Use - For each license You acquire, You may have only one copy of the SOFTWARE PRODUCT installed.
- Storage/Network Use - The SOFTWARE PRODUCT may not be installed, accessed, displayed, run, shared or used concurrently on or from different computers, including a workstation, terminal or other digital electronic device (“Device”). In other words, if You have several workstations, You will have to acquire a license for each workstation where the SOFTWARE will be used.
- Backup Copy - You may make back-up copies of the SOFTWARE PRODUCT, but You may only have one copy per license installed at any given time. You may use the back-up copy solely for archival purposes. Except as expressly provided in this EULA, You may not otherwise make copies of the SOFTWARE PRODUCT, including the printed materials accompanying the SOFTWARE.

## 2. DESCRIPTION OF OTHER RIGHTS AND LIMITATIONS

- Limitations on Reverse Engineering, Decompilation and Disassembly - You may not reverse engineer, decompile, or disassemble the SOFTWARE PRODUCT, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation. You may not make any changes or modifications to the Software, without the written permission of an officer of DSC. You may not remove any proprietary notices, marks or labels from the Software Product. You shall institute reasonable measures to ensure compliance with the terms and conditions of this EULA.
- Separation of Components - The SOFTWARE PRODUCT is licensed as a single product. Its component parts may not be separated for use on more than one HARDWARE unit.
- Single INTEGRATED PRODUCT - If You acquired this SOFTWARE with HARDWARE, then the SOFTWARE PRODUCT is licensed with the HARDWARE as a single integrated product. In this case, the SOFTWARE PRODUCT may only be used with the HARDWARE as set forth in this EULA.
- Rental - You may not rent, lease or lend the SOFTWARE PRODUCT. You may not make it available to others or post it on a server or web site.
- Software Product Transfer - You may transfer all of Your rights under this EULA only as part of a permanent sale or transfer of the HARDWARE, provided You retain no copies, You transfer all of the SOFTWARE PRODUCT (including all component parts, the media and printed materials, any upgrades and this EULA), and provided the recipient agrees to the terms of this EULA. If the SOFTWARE PRODUCT is an upgrade, any transfer must also include all prior versions of the SOFTWARE PRODUCT.
- Termination - Without prejudice to any other rights, DSC may terminate this EULA if You fail to comply with the terms and conditions of this EULA. In such event, You must destroy all copies of the SOFTWARE PRODUCT and all of its component parts.
- Trademarks - This EULA does not grant You any rights in connection with any trademarks or service marks of DSC or its suppliers.

3. COPYRIGHT - All title and intellectual property rights in and to the SOFTWARE PRODUCT (including but not limited to any images, photographs, and text incorporated into the SOFTWARE PRODUCT), the accompanying printed materials, and any copies of the SOFTWARE PRODUCT, are owned by DSC or its suppliers. You may not copy the printed materials accompanying the SOFTWARE PRODUCT. All title and intellectual property rights in and to the content which may be accessed through use of the SOFTWARE PRODUCT are the property of the respective content owner and may be protected by applicable copyright or other intellectual property laws and treaties. This EULA grants You no rights to use such content. All rights not expressly granted under this EULA are reserved by DSC and its suppliers.

4. EXPORT RESTRICTIONS - You agree that You will not export or re-export the SOFTWARE PRODUCT to any country, person, or entity subject to Canadian export restrictions.

5. CHOICE OF LAW - This Software License Agreement is governed by the laws of the Province of Ontario, Canada.

6. ARBITRATION - All disputes arising in connection with this Agreement shall be determined by final and binding arbitration in accordance with the Arbitration Act, and the parties agree to be bound by the arbitrator's decision. The place of arbitration shall be Toronto, Canada, and the installation manual of the arbitration shall be English.

## 7. LIMITED WARRANTY

- NO WARRANTY - DSC PROVIDES THE SOFTWARE "AS IS" WITHOUT WARRANTY. DSC DOES NOT WARRANT THAT THE SOFTWARE WILL MEET YOUR REQUIREMENTS OR THAT OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED OR ERROR-FREE.
- CHANGES IN OPERATING ENVIRONMENT - DSC shall not be responsible for problems caused by changes in the operating characteristics of the HARDWARE, or for problems in the interaction of the SOFTWARE PRODUCT with non-DSC-SOFTWARE or HARDWARE PRODUCTS.
- LIMITATION OF LIABILITY; WARRANTY REFLECTS ALLOCATION OF RISK - IN ANY EVENT, IF ANY STATUTE IMPLIES WARRANTIES OR CONDITIONS NOT STATED IN THIS LICENSE AGREEMENT, DSC'S ENTIRE LIABILITY UNDER ANY PROVISION OF THIS LICENSE AGREEMENT SHALL BE LIMITED TO THE GREATER OF THE AMOUNT ACTUALLY PAID BY YOU TO LICENSE THE SOFTWARE PRODUCT AND FIVE CANADIAN DOLLARS (CAD\$5.00). BECAUSE SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.
- 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 DSC. DSC MAKES NO OTHER WARRANTIES. DSC 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 SOFTWARE PRODUCT.
- EXCLUSIVE REMEDY AND LIMITATION OF WARRANTY - UNDER NO CIRCUMSTANCES SHALL DSC BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR INDIRECT 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 SOFTWARE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF SUBSTITUTE OR REPLACEMENT EQUIPMENT, FACILITIES OR SERVICES, DOWN TIME, PURCHASERS TIME, THE CLAIMS OF THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY. WARNING: DSC 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 SOFTWARE PRODUCT to fail to perform as expected.

## Limited warranty

Digital Security Controls 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 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 purchaser must promptly notify Digital Security Controls 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. There is absolutely no warranty on software and all software products are sold as a user license under the terms of the software license agreement included with the product. The Customer assumes all responsibility for the proper selection, installation, operation and maintenance of any products purchased from DSC. Custom products are only warranted to the extent that they do not function upon delivery. In such cases, DSC can replace or credit at its option.

## 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 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 must first obtain an authorization number. Digital Security Controls 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 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);
- 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.

## Items Not Covered by Warranty

In addition to the items which void the Warranty, the following items shall not be covered by Warranty: (i) freight cost to the repair centre; (ii) products which are not identified with DSC's product label and lot number or serial number; (iii) products disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection or testing to verify any warranty claim. Access cards or tags returned for replacement under warranty will be credited or replaced at DSC's option. Products not covered by this warranty, or otherwise out of warranty due to age, misuse, or damage shall be evaluated, and a repair estimate shall be provided. No repair work will be performed until a valid purchase order is received from the Customer and a Return Merchandise Authorisation number (RMA) is issued by DSC's Customer Service. Digital Security Controls' 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 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. The laws of some jurisdictions limit or do

not allow the disclaimer of consequential damages. If the laws of such a jurisdiction apply to any claim by or against DSC, the limitations and disclaimers contained here shall be to the greatest extent permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above may not apply to you.

## 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. Digital Security Controls neither assumes responsibility for 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 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.

## Out of Warranty Repairs

Digital Security Controls 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 must first obtain an authorization number. Digital Security Controls will not accept any shipment whatsoever for which prior authorization has not been obtained.

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

