

3G4010 V4.0/LE4010 V5.0

3G (HSPA) Cellular Alarm Communicator LTE Wireless Alarm Communicator

INSTALLATION GUIDE



For the full installation manual, visit www.dsc.com

Warning: This manual contains information on limitations regarding product use and function and information on the limitations as to liability of the manufacturer. The entire manual should be carefully read.

Safety Information

IMPORTANT: The equipment is fixed, wall-mounted and shall be installed in the position specified in these instructions (see Figure 1: Parts). The equipment enclosure must be fully assembled and closed, with all the necessary screws/tabs and secured to a wall before operation. Internal wiring must be routed in a manner that prevents:

- Excessive strain on wire and on terminal connections
- Loosening of terminal connections
- Damage of conductor insulation

WARNING: Never install this equipment during a lightning storm!

Instruct the end-user to:

- Not attempt to service this product. Opening or removing covers may expose the user to dangerous voltages or other risks. Any servicing shall be referred to trained service persons only.
- Use authorized accessories only with this equipment.

Do not dispose of the battery in fire or water. Disposing of the battery in a fire will cause rupture and explosion.

Do not dispose of the waste battery as unsorted municipal waste. Consult your local regulations and /or laws regarding recycling with regard to this lead-acid battery. Doing so will help protect the environment. Some of the materials that are found within the battery could become toxic if not disposed of properly and may affect the environment.

This equipment, 3G4010/LE4010, is fixed and shall be installed by Service Persons only (Service Person is defined as a person having the appropriate technical training and experience necessary to be aware of hazards to which that person may be exposed in performing a task, and of measures available to minimize the risks to that person or other persons). It shall be installed and used within an environment that provides the pollution degree max 2, over voltages category II, in non-hazardous, indoor locations only. This manual shall be used with the Installation Manual of the relevant alarm control panel. All instructions specified within that manual must be observed.

The performance of the 3G4010/LE4010 depends greatly on cellular network coverage. Therefore, it should not be mounted without first performing placement tests to determine the best location for reception (minimum of one green LED ON). Optional antenna kits – LTE-8ANT, LTE-15ANT, LTE-25ANT, LTE-50ANT (8ft/2.4m, 15ft/4.6m, 25ft/7.6m or 50ft/15.2m) – are available.

Approvals Information

NOTICE TO USERS, INSTALLERS, AUTHORITIES HAVING JURISDICTION AND OTHER INVOLVED PARTIES

This product incorporates field-programmable software. In order for the product to comply with the requirements in the Standard for Control Units and Accessories for Fire Alarm Systems, UL 864, certain programming features or options must be limited to the specific values or not used at all as indicated below.

Program Feature or Option	Permitted in UL 864 (Y/N?)	Possible Settings	Settings Permitted in UL 864
Supervision	Yes	5 minutes /60 minutes	5 minutes (see note below)
Inputs/Outputs	Yes	Fire/Burg signals	Fire related signals only
SMS Remote Control	No	Enable/Disable	Disable

NOTE: This product has been tested in accordance with UL 864 9th edition. According to this edition of the standard, the supervision window for reporting single-technology communicator trouble shall be set to five minutes. However, the product can be installed in accordance with the requirements of NFPA72 2013 edition, which allows for a 60-minute supervision window.

NOTE: Encryption shall be enabled for active communications.

Notes for using Private, Corporate and High Speed Data Networks: Network access and domain access policies shall be set to restrict unauthorized network access, and "spoofing" or "denial of service" attacks. Select the internet service providers that have redundant servers/systems, back-up power, routers with firewalls enabled and methods to identify and protect against "denial of service" attacks (i.e., "spoofing").

For UL Residential Fire and Burglary installations, the 3G4010/LE4010 is listed as a sole means of communication or as a back up when used in conjunction with a POTS line (dialer).

For ULC Residential Fire and Burglary installations, the 3G4010/LE4010 is listed as a sole means of communication or as a back up when used in conjunction with a POTS line (dialer).

Introduction

This manual covers two communicator models, the 3G4010 and the LE4010. They are referred to throughout this manual as 3G4010/LE4010 unless otherwise indicated.

This 3G4010/LE4010 manages transmissions to a central station and can simulate the landline in the event of trouble (e.g., landline down) or even substitute the landline completely in areas where the LTE/3G or 2G cellular service is provided and a landline is not available.

By connecting to a control panel's standard PSTN interface, telephone-based Contact ID or SIA signals are decoded and seamlessly routed through the LTE, 3G or 2G network to any of the compatible receiver options.

Both models send alarm system information to a Sur-Gard System I-IP, II, III, IV or 5 receiver. The 3G4010 uses the 3G (HSPA) or 2G (GPRS) cellular network. The LE4010 uses the LTE or 3G wireless network. The 3G4010/LE4010 can be used with UL/ULC Listed compatible control units, as indicated in the manufacturer's installation instructions.

NOTE: These communicators are designed to work with the Contact ID communication format as described in the SIA DC-05 standard and the SIA DC-03 standard for 300 baud. Before completing the field installation of the alarm monitoring system please ensure communication with the supervising central station is successful by sending several events and getting confirmation that they have been received.

Features

- Dual-band UMTS/HSPA; Penta-Band LTE (LE4010); Quad-Band GSM/EDGE Radio
- Advanced Carrier Selection
- Bi-color Wireless Signal Strength Indicator
- 3G (HSPA) / 2G (GPRS) ; LTE or 3G (LE4010) Internet communication with Sur-Gard SG-System I-IP / II / III / IV / 5
- Compatible with 4-digit or 10-digit Contact ID communication format as described in SIA DC-05 Standard and the SIA DC-03 standard for 300 baud. Example of suitable compatible alarm panels: DSC Models PC1864, PC1832, PC1616, PC4020. For LE4010, the following alarm panels are also compatible: HS2128, HS2064, HS2032, HS2016
- Panel Transmission Monitoring for up to four phone numbers
- Simulates landline
- Switches automatically to the 3G (HSPA) or 2G (GPRS) / LTE or 3G (LE4010) network in the event of landline trouble (e.g., line down)
- Four Programmable (NO/NC/SEOL) Inputs
- 12V 1.2Ah battery (optional, not included)
- Case Tamper Output
- Landline overvoltage protection
- Four Programmable Outputs
- DLS support for status, firmware updates and remote debug enable
- Remote Firmware Upgrade
- Remote Diagnostics
- Panel Format Detection
- SMS Command and Control
- Phone number call direction
- Easy enrollment with C24 Communications via web or mobile interface

Technical Specifications

The input voltage to the 3G4010/LE4010 can be drawn from the UL/ULC Listed control panel or provided by an external UL/ULC Listed power supply rated for the application (external power-limited source).

NOTE: The power supply must be Class 2, Power Limited. For residential applications a suitable power adaptor is model DSC ADP1310(W)-NAU or DSC ADP1320-NAU (for USA) and model DSC ADP1310(W)-NA (for Canada).

Table 1: Ratings

Power Supply Ratings	
Input Voltage:	9-14Vdc (use separately listed control panel or power supply) or use DSC ADP1310(W)-NAX or ADP1320-NAX power adapter with battery 12V/1.2Ah
Current Consumption	
Average Current (standby with PSTN connected):	40mA*
Average Current (standby without PSTN connected):	55mA*
Transmission Current (no battery):	225mA*
* Plus any current drawn from the 3G4010/LE4010 AUX+ terminal. Each of the four PGM outputs can be loaded up to 50mA max)	

Working Voltage Range	
With Battery:	(when power is provided by the external power adapter) 11-14Vdc
Without Battery:	9 -14Vdc
Battery Type:	sealed, rechargeable type, rated 12V/1.2Ah (for 24hr standby time)
Battery charging voltage:	13.75Vdc
Battery charge current limit:	360mA
NOTE: Battery must be replaced every 3-5 years. NOTE: When using the battery, use DSC ADP 1310-NAU(W) or ADP 1320-NAU power adapter	
Operating frequency - 2G (GSM/GPRS/EDGE):	850/1900MHz
Operating frequency - 3G (UMTS/HSPA):	850/1900MHz
For LE4010 operating frequencies, see table below.	
Antenna gain:	2.0dBi
Environmental Specifications	
Operating temperature:	0°C-49°C (32°F-120°F)
Humidity:	93%RH Maximum (non-condensing)
Mechanical Specifications	
Dimensions (metal enclosure, painted):	138mm x 224mm x 55mm / 5.4" x 8.8" x 2.2"
Weight (without battery):	900g / 3.2oz
Simulated Telco Loop specifications (TIP/RING)	
On-Hook Voltage:	12Vdc
Off-Hook Voltage (Maximum):	22Vdc
Loop Current :	25mA
Loop Resistance :	600 Ohms
Alternate construction	
Dimensions (enclosure for 3G4010/LE4010):	138mm x 257mm x 55mm / 5.4" x 8.8" x 2.2"
Weight (alternate construction enclosure without battery):	1300g / 2.8lbs

Table 2: LE4010 Operating Frequencies

Band	Transmit Band (Tx)	Receive Band (Rx)
LTE B2	1850 - 1910 MHz	1930 - 1990 MHz
LTE B4	1710 - 1755 MHz	2110 - 2155 MHz
LTE B5	824 - 849 MHz	869 - 894 MHz
LTE B12	698 - 716 MHz	728 - 746 MHz
LTE B13	777 - 787 MHz	746 - 756 MHz
UMTS B2	1850 - 1910 MHz	1930 - 1990 MHz
UMTS B5	824 - 840 MHz	869 - 894 MHz

Installing the 3G4010/LE4010

C24 Communications Enrollment

The 3G4010/LE4010 requires enrollment with C24 Communications to operate. For more information, please visit www.connect24.com, contact C24 Communications customer service at 1-888-251-7458 (US) / 1-888-955-5583 (Canada) or contact the central station to inquire if they are a C24 Communications Master Reseller.

NOTE: Enrollment with C24 Communications should be performed before turning on the 3G4010/LE4010 unit.

Before inserting or removing the SIM card, please ensure the unit is turned off.

Step 1 - Initialize the 3G4010/LE4010 with C24 Communications

The 3G4010/LE4010 can be initialized with C24 Communications by:

web - www.connect24.com

mobile - m.connect24.com

To complete enrollment, a C24 profile, installer ID/PIN (or web credentials) and the 20-digit SIM number are required.

NOTE: The SIM activation process with the cellular carrier typically takes between five and ten minutes to complete.

Step 2 - Determine the Best Signal Location

1. Detach the front cover by removing the four screws.
2. Apply power (DC and/or battery). The 3G4010/LE4010 is now in Placement Test mode.

Step 2a – SIM Card Is Activated.

The red LED is on solid, the blue LED is off and the signal strength LEDs display the average signal strength. In this state, the 3G4010/LE4010 is registered to the network.

If the signal strength is too low (bottom signal LED off or flashing), the 3G4010/LE4010 will proceed to

Step 3: scan for, and attach to, carriers with sufficient signal strength. If the 3G4010/LE4010 is connected to a carrier with sufficient signal strength (minimum of bottom signal strength LED on solid), it proceeds to **Step 4.**

Step 2b – SIM Card Is Not Activated

The red LED flashes, the blue LED is off and the signal strength LEDs display the average signal strength. In this state, the 3G4010/LE4010 is unable to register to the network because it is inactive. The signal

strength indicated is from any nearby cell tower (including cellular towers belonging to non-roaming partners) and does **not** necessarily reflect the signal strength of the intended network. The 3G4010/LE4010 remains in this state until the SIM is activated. Once the SIM is activated, the 3G4010/LE4010 proceeds to

Step 2a.

Step 3 – Carrier Scanning Due To Insufficient Signal Strength

The 3G4010/LE4010 scans the surrounding network and connects to the carrier to provide a signal strength of at least 7 CSQ. While this action is being performed, all four LEDs activate to show a scanning sequence in progress. The LEDs cycle from top to bottom and then bottom to top until the 3G4010/LE4010 connects to a carrier with a signal strength above 7 CSQ (minimum of bottom signal strength LED on solid). Once this is completed, the 3G4010/LE4010 proceeds to **Step 4.**

Step 4 - Acquire C24 Communications Programming

The red LED is on solid and the blue LED flashes. The flashing blue LED indicates that the 3G4010/LE4010 has requested programming from C24 Communications and is waiting for a response.

Once remote programming is completed, the blue LED switches to solid and the 3G4010/LE4010 proceeds to **Step 5.**

Step 5 – Receiver Initialization

The red and blue LED's are both on solid and the signal strength LEDs are off.

When the 3G4010/LE4010 sends a request to communicate with the central station, the top signal strength LED begins flashing.

When the central station communicates back to the 3G4010/LE4010, the top signal strength LED turns on solid.

When the 3G4010/LE4010 sends a request to communicate to the next central station, the bottom signal strength LED begins flashing and turns on solid when it receives a communication back from the central station.

If at least one of the central stations does not respond back to the communicator, the signal strength LED corresponding to that central station turns off. Once the initialization sequence is complete, the 3G4010/LE4010 switches to steady state operation.

Step 6 - Mount the 3G4010/LE4010

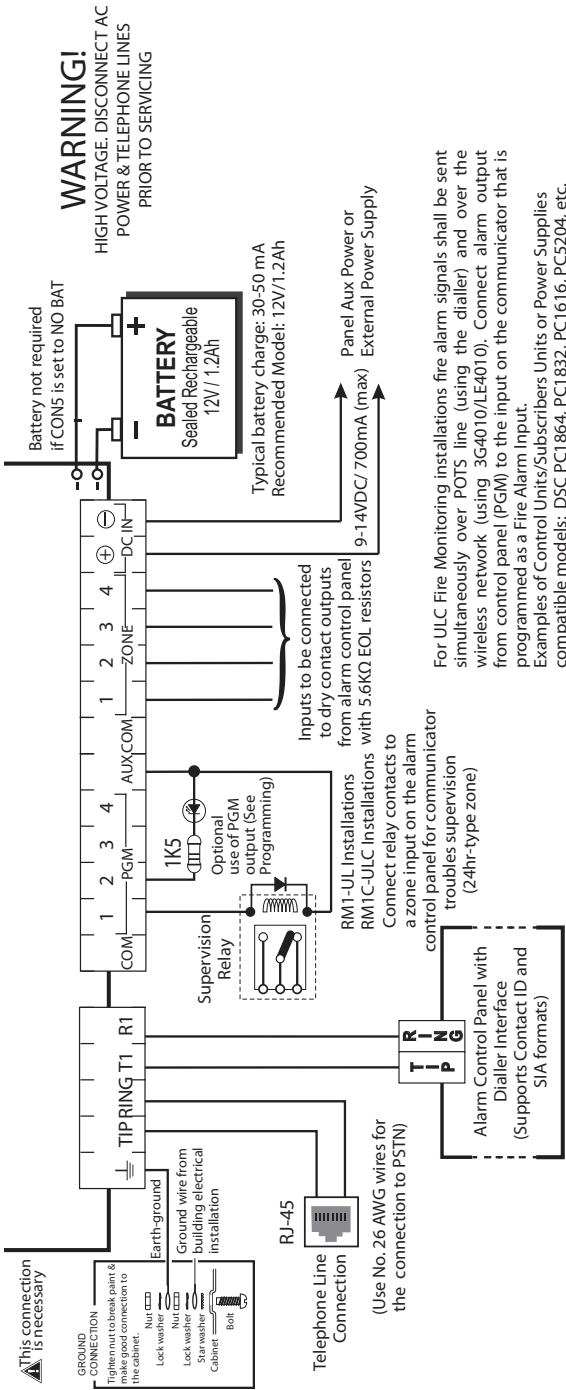
1. Power down the 3G4010/LE4010 by removing the DC power source and battery leads.
 2. Using the cabinet, mark the four screw locations. Drill the anchor screw holes.
- NOTE:** Check for cable conduits and water pipes before drilling.
3. Using anchor screws (not provided), mount the cabinet to the wall.
 4. Run the cables through the cable entry [13] or through the cabinet knockouts.
 5. Complete the connections on the terminal blocks [11].

NOTE: Ensure that power and Telco circuit connections are made only after the cabinet has been secured to the building or structure, and has been connected to the protective earth ground. Descriptions of the terminals can be found in the 'Connecting the 3G4010/LE4010' section.

6. Reattach the front cover [1] securely to the cabinet.

NOTE: Please refer to the end of this manual for wiring diagrams.

3G4010/LE4010 Wiring Diagram



WARNING: Incorrect connections may result in PTC failure or improper operation. Inspect wiring and ensure connections are correct before turning on. All circuits are classified for UL installations as Power Limited/Class II Power Limited except for the battery leads which are not Power Limited. Do not route any wiring over circuit boards. Maintain at least 1" (25.4mm) separation. A minimum 1/4" (6.4mm) separation must be maintained at all points between Power Limited wiring and all other Non-Power Limited wiring. Route wires as indicated in the diagram.

For UL Fire Monitoring installations fire alarm signals shall be sent simultaneously over POTS line (using the dialler) and over the wireless network (using 3G4010/LE4010). Connect alarm output from control panel (PGM) to the input on the communicator that is programmed as a Fire Alarm Input.
Examples of Control Units/Subscribers Units or Power Supplies compatible models: DSC PCI 864, PCI 832, PC1616, PC5204, etc.

For UL Installations, the system shall be installed in accordance with chapter 2 of the ANSI/NFPA 72 and ANSI/NFPA 70. Recommended locations and wiring methods shall be in accordance with the National Electrical Code, ANSI/NFPA 70, the Standard for Installation and Classification of Burglar and Holdup Alarm Systems, UL 681, and the Standard for Central-Station Alarm Services, UL 827.
For UL Installations, the recommended locations and wiring methods shall be in accordance with CSA C22.1, Canadian Electrical Code, Part I, Safety Standard for Electrical Installations; CAN/ULC-5302, Installation and Classification of Burglar Alarm Systems for Financial and Commercial Premises, Series and Vaults; and CAN/ULC-5301, Standard for Central and Monitoring Station Burglar Alarm Systems and the Standard for the Installation of Residential Fire Warning Systems, CAN/ULC-5540. Do not install the equipment in places where the signal strength does not meet the minimum recommended signal strength level. Do not run zone inputs and T1/R1 wiring along AC wires or other circuits with high frequency signals in order to reduce possibility of interference and false alarms.

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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.

Regulatory Information
Modification Statement
Digital Security Controls 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.
Digital Security Controls n'approuve aucune modification apportée à l'appareil par l'utilisateur, quelle qu'en soit la nature. Tout changement ou modification peut annuler le droit d'utilisation de l'appareil par l'utilisateur.

Interference Statement
This device complies with Part 15 of the FCC Rules and ISCED 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 IC 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 IC pour un environnement non contrôlé. L'antenne doit être installée de façon à garder une distance minimale de 20 centimètres entre la source de rayonnement et votre corps. L'émetteur ne doit pas être colocalisé ni fonctionner conjointement avec à autre antenne ou autre émetteur.
Antenna gain must be below/Gain de l'antenne doit être ci-dessous:

Frequency Band/Bande de fréquence	3C4010; 3C4010CF	LE4010; LE4010CF
GSM 850 / FDD V	6.21 dBi	4.4 dBi
PCS 1900 / FDD II	3.76 dBi	3.2 dB
LTEB2	—	3.2 dBi
LTEB4	—	3.2 dBi
LTEB5/B12/B13	—	4.4 dBi

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 which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

3G4010;
FCC ID: F53143G4010
3G4010 Product Identifier US: F5314M000B3G4010
REN: 0:0B

LE4010;
FCC ID: F5317LE4010
LE4010 Product Identifier US: F5317M000ALE4010
REN: 0:0B
USOC Jack: RJ-31X

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

Telephone Connection Requirements
A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and

modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Ringer Equivalence Number (REN)

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local Telephone Company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format: US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

Incidence of Harm

If this equipment (model 14010/LE4010) causes harm to the telephone network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Changes in Telephone Company Equipment or Facilities

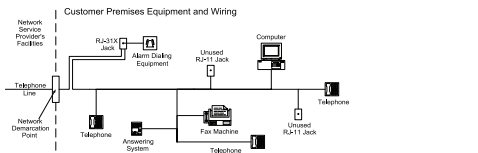
The Telephone Company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Equipment Maintenance Facility

If trouble is experienced with this equipment for repair or warranty information, please contact the facility indicated below. If the equipment is causing harm to the telephone network, the Telephone Company may request the disconnection of the equipment until the problem is solved. This equipment is of a type that is not intended to be repaired by the end user. DSC c/o APL Logistics, 2600 West Pointe Dr., Lithia Springs, GA 30122

Additional Information

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation for information for interconnection. A landline telephone may be used to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do this, alarm dialling equipment must be connected to a properly installed RJ-31X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the figure below. If you have any questions concerning these instructions, you should contact your telephone company for more information about installing the RJ-31X jack and alarm dialling equipment for you.



Industry Canada Compliance Statement

This equipment meets the applicable Industrial, Scientific and Electronic Department (ISED) Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that ISED Canada technical specifications it does not imply that ISED Canada approved the equipment. The Ringer Equivalence Number (REN) for this terminal equipment is 0.0. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5. IC: 160A-3G4010 IC: 160A-LE4010

Cet équipement est conforme aux spécifications techniques applicables aux équipements terminaux d'ISED Canada. Ceci est confirmé par le numéro d'enregistrement. L'abréviation IC précédant le numéro d'enregistrement signifie que l'enregistrement a été effectué sur la base de la Déclaration de conformité indiquant que le produit est conforme aux spécifications techniques d'ISED Canada. Ceci n'implique pas que le produit ait été approuvé par Industrie Canada.

Le nombre équivalent de sonneries (REN) de cet appareil terminal est 0.0. Le REN attribué à chaque équipement terminal fournit une indication sur le nombre maximum de terminaux pouvant être connectés sur une interface téléphonique. La terminaison sur une interface peut constituer en n'importe quel combinaison de dispositifs, à condition que la somme des nombres équivalents de sonneries de tous les appareils ne soit pas supérieure à 5.

This Class B digital apparatus meets all requirements of the Canadian Interference-causing Equipment Regulations. Cet appareil numérique de la Classe B respecte toutes les exigences de règlement sur le matériel brouilleur du Canada.

CAN ICES-3 (B) / NFM-3 (B)

The term "IC:" before a certification number only signifies that ISED Canada technical specifications were met. NIST Validation of encryption algorithm AES128 certificate No. 5010

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 will repair or replace, at its option, the product 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 they are 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 or 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. Damages that 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 law which governs such jurisdictions does 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 nor warrants any liability 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.

Digital Security Controls recommends that the entire system be completely supported on a daily 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 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.

Products which Digital Security Controls 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.

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