LIMITED WARRANTY
Digital Security Controls Ltd. warrants the original purchaser that for a period of twelve months from the date of purchase, the prod-
uct 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 ma-
terials. 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 workman-
ship, such written notice to be received in all events prior to expira-
tion 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 cus-
toms 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 distribu-
tors 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 authoriza-
tion 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 Con-
trols Ltd. such as excessive voltage, mechanical shock or water
  damage;
• damage caused by unauthorized attachment, alterations, modifi-
cations or foreign objects;
• damage caused by peripheral(s) unless such peripherals were sup-
  plied by Digital Security Controls Ltd.;
• defects caused by failure to provide a suitable installation envi-
rionment 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 con-
sequential damages based upon breach of warranty, breach of con-
tract, 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 sub-
stitute 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 (in-
cluding 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 Con-
trols Ltd. neither assumes nor authorizes any other person pur-
porting 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.

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 accord-
ing 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 whatso-
ever for which prior authorization has not been obtained.

Products which Digital Security Controls Ltd. determines to be re-
pairable will be repaired and returned. A set fee which Digital Secu-
 rity 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.

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cations or foreign objects;
• damage caused by peripheral(s) unless such peripherals were sup-
  plied by Digital Security Controls Ltd.;
• defects caused by failure to provide a suitable installation envi-
rionment 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
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Security Controls Ltd. be liable for any special, incidental, or con-
sequential damages based upon breach of warranty, breach of con-
tract, 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 sub-
stitute 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 (in-
cluding 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 Con-
trols Ltd. neither assumes nor authorizes any other person pur-
porting 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.

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Products which Digital Security Controls Ltd. determines to be re-
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rity Controls Ltd. has predetermined and which may be revised from
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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.
AVIS: L’étiquette de l’Industrie Canada identifie le matériau homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d’exploitation et d’identification. Industrie Canada et son emblème ne sont pas à l’affaire d’un dépôt de la qualité, de la satisfaction de l’utilisateur. Avant d’installer ce matériel, l’utilisateur doit s’assurer qu’il est permis de raccorder les installations de l’entreprise locale de télécommunication. Le matériel doit être installé conformément au présent avis. L’industrie ne doit pas subvenir à ce que l’utilisateur ou l’installateur se conforme aux conditions prévues ci-dessus n’empêchera pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être effectuées par un centre d’entretien canadien autorisé désigné par le fournisseur. La compagnie de téléphone suivant l’appareil à la suite de réparations ou de modifications effectuées par l’utilisateur ou l’installateur peut provoquer des interruptions de service et/ou des réparations.

Fonctionnement.

Cette procédure est recommandée à chaque dispositif terminal indiqué, pour éviter toute surcharge. Le pourcentage de l’abonnement total qui peut être raccordé à un circuit téléphonique bouclé peut être limité.

La désactivation du circuit bouclé peut être constituée de n’importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l’ensemble des dispositifs n’excède pas 100.

Fournisseur de service public.

Ce service public doit être installé dans un endroit équipé d’un abonnement téléphonique bouclé utilisé par ce dispositif. La terminaison du circuit bouclé peut être constituer de n’importe quelle combinaison de dispositifs, pourvu que la somme des indices de charge de l’ensemble des dispositifs n’excède pas 100.

L’indice de charge de ce produit est 2.

NOTIFICATION TO TELEPHONE COMPANY

The customer shall notify the telephone company of the particular connection that will be made, and provide the telephone company with the protection and the equivalent protective circuit.

Ringer Equivalence Number: 0.68
USOC Jack: RJ-11X

TELEPHONE CONNECTION REQUIREMENTS

Except for the telephone company provided ringer, all connections to the telephone network shall be made through a protective circuit, or the equivalent protective circuit. The telephone company shall be provided with an 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 location will result. This procedure shall be followed by examining the facilities by means of a tone generator and test equipment.

INDEMNITY 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 for a period not to exceed 5 days. Where practicable, the customer shall be notified and be given the opportunity to correct the situation.

ADDITIONAL TELEPHONE CONNECTION REQUIREMENTS

The security control panel must be properly connected to the telephone line with a USOC RJ-11X telephone jack.

The FCC prohibits customer-provided terminal equipment to be connected to party lines or to be used in conjunction with coin telephone service. Interconnect rules may vary from state to state.

All remote monitoring and control equipment must be either remotely monitored or be the effect monitoring service monitored. The device must be either remotely monitored or be the effect monitoring service monitored. The device must be either remotely monitored or be the effect monitoring service monitored. The device must be either remotely monitored or be the effect monitoring service monitored.

RINGER EQUIVALENCE NUMBER (REN)

The REN is used 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 5 (5).

To be certain of the REN of devices that you may connect to your line, you may obtain information from your telephone company or from the device manufacturer.

EQUIPMENT MAINTENANCE FACILITY

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

WARNING Please Read Carefully

Note to Installers

This 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.

System Failures

This system has been carefully designed to be as effective as possible. There are circumstances when this system may not operate as intended 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 configuration to prevent a forced entry. Security systems may not be able to prevent entry and must be done during and after any construction activity. An evaluation by the local or federal 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 circumvent or disable or otherwise take advantage 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, defective sensor, 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 will operate as intended when AC power is interrupted, however, should AC power be restored an ad hoc battery powered emergency device will be activated. If a device operates from batteries, it is possible for the batteries to fail. Even if the batteries have been charged, a device may not operate when AC power is restored. Devices such as these batteries. 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, jamming, or operating on standby mode is usually not recognized by these devices. The customer may also be required to perform system tests 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, low or high temperatures, or large temperature fluctuations may reduce the life of the batteries. If a battery is not functioning properly, the customer should contact the dealer from whom the battery was purchased. Regrettably, monitoring and maintenance will keep the system in good operating condition.

Compromise of Radio Frequency (Wireless) Transmitters

Signals may not reach the receiver under all circumstances which could include signal attenuation, distant construction activity, interference, battery failure, or deliberate jamming or other inadvertent radio signal interference.

Smoke Detectors

Smoke detectors are a part of this system or may be connected to the alarm system. Smoke detectors are designed to detect a smoldering or flaming fire. Smoke detectors have not been designed to operate under conditions where smoke or other light particulates such as dust, smoke, ash, or particles of soot are prevalent. 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 are not designed to detect smoke from fires that are not burning or are burning slowly due to the absence of oxygen, low temperature, or other factors.

In the event of a smoke detector operating an fire alarm, there may be circumstances under which the alarm is insufficient to warn all occupants in escape in time to avoid injury or death.

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In the event of a smoke detector operating an fire alarm, there may be circumstances under which the alarm is insufficient to warn all occupants in escape in time to avoid injury or death.

Motion Detectors

Motion detectors are designed to detect motion within the designated areas as shown in their respective installation instructions. They cannot discriminate between motion of a pedestrian versus motion of an intruder.

Some but not all of these reasons may be:

Unsatisfactory Location

There may be circumstances when the system will operate as intended, yet the system may not perform as intended. The system should be tested weekly and immediately after a break-in, an attempted break-in, or an emergency. The system should be tested weekly and immediately after a break-in, an attempted break-in, or an emergency. The system should be tested weekly and immediately after a break-in, an attempted break-in, or an emergency. The system should be tested weekly and immediately after a break-in, an attempted break-in, or an emergency. Should terminal equipment or protective circuitry cause harm to the telephone network, the telephone company shall, where practicable, notify the customer and will be given the opportunity to correct the situation.

Maintenance Problems

Although every effort has been made to make this system as reliable as possible, no system can be made 100% reliable in all circumstances. It is possible for persons with criminal intent to tamper with or disable the system. The security control panel must be properly connected to the telephone line with a USOC RJ-31X telephone jack.

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, low or high temperatures, or large temperature fluctuations may reduce the life of the batteries. If a battery is not functioning properly, the customer should contact the dealer from whom the battery was purchased. Regrettably, monitoring and maintenance will keep the system in good operating condition.

The security control panel must be properly connected to the telephone line with a USOC RJ-31X USOC jack.

The FCC prohibits customer-provided terminal equipment to be connected to party lines or to be used in conjunction with coin telephone service. Interconnect rules may vary from state to state.

If there is a fire alarm transmitted by this system, or equipment malfunctions, may give the telecommunications company cause to disconnect the equipment. Should terminal equipment or protective circuitry cause harm to the telephone network, the telephone company shall, where practicable, notify the customer and will be given the opportunity to correct the situation.
About Your Security System

Your DSC Power832 Security System has been designed to provide you with the greatest possible flexibility and convenience. Read this manual carefully and have your installer instruct you on your system’s operation and on which features have been implemented in your system. All users of this system should be equally instructed in its use. Fill out the “System Information” page with all of you zone information and access codes and store this manual in a safe place for future reference.

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 should be installed in accordance with NFPA 72 (N.F.P.A., Battery marched Park, Quincy MA 02269). Carefully review the Family Escape Planning guidelines in this manual.

NOTE: Your installer must enable the fire detection portion of this equipment before it becomes functional.

Testing

To insure that your system continues to function as intended, you must test your system weekly. Please refer to “Testing Your System” on page 13 of this manual. If your system does not function properly, call your installing company for service.

Monitoring

This system is capable of transmitting alarms, troubles and emergency information over telephone lines to a central station. If you inadvertently initiate an alarm, immediately call the central station to prevent an unnecessary response.

NOTE: The monitoring function must be enabled by the installer before it becomes functional.

General System Operation

Your security system is made up of a DSC Power832 control panel, one or more Power832 keypads and various sensors and detectors. The control panel will be mounted out of the way in a utility closet or in a basement. The metal cabinet contains the system electronics, fuses and stand-by battery. There is normally no reason for anyone but the installer or service professional to have access to the control panel.

All the keypads have an audible indicator and command entry keys. The LED keypads have a group of zone and system status lights. The LCD keypad has an alphanumeric liquid crystal display (LCD).

The keypad is used to send commands to the system and to display the current system status. The keypad(s) will be mounted in a convenient location inside the protected premises close to the entry/exit door(s).

The security system has several zones of area protection and each of these zones will be connected to one or more sensors (motion detectors, glassbreak detectors, door contacts, etc.). A sensor in alarm will be indicated by the corresponding zone lights flashing on a LED keypad or by written messages on the LCD keypad.

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.
# System Information

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

## Access Codes

Your Master Code is: ________________________________

Additional Access Codes:

<table>
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<tr>
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## Zone Information

There are _______ active zones on the system.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Protected Area</th>
<th>Zone Type</th>
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</table>
The Exit Delay Time is _______ seconds.
The Entry Delay Time is _____ seconds.

For Service
Central Station Information:
Account #: __________________________ Telephone #: __________________________

Installer Information:
Company: __________________________ Telephone #: __________________________
Access Codes

Access codes are used to arm and disarm the system. There are 37 access codes available: 1 master code, 32 regular access codes, 2 duress codes and 2 partition master codes. Ask your installer for more information on using the duress and partition master codes.

Only the Master Code can be used to program additional security codes and to change other system features as well as to arm and disarm the security system. The Master Code will be supplied to you by your installer. All keypad entries are made by pressing one key at a time.

All access codes can be programmed by following the procedure outlined in “Programming Security Codes” on page 7.

NOTE: An access code can be a four or six digit number depending on how your installer has programmed your system. Ask your installer for more information regarding access codes.

Arming the System

Arming from an LED Keypad:

If the Ready light is ON, the system is ready for arming. If the Ready light is OFF, check to see that all doors and windows are closed and that motion is stopped in areas covered by motion detectors. The system cannot be armed unless the Ready light is ON indicating that all zones are closed and the system is in the Ready state.

Enter your access code. As each digit is entered, the keypad sounder will beep. If the access code was entered incorrectly, the keypad buzzer will sound steadily for two seconds. If this occurs, press the [#] key and re-enter your access code. If the correct access code is entered, the keypad sounder will beep quickly and the Armed light will come ON. Exit the premises through the door indicated by your installer as the Exit/Entry door.

The panel will provide an exit delay period, indicated by keypad beeps, for you to exit the premises without causing an alarm. At the end of the exit delay period, the Ready light will turn OFF and the system will be armed. The exit delay time can be changed by your installer.

Arming from an LCD Keypad:

When this message appears, one or more zones are not secured. To secure the system, close all doors and windows and cease all motion in areas covered by motion detectors.

When this message appears, use the arrow (< >) keys to verify that the system is clear of troubles and that no zones are bypassed unintentionally (see “Viewing Trouble Conditions” on page 12 and “Zone Bypassing” on page 11).

If this display is showing, the system is in the Ready state and may be fully armed. To arm the system, enter your access code.

Once the correct access code has been entered, the display will be as shown. The panel will provide an exit delay period, also indicated by keypad beeps, for you to exit the premises without causing an alarm. Exit through the door indicated by your installer as the Exit/Entry door.

This message will be displayed once the exit delay expires and the system is fully armed.

If this message appears, be aware of which zones are bypassed and why (see “Zone Bypassing” on page 11). NOTE: If you arm the system with a zone bypassed or with a trouble present, your security protection is reduced.
Alternate Arming Methods

Away Arming
Arming the system in the Away mode will have all interior zones and perimeter zones active. If motion is detected in the interior zones, or if one of the perimeter zones is violated, the alarm sequence will begin. To arm in the Away mode, enter your access code and exit the premises through a designated Exit/Entry door. The system will recognize that occupants have left the premises. Once the exit delay expires, the system will be fully armed.

If your installer has programmed the “Away” function key, you can use it at any time to Away arm your system. Press and hold the key for 2 seconds to initiate away arming. If your system is stay armed, pressing the Away key will turn on the interior zones and the system will be away armed.

Audible Exit Fault
In an attempt to reduce false alarms, the Audible Exit Fault is designed to notify you of an improper exit when arming the system in the Away mode. In the event that you fail to exit the premises during the allotted exit delay period, or if you do not securely close the Exit/Entry door, the system will notify you that it was improperly armed in two ways: the keypad will emit one continuous beep and the bell or siren will sound. If this occurs, you must re-enter the premises, enter your access code to disarm the system, and then follow the arming procedure again, making sure to exit the premises in the proper fashion. Your installer will tell you if the Audible Exit Fault has been enabled on your system.

Stay Arming
This feature, if enabled by your installer, will allow you to arm the perimeter zones while leaving the interior zones inactive so that you can remain on the premises while the system is armed. When you enter your security code to arm the system and do not exit the premises through a designated Exit/Entry door, the system will arm in the Stay mode, automatically bypassing the interior zones.

If your installer has programmed the “Stay” function key, you can use it at any time to stay arm your system. Press and hold the key for 2 seconds to turn on stay arming. If your system is away armed, pressing the Stay key will turn off the interior zones and the system will be stay armed.

You can turn the interior zones on again by pressing the Away key or [✱][1]. If you turn on the interior zones, do not go into areas covered by motion detectors. To access areas protected by motion detectors, you must enter your security code and disarm the system, or press the Stay key to turn off interior zones.

Arming Without Entry Delay
If you wish to arm your system without the entry delay, enter [✱][9] then your access code. The Armed light will flash as a reminder that the system is armed and has no entry delay. An entry through any zone programmed as a delay zone will create an instant alarm.

The entry delay can be activated or deactivated at any time while the system is armed by pressing [✱][9].

Quick Arm
When the Quick Arm feature is enabled, the system may be armed by simply pressing [✱][0] instead of your access code. Please note that pressing [✱][0] will only allow you to arm the system; to disarm, you must enter a valid access code. Your installer will inform you if the Quick Arm feature has been enabled on your system.

Quick Exit
When the Quick Exit feature is enabled, pressing [✱][0] while the system is armed will provide a two minute window for you to exit the premises. During this time, you may only open and close the designated Entry/Exit door once. Once the door is closed, the panel will end the two minute quick exit delay. If the door is opened again, or if the door is not closed after two minutes, or if another zone is opened, the panel will begin the entry delay. Your installer will inform you if the Quick Exit feature has been enabled on your system.
Disarming the System

Disarming from an LED Keypad:
Enter the premises through a designated Exit/Entry door; entering by any other door will sound an immediate alarm. As soon as the Exit/Entry door is opened, the keypad will beep to indicate that the system should be disarmed. Go to the keypad and enter your access code. **If an error is made entering the code, enter your code again.** As soon as the correct code is entered, the Armed light will go out and the keypad will stop beeping.

The correct access code must be entered before the entry delay period expires. If a valid access code is not entered during this time, the system will go into alarm. The entry delay time may be changed by your installer.

If an alarm occurred while the system was armed, upon disarming the system, the Memory light and the zone light corresponding to the zone which caused the alarm will flash for 30 seconds. After the 30 second period, the Memory light and zone light will stop flashing and the panel will return to the Ready state. Pressing the [#] key during the 30 second period will cancel the alarm memory display. To view other alarms, press [*][3].

If a trouble was detected when the panel is disarmed, the Trouble light will turn ON (See “Viewing Trouble Conditions” on page 12 to determine the source of the trouble.) Please note that troubles will not display while the system is in the Alarm Memory Display mode.

Disarming from an LCD Keypad:

Upon entering through a designated Exit/Entry door, the keypad will beep and the entry delay will commence, reminding you to disarm the system. The keypad will display the following message...

Enter your access code. **If an error is made in entering the code, enter the code again.** When a valid access code is entered, the keypad will stop beeping. If no alarms occurred while the panel was armed, and there are no troubles, the display will read...

After about five seconds, the system will return to the Ready state and the display will read...

If an alarm occurred while the system was armed, this message will be displayed. Use the arrow (< >) keys to view which zones caused the alarm. If a zone is still in alarm, the display will show the following message to indicate that a zone is open...

Upon disarming and if a trouble is present, this message will be displayed. Use the arrow (< >) keys to view which troubles are affecting the system (see “Viewing Trouble Conditions” on page 12).

**NOTE:** 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 neighbour’s house, and call the local police to investigate.

The alarm memory is cleared each time the panel is armed so that any alarms showing are alarms that occurred only during the last armed period.
If An Alarm Sounds

**Fire Alarm**
If your system has been installed with fire detectors and the alarm sounds in a pulsing mode, follow your emergency evacuation plan immediately (see “Fire Escape Planning” on page 15).

**Intrusion Alarm**
If an intrusion alarm sounds, indicated by a continuous bell or siren, the alarm may be silenced by entering your access code. If the alarm was unintentional, call local authorities immediately to avoid an unnecessary response.

You can determine the source of the alarm by following the instructions in the “Disarming” section (see page 6). Once the source of the alarm has been corrected, the panel can be restored to its original Armed state.

Function Keys
Each keypad has five function keys, located to the right of the number pad, which allow easy single-button activation of the most commonly used features. **If these keys have been enabled by your installer**, you can execute their programmed function by pressing and holding the corresponding key for two seconds.

For information regarding the operation of the function keys, talk to your alarm installer.

Programming Security Codes

*Programming codes from an LED Keypad:*

**The Master Code**
To program the Master Code, enter [✱][5][current Master Code][40][new Master Code]. The Master Code must be four digits unless otherwise indicated by your installer. Enter digits 0 through 9 only.

Press [#] to return to the Ready state.

Be sure to record your new Master Code on the “System Information” page in this booklet. **NOTE: We recommend that the factory default Master Code [1234] not be used.**

**Additional Codes**
Up to 36 additional codes may be programmed. Codes 01-32 are regular access codes. Codes 33 and 34 are duress codes. Codes 41 and 42 are the partition 1 and partition 2 master codes, respectively.

To program a new code:
Enter [✱][5][Master code][code number][new access code]. The code number is a double-digit number from 01-34 or 41-42.

Access codes must be four digits long. Enter digits 0 through 9 only.

To exit code programming, press [#].

If an access code already exists for the code number you have selected, it will be replaced by the new code. Be sure to record your new code(s) on the “System Information” page in this book.

To erase a code:
Enter [✱][5][Master code][code number][✱]. To exit code programming, press [#]. **The master code cannot be erased.**

Continued on page 10...
LCD5500(Z) Keypad
The Liquid Crystal Display (LCD) displays prompts and system information on two 16 character lines. If "<>" appears, more information can be accessed by using the arrow (< >) keys. Press [>] to see the previous function or item of information. Press [<] to advance the display to next function or item of information. Press the keys on the number pad as prompted by the LCD display to view alarms or troubles, to arm and disarm the system and to bypass zones.

NOTE: All functions can be performed from any LCD keypad by using the LED keypad commands, as well as by scrolling through the message display.

Important Note: Test system weekly and have any system trouble conditions corrected by your alarm installer.

PC5508(Z) LED Keypad

PC5516(Z) LED Keypad

Display Lights

Ready Light (All keypads):
If the Ready light is ON, the system is ready for arming. If the Ready light is OFF, check to see that all doors and windows are closed and that all movement is stopped in areas covered by motion detectors. The system cannot be armed unless the Ready light is ON indicating that all zones are closed and the system is in the Ready state.

Armed Light (All keypads):
If the Armed light is ON, the system has been armed successfully.

Trouble Light (All keypads):
If the Trouble light is ON, check to see what the trouble condition is and call for service (See “Viewing Trouble Conditions” on page 12).

Memory Light (LED keypads only):
Upon disarming, if an alarm has occurred while the system was armed, the Memory light will turn ON (See “Disarming the System” on page 6).

Bypass Light (LED keypads only):
If the Bypass light is ON, ensure that zones are intentionally bypassed before arming the system (See “Zone Bypassing” on page 11).

Fire Light (LED keypads only):
If the Fire light is ON, a fire alarm has occurred (See “Fire Alarm Operation” on page 14).

Program Light (LED keypads only):
The Program light will flash you are programming access codes, setting the system time or performing other programming functions. If someone is programming at another keypad, the Program light will turn ON to indicate that the system is busy.

All Keypads:

Function Keys
(Stay, Away, Chime, Reset, Exit):
If activated by your installer, these keys allow easy single button activation of the most commonly used features. For more information, talk to your alarm installer.

Press both Stay Keys for two seconds to send a FIRE transmission.
Press both Away Keys for two seconds to send an AUXILIARY transmission.
Press both Chime Keys for two seconds to send a PANIC transmission.

NOTE (All Keypads): 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 the key for two seconds will cause the keypad sounder to beep indicating that the input has been accepted and transmission is underway.

Press both Exit Keys for two seconds to send an EXIT transmission.
Press both Chime Keys for two seconds to send a CHIME transmission.
Press both Stay Keys for two seconds to send a STAY transmission.
Press both Exit Keys for two seconds to send an EXIT transmission.

PC5508(Z), PC5516(Z) and PC5532(Z) Keypads:
Press the keys on the number pad to view alarms or troubles, to Arm/Disarm the system or to bypass zones.

To exit, press [#]; to select a function, press [*].
**Programming codes from an LCD Keypad:**

**Master Code**
Press the [✱] key to enter the function list. Scroll (< >) to...

Press [✱] or [✱]. The display will read...

Enter your current Master Code. The display will read...

“01P” represents the first access code. Use the arrow (< >) keys to scroll to “40P” and press the [✱] key to indicate that you wish to program the Master Code. The display will read...

Enter the new Master Code. The Master Code must be four digits unless otherwise indicated by your installer. Enter digits 0 through 9 only. Once the new code is entered, the keypad will beep 3 times and the display will read...

Press [#] to exit the code programming function.

Be sure to record your new Master Code on the “System Information” page in this booklet. **NOTE: We recommend that the factory default Master Code [1234] not be used.**

**Additional Access Codes**
To erase, add or change a user code, press [✱] to enter the functions list. Use the arrow (< >) keys to scroll to the following message...

Press [✱]. Display will read...

Enter the Master Code. Display will read...

Use the scroll keys (< >) to find the access code – indicated by “01P” to “34P” or “41P” to “42P” – you wish to add, change or delete. Press the [✱] key to select the code you wish to alter. The display will read...

To add or change a code, enter the new code. Access codes must be four digits unless otherwise indicated by your installer. Enter digits 0 through 9 only. To delete an access code, enter [✱]. Once the 4 digit code or [✱] has been entered, the keypad sounder will beep 3 times and the display will read...

The “P” means the code has been programmed. If there is no “P” then that code is deleted. Press [#] to exit the code programming function. **The Master Code cannot be erased.**

Remember to record your new code(s) on the “System Information” page in this booklet.

**Access Code Attributes**
Additional programmable attributes, such as zone bypassing capability, can be activated or deactivated for each access code. For more information regarding access code attributes, please contact your installer.

**Partition Master Codes**
If your system is partitioned, you can have a master code for each partition. Partition 1 master code is access code 41, partition 2 master code is access code 42.
Zone Bypassing

The zone bypassing function is used when access is needed to part of the protected area while the system is armed. Zones which are temporarily out of service due to damaged wiring or contacts may be bypassed to allow system arming until repairs can be made. Bypassed zones will not cause an alarm. Zones cannot be bypassed once the system is armed. Bypassed zones are automatically cancelled each time the system is disarmed and must be reapplied before the next arming.

NOTE: For security reasons, your installer may program the system to prevent you from bypassing certain zones.

Bypassing zones reduces your security protection. If you are bypassing a zone due to damaged wiring or contacts, please call a service technician immediately so that the problem can be resolved and your system returned to proper working order.

Do not unintentionally bypass zones when you arm your system.

To bypass zones from an LED keypad:

Start with the system in the Ready state. Enter [*][1][Zone number(s) to be bypassed]. Enter the zone number(s) as a double digit from 01 to 32. As each zone is bypassed, the corresponding zone light will turn ON. If a zone is bypassed by mistake, press that zone number again and the zone light will turn OFF, indicating that the zone is not bypassed. Press [#] to return to the Ready state.

When the system is armed, the Bypass light will be ON if one or more zones are bypassed.

To bypass zones from an LCD keypad:

To bypass a zone, the system must be in the Ready state. The display will read...

Press the [*] key to enter the functions menu. The display will read...

Press the [*] key to enter the zone bypassing mode. The display will read...

Use the arrow (< >) keys to find the zone to be bypassed and press the [*] key to select it. The display will read...

“B” will appear on the display to show that the zone is bypassed. To unbypass a zone, enter the zone number; the “B” will disappear from the display to show that the zone is no longer bypassed.

This display will be shown if a zone was open when you entered the bypassing command. The open zone will be represented by “O”. If you bypass the open zone, the “O” will be replaced by a “B”.

To exit the bypassing mode and return to the Ready state, press the [#] key.

Bypass Groups

A Bypass Group is a selection of zones programmed into the system’s memory. The Bypass Group can be recalled upon arming to allow quick bypassing of a selection of zones on a regular basis. Two Bypass Groups can be programmed on the system.

To program a Bypass Group, perform the following:
1. Press [*][1], followed by your access code, if necessary.
2. Enter the zone numbers of the zones to be included in the Bypass Group. Each zone number is two digits.
3. Once all zones to be included have been selected, press [9][5] for Bypass Group #1 or [9][6] for Bypass Group #2.

To select a Bypass Group when arming the system, perform the following:
1. Press [*][1], followed by your access code, if necessary.
2. Press [9][1] to select Bypass Group #1 or [9][2] for Bypass Group #2.
3. Press [#] to return to the Ready state. Arm the system.

Additional Zone Bypassing Features

To recall the last set of bypassed zones, press [*][1][9][9]. Arm the system. The Bypass light will turn on to indicate that zones are bypassed.

To clear all bypassed zones, press [*][1][0][0].
Viewing Trouble Conditions

The control panel continuously monitors a number of possible trouble conditions. If one of these trouble conditions occur, the keypad will beep twice every 10 seconds until you press any key on the keypad.

NOTE: A TROUBLE condition reduces the security your system is designed to provide. Call your installing company for service.

To view troubles from an LED Keypad:

A trouble will be indicated by the Trouble light which will remain ON until the trouble condition is cleared. If you cannot determine or remedy the cause of the trouble condition, contact your installer for assistance.

To view the type of trouble condition, press [✱][2]. One or more zone lights will turn ON, indicating the various trouble conditions:

<table>
<thead>
<tr>
<th>Zone Light</th>
<th>Type of Trouble</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 .......</td>
<td>Service required. Call your installation company for service. Press [1] and one or more of the zone lights corresponding to the following system troubles will turn ON:</td>
</tr>
<tr>
<td>2 .......</td>
<td>Indicates the loss of AC power. When this trouble occurs, the Trouble light will turn ON but the keypad buzzer will not sound.</td>
</tr>
<tr>
<td>3 .......</td>
<td>The panel has failed to communicate with the central station.</td>
</tr>
<tr>
<td>4 .......</td>
<td>Zone fault. Press [5] and the zone light(s) corresponding to the faulted zones will turn ON.</td>
</tr>
<tr>
<td>5 .......</td>
<td>Zone tamper. Press [6] and the zone light(s) corresponding to the tampered zones will turn ON.</td>
</tr>
<tr>
<td>6 .......</td>
<td>Low zone battery. This trouble is generated when a wireless device exhibits a low battery condition. Press [7] one, two, or three times to view which devices are experiencing battery failure. The following will occur:</td>
</tr>
</tbody>
</table>

**Keypad Beeps Keypad Display**

- Press [7] ........... 1 .......... Zones with low batteries (LED keypad - zone lights 1 to 8)
- Press [7] again .. 2 .......... Handheld keypads with low batteries (LED keypad - zone lights 1 to 4)
- Press [7] again .. 3 .......... Wireless keys with low batteries (LED keypad - zone lights 1 to 8).

To view the battery conditions of wireless keys 9 through 16, you must be at an LCD keypad.

8 ....... Loss of time on system clock. To set the system time, following the instructions in “Setting System Date and Time” on page 13.

To view troubles from an LCD Keypad:

From the Ready state, use the arrow (< >) keys to scroll to the following message.

Press [✱][2] to view the trouble. The message will read...

Use the arrow (< >) keys to view which troubles are present on the system. Once you have scrolled through the list of troubles, press the [#] key to exit the Trouble Viewing mode and return to the Ready state.
Setting the System Date and Time

To set the system time, enter [✱] [6] followed by the Master Code. Press [1]. The keypad will now accept 10 consecutive digits:

- Enter the Time in Hours and Minutes using the 24 Hour format (00:00 to 23:59).
- Enter the Date in Months, Days and Years (MM DD YY).

NOTE: If you have an LCD keypad, your installer may have programmed your system to display the time and date while the keypad is idle. If this is the case, you may have to press the [#] key to clear the date and time before entering an access code to arm the system, or before performing any other keypad function.

Testing Your System

Alarm Test

The Alarm Test provides a two second test of the keypad sounder and bell or siren. Begin with the panel in the Ready state.

From an LED keypad, Enter [✱][6][Master Code][4] then press [#] to return to the Ready state.

From an LCD keypad, press [✱] to enter the functions list. Use the arrow (< >) keys to scroll to find “User Functions” and press [✱] to select. Enter your Master Code and scroll to find the following message...

Press [✱] to perform an Alarm Test. The keypad will display the following message...

Press [#] to return to the Ready state.

Full System Test

We recommend that you test your system weekly. Should the system fail to function properly, call your installation company immediately for service.

NOTE: Perform system tests at off-peak hours.

1. Inform the central station that you are testing your system.
2. Begin with the system in the Ready state.
3. Perform a Bell/Battery test by pressing [✱][6][Master Code][4]. The bell and keypad buzzer will sound for two seconds and all keypad lights will turn ON. Press [#] to exit.
4. Activate each sensor in turn (e.g. open a door/window or walk in motion detector areas).
   - From an LED keypad, observe the zone light turn ON when the zone is activated. The zone light will turn OFF when the system restores to normal (i.e. door or window closed).
   - From an LCD keypad, the following message will be displayed when each zone is activated...

      Use the arrow (< >) keys to view which zone is open. This message will disappear when the zone is restored.

5. If the panel has any fire zones, activation will cause the alarm signal to sound in a pulsed mode.
   - 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 testing is complete, call and advise the central station. Should the system fail to function properly, contact your installer.

NOTE: Some features described above will not be functional unless enabled by your installer. Please ensure that your installer has advised you which features are functional on your system.
Door Chime Feature
The door chime feature is used, while the panel is disarmed, to provide a tone from the keypad each time a door or window is opened or closed. The doors and windows which will provide this indication are programmed by your installer.

To activate the door chime from an LED Keypad:
Enter [✱][4] to turn the door chime feature ON and OFF. When the command is entered, the keypad buzzer will beep 3 times if the door chime feature is enabled and will sound one long beep if it is disabled. Press [#] to return to the Ready state.

To activate the door chime from an LCD Keypad:
Start with the panel in the disarmed mode, press [✱] to enter the function list, then scroll to find...

Press [✱] or [4] to enable or disable the Door Chime feature. Press [#] to return to the Ready state.

Keypad Options

All Keypads
Keypad Sounder Control
There are 21 different keypad sounder tones available for the Power832 keypads. From an LCD keypad, enter [✱][6] [Master code], then use the arrow (< >) keys to scroll to the message “Keypad Buzzer Control.” Press [✱] to select the option. Use the arrow (< >) keys to scroll to the desired buzzer sound. Press [#] to exit. This feature can be accessed from an LED keypad by pressing and holding the [✱] key.

LCD Keypads Only
Language Selection
The displayed language of the keypad can be changed by pressing and holding both of the arrow (< >) keys simultaneously. This will cause the keypad to enter the Language Selection mode. Scroll to the desired language and press the [✱] key. This will select the new language and restart the keypad.

The following three options are accessed by entering [✱][6] [Master code]. Use the arrow (< >) keys to scroll to the appropriate message and press [✱] to select.

Brightness Control
When this option is selected, the keypad will allow you to scroll through 10 different backlighting levels. Use the arrow (< >) keys to scroll to the desired backlighting level and press the [#] key to exit.

Contrast Control
When this option is selected, the keypad will allow you to scroll through 10 different LCD display contrast levels. Use the arrow (< >) keys to scroll to the desired contrast level and press the [#] key to exit.

View Event Buffer
The panel will store the last 128 events which occurred on the system. To view the event buffer, select the “View Event Buffer” prompt from the user functions list. The keypad will display the event number, partition, time and date of each event. To toggle to the event name, press the [✱] key. Use the arrow (< >) keys to scroll through all of the events in the buffer. When you have finished viewing the events, press [#] to exit.

Downloading Enable
To enable a six-hour downloading window from any system keypad, enter [✱][6] [Master code] [5]. During this time, the panel will answer incoming downloading calls. For more information, please ask your installer.
Fire Alarm Operation

Alarm
On a fire alarm, the bell or siren will pulse ON and OFF. The transmission of the alarm to the central station is delayed for 30 seconds. If the alarm is not cleared within the 30 second delay, it will then be transmitted to the central station.

Silence
To silence the bell or siren, press the [#] key. If the alarm is silenced and the smoke detector is not reset, the alarm will resound after 90 seconds.

Resetting Smoke Detectors
Once the smoke detector is reset, if it still detects smoke, the alarm sequence will resound as described above. If there is no smoke, the system will return to normal.

To reset smoke detectors from an LED Keypad:
Press [✱][7][2].

To reset smoke detectors from an LCD Keypad:
Press [✱] to enter the function list. Scroll to find:

Press [✱] to select the output control. The display will read...

Use the arrow (< >) keys to find the following message and press the [✱] key to select...

NOTES: If you suspect that a fire alarm has transmitted and that there is no fire condition, call the central station to avoid an unnecessary response. If a fire condition is apparent, follow your evacuation plan immediately. If the alarm sounds at night, evacuate immediately.

The description above may not be applicable depending on how your installer has programmed the fire alarm operations on your system. Ask your installer for more information regarding your system’s operation.

Household Fire Safety Audit
Most fires occur in the home. To minimize this danger, we recommend that a household fire safety audit be conducted and a fire escape plan be 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 perimeter 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 handicapped, 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 neighbour’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 “Fire Alarm Operation” on page 14). 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.

Maintenance

With normal use, the system requires minimum maintenance. The following points should be observed.

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

2. The battery/bell test is designed to determine battery condition. We recommended, however, that the stand-by batteries 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 respective manufacturer’s literature for testing and maintenance.
WARNING Please Read Carefully

Note to Installers

This containing 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.

Inadequate Installations

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.

Inadequate Systems

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.

Component Failure

Regardless of its capabilities, an alarm system is not a substitute for proper supervision. System integrators should verify that 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. False alarms may occur due to a malfunction in the system or due to actual smoke. The detection of smoke may be compromised during 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 not found that it does not provide the protection expected.

Access by Intruders

Intruder detectors or unprotected access point, circumvent a sensing device, evade moving by detection area of an area. Intruder detectors do not provide protection in these areas. 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 not found that it does not provide the protection expected.

Power Failure

Control units, intrusion detectors, smoke and other security devices may not operate as intended, and an adequate backup power supply is required for proper operation. If a device operates from batteries, it is possible for the batteries to fail. Even if the batteries remain good, the device may not function properly or may be rendered inoperative by a battery. Power intertions of any length are often accompanied by voltage fluctuations which damage electronic equipment such as a security system. After a power interruption has occurred, immediately conduct a complete system check to ensure that all devices are operating as intended.

Failure of Rechargeable Batteries

This system's wireless transmitters have been designed to provide several years of battery life. The expected battery life is a function of the device environment, usage and ambient. Conditions such as high humidity, high or low temperatures, or large temperature fluctuation may reduce the expected battery life. While each transmitting device operates from batteries, it is possible for the batteries to fail. Even if the batteries remain good, the device may not function properly or may be rendered inoperative by a battery. Power intertions of any length are often accompanied by voltage fluctuations which damage electronic equipment such as a security system. After a power interruption has occurred, immediately conduct a complete system check to ensure that all devices are operating as intended.

Compromise of Radio Frequency (Wireless) Equipment

Signals may not reach the receiver under all circumstances which could include jamming or other inadvertent radio signal interference.

Smoke Detectors

Smoke detectors that are a part of this system may not properly alert occupants of a fire. False alarms may occur due to a malfunction in the system or due to actual smoke. The detection of smoke may be compromised during 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 not found that it does not provide the protection expected.

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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 facility, 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 product;
• 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, downtime, 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.

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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.

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.

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