

NRMA HOME SECURITY
USER GUIDE

Installing your NRMA Home Security alarm system

Enquiries

132 553

nrma.com.au/homesecurity

ATTACH ALARM CONSOLE
SERIAL NUMBER HERE

Your personal information

For easy reference, record your Customer and Alarm System information below. It is important to keep this information in a safe and secure place.

Important numbers and codes

MASTER CODE

This is the Password for your Alarm System and is used to arm and disarm the alarm.

(Default Master Code is: 1234)

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After you have successfully installed and tested your Alarm System, you'll need to change the Master Code to a unique 4 digit number. Refer to page 33 of this guide for instructions.

*Note: The Exit Delay Time is 60 seconds
The Entry Delay Time is 30 seconds*

INSTALLER CODE

You'll need this when installing new devices or for Placement Testing.

The Installer code is the last 4 digits of your Alarm Console Number in reverse order. For example:

--	--	--	--



031408STD

For Console Number 031408STD the Installer Code is 8041

ZONE DETAILS

ZONE NUMBER	LOCATION – eg lounge, bedroom	DETECTOR TYPE – eg motion detector, smoke detector
1*		Motion detector
2*		Motion detector
3*		Motion detector
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		

* The allocated Zone number can be found on the back of each Motion Detector behind the cover plate.

ACTIVATION CONTACT LIST* FOR MONITORED CUSTOMERS

NUMBER	CONTACT PERSON	PHONE NUMBER	EMAIL ADDRESS
1			
2			
3			

* People we will contact when your alarm is activated. In all cases the first call, sms or email is to your premises, then to the 3 contacts in the order they are provided.

WHERE CAN I GET MORE INFORMATION?

For Customer Support call **132 553**.

To expand your alarm system or for affordable monitoring call **132 553** or visit nrma.com.au/homesecurity

Thank you for choosing us

Congratulations on choosing this NRMA Home Security system. Our 80 years experience in insurance has taught us the best way to protect people. We've put our expertise into practice with this effective professional quality alarm that you can install yourself.

SECURITY WITHOUT THE WIRES

Your wireless alarm system is simple to install and operate. It can be easily reconfigured to protect different parts of your home. You can also add extra devices if you want more security or move to a larger home. The system is fully portable and can move with you.

DESIGNED FOR A LONG LIFE

All components are powered by long-life batteries. The alarm system meets Australian Standards# and comes with a 24 month warranty on parts.

OPTIONAL EXTRAS FOR EXTRA SECURITY

Your alarm system is very flexible. Each component 'talks' to the control panel, so it is easily expanded should you feel the need for extra security or move to a larger home.

- Alarm remotes or key fobs allow you to turn your alarm system on and off at the touch of a button – with no codes to remember.
- Optional smoke detectors can be connected to our alarm monitoring service so we can alert you if they're triggered.
- Door/Window Detectors are triggered when a door or window has been opened and provide excellent security for detecting unauthorised entry.

Affordable 24 hour monitoring

For extra peace of mind, you can take up one of our great value 24 hour monitoring services.

This will also save you up to 20% on your NRMA home contents insurance premium*. Whichever option you choose, we don't lock you in to a long term contract. You simply pay by the month.

TRADITIONAL BACK-TO-BASE MONITORING

Our back-to-base monitoring service provides 24/7 protection for your family and the contents of your home. If your alarm is activated, it will alert the NRMA Home Security Monitoring Centre. Our skilled monitoring staff will respond to your agreed individual action plan. So you can relax, knowing that we will be there when things go wrong – be it a break-in, a personal emergency or a fire (if your smoke detectors are connected to our centre.)

CUSTOMER ASSIST HOME MONITORING SERVICE

This service gives you a greater level of control over what happens if your alarm is triggered. Similar to back-to-base monitoring, you can rely on us to be there when needed. The difference is that we alert you by phone, SMS or email when your alarm is activated. If you recognise a false alarm, you can intervene to cancel any further action.

PROTECTION FROM A COMPANY YOU KNOW AND TRUST

We take your security seriously, so we don't outsource our monitoring service. We operate the monitoring centre ourselves. At NRMA Insurance we're in the business of protecting people. So relax, your security is in good hands.

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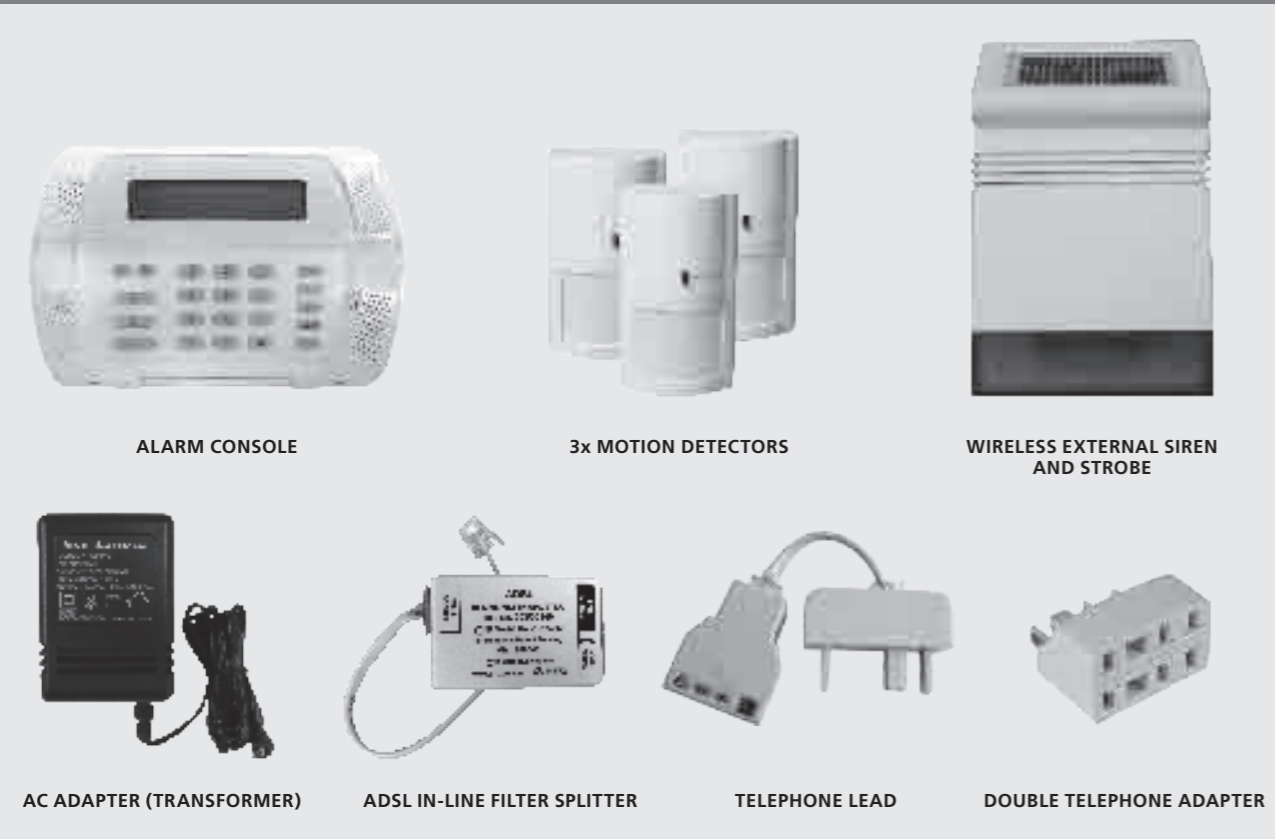
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NRMA Home Security is provided by Insurance Australia Limited ABN 11 000 016 722. NSW Master Licence 409604820. ACT Master Licence 17501127. *For existing Home Contents Insurance policies, reduction in contents premium is effective from date of registration of completed alarm installation with NRMA Home Security. # Alarm components to Australian/New Zealand standards AS/NZS 2201.1:2007

1 Section 1 Before you start

Check you have all the standard components shown below, plus any optional extras you may have ordered.

STANDARD ALARM SYSTEM COMPONENTS



ALARM CONSOLE

3x MOTION DETECTORS

WIRELESS EXTERNAL SIREN AND STROBE

AC ADAPTER (TRANSFORMER)

ADSL IN-LINE FILTER SPLITTER

TELEPHONE LEAD

DOUBLE TELEPHONE ADAPTER

FIXINGS

Screws to fix the alarm console and motion detectors are included inside the alarm console and motion detector boxes. Screws and plugs for the external siren are included in the Additional Fixing Pack.

ADDITIONAL FIXING PACK

- 2x stainless steel No.8 self tapping screws, plus 2x 6.5mm green rawl plugs for fixing the external siren to masonry or timber surfaces.
- 4x orange dry wall plugs – optional for use when fixing the alarm console to dry wall surfaces (eg gyprock).
- 6x double sided tape strips – optional to assist in fixing detectors to smooth plastered surfaces.

NOTE: Some surfaces may require different fastenings to those listed above and have not been supplied.

STICKER PACK

6x Window Stickers and 6x Contact Card Stickers.

TOOLS YOU MAY NEED.

- Pencil** – to mark the position of devices.
- Tape measure** – to determine optimal positioning.
- Small phillips head screwdriver** – to secure the Alarm Console and External Siren.
- Power drill and 6mm & 4mm drill bit** – to drill holes for wall anchors.
- Spirit level (optional)** – to ensure devices are leveled correctly.

NOTE: To install this alarm system you'll need to use power tools and a ladder. Safety is important, so if you are not familiar with the safe use of ladders and power tools, do not attempt the installation yourself. Call in a professional tradesman or call us to organize a licensed installer.

1

The whole system is flexible and can be easily expanded to meet your changing needs, whether you are moving to a bigger house or whether you want to increase your security.

OPTIONAL ALARM SYSTEM COMPONENTS



REMOTE KEY FOB

DOOR/WINDOW DETECTOR

SMOKE DETECTOR

DESK MOUNT

REMOTE KEY FOB

Turn your alarm system on and off at a touch of a button.

DOOR / WINDOW DETECTOR

Triggers the alarm when a door or window has been opened, which provides excellent security for detection of unauthorised entry.

SMOKE DETECTOR

If you connect our smoke detectors to our alarm monitoring service, we'll alert you when they are triggered, even if your alarm system is not armed.

DESK MOUNT

Provides flexibility and convenience for customers who do not wish to install the alarm console on a wall.

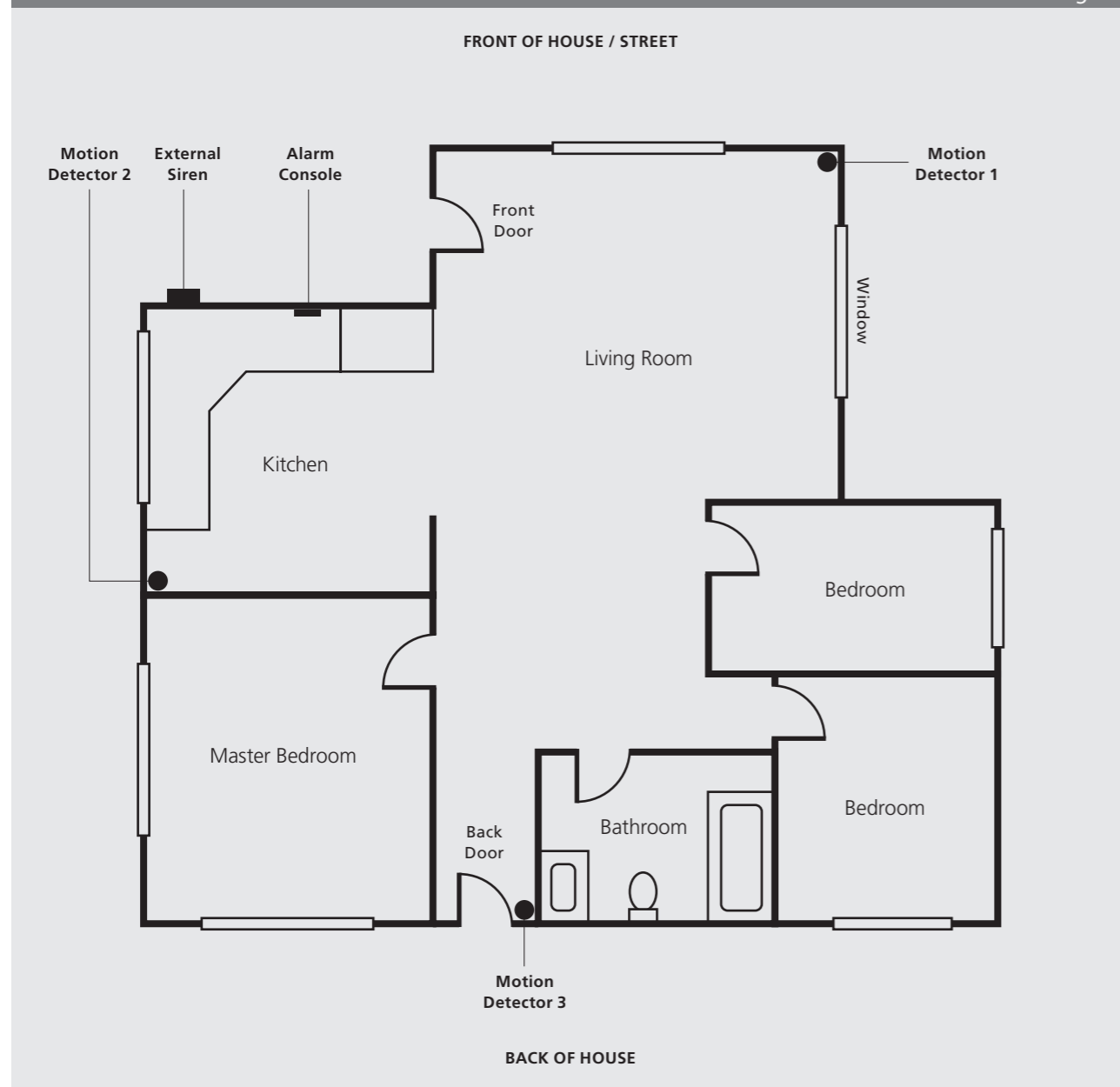
2 Section 2 Planning the location of your alarm system

Before you install your alarm system, you should plan where the devices will be located around your home. Questions to help you plan the location of devices:

- Where do you enter and exit the premises?
- Where are the main living areas you walk through?
- Where are the entry points to your home?
- Think of where your valuables are kept.

PLANNING THE LOCATION OF YOUR SYSTEM

Fig. 1



GENERAL CONSIDERATIONS

- Ensure you can reach the **Alarm Console** within 30 seconds after entering and passing the first Motion Detector. If possible place the Console in an area that is covered by a Motion Detector.
- Install **Motion Detectors** on or near the entry points to your home. All external doors should be covered.
- Install the **External Siren** at a location that is visible from the street front, that is, at the front or front-side of the building. Where possible place in a location that maximises exposure to sunlight.

Note: the Alarm Console and Detectors are for indoor use only.

To qualify for a discount on your Home Contents Insurance, you should install a Motion Detector on or near the main entry points of your house (all external doors must be covered).

LOCATING THE ALARM CONSOLE

Select a flat and stable wall surface that you can reach within 30 seconds after entering and passing the first Motion Detector.

Choose a location:

- ✓ Within 1.7 metres of an AC power point.
- ✓ Within 1.7 metres of a telephone socket (Monitored Customers).
- ✓ Free from vibration and shocks.
- ✓ Console should be located in an area that is covered by a Motion Detector.
- ✗ Do not choose a location where people can walk on the cables.
- ✗ Do not use extension cords to plug in the Power Supply.
- ✗ Avoid locations that expose it to heat, direct sunlight, fans and air-conditioning vents.
- ✗ Do not install near sources of water (eg bath, basin, kitchen/laundry sink, swimming pool).
- ✗ Do not install the Console and accessories in areas where there is a risk of explosion.

If you do not wish to install the Alarm Console on a wall, a Desk Mount is available as an Optional Extra. The same placement considerations will apply.

WALL MOUNT

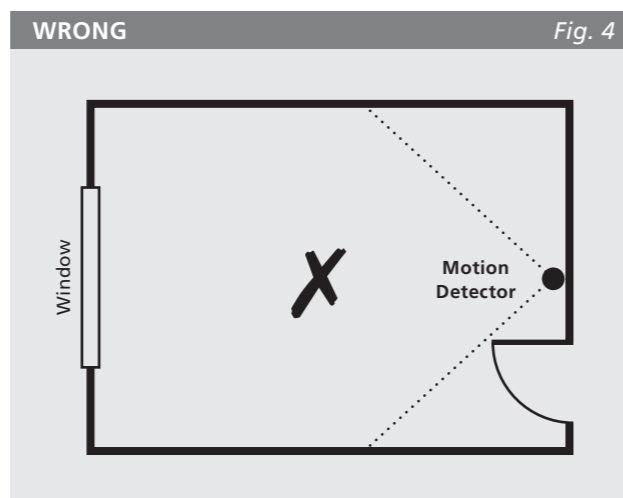
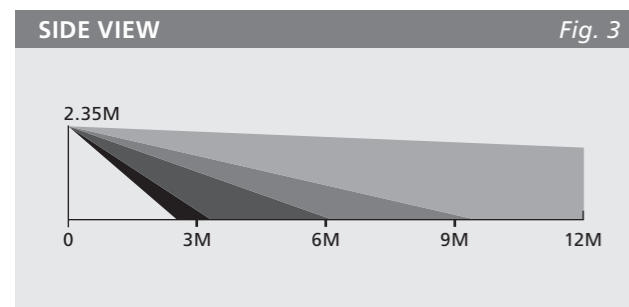
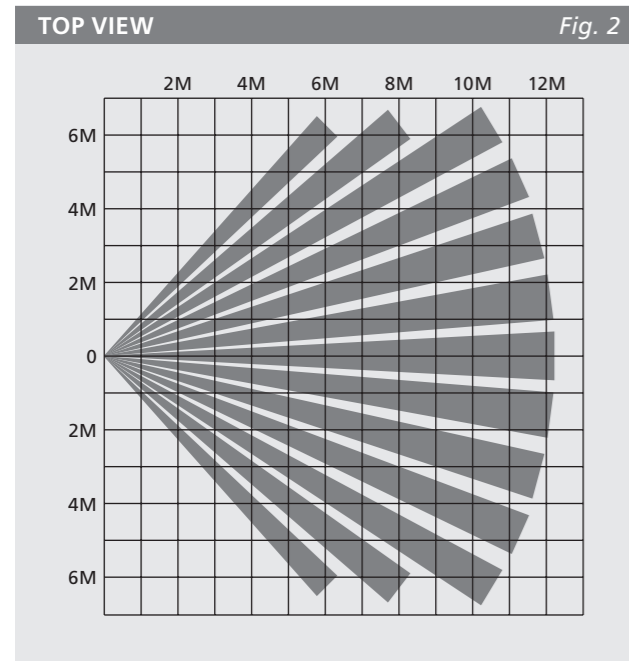


DESK MOUNT

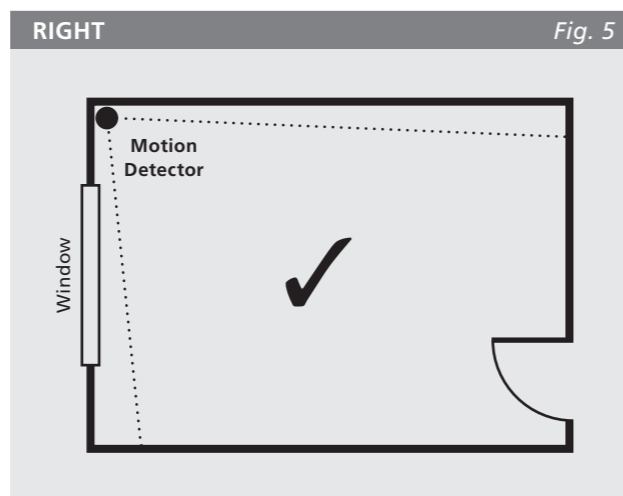


LOCATING THE MOTION DETECTORS

Your detectors have been preset to Normal Setting (fast) – covering a plan area of approximately 12 metres x 12 metres. If you have pets in the house while the alarm is on, refer to page 24 to set the detectors to a Pet Friendly Setting (slow). Pet coverage is approximately 10.5 metres x 10.5 metres.



Do not locate detectors opposite windows and in middle of rooms. Reflective surfaces can cause false alarms.



Locate detectors diagonally opposite doors and in corner of room.



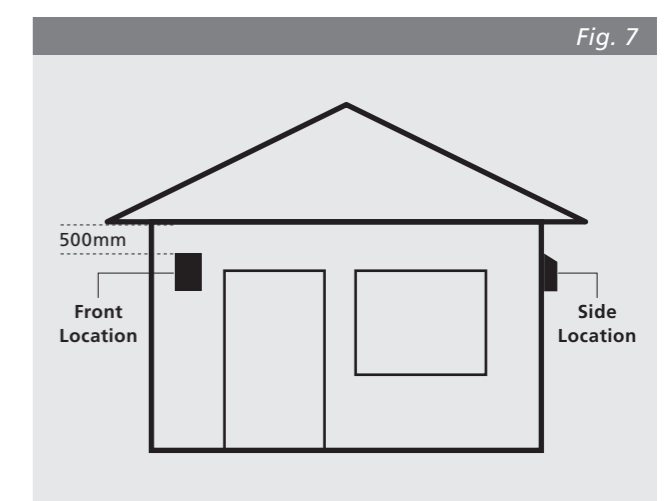
Detectors usually provide best coverage when placed in room corners. Mount between 1.95 and 3 metres. Allow 3cm clearance above top of detector.

- ✓ Locate detectors on or near the entry points to your home (all external doors should be covered).
- ✓ Locate 'Zone 1' Motion Detector at the main entry point of your house. This detector has a delay entry setting to allow you to reach the Alarm Console.
- ✓ Detectors should be mounted in the corner of a room at a height between 1.95 and 3 metres.
- ✓ Choose a location where an intruder would walk past the Detector and not towards it.

If you have pets, please turn to page 24 for additional location considerations.

- ✗ Do not aim the Detector at reflective surfaces such as mirrors or windows.
- ✗ Avoid locations that expose the device to heat, direct sunlight, fans and air-conditioning vents. The detectors are very sensitive and this would cause false alarms.
- ✗ Do not install the devices near sources of moisture such as oil and steam.
- ✗ Avoid placing the Detectors in areas that will be obstructed by large objects, eg cabinets and plants that limit detector coverage.
- ✗ Avoid locating Detectors in garages that are not part of the common roof of your home. The harsh environment in external garages can increase the incidence of false alarms.

LOCATING THE EXTERNAL SIREN



Locate the siren on the front or front/side of your home.

- ✓ Choose the front or front-side of the building, so neighbours can see when your alarm system has been triggered.
- ✓ For maximum deterrence, the Siren should be highly visible from both the street and the main point of entry.
- ✓ Maximise exposure to sunlight.
- ✓ When the unit is mounted under eaves, it should be positioned at a distance of at least 500mm below the eave.
- ✗ Mounting the Siren under patios, verandas and pergolas will block direct sunlight.
- ✗ Avoid locations where shadows are cast by walls, fences and trees.
- ✗ Avoid direct exposure to water sources.

Having taken the time to plan where the devices will be placed, you are now ready to install your alarm system.

3 Section 3 Installing your alarm system

Allow 90 to 180 minutes to complete the step-by-step installation and testing of your alarm system. Actual time will vary depending on the number of detectors you have ordered and the type of home you have.

Step 1 Set up the alarm console

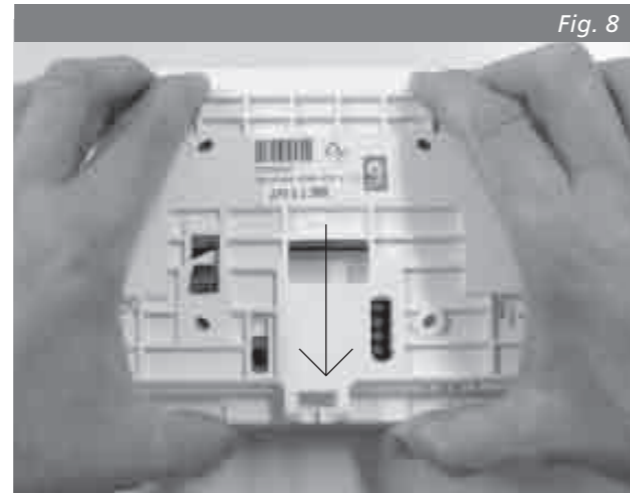
The Alarm Console is the heart of your alarm system. It communicates wirelessly with all detection devices and telephones the monitoring centre if you have a monitored system. The Console features an internal siren, rechargeable backup battery and a tamper-resistant circuit.

Follow the steps below to install the Alarm Console on a wall.

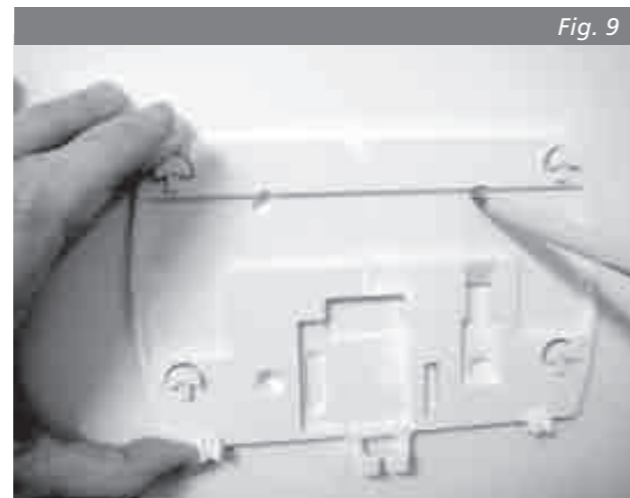
For optional desk mount installation, refer to page 31 of this guide.



1A: MOUNT THE BACKING PLATE



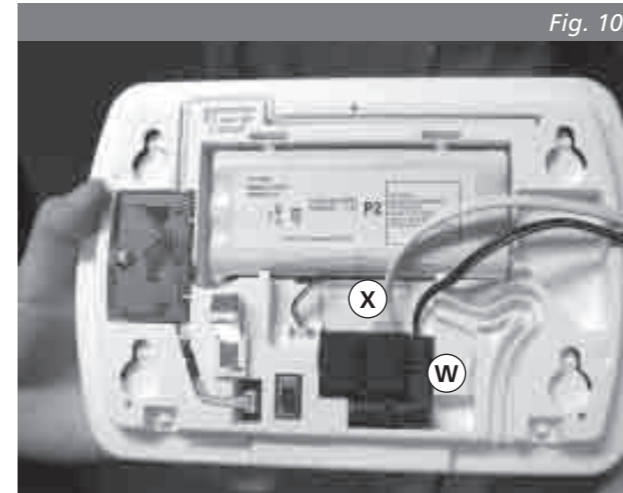
1 Remove the Backing Plate. Place your fingers on the top edge of the back plate and pull firmly towards your thumbs.



2 Mark the drill hole positions on the wall using the Backing Plate. Check the icon depicting a man is right way up and the Plate is level. Leave at least 3cm clear at the top of the Plate so you can clip the Console on.

3 Secure the Backing Plate tightly to the wall using all 4 mounting holes or 2 horizontal holes.

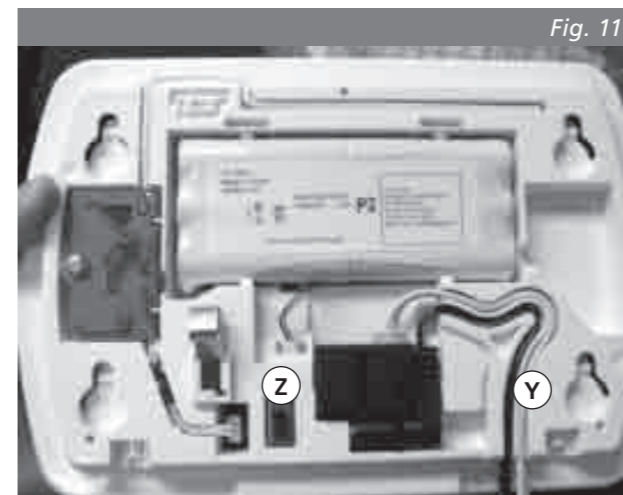
1B: ACTIVATE THE ALARM CONSOLE



4 Connect the Console to the AC powerpoint (leave it switched off) using the AC Power Adapter supplied (W).

5 **Monitored customers only:** Connect the telephone lead supplied to the Alarm Console 'line in' socket (X).

Note: You may need to use a Double Telephone Adapter and the ADSL In-line Filter Splitter supplied. Refer to Diagrams Fig. 12-13 right.

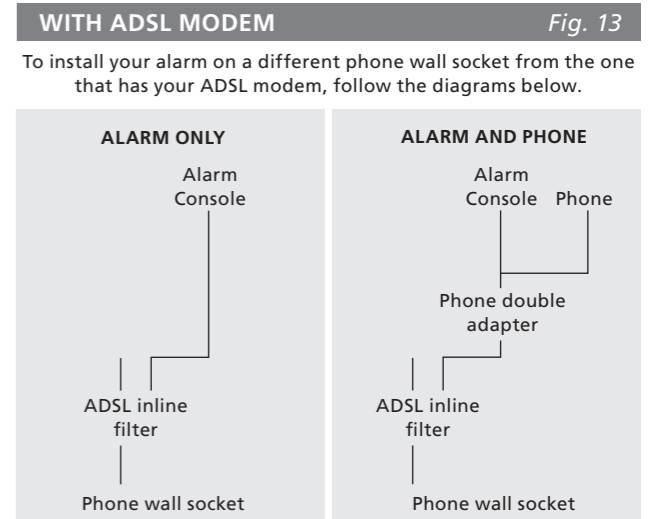
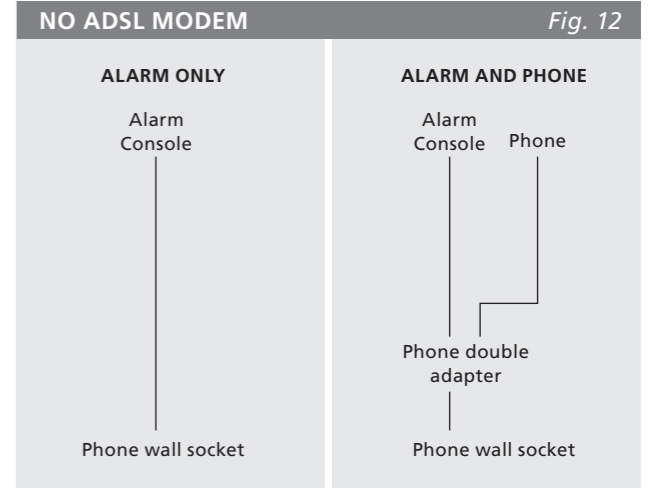


6 Route the leads through the wiring channel guide (Y).

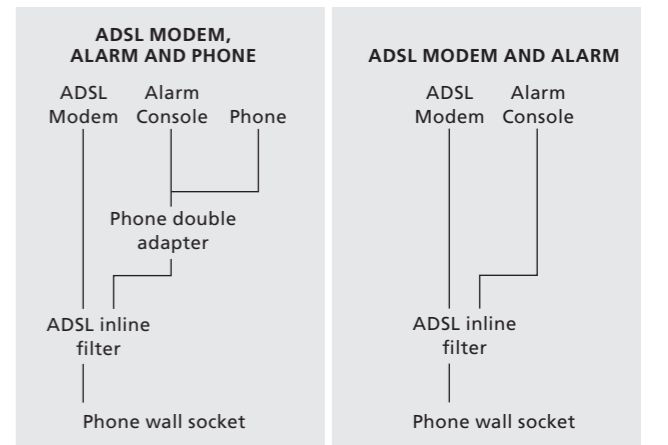
7 Push the Battery Switch (Z) to 'Batt On' position.

8 Place the Console onto the Backing Plate. Insert the hinges and slide downward until the Console snaps in place.

If you have a computer with an ADSL modem, then make sure to follow the 'WITH ADSL MODEM' wiring diagram below.



To connect your alarm to the same phone wall socket as your ADSL modem, follow the diagrams below.

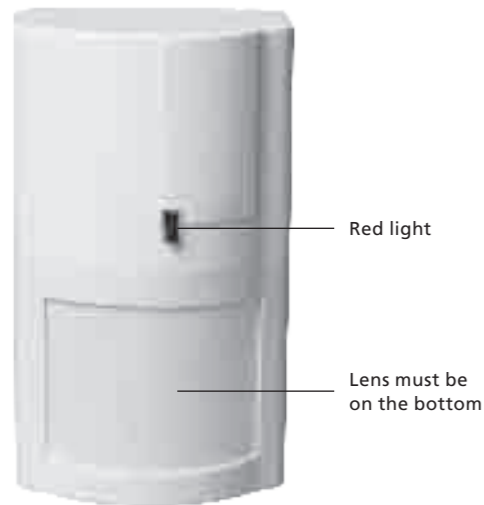


Step 2 Install the Motion Detectors

A Motion Detector, also known as PIR – Passive Infrared Detector, can detect movement over a distance of up to 12 metres. It provides excellent security for areas that have multiple entry points, has a tamper-resistant circuit and a long battery life of approximately 7 years.

When the Detector is in the correct position, the lens is at the bottom, as in this picture.

Follow the steps below to install the Motion Detectors.



2A: RECORD MOTION DETECTOR LOCATIONS

When your alarm system has been triggered, it is important to know which Detector has been set off. There are 3 Motion Detectors in this kit – each has been allocated a Zone Number (1, 2 & 3).

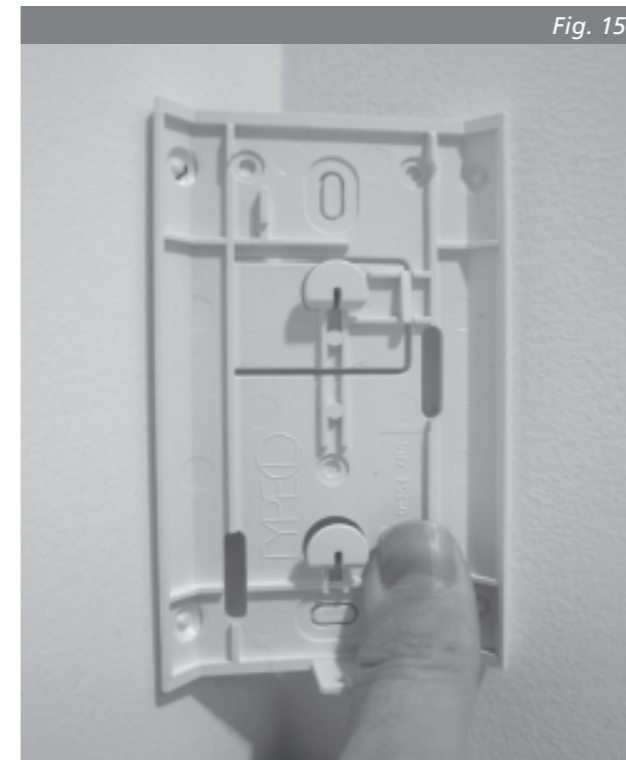
Note: If you ordered more than 3 detectors, you will find the Detectors with allocated zones 1 to 3 have been packed in the same box as the Alarm Console. Any additional detectors will be loosely packed outside the console box and will need to be programmed separately. Refer page 22.

- 1 Identify the Motion Detector numbers. You will need to remove the Backing Plate from each Detector to find the number on the back of the device.
- 2 Record the planned location of each device on page 01 of this guide.

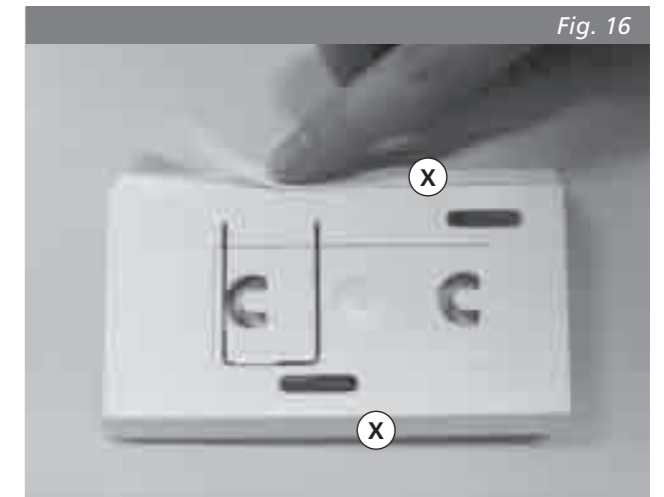
2B: MOUNT THE BACKING PLATE



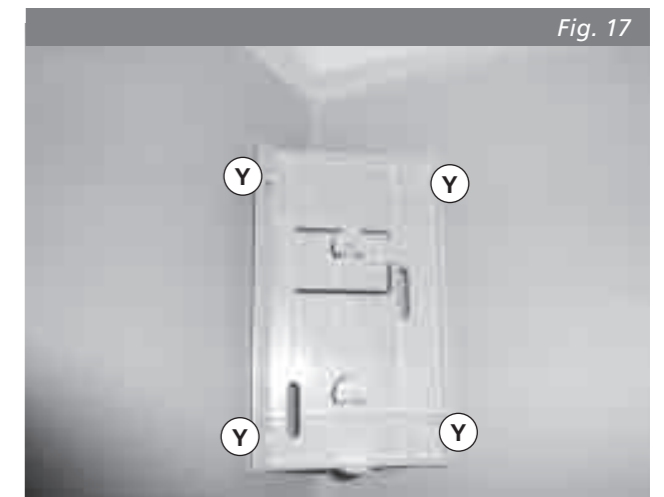
- 1 Remove the Backing Plate. Push down and slide the plate from the Motion Detector.



- 2 Mark the position on the wall using the Backing Plate. Choose a height between 1.95 and 3 metres (recommended height is 2.3 metres). Check the Plate is right way up (grooves should appear as \cap) and level. Leave at least 1cm clear at the top of the plate so you can clip the Detector on.



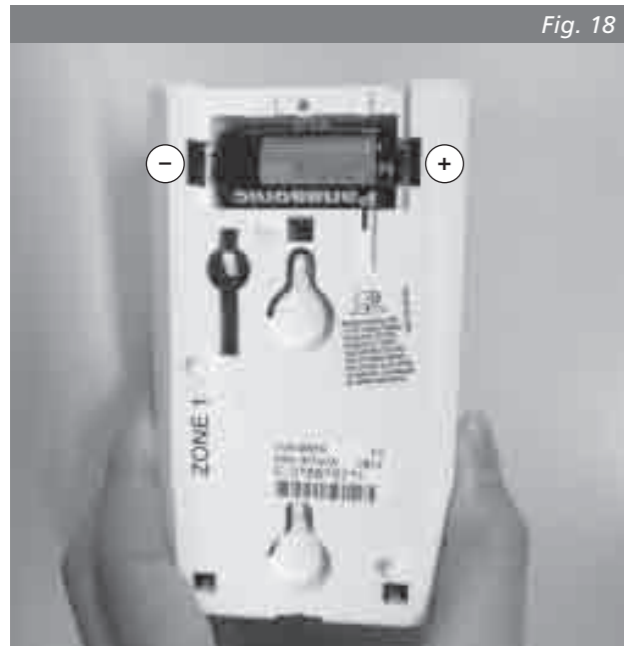
- 3 Secure the Plate on the wall using the double sided tape strips from the Fastening Pack applied to the two edges (X). Use only on flat surfaces and ensure the wall surface is clean using alcohol wipes before securing the Backing Plate against the corner.



- 4 For a more secure fixing, we recommend screw fixing the Backing Plate firmly to the wall. The backing plate has 4 knockout holes (Y) which can be pushed out or drilled prior to fixing.

2C: ACTIVATE THE DETECTOR

1 If you have pets you will need to activate the 'Pet Friendly' setting. Refer to page 24 for details, and then return to this page to continue the installation process.



2 Install the single supplied battery in the back of the device. The battery can be found inside the battery compartment. Ensure the terminals (+) (-) of the battery are placed correctly (as indicated on sticker). Then replace the battery cover.



3 Place the Detector onto the Backing Plate. Insert the hinges and slide downward until it snaps in place.

2D: TEST THE MOTION DETECTOR

- 1 As soon as you have installed each motion detector, walk around the room to see if the red light (X) appears.
- 2 After sensing 10 movements, the Detector will go to battery saving mode and the red light will not appear again. To retest a Detector, unclip it from the backing plate (slide upwards) then re-clip it and repeat the test procedure.

! If the red light does not appear, refer to the Troubleshooting section on page 38.

2E: INSTALL ZONE 2 & 3 MOTION DETECTORS

To retest a Detector, unclip it from the backing plate (slide upwards) then re-clip it and repeat the test procedure.

NOTE: If you have bought more than 3 motion detectors or other devices, we recommend you install these after completing the installation and activation of your Alarm System as you will need to enrol these devices into the system. Refer page 22.

Step 3 Install the External Siren

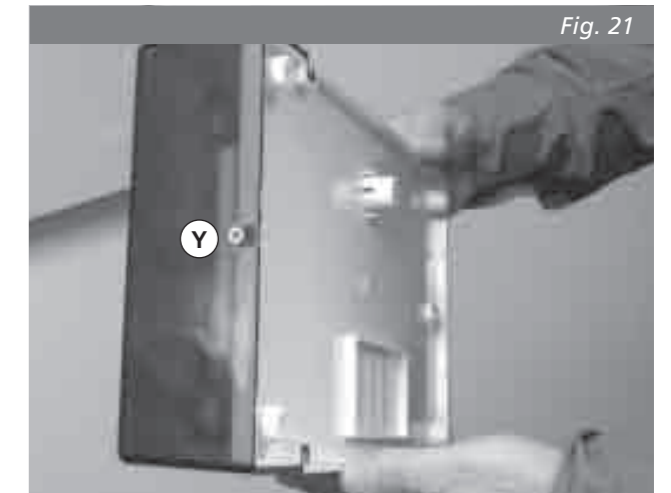
The wireless External Siren features a powerful siren and flashing blue strobe.

It receives radio signals from the Alarm Console and will sound when the alarm system has been triggered.

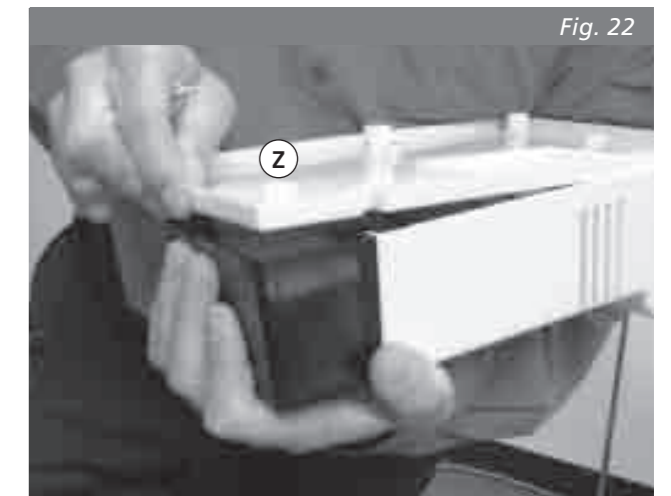
After 5 minutes, the siren and flashing strobe will stop. It operates on a battery and is rechargeable on solar power.

The Siren has tamper-resistant protection which means the alarm will sound if the siren is removed from the wall.

Follow the steps below to install the External Siren.

**3A: MOUNT THE BACKING PLATE**

1 Remove the securing screw (Y) at the bottom of the Siren.



2 Lift the backing plate from the back of the Siren, using the finger-hole (Z).

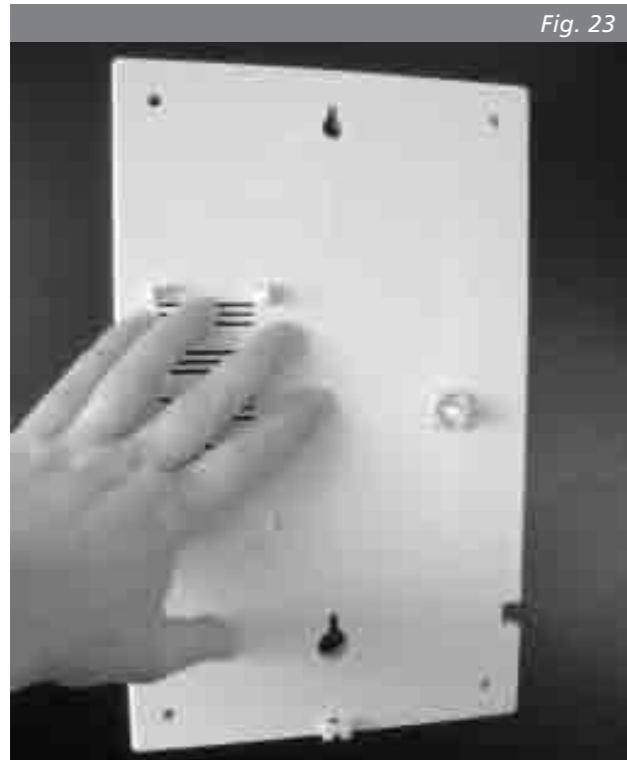


Fig. 23

3 Mark the drill hole positions on the wall using the paper template or Backing Plate. You can use 4 corner holes or 2 vertical holes.

Check the Plate is right way up and level. Leave at least 3cm clear at the top of the Plate so you can clip the Siren on.

Ensure the tamper switch is fully depressed against the wall. This is important if your wall is uneven. For example if you are fixing to a brick wall with raked joints, make sure the tamper switch does not sit over a joint.

4 Secure the Backing Plate tightly to the wall, before commencing the next step – siren activation.

3B: ACTIVATE THE SIREN

Warning: Once the Siren has been activated, you will have 8 minutes to mount it onto the backing plate, while it is in Test Mode. If the Siren is not mounted within 8 minutes, the unit will sound at full volume. You may wish to wear ear protection.

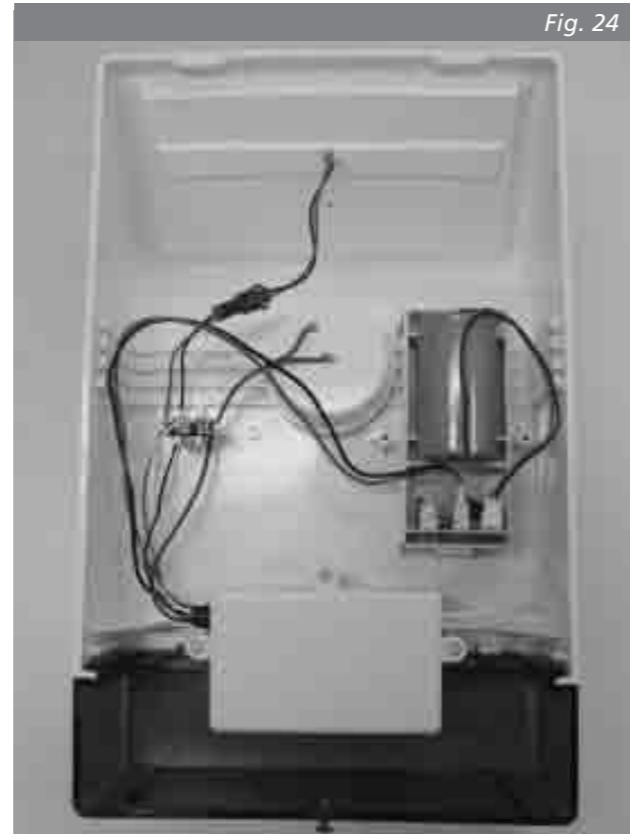


Fig. 24

1 Remove the Battery cover by undoing the 2 screws, revealing the green lithium battery.

! Do not activate the Siren until the Backing Plate has been secured against the wall.

2 Plug the battery lead into the white connector located on the small board.

3 When connected, the Siren will faintly sound and the blue strobe light will flash at half brightness.

! If the Siren does not sound and flash, refer to the Troubleshooting section on page 38.

4 Place the Siren onto the Backing Plate. Insert the hinges and slide downward until it snaps in place. Replace the securing screw at the bottom of the Siren. Once the Siren has been installed, it will stop sounding and flashing.

Step 4 Activate your alarm system

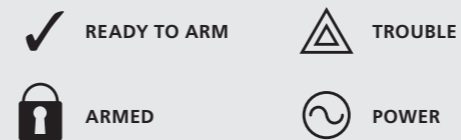
4A: POWER UP YOUR ALARM SYSTEM

Switch On The AC Power Adapter at the powerpoint. After a few seconds:

- Console will beep rapidly
- Ready to Arm light will be ON
- Trouble light will be ON
- You will be prompted to enter the Date and Time

LED INDICATORS

Fig. 25



4B: SET THE TIME & DATE

1 Enter [*] [6] and [1] [2] [3] [4] the Default Master Code, then [1]

2 Enter the time in 24 hour format. For example:
8.05PM is 2005 in 24 hour format. Enter [2] [0] [0] [5]
8.05AM is 0805 in 24 hour format. Enter [0] [8] [0] [5]

3 Enter date in American Format ie (MM DD YY).
For example:
1st June 2008 is 060108 in American Format;
Enter [0] [6] [0] [1] [0] [8]

4 Press [#] [#] to return to 'Ready to Arm System' Screen.
Made a mistake? Just press [#] [#] and start again.

After a few seconds:

- Console will stop beeping
- Ready to Arm light will be ON
- Trouble light will be OFF (this identifies that all equipment has been installed correctly).
- Power light is ON.

! If these lights don't show correctly, check the notes below, or refer to the Troubleshooting section on page 39.

LOW BATTERY? If the trouble light is showing and the alarm console is beeping, this may be due to a low battery. Press [#] once to cancel the beeping. Leave your alarm with the mains power switched on until the trouble light goes out.

IMPORTANT INFORMATION IF YOU DON'T HAVE MONITORING

The trouble light will also show if you are not a monitored customer. That's because the alarm default has been set for monitoring and the alarm console can't find a telephone line. Follow the steps below to reset your alarm for non-monitoring.

IF YOU ARE NOT A MONITORED CUSTOMER, YOU MUST FOLLOW THIS PROCEDURE TO RESET YOUR ALARM

A: Turn off telephone line trouble

1 Press [#] [#] to return to 'Ready to Arm' screen.

2 Enter [*] [8] then the Default Installer Code (your Customer Reference Number in reverse order) and [0] [1] [5]. The 'Toggle Option 1 2 3 4 - - 7 8' screen will display.

3 Press [7] to turn off Telephone Line Monitoring. The 'Toggle Option 1 2 3 4 - - 8' screen will display to show you have successfully removed the telephone monitoring function.

4 Press [#] [#] to return to 'Ready to Arm' screen.

B: Turn off communications with monitoring centre

1 Press [#] [#] to return to 'Ready to Arm' screen.

2 Enter [*] [8] then the Default Installer Code (your Customer Reference Number in reverse order) and [3] [8] [0]. The 'Toggle Option 1 - - - - 6 - -' screen will display.

3 Press [1] to turn off communications with the Monitoring Centre 'Toggle Option - - - - 6 - -' screen will display to show you have successfully removed the communications with the Monitoring Centre function.

4 Press [#] [#] to return to 'Ready to Arm' screen.

NOTE: If you have bought more than 3 motion detectors, or other devices, you will need to enrol these devices into the system. Refer to page 22 of the User Guide for instructions on how this is done.

Step 5 Register and test your system

Once you've installed your alarm system, you will need to test it to make sure it has been installed correctly.

IF YOU HAVE A MONITORED ALARM

Please call 1300 764 749 to register

If you have a monitored alarm, you must call us to register your system so that we can activate your monitoring service.

When you call we will ask you for:

- zone details and
- emergency contact numbers (See page 3 of this guide)

We will then ask you to perform the ALARM SYSTEM TESTS to make sure your alarm has been installed correctly

IF YOU HAVE AN ALARM ONLY (without monitoring)

Please follow the instructions for the ALARM SYSTEM TESTS.

ALARM SYSTEM TESTS

These tests will confirm that all system devices are operating correctly.

As the Console has a built-in internal siren, you may wish to wear ear protection. As a courtesy you may wish to notify your neighbours beforehand. If you have pets we recommend that you have someone stay with them outside whilst testing.

PANIC BUTTON TEST

This test will confirm that the panic button successfully activates both the external siren and the internal siren inside the alarm console.

- 1 Ensure your alarm system is disarmed and the Ready light is ON.

NOTE: If the Ready light is not on, press [#] [#] to return to the 'Ready to Arm' Screen.

- 2 Press the Panic button for 2 seconds.

- 3 The Console and External Siren will sound continuously for 5 minutes.

- 4 Go to the External Siren and check that the siren is sounding and flashing.

Return to your Alarm Console:

- 5 The Ready to Arm light, Armed light and Trouble light will flash.

- 6 The display screen on the Console will black out.

- 7 To silence the alarm, enter [1] [2] [3] [4] the Default Master Code.

FULL SYSTEM TEST

This is a full system test that will check all detectors and alarm components are operational.

You will need to arm the alarm system, leave the house for 3 minutes and then re-enter, deliberately moving through every room fitted with a detector, **before** disarming the alarm system.

You will be able to check that external and internal sirens sounded, and that each motion detector was activated.

Before you start the test, make sure all areas have been closed (ie stop all movements and close all doors and windows).

- 1 Ensure your alarm system is disarmed and the Ready light is ON.

NOTE: If the Ready light is not on, press [#] [#] to return to the 'Ready to Arm' Screen.

- 2 Press the AWAY button for 2 seconds.

- 3 The Ready to Arm light should be OFF.

- 4 The Armed light should be ON.

- 5 The Console will sound 1 beep per second for 1 minute (For last ten seconds the Console will beep rapidly).

Exit premises within 60 seconds before the delay time expires.

- 6 After 3 minutes, to test your Alarm System, return inside the premises and walk through each of the Motion Detector zones.

- 7 The Console and External Siren will sound continuously for 5 minutes.

Return to your Alarm Console:

- 1 Enter [1] [2] [3] [4] the Default Master Code.

- 2 The 'Scroll to view alarm memory' screen will display.

- 3 Scroll [<] [>] to view the Detectors that were triggered (Zone 1, 2, and 3 should flash across the screen).

- 4 Press [#] [#] to return to the 'Ready to Arm' Screen.

CONGRATULATIONS!

You have now successfully completed testing your alarm system.

NOW CHANGE THE MASTER CODE

For increased security, it is time to change the Master Code. Refer to page 33.

4 Section 4 Adding, adjusting and replacing system components

If you move to a larger home or feel the need for extra security, your alarm system can be expanded with a range of additional devices.

OPTIONAL ALARM SYSTEM COMPONENTS



How to install extra motion detectors

A: ALLOCATE A ZONE NUMBER

For extra devices you will need to allocate a new Zone number to the Detector.

- 1 Allocate a Zone number to the Detector. Choose a number from 04 up to 32.
- 2 For each Detector, plan where you would like to install it and record this information on the 'Your Personal Information' page at the front of this guide.

B: MOUNT THE DETECTOR

- Refer to Section 2 of this guide and follow the instructions to choose the location (see page 10) and mount and activate the Detector (see page 14).
- Then follow the steps below to add and test your additional Detectors.

C: ADD THE DETECTOR

- 1 Unclip the Detector from the Backing Plate and bring the Detector to the Alarm Console.
- 2 Press [#] [#] to return to the 'Ready to Arm' Screen.

- 3 Press [*] [8] then the [Default Installer Code] (your Customer Reference Number in reverse order) and [8] [9] [8]. The 'Wireless Enrolment Mode' screen will display.



- 4 Place the Detector near the Alarm Console and activate the Detector by pressing the Tamper Switch (Y) down for 2 seconds and release.

- 5 Check the Serial number displayed on the screen matches the sticker on the back of the Detector. Press [*] to confirm Serial number.

! If the Serial number is incorrect, press [#] [#] and repeat steps 3 to 5.

- 6 Enter the Zone Number. Choose a number from 04 up to 32.

If you try to enrol a device in a zone that has already been enrolled, you will be asked whether you want to overwrite the existing zone. Press [#] to re-enter a new Zone Number.

- 7 Confirm the Zone Type:

Enter [0] [1] for: **Delay Type** – Door (main entry point to your house).

Enter [0] [3] for: **Instant Type** – Windows and Doors (Non-main entry point to your house).

Enter [0] [5] for: **Interior Stay/Away** – Areas you wish to place in Stay Mode.

- 8 The 'Wireless Enrolment Mode' screen will display to show you have successfully enrolled a new Detector.

- 9 Press [#] [#] to return to the 'Ready to Arm' Screen.

- 10 Clip the Detector back on its Backing Plate.

D: TEST MOTION DETECTOR



- 1 As soon as you have installed each motion detector, walk around the room to check the red light (X) appears.
 - 2 After sensing 10 movements, the Detector will go to battery saving mode and the red light will not appear again. To retest a Detector, unclip it from the backing plate (slide upwards) then re-clip it and repeat the test procedure.
- ! If the red light does not appear, refer to the Troubleshooting section on page 38.**
- 3 Register and Test the Detector. Turn to page 20 in Section 3 of this guide and follow the instructions in 'Register and test your system' to ensure the Detector has been installed correctly and is working properly.

Considerations for customers with pets

Your alarm system can be adjusted to prevent your pets triggering the alarm.

A: LOCATING YOUR DETECTORS

✓ Place the Detectors at least 1.8 metres away from furniture or objects higher than 0.9 m which a pet can climb onto.

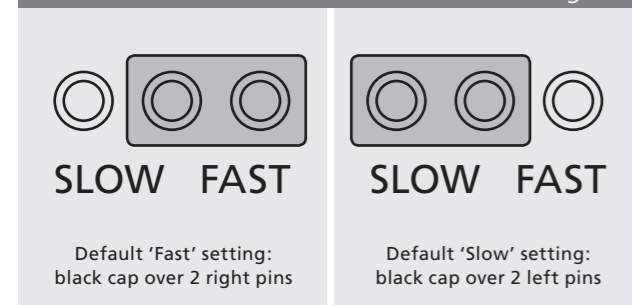
✗ Do not aim the Motion Detector at a stairwell to which a pet has access.

B: ACTIVATING THE 'PET FRIENDLY' SETTING ON YOUR DETECTORS

Each Motion Detector features a 'Fast' and 'Slow' Sensitivity Setting that can be activated to reduce false alarms.

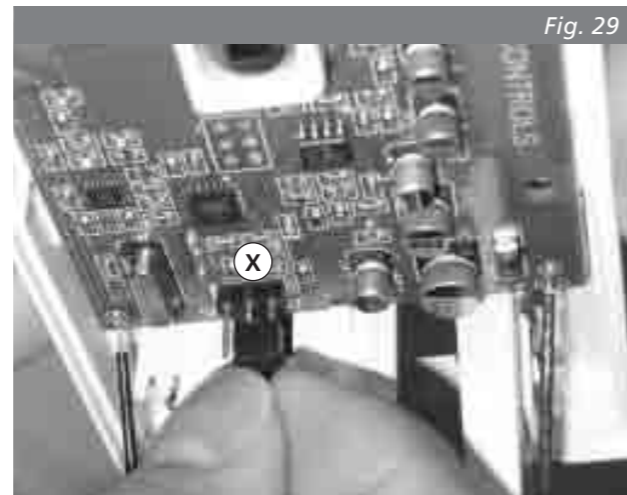
- **'Fast' Setting** – suits owners without pets.
- **'Slow' Setting** – suits owners of a single or multiple pets whose combined weight is less than 15kg.
- If you have pets over 15kg then the more sensitive fast setting should be used and the pets left outside whenever the alarm is armed.

Fig. 28



1 Remove securing screw (located in battery compartment).
TIP: Use a magnetic tip screw driver.

2 Remove back cover (sliding up at a 45° angle).



3 There are 3 Setting Pins (X). Lift the black cap vertically off the right 2 pins on the 'Fast' setting and carefully push the cap back down over the left 2 pins on the 'Slow' Setting. Make sure the black cap is pushed all the way down.

4 Return to Page 15 to continue installing your alarm system.

How to install an alarm remote (key fob)

An alarm remote allows you to turn your alarm system on and off or the panic function at the touch of a button – with no codes to remember.



You can purchase extra key fobs to give to other members of your family.

Follow the steps below to install your Alarm Remote.

A: ADD THE ALARM REMOTE

1 Press [#] [#] to return to the 'Ready to Arm' Screen.

2 Press [*] [8] then the [Default Installer Code] (your Customer Reference Number in reverse order) and [8] [9] [8]. The 'Wireless Enrolment Mode' screen will display.

3 Press the [↑] button on the Alarm Remote for 3 seconds.

4 The Serial number will display on the screen. Press [*] to confirm Serial number.

5 Enter the User Key (a user number allocated to a member of a household). Enter a user number sequentially from 01 up to 16. The 'Wireless Enrolment Mode' screen will display.

6 Press [#] [#] to return to the 'Ready to Arm' Screen.





FUNCTION KEYS OF ALARM REMOTE (KEY FOB)

To activate each function, press and hold the appropriate button for approximately 1 second (3 seconds for the Panic button). The light between the top buttons will confirm a signal has been sent to the Alarm Console.

NOTE: Signals will not be received if the remote is not within range of the wireless receiver.

FUNCTION KEYS

Fig. 30

- 
AWAY ARMING MODE
Arms both the interior and perimeter zones, allowing you to exit the premises.
- 
STAY ARMING MODE
Press to arm all perimeter zones eg window and door contacts, but leaving interior zones inactive, so you can stay at home without setting off an alarm.
- 
DISARM
Allows you to disarm your system without having to enter your access code.
- 
PANIC
If you have monitoring, the panic button allows you to immediately notify the monitoring centre that you are fearful of an imminent personal attack by an intruder. Press and hold the Panic Button for 3 seconds.

How to install door/window detectors

A Door/Window Detector is a discrete device that detects when a door or window has been opened.

It provides excellent security for detecting unauthorised entry and has a long life battery of around 5 years (varies with usage).

The Detector has two parts: one half is the transmitter and the other is the magnet.

Follow the steps below to install the Door/Window Detectors.



A: CHOOSE THE LOCATION FOR THE DETECTORS

- ✓ The Detectors should be mounted on a flat surface of a door or window.
- ✓ The transmitter should be attached to a fixed surface near the top of the door or window frame.
- ✓ The magnet should be attached to the movable surface of the door or window.

B: ALLOCATE A ZONE NUMBER

For extra devices you will need to allocate a new Zone number to the Detector.

- 1 Allocate a Zone number to the Detector. Choose a number from 04 up to 32.
- 2 For each Detector, plan where you would like to install it and record this information on the 'Your Personal Information' page at the front of this guide.

C: ACTIVATE THE DETECTOR

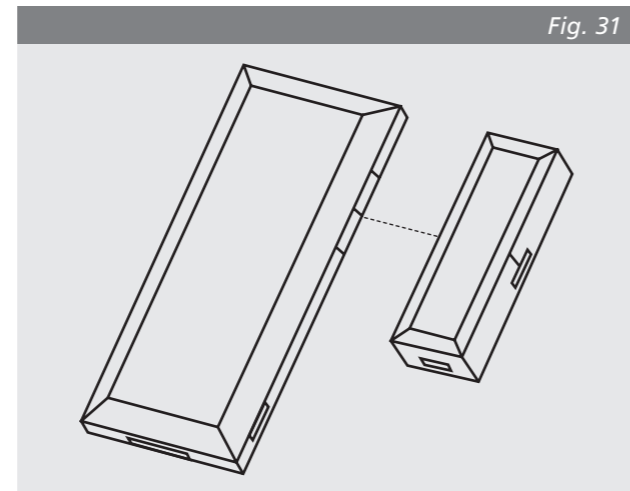
- 1 Remove the transmitter from packaging – avoid touching the circuit board.

NOTE: In future you can open the transmitter by using a coin or a flat screw driver.

- 2 Insert the battery with Imprinted Side facing up – avoid touching battery with oily skin. We recommend using clean gloves.
- 3 Close the transmitter by inserting the hinges and snapping the cover shut.

D: ADD THE DETECTOR

- 1 Press [#] [#] to return to the 'Ready to Arm' Screen.
- 2 Press [*] [8] then the [Default Installer Code] (your Customer Reference Number in reverse order) and [8] [9] [8]. The 'Wireless Enrolment Mode' screen will display.



- 3 Place the Detector near the Alarm Console and activate the device by placing the magnet against the transmitter where the three 'ribs' are for 4 seconds.

- 4 Check the Serial number displayed on the screen matches the sticker on the back of the Detector. Press [*] to confirm Serial number.

! If the Serial number is incorrect, press [#] [#] and repeat step 3. You will be prompted to enter the Zone Number

- 5 Enter the Zone Number. Choose a number from 04 up to 32.

If you try to enrol a device in a zone that has already been enrolled, you will be asked whether you want to overwrite the existing zone. Press [#] to re-enter a new Zone Number.

- 6 Confirm the Zone Type:

Enter [0] [1] for: **Delay Type** – Door (main entry point to your house).

Enter [0] [3] for: **Instant Type** – Windows and Doors (Non-main entry point to your house).

Enter [0] [5] for: **Interior Stay/Away** – Areas you wish to place in Stay Mode.

- 7 The 'Wireless Enrolment Mode' screen will display to show you have successfully enrolled a new Detector.

- 8 Press [#] [#] to return to the 'Ready to Arm' Screen.

E: MOUNT THE DETECTOR

- 1 Position the transmitter on the door or window frame.
- 2 Position the magnet of the movable surface of the door or window.
- 3 Find the notch on the outside of the transmitter and align the magnet with the notches. Ensure the magnet is closely aligned to the transmitter.
- 4 Mark the locations of the top of the transmitter and magnet.
- 5 Secure the transmitter and magnet tightly to their positions using the supplied Double-Sided Tape.
- 6 Once installed, the transmitter and the magnet should be no more than 6mm apart.

F: TEST YOUR DETECTORS

Before starting the test, ensure all areas have been closed (ie close all doors and windows).

- 1 Ensure your alarm system is disarmed and the Ready light is ON.
 - 2 Press [#] [#] to return to the 'Ready to Arm' Screen.
 - 3 Open the door/window that the Detectors are attached to.
 - 4 Return to your Alarm Console and the screen should appear with the Ready to Arm light OFF.
 - 5 Scroll [<] [>] to 'Scroll to view open zones <>' and press [*].
 - 6 The Zones that are opened will display on the screen (eg. for a Detector enrolled in Zone 4, the screen will display [Zone 4]).
- ! If the opened Zone does not appear of the screen, refer to the Troubleshooting section on page 39.**
- 7 Close the door/window that the Detectors are attached to.
 - 8 Return to your Alarm Console and the console should appear with the Ready to Arm light ON.
 - 9 Press [#] [#] to return to the 'Ready to Arm' Screen.

G: REGISTER AND TEST THE DETECTOR

Turn to page 20 in Section 3 of this guide and follow the instructions in 'Register and test your system' to ensure the Detector has been installed correctly and is working properly.

How to install smoke detectors

Smoke Detectors provide early warnings of fires. They are easy to install, unobtrusive and have long life batteries that will last approximately 7 years.

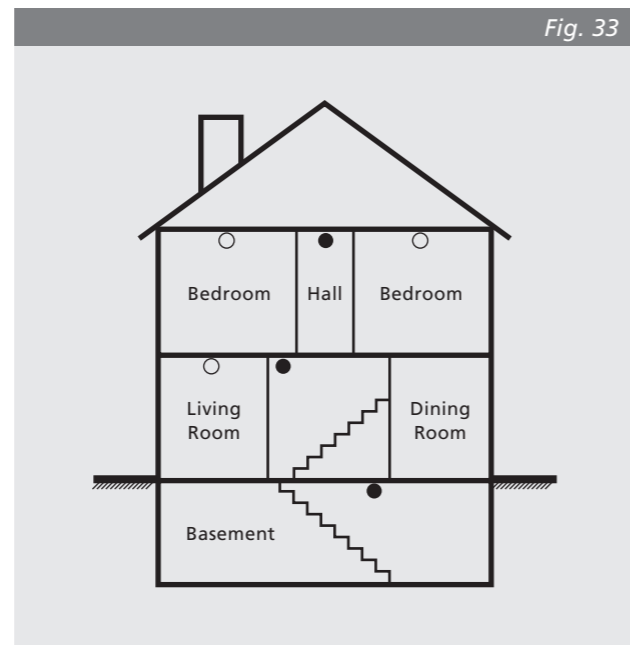
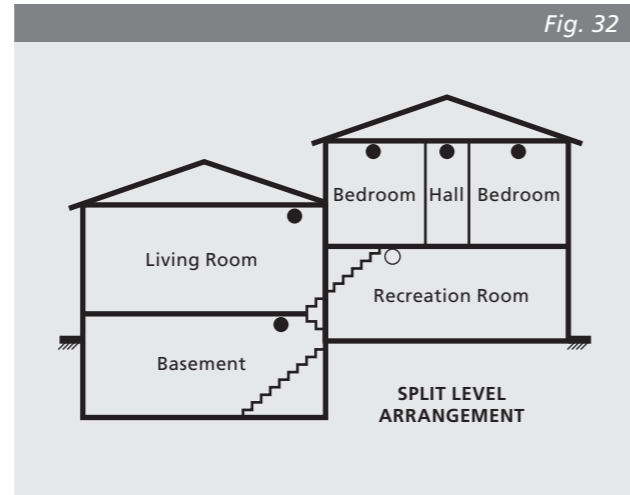


A: CHOOSE THE LOCATION FOR THE DETECTORS

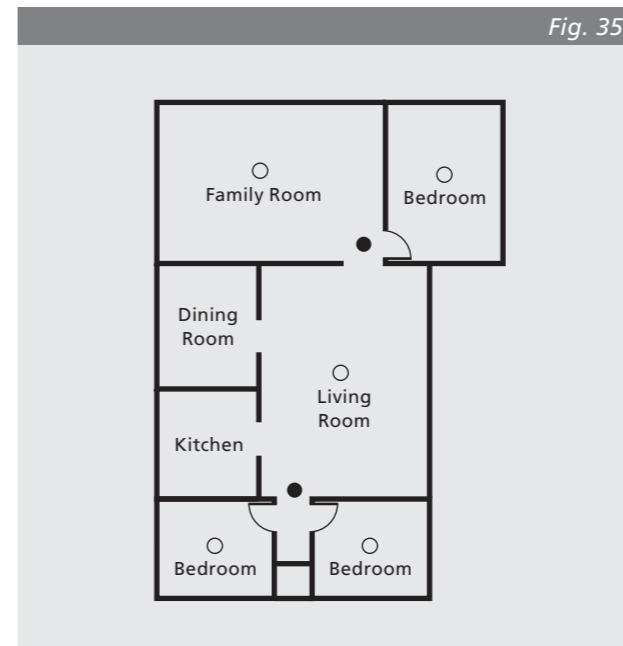
- ✗ Do not place Smoke Detectors at the top of peaked or gabled ceilings; the dead air space in these locations may prevent the unit from detecting smoke.
- ✗ Avoid areas with turbulent air flow, such as near doors, fans or windows. Rapid air movement around the Detector may prevent smoke from entering the unit.
- ✗ Do not place Detectors in areas of high humidity.
- ✗ Do not place Detectors in areas where the temperature rises above 38°C or falls below 5°C.

✓ **Smoke Detectors should be installed in accordance with local fire codes and State Regulations.**

It is recommended that Smoke Detectors are installed outside of each separate sleeping area in the immediate vicinity of the bedrooms, dining rooms, hallways, basement and utility rooms.



- Smoke Detectors for minimum protection
- Added Smoke Detectors for better protection



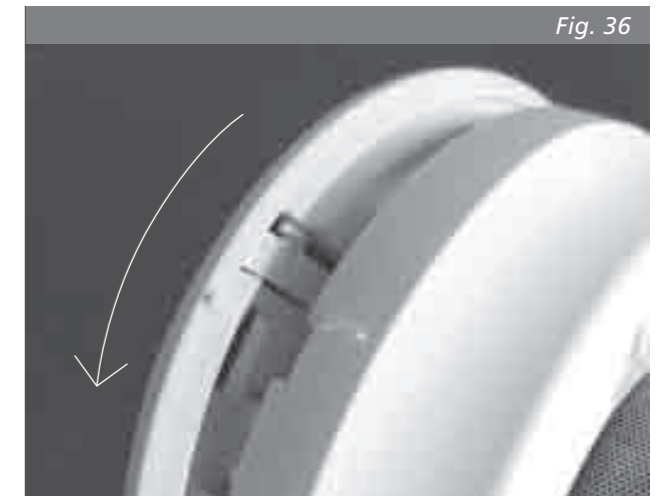
- Smoke Detectors for minimum protection
- Added Smoke Detectors for better protection

B: ALLOCATE A ZONE NUMBER

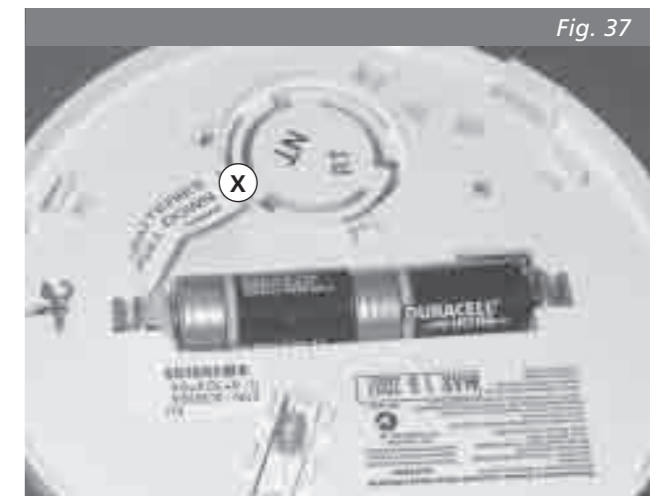
For extra devices you will need to allocate a new Zone number to the Detector.

- 1 Allocate a Zone number to the Detector. Choose a number from 04 up to 32.
- 2 For each Detector, plan where you would like to install it and record this information on the 'Your Personal Information' page at the front of this guide.

C: ACTIVATE THE DETECTOR



- 1 Remove the orange dust cover.
- 2 Hold the backing plate and twist the Detector counter-clockwise to remove the unit from its backing plate.



- 3 Hold the two batteries and pull the tab (X) to power the unit up.

D: ADD THE DETECTOR

- 1 Press [#] [#] to return to the 'Ready to Arm' Screen.
- 2 Press [*] [8] then the [Default Installer Code] (your Customer Reference Number in reverse order) and [8] [9] [8]. The 'Wireless Enrolment Mode' screen will display.
- 3 Place the Detector near the Alarm Console. Activate the device by placing it back onto the backing plate, line up the guided arrows, then twist the Detector clockwise and counter-clockwise (this will press and release the Tamper Switch).
- 4 The Serial number will display on the Console screen. Press [*] to confirm Serial number.
! If the Serial number is incorrect, press [#] [#] and repeat step 3.
! If the Serial number does not display, refer to the Troubleshooting section on page 39.
- 5 Enter the Zone Number [0] [7]. If you try to enrol a device in a zone that has already been enrolled, you will be asked whether you want to overwrite the existing zone. Press [0] [7] to re-enter the Zone Number.
- 6 Confirm the Zone Type:
Enter [8] [8] for: Standard 24 Hr Type – Smoke Detector
- 7 The 'Wireless Enrolment Mode' screen will display to show you have successfully enrolled a new Detector.
- 8 Press [#] [#] to return to the 'Ready to Arm' Screen.

E: MOUNT THE DETECTOR

- 1 Remove the unit from its Backing Plate. Hold the Plate and twist the Detector counter-clockwise.
- 2 Mark the drill hole positions on the ceiling or wall using the Backing Plate. Check the unit is right way up. Leave at least 3cm clear at the top of the Plate so you can clip the Detector on.
- 3 Secure Backing Plate to the ceiling or wall using either four corner or two horizontal mounting holes with the screws provided.



Fig. 38

- 4 Place the Detector back onto the backing plate and line up the guided arrows (X). Twist clockwise until the Detector snaps into place.
- 5 Remove the side tab from the locating tab to lock in place (optional).

F: TEST YOUR DETECTORS

Before you start the test, notify the monitoring centre that you will be testing your Smoke Detectors, to prevent a false alarm.

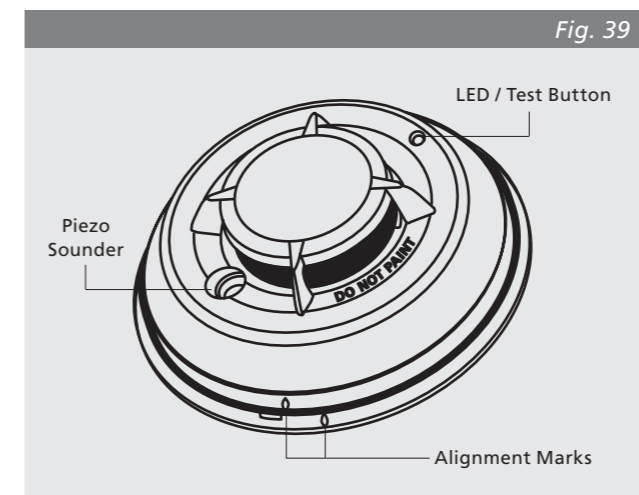


Fig. 39

- 1 Press the LED/Test Button for at least 5 seconds.
- 2 After a few seconds:
 - The LED on the Detector will flash.
 - The Detector will sound and an alarm signal will be transmitted to the Console.
- 3 The Detector will restore to normal when the Test Button is released.

G: REGISTER AND TEST THE DETECTOR.

Turn to page 20 in Section 3 of this guide and follow the instructions in 'Register and test your system' to ensure the Detector has been installed correctly and is working properly.

How to install a desk mount

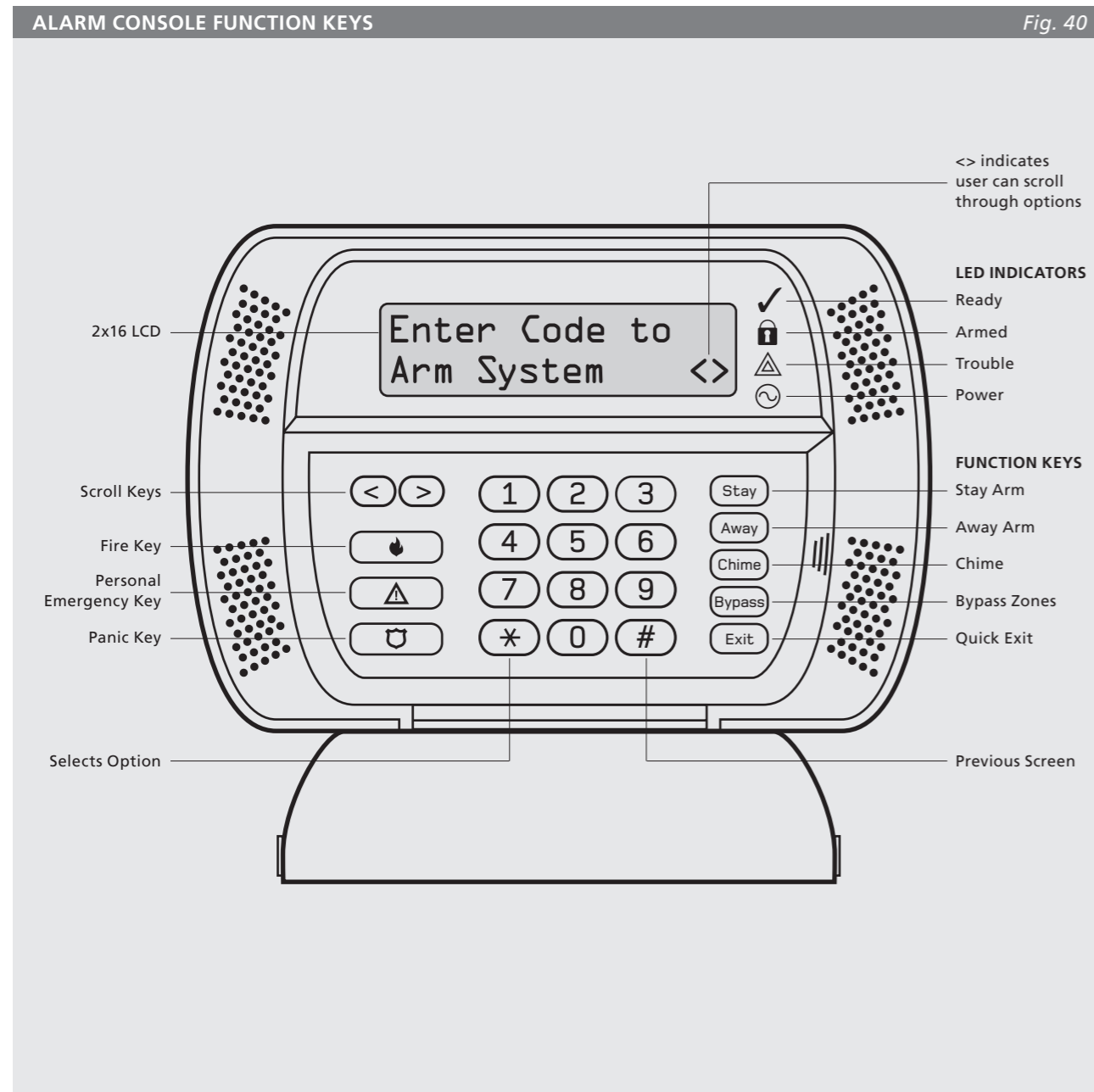
The desk mount provides flexibility and convenience for customers who do not wish to install the Alarm Console against a wall.



- 1 Remove the Backing Plate and then activate the Console by following Step 1B in Section 3 (see page 13).
- 2 Secure the Desk Mount on a flat secure surface.
- 3 Peel the adhesive backing from the rubber feet on the Console, and press the rubber feet into the four holes located at the inner centre of the desk mount.

5 Section 5 Operating and programming your alarm system

To get the best protection from this alarm system it is important that you understand how to operate and program the alarm.



FUNCTION KEYS:

- **Stay Arm** – lets you secure the perimeter of your home and still move about freely inside.
- **Away Arm** – allows you to protect your home when no one is present.
- **Chime** – sounds when doors or windows are opened and closed.
- **Bypass** – allows you to arm the alarm system with a door or window open; useful when you are home and want to open a window for fresh air.
- **Quick Exit** – allows you to open any designated entry or exit zone on a single occasion; useful when you need to check the mailbox or let the dog in or out.

IF YOU HAVE A MONITORED ALARM:

- **Fire key** – allows you to immediately sound the siren warning everyone inside and transmits a signal to the monitoring station notifying them of the fire.
- **Personal Emergency Key** – allows you to immediately transmit an emergency signal to the monitoring centre informing them of your emergency. The keypad will beep 10 times to indicate that the alarm signal has been transmitted successfully.
- **Panic key** – allows you to immediately notify the monitoring centre that you are fearful of an imminent personal attack by an intruder.

CHANGING YOUR MASTER CODE

- 1 Press [#] [#] to return to the 'Ready to Arm' Screen.
- 2 Enter [*] [5] and [1] [2] [3] [4] the Default Master Code.
(The Edit User Code Screen will display.)
- 3 Press [4] [0] to select Master Code.
(You will be prompted to enter a new Master Code.)
- 4 Enter a new 4 Digit Master Code and record this number in a safe place.
- 5 Press [#] [#] to return to the 'Ready to Arm' Screen.

NOTE: To access this function in the future, use your new 4 Digit Master Code, not the Default Master Code.

TIP: In addition to the Master Access Code, you can program up to 16 additional User Access codes. Each person that has access to the premises can have their own personal user code. Access codes can be programmed to allow for zone bypassing, duress, supervisor or one-time use activation.

ADDING AND CHANGING USER CODES

- 1 Enter [*] [5] and the 4 Digit Master Code.
(The Edit User Code Screen will display.)
- 2 Scroll [<] [>] to 'To Edit User Code'.
(Programmed codes will have the letter 'P' beside the user code number.)
- 3 Press [*] to edit a selected code.
- 4 Enter a new 4 digit code or press [*] to delete the selected code.
- 5 Press [#] [#] to return to the 'Ready to Arm' Screen.

Basic operation

AWAY ARMING OR TURNING ON YOUR SYSTEM (BOTH INTERIOR AND PERIMETER)

The Away Arming function allows you to arm the entire system.

- 1 Close all windows and doors (the green Ready light will turn ON).
- 2 Press the AWAY button for 2 seconds.
- 3 The Ready to Arm light should be OFF.
- 4 The Armed light should be ON.
- 5 The Console will sound 1 beep per second for 1 minute (In the last ten seconds the Console will sound a distinct pulsation).
Exit premises within 60 seconds before the delay time expires.

NOTE: An error tone will sound if the system is unable to arm. This will happen if the system is not ready to arm, or if an incorrect user code has been entered. Ensure all Detectors are secure, press [#] and try again.

DISARMING OR TURNING OFF YOUR SYSTEM

- 1 When you enter through the door, the keypad will emit a steady warning tone.
- 2 You have a delay of 30 seconds to enter your 4 Digit Master Code.
- 3 The Ready to Arm light should be ON.
- 4 The Armed light should be OFF.

NOTE: If you enter an incorrect code, a 2-second error tone will sound. Just press [#] and try again.

TO SOUND AN ALARM IN AN EMERGENCY

Press and hold FIRE or MEDICAL EMERGENCY or PANIC button for 2 seconds.

TO SILENCE AN ALARM

Enter your 4 Digit Master Code.

Other operations

STAY ARMING (CUSTOMERS WITH WINDOW/DOOR DETECTORS ONLY)

If you have Window/Door Detectors, Stay Arming allows you to protect the perimeter of your home (ie the doors and windows), while allowing you freedom of movement inside your home.

A: PROGRAM THE DETECTORS

To use Stay Arming you will need to program the Detectors to enable this feature.

- 1 Follow the instructions in 'How to Install Door/Window Detectors' – Part D Steps 1 to 6 on page 26.
- 2 You will be prompted to enter the Zone Type:
Enter [0] [5] to set the Detector on Stay Away Mode.
- 3 The 'Wireless Enrolment Mode' screen will display.
You have now successfully programmed this Detector with the Stay Arming feature.
- 4 Press [#] [#] to return to the 'Ready to Arm' Screen.

B: USING STAY ARMING

- 1 Close all windows and doors (the green Ready light will turn ON).
- 2 Press STAY for 2 seconds.
- 3 The Ready to Arm light should be OFF.
- 4 The Armed light should be ON.

Do not leave the premises.

BYPASSING YOUR SYSTEM

You can bypass or disconnect a particular zone from your alarm system. You would use this feature when you need access to a protected area while the system is armed or when a Detector is temporarily out of service. Naturally, this reduces the level of security. Bypassed zones are automatically cancelled each time the system is disarmed.

BYPASS ZONES (TO ARM SYSTEM WITH DOOR OR WINDOW OPEN)

- 1 While your alarm system is disarmed, press BYPASS for 2 seconds.
(The Screen will display 'Scroll to < > Bypass Zones.')
- 2 Scroll [<] [>] to the zone to be bypassed and press [*]. ('B' will appear on the display to show that the zone is Bypassed.)
If a zone is Open (eg a door with Door/Window Detector is open), the keypad will display 'O' next to the zone name. If you bypass the open zone, a 'B' will replace the 'O'.
- 3 To remove the bypass, scroll [<] [>] to the zone that is bypassed and press [*].
The 'B' will disappear from the display to show that the zone is no longer bypassed.
- 4 Press [#] [#] to return to the 'Ready to Arm' Screen.

TO ENABLE DOOR CHIME (CUSTOMERS WITH WINDOW/DOOR DETECTORS ONLY)

The Door Chime feature detects and chimes when a door is opened.

- 1 Press and hold CHIME for 2 seconds.
- 2 3 beeps indicates Door Chime is turned ON.
- 3 1 long beep indicates Door Chime is turned OFF.

CHANGING KEYPAD BUZZER TONE

- 1 Press [*] [6] and your 4 Digit Master Code.
- 2 Scroll [<] [>] to 'Buzzer Control' and press [*].
- 3 Press and hold [<] and the Tone will change.
- 4 When the desired tone is identified, release [<].

6 Section 6

Maintaining your system

Keeping alarm devices clean and insect-free will help maintain your system in good working order.

When replacing batteries, we strongly recommend that you install only the batteries listed in the table below. The reliability of your security system depends on the quality of the batteries. 'No name' or generic brand batteries may not provide the best durability and dependability. Installing the incorrect type of battery may also present a risk of fire or explosion.

REPLACEMENT BATTERIES Fig. 41		
DEVICE	NOMINAL BATTERY LIFE (varies with usage and temperature)	APPROVED BATTERY TYPES
Alarm Console	5 years	Available from Manufacturer Order from NRMA Insurance
External Siren	2 years	Available from Manufacturer Order from NRMA Insurance
Motion Detectors	7 years	Energizer Lithium EL123AP Duracell Lithium Ultra 123 Panasonic Lithium CR123A
Door/Window Detectors	5 years	Panasonic CR2032 (Lithium Batteries)
Alarm Remotes (Key Fobs)	5 years	Panasonic CR2025 (Lithium Batteries)
Smoke Detectors	7 years	Panasonic CR123A Sanyo CR123A Duracell DL 123A

SIMPLE MAINTAINANCE TASKS Fig. 42	
Alarm Console	Check securely mounted Clean and dust with soft dry cloth Do not use abrasives, thinners, solvents or aerosol cleaners Do not use water or any other liquid
External Siren	Remove cobwebs Look out for insect nests
Motion Detectors	Clean and dust detectors regularly with soft dry cloth Keep free from grease build up if located near kitchens Lightly apply surface spray around device for insect problems
Door/Window Detectors	Clean and dust detectors regularly with soft dry cloth Keep free from grease build up if located near kitchens
Alarm Remotes (Key Fobs)	Keep dry and free from build up of dirt and grime
Smoke Detectors	Clean and dust with soft dry cloth

Replacing a device from your alarm system

Before replacing a device, you will need to enrol and activate the device to your Alarm System.

A: ADD THE REPLACEMENT DETECTOR

1 Press [#] [#] to return to the 'Ready to Arm' Screen.

2 Press [*] [8] then the [Default Installer Code] (your Customer Reference Number in reverse order) and [8] [9] [8]. The 'Wireless Enrolment Mode' screen will display.

3 Place the Detector near the Alarm Console and activate the device by pressing and releasing the tamper switch.

4 Check the Serial number displayed on the screen matches the sticker on the back of the Detector. Press [*] to confirm Serial number.

! If the Serial number is incorrect, press [#] [#] and repeat step 3.

5 Enter the Zone Number of the Detector you are replacing (eg for Zone 1 enter [0] [1]).

6 You will be asked whether you want to overwrite the existing zone. Press [*] to confirm the number.

7 Confirm the Zone Type:

Enter [0] [1] for: **Delay Type** – Door (main entry point to your house).

Enter [0] [3] for: **Instant Type** – Windows and Doors (Non-main entry point to your house).

Enter [0] [5] for: **Interior Stay/Away** – Areas you wish to place in Stay Mode.

Enter [8] [8] for: **Standard 24 Hr Type** – Smoke Detector.

8 The 'Wireless Enrolment Mode' screen will display to show you have successfully enrolled a new Detector.

9 Press [#] [#] to return to the 'Ready to Arm' Screen.

B: INSTALL THE REPLACEMENT DETECTOR

1 Remove the existing Detector from the Backing Plate and install the replacement.

C: REGISTER AND TEST THE DETECTOR.

Turn to page 20 in Section 3 of this guide and follow the instructions in 'Register and test your system' to ensure the Detector has been installed correctly and is working properly.

7 Section 7 Troubleshooting

If you are having problems installing or operating your alarm system, the following information may help. Otherwise, contact Customer Support on 132 553 or email homesecuritymonitoring@iag.com.au

TROUBLESHOOTING Fig. 43	
Alarm Console is not operating	Check the AC adapter is plugged into a power point outlet and has been switched on. Check the Battery switch on the Console has been switched to 'Batt On'. If the Console has been operating on the back-up battery without external power for more than 24 hours, you may need a replacement battery.
Motion Detector does not respond to movement	After 10 activations (ie having sensed 10 movements), the Detector will go to battery saving mode and the red light will not appear again. To test the Detector, unclip the device from the backing plate and re-clip back again before testing. Refer to page 16.
External Siren is not activating	The battery may have been flat when the unit was taken out of the kit. Disconnect and reconnect battery. If problems persists, check battery voltage is at 3.6 volts.
I'm having problems with the Alarm System Test: The Trouble light is still ON and Ready to Arm light is OFF	This indicates one of the Detectors has not been installed correctly. To identify the Trouble Condition see Fig. 44.
On the Online Procedure Test, the boxes are still marked RED	This indicates a Detector in the marked Zone has not been installed correctly. Check the Detector has been activated and is secured properly.
My Alarm System cannot see a Detector even though it is installed correctly	If your Alarm System cannot detect a Detector, you may wish to complete a Placement Test for the device to see if it is in range. Press [#] [#] to return to the 'Ready to Arm' Screen. Press [*] [8] then the [Default Installer Code] (your customer Reference Number in reverse order) and [9] [0] [4]. The 'Activate Device for Test' screen will display. Go to the Detector and activate the device by pressing and releasing the tamper switch. If the system receives a strong radio signal the system will sound the bell once and the 'Good Placement' screen will display. If the system receives a weak radio signal the system will sound the bell 3 times and the 'Poor Placement' screen will display. <i>Note: If the signal is poor, try positioning the Detector at another location.</i> When placement is completed, press [#] [#] to return to the 'Ready to Arm' Screen.
My Alarm System keeps sounding, even though there appears to be no movement in the areas	Check the Motion Detectors have not been installed near sources of heat, direct sunlight, reflective surfaces, fans and air-conditioning vents. Check Door/Window Detectors: Ensure the notches on the outside of the transmitter enclosure are aligned with the magnet and the distance between the transmitter and the magnet is no more than 6mm.
On the Alarm Console, the Trouble light is ON and the Console is beeping every 10 seconds	Your Alarm System is informing you that an action is required or it has stored an event. To identify the Trouble Condition: 1. Press [#] to silence the beeps. 2. Press [*] [2] and scroll [<] [>] to view the Trouble Condition. 3. To acknowledge and override the Trouble Condition, press [9] To identify the Trouble Condition see Fig. 44.
I'm having problems with the Door/Window Detector Test	Check the installation of the device by ensuring that the distance between the transmitter and the magnet is no more than 6mm apart.
Smoke Detector is not activating	Ensure that the battery pull-out tab has been removed from the Smoke Detector.

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IDENTIFYING THE TROUBLE CONDITION Fig. 44		
TROUBLE CONDITION	COMMENTS	ACTION
Service Required	To view Trouble, press [1] The Trouble will be displayed on the screen: • Low Battery • General System Trouble • General System Tamper	Ensure Console is seated into Desk mount or Wall bracket correctly.
AC Fail	If your home loses electrical power, the alarm system will continue to operate on battery for several hours.	Check if AC Power light is ON and AC Adapter is plugged firmly in socket and switched ON.
Phone Line Trouble	The alarm system has detected that the telephone connection has been disconnected.	Check if phone lead is plugged into wall socket, and ADSL Filter is installed correctly.
Fail to Communicate	The alarm system is unable to communicate with the Monitoring Centre. This may be due to Trouble 3.	Call for Service. <i>Note: The Monitoring Centre should have attempted to contact you.</i>
Zone Fault	The alarm system is experiencing difficulties with one or more Detectors on the system (the Alarm Console is not receiving a signal from a device).	Complete a Placement Test. Refer to instructions on Page 38.
Zone Tamper	The alarm system has detected that one or more Detectors have been tampered with and the tamper switch on a device is not secure. Press [*] to view which zones have a trouble condition.	Ensure that the tamper switch is secured: Motion Detectors – Ensure Detector is seated in mounting bracket correctly. Door/Window contact – Ensure that the cover is secure. Motion Detector and Smoke Detectors – Ensure that the detector is inserted on its Backing Plate.
Device Low Battery	The alarm system has identified that one or more devices in your system has a low battery. To identify the problem: Press [7] to view if any zones have a low battery Press [7] again to view if any keypads have low batteries Press [7] again to view which wireless KEYFOB has a low battery Press [7] again to view the problem zones again.	Call for Service. <i>Note: If battery is new allow 24 hours for battery to charge.</i>
Loss of System Time	In the event of a power loss (AC and Battery), the time and date will need to be reprogrammed.	Re-program Time and Date. See page 19.

8 Section 8 Warranty

LIMITED WARRANTY

Digital Security Controls (DSC) warrants the original purchaser that for a period of twenty four months from the date of purchase, the product shall be free of defects in materials and workmanship under normal use. During the warranty period, DSC shall, at its option, repair or replace any defective product upon return of the product to its factory, at no charge for labour and materials. Any replacement and/or repaired parts are warranted for the remainder of the original warranty or ninety (90) days, whichever is longer. The original purchaser must promptly notify DSC in writing that there is defect in material or workmanship, such written notice to be received in all events prior to expiration of the warranty period. There is absolutely no warranty on software and all software products are sold as a user license under the terms of the software license agreement included with the product. The Customer assumes all responsibility for the proper selection, installation, operation and maintenance of any products purchased from DSC. Custom products are only warranted to the extent that they do not function upon delivery. In such cases, DSC can replace or credit at its option. International Warranty: The warranty for international customers is the same as for any customer within Canada and the United States, with the exception that Digital Security Controls shall not be responsible for any customs fees, taxes, or VAT that may be due.

WARRANTY PROCEDURE

To obtain service under this warranty, please return the item(s) in question to the point of purchase. All authorized distributors and dealers have a warranty program. Anyone returning goods to DSC must first obtain an authorization number. DSC 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 DSC 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 DSC);
- 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.

FOR SELF INSTALL ALARM

Customer installation of the Self Install Alarm in accordance with the NRMA Home Security User instruction manual will not void warranty

ITEMS NOT COVERED BY WARRANTY

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

DSC'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 DSC be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of the product or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property. The laws of some jurisdictions limit or do not allow the disclaimer of consequential damages. If the laws of such a jurisdiction apply to any claim by or against DSC, the limitations and disclaimers contained here shall be to the greatest extent permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above may not apply to you.

DISCLAIMER OF WARRANTIES

This warranty contains the entire warranty and shall be in lieu of any and all other warranties, whether expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose) and of all other obligations or liabilities on the part of DSC. DSC neither assumes responsibility for, nor authorizes any other person purporting to act on its behalf to modify or to change this warranty, nor to assume for it any other warranty or liability concerning this product. This disclaimer of warranties and limited warranty are governed by the laws of the province of Ontario, Canada.

WARNING: 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 product to fail to perform as expected.

OUT OF WARRANTY REPAIRS

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

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

Products which DSC 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.

