3G4010 V4.0/LE4010 V5.0

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

INSTALLATION GUIDE

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

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

WARNING: Never install this equipment during a lightning storm!

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

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

Do not dispose of the waste battery as unsorted municipal waste. Consult your local regulations and /or laws regarding recycling with regard to this lead-acid battery. Doing so will help protect the environment.

Some of the materials that are found within the battery could become toxic if not disposed of properly and may affect the environment.

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

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

Approvals Information

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

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

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

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

NOTE: Encryption shall be enabled for active communications.

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

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

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

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

This 3G4010/LE4010 manages transmissions to a central station and can simulate the landline in the event of trouble (e.g., landline down) or even substitute the landline completely in areas where the LTE/3G or 2G cellular service is provided and a landline is not available. By connecting to a control panel's standard PSTN interface, telephone-based Contact ID or SIA signals are decoded and seamlessly routed through the LTE, 3G or 2G network to any of the compatible receiver options.

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

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

Features

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

Technical Specifications

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

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

<table>
<thead>
<tr>
<th>Table 1: Ratings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power Supply Ratings</strong></td>
</tr>
<tr>
<td>Input Voltage:</td>
</tr>
<tr>
<td><strong>Current Consumption</strong></td>
</tr>
<tr>
<td>Average Current (standby with PSTN connected):</td>
</tr>
<tr>
<td>Average Current (standby without PSTN connected):</td>
</tr>
<tr>
<td>Transmission Current (no battery):</td>
</tr>
</tbody>
</table>

* Plus any current drawn from the 3G4010/LE4010 AUX+ terminal. Each of the four PGM outputs can be loaded up to 50mA max |
Working Voltage Range

<table>
<thead>
<tr>
<th>Condition</th>
<th>Voltage Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>With Battery</td>
<td>(when power is provided by the external power adapter) 11-14Vdc</td>
</tr>
<tr>
<td>Without Battery</td>
<td>9 -14Vdc</td>
</tr>
<tr>
<td>Battery Type</td>
<td>sealed, rechargeable type, rated 12V/1.2Ah (for 24hr standby time)</td>
</tr>
<tr>
<td>Battery charging voltage</td>
<td>13.75Vdc</td>
</tr>
<tr>
<td>Battery charge current limit</td>
<td>360mA</td>
</tr>
</tbody>
</table>

NOTE: Battery must be replaced every 3-5 years.
NOTE: When using the battery, use DSC ADP 1310-NAU(W) or ADP 1320-NAU power adapter.

Operating frequency - 2G (GSM/GPRS/EDGE): 850/1900MHz
Operating frequency - 3G (UMTS/HSPA): 850/1900MHz
For LE4010 operating frequencies, see table below.
Antenna gain: 2.0dBi

Environmental Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temperature:</td>
<td>0°C-49°C (32°F-120°F)</td>
</tr>
<tr>
<td>Humidity:</td>
<td>93%RH (Maximum) (non-condensing)</td>
</tr>
</tbody>
</table>

Mechanical Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions (metal enclosure, painted):</td>
<td>138mm x 224mm x 55mm / 5.4&quot; x 8.8&quot; x 2.2&quot;</td>
</tr>
<tr>
<td>Weight (without battery):</td>
<td>900g / 3.2oz</td>
</tr>
</tbody>
</table>

Simulated Telco Loop specifications (TIP/RING)

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Hook Voltage:</td>
<td>12Vdc</td>
</tr>
<tr>
<td>Off-Hook Voltage (Maximum):</td>
<td>22Vdc</td>
</tr>
<tr>
<td>Loop Current :</td>
<td>25mA</td>
</tr>
<tr>
<td>Loop Resistance :</td>
<td>600 Ohms</td>
</tr>
</tbody>
</table>

Alternate construction

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimensions (enclosure for 3G4010/LE4010):</td>
<td>138mm x 257mm x 55mm / 5.4&quot; x 8.8&quot; x 2.2&quot;</td>
</tr>
<tr>
<td>Weight (alternate construction enclosure without battery):</td>
<td>1300g / 2.8lbs</td>
</tr>
</tbody>
</table>

Table 2: LE4010 Operating Frequencies

<table>
<thead>
<tr>
<th>Band</th>
<th>Transmit Band (Tx)</th>
<th>Receive Band (Rx)</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTE B2</td>
<td>1850 - 1910 MHz</td>
<td>1930 - 1990 MHz</td>
</tr>
<tr>
<td>LTE B4</td>
<td>1710 - 1755 MHz</td>
<td>2110 - 2155 MHz</td>
</tr>
<tr>
<td>LTE B5</td>
<td>824 - 849 MHz</td>
<td>869 - 894 MHz</td>
</tr>
<tr>
<td>LTE B12</td>
<td>698 - 716 MHz</td>
<td>728 - 746 MHz</td>
</tr>
<tr>
<td>LTE B13</td>
<td>777 - 787 MHz</td>
<td>746 - 756 MHz</td>
</tr>
<tr>
<td>UMTS B2</td>
<td>1850 - 1910 MHz</td>
<td>1930 - 1990 MHz</td>
</tr>
<tr>
<td>UMTS B5</td>
<td>824 - 840 MHz</td>
<td>869 - 894 MHz</td>
</tr>
</tbody>
</table>
Installing the 3G4010/LE4010

C24 Communications Enrollment

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

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

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

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

The 3G4010/LE4010 can be initialized with C24 Communications by:
- web - www.connect24.com
- mobile - m.connect24.com

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

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

Step 2 - Determine the Best Signal Location

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

Step 2a – SIM Card Is Activated

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

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

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

Step 2b – SIM Card Is Not Activated

The red LED flashes, the blue LED is off and the signal strength LEDs display the average signal strength. In this state, the 3G4010/LE4010 is unable to register to the network because it is inactive. The signal strength indicated is from any nearby cell tower (including cellular towers belonging to non-roaming partners) and does not necessarily reflect the signal strength of the intended network. The 3G4010/LE4010 remains in this state until the SIM is activated. Once the SIM is activated, the 3G4010/LE4010 proceeds to Step 2a.

Step 3 – Carrier Scanning Due To Insufficient Signal Strength

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

Once this is completed, the 3G4010/LE4010 proceeds to Step 4.

Step 4 – Acquire C24 Communications Programming

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

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

Step 5 – Receiver Initialization

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

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

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

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

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

Step 6 – Mount the 3G4010/LE4010

1. Power down the 3G4010/LE4010 by removing the DC power source and battery leads.
2. Using the cabinet, mark the four screw locations. Drill the anchor screw holes.

NOTE: Check for cable conduits and water pipes before drilling.
3. Using anchor screws (not provided), mount the cabinet to the wall.
4. Run the cables through the cable entry [13] or through the cabinet knockouts.

NOTE: Ensure that power and Telco circuit connections are made only after the cabinet has been secured to the building or structure, and has been connected to the protective earth ground. Descriptions of the terminals can be found in the ‘Connecting the 3G4010/LE4010’ section.
6. Reattach the front cover [1] securely to the cabinet.

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

For UL Installations, the system shall be installed in accordance with chapter 2 of the ANSI/NFPA 72 and ANSI/NFPA 70. Recommended locations and wiring methods shall be in accordance with the National Electrical Code, ANSI/NFPA 70, the Standard for Installation and Classification of Burglar and Holdup Alarm Systems, UL 681, and the Standard for Central-Station Alarm Services, UL 827.

For ULC Installations, the recommended locations and wiring methods shall be in accordance with CSA C22.1, Canadian Electrical Code, Part I, Safety Standard for Electrical Installations; CAN/ULC-S302, Installation and Classification of Burglar Alarm Systems for Financial and Commercial Premises, Safes and Vaults; and CAN/ULC-S301, Standard for Central and Monitoring Station Burglar Alarm Systems and the Standard for the Installation of Residential Fire Warning Systems, CAN/ULC-S540. Do not install the equipment in places where the signal strength does not meet the minimum recommended signal strength level. Do not run zone inputs and T1/R1 wiring along AC wires or other circuits with high frequency signals in order to reduce possibility of interference and false alarms.
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REGULATORY INFORMATION

Modification Statement

Digital Security Controls has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user’s authority to operate the equipment.

Digital Security Controls does not approve any modification apportioned to the equipment by the user, which voids the warranty.

Interruption Statement

This device complies with Part 15 of the FCC Rules and Canadian Industry Standards. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The equipment has been tested and found to conform to the limits for Class B digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Class B Digital Device Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference with radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Telephone Connection Requirements

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and
modular plug is provided with this product. It is designed to be connected to the required RJ-31X jack that is also compliant. See installation instructions for details.

Ringer Equivalence Number (REN)
The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the total RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier. The product identifier is usually located on the label on the product. To interpret the REN, add the digits represented by the RENs of all other devices connected to the same line. If the sum of these digits is less than or equal to five (5.0), the device may be connected to the telephone line.

Incidence of Harm
If this equipment is not connected to the telephone network in accordance with the manual, it may not perform properly and may be harmful to the telephone network. In this case you may not be able to connect to the telephone network until the equipment is replaced or modified so it will perform properly. You may also be liable for damages caused by your equipment to the telephone network.

Changes in Telephone Company Equipment or Facilities
The Telephone Company may make changes in its communications facilities. If such changes are made, your right to use the equipment may be affected.

Equipment Maintenance Facility
If trouble is experienced with equipment for repair or warranty information, please contact the local telephone company. If the equipment is causing harm to the telephone network, the company may have to temporarily discontinue your service. If the trouble is caused by the equipment, the company will notify you.

Additional Information
Conduit or cable service line is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

Industry Canada Compliance Statement
This equipment complies with the radiation exposure limits set out in the IC radiation exposure conditions for an uncontrolled environment. This equipment should be installed and operated with at least 20 cm between the radiator and person's body. The electromagnetic fields emitted by the equipment are several orders of magnitude below the regulatory limits of IC. In addition, the equipment does not contain any intentionally radiated transmitters. There are no explicit IC requirements concerning electromagnetic emissions from this type of equipment and therefore no IC statement can be provided.

Customer Satisfaction Equipment and Writing
First Impressions
The customer satisfaction equipment and writing of the telephone company for new equipment and services, or your telephone number, or the remaining service period. The customer satisfaction equipment may be modified by the telephone company.

International Warranty
The warranty for international customers is the same as for any customer within Canada and the United States, except that Digital Security Controls shall not be responsible for any customs fees, taxes, or interest that may be generated in connection with the warranty service.

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 read and agree to the warranty program. Any return to Digital Security Controls must first obtain an authorization number. Digital Security Controls will not accept any shipment whatsoever for which prior authorization has not been obtained.

Conditions to Void Warranty
This warranty applies only to defects in parts and workmanship relating to normal use of the product. It does not cover:
- damage incurred in shipping or handling;
- damage caused by changes to the product's original design, such as flood, wind, earthquake or lightning;
- damage caused by defects beyond the control of Digital Security Controls such as excessive voltage, mechanical shock or water damage;
- damage caused by unauthorized attachment, alterations, modifications or foreign objects;
- defects caused by peripherals (unless such peripherals were supplied by Digital Security Controls);
- defects caused by failure to provide a suitable installation environment for the product;
- damage caused by the use of products for purposes other than those for which it was designed;
- damage from improper maintenance;
- damage arising out of any abuse, mishandling or improper application of the products.

Items Not Covered by Warranty
In addition to the warranty which invalidates the warranty, the following items shall not be covered by Warranty:

- products which do not meet the requirements set forth in the Equipment's manual;
- products used in a manner for which the product was not designed, to adversely affect performance or prevent adequate inspection or testing;
- products that have been modified (tелефon, and not to a system, computer modem, etc.) already has the telephone line in use. To do so, you must be the owner and have use of the telephone line and be the appropriate installer a properly installed RJ-3X jack that is electrically in series with and ahead of all other equipment attached to the same telephone line. Proper installation is depicted in the installation manual. If you do not have this manual, or if you have any questions or concerns, you should consult your telephone company or a qualified installer about the alarm dialing equipment for you.

Disclaimers of Warranties and Limited Warranty
This warranty contains the entire warranty and shall be in lieu of any and all other warranties, whether expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose) and of all other obligations or liabilities on the part of Digital Security Controls Digital Security Controls shall not be responsible for, nor authorize any other person purporting to act on behalf of Digital Security Controls, to assume for Digital Security Controls any other obligations or liabilities.

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

Instructions for Return of Product for Warranty Service
When returning products for warranty service, you must include a copy of your purchase receipt or other evidence of date of purchase to establish warranty coverage. Your product will be repaired or replaced, as determined by Digital Security Controls, free of charge for parts and labor. If repair is not practical, Digital Security Controls may replace your product with a product of equal value. For warranty service, please contact the sales and service location from which you purchased the product. Digital Security Controls will provide you with a Returned Material Authorization (RMA) number, which you must include with your return. Digital Security Controls will pay the return freight costs if you mailed the product to the retailer from whom you purchased the product. For warranty service performed by Digital Security Controls, freight will be prepaid by Digital Security Controls, or you will be reimbursed for your freight costs. If warranty service is performed by a retailer, you will be responsible for freight costs.

Warranty Service
Digital Security Controls warrants the original purchaser that for a period of two years from the date of purchase, the Digital Security Controls product will be free of defects in material and workmanship under normal use. During the warranty period, Digital Security Controls will repair or replace any defective product upon return of the product to its factory, at no charge to the original purchaser. Any replacement product or part may be new or reconditioned. Digital Security Controls reserves the right to repair any defective product upon return of the product to its factory, at no charge to the original purchaser. Any replacement product or part may be new or reconditioned. Digital Security Controls reserves the right to repair any defective product upon return of the product to its factory, at no charge to the original purchaser. Any replacement product or part may be new or reconditioned.

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