

# DIGITAL FRONTIER

Voice Alarm System

DFA5300

**User Manual**

**Version 1 rev1**

## **About Your Security System**

Your DF security equipment has been designed to give the greatest possible flexibility and convenience. Read this manual carefully and have your installer instruct you on system operation and on which features have been implemented in your system. All user of this system should be equally instructed in its use. Fill out the system information page and store this manual in a safe place for future reference.

## **Testing**

To ensure that you system continues to functions as intended, it is important that you test your system weekly. See the testing procedure elsewhere in this manual. If your system does not function properly, call your installing company for service.

## **Important Notice**

A security system cannot prevent emergencies. It is only intended to alert you and, if included, a monitoring station, of an emergency situation. Security systems are generally very reliable but they may not work under all conditions and they are not a substitute for prudent security practices or life and property insurance. Your security system should be installed and serviced by qualified security professionals who should instruct you on the level of protection that has been provided and on system operations.

## **Features of DF Panel**

### ***General***

- Signaling of panic alarm and 8 burglary sensor zones.
- System can be operated by up to 1 master user and 8 users with independent access codes.

### ***Arming***

- Operate in 3 arming mode: At Home, Away and Mix arming mode.
- One key arming for easy operation.
- Auto force arming. Do not need to close the entry/exit zone before arming.

### ***Central Monitoring***

- Communication with up to 2 monitoring stations (CMS) via the fast and popular format.
- The 8<sup>th</sup> user code can be programmed as Duress code.
- Ability to send both user manual test message and system periodic test message.

### ***Phone Reporting/Control with Voice Module***

- User-friendly voice prompt telephone control including: arm, disarm, bypass zones, reviewed alarm memory and 4 independent home automation controls.
- Informing user through telephone in case of the event of: AC fail, battery low, zones triggered, siren status and arming status.
- Up to 4 user programmable phone numbers.
- Able to answer phone call.
- High phone security features. Only user with valid password is able to access the system; Auto hang up when password error.
- Double reporting features that enable the system to send message to CMS and followed with user reporting.

### ***Keypad***

- Keypad come with built in panic button
- Auto synchronization on password key in. No cancel key is required when wrong password is key in.
- Keypad locking feature prevents password guessing.

### ***Other***

- 4 home automation points
- Controlling of home automation point using phone and keypad
- User programmable door chime.

## Basic functions of DF alarm panel

Your security system is made up of a DF control panel, one or more keypads and various sensors and detectors. The control panel will be mounted out of the way in a utility closet or in a basement. The metal cabinet contains the system electronics, fuses and standby battery. The keypads have an audible indicator (buzzer), a group of zone and system status lights and command entry keys. The keypad is used to send commands to the system and to display the current system status. The keypad(s) will be mounted in convenient location inside the protected premises close to the entry/exit door(s).

The security system has several zones of area protection and each of these zones will have one or more sensors connected to it (motion detectors, glass break detectors, door contacts, vibrate sensors, etc.). When a sensor is in alarm, the zone of alarm will be indicated on the keypad (zone lights)

## The DF Keypad

The keypad controls the operation of the DF alarm panel. It uses a series of command entry keys to input codes that can arm, disarm and program the system.

### *Indicator Lights*

#### **Home and Away Lights**

Home Light On: The system is in Home mode.

Away Lights On: The system is in Away mode.

Both Light On: The system is in Mix mode.

#### **Ready Light**

On: The system is in ready mode. User can key in password to arm the system.

Off: The system is in command modes.

Blink: Trouble conditions exist.

#### **Bypass Light**

On: The system is in bypass mode.

#### **Memory Light**

On: The system is in memory mode.

Blink: The system is in trouble display mode.

#### **Zone Lights**

On: One or more sensors in that zone is opened.

Off: All sensors are closed properly.

Blink: Zone has been bypassed.

### *Keypad Beeper*

**Single short Beep** - Keypad press detected.

**Double short Beep** - Command accepted.

**Long Beep** - Illegal operation or keypad lock.

**Short beep every 5 second** - Entry or exit delay in progress.

**Continuous short beep** - The last 5 seconds before entry or exit delay expired.

**Short beep every 10 second** - New trouble condition occurs.

**Continuous short beep** - Zone triggered or panic activated.

## **Arming the System**

Make sure the “Ready” light is on before arming. If the “Ready” light is off that means the system is in command mode, press the # key a few times until the “Ready” light is on. There are two ways to arm the system: one key arming or password arming. The “One Key Arming” allowed the user to arm the system in selected mode by holding down one single key for three seconds. This is the fastest and easiest way to arm the system. If this feature is disabled, the user can armed the system by entering the 4 digits access code. As each digit is entered, the keypad sounder will beep. If the correct password is entered, the keypad sounder will beep twice and the “Armed” lights will come on. If the access code was entered incorrectly, just continue to enter the correct code. The intelligent “Auto Password Synchronization” feature will recognize the access code automatically. If more than 12 digits of key is pressed and still does not match the access code(s), the system will lock out the keypad for 60 seconds. During keypad lock out period, the system will respond long beep with every key press and no arm/disarm operation are allowed. This help to prevent password guessing.

To adapt the alarm system to various situations the control panel offers several arming mode:

### ***At Home Arming ( \* 1 )***

In this arming mode the system protects all perimeter zones (e.g. door and windows) and automatic isolated all interior zones (e.g. infra red sensors) to allow movement in the premises. This mode will also cancel the delay time of entry/exit zone and any violation of entry/exit zone will cause alarm immediately.

To arm the system in this mode:

- Hold H key for about 3 second (until Armed lights come on)
- \* 1 [password]

### ***Away Arming ( \* 2 )***

This arming mode activated all zones and put the system in maximum security. The system expects no one in the premises and all interior sensors will turn on. To arm the system in this mode:

- Hold A key for about 3 second (until Armed lights come on)
- \* 2 [password]

The keypad sounder will beep every 5 seconds to indicate the entry/exit delay is in progress. Exit the premises through the door indicated by your installer as the entry/exit door. During the last 5 seconds before the entry/exit delay expired, the keypad sounder will beep rapidly. After that the system is fully armed.

### **Mix Arming ( \* 3 )**

This feature will allow you to arm the system in the situation that part of residents is in premises while still expecting other residents to come back. This mode will isolate all interior zones to allow movement in the premises. The entry/exit zone will have delay to allow the last resident to enter the premises and disarm the system. To arm the system in this mode:

- Hold H and A key for about 3 second (until Armed lights come on)
- \* 3 [password]

### **Disarming the System**

Enter the premises only through the door(s) designated by your installer as the entry door. Entering by any other door will sound an immediate alarm. As soon as the door is opened, the keypad sounder will beep every 5 seconds to indicate that the system should be disarmed. Enter your four digits access code to disarm the system. The system confirmed the entry by two short beeps and the “Armed” light goes off. If an error is made entering the code, just continue to enter the correct code. The intelligent “Auto Password Synchronization” feature will recognize the access code automatically. If more than 12 digits of key are pressed and still do not match the access code(s), the system will lock out the keypad for 60 seconds. During this period no disarm operation is allowed through keypad.

### **Duress**

If Duress code feature is activated and the 8<sup>th</sup> user code is key in to disarm the system, the system will send a Duress message to the monitoring station.

### **Zone Bypassing ( \* 4 )**

Use zone bypassing to arm the system partially or disable temporary out of service sensors due to damaged wiring or contacts until repairs can be made. User can only enter bypass mode while the system is disarmed.

Example: bypassing zone 3 and 5.

\* 4 [Password] - entering bypass mode.

3 5 - bypassing zone 3 and 5. As each zone is bypassed, the zone light will come on. To bypass zone 11, press \* 1. If a zone is bypassed in error, press that zone number again and the zone light will go off indicating that the zone is not bypassed.

# - return to ready mode.

While in ready mode, zones that have been bypassed will have its lights blinking. The zones remain bypassed till the user disabling the bypass. To disabling the bypass, follow the steps above and turn off that zone lights in bypass mode.

## **Alarm Memory Display ( \* 5 )**

Pressing \* 5 displays the information about the most recent alarm condition. The “Memory” light will turn on and one or more zone light will turn on to indicate the zone(s) that cause the most recent alarm. Pressing # key will quit memory display immediately.

## **Trouble Display ( \* 5 0 )**

The DF alarm panel continuously monitors a number of possible trouble conditions. If one of these trouble conditions occurs, the keypad will beep continuously and the “Ready” indicator will light. Pressing \* 5 0 will acknowledge the trouble signal, silence the sounder and go into trouble display mode. One or more zone light will come on to indicate which type of trouble exists. Press # to return to Ready.

**Zone 1 light** - No AC supply

**Zone 2 light** - Battery low

**Zone 3 light** - CMS reporting fail.

The “Ready” light will keep on blinking until all trouble condition is cleared. If new trouble condition occurs, the keypad sounder will beep again.

## **Programming Security Code ( \* 6 )**

The system comes with one factory-set code (master user code): 1 2 3 4. It is possible to program additional 8 user access codes. Only master user is allowed to modify other user codes. While modifying security code, new security code will need to key in two times in order to store in memory.

### ***Changing master code***

\* 6 [current master code] 0 [new master code (repeat 2 times)]

### ***Adding user code***

\* 6 [master code] - The keypad zone lights will indicate programmed user code. If zone lights 1 and 3 are on that means user #1 and #3 are programmed.

2 - Program the 2<sup>nd</sup> user code.

[new user code (repeat 2 times)]

- Key in the new user code two times.

### ***Delete user code***

\* 6 [master code] - The keypad zone lights will indicate programmed user code.

3 - Choose to program the 3<sup>rd</sup> user code.

\* - Key in star key to delete the user code.

## **Duress**

The system can send an emergency signal to the Central Monitoring Station if you are forced to enter the premise. This feature can be programmed by your installer. If active, then user #8 is the ambush code. Key in this code will disarm the system and alert the Central Monitoring Station.

## **Alarm Reporting**

The DF alarm panel is able to send system status to a subscribe Central Monitoring Station. Beside that, the system also has a built in personal reporting feature that will call the user when an alarm trigger. There are a total of four phone numbers that can be programmed by the user.

### ***Telephone Voice Module***

With the voice module, the personal reporting feature of the system is greatly enhanced. Beside the user-friendly voice prompt environment, the users are able to take full control of their alarm system using telephone including arm, disarm system, bypass zone, review memory and control up to 4 independent home automation points. The system can be programmed to call the user in the event of zone triggered, panic activated, AC fail (for aquarium monitoring) and battery low. Besides calling out, the user also able to call into the system at anytime to take full controls.

When an alarm occurs, the system will automatically seize the telephone line and dial a pre-programmed phone number. The system will then prompt the user to key in the password. If after 40 seconds no key has been pressed, the alarm panel will hang up and try the next number. While during personal reporting, prior finish dialing all the phone number digits, the report may be aborted by entering any valid user code on the keypad.

There are a total of four phone numbers that can be programmed by the user. In the event of an alarm, the system will dial out the numbers sequentially. The user is able to disarm the system through phone upon receiving the call and abort the dialing sequence. If the system is not disarmed the system will try on other phone numbers and each phone number will be dial a few times (programmable by the installer).

Upon receiving the call, enter your four digit master code (user code is not accepted) and the system reports the current status of the system including AC status, battery status, arming status and zone status. The user can now control the system with the following key on the phone.



<b>KEY</b>	<b>SYSTEM RESPOND</b>	<b>STATUS</b>
1	Continuous report the current status of the system	Disarmed system
2	Continuous report the current status of the system	Armed system
3	Continuously report the home automation point status. The following key press are valid: 1 to 4: To toggle on/off state of the four automation points. 5: Turn on all automation points. 6: Turn off all automation points. #: Exit home automation menu, back to main menu.	Enter home automation menu
4	Continuously report current zone bypass status. The following key press are valid: 1 to 8: To toggle bypass state of zones. #: Exit bypass menu, back to main menu.	Enter Bypass menu
5	Report once the last alarm trigger memory and back to main menu.	Review memory
#	System hang-up call.	Exit alarm control.

Your alarm panel may have been set up to allow you to telephone into the system. You take full control of your system with the correct password. The call can be made from any telephone capable of tone dialing, including DTMF-capable mobile telephones. To operate your system by a telephone call, follow the steps below:

1. Call the telephone number that the system is connected to.
2. Wait for 8 rings (programmable by your installer) until the system answer the call.
3. Enter your four digit master code and the system will voice prompt you the current status.
4. The caller now can control the system using the command as mention in the table above.

### ***Programming Telephone Number ( \* 7 )***

This function is available only to mater user.

#### **Adding new phone number**

- \* 7 [master code] - The keypad zone lights will indicate the programmed phone number. If zone lights 1 and 3 are on that means phone number #1 and #3 are programmed.
- 2 - Programmed the 2<sup>nd</sup> phone number.
- [phone number] - exclude area code if the phone number to program has the same area code as the phone line that the alarm is connected to. E.g. while programming phone number 0387335579 for alarm that is install at Selangor, take out 03 and key in 87335579 only.
- # - save the phone number and back to Ready mode

## Delete phone number

- \* 7 [master code] - The keypad zone lights will indicate the programmed phone number.
- 1 - Choose to program the 1<sup>st</sup> phone number.
- # - clear the phone number and back to Ready mode.

## Review phone number

- \* 7 [master code] - The keypad zone lights will indicate the programmed phone number.
- 3 - Choose to the 3<sup>rd</sup> phone number to review. The first digit of the phone number is representing on the zone lights. Refer to table below.
- \* - forward the phone number one digit. Keep on pressing star key until system respond with double beep and back to ready.

Zone 8	Zone 7	Zone 6	Zone 5	Zone 4	Zone 3	Zone 2	Zone 1	Number
off	off	off	off	off	off	off	ON	1
off	off	off	off	off	off	ON	off	2
off	off	off	off	off	off	ON	ON	3
off	off	off	off	off	ON	off	off	4
off	off	off	off	off	ON	off	ON	5
off	off	off	off	off	ON	ON	off	6
off	off	off	off	off	ON	ON	ON	7
off	off	off	off	ON	off	off	off	8
off	off	off	off	ON	off	off	ON	9
off	off	off	off	ON	off	ON	ON	0

## Door Chime ( \* 8 1 )

The door chime feature is used to alert the user with a tone from the keypad each time a door or window is opened. The user can program the doors and windows that will provide this indication.

### Setting Door Chime Zone

- \* 8 1 - enter door chime setting mode.
- 3 5 - activate door chime feature of zone 3 and 5. As each zone is activated, the zone light will come on. If a zone is activated in error, press that zone number again and the zone light will go off indicating that the zone is deactivated.
- # - return to ready mode.

## Walk Test ( \* 8 2 )

Walk test mode allow all zones and the siren to be tested. As Zones are triggered the siren will squawk and the relevant zone light will turn on. This allows a "one man" walk-test by walking through all zones.

### **Setting Walk Test Zone**

- \* 8 2 - enter walk test setting mode.
- 1 2 3 4 5 6 7 8 - activate walk test feature on all zones. As each zone is activated, the zone light will come on. If a zone is activated in error, press that zone number again and the zone light will go off indicating that the zone is deactivated. For zone 10 press \*0, zone 11 press \*1 etc.
- # - return to ready mode. Open the zones and observed the squawk sound on the siren.

## CMS Manual Test ( \* 8 3 )

User can test their CMS feature by sending a manual test message to the monitoring station by pressing \* 8 3. Wait for at least 2 minutes if no trouble condition occurs (keypad sounding and Ready light blinking) that mean the signal is send successfully to CMS.

## Home Automation

Your DF alarm system may have home automation feature implemented. You can control the on/off of up four independent electric appliances (e.g. lighting, radio, autogate, electric lock etc) using your keypad or through phone.

### **On/Off using Keypad**

COMMAND	SYSTEM REPOSE	STATUS
* 9 1 #	Zone 1 led indicate device status. Light up (on).	Turn on/off device 1
* 9 2 #	Zone 2 led indicate device status. Light up (on).	Turn on/off device 2
* 9 3 #	Zone 3 led indicate device status. Light up (on).	Turn on/off device 3
* 9 4 #	Zone 4 led indicate device status. Light up (on).	Turn on/off device 4
* 9 5 #	Zone 1 to 4 led light up.	Turn on all device
* 9 6 #	Zone 1 to 4 led off.	Turn off all device

### **On/Off using phone**

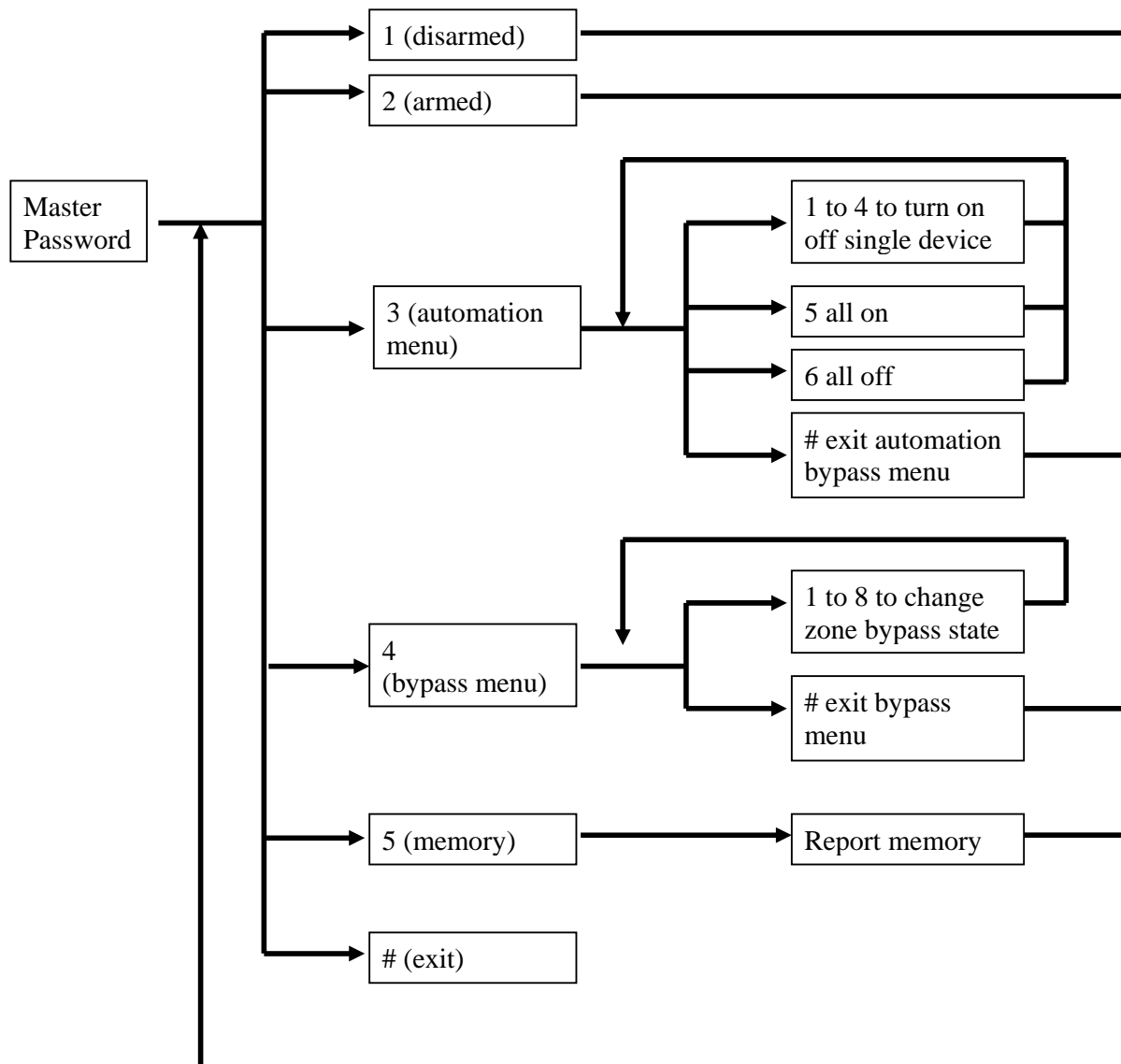
The user also has the choice of turn on or off the electric appliances through phone. Please refer to the section of "Alarm Reporting" for full description.

## Keypad Command Summary

Arm/Disarm Alarm	[User Password] or [Master Password]
At Home Arming	H (hold 3 sec) or * 1 [Password]
Away Arming	A (hold 3 sec) or * 2 [Password]
Mix Arming	H + A (hold 3 sec) or * 3 [Password]
Bypass	* 4 [Password] [Zones to bypass] #
Display Memory	* 5 [Any key to end]
Display Trouble	* 5 0 [Any key to end]
Add/Modify Password	* 6 [Master password] n [New password (Repeat 2 times) ] Value of n: 0: master password 1 to 8: user 1 to 8
Delete Password	* 6 [Master password] n * Value of n: 0: master password 1 to 8: user 1 to 8
Change Reporting Phone Number	* 7 [Master password] [1 or 2 or 3 or 4] [Phone number] #
Door Chime	* 8 1 [Zones] #
Walk Test	* 8 2 [Zones] #
Send CMS Test Message	* 8 3
Turn on/off Device	* 9 [ 1 or 2 or 3 or 4 or 5 (all on) or 6 (all off)] #
Back to Ready	#

## Smart Dialer Operation Summary

Receive alarm call from the system:



## System Installation Information

Description	Zone	Entrance	Internal delay	Internal	Instant	24 hour
	1					
	2					
	3					
	4					
	5					
	6					
	7					
	8					
	9					
	10					
	11					
	12					
	13					
	14					
	15					
	16					

\* The zone numbers that have been circle will have auto-reset/bell cut-off feature.

### **Timer**

Entry Time ( \_ \_ \_ ) seconds

Exit Time ( \_ \_ \_ ) seconds

Bell Cut off Time ( \_ \_ \_ ) minutes

### **Telephone**

Number of Ring before answer ( \_ \_ ) rings

Each number will be dial ( \_ \_ ) times

### **Service**

Installer Company Name ( \_\_\_\_\_ )

Contact person ( \_\_\_\_\_ )

Installer Service Tel: ( \_\_\_\_\_ )

## Testing Your System

**It is recommended that you test your system weekly.**

The elements of the alarm system are subject to various outside influences, for example weather conditions, lightning (overhead telephone lines, power lines, sensor lines) and mechanical damage (keypads, detectors). Only regular testing of the alarm system operation ensures keeping high level of burglary and fire protection.

The control panel is equipped with a number of safeguards and auto diagnostic functions testing the reliability of the system. The control panel signals failure detection by blinking the Ready lights on the keypad. **The signal should be immediately taken care of – if necessary, the installer should be consulted.**

Perform system tests in the off-peak hours, such as early morning or late evening. If your system is monitored by a central station then contact them prior to performing this test. Test your system once a week using the following procedure:

### ***Siren Test***

1. Arm your alarm system and activate the system by opening a zone (example window or door).
2. Confirm that the alarm sounding device (bell or siren) activates.
3. Disarm your system.

### ***CMS Test***

1. This test is necessary only if you are subscribed to a central monitoring station.
2. Sending a testing code to central station by pressing \* 8 3.
3. Wait for about 2 minutes, if central station reporting fail then the keypad will sound and Ready light blinking. Press \* 5 0 to review the trouble condition.
4. If trouble occurs, consult your central station authority or installer.

### ***Battery Test***

**It is recommended that the standby battery be replaced every year.**

1. Turn off the power supply to your alarm system.
2. Observed the trouble condition occurs. The keypad will sound and the Ready light will blink. Press \* 5 0 to acknowledge the trouble condition.
3. Arm your alarm system and activated the system by opening a zone.
4. Observed if your siren can sound for 1 minute.
5. Disarmed your system.

### ***Zone Test***

1. Close all windows and doors properly.
2. Activate the Walk Test feature of the system.
3. Open a single sensor and observed the siren squawk.
4. If opening of any sensors does not cause a siren squawk. Consult your installer for the faulty sensor.

## Maintenance

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

1. Do not wash the keypad with a wet cloth. Light dusting with a barely damp cloth should remove normal accumulations of dust.
2. It is recommended that the standby battery be replaced every year.
3. For other system devices such as passive infrared, microwave motion detectors, glass break detectors or smoke detectors, consult the respective manufacturer's literature for testing and maintenance.

## WARNING Please Read Carefully

While this System is an advanced security system, it does not offer guaranteed protection against burglary, fire or other emergency. Any alarm system, whether commercial or residential, is subject to compromise or failure to warn for a variety of reasons. For example:

- Intruders may gain access through unprotected openings or have the technical sophistication to bypass an alarm sensor or disconnect an alarm warning device.
- Intrusion detectors (e.g., passive infrared detectors), smoke detectors, and many other sensing devices will not work without power. Battery-operated devices will not work without batteries, with dead batteries, or if the batteries are not put in properly. Devices powered solely by AC will not work if their AC power supply is cut off for any reason, however briefly.
- Signals sent by wireless transmitters (used in some systems) may be blocked or reflected by metal before they reach the alarm receiver. Even if the signal path has been recently checked during a weekly test, blockage can occur if a metal object is moved into the path.
- A user may not be able to reach a panic or emergency button quickly enough.
- While smoke detectors have played a key role in reducing residential fire deaths, they may not activate or provide early warning for a variety of reasons. Some of the reasons some detectors used in conjunction with this System may not work are as follows. Smoke detectors may have been improperly installed and positioned. Smoke detectors may not sense fires that start where smoke cannot reach the detectors, such as in chimneys, in walls, or roofs, or on the other side of closed doors. Smoke detectors also may not sense a fire on another level of a residence or building. A second floor detector, for example, may not sense a first floor or basement fire. Finally, smoke detectors have sensing limitations. No smoke detector can sense every kind of fire every time. In general, detectors may not always warn about fires caused by carelessness and safety hazards like smoking in bed, violent explosions, escaping gas, improper storage of flammable materials, overloaded electrical circuits, children playing with matches, or arson. Depending on the nature of the fire, and/or location of the smoke detectors, the detector, even if it operates as anticipated, may not provide sufficient warning to allow all occupants to escape in time to prevent injury or death.
- Passive Infrared Motion Detectors can only detect intrusion within the designed ranges as diagrammed in their installation manual. Passive Infrared



Detectors do not provide volumetric area protection. They do create multiple beams of protection, and intrusion can only be detected in unobstructed areas covered by those beams. They cannot detect motion or intrusion that takes place behind walls, ceilings, floors, closed doors, glass partitions, glass doors, or windows. Mechanical tampering, masking, painting or spraying of any material on the mirrors, windows or any part of the optical system can reduce their detection ability. Passive Infrared Detectors sense changes in temperature; however, as the ambient temperature of the protected area approaches the temperature range of 90 to 105F (32 to 40C), the detection performance can decrease.

- Alarm warning devices such as sirens, bells or horns may not alert people or wake up sleepers if they are located on the other side of closed or partly open doors. If warning devices are located on a different level of the residence from the bedrooms, that they are less likely to waken or alert people inside the bedrooms. Even persons who are awake may not hear the warning if the alarm is muffled by noise from a stereo, radio, air conditioner or other appliance, or by passing traffic. Finally, alarm warning devices, however loud, may not warn hearing-impaired people.
- Telephone lines needed to transmit alarm signals from a premise to a central monitoring station may be out of service or temporarily out of service. Telephone lines are also subject to compromise by sophisticated intruders.
- Even if the system responds to the emergency as intended, however, occupants may have insufficient time to protect themselves from the emergency situation. In the case of a monitored alarm system, authorities may not respond appropriately.
- This equipment, like other electrical devices, is subject to component failure. Even though this equipment is designed to last as long as 20 years, the electronic components could fail at any time.

The most common cause of an alarm system not functioning when an intrusion or fire occurs is inadequate maintenance. This alarm system should be tested weekly to make sure all sensors and transmitters are working properly. The security console (and remote keypad) should be tested as well. Wireless transmitters (used in some systems) are designed to provide long battery life under normal operating conditions. Longevity of batteries may be as much as 1 year, depending on the environment, usage, and the specific wireless device being used. External factors such as humidity, high or low temperatures, as well as large swings in temperature, may all reduce the actual battery life in a given installation. The wireless transmitter, however, can identify a true low battery situation, thus allowing time to arrange a change of battery to maintain protection for that given point within the system. Installing an alarm system may make the owner eligible for a lower insurance rate, but an alarm system is not a substitute for insurance. Homeowner, property owners and renters should continue to act prudently in protecting themselves and continue to insure their lives and property. We continue to develop new and improved protection devices. Users of alarm systems owe it to themselves and their loved ones to learn about these developments.

## **LIMITED WARRANTY**

DF warrants the original purchaser that for a period of twelve (12) months from the date of purchase, the product shall be free of defects in materials and workmanship under normal use. During the warranty period, DF 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 owner must promptly notify DF in writing that there is defect in material or workman-ship, such written notice to be received in all events prior to expiration of the warranty period.

### ***International Warranty***

The warranty for international customers is the same as for any customer within Malaysia, with the exception that DF 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 DF must first obtain an authorization number. DF 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 DF 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 DF);
- 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.

DF'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 DF 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.

### ***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 DF. DF neither assumes nor authorizes any other person purporting to act on its behalf to modify or to change this warranty, nor to assume for it any other warranty or liability concerning this product.

WARNING: DF 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***

DF 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 DF must first obtain an authorization number. DF will not accept any shipment whatsoever for which prior authorization has not been obtained. Products which DF determines to be repairable will be repaired and returned. A set fee which DF has predetermined and which may be revised from time to time, will be charged for each unit repaired. Products which DF 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.

## **DF LIMITED WARRANTY**

Alarm Device Manufacturing Company, DF, 15, 17 & 19, Jln. Seksyen 1/20, Kajang Utama, 43000 Kajang, Selangor, West Malaysia, warrants its products to be in conformance with its own plans and specifications and to be free from defects in materials and workmanship under normal use and service for 12 months from the date stamp control on the product unless the installation instructions or catalog sets forth a shorter period, in which case the shorter period shall apply. Seller's obligation shall be limited to repairing or replacing, at its option, free of charge for materials or labor, any product that is proved not in compliance with Seller's specifications or proves defective in materials or workmanship under normal use and service. Seller shall have no obligation under this Limited Warranty or otherwise if the product is altered or improperly repaired or serviced by anyone other than DF factory service. For warranty service, return product transportation prepaid, to DF Factory Service, 15, 17 & 19, Jln. Seksyen 1/20, Kajang Utama, 43000 Kajang, Selangor, West Malaysia.

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. IN NO CASE SHALL SELLER BE LIABLE TO ANYONE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESS OR IMPLIED, OR UPON ANY OTHER BASIS OF LIABILITY WHATSOEVER, EVEN IF THE LOSS OR DAMAGE IS CAUSED BY THE SELLER'S OWN NEGLIGENCE OR FAULT.

Seller does not represent that the products it sells may not be compromised or circumvented; that the products will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the products will in all cases provide adequate warning or protection. Customer understands that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery, fire or other events occurring without providing an alarm, but it is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.

CONSEQUENTLY, SELLER SHALL HAVE NO LIABILITY FOR ANY PERSONAL INJURY, PROPERTY DAMAGE OR OTHER LOSS BASED ON CLAIM THE PRODUCT FAILED TO GIVE WARNING. HOWEVER, IF SELLER IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS OR DAMAGE ARISING UNDER THIS LIMITED WARRANTY OR OTHERWISE, REGARDLESS OF CAUSE OR ORIGIN, SELLER'S MAXIMUM LIABILITY SHALL NOT IN ANY CASE EXCEED THE PURCHASE PRICE OF THE PRODUCT, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST SELLER.

This warranty replaces any previous warranties and is the only warranty made by Seller on this product. No increase or alteration, written or verbal, of the obligations of this Limited Warranty is authorized.

