TELGUARD

FlexHub

Installation Guide

Model # TGFX-HUB1

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Foreword

FlexHub is not a life safety device. FlexHub is a lifestyle accessory used to offer integrated control of Z-Wave electronic accessories that may be added to the facility.

For Telguard Support

Support for all Telguard products is available Toll Free at 800-229-2326.

- Option 1 for Registration and Customer Service
- Option 5 for Sales
- Option 9 for Technical Support

Email Support is provided by:

CustomerService@telguard.com: Customer Service and Registration
Returns@telguard.com: RMA requests

Telguard also hosts two sites for public and dealer access:
www.telguard.com: public access site.

The material and instructions covered have been carefully checked for accuracy and should provide enough guidance for a successful installation.

Note: Visit www.telguard.com to download the latest product information.
Terms and Conditions FlexHub is not a life safety device. FlexHub is a lifestyle accessory used to offer integrated control of Z-Wave electronic accessories that may be added to the facility.

“Telguard Terms and Conditions of Sale” as well as “Telguard Master Reseller Agreement – Telguard Services” are applicable. For more information, visit the dealer portal at www.telguard.com or contact Customer Service.

Introduction

Congratulations on the purchase of your new Telguard FlexHub Z-Wave Controller. This Security Enabled Z-Wave Plus Controller is a consumer electronic device, used to monitor and control Z-Wave devices within your home or business using Telguard's HomeControl Flex service. By adding the FlexHub to your system, you gain access to many new Z-Wave devices in the Internet of Things that are designed to enhance your life.

The Telguard FlexHub can monitor and control Z-Wave devices offered by other Z-Wave product manufacturers. By adding a FlexHub to their system, HomeControl Flex customers can now integrate Z-Wave devices such as Lights, Locks and Thermostats into their home or business and use the free HomeControl Flex App or HomeControl Flex web portal to control those devices from virtually anywhere.

WHAT IS Z-WAVE?

Z-Wave is an ITU standard for wireless communication in smart homes and buildings where manufacturers agree to develop and test products that offer interoperability and backwards compatibility between products from different manufacturers.

Regardless of the manufacturer, non-battery powered Z-Wave devices from various manufacturers and product categories act as repeaters in a Z-Wave network to forward commands from the controller to other devices in the network. These repeating nodes can also "beam" or wakeup a battery powered "listening" device such as a door lock or battery-powered thermostat so that it is ready to accept commands from a controller that is beyond the range for direct communication by the Controller in the Z-Wave network. This concept of cross vendor interoperability is a cornerstone of Z-Wave Plus.

Features

Add and Control Z-Wave Devices

When you add a Telguard FlexHub to your system, you can enjoy the many benefits offered through Z-Wave technology. Simply add Z-Wave lights, locks and thermostats to your FlexHub and use the HomeControl Flex web portal or mobile app to control your Z-Wave devices from virtually anywhere.

FlexHub Controller Hardware:

- Z-Wave Transceiver
- Five LED Indicators
- One Ethernet Port
- 12 VDC Power Connector
- USB Connector (Not Used)
- Recessed Reset Button
- Sync Button (Future Use)
- WPS Button

Free HomeControl Apps

Download the HomeControl Flex app to your favorite device by visiting the Apple App Store or Google Play and search for HomeControl Flex. Then, simply login to your HomeControl Flex site using your secure user name and password.

Package Contents

- TGFX-HUB1 Z-Wave Controller
- 12 VDC Power Adapter
- Ethernet Cable

If any of these items are damaged or missing, please contact your dealer immediately.

FlexHub Specifications

The Telguard FlexHub utilizes the Sigma Designs Z-Wave Plus - Series 5 chipset.

- Power Supply
- Input: 100-240V AC, 50-60Hz, 0.5A (max)
- Output: 12V DC, 1A (max)
- LAN - 10/100 Ethernet Port

The following Z-Wave Command and Control Classes are supported.

Supported Command Classes:

- Application Status Command Class, Version 2
- Association Command Class, Version 2
- Association Group Information Command Class, Version 1
- CRC-16 Encapsulation Command Class, Version 1
- Device Reset Locally Command Class, Version 1
- Manufacturer Specific Command Class, Version 1
- Power-level Command Class, Version 1
- Security Command Class, Version 1
- Version Command Class, Version 2
- Z-Wave Plus Info Command Class, Version 2

Controlled Command Classes:

- Alarm Command Class, Version 2
- Association Command Class, Version 2*
- Association Group Information Command Class, Version 1*
- Basic Command Class, Version 2

- Binary Switch Command Class, Version 2
- CRC-16 Encapsulation Command Class, Version 1
- Door Lock Command Class, Version 3
- Manufacturer Specific Command Class, Version 1
- Multi Channel Command Class, Version 4
- Multi Channel Association Command Class, Version 2
- Multilevel Sensor Command Class, Version 1
- Multilevel Switch Command Class, Version 3
- No Operation Command Class, Version 1
- Security Command Class, Version 1
- Thermostat Mode Command Class, Version 1
- Thermostat Setpoint Command Class, Version 1
- Version Command Class, Version 2
- Wake Up Command Class, Version 2
- Z-Wave Plus Info Command Class, Version 2

*Note: FlexHub has one association group, the “Lifeline” group, which supports sending associated devices reset notifications when the FlexHub is factory reset.

System Overview

FlexHub offers a significant enhancement to HomeControl Flex sites by adding Z-Wave connectivity to their systems. Both Dealers and Customers now have an opportunity to add and install Z-Wave Lights, Door Locks and Thermostats from numerous Z-Wave Certified Manufacturers and customers can control those devices from their Mobile Device or Computer.

The attractive FlexHub Controller can be located almost anywhere the unit can be connected to an Internet connected router and AC power. To offer optimal Z-Wave performance, the unit should be located where it has the best line-of-site connectivity to the other Z-Wave nodes in the Z-Wave network.

LED Indicators

The FlexHub Z-Wave Controller has five LED indicators as shown in the chart on the following page. A functional description for each LED is listed in the table.

LED LABEL	DESCRIPTION
Power	On - Power On
	Off - Power Off
Internet	On - Connection established with HomeControl Flex server.
	Off - Not activated.
	Flashing - Establishing connection with Home-Control Flex server.
Wi-Fi	On - Wi-Fi access point is active
	Flashing - WPS mode is active
Z-Wave	On - Z-Wave function enabled.
	Off - Z-Wave function disabled.
	Flashing - FlexHub is in Include or Exclude mode or is determining Z-Wave network.
Service	On - FlexHub is activated with the TCC.
	Off - FlexHub is not activated with the TCC.
	Flashing - Activating with the TCC.
	Double Flashing - Activation with TCC failed.
	Triple Flashing - Communication issue with TCC.

Connections and Buttons

CONNECTOR	DESCRIPTION
Power	Connect the supplied 12-volt dc power adapter to FlexHub and plug the power adapter into a standard AC power outlet.
Ethernet	Connect a standard Ethernet cable (provided) from this port to an available LAN port on your local router. The local router must have access to the Internet.
USB	Disabled for customer use.

On the right side of the unit, FlexHub has three buttons. Each button and its current purpose are described in the following table.

BUTTON	DESCRIPTION
Sync	For future use
WPS	When using the FlexHub as a Wi-Fi access point, pair the FlexHub to a client device by pressing the WPS button on the FlexHub and then pressing the WPS button on the client device.
Reset	**To clear all data and restore the factory default values:** 1. Power on the FlexHub and wait 1-2 minutes for normal operation to begin. 2. Hold down the Reset Button for 15 seconds. 3. Release the Reset Button when the LED marquee is presented. 4. The FlexHub Controller is now using the factory default values.

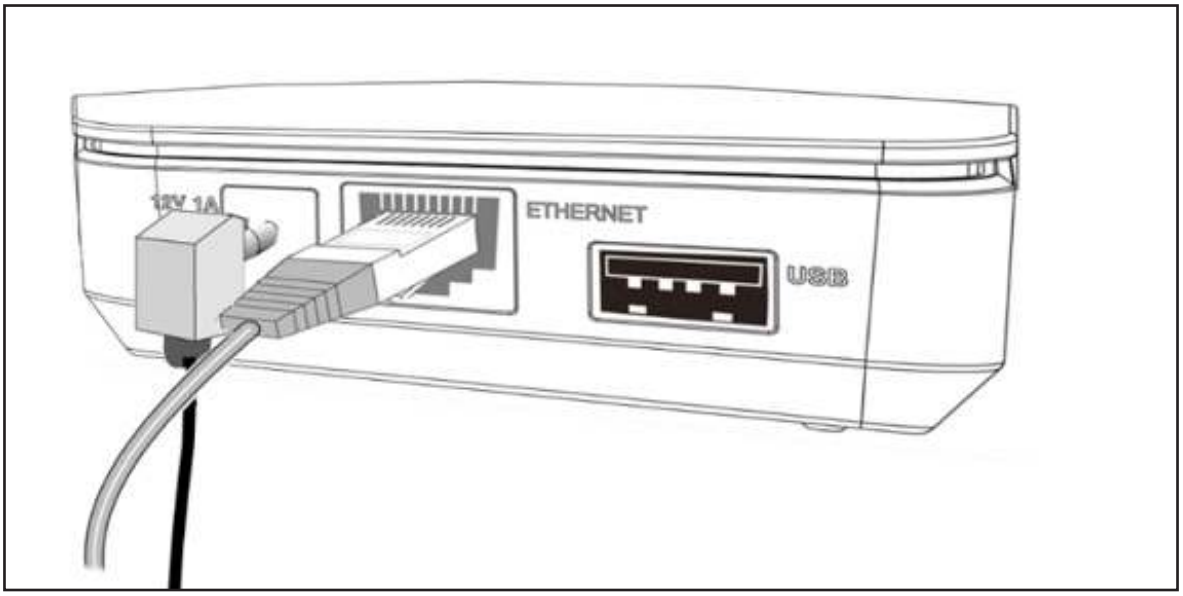
Note that if the FlexHub is the primary controller for your network, resetting it to factory defaults will result in the nodes in your network being orphaned. It will be necessary after the reset to exclude and re-include all of the nodes in the network. If the FlexHub is being used as a secondary controller in the network, return to factory defaults only in the event that the network primary controller is missing or otherwise inoperable.

Installation

The Telguard FlexHub is very easy to install, but before you get started, make sure the Telguard Dealer has configured your subscriber account for HomeControl Flex service and that you have activated your HomeControl Flex account.

Then, follow the short procedure listed below:

1. The dealer will register your FlexHub by adding the 10-digit FlexHub serial number to your HomeControl Flex account using Telguard.com.
2. Find a suitable location to install your FlexHub that has access to an Internet Router and AC power.
3. Connect the FlexHub Ethernet interface to an available LAN port on your local router to provide Internet access.
4. Connect the power supply cable to the FlexHub and plug the power supply into an available AC outlet to activate the unit.
5. Login - HomeControl Flex customers will be able to login to the HomeControl Flex web portal or by using the HomeControl Flex App. Simply enter a HomeControl Flex Username and Password.



Using HomeControl Flex

HomeControl Flex customers have the flexibility to access and control their site using any of the following:

- Web portal: www.HomeControlFlex.com
- HomeControl Flex on Android or Apple mobile device

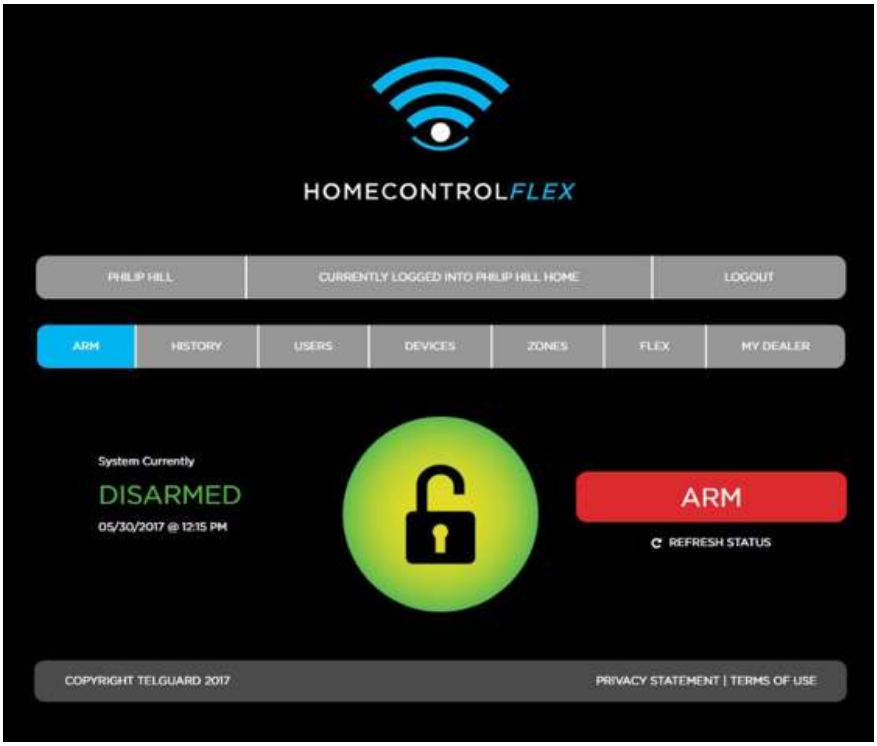
The next sections of this document describe these access methods.

HOME CONTROL FLEX WEB PORTAL

From virtually anywhere, HomeControl Flex customers can use a computer with Internet access and a standard browser to open www.HomeControlFlex.com. From there they login using a secure username and password to check the current status of their system, Arm or Disarm the security system, control FlexHub devices, view previously recorded or live video from their Arlo Wire-Free Video System, or simply review the History of events for the system.

ARM TAB

When you successfully login to HomeControlFlex.com, the HomeControl Flex site for your system will displayed as shown below.



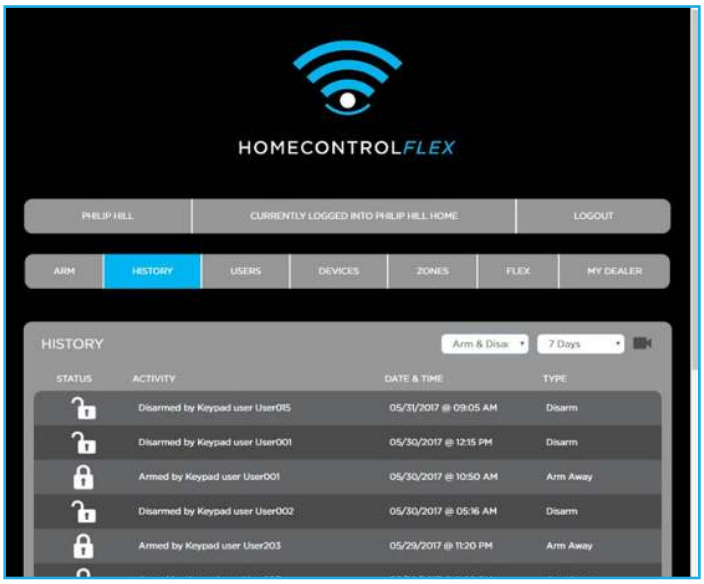
The system name is displayed at the top of the screen and a button to the left displays the current user name accessing the system.

The lock icon displays the current Armed/Disarmed state of the alarm panel. A green orb/open lock icon indicates the system is disarmed and a red orb/closed lock icon indicates the system is armed.

A line of tabs indicates Arm, History, Users, Devices, Zones, Flex, and My Dealer. These tabs and their features are described in the next sections.

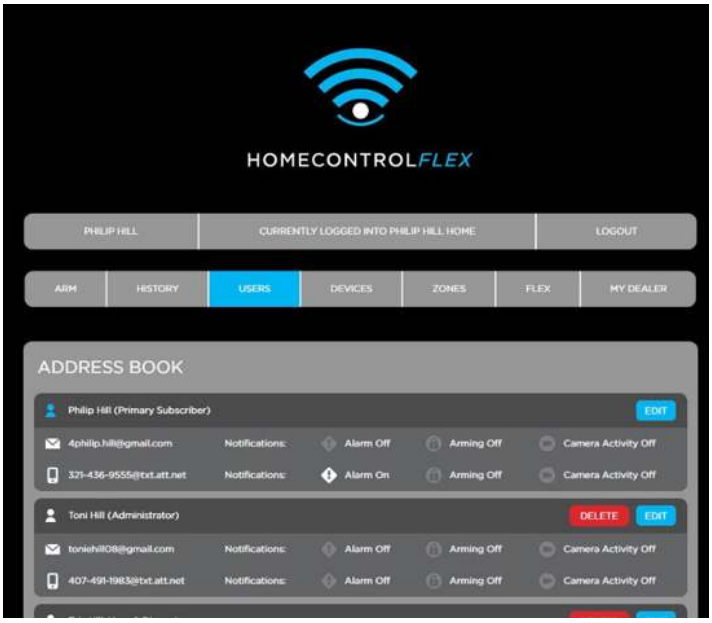
HISTORY TAB

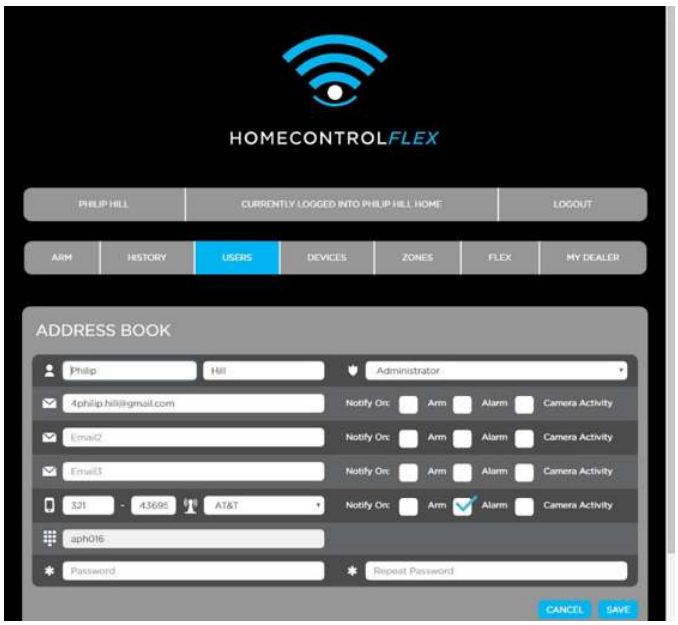
Select the History tab to display the current activity for the system. History will show Alert and Arming events, and display the date and time of each event. The user can apply Event Type and Number of Days filters to reduce the data to specific data sets. The user can also select Export Data to generate a .CSV file of the data for use in other programs.



USERS TAB

The Users tab displays the notification profile for all users assigned to the system and their contact information. The Administrator can add new users and edit the profiles of the current users. To edit a user profile, select the Edit button for that user. The user profile will be displayed. Make the required changes and be sure to select Save to lock in your changes.



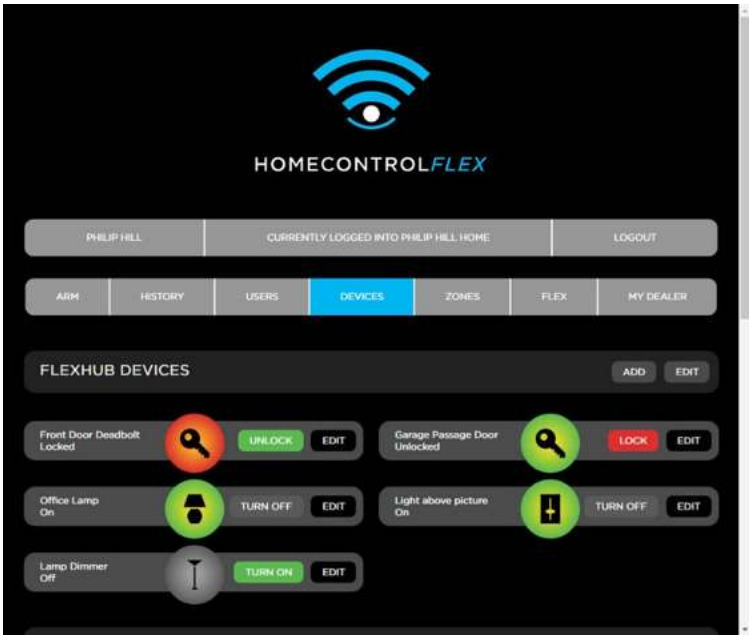


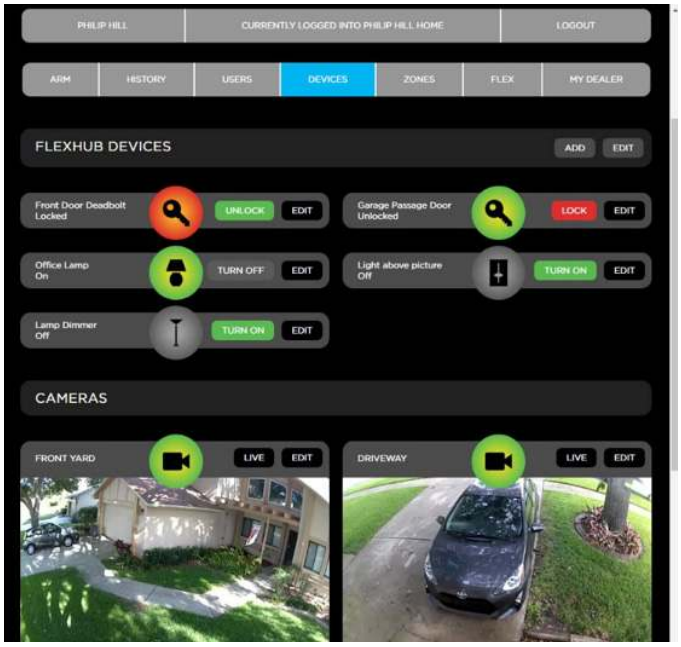
DEVICES TAB

The Devices tab displays the current list of installed FlexHub devices, such as Z-Wave Lights, Locks and Thermostats. You can also see any installed Arlo Wire-Free cameras.

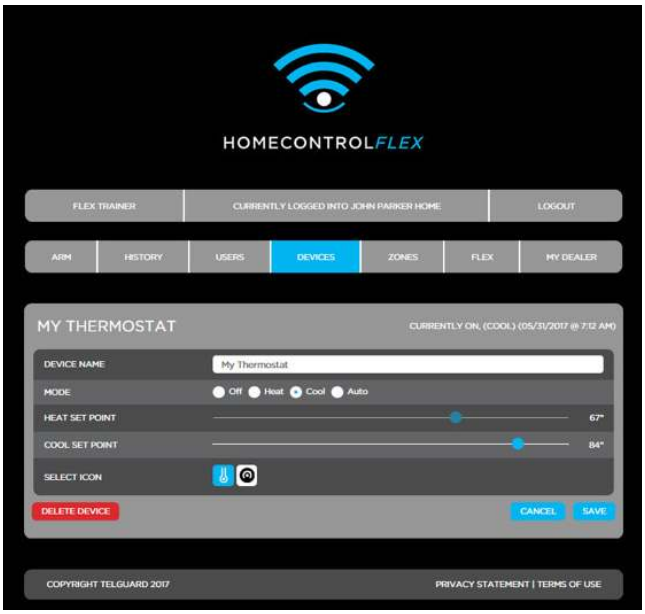
Additional FlexHub Z-Wave devices can be added to the network from this page by selecting the Add button to the right of the FlexHub Devices text.

This screen displays the common name assigned to each device. The status of the device is also displayed in text, along with the current system icon. To the right of the system icon is a button that allows the user to change the mode or state of the device. A second Edit button is displayed to allow the user to change the Device options or delete the device.





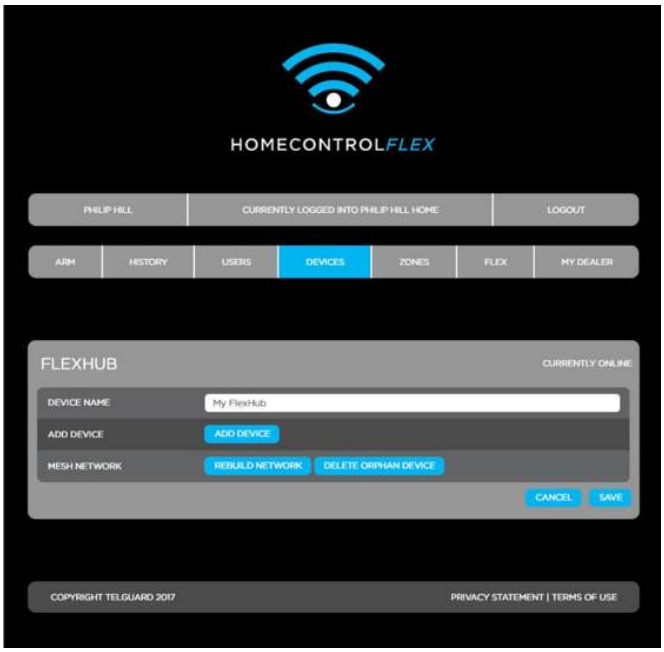
STATUS ICONS



Each device icon indicates the current state of that device. To change the state of a device such as a Thermostat, tap the Modes button.

The details for that Thermostat will be displayed so you can change the name of the device, the operational mode of the thermostat, adjust your heat or cool tempurature setpoints or change the icon. When you complete the changes, select the Save button. If required, you can also select the Delete button to remove the device from your FlexHub.

ADD A Z-WAVE DEVICE



To add a new Z-Wave device to your sytem, make sure that you are on the Devices tab and select the Add button.

Optionally, select the Edit button to display the current FlexHub controller. Then select the Add Device button.

The FlexHub Controller will attempt to include (discover) the new node. A flashing Z-Wave LED indicates the FlexHub is in inclusion mode.
When you select the Add or Add Device button, be sure you are also ready to place the new Z-Wave device into inclusion mode.

If required, refer to the device manufacturer's documentation to activate the "Include" function because many devices do not use a physical button to start the include process.
Ideally, the new Z-Wave device should be located near the controller. For door locks, many manufacturers recommend placing the lock no more than five feet from the controller.

Once the device is discovered by the FlexHub, the Internet light will begin to flash, indicating that the

FlexHub is resetting its connection with the HomeControl Flex server to report the new device. If the FlexHub does not find a new device to add within 1 minute it will exit inclusion mode and return to normal operation.

After the device is added and appears in the device list, use the Edit button to open the device details page. Change the default device name to a more user-friendly name (e.g., Downstairs Thermostat or Den Lamp) and press the Save button.

In the case of a multi-endpoint device such as a power strip with individually-controllable outlets, use the same method to assign a user-friendly name to each endpoint in the device list, taking care to verify that the new name corresponds to the expected endpoint.

REMOVE A Z-WAVE DEVICE

To remove a Z-Wave device from the network, select the Edit button next to its icon to open the device details page. Then select the Delete Device button.

The FlexHub Controller will attempt to exclude the selected device. A flashing Z-Wave LED indicates the FlexHub is in exclusion mode.

As with adding a device, be sure you are also ready to place the new Z-Wave device into exclusion mode.

If required, refer to the device manufacturer's documentation to activate the "Exclude" function because many devices do not use a physical button to start the exclude process.

Once the device is removed from the network, the Internet light will begin to flash, indicating the FlexHub is resetting its connection with the HomeControl Flex server to report the device removal. If a Z-Wave device is an orphan (it belongs to another network) it must be removed from its current network before it will try to join the FlexHub network. From the Devices tab, select the Edit button. Then select the Delete Orphan Device button. The FlexHub will enter exclusion mode as indicated by the flashing Z-Wave LED.

As with adding and removing a device, be sure you are also ready to place the new Z-Wave device into exclusion mode.

If required, refer to the device manufacturer's documentation to activate the "Exclude" function

because many devices do not use a physical button to start the exclude process.

Once the orphan device is removed, the Z-Wave light will stop flashing. If an orphan device is not found, the exclusion mode will end after 1 minute.

REBUILD THE NETWORK

If adding or removing a device does not complete, verify the device is in range of the FlexHub and retry.

Remember to always select Rebuild Network when all your Z-Wave devices have been installed in their final location. If you have added a Z-Wave controller to your network, select the Replicate option to initiate network replication.

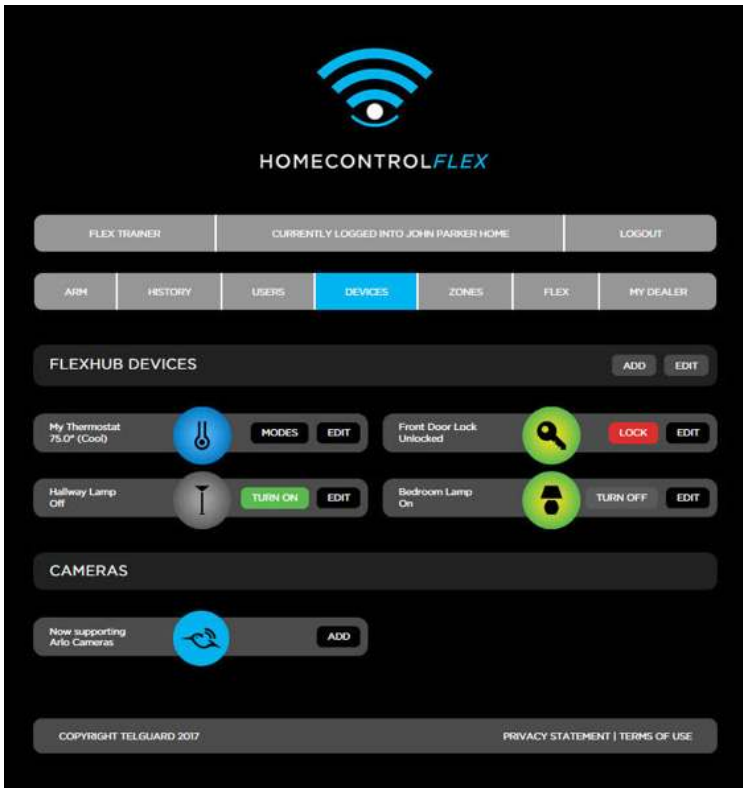
Like a chain, your Z-Wave mesh network is only as strong as the weakest link. Following the Rebuild Network process, or if your network reports an Orphaned Device, you may need to add additional non-powered Z-Wave nodes to create a more robust network.

ADDING CAMERAS

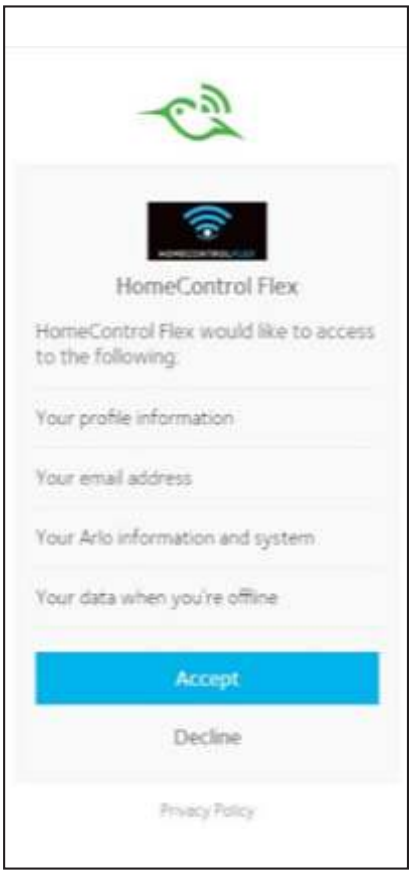
To add an Arlo Wire-Free Video system to your HomeControl Flex site, select the Devices tab. Go to the Cameras selection and select the Add button.

Enter the Arlo Username and Password and click Sign In.

Click Accept to allow HomeControl Flex to access the Arlo system data.



CAMERAS



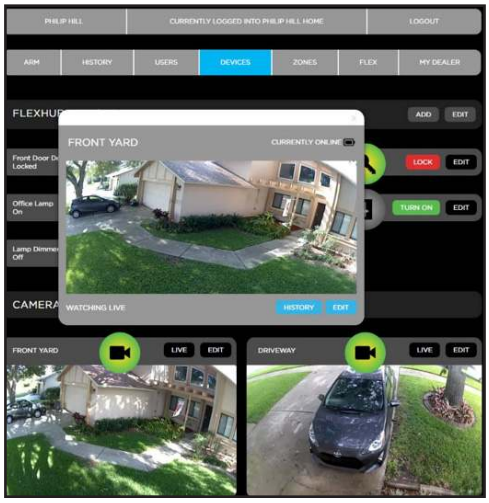
Select the Devices tab, scroll down to display the Cameras section.
A list of your installed Arlo Wire-Free Cameras is displayed. Pick a camera and tap the View button to display a live view from that camera. You can also display previously captured videos by selecting the History button.

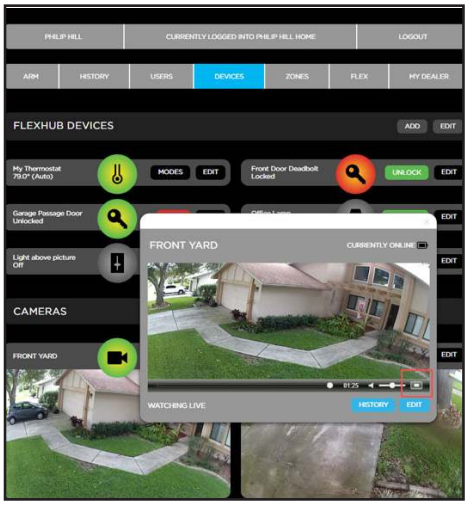
The camera's common name, battery status and connection status are displayed. To display full-screen video, move the mouse into the viewer window to display the toolbar and select the "full screen" button shown in the lower right corner of the playback window.

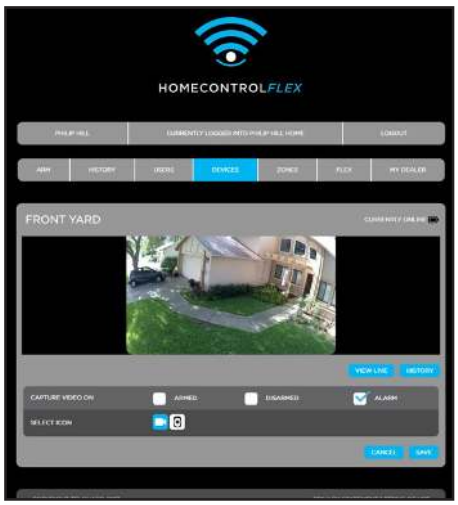
Click the Edit button to change the camera name or icon.
A great feature of HomeControl Flex is that it can trigger an Arlo camera to capture a video clip when the system is Armed, Disarmed, or in Alert.

Located by Capture Video On, simply enable the desired Trigger; Alert, Arm, Disarm.

You can also choose the icon to graphically represent your Arlo camera.



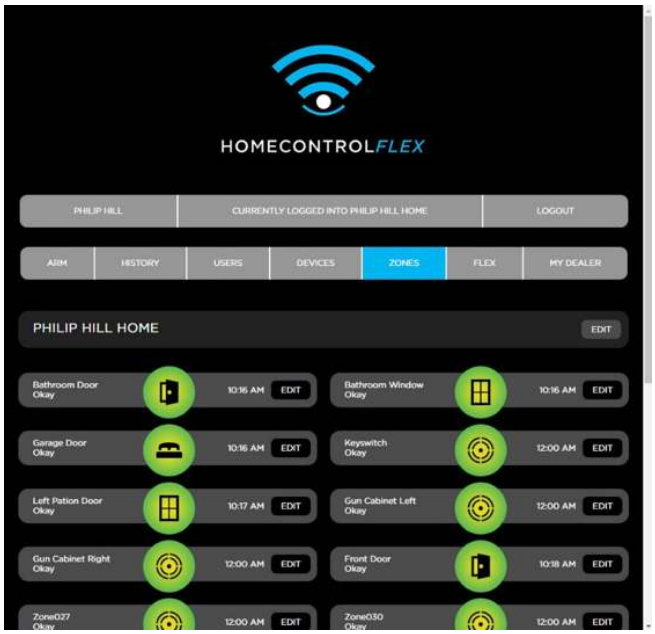




ZONES TAB

Select the Zones tab to see the status of Zones in your Security System. When correctly configured, the common name and icon type assigned to each Zone is displayed. The color of the icon indicates it's current status:

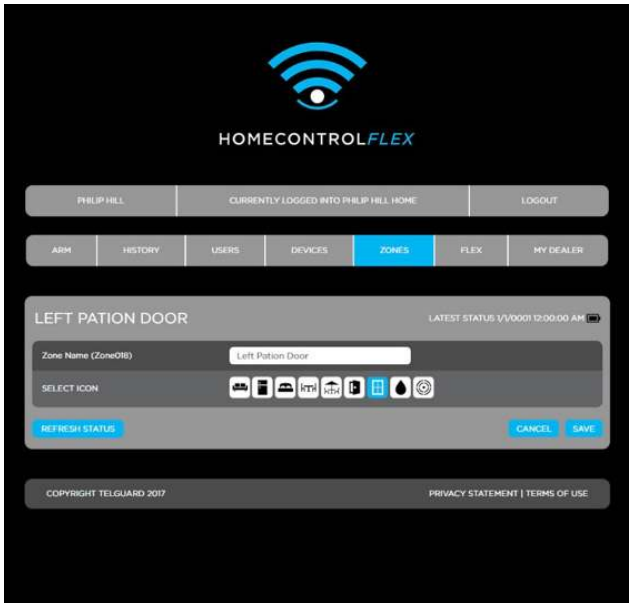
NOTE: Zone Status is only functional on systems with direct bus access to the panel and not on KeySwitch controlled systems.



STATUS COLOR	DESCRIPTION
Green	Closed Zone
Yellow	Open Zone or Motion Detected
Red	Tamper or a Trouble condition such as low battery

Select the Edit button to the right of a Zone icon to see the details for that device.

On the Zone Details page the current Sensor Name is displayed. If required, you can change the name or select a different icon that best describes the Zone type. Select Save or Cancel when you are finished.



HomeControl Flex Mobile Apps

A free HomeControl Flex app for Apple and Android mobile devices can be downloaded and installed from the respective app store. Simply search your app store for HomeControl Flex and install the app.

Login using your secure Username and Password and the HomeControl Flex site for your system will be displayed as shown to the right. The icon displays the current (Armed/Disarmed) state of the alarm panel. A green orb indicates the system is disarmed and a red orb indicates the system is armed.

Along the bottom of the screen are several tabs; Arming, Devices, Zones, History, Dealer, and Settings.

DEVICES TAB

Select the Devices tab to display your current list of installed FlexHub devices, such as Z-Wave Lights, Locks and Thermostats, or to see any installed Arlo Wire-Free cameras. As the list grows you can swipe up or down to see additional installed devices. Pull down and release the list to refresh it.

STATUS ICONS

Each device icon indicates the current state of that device. To change the state of a device such as a lock, tap the Lock or Unlock button. Select the device icon or the right-arrow icon to change the name of the device, change the icon or to delete the device.

ADD A Z-WAVE DEVICE

To add a new Z-Wave device to your sytem, tap the Add button. Alternately, tap the right-arrow icon beside the Add button to display the current FlexHub Controller window. Then tap the Add Device button. The FlexHub Controller will attempt to include (discover) the new node. A flashing Z-Wave LED indicates the FlexHub is in inclusion mode.

Be sure you are ready to place the Z-Wave device into “Include” mode. If required, refer to the device manufacturers documentation to activate the “Include” function because many devices do not use a physical button to start

the include process.

Ideally, the new Z-Wave device should be located near the controller. For door locks, many manufacturers recommend placing the lock no more than five feet from the controller.

Ideally, the new Z-Wave device should be located near the controller. For door locks, many manufacturers recommend placing the lock no more than five feet from the controller.

Once the device is discovered by the FlexHub, the Internet light will begin to flash, indicating that the FlexHub is resetting its connection with the HomeControl Flex server to report the new device.
If the FlexHub does not find a new device to add within 1 minute it will exit inclusion mode and return to normal operation.

After the device is added and appears in the device list, touch the device icon or the right arrow for that device to open the device details page. Change the default device name to a more user-friendly name (e.g., Downstairs Thermostat or Den Lamp) and press the Save button.

In the case of a multi-endpoint device such as a power strip with individually-controllable outlets, use the same method to assign a user-friendly name to each endpoint in the device list, taking care to verify that the new name corresponds to the expected endpoint.

REMOVE A Z-WAVE DEVICE

To remove a Z-Wave device from the network, select the device icon or the right arrow next to its icon to open the device details page. Then select the Delete Device button.

The FlexHub Controller will attempt to exclude the selected device. A flashing Z-Wave LED indicates the FlexHub is in exclusion mode.

As with adding a device, be sure you are also ready to place the new Z-Wave device into exclusion mode.

If required, refer to the device manufacturer’s documentation to activate the “Exclude” function because many devices do not use a physical button to start the exclude process.

Once the device is removed from the network, the Internet light will begin to flash, indicating the the FlexHub is resetting its connection with the HomeControl Flex server to report the device removal.

REMOVE AN ORPHAN Z-WAVE DEVICE

If a Z-Wave device is an orphan (it belongs to another network) it must be removed from its current network before it will try to join the FlexHub network. From the Devices tab, select the right arrow next to FlexHub Devices. Then select the Delete Orphan Device button.

The FlexHub will enter exclusion mode as indicated by the flashing Z-Wave LED. As with adding and removing a device, be sure you are also ready to place the new Z-Wave device into exclusion mode.

If required, refer to the device manufacturer's documentation to activate the "Exclude" function because many devices do not use a physical button to start the exclude process.

Once the orphan device is removed, the Z-Wave light will stop flashing. If an orphan device is not found, the exclusion mode will end after 1 minute.

REMOVE/REPLACE A FAILED Z-WAVE DEVICE

When a Z-Wave device has failed, it may no longer respond to a button press to remove it from the network. In that case, follow the instructions above for removing a device. The FlexHub will recognize the failure and remove the device from the network without a button press.

If an identical Z-Wave device is to replace the failed device, select the device icon or the right arrow next to the device icon to open the device details page. Tap the Replace Device button to exclude the failed device and include the new device in its place.

Be sure you are ready to place the new Z-Wave device into "Include" mode. If required, refer to the device manufacturer's documentation to activate the "Include" function because many devices do not use a physical button to start the include process.

Ideally, the new Z-Wave device should be located near the controller. For door locks, many manufacturers recommend placing the lock no more than five feet from the controller.

Once the new device is discovered by the FlexHub, the Internet light will begin to flash, indicating the the FlexHub is resetting its connection with the HomeControl Flex server to report the new device.

If the FlexHub does not find a new device to add within 1 minute it will exit inclusion mode and return to normal operation.

REBUILD THE NETWORK

If adding or removing a device does not complete, verify the device is in range of the FlexHub and retry.

Remember to always select Rebuild Network when all your Z-Wave devices have been installed in their final location. If you have added a Z-Wave controller to your network, select the Replicate option to initiate network replication.

Like a chain, your Z-Wave mesh network is only as strong as the weakest link. Following the Rebuild Network process, or if your network reports an Orphaned Device, you may need to add additional non-powered Z-Wave nodes to create a more robust network.

INCLUDING THE FLEXHUB IN AN EXISTING Z-WAVE NETWORK

If you already have a Z-Wave controller and would like to add the FlexHub to an existing Z-Wave network, you will need to refer to your controller's documentation to determine how to activate "Inclusion Mode." Once your existing controller is in "Inclusion Mode," you may add the FlexHub by selecting the right arrow next to FlexHub Devices and then tapping the Op Learn Command button. Once the FlexHub is added to the existing network, it can take several minutes for the network devices to show up in the HomeControl Flex mobile app. When they do, you may use the app to control network devices as if they were on the FlexHub network.

EXCLUDING THE FLEXHUB FROM AN EXISTING Z-WAVE NETWORK

To remove the FlexHub from another controller's network, place the other controller into device exclusion mode. Refer to your controller's documentation to determine how to activate "Exclusion Mode." Once your existing controller is in "Exclusion Mode," you may remove the FlexHub by selecting the right arrow next to FlexHub Devices and then tapping the Op Learn Command button.

ADDING CAMERAS

Select the Devices tab, swipe up to the Cameras section to select the Add button.

Enter the Arlo Username and Password and click Sign In.

Click Accept to allow HomeControl Flex to access the Arlo system data.

ZONES TAB

When configured correctly, the common name and icon type assigned to each Zone is displayed.

The color of the icon indicates it's current status:

NOTE: Zone Status is only functional on systems with direct bus access to the panel and not on KeySwitch controlled systems.

STATUS COLOR	DESCRIPTION
Green	Closed Zone
Yellow	Open Zone or Motion Detected
Red	Tamper or a Trouble condition such as low battery.

Select the right-arrow icon to the right side of a Zone icon to see the details for that device.

On the Zone Details page the current Zone name is displayed.
If required, you can change the Zone name or select another icon type to best describe the Zone.

When you are finished, select the Save button.

GLOSSARY

Actions – In an IFTTT Applet (Recipe), the Action is the work that IFTTT undertakes as a result of an updated Trigger.

Action Field – When a user builds an Applet (Recipe), they populate the Action's "Action Fields" with data, usually including Ingredients provided by the Trigger.

Applet – An IFTTT term Applet (formally Recipe), the Trigger is the data that, when changed, prompts an Action.

Channel – An IFTTT term that represents an organization of Triggers and Actions. A Channel must have at least one Trigger or one Action.

Endpoint – The URL at in Telguard's domain where IFTTT will request updates (for Triggers) or POST data (for Actions).

HCF – HomeControl Flex

IFTTT – A website that allows applications to interconnect. i.e., www.IFTTT.com.
Ingredient—Each Trigger contains Ingredients – individual pieces of data.

IoT – the Internet of Things. This is the current acronym to refer to the world of devices of varying types that will be interconnected over the Internet.

Key Switch – the method of arming and disarming a security panel by electrically toggling a zone programmed as a key switch. The use of this phrase would also imply the ability to determine the armed or disarmed stated of the panel.

Real-time – IFTTT's real-time API lets Applets use your Triggers to run near-instantly.

Triggers – In an Applet the Trigger is the data that, when changed, prompts an Action.

Triggers are organized under Channels. Each Channel partner provides an endpoint for each trigger, which IFTTT will check for updates every 15 minutes.

Z-Wave – a multi-hopping wireless communication standard designed to allow devices from multiple manufacturers to communicate with one another for the purposes of home automation.

REGULATORY INFORMATION AND WARRANTY

Wireless Product Notice

Radio controls provide a reliable communications link and fill an important need in portable wireless signaling; however, there are some limitations which must be observed.

- For U.S. installdaations only: The radios are required to comply with FCC Rules and Regulations as Part 15 devices. As such, they have limited transmitter power and therefore limited range.
- A receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings.
- Changes or modifications to the device may void FCC compliance.
- Infrequently used radio links should be tested regularly to protect against undetected interference or fault.
- A general knowledge of radio and its vagaries should be gained prior to acting as a wholesale distributor or dealer, and these facts should be communicated to the ultimate users.

FCC Notice

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

- Relocate the Console away from the TV/radio receiver.
- Plug the Console into a different wall outlet so that the Console is on a different branch circuit.
- Re-orient the TV/radio antenna.
- If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

REPAIR AND WARRANTY

Repair of Telguard equipment should only be referred to Telguard. Telguard will repair or replace (our option) inoperative units for up to two years from date of manufacture. This excludes damage due to lightning, unauthorized modifications or installer error. Telguard is not responsible for incidental or consequential damages.

If a Telguard unit needs to be returned for repair, please return the product to the distributor that the unit was originally purchased from. The distributor will contact Telguard to obtain an RMA based on the unit's warranty eligibility.

Units returned for repair that are out of the warranty period or do not meet warranty criteria will be subject to a minimum repair charge.