



EMERSON™

**FreezeAlarm Dialer
FA-700E**

Installation and Operations Manual

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Document No. 42420124A**

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Purchase date and serial number

For easy future reference during technical support and service, it is recommended that you write your purchase date and serial number of the device in the spaces below. The serial number can be found on the label affixed to the bottom of the FA-700E.

PURCHASE DATE:	
SERIAL NUMBER:	

Important

Every effort has been made to ensure the information in this Installation and Operations manual is complete, accurate, and up-to-date. Emerson Control Products and its vendors assume no responsibility for the result of errors in this manual, nor can it guarantee that changes in equipment and components made by other manufacturers, in reference to this manual, will not affect the operation or intended use of the FA-700E.

Cautions and warnings

Cautions indicate the possibility of poor equipment performance or potential damage to the equipment. Warnings indicate the possibility of injury to persons. The symbols shown below identify Cautions and Warnings:



Cautions and warnings appear here and may appear throughout this manual where appropriate. Failure to read and understand the information identified by these symbols could result in poor equipment performance, equipment damage, or injury to persons.



- Do not install the FA-700E in a confined space, such as a bookcase, in a cabinet, in direct sunlight, or where it might get exposed to water. Failure to observe this caution could result in poor performance or damage to the FA-700E.
- Any changes or modifications to this equipment not expressed in this manual could cause poor performance or damage to the FA-700E and will void warranty.
- The use of any accessory not recommended for use with the FA-700E could lead to poor performance or damage to the FA-700E.
- Use **ONLY** the AC power adapter sent with the FA-700E. Use of other AC power adapters could result in damage to the FA-700E.
- Do not install the FA-700E in high dust and debris areas. Failure to observe this caution could result in damage to the FA-700E.
- Do not install the FA-700E in an area with chemical fumes or corrosive vapors. Failure to observe this caution could result in damage to the FA-700E.



- Do not touch the barrel connector end of the AC power adapter with wet hands when plugged into AC power. Failure to observe this warning could result in an electrical shock.
- Do not throw batteries into a fire. Failure to observe this warning could result in an explosion.
- Do not install or connect the FA-700E to power or phone line during a lightning storm. Failure to observe this warning could result in an electrical shock.

Description

Physical description

Figure 1 identifies the parts of the FA-700E.

Figure 1: FA-700E Parts List

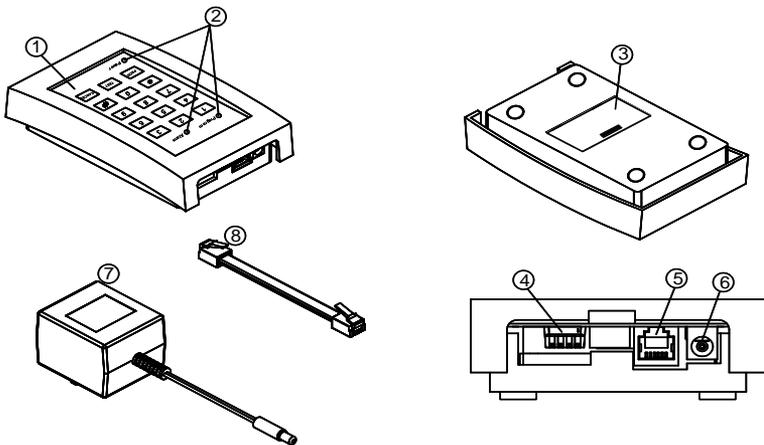


Table 1: FA-700E Parts and Purpose

Part	Purpose
1. Key Pad	Used to enter the call-to phone number, activate a phone test, and cancel an alarm.
2. LEDs (3)	Power, Program, and Alarm present operational status of the FA-700E. LEDs do not function when operating on battery power.
3. Battery Compartment	Holds two AA batteries for backup power during an AC power failure.
4. DIP Switches	These switches dictate how the FA-700E will respond to alarm conditions.
5. Phone Jack	RJ-11 phone jack is used to connect the FA-700E to a standard phone line.
6. Power Jack	Connects to the the AC power adapter to provide 6 volts DC power to operate the FA-700E.
7. AC Power Adapter	Converts AC power to 6 volts DC power to operate the FA-700E.
8. Phone Cord	Connects the FA-700E to the wall phone jack, length 7ft (2.1m).

General description

The FA-700E monitors your home for a variety of alarm conditions. When an alarm event occurs, the FA-700E calls the programmed phone number for the following alarms:

- Temperature drops below 45°F (7°C) or temperature rises above 85°F (34°C) (*DIP switch selectable*)
- Low battery condition (*backup AA batteries*)

When a problem occurs at the monitored location, the FA-700E will start calling the programmed phone number over a standard phone line and describe (*in English*) the current alarm(s). The FA-700E will continue calling until the alarm call-out is canceled.

LEDs

The FA-700E has three LEDs: Power, Program, and Alarm located on its front panel. These LEDs present operating status of the FA-700E. Table 2 explains the operational states of the three LEDs.

Table 2: LED Operational States

LEDs	Operational States
Power	<ul style="list-style-type: none"> • ON green when the FA-700E is plugged into the AC power adapter • OFF when operating in battery mode to preserve power
Program	<ul style="list-style-type: none"> • FLASHES red with a press of the PROGRAM key • ON red (<i>not flashing</i>) while programming phone number. • OFF in normal operation mode • OFF when AC power fails to preserve back-up battery power
Alarm	<ul style="list-style-type: none"> • ON red when in alarm mode • OFF when in normal operation mode • OFF when AC power fails to preserve back-up battery power

Operation

FA-700E normal operation

In normal operations mode, the FA-700E:

- Monitors the ambient temperature through an on-board temperature sensor.
- Monitors the AA backup batteries for low power.

How the FA-700E receives power

The FA-700E receives power from a 6-volt AC power adapter, which comes with the FA-700E. Two AA batteries (*not included*) supply back-up power to the FA-700E during an AC power failure.

Alarm operation

The FA-700E will monitor and send a factory-recorded voice message to the entered phone number for the following alarms:

- If the temperature falls below 45°F (7°C) or rises above 85°F (34°C) (*DIP switch selectable*)
- If the unit encounters a low battery condition

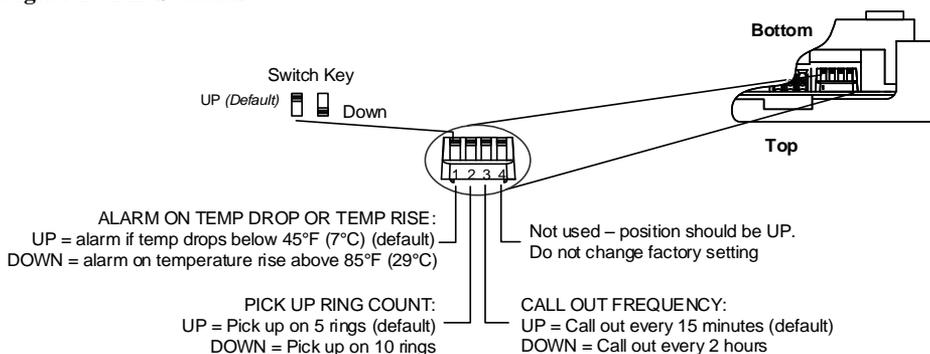
How the FA-700E handles an alarm condition

Stage	Description
A.	When an alarm occurs, the alarm LED lights up (<i>if not an AC power failure</i>).
B.	It starts calling the programmed phone number attempting to deliver an in-progress alarm voice message. If it receives a busy signal or no answer after 10 rings, it will immediately hang up.
C.	It will continue calling the programmed phone number, every 15 or 120 minutes (<i>DIP switch selectable</i>) until a called party answers.
D.	When the called party answers (<i>person or answering machine</i>), it will deliver its factory pre-recorded alarm message, identifying the specific alarm condition(s).
E.	It will continue calling until the following action is taken: <ul style="list-style-type: none"> Locally, press the CANCEL key on the key pad. Remotely, over the phone, press the number “1” key and then the “#” key on the key pad anytime during the alarm message.
F.	Once the alarm call-out is canceled, it will do one of two things: <ul style="list-style-type: none"> If the alarm is still active, it allows you to call to hear the current alarm condition. If the alarm condition has been corrected, it will not respond to the incoming call.
G.	When you cancel an alarm call-out, and correct the cause of the alarm, the alarm LED will go out, and the unit will reset to normal operation automatically.

DIP switch functions and settings

The FA-700E has a 4-position DIP switch. The switch settings determine how the FA-700E will respond to specific alarm conditions. Figure 2 shows the DIP switch and Table 3 explains the functions of each switch. Turn the FA-700E upside down as shown in Figure 2 for proper DIP switch orientation.

Figure 2: DIP Switches



Note: Use a ballpoint pen or similar small object to set the DIP switches.

Table 3: DIP switch settings and functions

Switch	Function (<i>switch in UP position is the default</i>)
1	Temperature low or high: <ul style="list-style-type: none">• UP, when the monitored environment temp falls below 45°F (7.2°C) an alarm message is sent.• DOWN, when the monitored environment temp rises above 85°F (29.4°C) an alarm message is sent.
2	Pick-up ring count when calling your FA-700E to cancel an alarm: <ul style="list-style-type: none">• UP, “5” rings before the FA-700E will answer.• DOWN, “10” rings before the FA-700E will answer.
3	Monitors call out frequency: <ul style="list-style-type: none">• UP, calls out every 15 minutes.• DOWN, calls out every 2 hours. When the monitor goes into alarm mode, it will begin calling the programmed phone number. If the alarm condition is not canceled, it will call again every 15 or 120 minutes until the alarm is canceled.
4	Do Not Use Default position: OFF

Initial setup

Connecting to AC power



- Do not touch the barrel connector end of the AC power adapter with wet hands when plugged into AC power. Failure to observe this warning could result in an electrical shock.
- Do not install or connect to power or phone lines during a lightning storm. Failure to observe this warning could result in an electrical shock.

Power up sequence

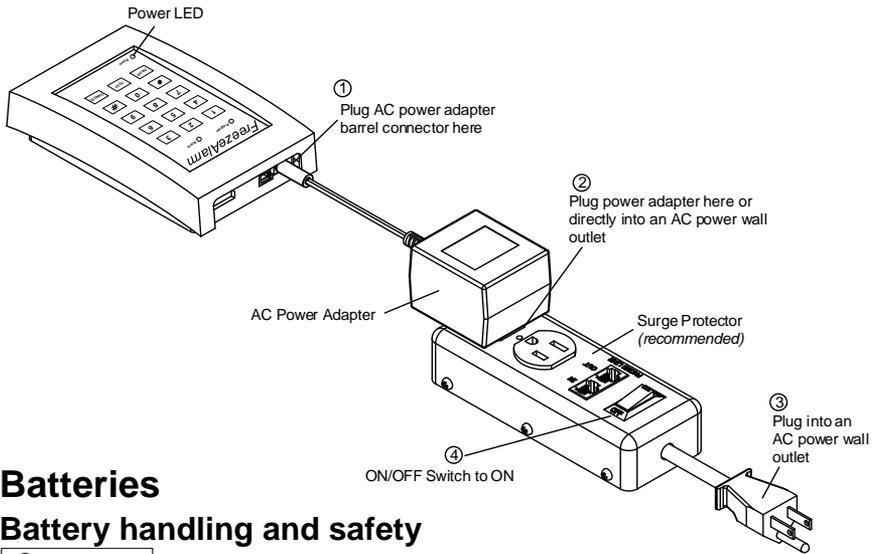
Upon power up, the FA-700E LEDs will do the following:

- The Power, Program, and Alarm LEDs will light for a few seconds, then the Program and Alarm LEDs will turn OFF
- The Power LED will remain ON

Note: A surge protector is recommended, but not provided. You can purchase this from a local computer or hardware store.

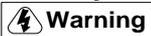
To connect AC power to the FA-700E through the AC power adapter, follow the number sequence shown in Figure 3.

Figure 3: Connecting the AC Power Adapter



Batteries

Battery handling and safety



Do not throw batteries into a fire. Failure to observe this warning could result in an explosion.

Note: REMOVE the batteries when the FA-700E is not in service.

Battery life

If the back-up battery voltage drops below 2.35 volts, a low battery alarm will be sent, even when the unit is powered by the AC power adapter. The FA-700E will call the programmed phone number and issue a low battery alarm message. If the unit is operating on battery power only (*after an AC power failure*), the alarm call-out will continue until battery power drops to approximately 1.9 volts. Typically, most good alkaline batteries should provide approximately 12 hours of continuous power.

Note: If the low battery alarm was due to an extended AC power failure, it is recommended that you replace the batteries. Also, a false low battery alarm can occur if the AA batteries have not been installed and AC power is connected to the FA-700E.

Important

You CANNOT program the call-to phone number when the FA-700E is running only on battery power.

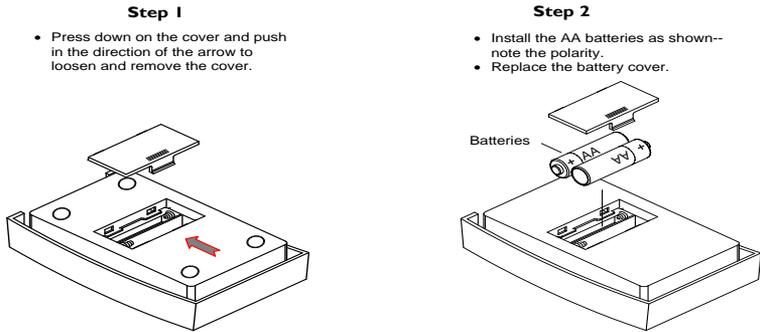
Note: The FA-700E uses two AA batteries for backup power.

Installing the batteries

Note: To avoid a false low battery alarm, please connect the AC power adapter to the FA-700E and the wall outlet before inserting batteries.

To install the batteries, follow the Steps shown in Figure 4.

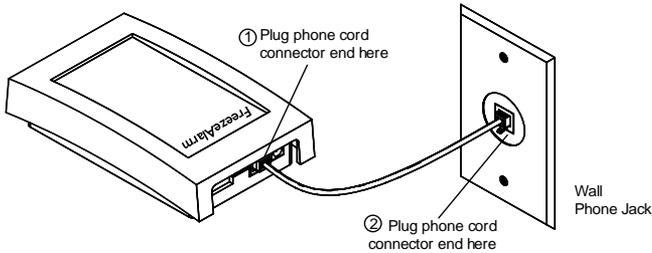
Figure 4: Battery Installation Connections



Connecting to the standard phone line

To connect the FA-700E to a phone line, do the following:

Figure 5: FA-700E Connected to Phone Line



Connecting the FA-700E and another device to the same phone jack

If you need to connect the FA-700E and some other device, such as a telephone, to the same wall phone jack, simply use a phone jack splitter (*not provided*).

To use a splitter, do the following:

Step	Action
3.	Plug the line splitter into the wall jack as shown in Figure 6.
4.	Plug one phone cord into one jack on the line splitter, as shown in Figure 6.
5.	Plug the second phone cord into the other jack on the line splitter.
6.	Plug the other end of the one phone cord into the FA-700E.
7.	Plug the other end of the remaining phone cord into the phone or other device.

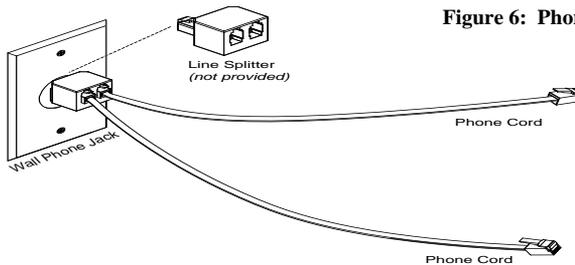


Figure 6: Phone Line Splitter

Note: Both units will operate from the same jack independently without cross interference. Line Splitters can be purchased at most hardware and electronic stores.

Phone services and your FA-700E

DSL and other digital phone services

Please note that the FA-700E is designed and certified by the FCC to operate on a standard telephone line, provided by your local telephone company, Cable, or Digital phone service. DSL may work with the appropriate in-line filters. If you have questions or problems using one of those types of phone services, contact that specific phone service provider for assistance.

Note: The FA-700E dials out using touch tone dialing only.

Important

During power failures, many alternative phone services such as DSL, Digital and Cable provided phone service DO NOT WORK. Those phone services require that power be on at the location for the phone to operate. The FA-700E will NOT be able to call out if the power is out when using these phone services. If you have a standard telephone line, power is supplied to this line by the telephone company and is usually not affected when power goes out at the monitored location.

Calls using a calling card or pager phone number

When using a calling card or pager system, you often need to include pauses to ensure that enough time is allotted to dial the phone number. To get a sense for how much time that may be needed, call the preferred calling card or pager to gain an understanding of how that system works. Often times, the calling card or pager system, may announce “enter your calling card number followed by the pound (#) key.” Make sure to include all necessary key presses as you enter the number. Also, while the card or pager system is talking (*number of seconds*), you will need to enter pauses for that time to allow the system adequate time to accept your telephone number.

Creating pauses

You can add pauses to your telephone number as you enter it into the FA-700E by pressing the STAR (*) key two times, which represents a 2-second pause. If you need to enter a 6-second pause, press the * key six times.

Note: Always press the * key twice (*in multiples of 2*) to create an effective pause; otherwise, a single press of the * key will be literally translated as part of the dialed phone number.

Calling a long distance phone number

Long distance calling: make sure you enter the phone number exactly as you would when dialing a long distance call yourself (“1” and area code if needed). If dialing internationally, make sure you have the correct country codes and follow proper international dialing rules. Check with your phone company for assistance to determine the correct number.

Programming (*entering a phone number*)

You can program one phone number into the FA-700E (*60 digits*), which it uses to communicate alarm messages.

Before you enter a phone number

Important

- DO NOT enter phone numbers of emergency services (*fire, police or ambulance*).
- DO NOT forget the area code and then enter the phone number exactly as you would when making a personal phone call.
- Long distance dialing: enter “1,” the area code, and then the phone number.

It is critical that you run a system test to validate the call-to number. For proper testing, it is recommended that a person at the call-to location confirms receiving the call.

Note: You cannot enter a phone number when the FA-700E is running only on battery power.

Entering a phone number

Note: The phone number is stored in non-volatile memory (*permanently stored in the FA-700E regardless of power failures or long-term storage*).

To enter the phone number into the FA-700E, do the following:

Step	Action
1.	Make sure the FA-700E is in normal operation mode.
2.	Press the PROGRAM key - a beep and the program LED starts flashing.
3.	Enter the phone number (<i>up to 60 digits</i>)—beeps with each key press.
4.	Press PROGRAM key - a beep and the program LED go out. The number was entered successfully.

Changing the call-to phone number

Follow the “entering phone number” procedure to overwrite the call-to phone number.

Installation considerations

The FA-700E should be installed in a dry, clean location near an AC power outlet and a telephone wall jack, as shown in Figure 7.

Warning

- Do not install or connect your FA-700E monitor to power or phone lines during a lightning storm. Failure to observe this warning could result in an electrical shock.

Caution

- Do not install the FA-700E in a confined space, such as a bookcase, in a cabinet, in direct sunlight, or where it might get exposed to water. Failure to observe this caution could result in poor performance or damage to the FA-700E.
- Use **ONLY** the AC power adapter sent with the FA-700E. The use of other AC power adapters could result in damage to the FA-700E.
- Do not install the FA-700E in high dust and debris areas. Failure to observe this caution could result in damage to the FA-700E.
- Do not install the FA-700E in an area with chemical fumes or corrosive vapors. Failure to observe this caution could result in damage to the FA-700E.

FA-700E assembled

Figure 7 shows an example of an ideal setup of the FA-700E fully assembled. Place the FA-700E on any flat surface, preferably a table top near an AC Power outlet and a phone jack. Once the FA-700E is fully assembled and operational (*power LED ON*), perform a phone test to ensure that the FA-700E can call the call-to phone number during an alarm.

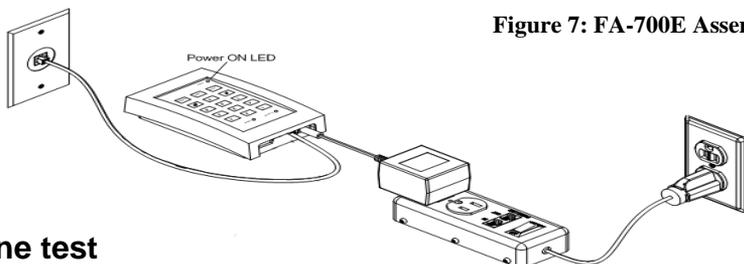


Figure 7: FA-700E Assembled

Phone test

After entering the call-to phone number, it is crucial that you test your FA-700E to verify that it can reach the programmed phone number.

Note: The CANCEL key does not function when the FA-700E is in “test mode.”

Testing your FA-700E

To test the FA-700E, do the following:

Step	Action
1.	Make sure the FA-700E is powered up and in normal operation mode.
2.	Press the TEST button—the unit beeps and the alarm LED illuminates solid RED.
3.	<ul style="list-style-type: none">• FA-700E will immediately dial the call-to phone number.• Upon answering, it will play the following message: “This is a test of the FreezeAlarm.”• It will repeat this message for approximately “1” minute and then hang up, and the alarm LED will go out.

Important

The FA-700E does not provide any indication of call success; therefore, you must verify that the call was made successfully.

Testing for a specific alarm condition

To test for a temperature alarm you will have to simulate that specific alarm condition and then verify if the alarm phone call went through. In this scenario, you must cancel the alarm call out and correct the alarm condition.

Ring count timer

The ring timer works in the following way: when the first call comes in during an alarm event, the timer starts counting down for “3” continuous minutes. If the FA-700E receives enough rings to answer (*within “3” minutes*), it will respond, and the ring counter will reset to “0” regardless if the three minutes have elapsed or not. Also, the timer will reset to “0” if no additional calls are received during a three minute period (*multiple calls to the FA-700E within “3” minutes will not reset the ring timer*).

An in-phone line answering machine/voice mail with the FA-700E

When it is necessary to connect an answering machine or voice mail device to the same phone line as the FA-700E, you can still use all the features of these devices, along with being able to cancel an alarm call out of the FA-700E.

How this works

- During setup, you can manually set the FA-700E to answer on a specified number of incoming rings “5” or “10” (*DIP switch 2, ring count*).
- Set your answering machine or voice mail to answer in fewer rings than the FA-700E. (*For example, if the FA-700E is set to answer on 5 rings, set the other device to answer in “4” or fewer rings.*) Therefore, when a call comes into the location of the FA-700E, the answering machine/voice mail will respond first because it is set to answer in fewer rings than the FA-700E.

Calling the FA-700E during an alarm event with an answering machine / voice mail connected

The following example shows how to call the FA-700E during an alarm event:

Criteria

- FA-700E ring count is set to “5” rings to answer (*factory default DIP switch setting*).
- Answering machine/voice mail is set to “4” rings to answer.
- You must make the appropriate number of phone calls to the location where the FA-700E is, within “3” minutes, or the timer in the FA-700E will reset to “0.”

To get the FA-700E to respond given the above example criteria, do the following:

Step	Action
1.	Call the phone number of the location where the FA-700E is located, and let the phone ring “3” times and then hang up. The internal 3-minute timer starts and the FA-700E counts and remembers the number of rings.
2.	On your second call within “3” minutes, let the phone ring until the FA-700E answers. The FA-700E will answer first because it remembered the first “3” rings, and then it added the rings from the second call until the total reached “5,” then it answered before the answering machine/voice mail device (“4” rings to answer).
3.	Listen to the alarm message.

Note: If the FA-700E is set to answer in 10 rings (*the second choice on DIP SW2*), you may need to place more calls within “3” minutes to get the FA-700E to eventually answer.

How to cancel an alarm call-out

You can cancel an alarm call out in two ways:

- Remotely, press the number “1” key and then the pound (#) key at any time during the alarm message.
- Locally, press the CANCEL key on the key pad.

Canceling an alarm call-out while listening to an alarm message

To cancel a call out sequence while listening to an alarm message, do the following:

Step	Action
1.	Pick up the phone.
2.	Listen to the alarm message.
3.	When told, press the number “1” key.
4.	Press the pound (#) key within “1” minute to cancel the alarm call out.
5.	You can listen until you hear the FA-700E say goodbye or just hang up the phone.

Note: Canceling the call out does not cancel an active alarm (*The alarm LED will be lit*).

Canceling an alarm call-out by calling the FA-700E

To cancel a call-out during an active alarm, do the following:

Step	Action
1.	Make the call to the FA-700E (<i>phone number at alarm location</i>)
2.	Wait for the FA-700E to answer (<i>5 or 10 rings—DIP switch selectable</i>)
3.	Listen to the alarm message.
4.	Press the number “1” key.
5.	Press the pound (#) key anytime during the message to cancel the alarm call out.
6.	Hang up the phone.

Canceling an alarm call-out with an answer machine/voice mail device on the same phone line

To cancel the alarm call-out, do the following:

Step	Action
1.	Make the call to the FA-700E (<i>phone number at alarm location</i>).
2.	Let the phone ring the desired number of times (<i>before the other device can answer</i>).
3.	Hang the phone up.
4.	Call the number a second time within three minutes (<i>It keeps track of the rings from the previous call, accumulates them until the total ring count matches its ring count number 5 or 10, and then it will answer</i>).
5.	Listen to the alarm message.
6.	Press the number ‘1’ key.
7.	Press the pound (#) key anytime during the message to cancel the alarm call out.
8.	Hang up the phone.

Remote status information

During normal operation, the FA-700E will not answer any incoming calls. You can call the FA-700E and get a response:

- If the FA-700E is in alarm.
- If the call-out has been cancelled for an alarm, but the alarm condition still exists, it will answer and describe the alarm condition.

Troubleshooting

Problem	Solution
Power on LED is not lit	<ul style="list-style-type: none"> • Power LED does not turn ON while running on batteries. • Is the AC adapter plugged into the FA-700E and into a “live” AC power source? • Is the AC power wall outlet active?
CANNOT enter phone number	<ul style="list-style-type: none"> • You cannot enter the call-to phone number if it is being powered only by batteries. • Is the AC power adapter plugged into AC power? • Follow the “Entering Phone Number” procedure.
IT DOES NOT call out during a test	<ul style="list-style-type: none"> • Does the FA-700E have power? • Is the phone service working properly (<i>dial tone</i>)? • Re-check that the RJ-11 phone cord is fully plugged into the phone jack of the FA-700E, and into the wall jack. • Re-enter the phone number, verify area code and if the number “1” is required for long distance calling. • If using a calling card, check to see that the calling sequence includes pauses as may be necessary to complete the call.
It does not answer when I call	<ul style="list-style-type: none"> • It will not answer if there is no active alarm event in progress. • Is there an answering machine /voice mail in line with the unit? • Verify that phone service is active at FA-700E location.
I cannot cancel the alarm call out; it continues calling out	<ul style="list-style-type: none"> • Do you hear an alarm message that the alarm call out has been canceled? • Are you pressing the correct cancel alarm keys during the alarm event: number “1” key and then the pound “#” key within one minute?
Receiving a false alarm	<ul style="list-style-type: none"> • The temperature sensor is accurate to within 3°F of the actual temperature. If it is too close to a window during the winter months or positioned in direct sun light this could cause a false alarm. • Check to see if the batteries are installed, No batteries could cause a false alarm.

Technical information

Technical specification

Specification	Description
Power requirements	Two power sources: <ul style="list-style-type: none"> • 110VAC power adapter voltage stepped down to 6VDC, 200mA. • 2 AA batteries for backup power (<i>alkaline or lithium, not provided</i>) CHANGE BATTERIES after a prolonged AC power failure or yearly.
Sensor	Fixed setpoint, internal sensor
Operating Humidity Range	95% non-condensing
Dimensions	5.8in L, 3.5in W, 1.5in H (<i>147.3mm, 88.9mm, 38.1mm</i>) approximately
Accuracy	±3° F (2°C)

FCC statement

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA (*American Council for Terminal Attachments*). On the bottom of your FA-700E is a label that contains, among other information the FCC registration number for this product. If requested, this number must be provided to the telephone company.

Plug and jack use

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 a compatible modular jack that is also compliant. See installation instructions for details.

Ring equivalence number (REN)

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive REN's on a telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of 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 your local telephone company. The REN for this product is 0.1B and is also identified as part of the FCC product identifier shown on the label on the back of your FA-700E.

Telephone network interferences

If this FA-700E causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

If your home has specially wired alarm equipment connected to the telephone line ensure the installation of your FA-700E does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Contact us

Emerson Control Products Inc

1724 Lake Drive West

Chanhassen, MN 55317

800-880-6000

Fax: 952-448-1606

cpi-customerservice@Emerson.com

Or visit us at:

www.controlproductsonline.com

Technical support

If you need additional help installing or using your FA-700E, contact our technical support department at 800-880-6000, Monday thru Friday, 8 AM to 5 PM CST. Or you can email your questions to: cpi-customerservice@emerson.com

Warranty

Warrantor: Dealer, Distributor, Retailer, Manufacturer Warranty and remedy

We believe the FA-700E is a superior product. Although we take extreme pride in producing and testing a product that will function properly, we cannot guarantee that there will never be a defective unit or that a unit will function on all the thousands of phone lines and communication equipment in existence. For this reason, it must be clear that the warrantors are not insuring your premises or guaranteeing that there will not be damage to your person or property if you use this product. If you are not comfortable with our Limited Warranty, or completely satisfied with the product, we encourage you to return the unused product for a full refund within 30 days of purchase. Thank you for your understanding.

One Year Limited Warranty: Emerson Control Products warrants its product to be free from defects in material and workmanship under normal use for one year, and is not responsible for consequential damages or installation costs of any nature. In the event that the FA-700E does not conform to this warranty at any time during the period of one year from original purchase date, the warrantor will repair the defect or replace the device and return it to you at no charge.

Important

The warranty is limited to replacement of the product ONLY. Secondly, because every phone line differs, we strongly encourage you to fully test this product in its actual application. This should include a full test, involving the product actually dialing to its designated locations and someone verifying the proper response.

Causes for termination of this warranty

This warranty shall terminate and be of no further effect at the time the products is

- Damaged by extraneous causes such as fire, water, power surge or spike, lightning, etc., or not maintained as reasonable and necessary
- Modified
- Improperly installed
- Repaired by someone other than the warrantor
- Used in a manner or purpose for which the product was not intended

WARRANTORS' OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT ONLY. THIS WARRANTY DOES NOT COVER PAYMENT OR PROVIDE FOR THE REIMBURSEMENT OF PAYMENT FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Warrantors' liability

It must be clear that the warrantors are not insuring your premises or guaranteeing that there will not be damage to your person or property if you use this product. The Warrantors shall not be liable under any circumstances for damage to your person or property or some other person or that person's property by reason of the sale or use of this product, or its failure to operate in the manner in which it is designed. The warrantors' liability, if any, shall be limited to the original cost of the product only. Use of this product is at your own risk.

Procedures for obtaining performance for warranty

In the event that the product does not conform to this warranty, the product should be shipped or delivered freight prepaid to warrantor with evidence of original purchase. If in any way you're not comfortable with this product or its Limited Warranty, we encourage you to return it unused within 30 days of original purchase date, with evidence of the purchase date.

To return a product to Emerson Control Products

All products being returned to Emerson Control Products must have a valid Returned Goods Authorization Number (RGA #) from Emerson, regardless of why the product is being returned. Warranty returns will be honored only with a RGA #. Ship warranty return products prepaid to Emerson Control Products, 1724 Lake Drive West, Chanhassen, MN 55317. Emerson Control Products will, at its option, either repair or replace the product free of charge and return the repaired unit or replacement unit at the lower cost shipping prepaid. Products returned for credit are subject to a 25% restocking charge. Returns resulting from errors by the seller are not subject to this charge. All returns must include evidence of original purchase, showing purchase date. The RGA # should be clearly marked on the outside of the package containing the product.

How to request an RGA number

To request a RGA #, call Emerson Control Products at 800-880-6000 and ask for Customer Service. Failure to have a RGA # may result in lost product or significant delays in handling your return. Also, products without a RGA # Clearly Marked On The Outside Of The Package are not the responsibility of Emerson Control Products.

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