



# OWNER'S MANUAL



Version 3 and later

## **FCC Notices**

### **FCC Part 15 Information to the User**

Changes or modifications not expressly approved by Interlogix, Inc. can void the user's authority to operate the equipment.

### **FCC Part 15 Class B**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the affected equipment and the panel receiver to separate outlets, on different branch circuits.
- Consult the dealer or an experienced radio/TV technician for help.

### **FCC Part 68**

This equipment complies with part 68 of the FCC Rules. Located on this equipment is a label that contains, among other information, the FCC registration number and the ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the maximum number of devices that may be connected to your telephone line. In most areas, the sum of all device RENs should not exceed five (5.0).

If this equipment causes harm to the telephone network, the telephone company may temporarily disconnect your service. If possible, you will be notified in advance. When advance notice is not practical, you will be notified as soon as possible. You will also be advised of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper operation of your equipment. You will be given advanced notice in order to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the company that installed the equipment for service and repair information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Certification Number: B4Z-USA-46042-AL-T

## **Service**

If you have any questions about your security system or if you ever need service, please contact your security dealer.

Company Name                    Protect America Inc.

Phone Number                 1-800-951-5111

Monitoring Phone Number    1-800-482-9800

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Specifications are subject to change. Some features are optional.

For reprints, order manual 466-1971 Rev A Dated April 2002

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## Important Messages to the Owner:

In the following paragraphs there may be some terminology that you are not familiar with. Return to this section after you familiarize yourself with your security system.

Arming Your System with Doors or Windows Open: Any sensors that are open when the system is armed will be bypassed after the exit delay has expired. This means they will not be protecting your home. If you wish to bypass a sensor after you have armed your system, you must first disarm the system, then open the door or window you want bypassed. Your system will tell you if a protected door or window is open when you arm the system.

**CAUTION!** If you use the Control Panel to arm your security system when leaving your home, be aware of the following: You must exit before the end of the delay period or an alarm will sound. Remember, when arming you will hear 2, 3, or 4 beeps at the beginning of the exit delay (see page 5 of this manual to determine the meaning of control panel/system beeps). At the end of the exit delay, the system beeps 2, 3, or 4 additional beeps. If you exit at that time (after the exit delay), your system assumes you are now returning to your home. The system is now counting down the entry delay time and will expect you to disarm the system within the entry delay time or it will go into alarm.

**Something may have happened while you were away!** If you enter your home and hear alarm sirens or notice the SYSTEM STATUS button is blinking, an intruder may be inside or another emergency may have occurred. Leave immediately, and call for non-medical emergency help.

Canceling Accidental Alarms: You have up to 60 seconds after causing an accidental alarm to disarm your security system. If the programmed seconds have passed, you must call the central monitoring station to cancel the alarm.

Notices for UL-Listed Installations:

- This system is suitable for Grade A household burglary applications.

# Introduction to Your System

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Your security system uses wireless technology to warn your family about intrusion.

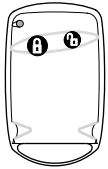
The system is designed to be monitored and/or to send messages to a numeric pager.

The security system uses devices called sensors which use radio waves to communicate alarms to the Control Panel.

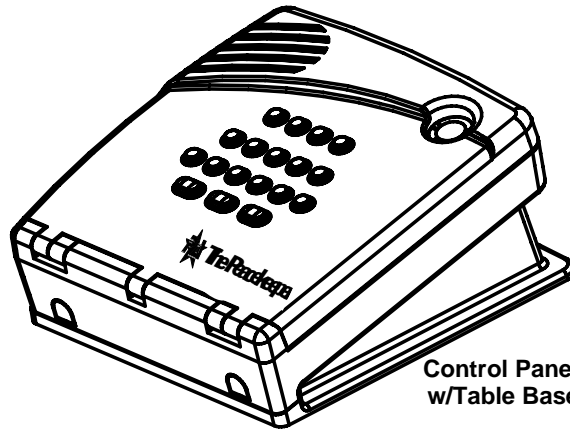
The system is supervised, meaning that the Control Panel checks the status of each sensor to detect problems. If the Control Panel detects trouble it will notify you with beeps and indicator lights on the Control Panel itself.

## Typical Security System Components

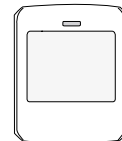
A typical security system installation may consist of the following devices:



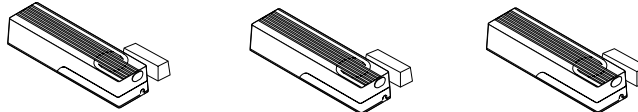
**Keychain Touchpad (Optional)**



**Control Panel w/Table Base**



**Motion Sensor**



**Door/Window Sensors**

## Control Panel

The Control Panel is used to operate and program your security system. It communicates to you through panel voice messages, panel beeps, and by lighting buttons on the Control Panel. The Control Panel can communicate to a central monitoring station and/or a numeric pager.

## KeyChain Touchpads (Optional)

KeyChain Touchpads are used to control the security system from within or near the outside of your home.

## Indoor Motion Sensors

Indoor Motion Sensors detect motion. They are used for intrusion protection.

## Door/Window Sensors

Door/Window Sensors detect the opening of a door or window.

# Security System Beeps, Lights, and Messages

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Your security system communicates to you through the use of panel voice messages, panel beeps, indicator lights on the panel and to a numeric pager if programmed.

You communicate to your security system with key presses on the Control Panel or KeyChain touchpads. Disarming and programming require you to input a 4-digit access code. **The Master Access Code default is 1-2-3-4 when the security system is shipped from the factory. You should change it to a code known only by you.**

## Panel Voice Messages

When you press the buttons on the Control Panel or a touchpad, the Control Panel responds with voice messages. Panel voice can be enabled or disabled (see "What You Can Change:" on page 8).

These messages may respond with system information or prompt you to take further action. For example, if you want to disarm the system and you press the **DISARM** button, the Control Panel responds by saying, *Please enter your access code.*

If you press a button and the feature has not been programmed into the Control Panel, the panel voice will respond with *Function not available.*

## Panel Beeps

Panel beeps are used to indicate key presses, status, and problems with the system. Panel beeps can be enabled or disabled (see "What You Can Change:" on page 8).

Use the following table to understand the beeps used by the security system.

**Table 1: Panel Beeps**

Activity	Beep Response
ARM Doors & Windows	<b>Exit delay</b> and <b>Entry delay</b> beeps sound 2 times every 5 seconds and 2 times per second during the last 10 seconds (if Silent Exit is used, the Exit delay beeps will only sound twice when you arm and twice when the exit delay expires).
ARM Motion Sensors	<b>Exit delay</b> and <b>Entry delay</b> beeps sound 3 times every 5 seconds and 3 times per second during the last 10 seconds (if Silent Exit is used, the Exit delay beeps will only sound three times when you arm and three times when the exit delay expires).
ARM Doors/Windows & Motion Sensors	<b>Entry delay</b> beeps sound 4 times every 5 seconds and 4 times per second during the last 10 seconds (if Silent Exit is used, the Exit delay beeps will only sound four times when you arm and four times when the exit delay expires).
DISARM	1 beep
CHIME DOORS	2 beeps (feature must be programmed by installer)
Trouble Beeps	6 beeps every minute. Press SYSTEM STATUS button twice to stop beeps for 4 hours

**Note:** You may receive a different number of panel beeps if buttons are pressed quickly.

# Security System Beeps, Lights, and Messages (Continued)

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## Panel Indicator Lights

Use the following table to understand the panel indicator lights.

**Table 2: Panel Indicator Lights**

Button	When the Button Light is On	When the Button Flashes
ARM Doors & Windows	Doors/Windows armed	Doors/Windows armed & No Entry Delay on
ARM Motion Sensors	Motion Sensors armed	Motion Sensors armed & Latchkey on
DISARM	System disarmed	System subdisarmed
SYSTEM STATUS	System trouble or Open Sensor	System in alarm
CHIME Doors	Door will cause chime	_____

## Numeric Pager

You may program your security system to send a numeric message indicating system activities to your pager. The system will send the message twice.

Use the following table to determine what the numeric message is reporting.

**Table 3: Numeric Pager Reporting**

Reports	Numeric Message
Phone Test	-101 -101
Latchkey	-104 -104
Panic Code	-106 -106
Disarming	-110 -110
Arming	-111 -111
Fail to Disarm	-112 -112
Fail to Arm	-113 -113

# How to Use Your Control Panel

The Control Panel interface consists of 4 rows of buttons. They are: HOME SECURITY, CODE, CHIME DOOR and EMERGENCY.

## HOME SECURITY

**ARM Doors & Windows.** Press once to turn the security system protection on for all protected doors and windows. If a door or window is open when you arm the system, it will be bypassed, meaning not protected. The SYSTEM STATUS light will be lit.

Press twice to eliminate the preprogrammed entry delay. The ARM Doors & Windows button blinks when **No Entry Delay** is on.

**ARM Motion Sensors.** Press once to turn protection on for all intrusion Motion Sensors. Use when no one is home. This is usually used in combination with **ARM Doors & Windows**.

Press twice to activate **Latchkey**. **Latchkey** is used to notify parents if children do not arrive home at a predetermined time and disarm the system. The ARM Motion Sensors button blinks when **Latchkey** is on. A pager is required for this function.

**DISARM.** Press once and enter your access code using the **CODE** buttons to turn security protection off. Some sensors, for example smoke detectors and panic devices, are still active even when the system is disarmed.

**SYSTEM STATUS.** Press to hear information about your system. If the button is lit, there is a problem with the system. If the button is blinking, an alarm has occurred. Press the button to hear what is wrong with the system. See "System Tests & Trouble Beeps" on page 11.

## CODE

There are 5 **CODE** buttons on the Control Panel. Each button

represents 2 numbers. The left **CODE** button is **1 - 2** which means that this button is pressed when entering either 1 or 2. For example, if your access code is **1-2-3-4** you must press the **1 - 2** button twice and the **3 - 4** button twice.

If your system includes 24-hour protection sensors on items such as gun or jewelry cases, you must subdisarm the Control Panel before accessing these areas to avoid causing an alarm. To subdisarm the system when it is already disarmed, enter the master access code. The **DISARM** button will flash when the Control Panel is subdisarmed.

## CHIME Doors

Press to cause the Control Panel to beep when protected doors or windows are opened.

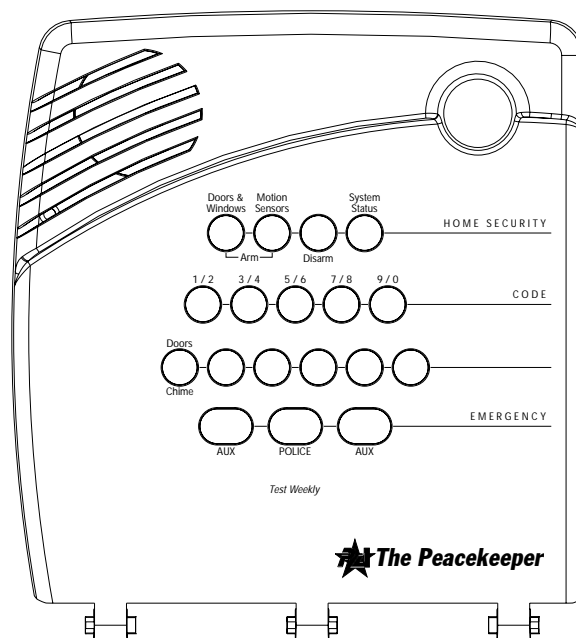
This is a nice feature to use if you're busy in one part of your home and you want to know when family members are going in and out of your home.

**NOTE:** If this button is pressed and a sensor is not associated (programmed) with this feature the Control Panel will say, *Function not available*.

## EMERGENCY

**POLICE.** Press the **POLICE** button for 2 seconds (or twice quickly) to call the central monitoring station and notify them of a non-medical call for help.

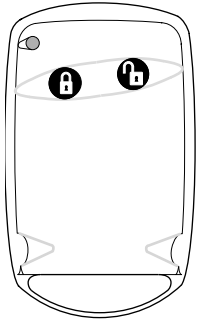
**AUXILIARY.** Press either **AUX** button to sound a non-medical auxiliary alarm.






# How to Use Your KeyChain Touchpad (Optional)

KeyChain touchpads are used to control the security system from any location within or near your home.




## KeyChain Touchpad



-  **LOCK** Press once to arm doors and windows.
-  **LOCK** Press twice to arm doors, windows, and Motion Sensors.
-  **LOCK** Press 3 times to arm doors, windows, Motion Sensors, and to activate the Latchkey option.

Entering your home If your installer programmed the KeyChain Touchpad with no entry delay, and you armed the system with the KeyChain Touchpad, you must disarm your system from outside of the home to avoid causing an alarm.

Exiting your home You have at least 5 seconds and up to 254 seconds (depending on installer programming) to leave without causing an alarm.

-   **LOCK and UNLOCK** Press both buttons simultaneously for 3 seconds to send a non-medical emergency alarm to the central monitoring station.
-  **UNLOCK** Press to disarm your security system.

**For any keypress on the KeyChain Touchpad, hold the button until the indicator light blinks.**

## Programming Your System

### What You Can Change:

#### Options:

Press **Add** in the **START MENU** and follow the voice prompts to turn an option on.

Press **Delete** in the **START MENU** to turn an option off.

#### Option 01 - Panel Beeps

Panel Beeps are any beeps (including chime beeps) that come from the Control Panel. Panel Beeps, except for alarm sirens, may be disabled (See the "Panel Beeps" table on page 5).

#### Option 02 - Panel Voice

Panel Voice may be disabled, except for status messages, open sensor responses, and when in program mode.

#### Option 03 - Latchkey Time

Adding this option allows you to program Latchkey Time. Latchkey is used to notify parents if children do not arrive home at a predetermined time and disarm the system. Requires a pager.

#### Option 41 - Chime Voice

The Control Panel will verbally announce which chime sensor has been tripped if the chime feature is on.

#### Option 42 - Speaker Level

When this option is turned on, you can set the panel speaker level from 1 (lowest) to 8 (highest). when this option is turned off, the speaker level is set to 8.

#### Option 55 - Status Sounds

Adding this option allows you to set the volume for status sounds, such as: arming beeps, trouble beeps and status beeps. The lowest volume setting is 1 and the highest is 10. Deleting this option, sets the volume for status sounds to the default setting of 7.

#### The Control Panel will call the pager to indicate:

- **Phone Test** - A phone test report is called in when a phone test has been performed.
- **Disarming** - A disarming report is called in when the system is disarmed. This option is programmed by your installer.
- **Arming** - An arming report is called in when the system is armed. This option is programmed by your installer.
- **Fail to Disarm** - A fail to disarm report is called in when the system is not disarmed by the time programmed by the installer.
- **Fail to Arm** - A fail to arm report is called in when the system is not armed by the time programmed by the installer.
- **AC Power Failures** - An AC power failure is called in 15 minutes after loss of power.



# Programming Your System (Continued)

- **AC Power Restoral** - A restoral will be reported when power is restored.
- **Alarms** - Alarm reports include: Intrusion (Police), Auxiliary, and panic access code alarms.

**Sensor Test or Phone Test** . A sensor test or phone test can be performed by following the instructions given in the section labeled "Manual Tests--What You Need to Test" on page 11 of this manual.

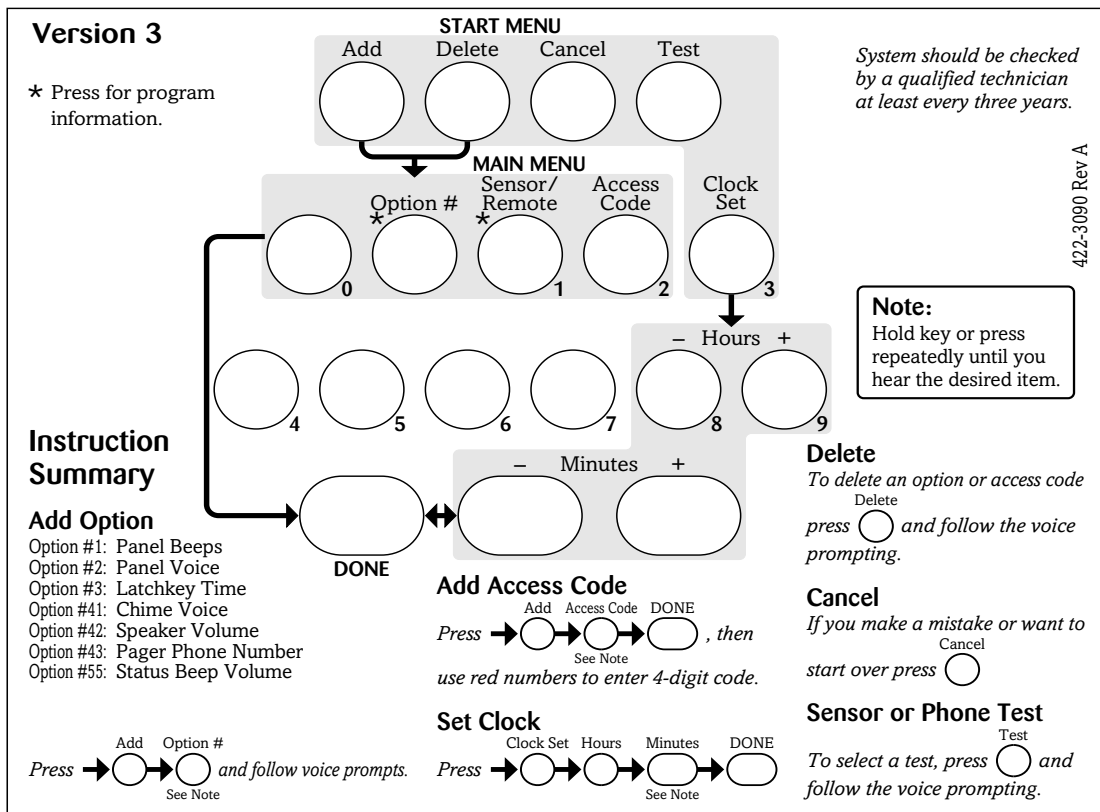
**Access Codes.** Your security system has a master access code, access codes 1-5, and a panic code. The master code is used for disarming and programming your system. Access codes 1-5 are generally used for children or as temporary codes for a babysitter or service personnel and may be used only for disarming. The panic code may be entered to disarm or subdisarm the system in a non-medical emergency situation. The Control Panel will call the central station, but there will be no indication of an alarm at the Control Panel.

**Note:** Because different codes can be entered using the same button presses you have to use caution when programming the panic code. You need to ensure that the panic code does not use the same button presses as other access codes. For example if the master code is 1234, do not program the panic code to be 2244. The Control Panel would interpret these codes to be the same code.

**Set Clock.** If the panel loses power, the clock must be set.

## Programming Using Panel Decal

The programming decal is visible when you open the Control Panel cover. This decal is designed to make system programming easier for you. Always begin by choosing a button from the **START MENU**. Follow the voice prompts and flow arrows to complete the desired task. Notice the button flow diagrams under **Instruction Summary** to the lower left of the buttons.



# Step by Step Programming Instructions

Use the following instructions to access the programming buttons and programming decals.

1. **Open the Control Panel Cover** by pressing the plastic latch on the top of the Control Panel.

When you open the cover you will immediately be prompted by the Control Panel voice to use the numbered keys to enter your ID.

2. **Enter Your Access Code.**

**The Master access code is 1-2-3-4 when the panel is shipped. You should change it to a code known only by you.**

3. The system voice will prompt you to begin with the **START MENU**. The **START MENU** is located on the left side of the upper decal.

The **START MENU** includes the following buttons:

- Add
- Delete
- Cancel
- Test
- Clock Set

**Press the appropriate button.**

4. After pressing a button on the **START MENU** the system voice will prompt you to then **use the MAIN MENU**.

The **MAIN MENU** includes the following buttons:

- Option #
- Sensor/Remote
- Access Code

**Press the appropriate button.**

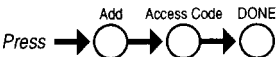
Depending on the button you pressed, the system will prompt you to continue by pressing other buttons on the panel.

## How to Change an Access Code

1. **Open the cover** of the Control Panel.
2. The panel voice prompts you to *Use numbered keys to enter ID*. **Enter your master access code** using the red numbered keys.
3. The panel voice prompts you to *Please select from START MENU*. **Press the Add button** on the START MENU.
4. The panel voice prompts you to *Select from MAIN MENU*. **Press the Access Code button** on the MAIN MENU.
5. The panel voice responds with *Master Code, press again for next access code, DONE to select or CANCEL to quit*. Press the access code button again to hear the next access code. When you hear the access code you wish to change **press the DONE Button**.
6. **Enter 4 new numbers** using the numbered keys.

7. **Close the Control Panel cover.**

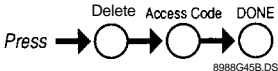
## Add Access Code

Press →  , then use number keys to enter code

## How to Delete an Access Code

1. **Open the cover** of the Control Panel.
2. The panel voice prompts you to *Use numbered keys to enter ID*. **Enter your master access code** using the red numbered keys.
3. The panel voice prompts you to *Please select from START MENU*. **Press the Delete button** on the START MENU.
4. The panel voice prompts you to *Select from MAIN MENU*. **Press the Access Code button** on the MAIN MENU.
5. The panel voice responds with the *Master Code, press again for next access code, DONE to select or CANCEL to quit*. Press the access code button again to hear the next access code. When you hear the access code you wish to delete, **press the DONE Button**. The panel voice responds with **Access Code X deleted**.
6. **Close the Control Panel cover.**

## Delete Access Code

Press →  8986G45B.DS4

## Options

The following is a table of options you can change. See "What You Can Change:" on page 8 for a description of these options.

**Table 4: Options**

Option #	Add	Delete
01 - Panel Beeps	On	Off
02 - Panel Voice	On	Off
03 - Latchkey Time	12am - 11:59 pm	Off
41 - Chime Voice	On	Off
42 - Speaker Level	1 - 8	8 (highest)
55 - Status Beep Volume	1 - 10	10

# System Tests & Trouble Beeps

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## Automatic Control Panel Testing--What the System Tests for You

Your security system is able to automatically test itself for:

- Power failures
- Low batteries
- Non-working sensors
- Communication troubles with the Central Monitoring Station

**Trouble Beeps.** When your security system detects one of the problems above, interior sirens sound trouble beeps rapidly six times, and then again every minute, until the trouble condition is corrected.

If you do a status check by pressing the **SYSTEM STATUS** button twice or change the system from being armed to disarmed or disarmed to armed, the beeps will stop. If the problem is not corrected, beeps start again 4 hours later.

### Silencing Trouble Beeps

Pressing the **SYSTEM STATUS** button twice or changing from armed to disarmed or disarmed to armed while the system has a trouble condition stops the trouble beeps. Trouble beeps begin again 4 hours later, in some cases, unless the trouble condition is corrected.

**AC Power Failure.** This condition occurs if your security system has been accidentally unplugged or if there has been an AC power outage. The backup battery will take over. If AC power is not restored within 15 seconds, the panel will go dark and alert you with trouble beeps. If you press any button, the display will light and pressing **SYSTEM STATUS** will confirm the AC power failure. If AC power is not restored within a programmed period of time (5-254 minutes) the system will call the central monitoring station (if programmed by installer). The backup battery, if fully charged, will last for 18 - 24 hours with no AC power.

**System Battery Failure.** This condition occurs if the emergency backup battery has failed. Status beeps will start and the **SYSTEM STATUS** button will light. Press the **SYSTEM STATUS** button to hear the trouble message. If your AC power is not working, your security system will shut down once the battery has failed. If the condition does not clear after AC power has been restored and 24 hours have passed, call your security system dealer.

**Sensor Failure.** This condition occurs if a sensor is not communicating with the Control Panel. Trouble beeps will start and the **SYSTEM STATUS** button will light. Press the

**SYSTEM STATUS** button twice to hear which sensor(s) have trouble. Perform sensor tests. It may be necessary for you to call your security system dealer if the problem continues.

**Sensor Low Battery.** This condition occurs if a system sensor has a low battery. The sensor may still be communicating with the Control Panel. Trouble beeps will start and the **SYSTEM STATUS** button will light. Press the **SYSTEM STATUS** button twice to hear which sensor(s) have trouble. It may be necessary for you to call your security system dealer to resolve this problem. Some sensor batteries can be replaced by the homeowner.

**Fail-To-Communicate.** This condition occurs if your security system cannot communicate to the central monitoring station. Your system will try to report to the central monitoring station 8 times before it tells you there is a Fail-To-Communicate problem. Trouble beeps will start and the **SYSTEM STATUS** button will light. Press the **SYSTEM STATUS** button twice to hear the trouble message. It may be necessary for you to call your security system dealer if the problem continues.

**Sensor Open.** This condition occurs if a door or window is open, or a system sensor has been disturbed or tampered and not reset properly. For example, a Motion Sensor may be off the wall or a Door/Window Sensor cover may have been removed from the sensor. Your system will indicate this condition to you by causing the **SYSTEM STATUS** button to light. When you press this button twice, the system responds with *Sensor # Name open*. Correct the problem by resetting the sensor. If this condition continues call your security system dealer

**Siren 1 or 2 Failure.** Call your security system dealer.

**System Access Alarm.** The Control Panel cover was opened while the system was armed. The system will call the central monitoring station to report a tamper alarm.

### Clearing System Status

If a trouble condition is corrected, press the **SYSTEM STATUS** button, listen to the status message, then press the **DISARM** button to clear system status. If the trouble condition was a low CPU battery, perform a sensor test. The **SYSTEM STATUS** button should turn off if all trouble conditions have been corrected.

## Manual Tests--What You Need to Test

As an added safeguard, there are system tests you should do yourself on a regular basis. The Control Panel cover in the

# System Tests & Trouble Beeps (Continued)

lower left corner reminds you to **TEST WEEKLY**.

## Sensors

You can test sensors one at a time to make sure they are sending strong signals to the Control Panel (see Testing Sensors paragraph).

## Communication

You can also test the communication between your system and the Central Monitoring Station (see Testing Communication paragraph).

## Testing Sensors

You can test sensors one at a time to make sure they are sending strong signals to the panel. You should test the security system at least once a week.

To perform the sensor test:

1. Open the Control Panel Cover.
2. Enter the master access code.
3. Press the **Test** button once, the Control Panel will say *Sensor Test*.
4. Press the **DONE** button.

The panel will voice prompt you with a list of your programmed sensors that you need to test. The panel will start with sensor 1 and say *Test sensor 1, sensor name*.

When you trip a sensor and it communicates successfully it will be removed from the list. You may trip the sensors in any order. The sensor test has a 4 minute time out that resets with each sensor trip.

After all sensors have been successfully tested, the Control Panel will say *Sensor test complete, press DONE*. Press **DONE**. The Control Panel will say *Sensor test ok*.

If any of the sensors did not test successfully and you want to terminate the test, **press DONE or Cancel**. The Control Panel will say *Sensor test canceled or failure*. If a sensor test fails, call your security dealer.

Use the following table to trip sensors.

**Table 5: Sensor Tripping Instructions:**

Sensor	Do This
Door/Window	Open the secured door or window
Motion Sensor	Avoid the Motion Sensor's view for 5 minutes, then enter its view
KeyChain Touch-pad	Press and hold LOCK and UNLOCK simultaneously for 3 seconds

## Testing Communication

Test communication between your system, the central monitoring station and your pager at least once per week to make sure you have the proper telephone connection.

To perform a phone test:

1. Open the Control Panel cover.
2. Enter the master access code.
3. Press the **Test** button twice, the Control Panel will say *Phone test, press again to change or done to select*.
4. Press the **DONE** button.

The Control Panel will say *Phone test is on twice*. If the test is successful the Control Panel will say *Phone test ok* within 3 minutes. The Control Panel will say *Phone test is on* three times if you have a pager. Your pager will display 101 101 if the phone test to the pager was successful. If the test is unsuccessful, the **SYSTEM STATUS** button will light and the Control Panel will say *Phone communication failure* within 10 minutes. If a phone test fails, call your security system dealer.

### NOTE:

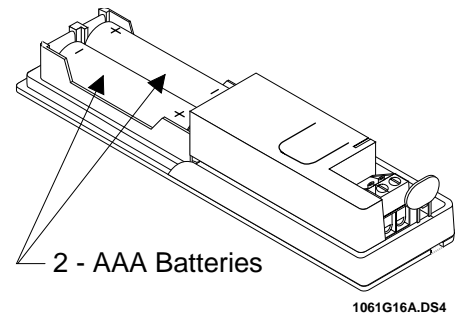
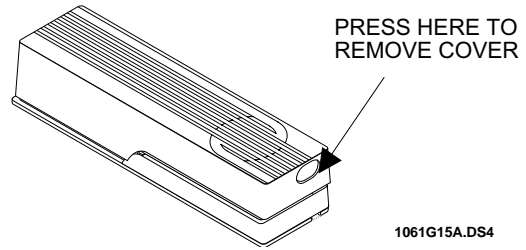
If your system is not connected to a central monitoring station, and you don't use a pager, you won't be able to perform the phone test.

# Battery Replacement

## Door Window Sensor Battery Replacement

To replace the alkaline batteries in the door window sensors, do the following:

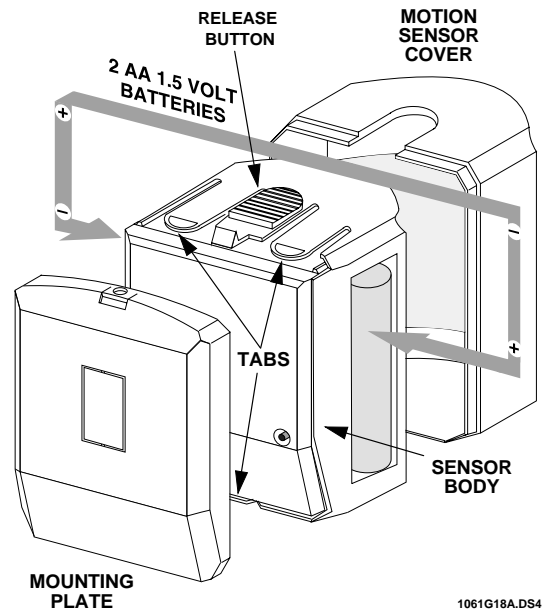
1. **Press the cover release button** as shown in the picture to the left.
2. **Remove the cover.**
3. **Replace the 2 alkaline batteries** with new batteries being sure to match polarity.
4. **Replace the cover** of the sensor.



## Motion Sensor Battery Replacement

To replace the batteries in the motion sensor, do the following:

1. **Press the release button** at the top of the sensor as shown in the picture at the right to carefully remove the sensor body from the mounting plate.
2. **Press the three tabs** (see the picture) at the same time to remove the motion sensor cover from the sensor body.
3. **Replace the 2 alkaline batteries**, being sure to match polarity.
4. **Attach the motion sensor cover** and the sensor body.
5. **Attach the mounting plate.**



# Your Emergency Evacuation Floor Plan

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## Planning for Emergencies

This section describes what you can do to plan ahead for an emergency:

- Emergency Planning
- Your Floor Plan

### Emergency Planning

Since an emergency is always unexpected, you should develop plans to help prepare for a variety of emergency situations. Periodically discuss and rehearse emergency plans to include the following:

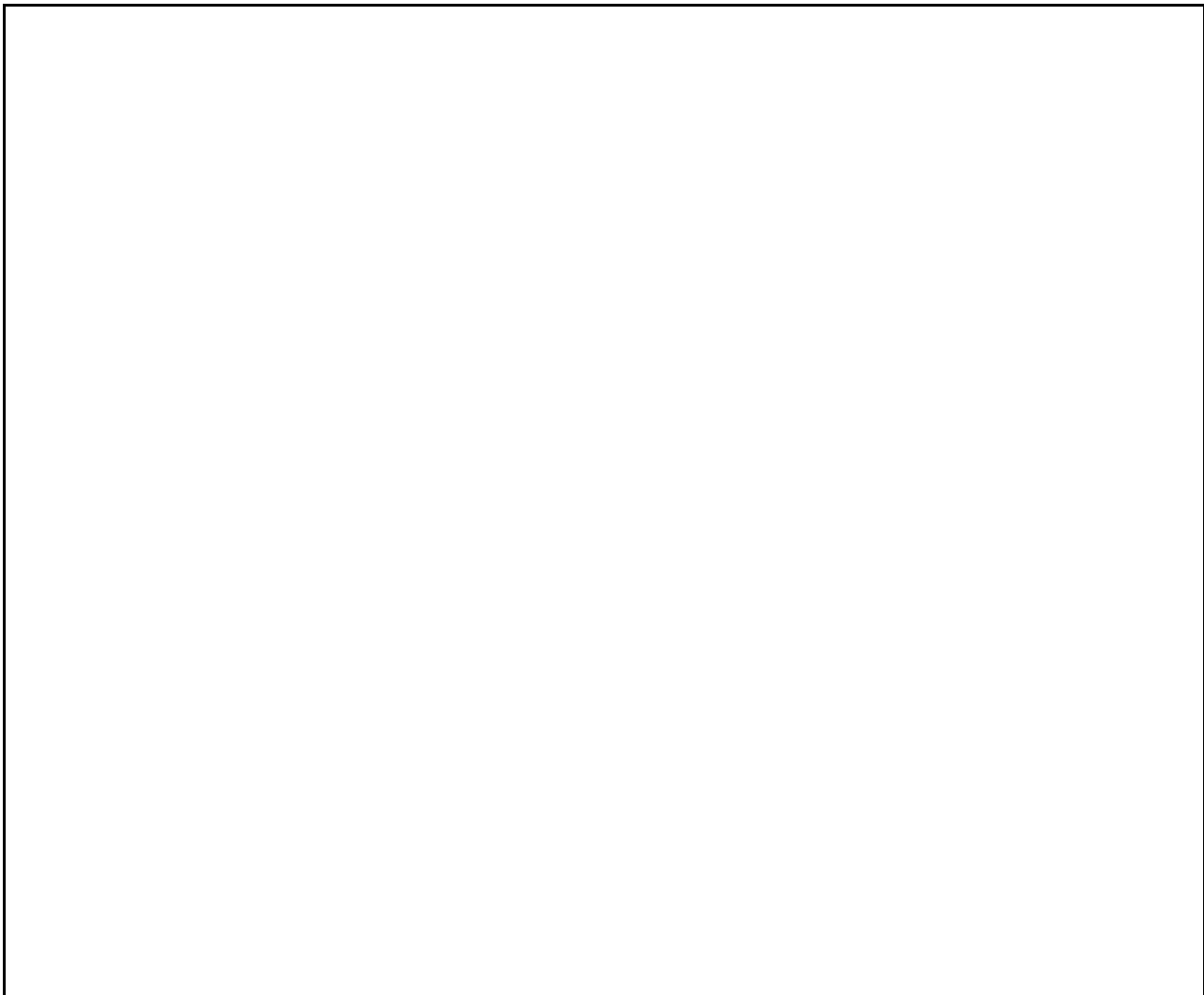
- Understand how to use your security system
- Know the normal state of doors and windows; open, closed, or locked.
- Escape fast! (Do not stop to pack.)
- Use a different escape route if closed doors feel hot to the touch.
- Crawl and hold your breath as much as possible to help reduce smoke inhalation during your escape.

- Meet at a designated outdoor location.
- Emphasize that no one should return to the premises if there is a fire.
- Notify the fire department from a neighbor's phone.
- Emphasize that no one should enter the premises if they hear sirens in the house.
- If you arrive at the premises and hear sirens, do not enter. Call for emergency assistance from a neighbor's phone.

### Your Floor Plan

Use the following guidelines when drawing your floor plan:

- Show all building levels.
- Show exits from each room (two exits per room are recommended).
- Show the location of all security system components.
- Show the location of any fire extinguishers.



***Protect America, Inc.***

***Security System  
Certificate of Installation  
For***

A Protect America, Inc. Security System has been installed and tested as described below:

Date Installed: \_\_\_\_\_

Monitored for:  Burglary  
 Panic

Central Monitoring Station: NACC  
P.O. Box 19610  
Irvine, CA 92623-9610  
800-482-9800



Corporate Office  
5100 N. IH-35  
Suite B  
Round Rock, TX 78681  
800-951-5111

Protect America, Inc. uses UL Listed equipment and a UL Listed Central Monitoring Station.

Please submit this form to your insurance company. You may want to make a copy for your records.





**WE WILL PAY YOUR  
RESIDENTIAL INSURANCE DEDUCTIBLE**

up to  
**\$250\***

**Because Protect America, Inc. is confident of the quality of our equipment, installation, service, and the deterrent value of our security system, WE ARE GOING TO MAKE YOU A VERY SPECIAL OFFER.**

**If your home is burglarized while your system is in operation (armed), provide us a copy of the police report and the insurance company's claim report form and we will refund your insurance deductible of the approved loss up to \$250.**

---

Customer Name (Print)

---

Street Address

---

City, State, Zip Code

---

Customer Signature/Date

---

Company Representative/Date

\*Customer must abide by all the terms and conditions provided in the Protective Service Agreement and terms and conditions on the reverse side of this page. Offer good for residential customers only.

### **Terms and Conditions**

If all terms and conditions are met, an amount up to and not exceeding \$250 will be paid to the customer as a refund of customer's insurance deductible, which customer incurs in connection with a claim made for losses sustained due to burglary.

Customer must provide Protect America, Inc. with the following:

A copy of the police report and a copy of the insurance company's claim report form, mailed in a certified letter to the following address:

Corporate Office  
5100 N. IH-35  
Suite B  
Round Rock, TX 78681  
800-951-5111

Alarm permit, if applicable, must be on file with the local authorities.

The security system must have been armed at the time of the burglary attempt.

Customer account must be current, not past 30 days, on all monitoring and service fees.

The alarm system must be tested at least once every 30 days. The monitoring station is to be called before the test signals are sent and alerted the system is being put on test. This will provide a time/date stamp of each monthly alarm test. Send the test signals. Call the monitoring station and verify the test signals were received. Notify the operator the system is off test.

Phone lines must have been operational at the time of the burglary attempt.

If there is a problem at the time of installation, Protect America, Inc. must be notified within 5 days of the installation.

There have been no unauthorized alterations/modifications to the system.

Customer must be in compliance with all the terms and conditions of the Protective Service Agreement.
















Offer good for 12 months from the date of installation.

Terms and conditions may change without notice.

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Arm the system – Doors & Windows	 Press once	 Press once
Arm the system – Motion Sensors	 Press once	
Arm the system – Doors/Windows & Motion Sensors	 Press each button once	 Press twice
Activate No Entry Delay	 Press Twice	 Press once if programmed
Activate the Latchkey feature	 Press Twice	 Press 3 times
Disarm the system	 + Access Code	 Press once
Subdisarm the system	Master Code	
Activate a panic alarm	 Press & hold for 2 seconds	 Press both & hold for 3 seconds
Check the system status	 Press once	
Set doors to Chime	 Press once	