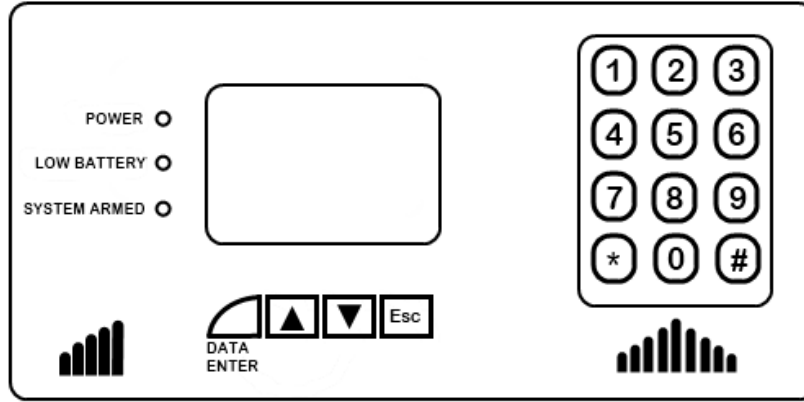


# Model Number: THP401

## PHONE-ALERT™ AUTOMATIC PHONE-OUT MONITORING SYSTEM

### OWNER'S MANUAL



**Product Description:** This monitoring system is intended to monitor homes, cabins, vacant properties and other premises for power outage, low temperature conditions and the presence of water. The THP401 is designed to automatically call up to four telephone numbers when an alert condition occurs, it will continue to place phone calls until someone answers and responds with a code or until the alert condition no longer exists. Sensors for the power outage and low temperature are housed inside the THP401, while the water sensor cable can connect to a jack on the side of the device.

The THP401 will also accept any sensor that produces a switch closure that can be connected to the Water Sensor jack. These include door and window open sensors and many other types of intrusion sensors. Multiple sensors can be connected using a paralleling adaptor.

**IMPORTANT:** This monitoring system must be located where it has access to an active Touch Tone™ **telephone line** and a 120-Volt electrical outlet. Read and thoroughly understand the instructions and warranty prior to installation. It's necessary to test this system after installation to confirm it is compatible with the telephone line and the telephone numbers that will be called. This monitoring system is an outgoing telephone device only and will not respond to or interfere with incoming telephone calls.

### Parts List:

- THP401 Base Unit
- 3-Foot Phone Cord
- Plastic Wall Anchors (2)
- Wall Anchor Screws (2)
- Water Sensor (Wired- Optional)
- Built-in Rechargeable Battery
- AC/DC Wall Voltage Adaptor (Power Plug)

## Features

- Monitors for power loss and low temperature
- Calls up to four programmed telephone numbers when an alert condition occurs
- Adjustable low temperature setting
- Optional water sensor included, security sensors can be added
- Built-in automatic battery backup

## Quick Start Instructions

### I. Installation

1. Connect the base unit: the center jack on the base unit is labeled “To Wall Phone Jack”. Use a standard telephone cord to connect to an active telephone jack.
2. Connect power: use the included AC adapter to connect the “Power Jack” to a standard 120 volt receptacle.
3. Install battery: the included battery must be connected in the rear compartment.
4. Optional: connect a telephone to the “To Phone” jack.
5. Optional: connect the included water sensor to the “Water Sensor” jack.

### II. Programming

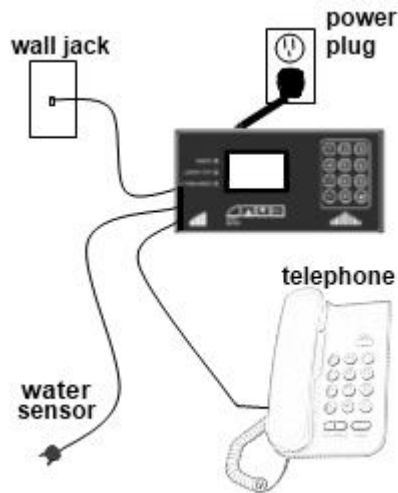
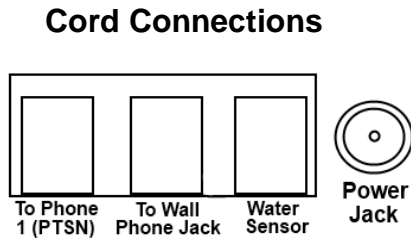
1. Press and hold the star (\*) key for three seconds to enter the programming menu.
2. Use the up and down arrow keys to move between menu items.
3. Use the Data Enter key to select a menu item and to save data after entry.
4. Use the Esc key to delete an entry or return to a previous menu.

### III. Operation

1. Press and hold the pound or hash key (#) for three seconds to arm and disarm the call out function. If a disarm password has been programmed you will be asked to enter this number to disarm (the default password is 1234). A disarmed system will display HOME on the screen and an armed system will display AWAY.

# Detailed Instructions

## I. Installation



- 1. Find a place to set or mount the base unit:** Unpack the THP401 and mount it in a convenient location using the two keyhole slots on the rear of the unit and the wall anchors (included). The THP401 can be placed on a table, the floor, or in other reasonable locations if permanent mounting is not desired. A good location for low temperature monitoring might be an area close to the thermostat to avoid any significant temperature differences in the building. The water sensor jack uses a phone cord connection that can be extended.
- 2. Connect to phone jack:** Connect one end of the phone cord (included, or use any standard phone cord, not a handset cord) to the “**To Wall Phone Jack**” telephone jack on the THP401, and the other end to the telephone service jack (wall plate jack). In some cases, the active phone service may be a telephone jack on a modem, router or cellular module. **IMPORTANT: if the phone service provider is through VoIP or a Cellular Module, you must ensure the modem or device that is providing the phone service has its own independent battery backup for power loss if you want the system to work during a power outage.**
- 3. Connect to telephone:** If you want to use a telephone at this location you can plug it into the “To Phone” jack on the base unit. **NOTE:** A telephone (handset or physical phone) is NOT required for the THP401 to operate. The THP401 needs connection to an active **phone line** through a wall jack or other device that provides phone service (a dial tone). The THP401 is a stand-alone automatic dial out system. The THP401 will not interfere with the phone service unless it is actively making outgoing calls due to an alert condition.
- 4. Connect to power:** Plug in the wall power plug (7.5VDC 500mA AC adaptor, 5.5 mm center positive) into a live 120-Volt electrical outlet and plug the other end (power connector) into the “**Power Jack**” on the THP401.

At this point the screen will initialize and the word Reliance will appear on the screen. The default display shows the temperature (degrees F), the backup battery charge symbol (with an “X” meaning it’s not yet connected), the time display of 00:00 or random numbers, and the word HOME.

- 5. Connect the backup battery:** Open the battery compartment cover on the back of the THP401 base unit and insert the white power connector on the backup battery pack into the 3-terminal connector inside the compartment. Note that the connector is keyed so that it will only fit one way. Fit the battery and wire into the battery compartment, be careful not to damage the battery wires, and reinstall the battery compartment cover. The battery icon on the screen will change to indicate the battery is now charging.
- 6. Connect the optional water sensor:** To use the included water sensor, connect it to the jack marked “Water Sensor”. The sensing end of the water sensor should be placed in a location that is normally dry, but could become wet in the event of a malfunction (sump pump failure, sewer backup, an appliance that might leak, etc.). When water touches both metal tips of the sensor, it will create the alert trigger. The water sensor can be extended up to 75 total feet using a 2-wire telephone cable and an in-line connector (extender).
- 7. Ready for operation:** The base station is now operational and ready for programming. It will take 24 hours to fully charge the battery but programming can begin immediately.

## II. Programming

Programming is done in the “HOME” mode and is very intuitive. Here are the basic controls:

- The \* (star) key is used for accessing the programming menus. Press and hold this key 3 seconds to begin programming.
- The “**Data Enter**” key is used to select a particular programming menu or to save an entry.
- The **UP arrow** and **DOWN arrow** keys are used to scroll through the menu selections.
- The “**Esc**” key is used to escape from a particular programming step or erase an entry/number.
- Numbers are entered directly on the numeric keypad.

**Programming Menus:** There are 3 main programming menus, and 6 sub menus of the “Base Setting” menu. The Telephone NO. menu (actual outgoing telephone numbers you are to program) along with the Alarm Low Temp. menu (the adjustable low temperature setting) do not have any sub menus.

Programming is very basic with the backlit display and keypad, utilizing the keys under the screen and the numbered keys on the right. Please take your time going through the menus and sub menus and familiarizing yourself with all of the options and general navigation.

### Programming Menus

1. Base Setting
  - I. Set Time
  - II. Daylight Savings ON/OFF
  - III. LCD Display Contrast
  - IV. Disarm Password Setting
  - V. Arming Delay
  - VI. Sensor Delay
2. Telephone NO. (numbers)
3. Alarm Low Temperature



### From Home Mode, Enter Programming by Holding \* (Star) Key 3 Seconds

**1. Base Setting:** Press the Data Enter key when **(1.) Base Setting** is highlighted

**I) Set Time:** Press the Data Enter key when **(1.) Set Time** is highlighted

The format is as follows: **YYYY-MM-DD hh:mm - (2012-01-01 00:00)**

Note that the time is in **24-hour format (13 for 1 p.m. etc.)**. The highlighted digit indicates which number you are to change. Simply press the number on the keypad to change each number for the year, month, day and time, and it will cycle to the next digit as you enter each number. The UP and Down arrows will also cycle through each digit to the left or right, but you must input a number to change an entry. Anytime you enter a number it overrides whatever was there. When finished, press the Data Enter key to save. A symbol will appear briefly along with the word “Save” confirming the information has been saved, and it will return to the Base Setting menu.

**This “Save” symbol will appear every time you save any setting in programming.**

### **II) Set Daylight Savings Time:**

Scroll through the menu using the UP or Down arrow keys

Press the Data Enter key when **(2.) Daylight Saving Time** is highlighted

Press the UP or DOWN arrow to turn this ON or OFF, and press the Data Enter key to save.

### III) Set LCD Contrast:

Press the Data Enter key when **(3.) LCD Contrast** is highlighted. The range is from 1 (lowest) to 5 (highest). The default setting is 3. Use the UP and DOWN arrows to select preferred contrast, and press the Data Enter key to save.

### IV) Set Disarm Password:

Press the Data Enter key when **(4.) Disarm Password** is highlighted. There is a field where any 4 numbers can be entered. It will only allow 4 numbers as a Password, and the numbers must be entered by using the numbered keypad. The Esc key will delete numbers entered, or exit the menu. Once the desired 4 number Password is entered, press the Data Enter key to save it. Make note of the Password, but also remember it can be viewed or changed anytime from this same programming menu.

If the Password is forgotten and the system is in AWAY mode (armed), you must pull the power plug and disconnect the battery to reset the THP401 to HOME mode where the Password can be viewed/changed.

### V) Set Arming Delay:

Press the Data Enter key when **(5.) Arming Delay** is highlighted. Enter a number between 0 and 240 seconds. Press the Data Enter key to save the setting.

The Arming Delay is associated with the time delay (in seconds) when arming the system, which is done by activating **AWAY** mode by holding the # key. This setting should be set to a very short time in most applications, such as 0, 5 or 10 seconds. However, if you are using security sensors, you may want to change this to a larger number to allow you to arm the system and leave the building so that you don't activate any security sensors on your way out.

### VI) Set Sensor Delay:

Press the Data Enter key when **(6.) Sensor Delay** is highlighted. Enter a number between 0 and 240 seconds. Press the Data Enter key to save the setting.

This is a time delay for the Water Sensor jack on the THP401, where you either connect a water sensor or other security sensors. The delay is based on initially detecting an alert, and how long it takes after detection before the system begins to make outgoing calls to the programmed telephone numbers. The alert must be a continuous condition.

For example, the water sensor touches water, or any sensor creates a contact closure, as long as the contact closure is continuous, the screen counts down in seconds and when it reaches zero the system begins placing outgoing phone calls.

## 2. Telephone NO. (numbers): Press the Data Enter key when **(2.) Telephone NO.** is highlighted

You will see 4 phone number locations, numbered 1, 2, 3 and 4. Use the UP or DOWN arrows to highlight a location, and press the Data Enter key on any location to enter it. Enter the desired telephone number by using the keypad. The Esc key will delete any numbers. Press the Data Enter key to save the number. After saving a number, it will now be visible on the main telephone number menu where all 4 locations are displayed. You can view, change, delete, or add phone numbers at any time from this menu. They will never be deleted automatically as the memory of the THP401 will always save this data even when there is no power to the system.

**IMPORTANT:** The most critical part of programming is to program the CORRECT telephone numbers in consideration of the dialing patterns set by the phone company where the call is originating (the phone service the THP401 is using). Landline (or any VoIP) phone services generally have specific rules and calling areas when making outgoing calls, unlike cellular phones which rarely need a "1" in front of any outgoing call.

Before programming telephone numbers, it's important to be 100% certain if you need the 1 + area code, or just the area code + 7 digits, or just the 7 digits, for the outgoing numbers to be called. Verify how the numbers must be called before programming. If you have a telephone where the THP401 is being connected, simply call every number to be programmed with the household telephone to confirm the calls connect. You would then program the numbers into the THP401 EXACTLY how they would be dialed from a telephone at that location.

When programming cell phone numbers, the physical location of the cell phone does NOT change how the number should be dialed from the house phone line (and programmed into the THP401). If you need to dial only 7 digits from

the household phone to a specific cell phone, and the cell phone will be out of state when the system is active, you still program only the 7 digits. **NOTE: This may not apply if the cell phone is outside of the country.**

Even though there are 4 locations for telephone numbers, you are only required to program one telephone number. You can program the same number in all four locations if desired. When satisfied with all of the telephone number programming, press the Esc key to return to the previous menu.

You cannot program the phone number of the location where the THP401 is connected to, unless there are multiple phone numbers in the building phone system (multi-line system).

**NOTE: It is strongly recommended that you do not enter “911” as a telephone number, as any dial outs using the THP401 to 911 are not considered emergencies of this caliber.**

**The numbers you program are your own responsibility, and should be numbers to only people such as yourself and others that have agreed to accept phone calls from this system.**

- 3. Alarm Low Temperature:** From the main programming menu, scroll down to **(3.) Alarm Low Temp** and press the Data Enter key.

The Alarm Low Temp setting is the low temperature you set for monitoring the failure of heating systems. If the internal temperature of the THP401 (shown on the display) drops to the programmed temperature, the alert will be triggered. Outgoing telephone calls will begin immediately when a low temperature is detected.

Press the number keys to select a preferred low temperature number, press the Esc key to delete a number, press the Data Enter key to save the temperature. Press the Esc key to exit the programming menu, or scroll through other options if additional programming is desired.

## Important Programming Notes:

**PROGRAMMING TIMEOUT DELAY = 3 MINUTES.** While in programming menus, if no keys are pressed and no selections are made within any 3 minute time period, the system will revert back to the default screen (HOME). Anytime any key on the keypad is pushed, the backlit display will light up and allow scrolling through menus, selection and entry.

**MUST BE IN “HOME” MODE TO PROGRAM:** If programming (holding the \* star key) is attempted while the THP401 is in AWAY mode, a message will appear that says “Please Disarm”. This message will not change until the system is disarmed (changed back to HOME mode) by holding the # key, and entering the 4-digit Password.

**RESET THE PASSWORD:** If the system is armed (AWAY) there is no way to disarm the system using the keypad if you do not have, or have forgotten, the password. If the password is forgotten while the system is in AWAY mode, the wall power plug and the battery pack must be disconnected. Disconnecting both sources of power will reset the system back to HOME mode (disarmed). The password is visible and can be changed from the programming menu at any time when the system is in HOME mode.

**DON'T WORRY ABOUT LOSING TELEPHONE NUMBER MEMORY:** THP401 has non-volatile memory, meaning any programming you have saved will not be deleted even with all power removed. However if the battery and wall plug are both disconnected for a time period greater than 15 minutes, the date and time must be reset, but not the telephone numbers or any other settings.

### III. Operation

The THP401 has two modes of operation: **HOME** and **AWAY**.

**HOME** = DISARMED, IT WILL NOT PLACE PHONE CALLS

**AWAY** = ARMED, OUTGOING PHONE CALL MODE ACTIVATED



**To put the system in AWAY mode: press and hold the # key for three seconds.** The screen will show a countdown until the system is armed and AWAY is displayed on the main screen. The amount of time until AWAY mode is activated after holding the # key is based specifically on programming step **5. SET ARMING DELAY**.

**To put the system in HOME mode: hold the # key for three seconds.** You will be prompted to enter the Password. Enter your four digit password and press the Data Enter key. The THP401 will return to the main display and HOME is shown on the screen. If you have forgotten the password, you must pull the power plug and disconnect the battery to reset the status to HOME mode.

**HOME** mode is used primarily for programming, yet it always monitors for alert conditions. If an alert is triggered in HOME mode, it will display the alert on the screen, and sound local beeps at different intervals until the alert condition is no longer detected. It will not place any phone calls.

If an alert is triggered while in HOME mode and you want to disable the beeping before the alert condition can be resolved, hold the # key, it will ask for the Password, enter the Password and press the Data Enter key. The beeping will stop so that you can resolve the alert condition.

**AWAY** mode is for the THP401 to place outgoing calls in the event an alert condition is detected and lasts long enough for the system to place outgoing telephone calls. The green System Armed light to the left of the display will turn on while in AWAY mode.

**The THP401 needs to be set to AWAY mode any time you want the system to monitor for the alert conditions and place outgoing telephone calls.**

When an alert is triggered, a message will appear on the display identifying the alert condition, and the system will beep every few seconds counting down until the first outgoing phone calls are made (the beeps become faster when the system is placing phone calls). If at any point the alert condition is no longer detected, the screen will revert back to the main AWAY mode screen, and the system will continue to monitor for any alert condition.

A continuous alert condition must be present for the allotted time before any outgoing telephone calls are placed. The only exception to this is the low temperature alert. When a low temperature is detected, the system will immediately begin to place outgoing phone calls – there is no time delay. If at any time the temperature rises back up above the temperature setting, it will stop the call cycle and resume monitoring. The same is true for any alert condition no longer being detected, the system will remain armed in AWAY mode and continue to monitor.

### Call Cycles and Alert Information

**If at any point any alert call is answered and a response code is entered, it immediately will stop the calling cycle based on the response code (refer to the next section on Answering and Responding).**

When the THP401 places outgoing telephone calls after detecting an alert condition, the calling cycle of outgoing phone calls is always the same. When the system places a phone call, the alert condition voice message is played 4 times. After the voice message is played 4 times, it will end the call automatically and proceed to call the next phone number immediately. This is assuming nobody answers the call and enters a response code, and that the alert condition is continuously detected.

The system will continue to call phone numbers, performing a total of 5 calling cycles (calling each number programmed in sequence, and repeating 4 more times or “cycles”). The system will continue to call as long as nobody answers any

phone calls, or if calls are answered, no response code is entered. After completing the 5 calling cycles, the system will wait 1 hour and then begin the calling cycles once again if the alert condition is still present.

**1) Power Loss:** if the power is lost to the Power Jack from the Wall Power Plug, the system will initiate an alert condition and the display will read “Alert Delay” with the numbered countdown in seconds (starting at 300, this delay cannot be changed). The screen will also display “**Mains Power Fail**”, and the Low Battery light will flash by default since it now is using strictly battery power even if the rechargeable battery is not yet low.

After the countdown reaches zero, the system begins to place outgoing phone calls to the telephone numbers programmed into the memory. When the call is answered, the prerecorded voice message will say:

**“Accessory switch activated, press 0 and # to acknowledge the alarm, press 1 and # to disable the alarm”**

**2) Temperature Drop:** if the temperature at the THP401 drops to the programmed low temperature setting, the system will initiate an alert condition and the display will read “**Inter Low Temp**”.

In a low temperature condition, the system begins to place outgoing phone calls to the telephone numbers immediately. When the call is answered, the prerecorded voice message will say:

**“Low temperature sensor activated, press 0 and # to acknowledge the alarm, press 1 and # to disable the alarm”**

**3) Water Sensor:** if there is a contact closure at the water sensor or any security sensor, the system will initiate an alert condition and the display will read “**Inter Flood Alert**”, along with the countdown of however many seconds were selected in programming menu **6) SET SENSOR DELAY**. When the countdown reaches zero, the system begins to place outgoing phone calls. When the call is answered, the voice message will say:

**“Water sensor activated, press 0 and # to acknowledge the alarm, press 1 and # to disable the alarm”**

## Answering and Responding to Alert Telephone Calls

When receiving any of the alert phone calls, the response options are always the same, the only difference in the voice messages is the indication of what type of alert condition is being detected. These are preset messages and cannot be changed or rerecorded.

**1) Power Loss: “Accessory switch activated”**

**2) Low Temperature: “Low temperature sensor activated”**

**3) Water Sensor jack: “Water sensor activated”**

The response options are as follows, which are stated in the voice message when receiving a call:

**1) Press 0 and # to acknowledge the alarm**

**2) Press 1 and # to disable the alarm**

**Acknowledge the alert:** When someone answers an alert call, if the 0 key and then the # key are pressed, it tells the system that the alert has been acknowledged. The system stops its calling cycle immediately, and will wait a period of 1 hour until it starts a new calling cycle, assuming the alert condition has not changed and still exists. Acknowledging simply delays the next phone call cycle 1 hour, allowing someone to resolve the problem or continue monitoring to see if it exists an hour later. If a call is answered and a response is not entered, the system calls the next programmed number, and follows the call cycle pattern until someone does answer and respond or until the alert condition no longer exists.

**Disable the alert:** when someone answers an alert call, if the 1 key and then the # key are pressed, it will disable any further outgoing calls from the THP401 – but only for that specific condition. Disabling an alert means that no further outgoing calls will be made ONLY for that specific alert condition which created that calling cycle to begin with.

For example, if the power fails and an outgoing call is made where the recipient of the call disables the alert by pressing 1 and then #, no more calls will be made if the power is restored and lost again. However, if the temperature subsequently drops below the programmed low temperature setting, the system will initiate a new low temperature alert and begin calling cycles for the low temperature condition. The same rules apply to the water sensor (or security sensors). Whichever alert condition is being detected, if that alert is disabled, the other sensors still remain active unless they are also disabled in the same fashion as the first.

Once an alert is disabled, before the THP401 will monitor and place phone calls for that alert, the system needs to be changed back into HOME mode and then again into AWAY mode. Someone must be at the THP401 to do this.



Disarming and rearming in this fashion (changing to HOME mode and activating AWAY mode) resets any alert that was disabled, and the system is once again fully functional and monitoring for alert conditions, ready to place outgoing alert calls.

## Testing the System to Place Outgoing Calls

Once all of the programming has been completed and you are familiar with how the system operates, you must test the THP401 to confirm that you have programmed the telephone numbers correctly and that the system is compatible with both your telephone line and the telephone number(s) being called.

### **Simulating an alert condition to test the programmed numbers:**

Set to the system to AWAY mode, and unplug the AC Wall Power Plug to simulate a power outage alert. The screen will show the alert being triggered and begin the countdown (5 minutes, shown as 300 seconds). Once the 5 minutes has passed, the system will begin the first calling cycle.

**Answer the call yourself (with a cellular phone) or have someone else ready to answer the call at another location.** When the call is answered, listen to the message and decide if you want to stop the calling cycle by entering the acknowledge code by pressing the 0 key and then the # key. If you want the system to call multiple numbers during this test, just answer the call and hang up after listening to the message and the system will call the next programmed number. Plug the AC Wall Power Plug back in when you are finished or satisfied with the testing.

You can perform a similar test using the water sensor jack by placing the sensor tips in a cup of water.

## Water Sensor and Security Sensor Information

The alert condition for the Water Sensor jack is triggered by a continuous contact closure. The condition must last long enough from initial detection until the Sensor Delay time counts down to zero before any outgoing alert calls are placed. If at any point the contacts are closed and then opened (example: the water sensor briefly touches water but then is no longer touching water), that particular alert condition is no longer detected, any outgoing call cycles will stop, yet the system will continue to monitor for alert conditions and place outgoing calls accordingly if new conditions are detected.

Security sensors that produce a switch closure can also be connected to the "Water Sensor" jack on the THP401. Any sensor connected to this jack must have a "normally open" switch. The alert will be activated when the switch is closed. Using a paralleling adaptor, multiple sensors can be used as long as the total wire length does not exceed 75 feet.

## Alarm Dialing Equipment

This equipment has Line Seize capability. This is a feature that allows the equipment to disconnect other equipment connected to the same phone line and initiate an alert call even when other equipment (telephone, answering system, computer modem, etc.) on the same line is being used.

**Caution - If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this alert, Model THP401, does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.**

**Caution - To ensure proper operation, this equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alert, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instructions.**

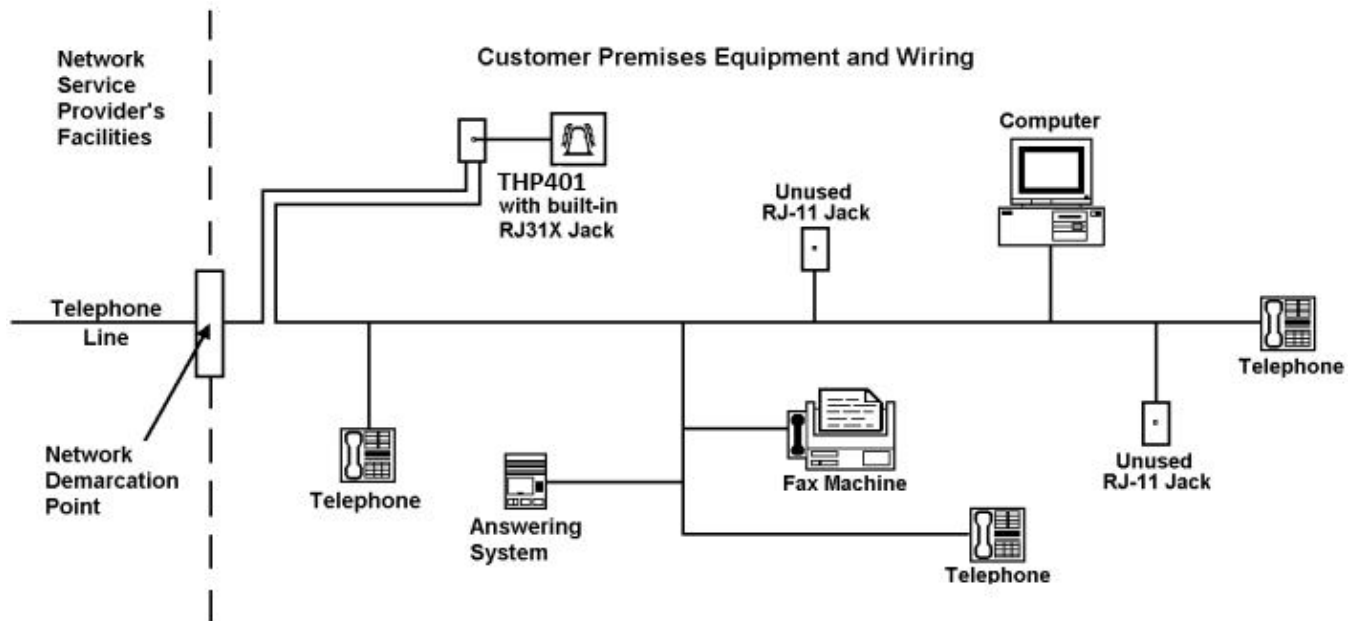
**Caution - In order for this alert dialing equipment to be able to seize the phone line to report an alert condition or other event when other customer equipment (telephone, answering system, computer modem, etc.) connected to the same line is in use, this alert dialing equipment should be connected in series with, and ahead of, all other equipment attached to the same phone line. Series installation of this equipment is depicted in the figure below. If you have any questions concerning these instructions, you should consult your telephone company or a qualified installer about installing the necessary jack and alert dialing equipment for you.**

**Caution - Verification of Line Seize capability should be made immediately after installation, and periodically thereafter, in order to ensure that this equipment can initiate a call even when other equipment (telephone,**

answering system, computer modem, etc.) connected to the same line is in use.

**Caution** - This equipment cannot report an alert if it is not wired in series and ahead of other customer owned equipment when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use.

## Recommended Installation To Insure That Alert Calls Will Be Made:



## Telephone Network Information

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.

If this equipment, Model THP401, 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 trouble is experienced with this equipment, for repair or warranty information, please contact Reliance Controls Corporation at 800-439-5745 or email [support@reliancecontrols.com](mailto:support@reliancecontrols.com). 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.

This equipment is not intended for use on party lines.

This device uses an AC to DC power adapter. The AC power adapter should be plugged into a surge protector.

## **FCC Declaration of Conformity**

This equipment complies with Part 15 of the FCC rules. This equipment also complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the exterior surface of the alert housing is a label that contains, among other information, a product identifier in the format **US:RCCAL01BTHP401**. The ringer equivalence number (REN) is 01B.

If requested, this information can be provided to the telephone company.

## **One Year Limited Warranty**

Reliance Controls Corporation ("Reliance") warrants this product to be free from defects in materials and workmanship under normal use for a period of one year from date of purchase, provided the product has been installed and used in accordance with Reliance's instructions and has not been subjected to misuse, alteration, modification, accident, or repair not performed by Reliance. Reliance's obligation under this warranty is strictly limited to repair or replacement of the product only. The cost of labor to remove the product or install a replacement is not included in this warranty. Reliance shall not be liable for any incidental, special, or consequential damages whatsoever, including damage to person or property resulting from the product's failure to operate in the manner in which it was designed. Use of this product is at the risk of the owner. Reliance strongly recommends that this product be fully tested after installation in accordance with these instructions to confirm proper operation and compatibility with your local phone system. Further, this product should be re-tested on a regular basis to insure continued operation. In the event that this product does not conform to this warranty within the warranty period, the product may be returned with dated proof of purchase to Reliance, at the address below, freight prepaid. Upon verification of defect Reliance shall at its sole discretion either repair or replace the defective product. Batteries are not covered by this or any other warranty. The forgoing warranty is exclusive and in lieu of all other expressed or implied warranties if any, including but not limited to implied warranties of merchantability and fitness for a particular purpose. This warranty gives you specific legal rights, and you may have other rights, which vary from state to state.

Reliance Controls Corporation  
ATTN: WARRANTY CLAIMS DEPARTMENT  
2001 Young Court  
Racine, WI 53404

## **To Return a Product to Reliance Controls Corporation**

Reliance will accept warranty returns for repair or replacement within the terms of the above warranty. All units deemed out of warranty will be repaired at prevailing charges. All products being returned to Reliance Controls must have an RGA (Return Goods Authorization) number. To request an RGA number, call Reliance Controls customer service at (800) 439-5745. No returns will be accepted without an RGA number.

## **Contact Information**

Reliance Controls Corporation  
2001 Young Court  
Racine, Wisconsin 53404  
[www.reliancecontrols.com](http://www.reliancecontrols.com)  
(800) 439-5745

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