



**nero**

*Integrated IP Alarm System*

## **Installation Guide**

V0.2

Firmware V1.0

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# 1. Overview

## a. Description

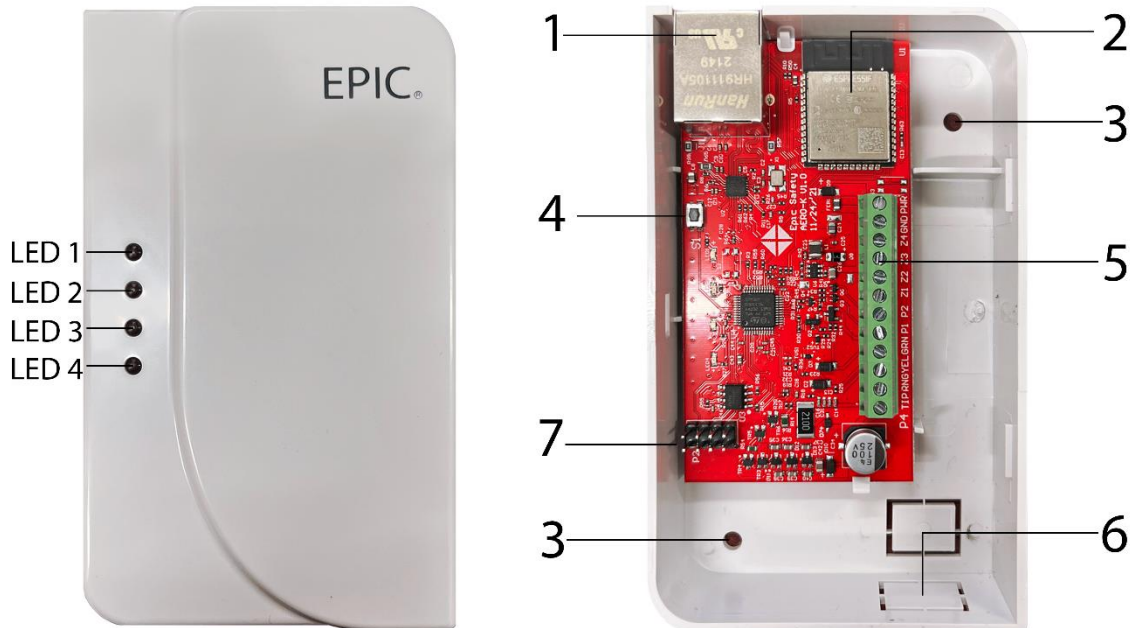
Nero is the world's smallest interactive take-over IP alarm system. This comprehensive system connects to our secure IoT cloud platform for sending alarms, troubles, open/close, events, and system and zone statuses. From there, all data is forwarded to the Central Monitoring Station (CMS) for immediate action. It features 7 zones for wired sensors and peripherals, along with 1 Siren and 1 PGM (for automation functions).

The convenience of our innovative cloud and mobile keypad provides dealers with information on their users and systems, in addition to many diagnostic tools, allowing them to program and make changes remotely. Dealers can access the Aryo cloud platform via web and iOS and Android smartphone apps.

## b. In the Box

- nero
- Quick Start Guide
- 330-ohm EOL Resistor

## c. Parts Identification



- |                   |                      |
|-------------------|----------------------|
| 1) RJ45 connector | 5) Terminal block    |
| 2) WiFi module    | 6) Wire entrance     |
| 3) Mounting holes | 7) RF Expansion port |
| 4) Button         |                      |

## 2. Introduction

### a. Operational Scenarios

- Take-over any existing alarm system.
- Modernize old or legacy systems.
- Replace any system on the 3G network.
- Upgrade and replace traditional landline systems.
- New installations

### b. Device & Cloud Features

#### *Nero:*

- Compact and lightweight design.
- Ethernet and Wi-Fi connectivity options.
- Easy-to-install sensors and devices for flexible and hassle-free deployment.
- Low-power consumption and energy-efficient design for cost-effective operation.
- Remote control and monitoring via the Aryo cloud Platform.
- Multiple arming modes available.
- Partition and zone status monitoring.
- Web-based programming for easy configuration.
- Entry delay monitoring.
- Automation capabilities using 1 PGM.
- Temperature monitoring for environmental control.
- Voltage monitoring for enhanced system reliability.
- Full supervision.
- Full event reporting to the Aryo cloud and CMS.
- User code management with 1 master code (for the primary user) and up to 40 user codes.
- Remote firmware updates for system enhancements and security patches.

### *Aryo cloud platform:*

- Mobile app integration for on-the-go control and monitoring via smartphones and tablets.
- End-to-end device and user data encryption for enhanced protection.
- Multi-factor authentication options for enhanced user verification.
- Support multiple languages for user interface.
- Centralized management of multiple alarm systems within a single app.
- Mobile keypad for fully interactive and user functions.
- Comprehensive command and keypad interactions.
- Emergency buttons for immediate response activation.
- Single and group zone bypass and un-bypass functionalities.
- Effortless cancellation of false alarms and dispatch of resources.
- Management of master and user codes.
- Daily summary reports and remote diagnostics.
- Customizable user permissions and access levels for tailored security settings.
- Advanced analytics and reporting tools for trend analysis and security insights.
- Customizable Push, Email, SMS, and Audible notifications.

### **3. Pre-Installation Requirements**

- Conduct a placement test to find a suitable location with the best signal strength.
- DO the wiring when Nero is powered down.
- DO NOT route any wire over Nero's circuit board.
- DO NOT power up Nero prior to user and device registration.
- Install and operate Nero within its specified temperature ranges to prevent any possible damage.
- DO NOT install the unit close to heating source, direct sunlight, or in a damp location.
- Always connect Nero to an approved power source and battery backup.
- Use a relay when connecting Nero siren and the PGM to any external device with rating over 350 mA. Otherwise, it will damage the device. Refer to section **4.b** for further guidance.

### **4. Setup & Installation Steps**

The required steps for setting up cloud and Nero are summarized below.

#### **a. Add User & Device on Aryo Cloud**

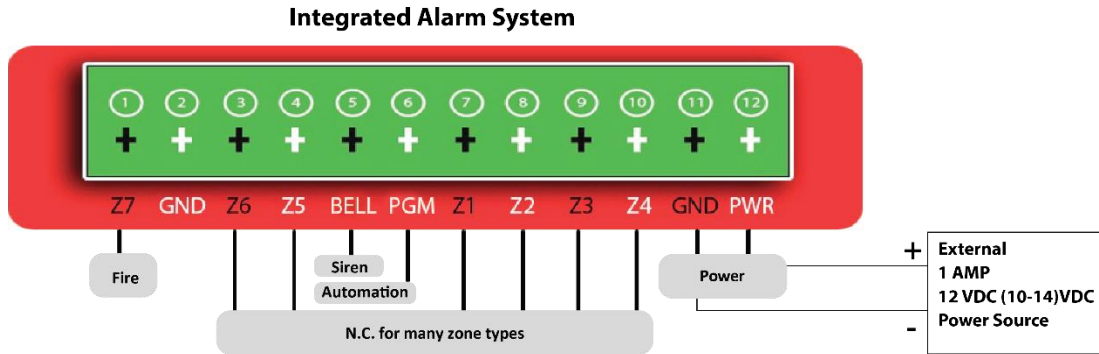
- Register the user on the Aryo cloud platform.
- Add the device.
- Assign the newly added device to the registered user.
- Assign a specific account number obtained from your CMS to monitor the system.

Install and wire Nero before powering it up. Nero terminals and their specifications are described in section 5.f.

**b. Install Nero**

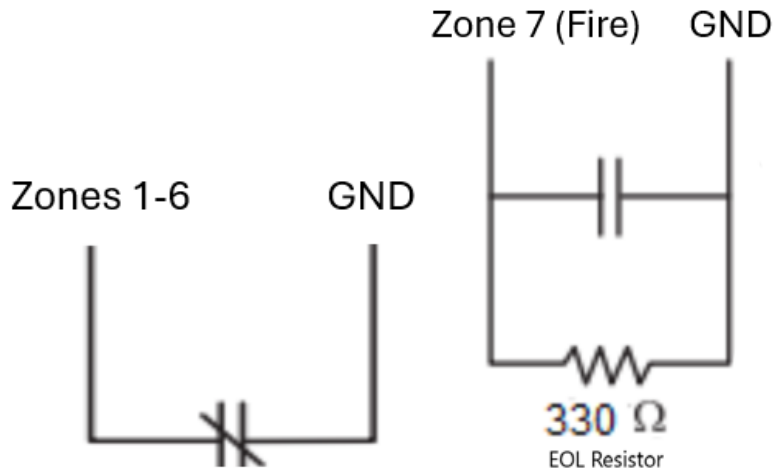
Install and wire Nero before powering it up. Nero terminals and their specifications are described in section 5.f.

**i. Power Wiring**



**ii. Zone Wiring**

Except for the fire zone (zone 7), all zones are normally closed (NC) with no EOL resistor.

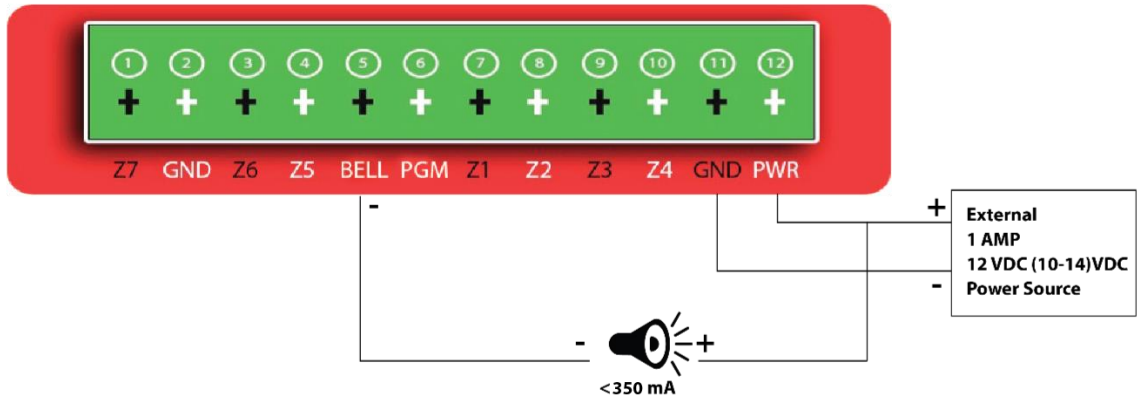


**iii. Bell Wiring**

**1. Siren**

If the siren rating is less than 350 mA, it can share the external power with the system and no relay is required.

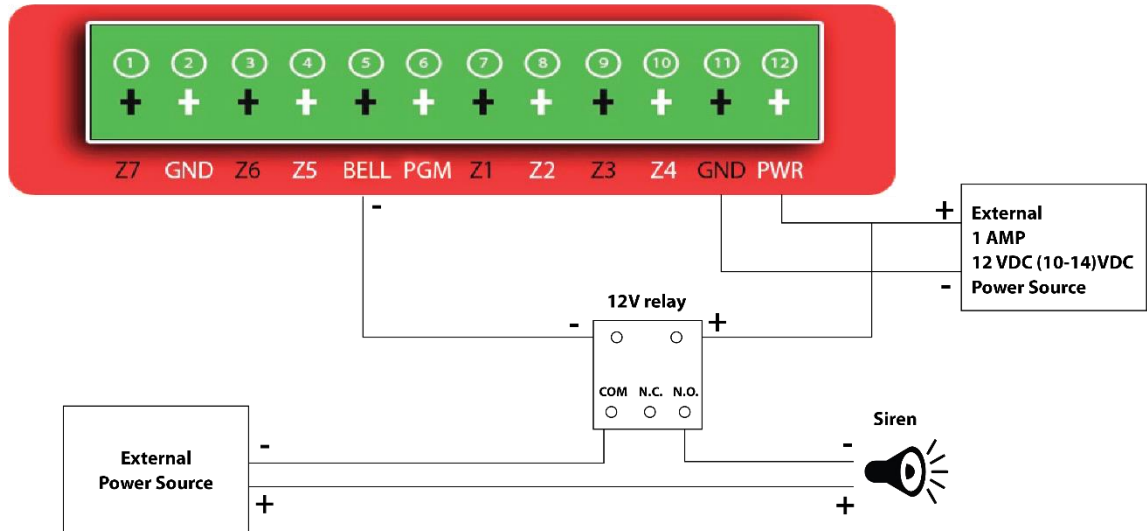
### Integrated Alarm System



### 2. High-power Siren

For sirens with a rating of over 350 mA, a 12V DC relay and an external power source, separate from the main power source are required.

### Integrated Alarm System



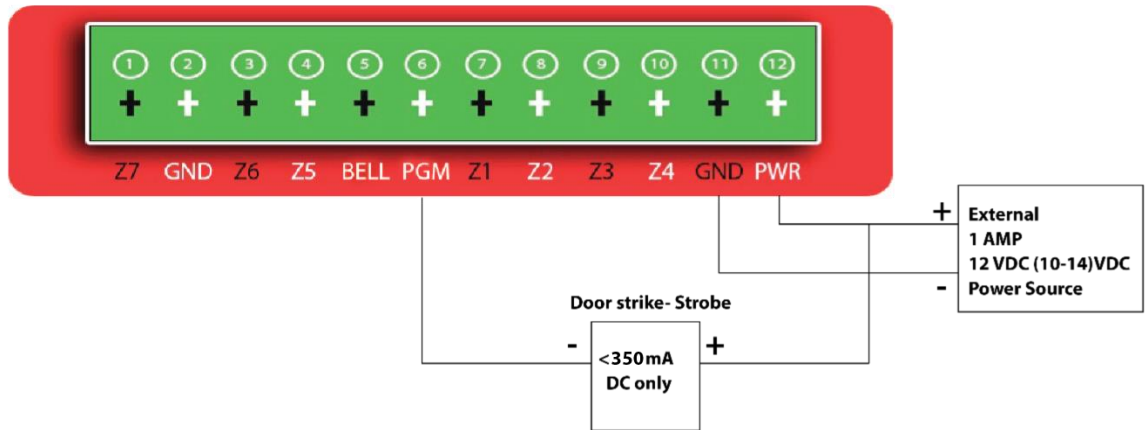
### iv. PGM Wiring

#### 1. PGM - DC Power

For DC door strike and strobe with a rating less than 350 mA, refer to the diagram shown below.

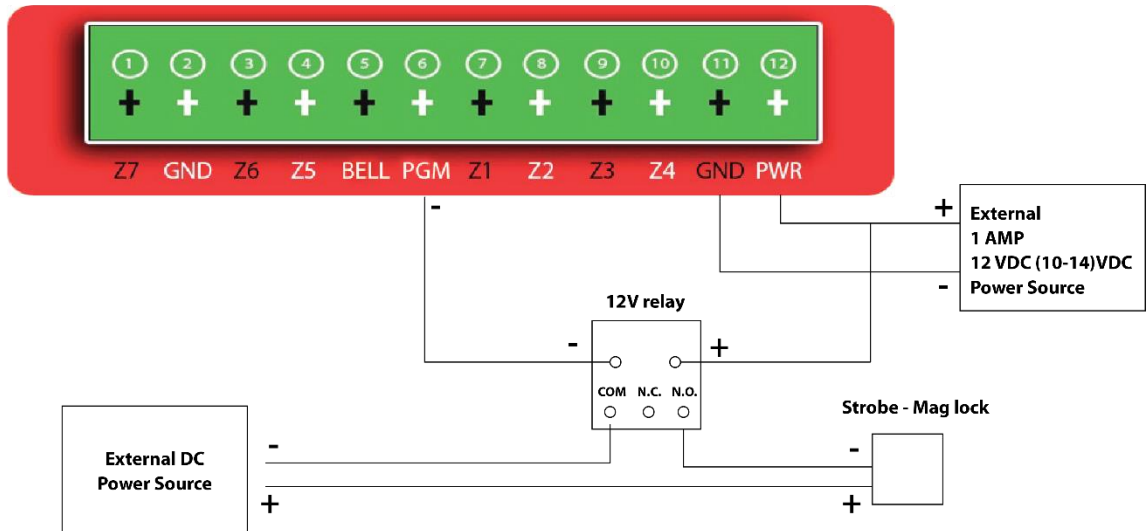


### Integrated Alarm System



If over 350 mA is required for devices such as large strobes or mag-locks, a 12V DC relay and an external power source, separate from the main power source are required.

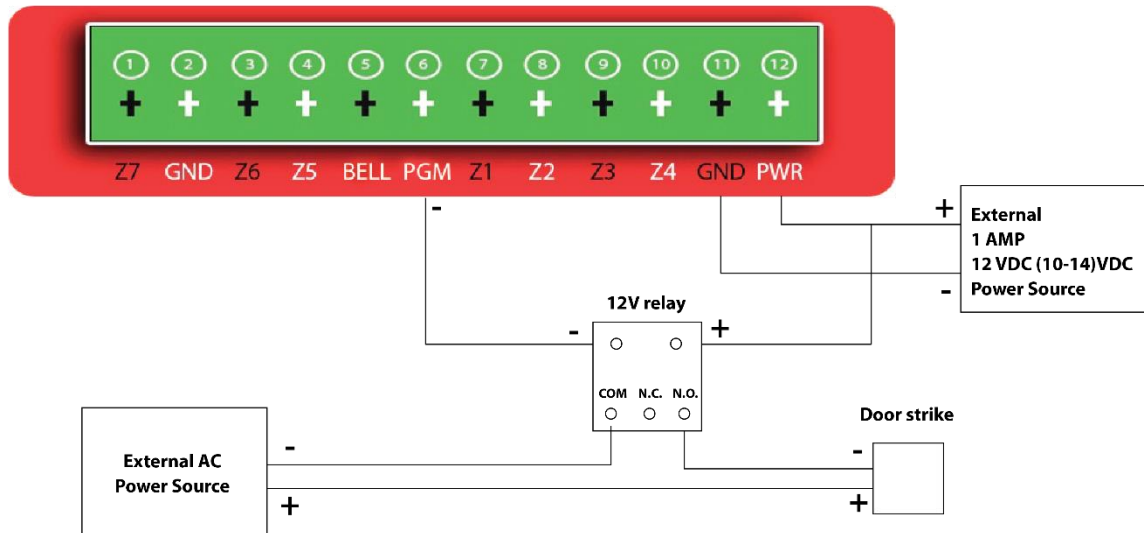
### Integrated Alarm System



## 2. PGM - AC Power

For DC strobe or maglock with a rating over 350 mA, a 12V relay and a separate power source are required.

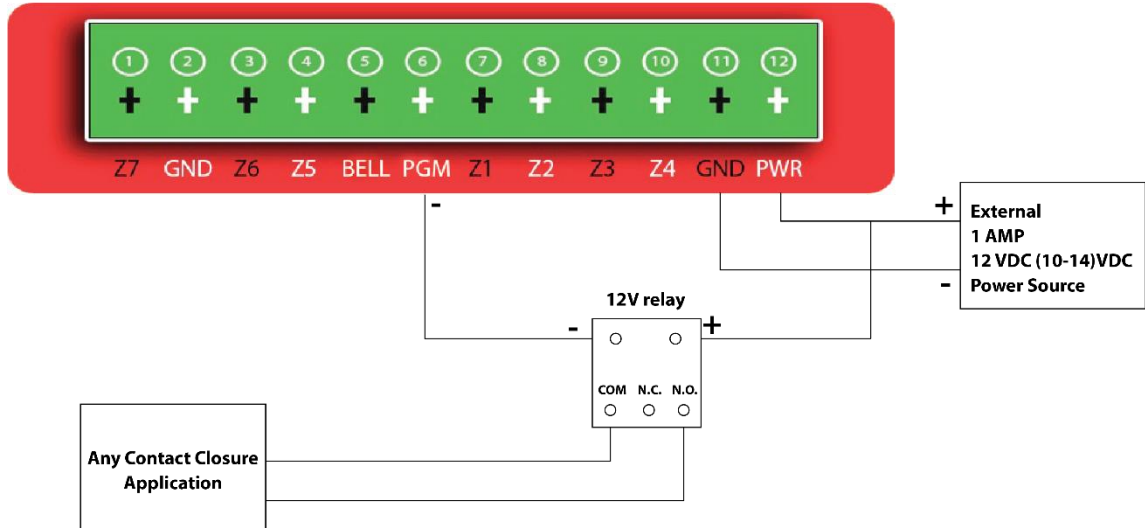
### Integrated Alarm System



### 3. PGM - Contact Closure

For any contact closure applications, use a 12V relay as shown below.

### Integrated Alarm System



### c. Setup Network Connection

Nero can connect to the network using Ethernet or WiFi. Refer to the configurations below, depending on the selected method.

## i. Ethernet Configuration

1. Plug in the Ethernet cable to Nero.

- If Nero receives an IP through DHCP and operates normally, the WiFi Access Point (AP) function turns off after 10 minutes.

If the connection is successful, LED 5 and LED 6 on the RJ45 connector will be on (refer to section 5.e for details). If the connection fails, check the router and Ethernet cable connection from both sides. If required, disconnect and reconnect the Ethernet cable, and/or reboot the router.

If it is required to switch to WiFi mode, while the device is currently connected to the network via Ethernet, unplug the Ethernet cable first. This will enable the WiFi AP function of the device. If WiFi setting has not been done before or needs to be re-configured, follow the WiFi configuration steps from step 2 to connect to the network through WiFi.

## ii. WiFi Configuration

WiFi configuration can be set using smartphones or computers following the steps below after installing the device.

1. Power up Nero.

2. Turn on WiFi on your Android phone, iPhone, or computer.

3. Find “nero” in the WiFi list and connect to it.

4. The setup will pop-up automatically.

- If this step succeeds, go to step 6.
- If the page does not pop up automatically or if you are using a computer, go to step 5 for the manual setup.

5. **Manual Setup:** Open a browser and type 192.168.4.1 (IP address) of Nero in the web page address input and press “go” on your phone key input or “enter” on your computer.

- If the page still does not show up, turn off WiFi and turn it back. Then, start from step 3 again.

6. On SSID section, open up the drop-down menu (click on ‘V’) to choose your intended WiFi SSID from the drop-down menu.

- If there is no WiFi list or you cannot find the intended WiFi SSID, you can directly input the desired WiFi SSID after checking the “Enable Hidden SSID” box.

7. Enter your WiFi password and press “Connect” button.

8. If the settings are successful, the page will close automatically.

- Depending on the browser, the WiFi settings page may not close automatically. In this case, close the page manually.

9. If Nero receives the IP through DHCP and operates normally, the WiFi AP function is turned off after 10 minutes.

After WiFi configuration succeeds, the WiFi connection to “nero” will be terminated automatically. You may need to connect back your phone or computer to the original network.

If WiFi re-configuration is required, hold the buttons shortly (1 sec) to enable WiFi setup mode. Then, start the configuration from step 2.

#### **d. Complete Aryo Cloud Configurations**

Complete Nero configurations on the Aryo cloud. For further information, refer to our dealer portal.

#### **e. Configure User’s Mobile App**

- After completing the registration, user will receive an email from the Aryo cloud with a link to set up their account.
- User downloads the Aryo app from the App Store (iOS) or Google Play Store (Android).
- Upon successful logging into the Aryo app, they will be prompted to change their password.
- Once the new password is set, the user is now able to use the app to access and manage their system. User must also update the default master code.

## **5. Performance Guide**

### **a. Signal Level**

The signal level is reported using RSSI (Received Signal Strength Indicator) method which can be converted to dBm (decibel-milliwatts). The RSSI and corresponding signal strength bar can be seen in the table below:

<b>RSSI</b>	<b>Signal Level (dBm)</b>	<b>Service Level</b>
99	NA	No service
0-3	-113~-90	

4-14	-89~-85	Poor signal- Nero will trigger signal strength trouble event.
15-24	-83~-65	Acceptable
25-31	-63~-51	Good

This data is for reference only and may not be applicable for all situations.

### b. Temperature

For correct operation, the system must be in the operating range for temperature level. The default temperature levels, and their corresponding interpretations are listed below. Dealers will be able to adjust the high and low temperatures and view the current value on the Aryo cloud platform.

Noro Temp. (°C)	Interpretation
< -5 °C	Low – Nero will trigger low-temperature trouble event.
-5 °C to 50 °C	Normal
> 50 °C	High – Nero will trigger high-temperature trouble event.

### c. Voltage

For proper operation, Nero should be powered by an approved power source within the recommended range. Different voltage levels and corresponding interpretations are listed below.

Voltage (VDC)	Interpretation
< 10	Low voltage - Nero will trigger power trouble event.
10.1 – 13	Acceptable
13.1 – 14.5	Good
> 14.5	High voltage - Nero will trigger power trouble event.

### d. Button Functions

Nero button is used for a few functions according to the table below:

Button Press Time (sec)	Function Name	Function Use	Duration time	LED Indicators
1 sec	Self-Test	1- To send device information such as signal level, voltage, and temperature to Aryo cloud.	Immediate	Blinks once

		<p>2- To re-configure WiFi setting if required.</p> <p>3- Could be also used when exiting the Signal Level Mode, before the duration specified in the next row ends.</p>																				
5 sec	Signal Level Mode	<p>To select the best mounting location based on the signal level of Nero.</p> <table border="0"> <thead> <tr> <th>LED Indications</th> <th>RSSI</th> </tr> </thead> <tbody> <tr> <td>LED 1 Blink</td> <td>0 ~ 13</td> </tr> <tr> <td>LED 1 On</td> <td>14 ~ 15</td> </tr> <tr> <td>LED 2 Blink</td> <td>16 ~ 17</td> </tr> <tr> <td>LED 2 On</td> <td>18 ~ 19</td> </tr> <tr> <td>LED 3 Blink</td> <td>20 ~ 22</td> </tr> <tr> <td>LED 3 On</td> <td>23 ~ 25</td> </tr> <tr> <td>LED 4 Blink</td> <td>26 ~ 28</td> </tr> <tr> <td>LED 4 On</td> <td>29 ~ 31</td> </tr> </tbody> </table>	LED Indications	RSSI	LED 1 Blink	0 ~ 13	LED 1 On	14 ~ 15	LED 2 Blink	16 ~ 17	LED 2 On	18 ~ 19	LED 3 Blink	20 ~ 22	LED 3 On	23 ~ 25	LED 4 Blink	26 ~ 28	LED 4 On	29 ~ 31	30 sec	Slow blinking
LED Indications	RSSI																					
LED 1 Blink	0 ~ 13																					
LED 1 On	14 ~ 15																					
LED 2 Blink	16 ~ 17																					
LED 2 On	18 ~ 19																					
LED 3 Blink	20 ~ 22																					
LED 3 On	23 ~ 25																					
LED 4 Blink	26 ~ 28																					
LED 4 On	29 ~ 31																					
10 sec	Reboot Device	If required for troubleshooting or WiFi setting re-configuration.	Immediately	Fast blinking																		
15 sec	Reset SSL	When a device is reused for a new client or moved to a new location.	Immediately	Alter blinking																		

### e. LED Indications

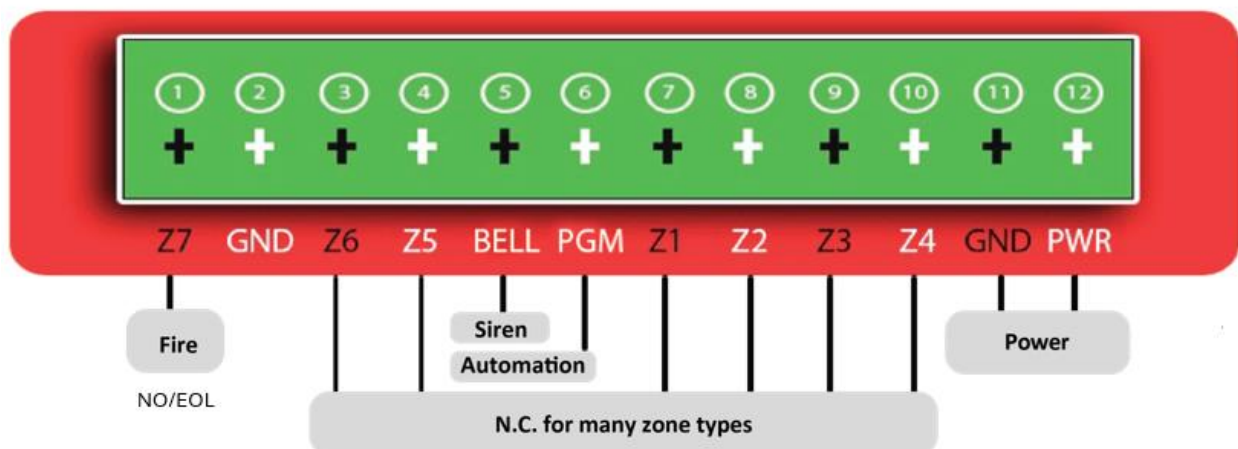
Condition	Status	LED	Color	On	Off	Fast blink	1 blink	2 blinks
Power	DC power on	1	Red	X				
	DC power off	1	Red		X			
	Device not registered	1	Red				X	
	Device troubles	1	Red			X		
Network Status	Connected to a network via Ethernet	2	Green	X				

	Connected to a network via Wi-Fi	2	Green				X	
	Not connected to a network (SSID exists)	2	Green		X			
	Not connected to a network, Waiting for setting Wi-Fi SSID and password	2	Green			X		
	Poor signal in Wi-Fi mode	2	Green					X
Server Network	Connecting to server	3	Green				X	
	Disconnected from server	3	Green		X			
	Communicating with server	3	Green			X		
	Connection with server is normal, but not communicating	3	Green	X				
Firmware Update	Update in progress	1-4	Red/ Green	Alternating LEDs. LEDs 1&2 are on/off while LEDs 3&4 are off/on.				
LINK/ACT Network	Connected to the network (LINK)	5*	Green	X				
	Communicating with network (ACT)	5	Green			X		
	Not connected to the network	5	Green		X			
LINK100 Network	Connected with 100M network (Good speed)	6*	Yellow	X				
	Not connected to 100M network	6	Yellow		X			

\*LEDs on RJ45 connector

## f. Terminal Connections

### Integrated Alarm System



**i. Nero Terminals Description**

Nero terminals and their specifications are described in the table below:

Terminals												
	1	2	3	4	5	6	7	8	9	10	11	12
Function	Zones				Siren	PGM	Zones				Power	
Labels	Z7*	GND	Z6*	Z5*	BELL	PGM	Z1*	Z2*	Z3*	Z4*	GND	PWR
Specs	Fire NO/EOL	-	NC	NC	350 mA	350 mA	NC	NC	NC	NC	-	10-4 VDC
Notes	Add a 330-ohm EOL resistor across the relay terminals of the smoke detector.				To use a siren with over 350 mA of DC current, a relay with a separate power source is required.		To use the PGM with over 350 mA of DC current, a relay with a separate power source is required.					

\* One side of all zones must go the common ground.

**ii. Other Hardware Connections**

RF expansion port is for the future addition of more wireless capabilities to Nero.

**g. Zone Type & Events**

Zone type and CID codes for corresponding events are listed below. The type of each zone needs to be set on Aryo cloud.

	Null Zone	Medical	Panic	Fire	Carbon Monoxide	Water	Gas	Freeze	Sprinkler	Heat	High-Temp	Low-Temp	Supervisory	Burglary - Silent	Burglary - Audible	Delay	Instant	Home-Away
ZONE TYPE	0	1	11	12	13	14	17	18	19	20	24	25	26	31	30	27	28	29
CID	0	100	120	110	162	154	151	159	113	114	158	159	147	146	131	130	131	132

**6. Siren/Strobe**

Connect BELL output to siren as shown in section 4.b. Always use a 12 V relay when connecting sirens with a rating of over 350 mA, with a separate power supply.

**7. PGM Automation**

PGM is rated for 350 mA. If a higher current is required, refer to section 4.b for wiring. The PGM can be used to control garage doors, gates, and door strikes among various other uses as shown in the below table:



Maintained	Time Duration	Garage Door	Gate	Door Strike	Mag Lock	Buzzer	LED
Maintained	2 sec -300 sec	O					
Maintained	2 sec -300 sec		O				
Maintained	2 sec -300 sec			O			
Maintained	2 sec -300 sec				O		
Maintained	2 sec -300 sec					O	
Maintained	2 sec -300 sec						O

## 8. Trouble Conditions & Troubleshooting

### a. Trouble Conditions

#### i. Nero Troubles

Nero monitors some important parameters such as the power, temperature, Ethernet, or WiFi signal for proper functionality and would report these conditions to the Aryo cloud and CMS.

##### 1. Power Failure

If voltage rises above 14.5 V or falls below 10 V, Nero will send a trouble event to the Aryo cloud server and CMS.

##### 2. WiFi Signal Error

If WiFi is configured but there is no connection or the signal is poor, Nero will send a trouble event to the Aryo cloud server and CMS.

##### 3. Ethernet Signal Error

If Ethernet cable is plugged in but there is no connection, Nero will send a trouble event to the Aryo cloud server and CMS.

##### 4. No Network

If Nero cannot connect to the intended network, Nero will send a trouble event to the Aryo cloud server and CMS.

##### 5. Aryo Communication Failure

If there is any error or failure in the communication with the cloud, Nero will send a trouble event to the Aryo cloud server and CMS.

##### 6. High/Low Temperature

If the temperature goes above 50 degrees Celsius or falls below -5 degrees Celsius, Nero will send a trouble event to the Aryo cloud and CMS.

#### ii. Fire Zone Trouble

For zone 7, fire zone, if the EOL resistor is disconnected or removed, Nero will send a trouble event to the Aryo cloud platform and CMS.

## **CID codes for supervisory and troubles**

Power	970
WiFi Signal Error	979
Ethernet Signal Error	980
No Network	981
Aryo Communication Failure	976
High Temperature	977
Low Temperature	978
Fire Zone Trouble	373

### **b.Troubleshooting**

<b>Trouble Category</b>	<b>Trouble</b>	<b>Indication</b>	<b>Solution</b>
Primary Power Failure	Voltage below 10 V or above 14.5 V	First LED blinks quickly.	Check the output voltage of the external power source.
WiFi Signal Error	Poor signal	1. First LED blinks quickly. 2. Second LED blinks slowly, two at a time.	1. Press the button shortly (1 sec). 2. Check if the WiFi is configured properly. Reconfigure WiFi if required following section 4.c.ii.
	SSID exists but no connection	1. First LED blinks quickly. 2. Second LED is off.	3. Check the router. Power down the router and power it up (if required). 4-Reboot the device if the issue remains.
Ethernet Signal Error	When the Ethernet IP is set but there is no LINK/ACT connection.	1. First LED blinks quickly. 2. Fifth LED is off.	1. Check both cable connections on both ends. Disconnect and reconnect cables if required.
	When the Ethernet IP is set but there is no LINK100 connection.	1. First LED blinks quickly. 2. Sixth is off.	2. Check the router and power it down and up, if required.

No Network	When connection is not possible through Ethernet		<ol style="list-style-type: none"> <li>1. Check cable connections on both ends. Disconnect and reconnect cables.</li> <li>2. Check the router and power it down and up, if required.</li> </ol>
	<p>When connection is not possible through WiFi in the scenarios below:</p> <p>a. Setup is not done since WiFi set up page doesn't show up at initial setup or reconfiguration stage.</p> <p>b. Set up is done but there is no connection.</p>	<ol style="list-style-type: none"> <li>1. First LED blinks quickly.</li> <li>2. Second LED blinks quickly.</li> </ol>	<p><b>a.</b></p> <ol style="list-style-type: none"> <li>1. Try the manual WiFi setup described in section <b>4.c.ii</b>.</li> <li>2. If the issue exists, turn off and on the WiFi on your phone or computer.</li> <li>3. If the situation remains after several attempts, reboot the device.</li> </ol> <p><b>b.</b></p> <ol style="list-style-type: none"> <li>1. Press the button shortly (1 sec) to enable WiFi function.</li> <li>2. Reconfigure WiFi as described in section <b>4.c.ii</b>.</li> <li>3. If the issue remains, reboot the router and device. Repeat the configuration steps.</li> </ol>
Aryo Communication Failure	No connection to Aryo cloud.	<ol style="list-style-type: none"> <li>1. First LED blinks quickly.</li> <li>2. Second LED blinks quickly.</li> <li>3. Third LED is off.</li> </ol>	<p>If it does not operate normally even after waiting for a while, check the following.</p> <ol style="list-style-type: none"> <li>1. Check WiFi configuration and Ethernet connection.</li> <li>2. Check that the device is properly registered in the cloud server.</li> </ol>
High/Low Temperature	Ambient temperature being out of the operating range of Nero.	First LED blinks quickly.	Check the ambient temperature, identify the cause of the temperature abnormality, and eliminate the cause.
Fire Zone Trouble	Issue with EOL resistor.	NA	Check the EOL resistor connection. Disconnect or reconnect the resistor.

## 9. Specifications

<b>HARDWARE</b>	<b>Nero</b>
<b>Dimensions</b>	115mm*70mm*26.7mm
<b>Weight</b>	83g
<b>Operating temperature</b>	-5°C to 50°C
<b>Humidity</b>	86%
<b>Input power</b>	External
<b>Input voltage</b>	10-14 VDC
<b>Operating voltage</b>	6-20 VDC
<b>Mounting</b>	2 screw holes
<b>Siren current tolerance</b>	350 mA
<b>PGM current tolerance</b>	350 mA
<b>Standby current draw at 13.5V</b>	Ethernet (without fire zone): 51 mA Ethernet (with fire zone): 75 mA Wi-Fi (without fire zone): 44 mA Wi-Fi (with fire zone): 68 mA
<b>Peak current draw at 13.5V (Ethernet/WiFi)</b>	Ethernet (without fire zone): 52 mA Ethernet (with fire zone): 114 mA Wi-Fi (without fire zone): 45 mA Wi-Fi (with fire zone): 106 mA
<b>General zones</b>	6
<b>Fire zones</b>	1
<b>Partitions</b>	1
<b>PGMs</b>	1
<b>Status LEDs</b>	4
<b>RF Expansion Port</b>	1
<b>Communication</b>	Ethernet & WiFi
<b>Certifications</b>	FCC, IC

## **10. Warranty**

### **a. Product Warranty**

Subject to the limitations set forth herein and in Epic's warranty policy document, Epic warrants that the Products sold by it to its authorized dealers shall be free, under normal use and service, from defects in material and workmanship for a period of twelve (12) months from the date of purchase. Epic does not warrant Products that do not have a serial number. This warranty shall also be void if there is a failure to maintain the Products and the systems in which they operate in proper working conditions. During the warranty period, Epic shall, at its option, repair or replace any defective product upon return of the Product by the dealer, to Epic, at no charge for labor and materials. This warranty is for the benefit of the authorized dealer only and is therefore non-transferable, non-assignable, and is voided when the Warranted Product is transferred to another party.

For more detailed information on Epic's warranty policy, refer to the Warranty Policy document.

### **b. Warranty Update**

Epic reserves the right to update or modify the terms and conditions of its warranty at any time, without prior notice. Any updates or modifications to the warranty will be communicated to the dealer through appropriate channels, such as official notifications or revised warranty documentation. It is the responsibility of the dealer to stay informed about any changes to the warranty and to ensure compliance with the updated terms.

### **c. Warranty Disclaimer**

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, EPIC SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF EPIC CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW.

Epic's Limited Warranty is offered to its authorized dealers, only on the new Products according to Epic's warranty policy that is published and updated from time to time. It includes replacement or repair of defective products returned in accordance with the Return Policy. Freight costs to the repair center are not covered. If repair attempts fail, replacement is the sole remedy. Epic holds no responsibility for the products manufactured by third parties. Epic also makes no assertion that its products are immune to compromise and/or circumvention.

All Epic's services and information provided by Epic are offered on an "as is" basis. Epic shall not be held liable for any disruptions, errors, delays, or inaccuracies in the provision of its services, including the Aryo cloud and app. Occasional interruptions, maintenance periods, and technical issues may occur, and Epic shall not be responsible for any resulting damages or losses.

#### **d.Limitations of Liability**

Epic shall not be held liable for indirect, incidental, special, exemplary, punitive, or consequential damages of any kind, including but not limited to loss of profits, data, revenue, production, or use, business interruption, cost of substitute, or replacement equipment, facilities or services, downtime, the claims of third parties (including Users), property damage, or the procurement of substitute goods or services. This applies to any damages arising out of or related to the use of Epic's services, the use or performance of any product, whether based on contracts, tort (including negligence), or any other legal theory, even if Epic has been advised of the possibility of such damages.

Epic shall not be liable for any loss and/or damage to the user's premises and the contents thereof, any injury or death to any person, any failure of the system to function, any error in performance, any inaccuracies or issues in transmission, reception, or handling by the recipient of any alarm signal to react properly, for any reason whatsoever, and such circumstances shall not create any liability for Epic, whether in breach of contract, tort, or otherwise.

Epic's usage of services is not intended to establish obligations under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and no assurances are provided that the services fulfill HIPAA requirements. If the end User is (or becomes) a Covered Entity or Business Associate under HIPAA, Epic's services cannot be employed for any involvement with Protected Health Information (as defined by HIPAA) without obtaining prior written consent from Epic.

Epic is not an insurer and assumes no responsibility for any damage, loss, or injury resulting from alarm system failures or signal monitoring, and the user must obtain their required insurance coverage. System failures may occur beyond Epic's control, and responses from authorities can be slow or ineffective. The system serves as a deterrent, not a comprehensive protection or substitute for insurance. Payment to Epic covers subscription services, not insurance. Epic's charges are unrelated to User's premises value. In case of loss, the User's reimbursement sources are their resources or insurers.

The total aggregate liability of Epic, its affiliates, and their respective officers, directors, employees, and agents, for damages of any nature, regardless of the form of action, shall not exceed the total amount paid by the authorized parties to Epic in the twelve (12) months preceding the event giving rise to the claim.

#### **e.Repair Under Warranty**

All the warranty claims must be accompanied by a Return Merchandise Authorization (RMA) number which must be obtained before merchandise can be returned for any warranty replacement or repair. To request an RMA number, the customer can contact Epic's Technical

Support Center via telephone. The Technical Support Center will provide troubleshooting assistance and if they find the product to be defective, will issue an RMA number. The RMA number must be displayed on the outside packaging of the returned item. Transportation charge, if any, incurred in connection with the return of a defective item to Epic shall be borne by the customer. Any collect shipments returned to Epic will be refused. Epic shall fix the goods without extra costs under the warranty period.

Epic shall pay any transportation charge incurred with the redelivery of a repaired or replacement item or ship the warranty item with customer's next order. If, however, Epic reasonably determines that the item can function, the customer shall pay all the transportation charges. If Epic determines, at its sole discretion, that the allegedly defective item is not covered by the terms of the warranty provided hereunder or that a warranty claim is made after the warranty period, the cost of repair by Epic, including all shipping fees, shall be paid by the customer.

Claim for damaged products or shortages when shipment arrived must be made by the customer immediately. If any goods are damaged on shipment arrival, it must be noted on the carrier's waybill prior to signing. Failure to note the shortages or damages on the carrier's waybill will result in the claim being denied. Epic will provide free replacement or credit note for the damaged products or product shortage claims.