



**nova**

*Integrated LTE Alarm System*

## **Installation Guide**

V0.2

Firmware V1.0

# Contents

- 1. Overview ..... 4
  - a. Description ..... 4
  - b. In the Box ..... 4
  - c. Parts Identification ..... 4
- 2. Introduction ..... 5
  - a. Operational Scenarios ..... 5
  - b. Device & Cloud Features ..... 5
- 3. Pre-Installation Requirements ..... 6
- 4. Setup & Installation Steps ..... 6
  - a. Add User & Device on Aryo Cloud ..... 6
  - b. Install Nova ..... 6
    - i. Power Wiring ..... 7
    - ii. Zone Wiring ..... 7
    - iii. Bell Wiring ..... 7
      - 1. Siren ..... 7
      - 2. High-power Siren ..... 8
    - iv. PGM Wiring ..... 8
      - 1. PGM - DC Power ..... 8
      - 2. PGM - AC Power ..... 9
      - 3. PGM - Contact Closure ..... 10
  - c. Complete Aryo Cloud Configurations ..... 10
  - d. Configure User’s Mobile App ..... 11
- 5. Performance Guide ..... 11
  - a. Signal Level ..... 11
  - b. Temperature ..... 11
  - c. Voltage ..... 11
  - d. Button Functions ..... 12
  - e. LED Indications ..... 13
  - f. Terminal Connections ..... 13
    - i. Nova Terminals Description ..... 14
    - ii. Other Hardware Connections ..... 14
  - g. Zone Type & Events ..... 14

6.	Siren/Strobe .....	15
7.	PGM Automation .....	15
8.	Trouble Conditions & Troubleshooting.....	15
a.	Trouble Conditions.....	15
i.	Nova Troubles .....	15
1.	Primary Power Failure.....	15
2.	Network Signal .....	15
3.	No Cellular Service .....	16
4.	SIM Card Error.....	16
5.	Aryo Communication Failure .....	16
6.	High/Low Temperature.....	16
ii.	Fire Zone Trouble .....	16
b.	Troubleshooting.....	16
9.	Specifications .....	18
10.	Warranty .....	18
a.	Product Warranty .....	18
b.	Warranty Update .....	19
c.	Warranty Disclaimer .....	19
d.	Limitations of Liability .....	19
e.	Repair Under Warranty.....	20

# 1. Overview

## a. Description

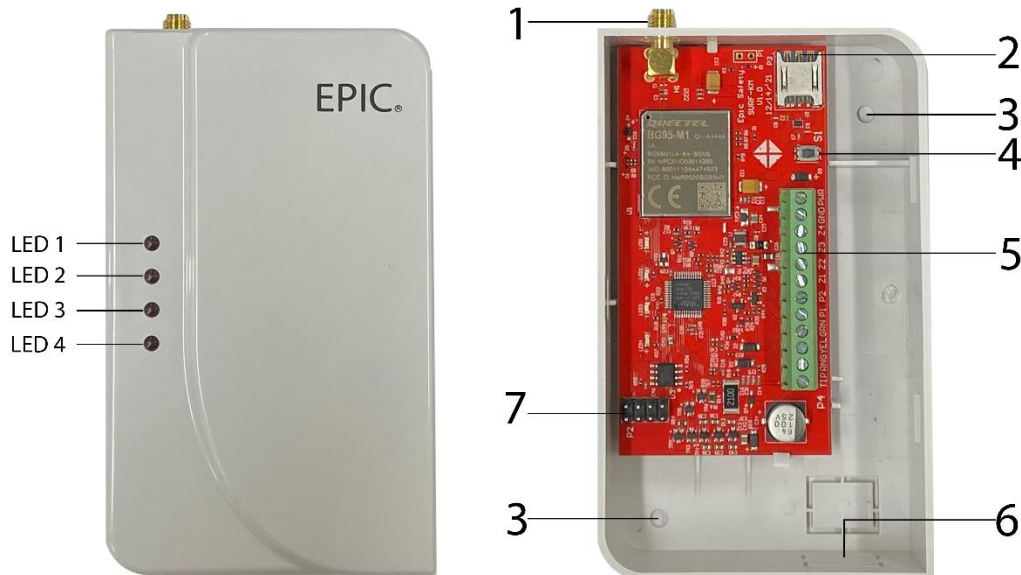
Nova is the world's smallest interactive take-over LTE alarm system. This comprehensive system connects to our secure IoT cloud platform for sending alarms, troubles, open/close, events, and system and zone statuses. From there, all data is forwarded to the Central Monitoring Station (CMS) for immediate 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

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

## c. Parts Identification



1) Antenna connector

2) SIM card

3) Mounting holes

4) Button

5) Terminal block

6) Wire entrance

7) RF expansion port

## 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

#### *Nova:*

- Compact and lightweight design.
- LTE connectivity.
- 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.
- Full supervision.
- Temperature monitoring for environmental control.
- Voltage detection for enhanced system reliability.
- 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 Nova is powered down.
- DO NOT route any wire over Nova's circuit board.
- DO NOT power up Nova prior to user and device registration.
- Install and operate Nova 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 Nova to an approved power source and battery backup.
- Use a relay when connecting Nova siren and the PGM to any external device with a 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 the cloud and Nova are summarized below.

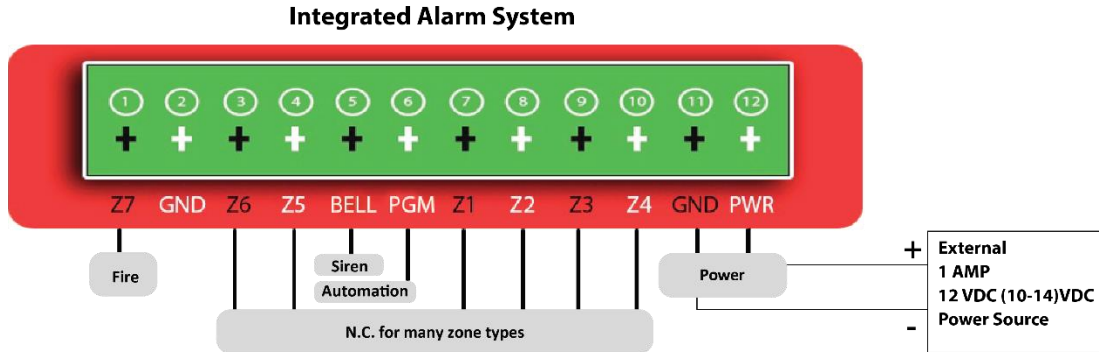
#### **a. Add User & Device on Aryo Cloud**

- 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.

#### **b. Install Nova**

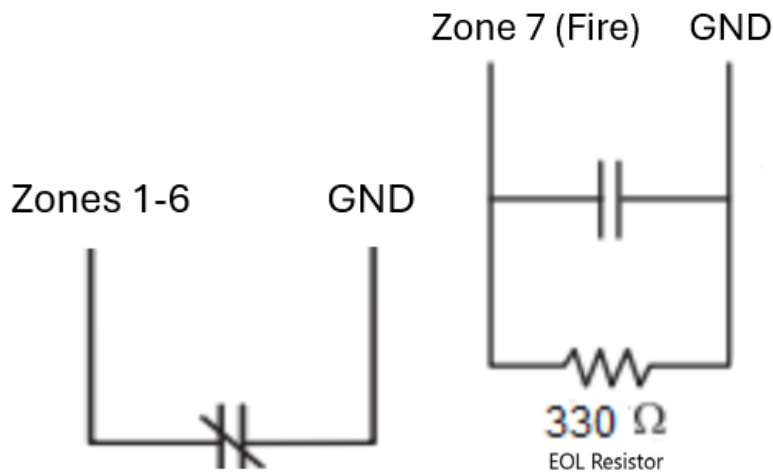
Install and wire Nova before powering it up. Nova terminals and their specifications are described in section **5.f**.

## i. Power Wiring



## ii. Zone Wiring

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

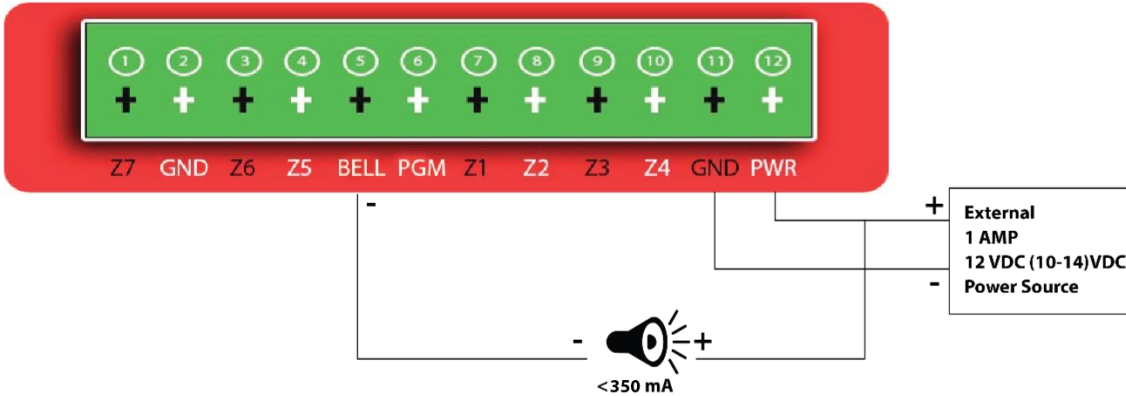


## iii. Bell Wiring

### 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.

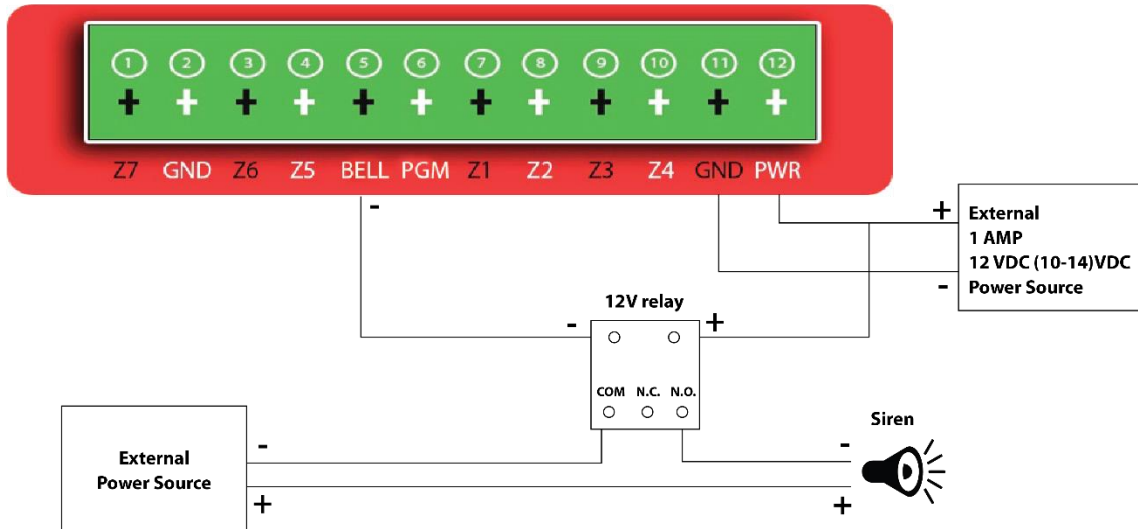
### Integrated Alarm System



### 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



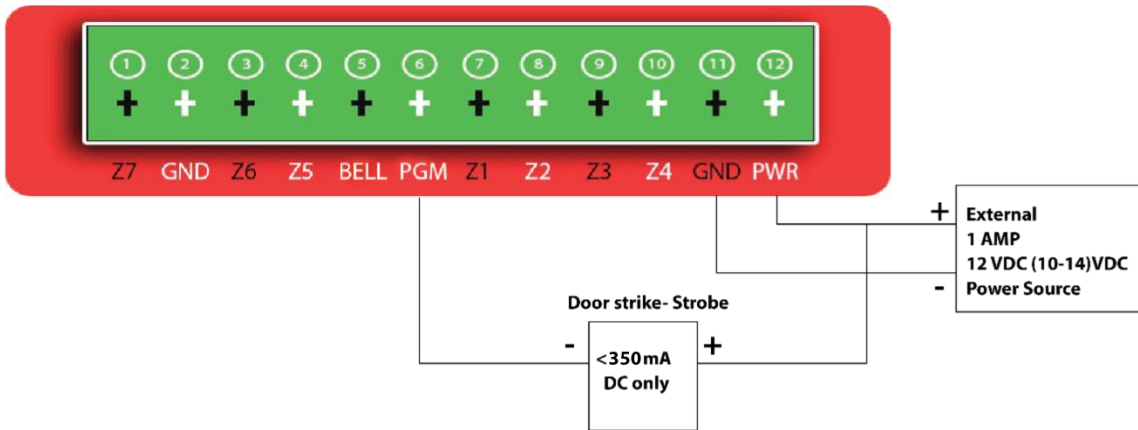
### iv. PGM Wiring

#### 1. PGM - DC Power

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

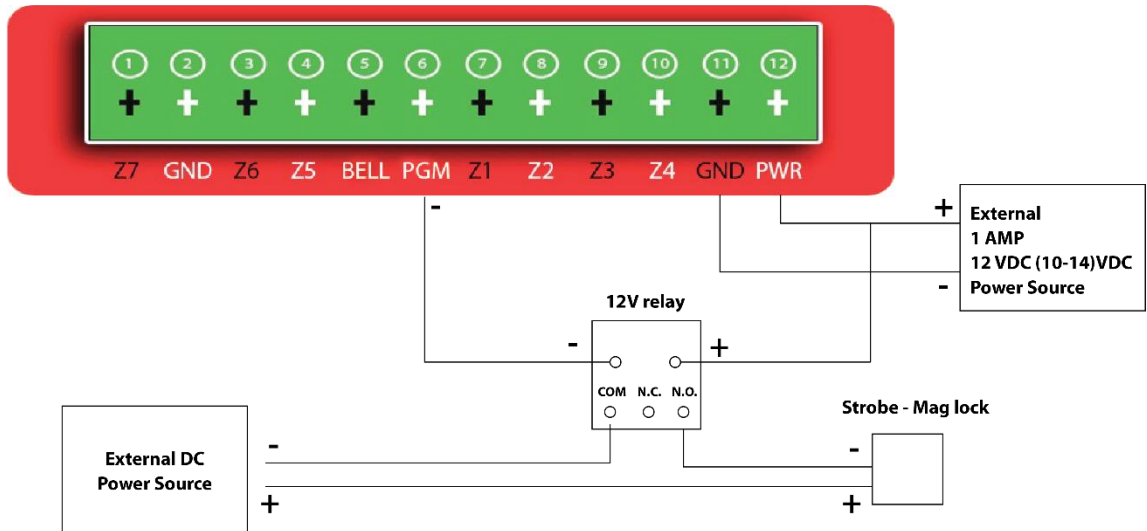


### Integrated Alarm System



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.

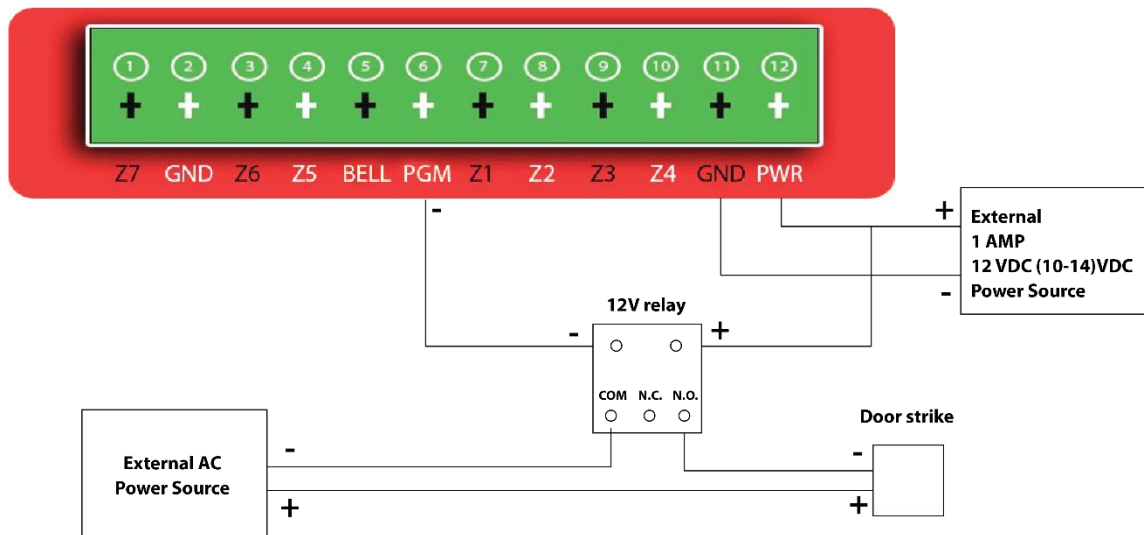
### Integrated Alarm System



## 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.

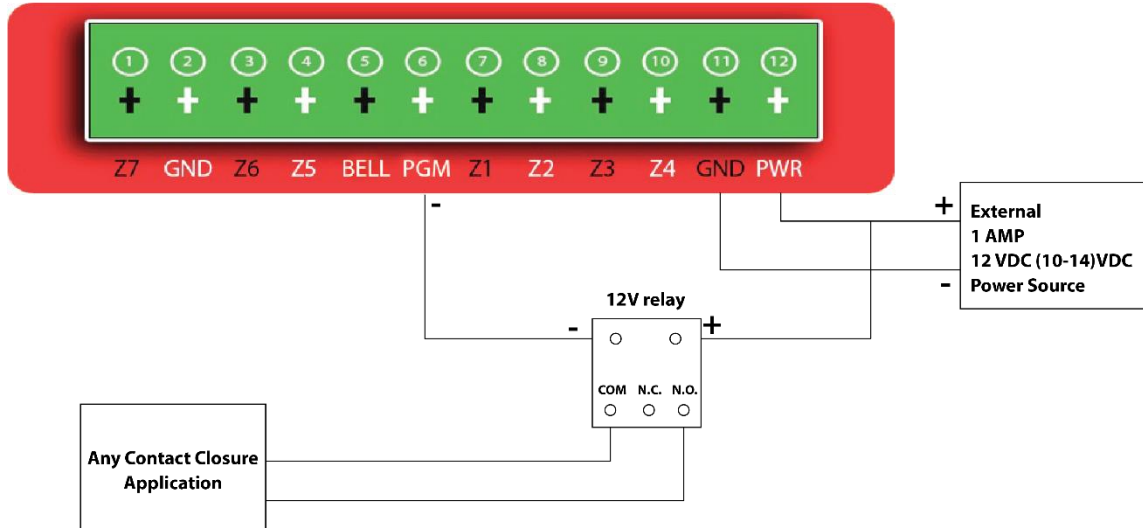
### Integrated Alarm System



### 3. PGM - Contact Closure

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

### Integrated Alarm System



### c. Complete Aryo Cloud Configurations

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

#### d. 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:

RSSI	Signal Level (dBm)	Service Level
99	NA	No service
0-2	-113 ~-109	
3-11	-108 ~-91	Poor – Nova will trigger signal strength trouble event.
12-16	-89~-81	Acceptable
17-21	-79~-71	Good
22-31	-69~-51	Excellent

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.

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

#### c. Voltage

For proper operation, Nova 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 - Nova will trigger power trouble event.
10.1 – 13	Acceptable
13.1 – 14.5	Good
> 14.5	High voltage - Nova will trigger power trouble event.

#### d. Button Functions

Nova 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	<p>1- To send device information such as signal level, voltage, and temperature to the Aryo cloud.</p> <p>2- Could be also used when exiting the Signal Level Mode, before the duration specified in the next row ends.</p>	Immediate	Blinks once																		
5 sec	Signal Level Mode	<p>To select the best mounting location based on the signal level of Nova.</p> <table border="0"> <thead> <tr> <th>LED Indications</th> <th>RSSI</th> </tr> </thead> <tbody> <tr> <td>LED 1 Blink</td> <td>0 ~ 9</td> </tr> <tr> <td>LED 1 On</td> <td>10 ~ 12</td> </tr> <tr> <td>LED 2 Blink</td> <td>13 ~ 16</td> </tr> <tr> <td>LED 2 On</td> <td>17 ~ 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 ~ 9	LED 1 On	10 ~ 12	LED 2 Blink	13 ~ 16	LED 2 On	17 ~ 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 ~ 9																					
LED 1 On	10 ~ 12																					
LED 2 Blink	13 ~ 16																					
LED 2 On	17 ~ 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 following the troubleshooting guide in section <b>8.b</b> .	Immediately	Fast blinking																		

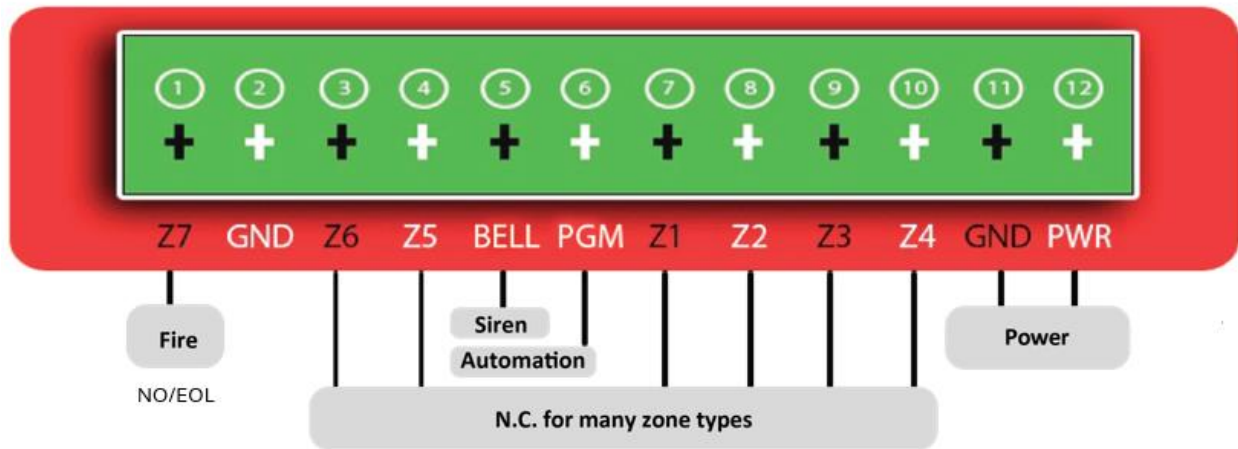
15 sec	Reset SSL	When a device is reused for a new client or moved to a new location.	Immediately	Alternate blinking
--------	-----------	--	-------------	--------------------

**e. LED Indications**

Condition	Status	LED	Color	On	Off	Fast blink	1 blink	2 blinks	On-1 blink
Power	DC power on	1	Red	X					
	DC power off	1	Red		X				
	Device not registered	1	Red				X		
	Device troubles	1	Red			X			
Cellular Network	Cannot find the cellular network	2	Green			X			
	Poor signal	2	Green				X		
	Acceptable signal	2	Green					X	
	Good signal	2	Green						X
	Excellent signal	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	Firmware update in progress	All	Red/Green	Alternating LEDs. LEDs 1&2 are on/off while LEDs 3&4 are off/on.					

**f. Terminal Connections**

## Integrated Alarm System



### i. Nova Terminals Description

Nova 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 future addition of more wireless capabilities to Nova.

### 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 the 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	0					
Maintained	2 sec -300 sec		0				
Maintained	2 sec -300 sec			0			
Maintained	2 sec -300 sec				0		
Maintained	2 sec -300 sec					0	
Maintained	2 sec -300 sec						0

## 8. Trouble Conditions & Troubleshooting

### a. Trouble Conditions

#### i. Nova Troubles

Nova monitors some important parameters such as the power, temperature, and network 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, Nova will send a trouble event to the Aryo cloud server and CMS.

#### 2. Network Signal

If radio signal is poor, Nova will send a trouble event to the Aryo cloud server and CMS.

### 3. No Cellular Service

If Nova cannot connect to the cellular tower (RSSI is sent as 0 or 99), Nova will send a trouble event to the Aryo cloud server and CMS.

### 4. SIM Card Error

If there is an issue with SIM card detection by Nova, it 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, Nova 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, Nova will send a trouble event to the Aryo cloud and the CMS.

#### ii. Fire Zone Trouble

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

### CID codes for supervisory and troubles

Power	970
Network Signal	971
No Cellular Service	972
SIM Card Error	974
Aryo Communication Failure	976
High Temperature	977
Low Temperature	978
Fire Zone Trouble	373

### b. Troubleshooting

Trouble Category	Trouble	Indication	Solution
Power Failure	Voltage below 10 V or above 14.5 V	First LED blinks quickly.	Check the output voltage of the external power source.



Network Signal	Poor signal	<ol style="list-style-type: none"> <li>1. First LED blinks quickly.</li> <li>2. Second LED blinks slowly, one at a time.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the antenna is connected properly.</li> <li>2. Move the antenna or Nova to a place where the LTE signal is well received.</li> </ol>
Cellular Network	No connection to the cellular tower (RSSI 0 or 99)	<ol style="list-style-type: none"> <li>1. First LED blinks quickly.</li> <li>2. Second LED blinks quickly.</li> </ol>	<p>Check if the signal level is acceptable. If it is, check the followings:</p> <ol style="list-style-type: none"> <li>1. Check that the SIM card is properly installed in the device.</li> <li>2. Check that the device is properly registered with the cloud server.</li> </ol>
SIM Card Error	No SIM card detected	<ol style="list-style-type: none"> <li>1. First LED blinks quickly.</li> <li>2. Second LED blinks quickly.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check that the SIM card is properly installed in Nova.</li> <li>2. Check that the device is properly registered with the cloud server.</li> <li>3. Reboot the device.</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 that the SIM card is properly installed.</li> <li>2. Check that the device is properly registered in the cloud server.</li> <li>3. Check if the antenna is properly connected.</li> </ol>
High/Low Temperature	Ambient temperature being out of the operating range of Nova.	<ol style="list-style-type: none"> <li>1. First LED blinks quickly.</li> </ol>	<p>Check the ambient temperature, identify the cause of the temperature abnormality, and eliminate the cause.</p>
Fire Zone Trouble	Issue with EOL resistor.	NA	<p>Check the EOL resistor connection. Disconnect or reconnect the resistor.</p>

## 9. Specifications

Hardware	Nova
Dimensions	120 mm*70 mm*26.7 mm
Weight	82 g
Operating temperature	-5°C to 50°C
Humidity	86%
Input power	External
Input voltage	10-14 VDC
Operating voltage	6-20 VDC
Mounting	2 screw holes
Siren current tolerance	350 mA
PGM current tolerance	350 mA
Standby current draw at 13.5V	Without fire zone: 27 mA With fire zone: 48 mA
Peak current draw at 13.5V	Without fire zone: 43 mA With fire zone: 106 mA
General zones	6
Fire zones	1
Partitions	1
PGMs	1
Status LEDs	4
RF expansion port	1
Antenna length	75 cm
Antenna frequency	LTE Full band
Communication	LTE
Certification	FCC, IC, AT&T, PTCRB

## 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.