EPIC SAFETY

surf-k & surf-km

LTE Primary Alarm Communicators

General Installation Guide

V1.8

Firmware V1.0

Contents

1. Overview

a. Description

Surf-K and Surf-KM are primary alarm communicators that use cellular (LTE) technology. These devices connect to supported DSC and Honeywell panels via keybus for system monitoring. They employ dial capture monitoring for any alarm system communicating in CID and SIA formats. Furthermore, for legacy alarm systems, Surf-K and Surf-KM feature three zones dedicated to monitoring burglary, fire, and panic alarms. They also facilitate keyswitch arming and disarming using zone 1 and PGM 1. Refer to section **7** (PGM Output Functions) for information on the PGM automation functionality.

The convenience of remote access with Surf-K and Surf-KM allows users to manage their systems remotely from anywhere via the Aryo cloud platform, accessible on web browsers, iOS, and Android smartphones.

b. In the Box

- surf-k or surf-km
- Antenna (75cm)
- Quick Start Guide

c. Parts Identification
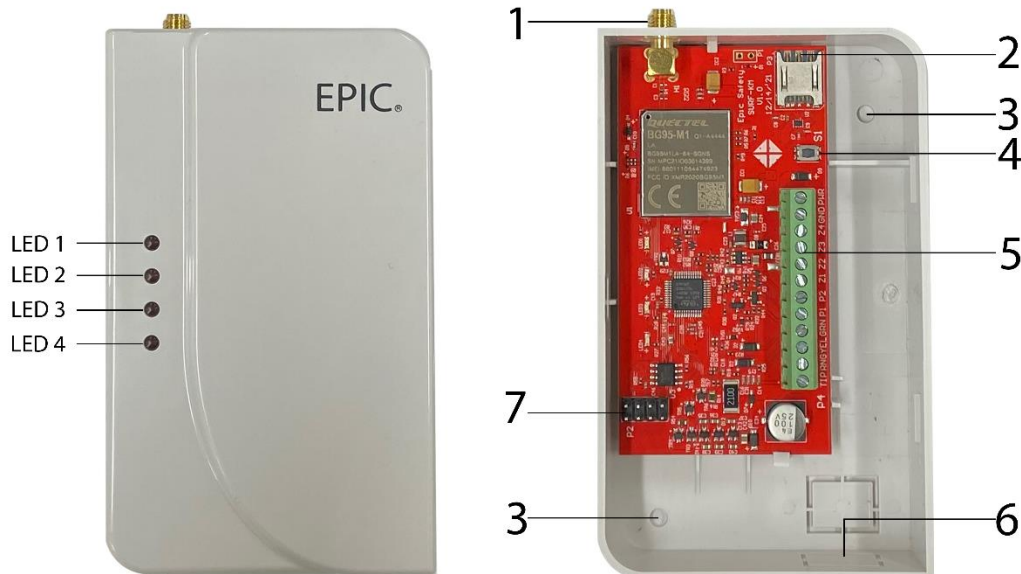
1) Antenna connector	5) Terminal block
2) SIM card	6) Wire entrance
3) Mounting holes	7) RF expansion port
4) Button	

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

Surf-K & Surf-KM:

- Compact and lightweight design.
- LTE connectivity: **LTE, NB-IoT** in Surf-K and **LTE, CAT-M1** in Surf-KM.
- Low-power consumption and energy-efficient design for cost-effective operation.
- Compatibility with DSC PowerSeries & Honeywell keybus, and CID & SIA formats for all other panels.
- Concurrent use of landline digital account and LTE account facilitating versatile connectivity options.
- Remote control and monitoring via Aryo cloud platform.
- Multiple arming modes available.
- Up to 2-partition keyswitch arming when using dial capture.
- Partition and zone status monitoring.
- Remote programming for easy configuration.
- Entry delay monitoring.
- Flexible use of 2 PGMs for automation
- Full supervision.
- Temperature monitoring for environmental control.
- Voltage detection for enhanced system reliability.
- Full event reporting to Aryo cloud and Central Monitoring Station.
- Daily summary reports and remote diagnostics.
- User code management with 1 master code (for the primary user) and up to 40 user codes.

- Remote firmware updates for system enhancements.

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.
- Separate accounts for each role including Sub-users.
- Centralized management of multiple alarm systems within a single app.
- Mobile keypad for full interactive and user functions.
- Comprehensive command and keypad-based 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.
- 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 LTE signal.
- DO the wiring when both Surf-K/KM and the alarm panel are powered down.
- DO NOT route any wire over the alarm panel or Surf-K/KM circuit boards.
- Install and program your alarm panel before connecting it to Surf-K/KM.
- DO NOT power up Surf-K/KM prior to user and device registration.
- Connect Surf-K/KM and our IP product to the same alarm panel when dual path connectivity and communication type are required. For example, use Surf-K/KM for keybus and Aero-K for dial capture monitoring.
- Install and operate Surf-K/KM within its specified temperature range to prevent any possible damage.
- DO NOT install the unit close to a heating source, direct sunlight, or in a damp location.
- DO NOT connect Surf-K/KM to a phone line. This will damage the device.
- Always connect Surf-K/KM to an approved power source and battery backup.
- Use a relay when connecting panel PGM that supplies power to the Surf-K/KM zone. Otherwise, it will damage the device.

a. Antenna

- Surf-K/KM uses a full-band LTE magnetic antenna. The antenna can be connected to Surf-K/KM antenna connector as shown in section **1.c**.
- Antenna should be placed high in an open area within the building and far from any interference by heating ducts, metal pipes, or electrical wiring and concrete walls.
- DO NOT install the antenna in a metal enclosure.

b. Cable Length

Using Station Z or CAT 5 type wires. Surf-K/KM can be installed up to 1000 feet away from the alarm panel. Please note that the below table serves as a guideline only, and the maximum wire length could be different depending on the interference level generated by the environment, alarm panel, and other accessories in the system.

Cable Type & Size	Number of wires	Communication Format	Keybus & Power	Keybus & Tip/Ring	Tip/Ring & Power	Keybus & Tip/Ring & Power
Station Z 4 x 22AWG DO NOT CONNECT SPARE WIRES	One wire	Keybus	1000ft	-	-	-
		CID	-	200ft	1000ft	-
		SIA	-	100ft	1000ft	-
	Two wires	Keybus	1000ft	-	-	-
		CID	-	1000ft	1000ft	-
		SIA	-	1000ft	1000ft	-
	Three wires	Keybus	-	-	-	-
		CID	-	-	-	1000ft
		SIA	-	-	-	1000ft
CAT 5 8 x 24AWG DO NOT CONNECT SPARE WIRES Power +: Orange pair Power -: Blue pair Keybus GRN: Green Keybus YEL: White/Green TIP: Brown RING: White/Brown	One wire	Keybus	1000ft	-	-	-
		CID	-	1000ft	1000ft	200ft
		SIA	-	1000ft*	1000ft	200ft
	Two wires	Keybus	1000ft	-	-	-
		CID	-	1000ft	1000ft	1000ft
		SIA	-	1000ft	1000ft	1000ft
	Three wires	Keybus	-	-	-	-
		CID	-	-	-	1000ft
		SIA	-	-	-	1000ft

*For this specific configuration, power cable must not exceed 500ft.

4. Monitoring Options

- **Keybus** enables Surf-K/KM to communicate with the panel and keypads directly for faster status reporting. It also allows for the use of additional commands such as zone status,

bypass/unbypass, and no entry delay arming. Keybus monitoring is available for supported DSC PowerSeries and Honeywell Vista series panels.

- **Dial capture** allows Surf-K/KM to detect and capture CID and SIA events and monitor any alarm system that uses these two formats. Dial capture monitoring is available by connecting the TIP and RNG terminals of Surf-K/KM to any panel that can communicate in CID and SIA formats.
- **Legacy** monitoring is available for older panels that do not support CID/SIA format. Surf-K/KM can use 3 input zones to monitor legacy alarm panel outputs by providing burglary, fire, and panic alarms.

5. Setup & Installation Steps

The required steps for setting up cloud, device, and alarm panel are summarized in the following. Refer to section **3** for pre-installation requirements.

a. Add User & Device on Aryo Cloud

- Register the user on the Dealer dashboard of Aryo cloud platform.
- Add the device to the platform.
- Assign the newly added device to the registered user.
- Assign a specific account number obtained from your CMS for the system.
- If required, assign additional account numbers to other partitions. If the corresponding sections are left blank, the alarm panel account number set at previous step is considered for all partitions.

b. Install & Program Alarm Panel

Install, wire, and program the alarm panel, making sure it is in working condition prior to connecting Surf-K/KM to it.

For alarm panel programming instructions suggested for Surf-K/KM functionality, refer to Epic's product manual corresponding to your alarm panel vendor and model number.

c. Connect Surf-K/KM to Alarm Panel

Refer to section **6.f** for further information on Surf-K/KM terminals.

i. **Keybus**

Connect the alarm panel's power terminals to those of Surf-K/KM and the alarm panel keybus terminals to the YEL and GRN terminals on Surf-K/KM.

ii. **Dial Capture**

Connect the power terminals from the alarm panel to those of Surf-K/KM. Additionally, establish connections by linking the alarm panel Tip and Ring to TIP and RNG terminals on the Surf-K/KM.

If using keyswitch arming, use PGM1 and zone 1 for partition 1 or PGM2 and zone 4 for partition 2.

iii. **Keybus + Dial Capture**

For locked alarm panels that were monitored before, connecting Tip and Ring lines in addition to keybus to the alarm panel will eliminate the TLM trouble.

iv. **Legacy**

There are 3 Surf-K/KM input zones to monitor burglary, fire, and panic signals. Connect the positive (+) and ground (-) of a 12 VDC relay to the corresponding panel siren terminals. Connect the N.O. output of the relay to zone 2 on Surf-K/KM to monitor burglary signals of any panel or both burglary and fire signals for all DSC legacy panels.

Use other available panel outputs to monitor other signals. PGM1 and zone 1 can be used for keyswitch arming.

d. Complete Aryo Cloud Configurations

Complete the device and alarm panel configurations on 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 Aryo cloud with a link to set up their account.
- User downloads Aryo app from the App Store (iOS) or Google Play (Android).
- Upon successful logging in to 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, depending on the type of communication*.
  *User updates the default master code for remote control when keybus is not used.

6. 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 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 – Device 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 to 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.

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

c. Voltage

For proper operation, both alarm panel and Surf-K/KM should be powered by an approved power source within the recommended range. Different voltage levels and corresponding interpretations for the alarm panel are listed below.

Panel Voltage (VDC)	Interpretation
< 9	Low voltage - Device will trigger voltage trouble event.
10.1 – 13	Acceptable
13.1 – 14.5	Good
> 14.5	High voltage - Device will trigger voltage trouble event.

d. Button Functions

Surf-K/KM button functions described in 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. 2- Could be also used for exiting the Signal Level Mode, before the duration specified in the next row ends.	Immediate	Blinks once

5 sec	Signal Level Mode	To select the best mounting location based on the signal level of Surf-K/KM. **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
10 sec	Reboot Device	If required following the troubleshooting guide in section **8.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		

		LED	Color	1	2	3	4	5	6
Server Network	Acceptable signal	2	Green					X	
	Good signal	2	Green						X
	Excellent signal	2	Green	X					
	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					
Panel Communication	Dial Capture	4	Green				X		
	Keybus	4	Green			X			
	Dial Capture and Keybus	4	Green	X					
	Legacy	4	Green		X				
	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
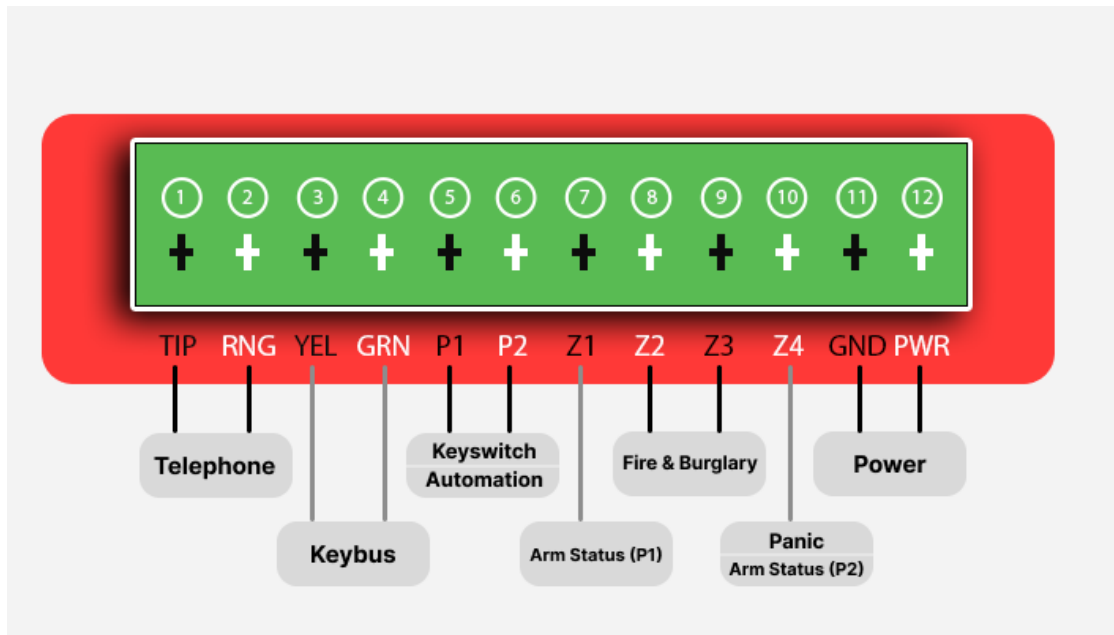
i. **Surf-K/KM Terminals Description**

Surf-K/KM terminals and their connections to alarm panel are described in the table below:

Surf-K/KM Terminal	Alarm panel Terminal	Description
Tip (TIP)	TIP	Surf-K/KM TIP/RNG terminals connect to the Tip/Ring interface of any alarm panel that uses CID or SIA format to capture all generated signals and send them to Aryo cloud and the CMS.
Ring (RNG)	RING	
Keybus Yellow (YEL)	YEL	Surf-K/KM supports DSC PowerSeries and Honeywell keybus interface. Yellow (YEL) and Green (GRN) terminals can be connected to Surf-K/KM YEL and GRN to allow interaction with DSC PowerSeries panels to monitor events and provide status of the alarm panel.
Keybus Green (GRN)	GRN	
PGM 1 (P1)	Keyswitch zone(s) or used for automation	Surf-K/KM has two PGM outputs for keyswitch arming, for remote arming/disarming, and automation functionality for variety of purposes, as outlined in section **7**.
PGM 2 (P2)		
Zone 1 (Z1) (Dry contact only)	Available PGM **Always use a relay** when connecting panel PGM that supplies voltage/current to the Surf-K/KM zone. Otherwise, it will damage the device.	Surf-K/KM zone 1 can be connected to alarm panel PGM to receive arm/disarm status of partition 1.
Zone 2 (Z2) (Dry contact only)	Siren output **Always use a relay** on siren/bell output for monitoring burglary and/or fire.	Surf-K/KM zone 2 is used as the common burglary input to monitor the burglary alarm signal received from the alarm panel output. For DSC panels, this zone can be used for both fire and burglary detection when connected to the siren output.
Zone 3 (Z3) (Dry contact only)	Available PGM **Always use a relay** when connecting panel PGM that supplies voltage/current to the Surf-K/KM zone. Otherwise, it will damage the device.	Surf-K/KM zone 3 is used as the common fire input to monitor the fire alarm signal received from the alarm panel output.
Zone 4 (Z4) (Dry contact	Available PGM **Always use a relay** when connecting	Surf-K/KM zone 4 is used as the common panic input to monitor the panic alarm

only)	panel PGM that supplies voltage/current to the Surf-K/KM zone. Otherwise, it will damage the device.	signal received from the alarm panel output. Alternatively, the panic alarm can be programmed as audible to send burglary signal. It can also provide arm/disarm status of partition 2 of the panel when not monitoring legacy panels.
Ground (GND)	Ground	Surf-K/KM could be powered by an alarm panel auxiliary 9-14 VDC. External auxiliary power source with backup battery can be used if they use a common ground. These devices can still operate with a power range of 6 to 20 VDC. Surf-K/KM monitors panel voltage and generates power trouble when voltage drops below 9 VDC.
Power (PWR)	9-14 VDC	

ii. Other Hardware Connections
- RF expansion port is for future addition of more wireless capabilities to Surf-K/KM.
- Antenna connector is for connecting the LTE antenna.f

7. PGM Output Functions (Automation)

a. Features

Surf-K/KM provides 2 programmable outputs (PGMs) to be used for various use cases. These PGMs can be used to control gates, garage doors, sirens, and strobe lights, among various other uses depending on Surf-K/KM communication type. See the table in section **7.d** for the details.

b. Keyswitch - Dial Capture/ Legacy

When using Surf-K/KM for dial capture or legacy monitoring and remote arm/disarm, PGM 1 must be connected to a keyswitch zone on the alarm panel. For remote arm/disarm on multi-partition systems (dial capture only), PGM 2 must be connected to another keyswitch zone for partition 2, on the alarm panel. Any available PGM can be used for automation functionality.

c. Keybus

When using keybus for monitoring, both PGM 1 and 2 can be used for automation functionality, as remote arm/disarm is handled by the keybus connections.

d. PGM Output Function Table

1. Using Keybus

Output	Momentary/ Maintained	Time Duration	Keyswitch 1	Garage Door	Open Door Strike	Open Gates	Siren	Strobe
PGM 1	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

Output	Momentary/ Maintained	Time Duration	Keyswitch 2	Garage Door	Open Door Strike	Open Gates	Siren	Strobe
PGM 2	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

2. Using Dial Capture (Tip/Ring)

Output	Momentary/ Maintained	Time Duration	Keyswitch 1	Garage Door	Open Door Strike	Open Gates	Siren	Strobe
PGM 1	Momentary	1 sec	O					
	Maintained	2 sec -300 sec		O				

Output	Momentary/ Maintained	Time Duration	Keyswitch 2	Garage Door	Open Door Strike	Open Gates	Siren	Strobe
PGM 2	Momentary	1 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

3. Using Legacy

Output	Momentary/ Maintained	Time Duration	Keyswitch 1	Garage Door	Open Door Strike	Open Gates	Siren	Strobe
PGM 1	Momentary	1 sec	O					
	Maintained	2 sec -300 sec		O				

Output	Momentary/Maintained	Time Duration	Keyswitch 2	Garage Door	Open Door Strike	Open Gates	Siren	Strobe
	Maintained	2 sec -300 sec		O				
	Maintained	2 sec -300 sec			O			
PGM 2	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

Surf-K/KM monitors some important parameters such as alarm panel power, temperature, Keybus or DTMF communication for proper functionality and report the occurred troubles to Aryo cloud and CMS.

i. **Primary Power Failure**
If alarm panel power rises above 14.5V or falls below 9V, Surf-K/KM will send a trouble event to Aryo cloud server and CMS.

ii. **Network Signal**
If radio signal is poor, Surf-K/KM will send a trouble event to Aryo cloud server and CMS.

iii. **No Cellular Service**
If Surf-K/KM cannot connect to the cellular tower (RSSI is sent as 0 or 99), Surf-K/KM will send a trouble event to Aryo cloud server and CMS.

iv. **SIM Card Error**
If there is an issue with SIM card detection by Surf-K/KM, it will send a trouble event to Aryo cloud server and CMS.

v. **Keybus Communication Failure**
When connected to a DSC and Honeywell alarm panel keybus terminals, Surf-K/KM continuously supervises the keybus communication path for normal operation. If Surf-K/KM stops receiving data from the keybus line, Surf-K/KM will send a trouble event to Aryo cloud server and CMS.

vi. **Aryo Communication Failure**
If there is any error or failure in device communication with the cloud, Surf-K/KM will send a trouble event to Aryo cloud server and CMS.

vii. **High/Low Temperature**

If the temperature rises above 50 degrees Celsius or falls below -5 degrees Celsius, Surf-K/KM will send a trouble event to Aryo cloud and the CMS.

CID codes for supervisory and troubles

Power   970

Network Signal   971

No Cellular Service   972

SIM Card Error   974

Keybus Communication Failure   975

Aryo Communication Failure   976

High Temperature   977

Low Temperature   978

b. Troubleshooting

Trouble Category	Trouble	Indication	Solution
Primary Power Failure	Panel Voltage below 9V or above 14.5V	First LED blinks quickly.	Check the output voltage of DC/Auxiliary terminals of the alarm panel.
Network Signal	Poor signal	1. First LED blinks quickly. 2. Second LED blinks slowly, one at a time.	1. Make sure the antenna is connected properly. 2. Move the antenna or Surf-K/KM to a place where the LTE signal is well received.
Cellular Network	No connection to the cellular tower (RSSI 0 or 99)	1. First LED blinks quickly. 2. Second LED blinks quickly.	Check if the signal level is acceptable. If it is, check the followings: 1. Check that the SIM card is properly installed in the device. 2. Check that the device is properly registered with the cloud server.

SIM Card Error	No SIM card Detected	1. First LED blinks quickly. 2. Second LED blinks quickly.	1. Check that the SIM card is properly installed in Surf-K/KM. 2. Check that the device is properly registered with the cloud server. 3. Reboot the device.
Keybus Communication Failure	No data received from the keybus panel terminals after a certain period.	First LED blinks quickly.	Check if the keybus line (Yellow, Green) is connected properly to the alarm panel and to the Surf-K/KM.
Aryo Communication Failure	No connection to Aryo cloud	1. First LED blinks quickly. 2. Second LED blinks quickly. 3. Third LED is off.	If it does not operate normally even after waiting for a while, check the following. 1. Check that the SIM card is properly installed. 2. Check that the device is properly registered in the cloud server. 3. Check if the antenna is properly connected.
High/Low Temperature	Ambient temperature being out of the operating range of Surf-K/KM.	1. First LED blinks quickly.	Check the ambient temperature, identify the cause of the temperature abnormality, and eliminate the cause.

9. Specifications

Hardware	surf-k, surf-km
Dimensions	120 mm*70 mm*26.7 mm
Weight	81g, 82 g
Operating temperature	-5°C to 50°C
Humidity	86%
Input voltage	9-14 VDC
Operating voltage	6-20 VDC
Mounting	2 screw holes
PGM current tolerance	350 mA
Standby current draw at 13.5V (Surf-K)	25 mA
Peak current draw at 13.5V (Surf-K)	55 mA
Standby current draw at 13.5V (Surf-KM)	35 mA
Peak current draw at 13.5V (Surf-KM)	80 mA
Keybus (DSC & Honeywell)	Y
Tip/Ring	Y
Legacy	Y
Zones	4
PGMs	2
Status LEDs	4
RF expansion port	1
Antenna cable 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.

a. Warranty Updates

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.

b. Warranty Disclaimer

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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.

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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.

d. 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.

Claims 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.