

# SETUP GUIDE





# Welcome to SimpliSafe

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# Install your Base Station

**The Base Station is the brains and primary siren of your system. It communicates with all of your devices and sends us your alarm signals if you have activated alarm monitoring service.**

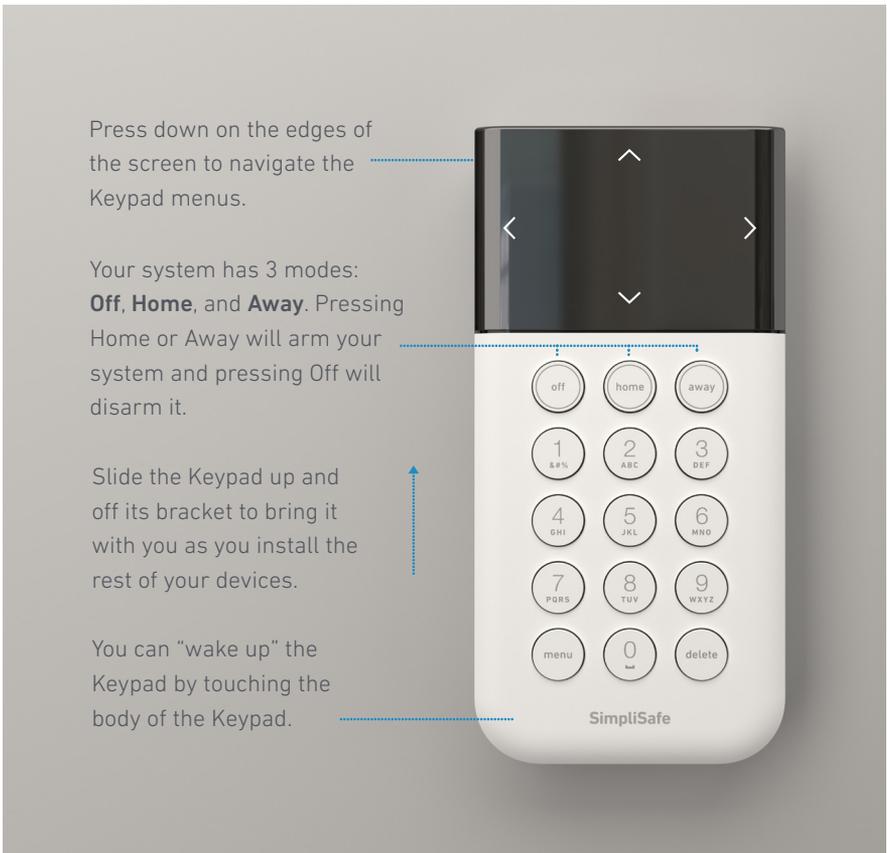
- 1 Place your Base Station in a central location in your house. Don't install it on the floor.
- 2 Plug the Base Station into a wall socket using the included power cord.



- ▶ Make sure the wall socket is not controlled by a light switch which could accidentally cut power to the Base Station.
- ▶ Your Base Station's LED light indicates the status of the system. Blue means it's armed, no light means it's disarmed.

# Install your Keypads

- 1 Follow the onscreen instructions for setting your Master PIN.
- 2 Adhesive tape has already been installed on the back of the Keypad—just peel and press it firmly to the wall for 30 seconds. If you make a mistake, see “How do I move a device?” on page 19.
- 3 Adhere the Keypad to the wall by your main entrance. You can take the Keypad with you to name your devices as you install them. After you adhere the Keypad to the wall just slide it up and off its bracket.



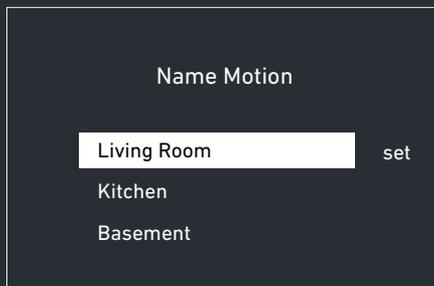
# Install and Name your Devices with the Keypad

1



When the Keypad prompts you, remove the battery tab on the device you want to install, then press its Test Button.

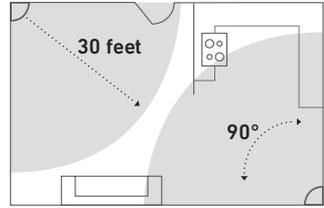
2



Choose from the list of names on the Keypad, and then follow the instructions for installing the device on the following pages.

# Install your Motion Sensors

Motion Sensors detect motion within 10 metres. They look straight ahead with a 90° field of view as well as downward at a 45° angle. Mount it in a corner for maximum coverage of your room.



- 1 Place the Motion Sensor on a shelf or adhere it to a wall, approximately 1.5 to 2 metres off the ground. Avoid placing the sensor near a heater, air conditioner, lamp, or electronics (such as a wifi router).

**Test Button:**  
Install with  
button facing  
upwards

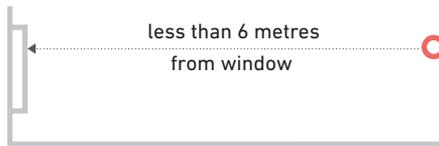


- ▶ **Dog Owners:** For pets over 2 stone, install button-side down, about 1.2 metres off the ground.
- ▶ **Cat Owners:** Place the Motion Sensor so that cats cannot climb near it, button-side up, 2 to 3 metres off the ground.
- ▶ Motion Sensors are active in Away Mode only by default. Put the system in Home Mode and you can move freely about your home without setting off an alarm.

# Install your Glassbreak Sensors

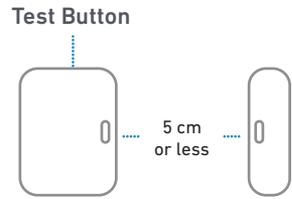
Glassbreak Sensors are programmed to “listen” for the specific frequency of glass breaking.

- 1 Place the Glassbreak Sensor on a shelf or adhere to a wall less than 6 metres from the windows you'd like to protect.



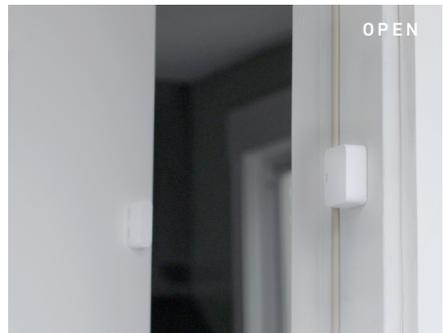
# Install your Entry Sensors

- 1 Line up the magnet and sensor on the door or window so that the grooves align and the pieces are less than 5 cm apart when the door or window is closed.



- 2 Test the alignment before you adhere each piece. The blue light should flash once when the door or window opens and twice when it closes.
- 3 Adhere the sensor on the door and the magnet on the door casing, or the other way round. There is no "right side up."

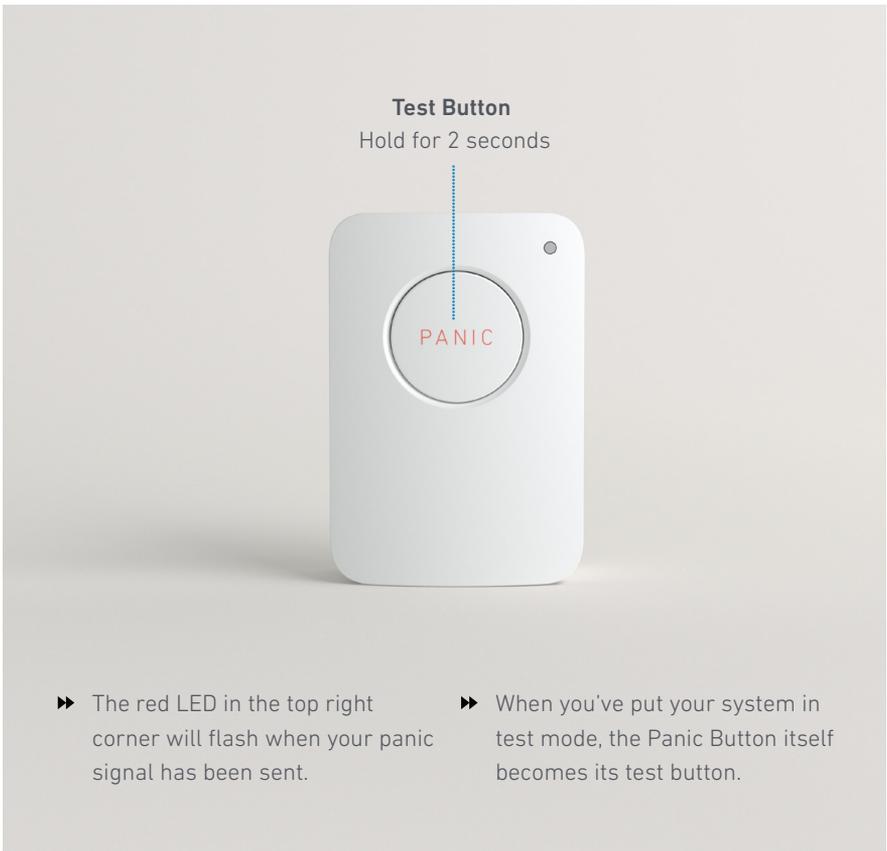
## EXAMPLES:



# Install your Panic Buttons

**Panic Buttons will trigger an alarm when you hold down the button for 2 full seconds.**

- 1 Adhere the Panic Button to a wall in your master bedroom or anywhere you want a bit of extra security.



# Install your Extra Sirens

- 1 Adhere the Siren by pressing and holding it to the wall for 30 seconds to ensure it stays in place.
- 2 For permanent installation, push up on the Siren to remove it from its bracket. Then screw the bracket into the wall with the included screws.

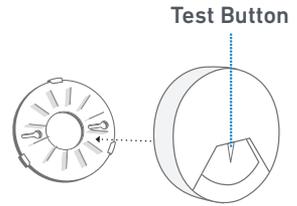
- ▶▶ Install your Siren by the front door to scare away intruders.
- ▶▶ Be cautious when testing your 105 dB Siren. Prolonged exposure can cause hearing damage.
- ▶▶ Use your Keypad menu to configure your Siren's volume and settings.



Three pulse temporal pattern for evacuation (Smoke + CO alarms) only.

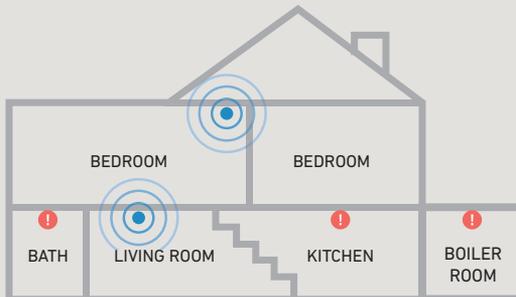
# Install your Smoke Detectors

- 1 Remove mounting bracket from the detector by rotating it counterclockwise.
- 2 Install the bracket on the wall or ceiling using the included screws and wall anchors.
- 3 Push the Smoke Detector against the mounting bracket and rotate it clockwise until it **snaps** into place. A solid yellow light means it is **not** snapped in place.



► Place Smoke Detectors near your sleeping areas. For maximum protection, place one on each level of your home.

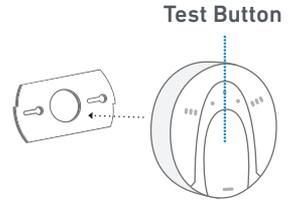
! Do not install near your furnace, stove, fireplace, kitchen, garage, or bathroom with a shower.



This detector is for household use only. There are local laws that apply to Smoke Detectors. Please refer to the information included in the detector box and consult with your local fire brigade regarding any requirements.

# Install your CO Detectors

❶ Separate the mounting bracket from the back of the Carbon Monoxide Detector by rotating it counterclockwise.

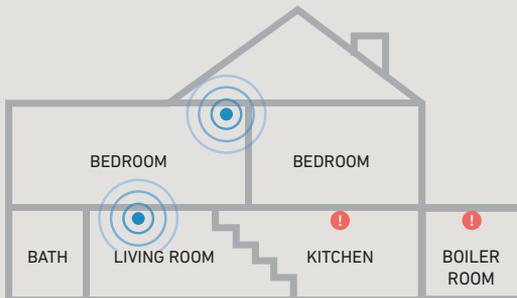


❷ Mount the bracket to your wall or ceiling using the included screws and wall anchors.

❸ Push the CO Detector against the mounting bracket and rotate it clockwise until it **snaps** into place. A solid yellow light means it is **not** snapped in place.

► Typical installation locations:  
Near bedrooms and on each level of your home.

❗ Do not install near your furnace, stove, fireplace, kitchen or garage.

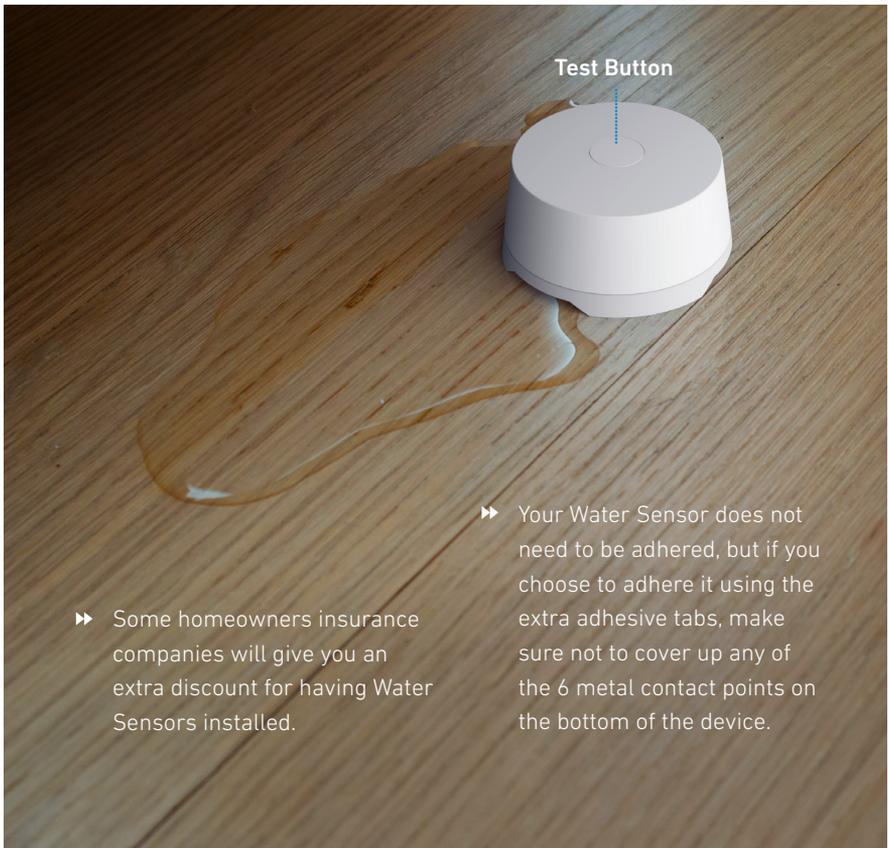


This detector is for household use only. There are local laws that apply to CO Detectors. Please refer to the information included in the detector box and consult with your local fire brigade regarding any requirements.

# Install your Water Sensors

Water Sensors prevent damage from leaks and floods. You can place one in the drip pan of your water heater or washing machine, or near bathroom plumbing to detect any leaks, overflows or broken plumbing.

- 1 For the simplest installation, simply place your Water Sensor on the floor.



# Install your Freeze Sensors

- 1 Adhere the Freeze Sensor on the wall near your home's main thermostat or near any exposed plumbing that's vulnerable to burst during a freeze.

Test Button



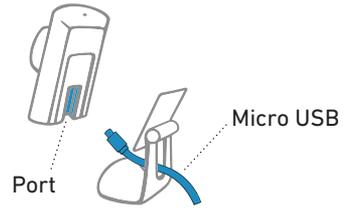
- ▶ You can change the sensor's temperature thresholds in the device settings in the Keypad menu.
- ! Avoid your boiler room, which may stay warm long after a furnace failure.

Some homeowners insurance companies will give you an extra discount for having Freeze Sensors installed. Contact your insurance agent for details.

# Install your SimpliCams

Install your SimpliCams after the rest of your system.

- 1 Slide the stand off the camera.
- 2 Insert the Micro-USB into the port on the back of the camera. Replace the stand, and plug the cord into a wall socket.
- 3 Launch the SimpliSafe app on your smartphone to begin installation.



- ▶ With a recording plan, SimpliCams will capture a recording if an alarm is triggered, if your system is armed or disarmed, or if there is a secret alert.
- ▶ When your SimpliCam is all set up, the top status light will be blue. A smaller red light beneath the status light is used at night to help illuminate your room.



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# Activate Alarm Monitoring

In the event of an emergency, professionally trained operators will contact you and dispatch the emergency responders. This service is not available until you activate your subscription.

- 1 Write your Base Station serial number here (located on the bottom of your Base Station) so you have it handy during activation.

SERIAL #:

- 2 Activate at [simplisafe.co.uk/activate](https://simplisafe.co.uk/activate)

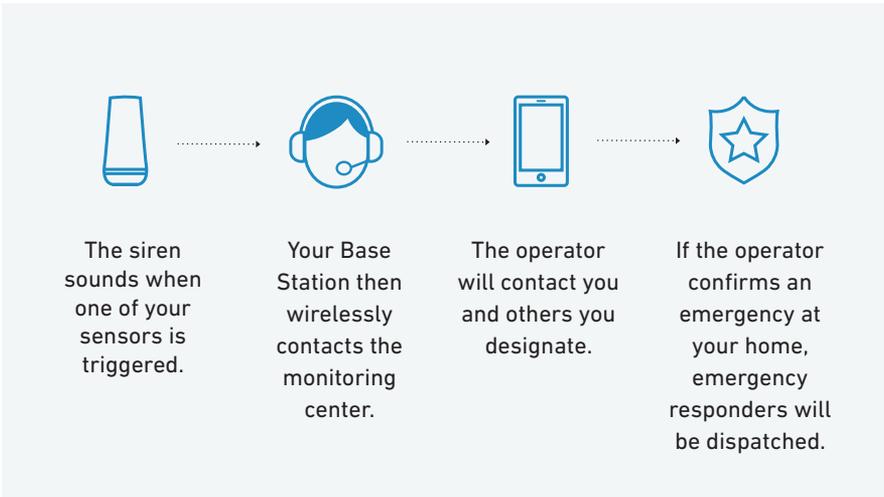
After you activate your subscription, your system will be in **Practice Mode** for 72 hours while you get used to using your alarm. The alarm will function normally, but you will not receive emergency dispatch. After 72 hours, you will be notified that your Dispatch Service is live.

## Set Up WiFi

Your system has built in cellular and wifi. The cellular will connect automatically. By setting up wifi, your system will be more secure and update faster.

- 1 Press menu  on your Keypad, enter your Master PIN, and navigate to "System Settings" then to "WiFi."

# How Monitoring Works



## What happens when a sensor is triggered?

1. When your alarm is on and one of your sensors is triggered, the Keypad will start beeping and prompt you for your PIN. You have 30 seconds to turn the alarm off—this time is called the Entry Delay and can be customized in the Keypad menu.
2. If the alarm is not turned off within the 30 second Entry Delay, SimpliSafe will sound a siren for four minutes and send an alert signal to our Emergency Dispatch Center (you must activate your service in your online account for this service to function).
3. Upon receiving the signal, the Dispatch Center will attempt to contact you.
4. If it was a false alarm and you provide your previously chosen Safeword, no authorities will be dispatched.
5. If it is a confirmed emergency, they will immediately dispatch emergency responders to your protected location.
6. Your alarm system will automatically re-arm, but the sensor that caused the burglar alarm will be disabled until the alarm system is dis-armed and re-armed again.

# Congratulations!

Setup is complete and you can now start using your SimpliSafe system. Feel free to read on for more information about your system.

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**USING YOUR SYSTEM**

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**KEYPAD WARNINGS**

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**COMMON QUESTIONS**

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# Using your System

## Put your system into Away Mode

Use this mode when you are leaving. All of your sensors, including Motion Sensors, will be active.

- Press “away” on your Key Fob or Keypad.
- You have 60 seconds to exit before the alarm is active. To cancel during the exit delay, simply press “off”

## Put your system into Home Mode

Use this mode when you are staying home. By default, all of your sensors will be active, except for Motion Sensors. Cameras will have their privacy shutters closed.

- Press “home” on your Keypad.

## Turn your system Off

Use the same method to turn off your alarm, whether it’s in Home or Away Mode.

- Press “off” on your Key Fob or press “off” on your Keypad followed by your 4 digit PIN.

If a sensor is triggered, there will be a 30 second Entry Delay before the alarm siren sounds and the Dispatch Service is notified.

## Putting your system into Test Mode

We recommend you test your system regularly and after making any changes.

- In “menu” select “Test Mode”
- Follow the instructions below and on the Keypad to test your devices. The Base Station will announce the sensor type to confirm that it has received the signal.
- Press the left arrow to exit Test Mode.
- If you have a professional monitoring plan, you will receive a phone call confirming the test.

**Motion Sensors:** Press the Test Button on the top of the Motion Sensor. For an accurate test, leave the room for the sensor you are testing then wait 15 seconds. Re-enter the room and the Base Station will say “Motion Sensor.”

**Glassbreak Sensors:** Press Test Button on the top of the sensor then clap your hands loudly near your windows. In Test Mode, the Glassbreak Sensor will be activated by all loud sounds. When the system is armed, the Glassbreak will only react to glass breaking.

**Entry Sensors:** Open and close protected doors and windows.

**Panic Buttons:** Hold the Panic Button down for 2 seconds.

**Smoke and CO Detectors:** Hold the Test Button on the front of the sensor for 4 seconds. The sensor will beep 3-4 times.

**Extra Siren, Water and Freeze Sensors:** Press the Test Button on the top of each sensor.

## Keypad Warnings

SimpliSafe will warn you of potential problems with a flashing red light on the Base Station and/or a  displayed on the Keypad. Access these messages by pressing the right edge of your screen. Here are some common warnings:

<b>Entry Sensor Open</b>	SimpliSafe is warning you that you may have left a door or window open. If they are already closed, make sure each Entry Sensor and its magnet are less than 5 cm apart.
<b>Low Battery</b>	Slide the sensor up and off of the wall (the bracket will remain adhered to the wall) and replace the batteries.
<b>Keypad Out of Range</b>	If you see this message frequently, your Keypad and Base Station may be too far apart for reliable wireless communication. Try moving them closer together.
<b>Sensor Error</b>	A wireless sensor is not responding. Move the sensor and Base Station closer together or replace the sensor's battery. If the sensor displayed on your Keypad is not one of your sensors or it is not installed, remove that sensor from your system (page 20).
<b>Power Outage</b>	Your Base Station will function as usual for up to 24 hours on its rechargeable backup battery. If your home has not lost power, make sure the wall plug is securely inserted into your wall socket and the Base Station.
<b>No Link to Dispatcher</b>	SimpliSafe cannot communicate with the Alarm Monitoring Service, for one of the following reasons: <ul style="list-style-type: none"><li>• Your Alarm Monitoring Service is not active. Please check your account on our web or mobile app.</li><li>• The Base Station is located in an area with poor cellular coverage. Move it near a window for better reception.</li><li>• Your wifi connection is weak or not yet set up. Wifi can provide a secondary connection to the Alarm Monitoring center.</li></ul>

# Common Questions

## **How do I move a device?**

To move a device, push up on the front of the device in the direction of the test button—the back will stay on the wall and the white adhesive tape tab will be visible. Pull **down** (not out) slowly on the tab until the back is removed from the wall.

When you are ready to re-adhere the device in a new location, use a fresh piece of adhesive tape (extras have been included).

## **What if I have a door or window open when I turn on the alarm?**

Your SimpliSafe alarm will warn you that a door or window is open when you turn the alarm on. Open doors or windows will not be protected until they are closed. Once they are closed, the Base Station will start monitoring them.

## **What happens if I accidentally trigger an alarm? How do I avoid false alarms?**

Enter your PIN on the Keypad or press "off" on the Key Fob to stop the siren. If you cancel the alarm within a few seconds, the Emergency Dispatch Center will abort the alarm. Otherwise, they will call the numbers you provided to confirm the false alarm. After the operator has verified your identity (please have your Safeword handy), he or she will cancel any alarms. To avoid the most common causes of false alarms:

- Do not place Motion Sensors near a heater or air conditioner, or facing an open window. If you have large pets, please refer to the instructions on page 4.
- If pets continue to set off false alarms, you can lower the sensitivity on your Motion Sensor. To do so, slide the motion sensor up and off its bracket. On the back, move the switch to the left towards the "L" setting.
- Make sure that a rattling window or door does not trigger an Entry Sensor. Each magnet should be as close as possible to the Entry Sensor.

If you're still having trouble with false alarms, please contact SimpliSafe support.

## **Can I get a discount on my homeowners or renters insurance?**

Some insurance carriers will provide you with a discount for having a monitored home security system like SimpliSafe. To be eligible for this discount you must be subscribed to the Emergency Dispatch Service. Contact your insurance carrier for details.

## **How can I test my Emergency Dispatch Service?**

After your 72 hour Practice Mode is over, select "Test Mode" in your Keypad menu and follow the prompts. This will cause your Base Station to send a test signal to the Emergency Dispatch Center. A dispatcher will contact you to let you know the test signal was successfully received.

### **Will SimpliSafe work in the event of a power outage?**

Yes. All of your sensors are battery powered and the Base Station has a built-in rechargeable backup battery that provides power for up to 24 hours during a power outage.

### **How do I add components?**

If you need additional components, purchase more online at [SimpliSafe.co.uk/alarm-sensors](https://SimpliSafe.co.uk/alarm-sensors). Once you've received your devices, open the Menu on your keypad and select "Devices", then "Add device" and follow the instructions.

### **How do I remove components?**

- Open the menu on your Keypad and select "Devices"
- Find the device you'd like to remove in the list and select it with the right rocker
- Scroll to the bottom of the list and select the option "remove" by pressing the right side of the screen
- Press "off" to exit the menu

### **Can I use SimpliSafe without the Dispatch Service?**

Yes, but we don't recommend it. Without the Emergency Dispatch Service, only the alarm siren will sound and no authorities will be called. The SimpliSafe Emergency Dispatch Service is easy to set up and can be canceled at any time.

### **How do I change the batteries?**

Voice prompts will warn you when your batteries are low (battery life is approximately 1 year for a Keypad and 5 years for all other sensors). To change batteries, remove the component from the wall as described above. Replace the batteries behind the back panel and slide the component back into place. The Base Station backup battery is rechargeable and does not normally need to be replaced.

### **What happens if my Key Fob is lost or stolen?**

Your Key Fob will work for whoever has it in their possession. If you lose your Key Fob, you should disable it by going into the menu and removing it from your list of devices (you can easily add it back later). If you are concerned about the security of your Key Fob, you can disable its ability to turn the alarm on and off in the device settings. You will still be able to use it as a portable panic button within your home.

# System Updates

SimpliSafe may occasionally receive optional system updates to add features and functionality. If your system is connected to wifi and there is an update available, you will see a gear symbol  on the left side of your Keypad's screen. Press the off button to refresh your Keypad's screen to determine if an update is available. To accept the update, follow the prompts and wait for your Base Station and Keypad to reboot. The update process may take between 10 and 20 minutes, during which your system will be offline. After the update is complete, you will have to select the gear icon on each additional Keypad you own to update them as well.

# Product Safety Information

Warning: Changes or modifications to this unit not expressly approved by SimpliSafe Ltd could void the user's authority to operate the equipment.

Use only approved batteries and the supplied UL/ULC/EN approved power adapter with your SimpliSafe Home Security System. Any tampering with the product or other unauthorized use will void your limited warranty. To prevent a fire hazard or electrical shock, do not expose the Base Station (SSBS3) or other components to water or operate the System while you are wet or standing in water. Be sure that electrical and telephone cords used are not frayed or placed in a location where they can pose a danger.

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 alarm, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instructions (pages 17-18).

Caution: Please verify periodically that components remain firmly adhered. A falling component could harm a passing person. Also, swallowing a small piece, such as a magnet or battery could be harmful. Please keep them away from children.

CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

For the purpose of LVD Directive: Importer/Manufacturer: SimpliSafe Ltd Address: Link 665 Business Centre Todd Hall Road Haslingden Rossendale BB4 5HU

**Operating Temp:** Base Station: Model SSBS3 Operating Temperature 0°C to 40°C, 90% Max. Humidity  
Keypad: Model SSKP3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Keypad: Model SSKF3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Entry Sensor: Model SSES3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Motion Sensor: Model SSMS3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Panic Button: Model SSPB3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Glassbreak Sensor: Model SSGB3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Smoke Detector: Model SSSD3-0 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Carbon Monoxide Detector: Model SSC03-0 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Water Sensor: Model SSWT3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Freeze Sensor: Model SSFS3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Extra Siren: Model SWS3 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
SimpliCam: Model SSCM1 Operating Temperature -10°C to 40°C, 90% Max. Humidity

**Power Supply:** Input: 100-240 VAC, 50/60Hz, 0.4A Max, Output: 6.5VDC, 1.6A  
DONGGUAN GANGQI ELECTRONIC CO LTD, GQ12-065160-AB

**Batteries:** Base Station: Four(4) Eneloop BK-3MCCA, 1.2V min 1900mAh OR FB 1000, 1.2V, 1000mAh, NiMH (Note: NiMH batteries must be recycled or disposed of properly).  
Keypad: four 1.5V Alkaline, size AA.  
Motion, Glassbreak Sensors: one 3V Lithium, size CR123A.  
Panic Button, Freeze, Water Sensors, Entry Sensors: one 3V Lithium, size CR2032.



# SimpliSafe Ltd Terms of Sale

## 1. Information about SimpliSafe and how to contact us

We are SimpliSafe Ltd ("SimpliSafe") a company registered in England and Wales under registration number 10795126 and with our registered office at Suite 14c, Link 665 Business Centre Todd Hall Road, Haslingden, Rossendale, United Kingdom, BB4 5HU. Our registered VAT number is 287 6084 60.

You can contact us by telephoning our customer service team at 0800 920 2420 or by writing to us at No. 1 Spinningfields, Quay Street, Manchester M3 3JE or by email to [customer-support@simplisafe.co.uk](mailto:customer-support@simplisafe.co.uk). If we have to contact you we will do so by telephone, SMS, or by writing to you at the email address or postal address you provided to us in your order.

## 2. Acceptance

Our acceptance of your order will take place when SimpliSafe emails you to indicate our acceptance, at which point a contract will come into existence between you and us incorporating these Terms of Sale. If we are unable to accept your order, we will inform you of this by e-mail and will not charge you for any Products. This might be because the Product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the Product or because we are unable to meet a delivery deadline.

## 3. EU Sales

Purchases from SimpliSafe are available only in the European Union. You agree not to use or attempt to use any Product outside the European Union.

## 4. Use of Products

You agree not to use any Product for any illegal or unlawful purpose.

## 5. Sales are intended for End Users Only

Purchases made through the SimpliSafe website are intended for end user customers only.

## 6. No business use

Products are for domestic and private use only and may not be used in any business or for any commercial purpose.

## 7. Payment Methods

SimpliSafe accepts credit cards, debit cards and SimpliSafe Gift Cards as forms of payment in each case as set out on its website. If a credit card is being used for a transaction, SimpliSafe may obtain a pre-approval from the credit card company for an amount up to the amount of the order. Billing to your credit card occurs at the time of purchase or when the order is shipped. If the balance from a SimpliSafe Gift Card is used for a transaction, the amount is deducted from your Gift Card at the time of purchase. If the total amount of the transaction is greater than the balance available in Gift Card your credit card will be charged for the balance.

We are unable to accept credit cards issued by banks outside the European Union. Debit cards and check cards have daily spending limits that may prevent the processing of your order.

## 8. Prices

The price of the Products (which includes VAT) will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the Products advised to you is correct. However please see below for what happens if we discover an error in the price of any Products you order.

The total price will include the price of the Products in your order plus any applicable shipping charges and any customs or excise duty, less any discounts offered by SimpliSafe. SimpliSafe reserves the right to change prices for Products offered at any time, and does not provide price protection or refunds in the event of a price drop or promotional offering.

If the rate of VAT changes between your order date and the date we supply the Products, we will adjust the rate of VAT that you pay, unless you have already paid for the Product in full before the change in the rate of VAT takes effect.

It is always possible that, despite our best efforts, some of the Products may be incorrectly priced. We will normally check prices before accepting your order so that, where the Product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the Product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any Products provided to you.

You must pay for all Products in full before we dispatch them.

## 9. Value Added Tax

The total price of the Products will include VAT based on the delivery address and the rate in effect at the time your transaction is

completed. We will charge to all applicable VAT and custom duties, and SimpliSafe has the right to collect any tax it believes it is obliged to collect.

## 10. SimpliSafe Gift Cards

SimpliSafe gift cards ("**Gift Cards**") are for transactions on the SimpliSafe website only. VAT will not be charged when the Gift Card is purchased. VAT is charged when the Gift Card is redeemed. The VAT rate on the transaction is based on the delivery address of the redeemer. Gift Cards may not be used to purchase other Gift Cards.

## 11. Delivery

Delivery will be by common carrier F.O.B SimpliSafe's shipping point. This means that you (and not SimpliSafe) have the risk loss or damage to the Products during shipment.

You will be responsible for the costs of delivery as set out on the SimpliSafe website.

We will ship Products without undue delay, subject to any time limits posted on our website at the time of the order.

If our supply of the Products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any Products you have paid for but not received.

You have legal rights if we deliver any Products late. If we miss the delivery deadline for any Products then you may treat the contract as at an end straight away if any of the following apply:

- (a) we have refused to deliver the Products;
- (b) delivery within the delivery deadline was essential (taking into account all the relevant circumstances); or
- (c) you told us before we accepted your order that delivery within the delivery deadline was essential.

If you do not wish to treat the contract as at an end straight away, or do not have the right to do so, you can give us a new deadline for delivery, which must be reasonable, and you can treat the contract as at an end if we do not meet the new deadline.

If you do choose to treat the contract as at an end for late delivery, you can cancel your order for any of the Products or reject Products that have been delivered. If you wish, you can reject or cancel the order for some of those Products (not all of them), unless splitting them up would significantly reduce their value. After that, we will refund any sums you have paid to us for the cancelled Products and their delivery. If the Products have been delivered to you, you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services on 0800 920 2420 or email us at [customer-support@simplesafe.co.uk](mailto:customer-support@simplesafe.co.uk) for a return label or to arrange collection.

We may need certain information from you so that we can supply the Products to you, for example, your address. If you do not give us this information as part of the ordering process or within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the Products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

You are responsible for Products once they are in your possession or the possession of a person identified by you to accept the Products.

## 12. Our Products

The images of the Products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the Products. Your Product may vary slightly from those images. The packaging of the Product may vary from that shown in images on our website.

We may change the Products to reflect changes in relevant laws and regulatory requirements, to implement minor technical adjustments and improvements, for example to address a security threat.

We may have to suspend the supply of a Product to:

- (a) deal with technical problems or make minor technical changes;
- (b) update the Product to reflect changes in relevant laws and regulatory requirements; or
- (c) make changes to the Product as notified by us to you.

We will contact you in advance to tell you we will be suspending supply of the Product, unless the problem is urgent or an emergency. If we have to suspend the Product for longer than 30 days we will adjust the price so that you do not pay for Products while they are suspended. You may contact us to end the contract for a Product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 30 days and we will refund any sums you have paid in advance for the Product in respect of the period after you end the contract.

The Products are described on our website at <https://simplesafe.co.uk/wireless-home-security-preview>. This sets out important

features of the Products. Please note that the Products only perform in the manner set out on our website and there is no guarantee that the Products may not be compromised or circumvented. The Products are designed to provide a specified response in given situations. There is no guarantee that the Products will prevent unauthorized intrusion onto the premises or will prevent any personal injury or property loss or any other emergency condition, including fire, smoke, carbon monoxide, medical emergencies or water damage; or that the Products will in all cases provide adequate warning or protection. You understand that the Products may be interrupted, circumvented, unavailable (for a limited or extended time period) or otherwise compromised, including as a result of equipment designed or used by a third party for the purpose of causing false alarms or gaining unauthorized access to or otherwise affecting or controlling the Products.

### **13. Limited Warranty and Goodwill Guarantee**

SimpliSafe warrants to you that the Products will be free from defects in materials and workmanship under normal use and service for 3 years from the date that you purchase the Product ("Limited Warranty"). SimpliSafe's obligation and liability under the Limited Warranty is limited to accepting return of the defective part of the Product and an equivalent replacement Product or parts during the warranty period. Replacement Products or parts may be new or reconditioned, at the sole option of SimpliSafe. SimpliSafe warrants any replacement Product or part for 3 years from the time of replacement. Ownership of any returned Product or part transfers to SimpliSafe on receipt.

For service under the Limited Warranty, please contact SimpliSafe Customer Support at 0800 920 2420 or visit <https://www.simplisafe.co.uk/support> and click on "Contact Us". If SimpliSafe is unable to address the issue that you are facing, SimpliSafe will send you a replacement Product or part along with a postage prepaid return slip. You must return your old Product or part to SimpliSafe using such slip.

This Limited Warranty does not apply where damage is caused by failure to follow installation or operating instructions, misuse (which includes using Products outdoors unless outdoor use is expressly permitted, and in such cases only as directed), alteration, abuse, accident or tampering, or damage or non-performance resulting from use of any item or repair services not provided by SimpliSafe. The Limited Warranty does not apply if damage was caused by Act of God, natural disaster, labor dispute, war, terrorism, civil strife, or other cause beyond SimpliSafe's control. Battery replacement is excluded from the Limited Warranty. Products that are tested and found to be in good working condition (not defective) are not covered by this Limited Warranty.

In addition to the Limited Warranty you may return the Product to us at any time within 60 days of your order and receive a full refund ("Goodwill Guarantee"). SimpliSafe will send you a postage prepaid return slip, and you must return you the Products to SimpliSafe using such slip.

The Limited Warranty and Goodwill Guarantee do not affect your legal rights under the Consumer Rights Act 2015 or your general rights in relation to faulty or misdescribed Products (which are described in clause 14).

### **14. Responsibility for loss or damage suffered by you**

If either you or we are in breach of our agreement, you or we shall be liable to the other for foreseeable loss and damage caused by the breach and not for any losses that are not a foreseeable consequence of the breach or for indirect losses which happen as a side effect of the main loss or damage and which are not foreseeable by you and us.

We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process. We are not liable to you for loss that was not foreseeable, was not caused by us or business loss.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products and for defective products under the Consumer Protection Act 1987.

We only supply the products for domestic and private use. If you use the products for any business, commercial purpose or re-sell any Products we will have no liability to you for any loss that relates to a business such as any loss of profit, loss of business, business interruption, or loss of business opportunity.

### **15. Monitoring Services**

Monitoring services will not be provided in connection with your purchase of the Products unless you activate such services online through <https://simplisafe.co.uk> or by calling SimpliSafe Customer Support at 0800 920 2420 (and as and when this feature becomes available in your location, through the SimpliSafe mobile app).

Monitoring services will be provided in accordance with SimpliSafe's Terms of Service which can be found online <https://simplisafe.co.uk/terms-of-service> and no other terms will apply to such services.

### **16. Services Provided Without Monitoring Subscription**

If you activate service offerings made available in connection with any Products that do not require a monitoring subscription (such as motion-detected alerts, cloud-based video recording and storage and/or video streaming services which may be made available, from time to time, in connection with a SimpliSafe security camera without a monitoring subscription) such services shall be provided

in accordance with the Terms of Service applicable to such services which can be found at <https://simplisafe.co.uk/terms-of-service>. Such services will not be provided unless or until you activate them online through the SimpliSafe mobile app or by calling SimpliSafe Customer Support at 0800 920 2420.

## 17. Insurance

The price of the Products is unrelated to the value of property located on or near the premises at which the Products are located. No portion of the purchase price is for insurance or is an insurance premium.

You agree that SimpliSafe is not an insurer and is not providing you with any insurance coverage. To the extent you wish to have any insurance coverage you must take out a separate insurance policy from an insurance company at your own expense.

## 18. Your right to end the contract

- (a) Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:
- (i) if what you have bought is faulty or misdescribed you may have a legal right to end the contract (or to get the Product repaired or replaced or a service re-performed or to get some or all of your money back), see clause 20;
  - (ii) if you want to end the contract because of something we have done or have told you we are going to do, (see clause 18(b));
  - (iii) if you have just changed your mind about the Products, (see clause 18(c)). You may be able to get a refund if you are within the cooling-off period (see clause 1(e)), but this may be subject to deductions and you will have to pay the costs of return of the Product;
  - (iv) in all other cases (if we are not at fault and there is no right to change your mind), see clause 18(d).
- (b) If you are ending a contract for a reason set out at (i) to (iv) below the contract will end immediately and we will refund you in full for any Products which have not been provided and you may also be entitled to compensation. The reasons are:
- (i) we have told you about an error in the price of the Product you have ordered and you do not wish to proceed (see clause 8);
  - (ii) there is a risk that supply of the Products may be significantly delayed because of events outside our control;
  - (iii) we have suspended supply of the Products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 30 days; or
  - (iv) you have a legal right to end the contract because of something we have done wrong (including because we have delivered late.
- (c) For most Products bought through a website you have a legal right to change your mind within 14 days (unless the Products are split into several deliveries over different days (in this case you have until 14 days after the day you (or someone you nominate) receives the last delivery to change your mind about the Products or your Products are for regular delivery over a set period in this case you have until 14 days after the day you (or someone you nominate) receives the first delivery of the Products)) and receive a refund. These rights, under the Consumer Contracts Regulations 2013, can be exercised in the way set out in clause 18(e).
- (d) Even if we are not at fault and you do not have a right to change your mind you can still end the contract before it is completed under the Goodwill Guarantee or afterwards, but if you do so after the Goodwill Guarantee has expired you may have to pay us compensation. A contract for goods is completed when we have finished providing the goods and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind after the Goodwill Guarantee has expired, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for Products not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract as compensation for the net costs we will incur as a result of your doing so.
- (e) To end the contract with us, please let us know by doing one of the following:
- (i) Phone or email. Call customer services on 0800 920 2420 or email us at [customer-support@simplisafe.co.uk](mailto:customer-support@simplisafe.co.uk). Please provide details of what you bought, when you ordered or received it and your name and address.
  - (ii) Complete the form at <https://simplisafe.co.uk> on our website.
  - (iii) Complete the form available online to print off at <https://simplisafe.co.uk> and post it to us at the address on the form. Or simply write to us at No. 1 Spinningfields, Quay Street, Manchester MAN M3 3JE including details of what you bought, when you ordered or received it and your name and address.

If you end the contract for any reason after Products have been dispatched to you or you have received them, you must return them to us. You must either return the goods in person to where you bought them, post them back to us at No. 1 Spinningfields, Quay Street, Manchester MAN M3 3JE or (if they are not suitable for posting) allow us to collect them from you. Please call customer services on 0800 920 2420 or email us at [customer-support@simplisafe.co.uk](mailto:customer-support@simplisafe.co.uk) for a return label or to arrange collection. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.

- (f) We will pay the costs of return:
- (i) if the Products are faulty or misdescribed;

- (ii) under the Goodwill Guarantee; or
- (iii) if you are ending the contract because we have told you of an error in pricing, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

- (g) If you are responsible for the costs of return and we are collecting the Product from you, we will charge you the direct cost to us of collection.
- (h) Where we are obliged to refund the price and or delivery costs to you we will do so by the method you used for payment. However, we may make deductions from the price if you are exercising your right to change your mind and we may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the Products, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the Products and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount. The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer.
- (i) We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:
  - (i) Where we have not offered to collect the Products, your refund will be made within 14 days from the day on which we receive the Product back from you or, if earlier, the day on which you provide us with evidence that you have sent the Product back to us.
  - (ii) In all other cases, your refund will be made within 14 days of your telling us you have changed your mind.

## 19. Our rights to end the contract

We may end the contract at any time by writing to you if:

- (a) you do not make any payment to us when it is due and you still do not make payment within 14 days of us reminding you that payment is due;
- (b) you do not, within a reasonable time, allow us to deliver the Products to you or collect them from us; or
- (c) you are otherwise in material breach of the contract and do not remedy such breach within 14 days of us asking you to do so.

If we end the contract in the situations set out in this clause 19 we will refund any money you have paid in advance for Products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

We may write to you to let you know that we are going to stop providing the Products. We will refund any sums you have paid in advance for Products which will not be provided.

## 20. If there is a problem with a Product

If you have any questions or complaints about a Product, please contact us. You can telephone our customer service team on 0800 920 2420 or write to us at [customer-support@simplisafe.co.uk](mailto:customer-support@simplisafe.co.uk) or No. 1 Spinningfields, Quay Street, Manchester MAN M3 3JE.

We are under a legal duty to supply Products that are in conformity with this contract.

If you wish to exercise your legal rights to reject Products you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services on 0800 920 2420 or email us at [customer-support@simplisafe.co.uk](mailto:customer-support@simplisafe.co.uk) for a return label or to arrange collection.

## 21. Software

Software embedded within any Product is licensed to you on a non-exclusive and limited basis and is not sold. You may use such software only in connection with the Product in which it is embedded, and may not modify, distribute, copy or reverse engineer such software. All rights with respect to such software not licensed to you under this contract are fully reserved by SimpliSafe and/or its licensors. You may transfer your rights to the Software only.

## 22. Camera and other recording devices

If the Products include any camera or any other video-related and/or audio-related equipment ("Camera"), you acknowledge and agree that (i) the Camera is intended to assist you and any monitoring facility used to provide you with a service in the verification of alarm events at your premises, not to reduce or eliminate any risk of loss, (ii) the Camera is not intended to detect or prevent unauthorized intrusion onto the premises or any other emergency condition, including fire, smoke, carbon monoxide, medical emergencies or water damage, (iii) you will use the Camera solely in connection with lawful recording practices on or near your Premises that at all times comply with the Privacy Policy and Terms of Service which can be found at <https://simplisafe.co.uk/terms-of-service/>, and no other purpose, (iv) you shall not use the Camera, or permit the use of the Camera, for any illegal or unlawful purpose, (v) you shall not use or permit the use of a Camera installed with a view where any person may have a reasonable expectation of privacy, including restrooms, dressing or changing areas, locker rooms or similar areas, (vi) you shall instruct all persons who may use the Camera of any limitations with respect to the Camera, (vii) you shall notify any person whose oral communication may be intercepted, recorded or transmitted by the Camera of any such interception, recording or transmission, and (viii) when and to the extent restricted or otherwise prohibited by

applicable laws, YOU MUST NOT INTERCEPT, RECORD OR TRANSMIT ANY ORAL COMMUNICATION OF ANY PERSON WITHOUT HAVING SUCH PERSON'S PERMISSION TO DO SO. Please refer to the SimpliSafe Privacy Policy at <https://simplisafe.co.uk/privacy/> for important information regarding the recording of audio and video.

### 23. Responsibility for the operation of the Products

You are responsible for the operation of the Products and must comply with all applicable laws relating to their use. These may include laws relating to data protection and privacy, CCTV and surveillance and the operation of security alarms. In the UK they may include the General Data Protection Regulation, the Data Protection Act 2018, the Clean Neighborhoods and Environment Act 2005, the Protection of Freedoms Act 2012, and the Regulation of Investigatory Powers Acts 2000 and 2016.

### 24. Life Safety Notice

If you purchase a Product that includes smoke detectors or carbon monoxide detectors, or if you add smoke detectors or carbon monoxide detectors at a later time, there may be specific requirements or standards for the installation and location of such detectors. You should contact your local authority having jurisdiction or consult a qualified professional to assist in the installation, maintenance and location of such detectors. You have sole responsibility for complying with any and all codes, laws and standards that may apply to the installation, placement, and maintenance of the Products.

### 25. Privacy

Please refer to SimpliSafe's privacy policy at <https://simplisafe.co.uk/privacy/> for important information about our collection, use and sharing of your personal information. We will only use your personal information as set out in our <https://simplisafe.co.uk/privacy/>.

### 26. Other Terms

**Other terms.** You understand and agree that sales made by SimpliSafe-authorized distributors, resellers or retailers (including to Amazon.com, BestBuy, BestBuy.com, Target, Target.com, Walmart, Walmart.com, Angieslist.com and Woot.com) shall be subject to these Terms of Sale, notwithstanding that the ultimate sale may have been made by authorized distributors, resellers or retailers. Moreover, the initial sale made to you by such SimpliSafe-authorized distributors, resellers or retailers shall be the commencement of the Limited Warranty.

**Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by the laws of England and Wales and you can bring legal proceedings in respect of the products in the courts of England and Wales. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the courts of England and Wales. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the courts of England and Wales.

**Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not demand payment from you but we continue to provide the products, we can still require you to make the payment at a later date.

**If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

**Nobody else has any rights under this contract (except someone you pass your Limited Guarantee on to).** This contract is between you and us. No other person shall have any rights to enforce any of its terms, except as explained in relation to the Limited Guarantee.

**Notices.** Unless otherwise expressly provided in this contract, (i) all notices required to be given to SimpliSafe shall be deemed to have been duly given if in writing and mailed by regular mail, postage prepaid, or overnight delivery, by a reputable, national overnight delivery service to SimpliSafe's then current principal place of business and (ii) all notices required to be given to Subscriber shall be deemed to have been duly given if in writing and sent to the e-mail address Subscriber provided to SimpliSafe.

**Assignment.** We may transfer our rights and obligations under these Terms of Sale to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within 30 days of us telling you about it and we will refund you any payments you have made in advance for Products not provided. You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing or in conjunction with the transfer of the Products in accordance with this agreement.

## Product Specifications

It is important that you appreciate what SimpliSafe's products and services can and cannot do. <https://simplisafe.co.uk/wireless-home-security-feature-overview>

Our products will:

- (1) Detect the events they were designed to detect, provided that they are not tampered with and are maintained and installed as directed.
- (2) Attempt to use cellular data networks and/or available WiFi networks to communicate with our applications if the consumer is subscribed to our Monitoring Services.

Our services will:

- (1) Send notifications to the user in the event of an alarm.
- (2) Send alarm signals to the 24/7 monitoring and response station.
- (3) Follow user instruction in the event of an alarm.
- (4) Make video available on demand for subscribers of that service with products installed and maintained properly.
- (5) Attempt to contact emergency responders based on the type of alarm and handling instructions for that type of alarm.

When used properly our home security products can make an important contribution to your home security. However, it is important to appreciate what they are not designed to do or cannot guarantee. Please take these limitations into account when deciding whether to use any SimpliSafe product or service.

Our products and services:

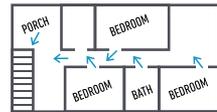
- (1) Will not prevent a burglary or other crime. They only provide detection and monitoring as set out in the relevant specification.
- (2) Will not prevent death or injury by fire or carbon monoxide exposure.
- (3) Will not prevent damage by water.
- (4) Will not prevent temperature changes, such as heating or freezing, in your home.
- (5) Will not work as intended and may not meet the specification unless installed and used to the specifications in the included instructions.
- (6) Will not guarantee an emergency response in the event of an alarm.
- (7) Are possible to circumvent.

Our products rely on power, cellular data networks and/or available WiFi networks and will not operate properly without these.

## Emergency Evacuation Plan

Establish and regularly practice a plan of escape in the event of fire. The following steps are recommended by the U.S. National Fire Protection Association:

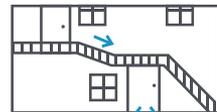
- Position your detector or your interior and/or exterior sounders so that they can be heard by all occupants.
- Determine two means of escape from each room. One path of escape should lead to the door that permits normal exit from the building. The other may be a window, should your path be impassable. Station an escape ladder at such windows if there is a long drop to the ground.
- Sketch a floor plan of the building. Show windows, doors, stairs, and rooftops that can be used to escape. Indicate escape routes for each room. Keep these routes free from obstruction and post copies of the escape routes in every room.
- Assume that all bedroom doors are shut while you are asleep. This will prevent deadly smoke from entering when you escape.
- Try the door. If the door is hot, check your alternate escape route. If the door is cool, open it cautiously. Be prepared to slam the door if smoke or heat rushes in.
- When smoke is present, crawl on the ground. Do not walk upright, since smoke rises and may overcome you. Clearer air is near the floor.
- Escape quickly; don't panic.
- Establish a common meeting place outdoors, away from your house, where everyone can meet and then take steps to contact the authorities and account for those missing. Choose someone to assure that nobody returns to the house — many die going back.



Second Floor



First Floor

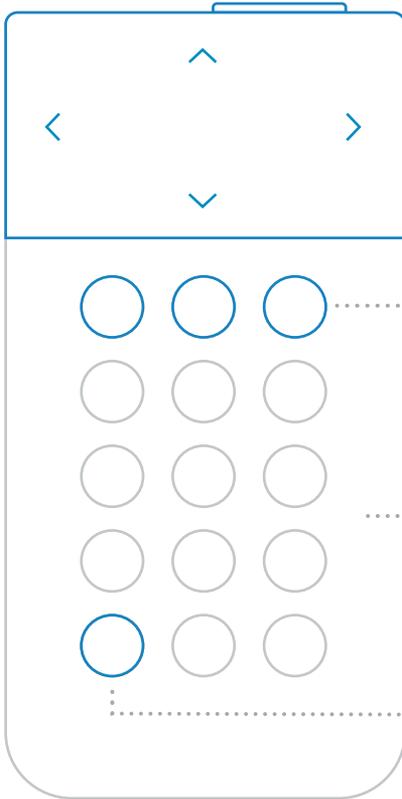


Back



Front

# KEYPAD QUICK GUIDE



## Menu Navigation

Press down on the sides of the screen to navigate the menu.

## Off, Home, Away

Your system has 3 modes: Off, Home, and Away. Pressing Home or Away will arm your system and pressing Off will disarm it.

## Touch to Wake

You can "wake up" the Keypad by touching the body of the Keypad.

## Menu

To adjust settings press the menu button.

# SimpliSafe™

SimpliSafe Ltd

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[SimpliSafe.co.uk](http://SimpliSafe.co.uk)

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