

# WaterAlarm Plus

Model WA-5000

Thank you for purchasing the WaterAlarm Plus. We are confident this product will provide you with the peace of mind and protection you expect. If you should ever have any questions or concerns about this product, feel free to contact us. Our phone number, web sites and email addresses are listed at the back of this instruction manual.

## GENERAL DESCRIPTION

The WaterAlarm Plus is designed to alert you by telephone if water is detected by the water sensor. The product consists of two components connected together by six feet (1.8m) of wire.

1) The Dialer – This component connects to your existing telephone line to make continuous phone calls every 15 minutes (or 2 hours) if water is detected. When the WaterAlarm calls you, the person answering the call will hear a pre-recorded water alarm message.

2) The Water Sensor – This component is what detects the water and sounds an 85 decibel alarm. The sensor can sit directly on the ground, or the sensor can be detached and extended up to six feet from the audible alarm part with the included sensor wire. You can add additional wired water sensors to cover multiple locations within a home, cabin or business.

## FEATURES

- Automatically dials to one telephone number when water is detected by the wired water sensor. The WaterAlarm can call any telephone number including a cell phone, calling card number, or international number.
- Plays a pre-recorded voice alarm message in English. The message is *“This is your water alarm. Water has been detected at your monitored location. Please check conditions at your monitored location.”* The WaterAlarm will repeat the message for one minute, allowing it to be recorded on an answering machine or voice mail if desired.
- Continues to call your programmed telephone number until the alarm call out is canceled by calling back to the WaterAlarm from any phone in the world.
- Enter and change the “call-to” telephone number easily. Special memory keeps the phone number stored forever even if the battery goes dead or is removed.
- Call-to telephone number can be up to 40 digits long including the “\*” key if required.
- Dialing indicator light
- Option to add additional wired sensors (part number WA-20)
- Operates on Touch Tone™ telephone lines only.
- FCC Approved

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## INSTALLATION & PROGRAMMING

### IMPORTANT!

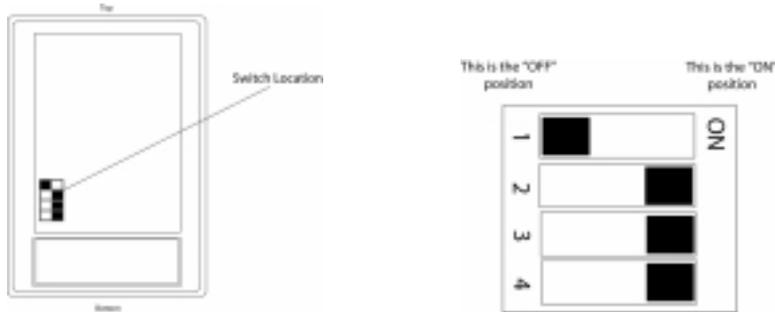
- Read the warranty information on page 13 and the FCC statement on page 12 before using this product.
- The performance of local and long distance telephone lines vary from location to location and may affect operation of the WaterAlarm. Therefore, it is important that the WaterAlarm be fully tested after installation to confirm telephone compatibility. Please see the **Testing your WaterAlarm** on page 6 for further instructions.
- 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.
- Caution – This equipment cannot report an alarm when other equipment (telephone, answering system, computer modem, etc.) connected to the same phone line is in use.
- Important – Do not program emergency phone numbers for the police, fire or other emergency personnel or departments unless you have specific approval from such agencies. This model of WaterAlarm does not identify the location that is calling and therefore cannot provide an audible notification of what address this phone call originated from.

**A. What You Will Need:**

1. Two 9-volt alkaline batteries are included. The water sensor battery is located inside the battery compartment of the water sensor. The other 9 volt battery should be included with the rest of the packaging.
2. Phillips screwdriver (not included)
3. A single line telephone jack. This does not need to be a dedicated phone jack; a phone can share the jack with the WaterAlarm through the use of a telephone line splitter (not included). These are available at most hardware, electronics or discount stores. You must have Touch-Tone® telephone service for the WaterAlarm to properly operate. The WaterAlarm will not work on pulse or rotary dialing telephone systems.

**B. Installation:**

1. On the Dialer component, remove the four screws from the back cover.
2. Install the 9-volt battery in the battery compartment by attaching the battery clips.
3. With the cover still removed, locate the four little “dip” switches on the circuit board.



What the switches are used for:

Switch #	What it does	OFF Position	ON Position	Default Position
1	FACTORY USE ONLY – Do not change	NA	NA	OFF
2	Pick Up Ring Count. When you call your monitored location, should the WaterAlarm pick up after 5 rings or 10 rings?	10 rings	5 rings	ON for 5 rings
3	Call out frequency during an alarm. How often should the WaterAlarm call the pre-programmed telephone number?	Every 15 minutes	Every 2 hours	ON for every 2 hours
4	Normally Open or Normally Closed Alarm Input Position. The water sensors connected to the Dialer require the Normally Open position.	Normally Closed Position	Normally Open Position	ON for the Normally Open Position

**Switch Explanation:**

**Switch #1:** Factory set to OFF. Do not change the setting of this switch.

**Switch #2:** Pick Up Ring Count: This is the number of rings at which your WaterAlarm will answer so you can cancel the alarm call out. The default setting is to answer after five rings. If you have an answering machine or voice mail, you want to be sure the answering machine or voice mail answers on less rings than what you have this set for. For more information on this feature, see the section titled **Answering Machines/Voice Mail at Monitored Location** under the **OPERATION** section.

**Switch #3:** Call out Frequency: Your WaterAlarm can call your programmed telephone number every 15 minutes or every 2 hours. The default setting is to call out every 2 hours during an alarm.

**Switch #4:** The Dialer has the capability of dialing out if the sensors either close an alarm contact or open an alarm contact. For the WaterAlarm, the included sensor is normally open and will close when water is detected. Therefore, this switch must be left in the “ON” position, or Normally Open position.

4. Replace the back cover. Be careful to ensure the cover goes on the correct way as the telephone jack on the Dialer and the battery may not sit correctly if replaced incorrectly.
5. Plug one end of the supplied telephone cord into the Dialer. Plug the other end of the telephone cord into the wall jack of your single line telephone. **CAUTION:** The Dialer requires a single line telephone, but does not require this line to be dedicated for the Dialer use only. The Dialer may not be compatible with some PBX or other multi-line business telephone systems. Connecting the Dialer to a commercial telephone system may cause internal damage to both systems. The Dialer can share a wall telephone jack with a telephone. A dual plug adapter or “splitter” (not included), is required and is available at most hardware or electronics stores. The adapter allows both the Dialer and the telephone to share the same wall phone jack. If you need additional length to a telephone jack, you can add up to 1,000’ (304m) of additional telephone wire.
6. On the WaterAlarm component, remove the battery compartment cover on the side of the alarm and remove the battery and battery clip inside the compartment. Snap the battery to the battery clip and put back into the battery compartment and replace the battery compartment cover.

**C. Programming or Changing the “Call-To” Telephone Number:**

The Call-To telephone number is the number you want your WaterAlarm to call if water is detected in your remotely monitored location. Once you program the phone number, it is stored indefinitely. It will not be lost even

if you disconnect the battery and the phone line. The maximum number of digits in the telephone number is 40. Eligible digits include any of the number keys and the “star” (\*) key. All digits and the star (\*) key are part of the 40 digit total.



You will be using the (#), (\*) and number keys in the programming and testing of your WaterAlarm.

Before programming, make sure your phone line is connected to the WaterAlarm and the other end is plugged into your telephone wall jack.

1. Press and hold the pound (#) key on the keypad.
2. While CONTINUING TO HOLD the (#) key, use the keypad to enter the telephone number of the location you want the WaterAlarm to call. **Remember! Keep holding down the (#) key until the entire phone number is entered!** Enter the telephone number exactly as you would if you were to dial that location on the telephone. In other words, enter a “1” and/or the area code if required. Release the (#) key after entering all the digits of the “call-to” telephone number.
3. Users can enter a five second pause in the phone number by pressing the “star” (\*) key twice. This will count as two digits of the total phone number. For every two star keys entered, there will be a five second pause. If three star keys are entered in succession, the first two will be noted as the 5 second pause and the third star key will be the actual (\*) key played as part of the phone number. If four star (\*) keys are entered, the WaterAlarm would pause the dialing sequence for 10 seconds.
4. Don’t forget to enter a “1” or your area code if required. Area codes change regularly so make sure you remember to change your “call to” telephone number if your area code has changed.
5. To change the programmed phone number, simply re-program a number using the steps above. It will overwrite the previous number programmed.

#### **IMPORTANT TIPS ON ENTERING CALL-TO PHONE NUMBER**

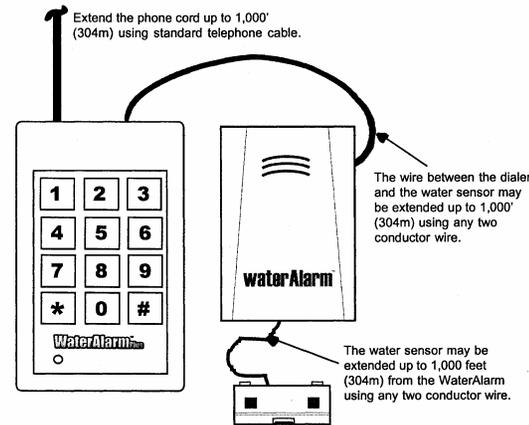
- **LONG DISTANCE:** Make sure you enter the phone number exactly like you would if you were to pick up the phone and call that person. Use a “1” and/or the proper area code if required.
- **AREA CODES:** Don’t forget to change your “call-to” telephone number if the area code changes. Your WaterAlarm will continue to call-out to an incorrect phone number and you may incur a great deal of long distance charges if you do not change area codes appropriately.
- **DIALING “9”:** Some phone systems require that you dial a “9” before the rest of the telephone number in order to get an outside line. Simply include the “9” at the beginning of the phone number. You may need to add a pause after the “9” so the WaterAlarm can wait for a dial tone.

- Do not program phone numbers of emergency fire, police or ambulance services into the WaterAlarm. There is no audible notification of the location that is calling so the agency will not be able to identify the address of the problem.
- **TEST YOUR WATERALARM:** It is *critical* that you test your “call-to” number as indicated in the section, “Testing your WaterAlarm” on page 6.

#### **D. Positioning the Water Sensor:**

The Water Sensor can be placed directly on the floor or the sensor can be detached from the Water Alarm component via the 6’ wire and placed in a sump hole or in another location. Hardware that is included with the WaterAlarm allows the sensor to be mounted on a wall if desired so the alarm can be more easily heard and then placing the water sensor in the desired location. If a longer length is required, you can splice in additional two conductor wire (28 AWG or larger) up to 1,000’ (304m) from the alarm portion of the sensor.

#### **E. Extending the Wires of the Components:**



The diagram to the left shows how long each wire can be extended. If going through walls or near electrical appliances or conduit, it is recommended you use shielded wire. In some cases, the WaterAlarm may not work properly or you may receive false alarms at any length of wire extension. In such situations, look for alternate wire routes or shorten the length of wire

until the WaterAlarm works properly. To extend the telephone wire, purchase telephone wire and telephone wire couplers to make get the desired length.

#### **TESTING YOUR WATERALARM**

There are two tests you can perform to ensure your WaterAlarm is operating properly. It is important that a person be at the “call-to” location to receive the test call from the WaterAlarm. Both tests assume the WaterAlarm has batteries installed, the phone line is connected and a “call-to” phone number has been programmed per the instructions.

- A. Testing if the phone number was programmed correctly.** Press the star (\*) key once until you see the red indicator light up and then release the star key. The WaterAlarm will call this number and play our pre-recorded water alarm message for 1 minute to either the person or answering machine at the call-to location and then hang up. You do not need to cancel the alarm call out for this test procedure as this function should only call the programmed number once and then complete the test.
- B. Testing Alarm Call-Out if Water Is Detected.** Moisten a paper towel and place it over both of the small metal pads on the water sensor until you hear the audible alarm go off. If the audible alarm fails to sound, your battery may be old or dead, the paper towel may not be moist enough or the water sensor may be damaged.

If you do hear the audible alarm, within 10 seconds, the red light on the Dialer should light up indicating it is making a phone call. When you test the WaterAlarm in this fashion, you do need to call back to the monitored location and cancel the alarm call-out via the procedure outlined in the Operation section below.

- C. If either test fails.** If either test fails, try reprogramming the phone number and repeat the test(s). Check to see the wire between the water sensor and the dialer is not damaged or disconnected. If it continues to not operate properly, refer to the Troubleshooting section on page 9.

## **OPERATION**

### **A. During an Alarm:**

If water is detected by the sensor at the monitored location, the water sensor will sound an audible alarm and your WaterAlarm will begin to call out to the telephone number you programmed and play the WaterAlarm's pre-programmed alarm message. The WaterAlarm will call your programmed phone number every 15 minutes or every 2 hours, depending upon the position of switch #3 (see Installation in Step A). The WaterAlarm will continue to call until the alarm call out is canceled.

The message the receiving party will hear is: *"This is your water alarm. Water has been detected at your monitored location. Please check conditions at your monitored location."*

### **B. Canceling the Alarm Call out:**

1. After you have received an alarm call, call the monitored location where the WaterAlarm is located and let the phone ring 5 or 10 times (the number of rings is determined by the position of switch #2 for the "Call-In Ring Count"). After 5 or 10 rings, the WaterAlarm will automatically answer and begin playing the pre-recorded water alarm

message that you heard when it called you with an alarm. By simply calling your WaterAlarm and listening to the alarm message, you have successfully canceled the alarm call out. You will not receive any more calls for this particular water alarm emergency. If water continues to be detected by the water sensor, the WaterAlarm unit will remain in "alarm" mode, but it will not continue to call if the alarm call-out has been canceled.

2. If the water around the sensor recedes and the sensor no longer detects water, the Dialer will continue to call you to let you know there was a water problem recently.

### **C. Resetting Your WaterAlarm:**

The WaterAlarm automatically resets to normal monitoring mode as soon as the water has receded away from the sensor (or sensor is pulled out of the water) *and* the alarm call-out has been canceled.

**Note:** It is possible for ANYONE to accidentally cancel the alarm call-out simply by calling your monitored location while the WaterAlarm is in an alarm condition. To help avoid this, you should either set the incoming ring count selection to 10 rings (see Installation section) or have an answering machine or voice mail take incoming calls first making it difficult for any person to accidentally cancel the alarm call-out.

### **D. Checking Alarm Conditions at the Monitored Location:**

The WaterAlarm provides a simple method of determining if a water emergency exists at your monitored location. If the WaterAlarm has detected water and is in alarm mode, *and* you have cancelled the alarm call-out, you can call your FreezeAlarm and after 8 rings, the WaterAlarm will answer and play the alarm message. If you call and the WaterAlarm does not answer after 8 rings, this means the water has receded and the WaterAlarm has reset. This only works if the alarm call-out was cancelled prior to this call.

### **E. Answering Machines/Voice Mail at Monitored Location:**

If you have an answering machine or voice mail at the monitored location where your WaterAlarm is located, there is an easy way for you to still utilize your answering machine or voice mail and access the WaterAlarm during an alarm condition to cancel the alarm call out.

The WaterAlarm has a built-in feature whereas the unit can count incoming rings over multiple calls to the WaterAlarm. This allows most incoming calls to go to the user's answering machine or voice mail service prior to the WaterAlarm answering. All calls to the unit must be made within a 3 minute time period that starts from the moment the WaterAlarm hears the first ring.

*How This Works (an example):*

1. Your WaterAlarm was set up in the Installation Section to answer on either five (5) or ten (10) rings. You need to set up your answering machine or voice mail to answer on a number of rings less than what your WaterAlarm is set to answer at. For example, if your WaterAlarm is set to answer on 5 rings, set your answering system to answer on four rings or less.
2. When your monitored location receives an incoming call, it will go to the answering system first because that is set to answer on four or less rings while your WaterAlarm is set to answer on five rings.
3. If you wish to call your WaterAlarm to either check the alarm condition or to cancel the alarm call out, you will need to place two calls to your monitored location.
  - a. On the first call, let the phone ring two or three times and then hang up before your answering system answers. The WaterAlarm will remember those first two or three rings in memory for the next three minutes.
  - b. On your second call, let the phone ring another two or three times. Your WaterAlarm will answer first because it remembered the first two or three rings and with the second set of rings, it accumulated a total of five rings and now answers before your answering machine or voice mail. If you have your WaterAlarm set to answer on ten rings, you may need to place more calls to get the WaterAlarm to eventually answer.
4. Note that with every call to your monitored location, the three minute timer resets. This means that if your monitored location receives a number of calls in quick succession, it is possible for any person to accidentally cancel the alarm call out. If you know your location will receive a large number of calls regularly, you may wish to set your incoming ring count on your WaterAlarm to 10 rings.

**F. Answering Machines & Voice Mail at the Call-To Location:**

If you have an answering machine or voice mail message system at the call-to location, the alarm message can be recorded by such systems. This will not cancel the alarm call-out and the WaterAlarm will continue to leave messages until the alarm call-out is canceled. Some answering machines and voice mail systems, however, are not compatible with our alarm message and for some reason do not allow the message to be recorded.

**TROUBLESHOOTING**

**1. Your WaterAlarm does not call out during a test call out or during an alarm call-out.**

Check to make sure the battery is installed properly or if the battery is low on power. Check if phone service is working properly. Check phone cord

connections. Re-program making sure the telephone cord is connected to the wall-jack. Also, note if you programmed the correct phone number using the appropriate area codes or "1" for long distance. If you are using a phone calling card, check to see that the calling sequence includes pauses as may be required. Check to see that the switches are properly set on WaterAlarm. Make sure you are using the WaterAlarm on only a single phone line. The WaterAlarm may not operate on a PBX or digital phone line or phone system. You can verify this by plugging a standard, single line telephone into the wall jack and picking up the handset. If you get a dial tone, your WaterAlarm should work as well. If you don't get a dial tone, your WaterAlarm may not work on that telephone jack or there may be a problem with your phone service.

**2. Cannot cancel the alarm call out.**

Verify you have dialed the correct number of the monitored location. There could also be trouble with the phone service in the area that is not allowing your phone call to go through to the monitored location. Check with your phone company if you suspect this problem.

**3. Receiving False Alarms**

The WaterAlarm's water sensor requires that water must make contact across the two little metal pads on the bottom of the sensor. It is possible a damp floor during periods of high humidity could cause the sensor to false alarm. If this is not the case, then check the wire to the sensor. If it is worn in any place that could cause it to short, this would also cause a false alarm. The audible alarm would also go off as well if this were the case. The third problem could be in the wire between the Dialer and the Water Sensor. If this wire has become worn or shorted out, the Dialer would see that as a "closed" alarm condition and begin to call out, even though no water is present. Check this wire or replace if you suspect this is the cause of the problem.

**4. The alarm call-out has been canceled, but the WaterAlarm continues to call.**

It is possible the water temporarily receded causing the water alarm to reset, but then water returned and the unit went back into alarm mode and began to call again.

**COMMONLY ASKED QUESTIONS**

**1. The WaterAlarm is not calling the correct "call-to" location. Why?**

*This may be due to entering an incorrect "call to" telephone number or a dead battery. Check or replace the battery and double check the "call to" telephone number. Did you enter a "1" before a long distance phone number? Check to see if your area code has changed and re-program the "call to" number with the correct area code.*

**2. If I unplug the WaterAlarm or take out the battery, will I have to re-enter the "call-to" telephone number?**

*Once your WaterAlarm is programmed, the "call-to" number will be retained in memory indefinitely whether the WaterAlarm is plugged in or not or if the battery goes dead or is taken out. You can always program a new "call-to" telephone number at any time.*

**3. Do I need a dedicated telephone line for my WaterAlarm?**

*No. The WaterAlarm uses any existing single line telephone line. In some cases, if you have two phone lines coming into a home, the WaterAlarm may work on any of those telephone jacks as well. The WaterAlarm can also share a telephone line with a telephone, modem or fax machine, provided you purchase a dual plug adapter or a line splitter. Those are available at most stores or directly from Control Products.*

**4. Can I change the alarm message that is played during a water alarm?**

*No. The alarm message is pre-recorded at our factory and cannot be changed.*

**5. Will the WaterAlarm work on multi-line business phone systems, PBX systems or digital telephone systems?**

*No. The WaterAlarm is designed to work only with a single telephone line, found in most residential homes. Sharing a phone line with a telephone, fax machine, or computer modem is acceptable as long as they are sharing a single telephone line. Some PBX systems simply require a "9" to be dialed before calling the regular call-to number. The WaterAlarm should be able to dial the "9" and the rest of the number. You may need to enter a pause after the 9 to wait for the dial tone before the rest of the number is dialed by the Dialer.*

**CONTACTING US – SALES & TECHNICAL SUPPORT:**

For Sales or Technical Support, contact Customer Service:

Protected Home, a Division of Control Products, Inc.  
1724 Lake Drive West  
Chanhassen, MN 55317  
952-448-2217  
Fax 952-361-9420  
customerservice@controlproductsinc.com  
www.protectedhome.com

When calling or writing for customer support or service, it is a good idea to have the following information readily available. Please write this information down in the space provided below for future reference.

**Model Number Information:**

The actual model number of your unit can be found on the back of the WaterAlarm.

**WA-5000**

Additional Sensors: **WA-20**

**DATE CODE/MO#** from the back of your WaterAlarm: \_\_\_\_\_

**Where unit was purchased** \_\_\_\_\_ **Date of purchase:** \_\_\_\_\_

### **Custom Design and Modifications:**

Since 1985, Control Products, Inc. has been designing and manufacturing unique, exciting and technologically advanced electronic control circuits for both commercial and consumer use. We can modify one of our many standard products or our in-house engineering staff and state-of-the-art manufacturing can build a project from the ground up.

Please contact our customer service department to arrange a personal visit from one of our representatives, posted in facilities through the United States, or visit our website at [www.controlproductsinc.com](http://www.controlproductsinc.com).

### **SPECIFICATIONS**

**Power Requirements:** Two 9-volt alkaline or lithium batteries

MAKE SURE YOU REPLACE BATTERIES ANNUALLY OR REMOVE WHEN THE UNIT IS NOT IN USE!

**Operating Ambient Temperature Range:** 20° to 140°F (-7° to 60°C)

**Humidity:** 90% non-condensing

**REN (Ring Equivalence Number):** 0.1B

#### **FCC Statement:**

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of your WaterAlarm is a label that contains, among other information the FCC registration number for this product. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive REN's on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact your local telephone company. The REN for this product is shown above and is also identified as part of the FCC product identifier shown on the label on the back of your WaterAlarm. The REN for other devices will be identified on a label on the product in the FCC product identifier or listed separately. If there is a product identifier number, it will be in a format as US:AAAEQ##TXXXX. The ## is the REN number shown without a decimal point (e.g., 03 is a REN of 0.3).

If this WaterAlarm causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with your WaterAlarm, for repair or warranty information, please contact Control Products at 952-448-2217. Other contact numbers and information can be found at the end of this instruction manual. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

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

### **WARRANTY**

**Warrantor:** Dealer, Distributor, Retailer, Manufacturer

#### **Warranty and Remedy:**

We believe the WaterAlarm is a superior product. Although we take extreme pride in producing and testing a product that will function properly, we cannot guarantee that there will never be a defective unit or that a unit will function on all the thousands of phone lines and communication equipment in existence. For this reason, it must be clear that the Warrantors are not insuring your premises or guaranteeing that there will not be damage to your person or property if you use this Product. If you are not comfortable with our Limited Warranty, or completely satisfied with the Product, we encourage you to return the unused Product for a full refund within 30 days of purchase. Thank you for your understanding.

One Year Limited Warranty - Control Products, Inc. warrants its product to be free from defects in material and workmanship under normal use for one year, and is not responsible for consequential damages or installation costs of any nature. In the event that the Product does not conform to this Warranty at any time during the period of one year from original purchase date, Warrantor will repair the defect and return it to you at no charge. IMPORTANT: The Warranty is limited to replacement of the Product ONLY. Secondly, because every phone line differs, we strongly encourage you to fully test this Product in its actual application. This should include a full test, involving the Product actually dialing to its designated locations and someone verifying the proper response.

This Warranty shall terminate and be of no further effect at the time the Products is 1) damaged by extraneous causes such as fire, water, power surge or spike, lightning, etc., or not maintained as reasonable and necessary; 2) modified; 3) improperly installed; 4) repaired by someone other than the Warrantor; 5) used in a manner or purpose for which the Product was not intended.

**WARRANTORS' OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT ONLY. THIS WARRANTY DOES NOT COVER PAYMENT OR PROVIDE FOR THE REIMBURSEMENT OF PAYMENT FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

It must be clear that the Warrantors are not insuring your premises or guaranteeing that there will not be damage to your person or property if you use this Product. The Warrantors shall not be liable under any circumstances for damage to your person or property or some other person or that person's property by reason of the sale or use of this Product, or its failure to operate in the manner in which it is designed. The Warrantors' liability, if any, shall be limited to the original cost of the Product only. Use of this product is at your own risk.

#### **Procedures for Obtaining Performance for Warranty:**

In the event that the Product does not conform to this Warranty, the Product should be shipped or delivered freight prepaid to Warrantor with evidence of original purchase. If in any way you're not comfortable with this product or its Limited Warranty, we encourage you to return it, unused within 30 days of original purchase date with evidence of the purchase date.

#### **To return a product to Control Products, Inc.:**

All products being returned to Control Products, Inc. must have a valid Returned Goods Authorization Number (RGA #) from Control Products, Inc., regardless of why the product is being returned. Warranty returns will be honored only with a RGA #. Ship warranty return products prepaid to Control Products, Inc., 1724 Lake Drive West, Chanhassen, MN 55317. Control Products, Inc. will, at its option, either repair or replace the product free of charge and return the

repaired unit or replacement unit at the lower cost shipping prepaid. Products returned for credit are subject to a 25% restocking charge. Returns resulting from errors by the seller are not subject to this charge. All returns must include evidence of original purchase, showing purchase date. The RGA # should be clearly marked on the outside of the package containing the product.

To request an RGA #, call Control Products, Inc. at 952-448-2217 and ask for Customer Service. Failure to have an RGA # may result in lost product or significant delays in handling your return. Products without an RGA # clearly marked on the outside of the package are not the responsibility of Control Products, Inc.

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