



**VITAL HOME™**  
— S Y S T E M S —

**Vital Home Systems™**

**Model: VHS-1050**

**Water System Control Panel Manual**

*Dated 05/05/2016*

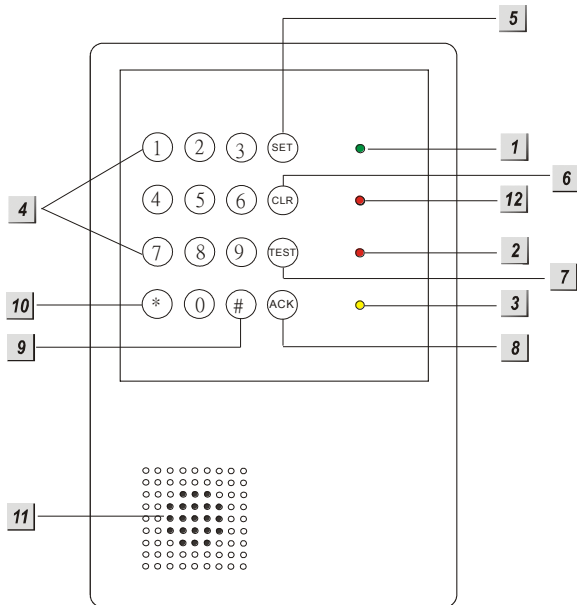
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# 1050 Control Panel Overview

## I. Identifying Parts on the 1050

### FRONT VIEW



#### 1 Green/Red LED – Power Indicator

**Green** indicates the Power Status.  
Green LED ON indicates Power ON.  
Green LED flash indicates AC failure.

**RED** indicates Program / Learn / Range Test Mode.

Red LED ON indicates Program / Learn Mode.  
Red LED flash indicates Range Test Mode.

#### 2 RED LED – Dialer Indicator

Red LED ON indicates Dial Mode.  
RED LED flashes while voice message is played.

#### 3 ORANGE LED – Fault Indicator

The Orange LED will light up when any fault situation is detected, then turn off when all fault conditions are restored.

#### 4 NUMERIC KEY

#### 5 SET KEY

Press this key for setting the telephone numbers.

#### 6 CLR KEY

Press this key to exit Program Mode and return to Normal Mode.

#### 7 TEST KEY

While in Program Mode, press this key to enter TEST Mode.

#### 8 ACK KEY

Press this key to shut off the siren after alarm is sounded. This key may also be used for deleting a digit, canceling the selection, aborting the current application and returning to the Normal Mode, etc.

It may also be used to stop playing the local voice message.

☞ When there is Fault situation indicated by Orange LED ON, pressing “**ACK**” will play the corresponding voice message for 30 seconds or till CLR is pressed.

☞ When there is no Fault, pressing “**ACK**” will give no response.

#### 9 # KEY

Press this key to dial #

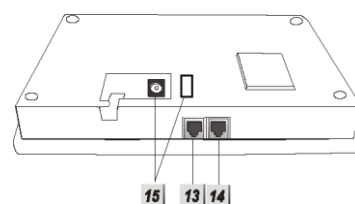
#### 10 \* KEY

Press this key to delay dial for three (3) seconds

#### 11 Speaker

#### 12 MIC – Audio Microphone to record custom announcement

## Side and Rear Views



#### 13 Phone Jack Marked “Line”

This jack connects the phone line from the wall.

#### 14 Phone Jack Marked “Phone”

This jack connects line to the Telephone unit.

#### 15 Power – 5V Micro USB Jack and Battery Switch

DC 5V Micro USB and Battery Switch cover.

#### 16 Wall Mounting Bracket



## II. The Power Supply

An AC power adapter is required to connect to a wall outlet. Only use the supplied DC 5V output and micro USB adapter with the 1050 control panel.

### Activating Rechargeable Backup Battery

- In addition to the adapter, an internal rechargeable battery in the Control Panel will serve as a backup in case of a power failure.
- The battery is a 3.7V 560 mAH Ni-mH rechargeable battery pack.
- During normal operation, the AC power adapter supplies power to the Control Panel and recharges the battery.
- To charge the battery and have the battery supply backup power in the event of a power loss, remove the rubber battery switch cover and slide the battery switch to "ON" with a
- When the battery is fully charged, it can provide back-up power for a period of at least 12 hours: It takes **approximately 48 hours to fully charge the battery.**

## III. Connecting the Telephone Line

A telephone jack is located on the left side of the panel for the connection to your telephone line.

Plug one end of the enclosed telephone cable into the jack on the wall and the other end of the cable into the socket on the VHS-1050 marked "Line."

## IV. How to Install the Dialer

**The easiest way to get to know the system and get it up and running quickly is to place all the devices and accessories programmed on a tabletop before locating and mounting them.**

The Dialer can be mounted on the wall or wherever desired. Make sure that the Dialer is positioned at approximately chest height, so that the display may be easily seen and the keypad will be convenient to operate.

- Using the Wall Mounting Bracket as a template, mark the positions of the two (2) holes.
- Drill the holes, then install the screws and dowels provided.
- Place the VHS-1050 unit onto the Wall Mounting Bracket, with the front facing towards you.

## V. Getting Started

Power supplied by an external 5V DC power adaptor: Two (2) beeps are emitted and the Power LED Green flashes ON indicating that it has entered Normal Mode.

**Continue to program the unit as instructed in next section.**

## Programming the 1050

All programming and pairing of devices with the 1050 control panel sensors and VC100 valve controller may be done the Vital Home Systems PC software. The software may be downloaded from Vital Home Systems Website at: <http://www.vitalhomesystems.com/#!/resources/c9ds> You must register your 1050 on the Vital Home Systems Website to download the software. The Software is written only for Windows version 10 through Vista. Download and install the software to your Windows Desktop prior to plugging the 1050 USB cable into the computer and the 1050 Control Panel.

## 1050 Local Programming Quick Reference Chart

1050 in Normal mode Commands	
Function	Keypad operation
Enter program mode	SET + # + (pin code) + SET
Recording	SET hold 5 secs
Play Custom Recording	SET + 1 + SET
Clearing alarms	ACK Key
Commands while in 1050 Program mode	
Function	Keypad operation
Set phone number	SET + (1~10) + # + (phone number) + SET
Clear phone number	SET + (1~10) + SET
Test phone number	TEST + (1~10) + SET
Cold Water Valve id(1~64) close	SET + 20 + # + (1~64) + SET
Hot Water Valve id(1~64) close	SET + 20 + # + (1~64) + * + SET
Cold Water Valve id(1~64) open	SET + 21 + # + (1~64) + SET
Hot Water Valve id(1~64) open	SET + 21 + # + (1~64) + * + SET
Valve automation feature setting off	SET + 30 + SET
Valve automation feature setting on	SET + 31 + SET
Water sensor & Valve Range Test	TEST + 80 + SET
Pin code (passcode) change	SET + 90 + # + (pin code) + SET

## How to Use Programming Mode

The 1050 may also be programmed for certain functions locally on the control panel face. See the next section how to program the 1050 locally.

**NOTE!** You may only connect sensors and VC100 Valve controllers to the 1050 with the Vital Home Systems Windows PC Software.

## To Enter Programming Mode

**Step 1.** With the VHS-1050 in Normal Mode, press “Set” key

**Step 2:** Press “#” Key

**Step 3:** Enter Pin Code

The Pin code consists of a 4-digit number. Factory default is “0000”.

**Step 4:** Press “Set” key. A long beep is emitted and Power LED lights ON Red.

**NOTE:**

- ☞ Under Program Mode, a key-press interval of five (5) seconds is allowed; the process will abort automatically if the time is exceeded, or incorrect entry is made. A quick four (4)-beep sound will be emitted, indicating Program exit Mode and return to Normal Mode.
- ☞ Once in Program Mode, if a key is not pressed for 30 minutes. The Dialer will sound five (5) quick-beeps, then automatically exit Program Mode and return to Normal Mode.
- ☞ To enter Program Mode, return to Step 1.
- ☞ You may press “CLR” key anytime to exit Program Mode and return to Normal Mode.

Under Programming Mode, you may perform the following settings:

- ✓ Open or Close the VC100 Valve Controller
- ✓ Storing, change, or remove Telephone Numbers
- ✓ Test Dialling and Voice (from Remote Phone)
- ✓ Test Voice (locally)
- ✓ Turn OFF or ON automatic valve operations
- ✓ Range Testing for valves and sensors
- ✓ Changing Password

## Storing Phone Numbers

**Step 1:** With Dialer already set to Programming Mode, press “SET” key.

**Step 2:** Select your Dialling Priority Order Number **1 through 6**. Then press the “#” key.

**NOTE:**

- ☞ A maximum of five (5) **CELL PHONE NUMBERS ONLY** numbers may be stored in priority order. You may store less than five numbers.
- ☞ 1, 2, 3, 4, and 5 represent the priority number of the five telephone numbers respectively.
- ☞ The VHS-1050 will automatically dial in sequence of the stored cell phone numbers.

**Step 3:** Key in **phone number** (maximum 20 digits), then follow by the “SET” key to complete entry.

**NOTE:**

- ☞ The “\*” may be used to delay dialing for three (3) seconds. If more delay time is required, pressing an additional “\*” will allow an additional three second delay time. You may press “\*” as often as required.

## Changing Phone Numbers

To change the telephone numbers, follow the steps in *Storing Telephone Numbers* described in previous section, then enter the new telephone numbers. This will override the numbers previously programmed.

## Clear Phone Numbers

To delete the telephone numbers, follow the steps as in *Storing Telephone Numbers* described in previous section and press “SET” without entering any new phone numbers.

**SET + 1~6 + SET**

Successful deletion is indicated by a long beep, followed by Power LED Red lights ON.

**NOTE:**

- ☞ For Storing, Changing or Removing telephone numbers, a key-press interval of five (5) seconds allowed. If time is exceeded, or an entry is made in error, the unit will automatically abort the process and emit quick four (4) beeps, indicating return to Program Mode.
- ☞ To exit Programming Mode and return to Normal Mode, press “CLR” key.

## Range Testing

**Step 1:** With the Dialer in Programming Mode, press “Test” key followed by “8.” The Power LED Red will flash, indicating that it has entered Range-Test Mode.

**Step 2:** Press **Sensor Test** button. The Power LED Red flashes ON for one (1) second then a long beep will sound, indicating that signal has been successfully received at this distance range. The Dialer LED will also flash ON, enabling the person testing the range from afar to see the condition in case the beep cannot be heard.

### NOTE:

- ☞ Once a sensor has been successfully Learned-In, the Dialer LED will stay lit for another 60 seconds to allow you to Learn-In the next one.
- ☞ Once in Range-Test Mode, if a key is not pressed for 30 minutes, the Dialer will sound five (5) quick-beeps then automatically exit Range-Test Mode and return to Program Mode.
- ☞ You may exit Range-Test Mode to return to Programming Mode anytime by pressing “CLR” key.
- ☞ To exit Programming Mode and return to Normal Mode, press “CLR” key.
- ☞ To enter Range-Test Mode, return to Step 1.

## Change Password

**Step 1:** With the Dialer in Programming Mode, enter the **Old** PIN number followed by the “CLR” key. A one-second beep will emit, indicating that you have entered Change – Password Mode.

**Step 2:** Press the **New** PIN number followed by the “SET” key. A one-second beep will be emitted indicating that the password change was successful.

### NOTE:

- ☞ A key-press interval of five (5) seconds is allowed; if five seconds are exceeded before the next key-press or incorrect entry, it will automatically abort the process. A quick four-beep sound will be emitted to indicate return to Program Mode.
- ☞ To enter Change-Password Mode, return to Step 1.
- ☞ You may exit Change-Password Mode anytime by pressing “CLR” key.

- ☞ To exit Programming Mode and return to Normal Mode, press “CLR” key.

## Exit Programming Mode

Press “CLR” key to exit the Programming Mode and return to Normal Mode.

## Recording Custom Audio

The 1050 Control Panel allows the user to create a 10 second custom audio recording that will play as part of the message when a leak is detected. Vital Home Systems recommends recording the 1050 location such as an address, unit number or building number to provide unique ID for the system. To do the custom recording:

Press and hold the SET button for 5 Seconds, when you hear the beep begin speaking. When done release the SET button. We suggest you speak about 4 inches away from the mic on the panel face clearly and distinctly. To play back the recording press SET + 1. To re-record. Repeat the process.

## Reset Dialer to Default Settings

**Step 1:** Remove all power sources, including AC power adaptor and battery. (To remove the battery remove the 4 black feet and unscrew the 4 case screws. Be careful not to over tighten the screws when putting back together so as not to strip the screw holes. Unplug the battery from the PC board).

**Step 2:** With the panel apart keeping the “CLR” key pressed, plug in the AC power adaptor. A long one-second beep will emit indicating that the Panel has been successfully reset to Default Settings.

**Step 3:** Plug the battery back in and close the case carefully not to over tighten the screws.

### NOTE:

Under Factory Default Setting –

- ✓ PIN code is set as “0000”
- ✓ VHS-1050 is cleared of all telephone numbers.
- ✓ VHS-1050 is cleared of all sensor devices.

## Operation

**IMPORTANT NOTICE TO USER: The installation of any water detection or automatic water shut off system does NOT guarantee water will be detected on all occasions or circumstances. Due to the variety of environments the system can be installed, how it is maintained and types of installation, Vital Home Systems does NOT guarantee or warrant against water or property damage as a result of or/with the use of this system.**

Upon receiving the signal from the Water Sensors or VC100, the VHS-1050 will flash the Dialer LED and play the appropriate message for specific event and time period.

### NOTE:

- ☞ For VC-100 / 4LWS, it will play appropriate voice message locally for 15 seconds before dialing out.
- ☞ If two or more sensors are triggered one after another, the corresponding messages will be played in rotation.
- ☞ After dialing a phone, and the line is not engaged, the Dialer LED will flash ON and the Dialer will automatically play the appropriate message on a remote phone to summon help.
- ☞ If no telephone number is stored, the Dialer will not dial to report.
- ☞ When two or more telephone numbers are stored, the Dialer will dial in accordance to the Priority Order number. If the number being dialed cannot connect, it will try the next number.
- ☞ Each phone number will be tried in rotation, with the Dialer making a maximum of 10 calls in total.
- ☞ When the recipient answers the phone, the voice message will play, this must be acknowledged by pressing “9” in order for the VHS-1050 to stop dialing and go back on hook.
- ☞ If VHS-1050 does not receive the acknowledgement from receiver within 60 seconds, it will automatically go back on hook. After five seconds, it will again start the dialing.
- ☞ When a total of 10 calls have been made to the stored telephone numbers without any acknowledgement, the Dialer returns to Normal Mode. The Dialer LED will continue to flash to remind the user of the reporting failure.

- ☞ During dialing, if the Dialer receives a disarm signal from the Dialer (when its “ACK” key is pressed) the Dialer LED goes OFF and the Dialer stops the reporting.
- ☞ The 1050 phone numbers entered are to be for cell phone numbers only that way if a line is busy when called it will leave a voice mail.

## Fault Situations

The Orange LED (Fault LED) will flash ON if the VHS-1050 or any of the Learned devices are out-of-order or in low-battery status.

- ☞ When there is Fault situation indicated by Orange LED ON, the VHS-1050 Dial out to the numbers in the phonebook in order of priority with Sensor/Valve name with a “Low Battery” or “Fault Detected”.
- ☞ When there is Fault situation indicated by Orange LED ON, pressing “ACK” will play the corresponding voice message for 30 seconds or till CLR is pressed.
- ☞ When there is no Fault, pressing “ACK” will produce no response.
- ☞ The Orange LED will turn OFF automatically once all of the faulty conditions are restored, or faulty devices are removed via the software.

## Supervision Fault

- VC-100 will send “I’m Here” signal to the VHS-1050 every 24~30 hours. If the VHS-1050 has not received the signal for seven (7) days, it will cause Out-of-Order fault condition.
- WATER SENSOR will send “I’m Here” signal to VHS-1050 every four hours; if the VHS-1050 has not received the supervision signal for 12 hours, it will cause an Out-of-Order fault condition.



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# FCC Compliance Statement

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## Information for the U.S. Users:

### FCC part 15:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

**CAUTION:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC Part 68:

This Equipment complies with Part 68 of the FCC rules. You must provide information to the telephone company when requested. This equipment uses a RJ11 phone jack.

**NOTE: THIS EQUIPMENT HAS BEEN TESTED AND FOUND TO COMPLY WITH THE LIMITS FOR A CLASS B DIGITAL DEVICE, PURSUANT TO PART 15 OF THE FCC RULES. THESE LIMITS ARE DESIGNED TO PROVIDE REASONABLE PROTECTION AGAINST HARMFUL INTERFERENCE IN A RESIDENTIAL INSTALLATION. THIS EQUIPMENT GENERATES, USES AND CAN RADIATE RADIO FREQUENCY ENERGY AND, IF NOT INSTALLED AND USED IN ACCORDANCE WITH THE INSTRUCTIONS, MAY CAUSE HARMFUL INTERFERENCE TO RADIO COMMUNICATIONS. HOWEVER, THERE IS NO GUARANTEE THAT INTERFERENCE WILL NOT OCCUR IN A PARTICULAR INSTALLATION. IF THIS EQUIPMENT DOES CAUSE HARMFUL INTERFERENCE TO RADIO OR TELEVISION RECEPTION, WHICH CAN BE DETERMINED BY TURNING THE EQUIPMENT OFF AND ON, THE USER IS ENCOURAGED TO TRY TO CORRECT THE INTERFERENCE BY ONE OR MORE OF THE FOLLOWING MEASURES:**

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

(c) The provisions of paragraphs (a) and (b) of this section do not apply to digital devices exempted from the technical standards under the provisions of §15.103.

(d) For systems incorporating several digital devices, the statement shown in paragraph (a) or (b) of this section needs to be contained only in the instruction manual for the main control unit.

(e) In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.



## LED CONDITION – QUICK REFERENCE

Event	Power LED		Dialer LED Red	Fault LED Orange
	GREEN	RED		
Normal Mode	ON	OFF	OFF	OFF
AC Fail	Flash	OFF	OFF	OFF
Off-Hook	ON Flash (if AC fail)	OFF	ON	OFF
Receive Alarm Event without “ACK”	ON Flash (if AC fail)	OFF	Flash	OFF
Fault Condition	ON Flash (if AC fail)	OFF	OFF	ON
Retry Reporting Fault	ON Flash (if AC fail)	OFF	ON	ON
Programming Mode	OFF	ON	OFF	OFF
Range Test Mode	OFF	Flash	OFF	OFF
Range Test Signal RCV	OFF	Flash	ON (60s)	OFF
Off-hook (test dialing)	OFF	ON	ON	OFF
Fault condition	OFF	OFF	OFF	ON

## Sensor and Valve Zones

Sensor ID	Zone Name	Cold Water Valve ID	Hot Water Valve ID	Sensor ID	Zone Name	Cold Water Valve ID	Hot Water Valve ID
1	AC Unit 1	1	1A	46	Tub 1	46	46A
2	AC Unit 2	2	2A	47	Tub 2	47	47A
3	AC Unit 3	3	3A	48	Tub 3	48	48A
4	Bar Sink 1	4	4A	49	Tub 4	49	49A
5	Bar Sink 2	5	5A	50	Tub 5	50	50A
6	Bath Sink 1	6	6A	51	Tub 6	51	51A
7	Bath Sink 2	7	7A	52	Washing Machine 1	52	52A
8	Bath Sink 3	8	8A	53	Washing Machine 2	53	53A
9	Bath Sink 4	9	9A	54	Water Appliance 1	54	54A
10	Bath Sink 5	10	9A	55	Water Appliance 2	55	55A
11	Bath Sink 6	11	11A	56	Water Appliance 3	56	56A
12	Bidet 1	12	12A	57	Water Filter 1	57	57A
13	Bidet 2	13	13A	58	Water Filter 2	58	58A
14	Bidet 3	14	14A	59	Water heater 1	59	59A
15	Bidet 4	15	15A	60	Water heater 2	60	60A
16	Coffee Maker	16	16A	61	Water Heater 3	61	61A
17	Dehumidifier 1	17	17A	62	Water Main	62	62A
18	Dehumidifier 2	18	18A	63	Water Soft 1	63	63A
19	Dishwasher 1	19	19A	64	Water Soft 2	64	64A
20	Dishwasher 2	20	20A				
21	Humidifier 1	21	21A				
22	Humidifier 2	22	22A				
23	Ice Maker 1	23	23A				
24	Ice Maker 2	24	24A				
25	Kitchen Sink 1	25	25A				
26	Kitchen Sink 2	26	26A				
27	Laundry Sink 1	27	27A				
28	Master Bath Sink 1	28	28A				
29	Master Bath Sink 2	29	29A				
30	Master Toilet 1	30	30A				
31	Master Toilet 2	31	31A				
32	Refrigerator 1	32	32A				
33	Refrigerator 3	33	33A				
34	Shower 1	34	34A				
35	Shower 2	35	35A				
36	Shower 3	36	36A				
37	Shower 4	37	37A				
38	Shower 5	38	38A				
39	Shower 6	39	39A				
40	Toilet 1	40	40A				
41	Toilet 2	41	41A				
42	Toilet 3	42	42A				
43	Toilet 4	43	43A				
44	Toilet 5	44	44A				
45	Toilet 6	45	45A				

## Vital Home Systems Limited Warranty

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This Limited Warranty shall apply to items manufactured sold or distributed by Vital Home Systems LLC ("VHS") that include the VHS and/or VHS wholly-owned or partially-owned brands or subsidiaries and were purchased from VHS or an authorized VHS distributor or reseller directly by the end user of the item (Customer).

### **VHS LIMITED WARRANTY AND LIABILITY**

The Vital Home System is an advanced design in water detection; it does not offer guaranteed protection against a water event, water damage, or an emergency. Any controls system, whether commercial or residential, is subject to compromise or failure for a variety of reasons, including, but not limited to, installer or operator error.

Therefore, Vital Home Systems LLC does NOT WARRANT or REPRESENT water damage will not occur through the purchase or installation of this system. NOR IS VITAL HOME SYSTEMS LIABLE FOR WATER DAMAGE OR ANY OTHER DAMAGE AS A RESULT OF THE USE OR INSTALLATION OF ITS PRODUCTS.

VHS hereby represents and warrants that original items manufactured (hardware), sold (embedded or downloaded software), or licensed (external software) by VHS and supplied to Customer for use, (hereafter known as "Product") shall be free from significant defects in material and workmanship and will reasonably conform to applicable specifications and drawings, each subject to normal use and service as set forth in the Product Limited Warranty Period section of this agreement (the "Limited Warranty"). This Limited Warranty is applicable when Product is installed and used under normal conditions and in accordance with the operating instructions, pursuant to the Terms and Conditions set herein.

The sole and exclusive remedy of Customer for a breach of any of the foregoing warranties shall be limited, at the option of VHS, to either the repair or replacement of any defective or non-conforming component of the Products. Replacement Products or parts may be new or reconditioned. Such remedies shall be available to Customer only if VHS is notified in writing within the applicable Limited Warranty Period and is provided with a reasonable opportunity to cure such breach.

Products under warranty will be repaired or replaced at no charge to Customer, excluding shipping, with the exception of any issues or damage caused by the unauthorized repair by any and all third-party repair houses, which will be subject to repair or replacement charges as determined by VHS. Products repaired or replaced while under warranty are warranted for the remainder of the original Product Limited Warranty or for a period of sixty (60) days from the date of repair or the date of return shipment to Customer, whichever is longer.

This Limited Warranty only applies to the Customer as defined herein, and shall be of no force or effect if Product is sold or transferred.

### **INSTALLATION TO BE WARRANTED BY INSTALLER**

If VHS provides installation services, VHS hereby warrants that all Services shall be performed in a professional and workmanlike manner. VHS will re-perform those Services that the parties mutually determine to be defective at VHS's expense provided that VHS receives notice thereof within sixty (60) days of performance of the Services.

VHS upholds a very high standard of execution. Understanding that conditions affecting Product repair or replacement may be beyond VHS's control, including vendor and/or manufacturer discontinuation, market-affecting conditions, and those conditions listed in the Limitation of Warranty, VHS strives to make all commercially reasonable efforts to assist our Customers towards the best possible outcome.

VHS DOES NOT warrant or represent services provided by its distributors, resellers or other third party installer directly or indirectly contracted by the customer to install VHS products.

### **PRODUCT LIMITED WARRANTY PERIOD**

The Limited Warranty Period for Products manufactured or produced by VHS and supplied to Customer for use is one (1) year. The Limited Warranty Period begins on the date of purchase by the Customer and a completed Warranty Registration Card is submitted at [Vitalhomesystems.com](http://Vitalhomesystems.com). Software is limited to a one (1) year warranty subject to applicable license agreements. Products not manufactured by VHS will carry the warranty and related terms and conditions of the original manufacturer (see Limitation of Warranty section).

If you have questions regarding technical support and eligibility, please contact VHS customer service.

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## PRODUCT WARRANTY AND SERVICE

VHS guarantees that Products under warranty will be replaced at no charge within the first sixty (60) days from the date of written or electronic notification if the Customer experiences a service-affecting failure. Return of the defective unit to VHS will be at Customer expense.

In order to obtain warranty coverage, Customer must first contact VHS's Technical Assistance Center ("TAC") by phone or email. TAC will ascertain the problem and determine the most appropriate solution for the Customer. TAC will assist and resolve the problem by phone and/or email when possible.

After the initial sixty (60) day period but within the Product's Limited Warranty Period, VHS will repair (or replace if Product cannot be repaired) an affected Product. Customer can return such item(s) (after obtaining a Return Material Authorization ("RMA") from VHS), freight prepaid, to VHS, and VHS will, in its sole discretion, either repair or replace the hardware, replace the software and/or correct substantial program errors and return such items to Customer, freight prepaid. If TAC determines that the Product can be repaired, Customer must first obtain an RMA from VHS. An RMA number is required prior to the return of any Product to VHS.

Failure to obtain an RMA number may result in rejection of the shipment to VHS and the subsequent return of this equipment to Customer at Customer expense. Instructions for obtaining an RMA number and the RMA form to be submitted with an RMA request can be found online at [www.vitalhomesystems.com](http://www.vitalhomesystems.com). VHS may elect to replace hardware parts with new or refurbished parts of equal quality. If VHS determines that the hardware and/or media are not defective, it will return such items to Customer, freight prepaid.

After the initial sixty (60) day period, VHS will replace a Product with an advanced field replacement if, and only if, Customer has purchased a maintenance agreement and for the installation base that includes the affected Product ("Maintenance and Support Package"). For questions on purchasing a Maintenance and Support Package, contact VHS as provided in the Contact section herein, or call your authorized sales representative. For Product failures outside the initial Limited Warranty Period and not covered by a Maintenance and Support Package, Customer may have the Product repaired if parts are available. Cost for repair is determined by each

individual product. Please contact VHS for additional details.

## LIMITATION OF WARRANTY

The foregoing warranties only apply to Product(s) purchased from VHS or its authorized distributors and re-sellers. It does not apply to any materials that are procured as third-party items to be shipped from VHS in conjunction with other parts and services of VHS or any third-party components within VHS parts or products. Examples of these items are items such as plumbing parts, power cables, batteries, external gateways wiring, hubs, routers, modems, and other products. It also excludes items added to the Purchase Order ("PO") for site-specific components, such as, but not limited to: batteries, cables, fuse panels, and any products that are not offered as a standard item in VHS's product and services catalog. Products not manufactured or distributed by VHS will carry the warranty and related terms and conditions of the original manufacturer.

The above Limited Warranties for Product do not apply if the hardware, software, or any other equipment (upon which the authorized Software is installed or devices explicitly authorized for use by VHS) has been:

1. Installed, serviced or repaired by or on behalf of Customer, other than by VHS or by an authorized VHS Partner/distributor in accordance with the Maintenance and Support Package between VHS and Partner, without the written approval of VHS;
2. Batteries, valves or any device or part not purchased from VHS and attached to any VHS supplied equipment such as the VC100.
3. Altered or modified other than by VHS or its authorized representatives without written consent;
4. Damaged from negligence, improper use, physical damage, improper installation, repair, operation, or maintenance except as described in VHS user documentation;
5. Subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, or accident including water damage. None of the VHS products are water resistant or water proof other than the physical water ball valve;
6. Damaged or destroyed by natural causes, including, but not limited to, lightning, flood,

- earthquake, hurricane, or other natural disaster or other act of God;
- 7. Damaged or destroyed by causes beyond the control of VHS, including, but not limited to, wars, upheavals, riots, accident, neglect, misuse, air conditioning, humidity control, transportation, electrical power failure, failure to comply with applicable operating instructions, or any cause other than ordinary use or a negligent or willful act or omission;
- 8. Subjected to the removal or alteration of its original identification marks;
- 9. Provided for beta, evaluation, testing, or demonstration purposes;
- 10. Installed without proper surge protection.
- 11. Removal or relocation of the water sensor or control panel
- 12. Any loss of connection with the VHS system via a PSTN (dial-up), Wireless GSM, 3G or 4G operator network, wifi, wired or wireless connectivity.

Customers shall maintain environmental conditions at the locations of the Product in accordance with the Product's specifications. Failure to provide and maintain a proper operating environment shall render this Limited Warranty null and void.

#### **OBSOLETE AND DISCONTINUED PRODUCTS**

Obsolete and discontinued Products are supported for the balance of the specified Limited Product Warranty period by VHS as noted herein. VHS may replace obsolete and discontinued Products still within warranty with approved substitute Products at its sole and absolute discretion. Customers with Support and Service Packages in place when a Product is discontinued or becomes obsolete may be offered remaining Product. This will be determined only by VHS in its sole and absolute discretion. Obsolete and discontinued Products that are out of warranty are not supported by VHS and cannot be repaired under the terms and conditions of standard out-of-warranty Products unless covered separately by a mutually agreed to Maintenance and Support Package.

#### **DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY**

OTHER THAN CONTAINED HEREIN, VHS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WITH REGARD TO THE PRODUCTS, SERVICES, AND MATERIALS PROVIDED

HEREUNDER, INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR INTENDED USE ARISING OUT OF OR IN CONNECTION WITH PERFORMANCE OF THIS AGREEMENT. IN NO EVENT SHALL VHS BE LIABLE FOR ANY DAMAGES CAUSED BY DELAY IN RENDERING SUPPORT SERVICES. IN NO EVENT SHALL VHS BE LIABLE FOR ANY PERSONAL OR COMMERCIAL LOSSES, LOSS OF PROFITS OR REVENUES, OR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL OR PUNITIVE DAMAGE WHATSOEVER RESULTING FROM ANY BREACH ON THE PART OF VHS OR FROM THE PRODUCTS DELIVERED OR SERVICES PERFORMED, WHETHER IN CONTRACT OR TORT, WHETHER OR NOT CAUSED BY A DEFECTIVE PRODUCT, NEGLIGENCE ARISING FROM CUSTOMER'S INABILITY TO USE THE PRODUCT EITHER SEPARATELY OR IN COMBINATION WITH ANY OTHER PRODUCT OR FROM ANY OTHER CAUSE, EVEN IF VHS HAS BEEN ADVISED OR SHOULD BE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

THE SOLE AND EXCLUSIVE LIABILITY OF VHS FOR ANY CLAIM HEREUNDER SHALL BE LIMITED TO THE REPAIR OF DEFECTIVE PRODUCT AND SHALL NOT, IN ANY EVENT, EXCEED THE PRICE PAID TO VHS FOR THE PARTICULAR PRODUCT OR SERVICE THAT IS THE SUBJECT OF THE CLAIM, REGARDLESS OF THE FORM OF ANY SUCH CLAIM.

All Products should only be installed indoors within the specifications on the product specification sheets. Failure to properly install the Product shall void this Limited Warranty.

#### **EXCLUSIONS**

The warranties set forth above are exclusive and in lieu of all other warranties. VHS makes no other warranties, express or implied, and VHS expressly disclaims all other warranties, including, but not limited to: implied warranties of merchantability, fitness for a particular purpose, non-interference, non-infringement, and/or satisfactory quality. These other warranties are hereby excluded to the extent allowed by applicable law and are expressly disclaimed by VHS, its suppliers and licensors. The provisions set forth state VHS's entire responsibility and Customer's sole and exclusive remedy with respect to any breach of any warranty or contract.

#### **INFRINGEMENT INDEMNITY**

Subject to the restriction in this Limited Warranty, VHS SHALL NOT assume responsibility for any suit or proceeding brought against Customer, insofar as it is based on a claim that a Product, or any part thereof, furnished by VHS, infringes upon any United States trademark, patent, or intellectual property rights; provided, however, that VHS shall have been given timely notice in writing of the assertion of any such claim and of the threat or institution of any such suit or proceeding, and all authority, information, and reasonable assistance required for the defense of same. The determination to assume any responsibility or indemnify any Customer or third party pursuant to this section is in the sole and absolute discretion of VHS.

#### **GOVERNING LAW**

Any action, regardless of form, arising out of the Agreement between VHS and Customer is governed by the laws of the State of California. Any action or proceeding brought by any party against any other party arising out of or related to this Limited Warranty shall be brought exclusively in San Diego County.

#### **TRANSFER OF OWNERSHIP**

Transfer of Product ownership or software rights from the original VHS purchaser, excluding distributors and resellers, or from the original VHS licensee will void all existing VHS warranties of any kind.

#### **CONTACT**

Vital Home Systems is a registered trademark of VHS. Information published here is current as of the date of publication.

You may verify information by contacting us at:

Vital Home Systems  
Phone: 847-609-9000  
Email: [Support@vitalhomesystems.com](mailto:Support@vitalhomesystems.com)  
[www.vitalhomesystems.com](http://www.vitalhomesystems.com)