



**SimpliSafe®**

**Your Security System  
Owner's Manual**

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If you need assistance with installation, visit [simplisafe.co.uk/contact-us](https://simplisafe.co.uk/contact-us) or call 0800 456 1789.



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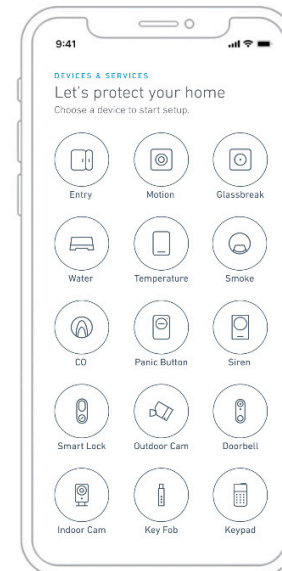
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## Start here

# Download the SimpliSafe® App to install your system

- ▶  Scan with the camera or QR code reader on your mobile device.
- ▶ Create an account or sign in with one you've already made.
- ▶ We recommend installing your SimpliSafe® system using our mobile app. We'll guide you through the installation step by step with helpful photos and videos so you can save the rest of this manual for later.
- ▶ After setup is complete, you can use the SimpliSafe® App to arm and disarm your system, view your camera feeds, check your system health and more.



**Your app will guide you  
through the rest of the  
install process.**

**Not a smartphone user?**

Use this guide to install instead.

## **Before you install your devices**

Use a damp towel or alcohol wipe to clean the install surface. Once dry, use the included adhesives to secure each device.

**Tip:** If you have battery powered cameras, please begin charging them now.

# Install your Base Station

The Base Station is the brains and primary siren of your system. In an emergency, it sends a signal to the professional monitoring centre if you have a plan.

- ① Place your Base Station in a central location in your home. A table or shelf works best.
- ② Pull the battery tab, and plug the Base Station into a power outlet using the included power cord.



# Install your Keypads

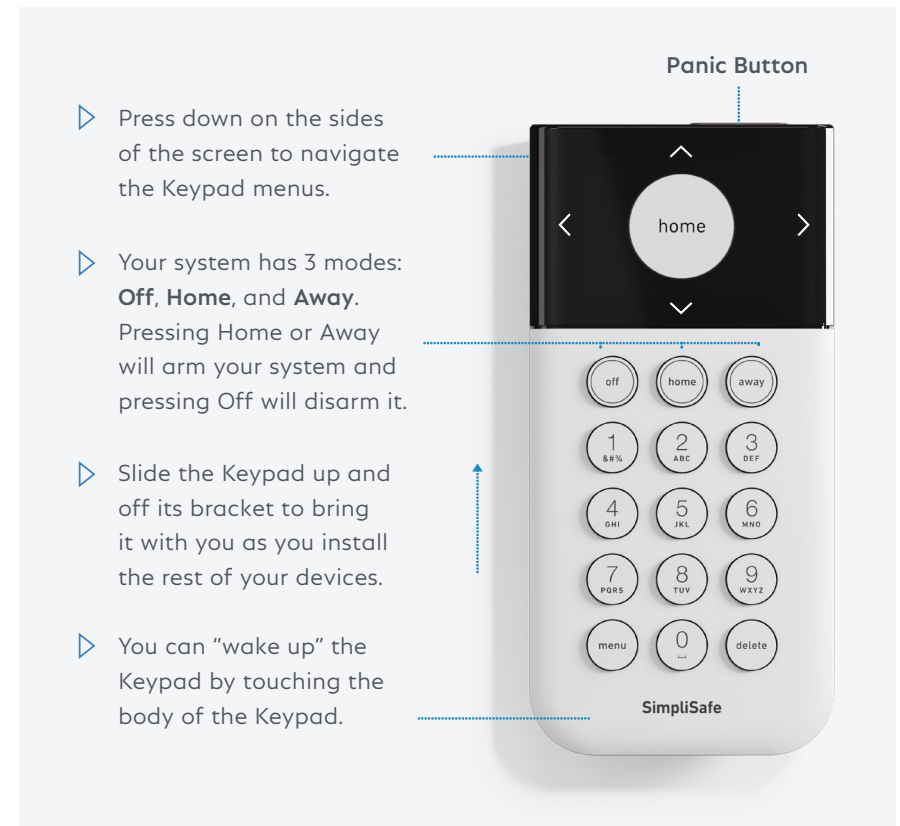
If you're installing your system with the mobile app, it will walk you through making a PIN and installing your devices. After you pair the Keypad, you can set it aside and continue with the SimpliSafe® App.

- 1 Follow the onscreen instructions for setting your PIN. Remember your PIN, as you will need it to disarm your system in the event of an alarm.
- 2 Choose a place for the Keypad on a wall by your main entrance. Use a damp towel or alcohol wipe to clean the install surface. Once dry, peel off the adhesive backing. Press firmly on the edges of the Keypad and hold for 30 seconds. If you make a mistake, see **"How do I move a device?"** on page 30.

Note: 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.

Setting up your WiFi will make your system more secure, update faster and enhance performance. Only 2.4GHz WiFi networks are compatible.

- 3 Your Keypad will display a list of available WiFi networks.
- 4 Scroll to the WiFi network you'd like to connect to and press the right side of the Keypad screen to select it.
- 5 Enter your WiFi network password. The Base Station will attempt to connect to the network and the Keypad will notify you of the result.
  - ▶ If unsuccessful, you will be asked to verify your password by re-entering it.



# How to add 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.

Note: If setting up with the SimpliSafe® App, ignore this message on the Keypad and keep installing devices with your mobile device.

2



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

Note: If you have trouble installing a device, please ensure your system is updated. See page 9 for details.

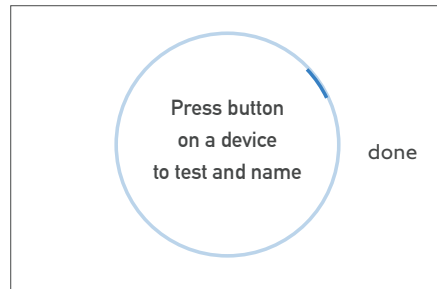
# To install each device, please view the instructions on the following pages.

**Note:** Many of our devices can be installed with adhesives. To ensure they adhere properly, clean the install surface with a damp towel or alcohol wipe. Once dry, use the included adhesives to secure each device—making sure to press firmly for 30 seconds.

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## System Updates

After you've finished setting up your devices, please select "done."



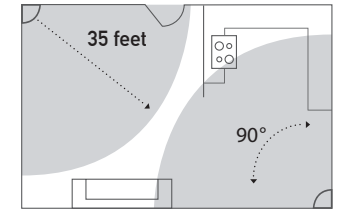
Now, check your Keypad for updates.

- 1 Press the Menu button on your Keypad and enter your PIN.
- 2 Press the right side of the Keypad screen to enter the System Settings page.
- 3 Scroll up to "Check for Updates" then press the right side of the screen to select it.
- 4 If there is an update available, you'll see "Install Update" as an option. If you see this, press the right side of the Keypad screen again to begin installation.
- 5 Allow the system to install and reboot.

Note: While updating, the Base Station light will be amber and the Keypad screen will show the percentage of the update that has downloaded.

## Install your Motion Sensors

Motion Sensors detect motion within 35 feet. 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 Adhere your Motion Sensor to a wall, approximately 6 feet off the ground. Avoid placing the sensor near a radiator, lamp, or electronics (such as a WiFi router).

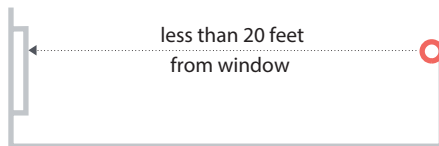




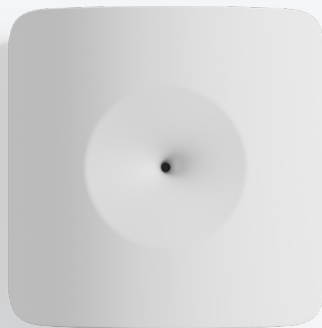
# Install your Glassbreak Sensors

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 20 feet from the windows you’d like to protect.
- 2 If you’d like to test your Glassbreak Sensor, simply clap your hands when the device is in test mode.



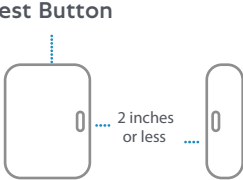
Test Button



- ▶ Adjust the sensitivity of the Glassbreak Sensor using the switch on the back, below the batteries. Reduce the sensitivity if placing it in your kitchen as glasses knocking into each other could trigger a false alarm.
- ▶ Curtains can dull the sound of glass breaking. If your windows are covered with heavy curtains, place your Glassbreak Sensor within 6 feet of your windows.
- ▶ If you experience false alarms, consider moving the switch on the back of your Glassbreak Sensor from “high” sensitivity to “medium” or “low.”

# Install your Entry Sensors

Entry Sensors alert you when a door or window is opened.

- 1 Line up the magnet and sensor on the door or window so that the grooves align and the pieces are less than 2 inches apart when the door or window is closed.

The diagram shows two rectangular components: a larger one labeled "Test Button" and a smaller one. They are positioned side-by-side with their grooves facing each other. A blue dotted line points to the top of the "Test Button" component. A horizontal dashed line with arrows at both ends indicates the gap between the two components, with the text "2 inches or less" written below it.
- 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 Use a damp towel or alcohol wipe to clean the mounting surface. Once dry, peel off the adhesive, and adhere the sensor to the door and the magnet to the doorframe, or the other way around. There is no “right side up.” Press and hold for 30 seconds. Then, give your device a name.

To decrease the risk of false alarms, do not place the Entry Sensor where a child may be able to reach it.

Note: For tighter spaces, slim magnets can replace your Entry Sensor’s original magnet. Contact us if you need one.

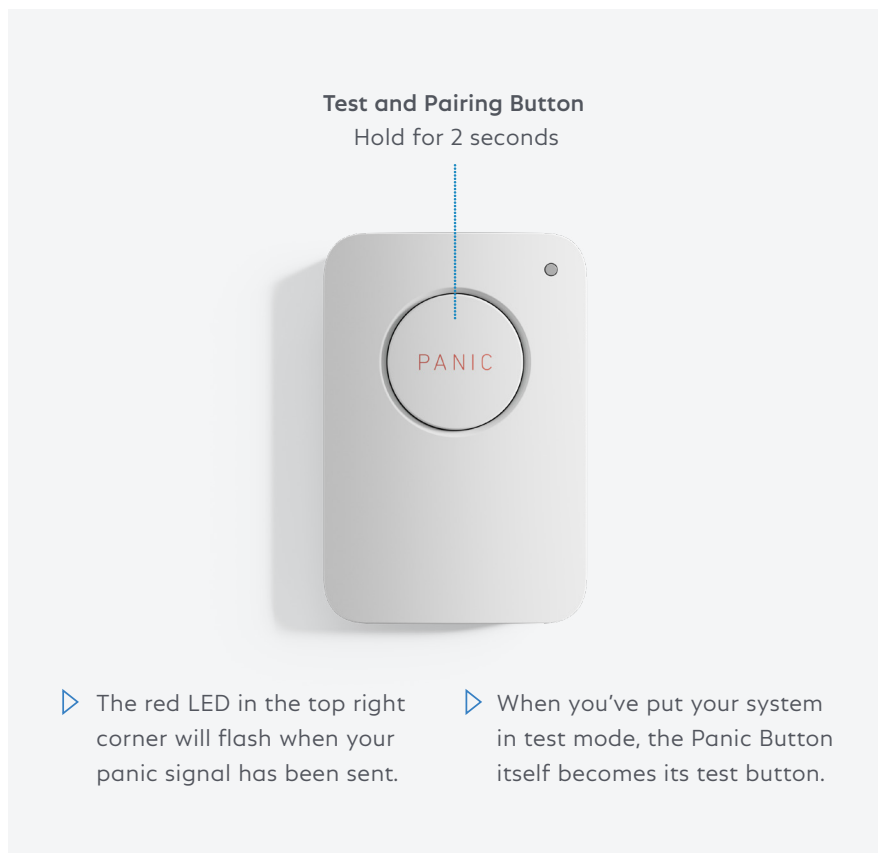
EXAMPLES:



## Install your Panic Buttons

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

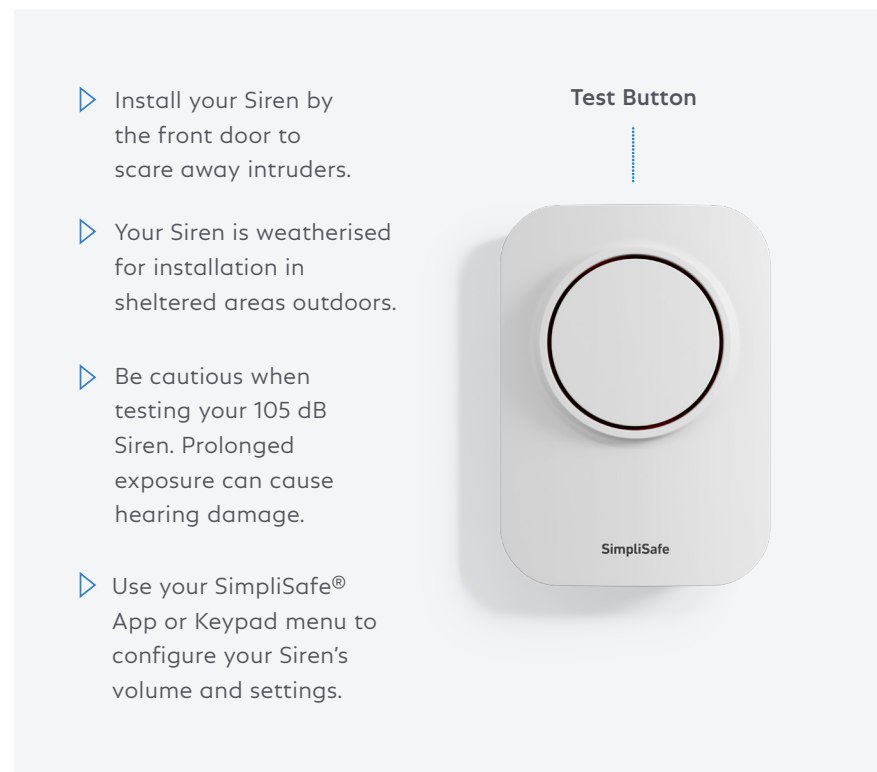
- 1 Place your Panic Button on a wall where it's easy to reach. Use a damp towel or alcohol wipe to clean the install surface.  
To decrease the risk of false alarms, do not place the Panic Button where children may be able to reach it.
- 2 Once dry, peel off the adhesive backing and adhere the Panic Button. Press and hold for 30 seconds. Then, give your device a name.



## Install your Extra Sirens

Your Base Station already has a 95dB Siren. In case of a break-in, an extra Siren can be used to scare intruders or alert your neighbours to an emergency.

- 1 Place your Siren on a wall within 100 feet of your Base Station. Use a damp towel or alcohol wipe to clean the install surface. Once dry, peel off the adhesive and adhere the Siren. Press and hold for 30 seconds. Then, give your device a name.
- 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 Bell Boxes

The Bell Box's loud siren is designed to stop intruders in their tracks and alert your neighbours and emergency services of an incident.

**Quick note:** Before setting up your Bell Box, make sure your system is up to date. Check in the system settings on your Keypad to find out if it's time to update your Base Station software.



### 1 Update your system

Please check your Keypad. If you see the gear icon, it's time to update your Base Station software. **These are the tools you will need to install your Bell Box:** Phillips head screwdriver, hammer, drill and 7 mm drill bit.

Note: Once your system is updated, you can pair your Bell Box

### 2 Attach the mounting plate to your home

Push the mounting plate firmly down towards the LED light to remove. Drill 2 holes into a flat surface. Insert wall anchors if needed.

### 3 Slide the Bell Box onto the mounting plate

Ensure all 4 prongs are hooked and secure. You'll know it's mounted correctly if the Bell Box is flush with the mounting plate.

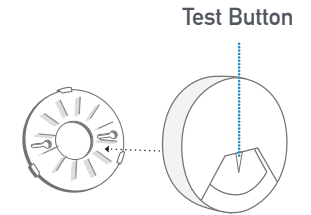
**All set! A blinking LED will indicate that your Bell Box is ready to go.**

## Install your Smoke Detectors

Smoke Detectors sound an alarm to alert you of smoke in your home. With a professional monitoring plan, we are notified and will request fire response upon visual verification.

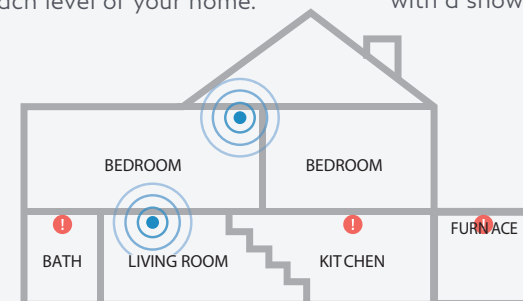
**Note:** Please read the Smoke Detector owner's manual carefully before installation and use.

- 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.

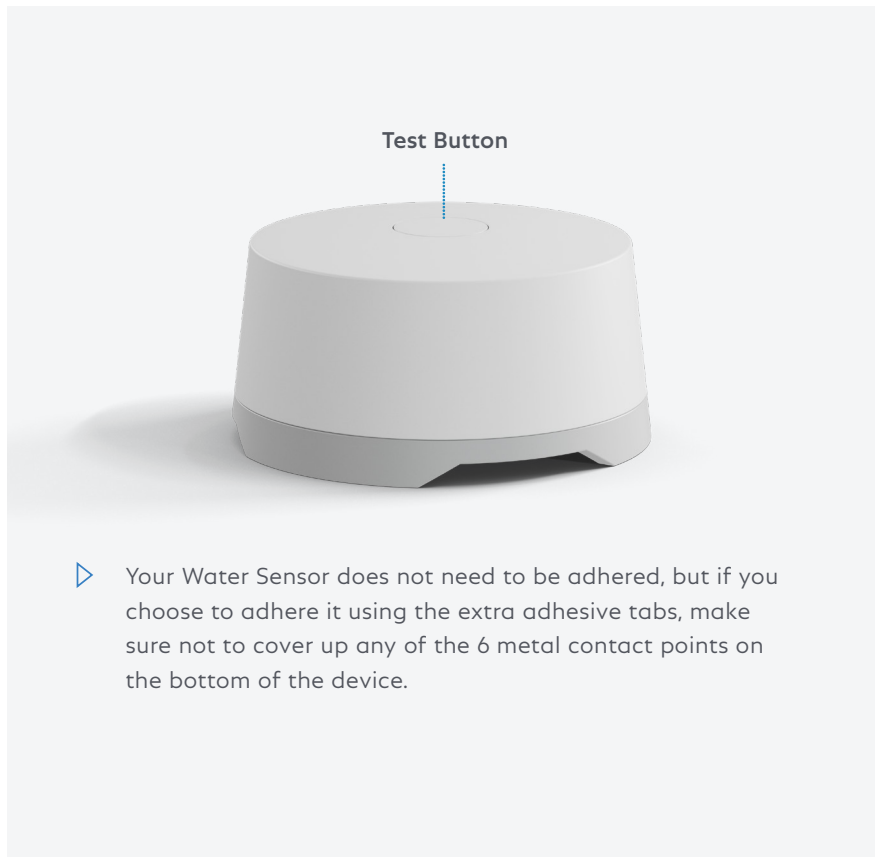


This detector is for household use only. There are local laws that apply to Smoke Detectors. Please refer to the information included in the detector box and consult with your local fire department regarding any requirements.

## Install your Water Sensors

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

- 1 Simply place your Water Sensor on the floor underneath any potential leaks.

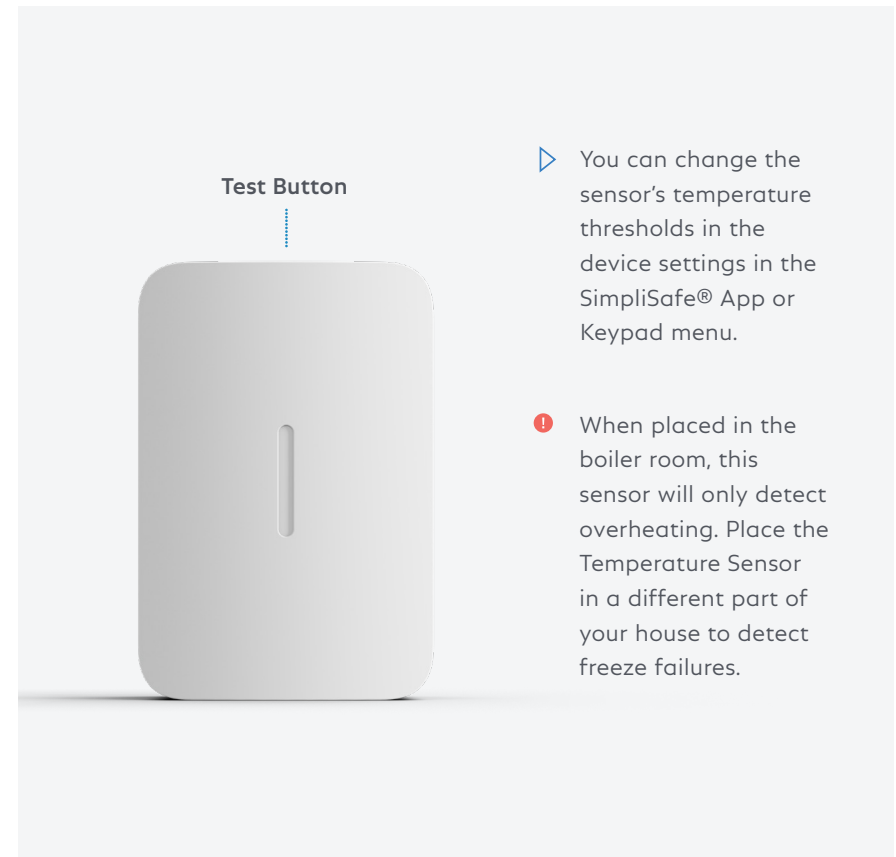


- ▶ Your Water Sensor does not need to be adhered, but if you choose to adhere it using the extra adhesive tabs, make sure not to cover up any of the 6 metal contact points on the bottom of the device.

## Install your Temperature Sensors

- 1 Adhere the Temperature Sensor on the wall near your home's main thermostat or near any exposed plumbing that's vulnerable to burst during a freeze.
- 2 Use a damp towel or alcohol wipe to clean the install surface. Once dry, peel off the adhesive and adhere the sensor. Press and hold for 30 seconds. Then, give your device a name.

Note: Avoid placing this sensor in rooms with frequent temperature changes.



- ▶ You can change the sensor's temperature thresholds in the device settings in the SimpliSafe® App or Keypad menu.
- ❗ When placed in the boiler room, this sensor will only detect overheating. Place the Temperature Sensor in a different part of your house to detect freeze failures.

# Adding your Security Cameras

If your camera has a battery, it will need to be fully charged before installation. Use the supplied USB cable to charge the battery.\* It may take up to 6 hours to fully charge.

Note: \*We recommend that you charge the battery even if you plan on using a different power source.

- Flashing White
- Solid White fully charged

- 1 To set up your camera, follow the instructions in the SimpliSafe® App.



# Activate Alarm Monitoring

In the event of an emergency, a professional monitoring agent will contact you and request police or fire dispatch upon visual verification. This service is not available until you activate your professional monitoring plan.

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

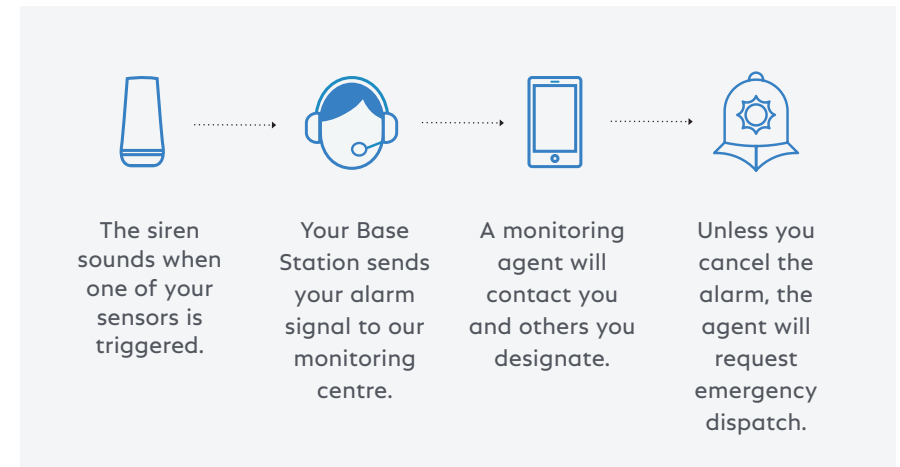
SERIAL #:

- 2 Activate using the the SimpliSafe® App

## Practice Mode

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 request of police and fire response will not be active. While in Practice Mode you can get to know your system by practicing arming and disarming it, as well as triggering an alarm. After 72 hours, you will be notified that request of police and fire response is live.

## 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 customised in the SimpliSafe® App or Keypad menu.
2. If the alarm is not turned off within the set Entry Delay period, SimpliSafe® will sound a siren and send an alert signal to our monitoring centre. (You must activate a Professional Monitoring plan in your online account for this service to function.)
3. Upon receiving the signal, a monitoring agent will attempt to contact you.
4. If it was a false alarm and the alarm is cancelled, police and fire response will not be requested.
5. If the incident has been visually verified, they will request police or fire response to your location. The professional monitoring centre can also dispatch one of their guards to investigate the premises.
6. Following an alarm, your system will automatically re-arm. Please note, however, that the sensor that triggered your alarm will not reset until you disarm and re-arm your system.

## 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

### 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 app, 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 app, Key Fob, or 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 app or Key Fob, or press “off” on your Keypad followed by your 4 digit PIN.

### If a sensor is triggered

If a sensor is triggered, there will be a 30 second Entry Delay by default, before the alarm siren sounds and our monitoring centre is notified. (You can adjust the Entry and Exit delay in the App)

### Putting your system into Test Mode

We recommend you test your system annually 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 an automated 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 sensor will only react to glass breaking.

**Entry Sensors:** Open and close protected doors and windows. The Base Station will announce that they have been detected.

**Panic Buttons:** Hold the Panic Button down for 2 seconds. The Base Station will announce that it has been detected.

**Smoke 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 Temperature Sensors:** Press and release the Test Button on the top of each sensor. The Base Station will announce that it has been detected.

## 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 arrow on your Keypad 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 2 inches 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 29).
<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 power outlet and the Base Station.
<b>No Link to Dispatcher</b>	SimpliSafe® cannot communicate with the monitoring centre, for one of the following reasons: <ul style="list-style-type: none"><li>• Your monitoring service is not active. Please check your account in our app.</li><li>• Your WiFi is not set up or has encountered a problem. Check WiFi settings in your app.</li><li>• Your Base Station is positioned in a way that prevents a strong connection. Try to position your Base Station in an open area near the centre of your home, such as a bookshelf or counter, rather than in a utility area or near other electronics.</li></ul>
<b>Compliance Warning</b>	This message will appear when you attempt to change a system setting that impacts compliance with UL 985 or UL 1023. Read the message to understand the new system behavior during normal, alarm, and trouble conditions. If you wish to accept the changes, press “Set” on the right side of the screen.



## Base Station LED Status Light Colour

The lights listed below are the only colors that the Base Station will display. If you are seeing a color that is not listed try changing the lighting in the room, as this can affect the look of the colored lights.

LED Status	Description
No Light	System is Unarmed. Wall power light will stay on when Base Station is plugged in.
Blue	System is Armed, Home or Away.
Amber	Update Downloading/Installing to Keypad.
Amber "Circling Light"	Base Station Update Installing.
Slow Red Pulse (every 8-10 seconds)	Minor Error: Check Keypad for details. Examples include radio interference.
Continuous Red Pulse	Recent Alarm. Pulses for 1-2 minutes before turning solid red.
Solid Red	Recent Alarm. Remains solid until the alarm notification is dismissed on the Keypad, or the system is disarmed and re-armed.
White	Accessing menu via Keypad, Test mode.
Double White Blink	Confirmation. For example, when a Keypad setting is changed.
White "Circling Light"	Setup and Naming Mode or Base Station is searching for nearby WiFi networks.
Always On Single, White LED	This setting can be toggled on or off in the Base Station Settings.
Flashing Yellow Ring	Indicates a system fault, such as a battery function warning for the Base Station or a low battery warning for one or more of your sensors.
Flashing Green (lasts 3-5 seconds)	Video Doorbell Pro is currently ringing

## 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). Use a damp towel or alcohol wipe to clean the install surface prior to adhering.

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

Your SimpliSafe® Base Station will announce 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?

Disarm your system from the app or enter your PIN on the Keypad or press "off" on the app or Key Fob to stop the siren. Depending on when you cancel the alarm, a monitoring agent may still call the numbers you provided to confirm the false alarm. You can cancel the alarm on the phone with the agent by providing your Safeword. 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 10.
- 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 home insurance?

Some insurance companies will offer you a discount for having a professionally monitored home security system like SimpliSafe, but this is something you would need to discuss with your provider.

### How can I test my professional monitoring service?

Once Practice Mode has ended, select "Test Mode" in your Keypad menu and follow the prompts. This will cause your Base Station to send a test signal to our Monitoring Centre. An automated call from the Monitoring Centre will let you know the test signal was successfully received.

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

Yes. Most of our 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, install using the SimpliSafe® App. Alternatively, open the Menu on your Keypad and select "Devices," then "Add device" and follow the instructions.

### How do I remove components?

- In the SimpliSafe® App: Open Device Settings, find the device you'd like to remove in the list and select "Remove Device"
- Alternatively, open the menu on your Keypad and select "Devices"
  - Find the device you'd like to remove in the list and select it using the right arrow
  - Scroll to the bottom of the list and select the option "remove" with the right arrow
  - Press "off" to exit the menu

Note: Before removing any components, please ensure your system is in "off" mode

### Can I use SimpliSafe® without a Professional Monitoring plan?

Yes, but we don't recommend it. Without Professional Monitoring, no authorities will be called." It's easy to enroll in a SimpliSafe® Professional Monitoring plan. There are no long-term contracts and you can call to cancel 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 up to 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 anyone who 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

Your system will occasionally receive system updates to add features, functionality, and to enhance your experience with your SimpliSafe® system. 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 "off" 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 19-20).

**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. Risk of Explosion/Fire. Do not improperly dispose of batteries. Do not expose the battery to fire, extreme heat, low air pressure, crushing forces, or cutting forces. Exposure to these condition/forces may result in fire, explosion, or leakage of flammable substances.

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 SSE53 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 SSCO3-0 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 SSF53 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
Extra Siren: Model SSW53 Operating Temperature 0°C to 60°C, 90% Max. Humidity  
SimpliCam: Model SSCM1 Operating Temperature -10°C to 40°C, 90% Max. Humidity  
Bell Box: Model CA003 Operating Temperature -25 C to 60 C, 100% 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.  
Bell Box: four 3V Lithium, size CR123A

The Base Station backup battery is rechargeable and does not normally need to be replaced. If you do replace the batteries ONLY rechargeable batteries should be used. Alkaline batteries are dangerous if inserted. We recommend contacting our support centre for further instructions.

#### UKCA/CE RED DoC:

Hereby, SimpliSafe declares that the radio equipment described in this manual is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: [simplisafe.com/regulatory-information](http://simplisafe.com/regulatory-information)

#### RF Exposure Warning:

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons.



## SimpliSafe Global Print Terms of Sale

The following Terms of Sale are relevant based on the country in which you purchased your products.

#### US Customer Terms Last updated: April 2024

Please review these Terms of Sale carefully as these terms govern your purchase of the products in your order (the "System") from SimpliSafe, Inc. ("SimpliSafe") and set out your rights and obligations with respect to your purchases, including important limitations and exclusions, such as those contained in our product warranties. **These are the Terms of Sale under which we are willing to provide you with the System and require the use of binding arbitration to resolve disputes rather than jury trials or class actions (described in detail below). Please be certain you understand them.**

**The Complete Terms of Sale are available at [simplisafe.com/terms-sale](http://simplisafe.com/terms-sale).** They include provisions relating to U.S. and End User sales only, payment methods, prices, sales tax, gift cards and promotions, shipping, services including monitoring services, software license and use of the camera and installation of detectors, etc.

By purchasing the System and/or using the System, you agree that you have read these Terms of Sale, and the Complete Terms of Sale available online, and are legally bound by these collective Terms of Sale, including the disclaimers, limitations of liability and indemnity obligations below.

If this product is purchased directly online from SimpliSafe, either through our company store on an online retailer platform (such as the SimpliSafe store on Amazon) or the SimpliSafe website, any conflict between (i) the online Terms of Sale provided at the time of your online purchase (available at [simplisafe.com/terms-sale](http://simplisafe.com/terms-sale)) and (ii) any written Terms of Sale provided with the print copy Set-up Guide, shall be governed by the online terms. To the extent permissible by law, if this product is purchased directly from an authorized retailer and then you create an online account and agree to any applicable online terms, any conflict between (i) the online Terms of Sale provided at the time of your online account creation and (ii) any written Terms of Sale, shall be governed by the online terms.

#### Limited Hardware Warranty

SimpliSafe warrants to you, the initial purchaser of the System from SimpliSafe or an authorized retailer, that each of the new or refurbished SimpliSafe branded products you purchase directly from SimpliSafe or from an authorized retailer that make up your SimpliSafe System ("Covered Products") will be free from defects in materials and workmanship under normal use and service for one (1) year from the date that you purchase the Covered Products. This limited hardware warranty is non-transferrable. **As a condition of this warranty, SimpliSafe may require that you provide proof of purchase during the warranty period and/or return the defective Covered Product.** If SimpliSafe requires the return of the defective Covered Product, return shipping costs will be paid for by SimpliSafe.

SimpliSafe may also offer additional hardware or subscription related product protection plans that are supplemental to this original limited hardware warranty. Unless specified otherwise, these supplemental programs would not go into effect until after the original limited hardware warranty expires; and where programs run concurrently, this initial limited hardware warranty would take precedence over any other programs during the initial limited hardware warranty period. Within this and any other warranty periods, SimpliSafe's sole obligations shall be limited to accepting return of the defective product or part of the Covered Product and providing one or more of the following remedies, to be determined at SimpliSafe's sole discretion:

**Replacement of Covered Products:** For valid warranty claims made during the warranty period in respect to Covered Products, SimpliSafe may provide you with a substantially functional equivalent product or part to replace the defective item. Replacement products may be new, repaired or reconditioned, at the sole option of SimpliSafe. SimpliSafe warrants any replacement products for a one (1) year limited warranty period from the date the replacement parts are delivered to you. SimpliSafe may, in its sole discretion, provide substantially functionally equivalent replacement products for a Covered Product or another component in your System, such as where certain products or components become discontinued for any reason. See online Terms of Sale for more details.

**Refund or Credit:** At SimpliSafe's sole discretion, in lieu of replacing the defective Covered Product, SimpliSafe may offer to refund or credit you the original purchase price you paid to SimpliSafe or an authorized retailer for the Covered Product.

For warranty service, please contact SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675) or visit [support.simplisafe.com](http://support.simplisafe.com) and click on "Contact Us." If SimpliSafe is unable to address the issue that you are facing, SimpliSafe will, subject solely to its discretion, determine the appropriate warranty remedy, as listed above.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES, WHETHER WRITTEN, ORAL, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. SIMPLISAFE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, SIMPLISAFE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THE LIMITED WARRANTY DESCRIBED ABOVE OR THE SHORTEST PERIOD ALLOWED BY LAW. IN NO CASE SHALL SIMPLISAFE OR ANY OF ITS AFFILIATES, DIRECTORS, OFFICERS, SHAREHOLDERS, EMPLOYEES, SUBCONTRACTORS, AGENTS OR REPRESENTATIVES (EACH, A "SIMPLISAFE PARTY" AND COLLECTIVELY, THE "SIMPLISAFE PARTIES") BE LIABLE TO YOU OR ANYONE ELSE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS LIMITED WARRANTY OR ANY OTHER WARRANTIES WHATSOEVER. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS AND DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

SimpliSafe does not represent that the System may not be compromised or circumvented; that the System will prevent any personal injury or property loss; or that the System will in all cases provide adequate warning or protection. You understand that the System 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 System (including any Camera, Smart Lock, or other peripheral SimpliSafe System component). Furthermore, the SimpliSafe Smart Lock is not an ANSI or BHMA certified door lock or deadbolt, and it must be correctly installed and used with a certified door lock that is operating in good condition; and used in environmental conditions that fall within the SimpliSafe Smart Lock specifications specified below (or in the corresponding user manual, which shall control in the event of any discrepancy). You assume all risk associated with the suitability, installation and performance of the door lock and other third-party components, hardware, software and services that you select.

CONSEQUENTLY, NO SIMPLISAFE PARTY, AS DEFINED ABOVE, SHALL HAVE ANY LIABILITY FOR ANY LOSS, DAMAGE OR EXPENSE (COLLECTIVELY, "LOSSES"), INCLUDING ANY PROPERTY DAMAGE, PERSONAL INJURY (INCLUDING DEATH), ECONOMIC LOSSES OR ANY OTHER FORM OF LOSS, DAMAGE OR EXPENSE ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY A CLAIM THE SYSTEM FAILED TO GIVE WARNING. HOWEVER, IF ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY THIS LIMITED WARRANTY OR OTHERWISE, THE AGGREGATE LIABILITY OF ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE, SHALL BE LIMITED TO THE PURCHASE PRICE OF THE SYSTEM, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST THE SIMPLISAFE PARTIES, AS DEFINED ABOVE. YOU ACKNOWLEDGE AND AGREE THAT IT IS IMPRACTICAL AND EXTREMELY DIFFICULT TO DETERMINE THE ACTUAL DAMAGES, IF ANY, THAT MAY RESULT FROM A FAILURE OF THE SYSTEM TO GIVE WARNING. THIS AGREED-UPON AMOUNT (THE PURCHASE PRICE OF THE SYSTEM) IS NOT A PENALTY, AND IS THE SOLE REMEDY.

A copy of the complete Limited Warranty can be found at [simplisafe.com/terms-sale](http://simplisafe.com/terms-sale) or by contacting SimpliSafe at 1-888-95-SIMPLI (957-4675). By purchasing from SimpliSafe, you acknowledge that you have had an opportunity to review SimpliSafe's COMPLETE warranty terms, have done so to the degree you feel you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers.

#### **Satisfaction Guarantee**

Unless specified otherwise, any satisfaction guarantee or money back guarantee offers are made on an item by item basis. The term for any satisfaction guarantee is limited to 60 days unless specified otherwise and the start date for any such guarantee is the date of delivery of that specific item for items ordered directly from SimpliSafe, or the purchase date for any items purchased from an authorized retailer. Any Satisfaction Guarantees only apply to the initial purchaser, purchasing directly from SimpliSafe or through an authorized retailer, and are non-transferable.

#### **Critical Product, Component and Software Updates & Replacements**

If, at the Company's sole and reasonable discretion, certain critical product, component and/or Software updates or replacements are needed to maintain reliable performance of your System or any components thereof, and the Company makes corresponding hardware or software updates available (collectively, "Critical Updates & Replacements"), upon notice the Customer agrees to take reasonable steps and follow provided instructions to effectuate such Critical Updates & Replacements, and to cooperate as reasonably requested to help schedule, coordinate or arrange for such Critical Updates & Replacements to be installed, delivered or implemented.

#### **Insurance**

THE PRICE OF THE SYSTEM IS UNRELATED TO THE VALUE OF PROPERTY LOCATED ON OR NEAR THE PREMISES AT WHICH THE SYSTEM IS LOCATED. NO PORTION OF THE PURCHASE PRICE IS FOR INSURANCE OR SHALL BE DEEMED OR CONSIDERED INSURANCE PREMIUMS. YOU ACKNOWLEDGE AND AGREE THAT SIMPLISAFE IS NOT AN INSURER AND SHALL NOT PROVIDE INSURANCE COVERAGE AGAINST ANY LOSSES, AS DEFINED ABOVE. TO THE EXTENT YOU WISH TO HAVE ANY INSURANCE COVERAGE FOR LOSSES, AS DEFINED ABOVE, IT IS YOUR RESPONSIBILITY TO PROCURE AND MAINTAIN SEPARATE INSURANCE POLICIES FROM AN INSURANCE COMPANY OR COMPANIES, SOLELY AT YOUR COST AND EXPENSE, FOR COVERAGE AGAINST ALL LOSSES, AS DEFINED ABOVE, INCLUDING BUT NOT LIMITED TO THOSE ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY (I) THESE TERMS OF SALE, INCLUDING ANY BREACH OF ANY REPRESENTATION, WARRANTY, COVENANT OR OBLIGATION ARISING HEREUNDER (II) THE SYSTEM, (III) THE ACTIVE OR PASSIVE SOLE, JOINT OR SEVERAL NEGLIGENCE OF ANY KIND OR DEGREE, (IV) THE IMPROPER OPERATION OR NON-OPERATION OF THE SYSTEM, (V) BREACH OF CONTRACT, EXPRESS OR IMPLIED, WHICH OCCURS BEFORE OR AFTER THE SIGNING OF THIS AGREEMENT (VI) BREACH OF WARRANTY, EXPRESS OR IMPLIED, (VII) PRODUCT OR STRICT LIABILITY (VIII) LOSS OR DAMAGE TO OR MALFUNCTION OF FACILITIES NECESSARY TO OPERATE THE SYSTEM, TRANSMIT ANY SIGNAL TO OR RECEIVE SIGNALS AT ANY MONITORING FACILITY, (IX) A CLAIM FOR SUBROGATION, INDEMNIFICATION OR CONTRIBUTION, OR (X) A VIOLATION OF ANY APPLICABLE CONSUMER PROTECTION LAW OR ANY OTHER THEORY OF LIABILITY OR ALLEGED FAULT ON THE PART OF ANY SIMPLISAFE PARTY, AS DEFINED ABOVE (COLLECTIVELY, THE "COVERED CLAIMS"). RECOVERY FOR ANY LOSS, AS DEFINED ABOVE, SHALL BE LIMITED TO THE INSURANCE YOU PURCHASE SEPARATELY FROM AN INSURANCE COMPANY, IF ANY.

#### **Limitations of Liability and Release**

SimpliSafe does not accept liability for Systems purchased hereunder beyond the remedies set forth herein and in SimpliSafe's Limited Warranty. In particular, as described in SimpliSafe's Limited Warranty, SimpliSafe does not represent that the System may not be compromised or circumvented; that the System will prevent any personal injury or property loss; or that the System will in all cases provide adequate warning or protection. You understand that the System 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 System (including any Camera). You understand that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or other events occurring without providing an alarm, but it is not an insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.

BY AGREEING TO THESE TERMS, YOU ARE RELEASING EACH SIMPLISAFE PARTY, AS DEFINED ABOVE, ON YOUR BEHALF AND ON BEHALF OF ALL OTHERS WHO MAKE CLAIMS UNDER THE TERMS OF SALE FROM ALL LOSSES, AS DEFINED ABOVE, ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY ANY COVERED CLAIM, AS DEFINED ABOVE. UNDER NO CIRCUMSTANCES WILL ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, BE RESPONSIBLE OR LIABLE TO YOU FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES INCLUDING WITHOUT LIMITATION, DAMAGES FOR PERSONAL INJURY, DEATH OR DAMAGES TO PROPERTY. NOTWITHSTANDING THE FOREGOING, EVEN IF A SIMPLISAFE PARTY, AS DEFINED ABOVE, IS FOUND LIABLE FOR ANY LOSSES, AS DEFINED ABOVE, ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY ANY COVERED CLAIM, AS DEFINED ABOVE, ANY SUCH LIABILITY IN THE AGGREGATE OF ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE, SHALL BE LIMITED TO THE PURCHASE PRICE OF THE SYSTEM, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## Life Safety Notice

If your System 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 System.

## Privacy

Please refer to SimpliSafe's privacy policy at [simplisafe.com/privacy-policy](https://simplisafe.com/privacy-policy) for important information about our collection, use and sharing of your personal information.

## Dispute Resolution and Arbitration

PLEASE READ THIS SECTION CAREFULLY. FOLLOW THE INSTRUCTIONS BELOW IF YOU WISH TO OPT OUT OF THE REQUIREMENT OF ARBITRATION ON AN INDIVIDUAL BASIS. Certain portions of this section are deemed to be a "written agreement to arbitrate" pursuant to the Federal Arbitration Act. You and SimpliSafe agree that SimpliSafe intends that this section satisfies the "writing" requirement of the Federal Arbitration Act. In the event of any dispute or disagreement between the parties, or claim or question by a party, arising from or relating to these Terms of Sale or the breach hereof (collectively, a "Dispute"), the parties hereto shall use their best efforts to settle the Dispute. To this effect, the parties shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If the parties do not reach such solution within a period of 60 days then, upon notice by either party to the other, such Dispute shall be finally settled by arbitration administered by the American Arbitration Association in accordance with the provisions of its Consumer Arbitration Rules. Once the Dispute is submitted to the AAA for arbitration, each party must pay the appropriate filing fees. All expenses of the arbitrator and any AAA expenses shall be borne by SimpliSafe. The parties will remain individually responsible for their own attorney costs or other non-AAA required costs, including but not limited to the expenses of witnesses for either side, which shall be borne by the party producing such witnesses. If an in-person arbitration hearing is required, then it will be conducted at an American Arbitration Association office that is reasonably convenient for both parties. If the parties are unable to agree on a location, a determination on location shall be made by the Independent ADR Institution or the neutral arbitrator.

The arbitration will be heard and determined by a single neutral arbitrator selected by the AAA who is a retired judge or a lawyer with not less than 15 years of experience as a practicing member of the bar in the substantive practice area related to the Dispute, who will administer the proceedings in accordance with the AAA's Consumer Arbitration Rules. The arbitrator will apply applicable law and the provisions of these Terms of Sale and will determine any Dispute according to the applicable law and facts based upon the record and no other basis. The arbitrator's decision must consist of a written statement stating the disposition of each claim of the Dispute, and must provide a statement of the essential findings and conclusions on which the decision and any award (if any) is based. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

You can obtain the AAA procedures, rules, and fee information as follows: AAA: 800.778.7879, <http://www.adr.org/>

In arbitration, as with a court, the arbitrator must honor the terms of these Terms of Sale and can award the prevailing party damages and other relief (including attorneys' fees). However, WITH ARBITRATION (A) THERE IS NO JUDGE OR JURY, (B) THE ARBITRATION PROCEEDINGS AND ARBITRATION OUTCOME ARE SUBJECT TO CERTAIN CONFIDENTIALITY RULES, AND (C) JUDICIAL REVIEW OF THE ARBITRATION OUTCOME IS LIMITED. The parties agree that the arbitration shall be confidential. All parties to the arbitration will have the right, at their own expense, to be represented by an attorney or other advocate of their choosing.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IF YOU OR SIMPLISAFE WANT TO ASSERT A DISPUTE AGAINST THE OTHER, THEN YOU OR SIMPLISAFE MUST COMMENCE IT (BY DELIVERY OF WRITTEN NOTICE AS SET FORTH IN THE SECTION ENTITLED "OTHER TERMS AND CONDITIONS") WITHIN 1 YEAR AFTER THE DISPUTE ARISES -- OR IT WILL BE FOREVER BARRED.

NOTWITHSTANDING THE FOREGOING, THIS ARBITRATION AGREEMENT DOES NOT APPLY TO ANY CLAIM SEEKING DAMAGES IN TORT FOR BODILY INJURY, INCLUDING EMOTIONAL OR PSYCHOLOGICAL INJURY, OR PROPERTY DAMAGE OF ANY KIND, INCLUDING CLAIMS FOR LOSS OF USE OR DIMINUTION IN VALUE

OF PROPERTY. IN ADDITION, THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY DISPUTE TO BE ARBITRATED ON A CLASS ACTION BASIS OR ON ANY BASIS INVOLVING ANY DISPUTE BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY ON BEHALF OF THE GENERAL PUBLIC, OTHER PERSONS OR ENTITIES DOING BUSINESS WITH SIMPLISAFE, OR OTHER PERSONS OR ENTITIES SIMILARLY SITUATED. FURTHERMORE, ANY DISPUTE BROUGHT BY OR AGAINST SIMPLISAFE MAY NOT BE JOINED OR CONSOLIDATED IN THE ARBITRATION WITH CLAIMS BROUGHT BY OR AGAINST ANY OTHER SIMPLISAFE SUBSCRIBER, UNLESS OTHERWISE AGREED BY THE PARTIES. FURTHER, THE PARTIES ACKNOWLEDGE THAT THEY WAIVE ANY RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY DISPUTE SUBJECT TO ARBITRATION.

Further, unless all parties agree in writing otherwise (including, but not limited to, as set forth in the procedures below regarding Mass Arbitration), the arbitrator may not consolidate more than one Customer's dispute, and may not otherwise preside over any form of a representative or class proceeding.

SUBJECT TO THE PRIOR PARAGRAPH, IN THE EVENT THAT MASS ARBITRATION (which means 25 or more arbitration demands that: (i) are filed within 180 days of each other, (ii) allege similar or identical claims or causes of action, and (iii) either (a) the parties to those arbitration demands seek to simultaneously or collectively administer and/or arbitrate together, or (b) are filed by the same counsel or in coordination with each other) IS ATTEMPTED OR SOUGHT, SUCH ARBITRATION SHALL BE ADMINISTERED PURSUANT TO THE FOLLOWING RULES.

1. In the event that Mass Arbitration is attempted or sought involving 250 arbitration demands or less, we agree the arbitration provider shall: (i) group the arbitration demands into batches of no less than 25 arbitration demands per group; and (ii) provide for resolution of each group or batch as a single arbitration with one set of filing and administrative fees and a single arbitrator assigned per group or batch.
2. In the event that Mass Arbitration is attempted or sought involving over 250 arbitration demands, we agree that the arbitration provider shall: (i) group the arbitration demands into batches of no less than 250 arbitration demands per group; and (ii) provide for resolution of each group or batch as a single arbitration with one set of filing and administrative fees and a single arbitrator assigned per group or batch.
3. All Mass Arbitration shall be subject to the substantive and procedural terms contained in this Agreement.
4. We agree to cooperate in good faith with the arbitration provider to implement the aforementioned protocol for Mass Arbitration with regard to resolution, fees, and administration.
5. If any part of this paragraph related to Mass Arbitration is found to be unenforceable, the unenforceable portion shall be stricken, and the remainder of this paragraph and this Agreement shall be enforced to the maximum extent permitted by law.
6. If the arbitration provider is unwilling or unable to follow the procedures set forth in this paragraph with regard to Mass Arbitration, the parties may attempt to retain a different, mutually agreeable and widely-recognized arbitration organization that will agree to follow the procedures set forth herein. If the parties are unable to retain or agree to such an alternative arbitration provider, the alternative dispute resolution provisions set forth in this Agreement shall not apply to those disputes within the Mass Arbitration.

YOU SHALL HAVE THE RIGHT TO OPT OUT OF THIS AGREEMENT TO ARBITRATE BY PROVIDING WRITTEN NOTICE OF YOUR INTENTION TO DO SO BY EMAILING [TOS@SIMPLISAFE.COM](mailto:TOS@SIMPLISAFE.COM) WITHIN 60 DAYS OF THESE TERMS OF SALE BECOMING BINDING UPON YOU FOR THE FIRST TIME. OPTING OUT OF THIS AGREEMENT TO ARBITRATE HAS NO EFFECT ON ANY PREVIOUS, OTHER, OR FUTURE ARBITRATION AGREEMENT(S) THAT YOU MAY HAVE WITH SIMPLISAFE. IF THIS AGREEMENT TO ARBITRATE BECOMES BINDING, YOU CANNOT CHANGE, MODIFY OR REVOKE IT (INCLUDING BY ATTEMPTING TO OPT OUT IN CONNECTION WITH ANY CONFIRMATION OF THESE TERMS OF SALE, AS AMENDED FROM TIME TO TIME) WITHOUT AN AGREEMENT IN WRITING SIGNED BY SIMPLISAFE. IN THE EVENT THAT YOU OPT OUT OF THIS AGREEMENT TO ARBITRATE IN ACCORDANCE WITH THIS SECTION: YOU AND SIMPLISAFE EACH HEREBY IRREVOCABLY AGREE THAT ANY SUIT, ACTION OR OTHER LEGAL PROCEEDING ("SUIT") ARISING OUT OF OR IN CONNECTION WITH OR DUE TO ANY CLAIM OR DISPUTE THAT HAS ARISEN OR MAY ARISE BETWEEN YOU AND SIMPLISAFE MUST BE RESOLVED EXCLUSIVELY BY A STATE OR FEDERAL COURT LOCATED IN BOSTON, MASSACHUSETTS; YOU AND SIMPLISAFE EACH CONSENT TO THE EXCLUSIVE JURISDICTION AND VENUE OF EACH SUCH COURT IN ANY SUCH SUIT AND WAIVE ANY OBJECTION THAT YOU OR SIMPLISAFE MAY HAVE TO JURISDICTION OR VENUE OF ANY SUCH SUIT; YOU AND SIMPLISAFE

EACH CONSENT TO SERVICE OF PROCESS IN ACCORDANCE WITH THE NOTICE PROVISIONS OF THIS AGREEMENT; AND YOU AND SIMPLISAFE EACH HEREBY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY SUCH SUIT.

#### State Licensure

State specific company licensing information can be found online at [simplisafe.com/terms-sale](https://simplisafe.com/terms-sale).

**THE PARTIES ACKNOWLEDGE THAT THE AGREEMENT WAS NOT ENTERED INTO IN SUBSCRIBER'S HOME OR OTHER FACE-TO-FACE TRANSACTION BETWEEN THE PARTIES, AND THEREFORE NO FEDERAL OR STATE RIGHT OF CANCELLATION IS INTENDED TO APPLY TO THIS TRANSACTION.**

Other Terms and Conditions

Returns of Systems purchased at retail, or through other third-party resellers, are subject to the respective retailers' or resellers' policies and terms. Unless otherwise agreed by the retailer or reseller, return policies or terms for purchases made direct from SimpliSafe will not apply. Check with your retailer or reseller to confirm its applicable return policies and terms.

All claims, actions or proceedings against SimpliSafe must be commenced in court within one (1) year after the cause of action has accrued, without judicial extension of time, or such claim, action or proceeding is barred. The time period in this paragraph must be complied with strictly.

As part of SimpliSafe's sustainability efforts, we reserve the option of using reclaimed, recycled or otherwise reconditioned parts as component parts in any new or refurbished products sold or provided to consumers. Any purchase of new products or request for replacement parts by the consumer is transacted with that understanding, agreement, and acknowledgment between the parties.

See the online Terms of Sale for Smart Lock Specifications.

## UK Customer Terms and Conditions - Direct Sales & Auth 3P Sales

Last updated: April 2024

Thank you for purchasing the SimpliSafe product (the "Product") with which these Terms and Conditions are provided. Please review these Terms and Conditions carefully as they set out your rights and obligations with respect to the Product, including important warranty information, limitations and exclusions.

### 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 Bauhaus, 27 Quay Street, Manchester, M3 3GY. Our registered VAT number is 287 6084 60. Contact us by calling 0800 920 2420, writing to us at our registered office, 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, or by writing to you at the email or postal address you provided in your order.

### 2. How these terms apply

We have provided you with these Terms and Conditions because you have either: a) purchased your SimpliSafe Products directly from our website, or b) purchased your SimpliSafe Product from a third party authorised by us to stock and sell our Products (an "Auth 3P"). If you purchased Products from SimpliSafe, your purchase is governed by the Terms and Conditions at [simplisafe.co.uk/terms-sale](https://simplisafe.co.uk/terms-sale). Online Terms of Sale will govern in the event of any contradiction with these printed terms at the time of your purchase or subsequent account creation.

These terms further set out the extent of your relationship with us - they do not affect your relationship with any Auth 3P you may have obtained your SimpliSafe Products from. Any interactions you had with Auth 3Ps will continue to be governed by the terms which you entered into with that Auth 3P when you purchased the Product (the "Auth 3P Terms").

These terms are only valid where you have purchased the Product for use in the UK and you use the Product exclusively in the UK. If you use the Product outside the UK, your rights under these terms will not apply to such use. To the extent permissible under local law, any unauthorized resale of these Products, hereby subjects the reseller to assume SimpliSafe's obligations set forth in these Terms and Conditions. These terms are personal to you, as the purchaser of the Product. If you sell, gift or otherwise transfer the Product to any other person, that person will have no rights under these terms.

### 3. Use of Products

You must not use any Product for any illegal or unlawful purpose.

### 4. Our Products

Our Products are described on our website at [simplisafe.co.uk/wireless-home-security-feature-overview](https://simplisafe.co.uk/wireless-home-security-feature-overview). This sets out important features relating to your Product. Please note that the Product only performs in the manner set out on our website and there is no guarantee that the Product may not be compromised or circumvented. The Product is designed to provide a specified response in given situations. Where your Product is or forms part of one of our security systems, there is no guarantee that the Product will prevent unauthorised intrusion onto the premises, or that the Product will in all cases provide adequate warning or protection. Where your Product is or forms any part of our smoke detection systems, there is no guarantee that the Product will prevent any personal injury or property loss or any other emergency condition, including fire, smoke, CO, medical emergencies or water damage, or that the Product will in all cases provide adequate warning or protection. The Product may be interrupted, circumvented, unavailable (for a limited or extended time) 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 unauthorised access to or otherwise affecting or controlling the Product.

### 5. Limited Warranty and Goodwill Guarantee

SimpliSafe warrants to you that any SimpliSafe branded Product you purchase will be free from defects in materials and workmanship ("Covered Product") under normal use and service for 1 year 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 Covered Product and providing (a) and/or (b) below, to be determined at SimpliSafe's sole option:

#### **a. Providing 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 1 year from the time of replacement. Ownership of any returned Product or part transfers to SimpliSafe on receipt.

#### **b. Offering a refund of the original purchase price of the Covered Product**

Our ability to offer you this remedy is subject to you providing SimpliSafe with proof of the original purchase price (SimpliSafe will not necessarily know this, as you have purchased the Product from an Auth 3P). As well as offering you a refund, SimpliSafe may, at its sole option, offer you the alternative option of store credit in an amount equal to or greater than the value of that refund, which may be applied towards such other SimpliSafe Products or services and will be valid for such period as SimpliSafe may specify.

For service under the Limited Warranty, please contact SimpliSafe Customer Support at 0800 920 2420 or visit [simplisafe.co.uk/support](https://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 postage prepaid return slip for your defective Covered Product. You must return such Covered Product to SimpliSafe using this slip.

Additional warranties or product protection plans may be offered if you purchase SimpliSafe Products through an authorised retailer. These ancillary warranties are not provided by SimpliSafe and you should contact the authorised retailer from where you made your purchase to understand the terms of their offer and any protections.

This Limited Warranty does not apply where damage is caused to a Covered Product by failure to follow installation or operating instructions, misuse, alteration, abuse, accident or tampering, damage or non-performance resulting from use of any item or repair services not provided by SimpliSafe or to business users, by Act of God, natural disaster, labor dispute, war, terrorism, civil strife, or other cause beyond SimpliSafe's control. Battery replacement and adhesive tapes are excluded from the Limited Warranty. Covered Products that are tested and found to be in good working condition 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 delivery and receive a full refund ("**Goodwill Guarantee**"). SimpliSafe will send you a postage prepaid return slip, and you must return the Products to SimpliSafe using such slip. This Goodwill Guarantee only applies in circumstances where you do not have a right to a refund from the Auth 3P under either: (a) the Auth 3P Terms; or (b) under UK consumer law. This might be because any such right which you may have had has already expired.

For consumers, the Limited Warranty and Goodwill Guarantee do not affect your legal rights under the Consumer Rights Act 2015 or your general rights relating to faulty or misdescribed Products.

#### **6. 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. 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 Consumer Protection Act 1987.

If you use the Product for any business, commercial purpose or resell the Product we will (i) have no liability to you for any loss howsoever arising (whether in contract, tort (including negligence), breach of statutory duty or otherwise) that relates to a business, such as any loss of profit, loss of business, business interruption, or loss of business opportunity, in each case whether that loss is direct, indirect or consequential, and (ii) our total liability to you (whether in contract, tort (including negligence), breach of statutory duty or otherwise) shall not exceed the total cost of the Product purchased by you.

#### **7. Monitoring Services**

Monitoring services will not be provided in connection with your purchase of the Product unless you activate such services online through [simplisafe.co.uk](https://simplisafe.co.uk) or by calling SimpliSafe Customer Support (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 at [simplisafe.co.uk/terms-of-service](https://simplisafe.co.uk/terms-of-service) and no other terms will apply to such services.

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

If you activate service offerings made available in connection with the Product 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 [simplisafe.co.uk/terms-of-service](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.

#### **9. Insurance**

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

#### **10. If there is a problem with a Product**

If you have questions or complaints about a Product, please contact us as explained in para. 1, above.

#### **11. Software**

Software embedded within the 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.

#### **12. Camera and other recording devices**

If the Product includes any camera or any other video-related and/or audio-related equipment ("Camera"), (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 unauthorised intrusion onto the premises or any other emergency condition, including fire, smoke, carbon monoxide, medical emergencies or water damage, (iii) you must 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 [simplisafe.co.uk/terms-of-service](https://simplisafe.co.uk/terms-of-service), and no other purpose, (iv) you must not use the Camera, or permit the use of the Camera, for any illegal or unlawful purpose, (v) you must 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 must instruct all persons who may use the Camera of any limitations with respect to the Camera, (vii) 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 [simplisafe.co.uk/privacy](https://simplisafe.co.uk/privacy) for important information regarding the recording of audio and video.

#### **13. Responsibility for the operation of the Product**

You are responsible for the operation of the Product and must comply with all applicable laws relating to its use. These may include laws relating to data protection and privacy (including as set out in the Terms of Service), CCTV and surveillance, and the operation of security alarms. In the UK, these laws may include the General Data Protection Regulation, the Data Protection Act 2018, the Clean Neighbourhoods and Environment Act 2005, the Protection of Freedoms Act 2012, and the Regulation of Investigatory Powers Acts 2000 and 2016.

## 15. Privacy

Please refer to SimpliSafe's privacy policy ([simplisafe.co.uk/privacy](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 privacy policy.

## 16. Other Terms

**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 courts 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 courts 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 and Conditions, 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.

**If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately.

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

**Notices.** Unless otherwise expressly provided herein, (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 email address Subscriber provided to SimpliSafe.

**Assignment.** We may transfer our rights and obligations under these Terms and Conditions to another organization. We will contact you to let you know if we plan to do this. If you are a consumer and 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 and Conditions to another person if we agree to this in writing or in conjunction with the transfer of the Product in accordance with this agreement.

**Satisfaction Guarantee.** Unless specified otherwise, any satisfaction guarantee or money back guarantee offers are made on an item by item basis (whether the item is purchased alone or as part of a larger order and the start date for any such guarantee is the date of delivery of that specific item for items ordered directly from SimpliSafe, or the purchase date for any items purchased from an authorised retailer. To the extent permissible by law, Satisfaction Guarantees only apply to initial purchasers, purchasing directly from SimpliSafe or through an authorised retailer, and are non-transferable. As a condition of this guarantee, SimpliSafe may require that the customer produce proof of purchase to confirm the purchase date.

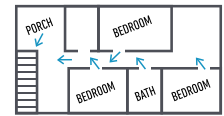
**Critical Product, Component and Software Updates & Replacements.** If, at the Company's sole and reasonable discretion, certain critical product, component and/or Software updates or replacements are needed to maintain reliable performance of your system or any components thereof during your ownership of your system, and the Company makes corresponding hardware or software updates available (collectively, "Critical Updates & Replacements"), upon notice the Customer agrees to take reasonable steps and follow provided instructions to effectuate such Critical Updates & Replacements, and to cooperate as reasonably requested to help schedule, coordinate or arrange for such Critical Updates & Replacements to be installed, delivered or implemented. Such Critical Updates & Replacements can include updated labelling, replacements of batteries, replacement of Wi-Fi or cellular modules, and even replacements of discontinued products.

**Reconditioned parts.** As part of SimpliSafe's sustainability efforts, we reserve the option of using reclaimed, recycled or otherwise reconditioned parts as component parts in any new or refurbished products sold or provided to consumers. Any purchase of new products or request for replacement parts by the consumer is transacted with that understanding, agreement, and acknowledgment between the parties.

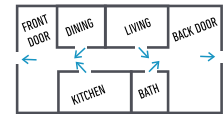
## Emergency Evacuation Plan

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

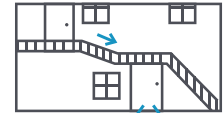
- Position your detector or your interior and/or exterior sounders so that they can be heard by all occupants.
- Determine two means of escape from each room. One path of escape should lead to the door that permits normal exit from the building. The other may be a window, should your path be impassable. 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 while 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

## UK Wireless communication frequency bands and power

BT LE frequency 2402MHz to 2480MHz	BT LE power 6.67 dBm EIRP
2.4G WiFi frequency 2412MHz to 2472MHz	2.4G WiFi power 16.62 dBm EIRP
SRD frequency 433.92MHz	SRD power 3.6 dBm ERP
4G LTE eMTC frequency: LTE-M Band 1: 2110-2170MHz LTE-M Band 3: 1805-1880MHz LTE-M Band 5: 869-894MHz LTE-M Band 8: 925-960MHz LTE-M Band 20: 791-821MHz LTE-M Band 28: 758-803MHz	4G eMTC max output power: LTE-M Band 1: 20.91dBm(Conducted) LTE-M Band 3: 20.68dBm(Conducted) LTE-M Band 5: 21.02dBm(Conducted) LTE-M Band 8: 21.43dBm(Conducted) LTE-M Band 20: 21.31dBm(Conducted) LTE-M Band 28: 21.28dBm(Conducted)
4G NB-IoT frequency: NB-IoT Band 1: 2110-2170MHz NB-IoT Band 3: 1805-1880MHz NB-IoT Band 5: 869-894MHz NB-IoT Band 8: 925-960MHz NB-IoT Band 20: 791-821MHz NB-IoT Band 28: 758-803MHz	4G NB-IoT max output power: NB-IoT Band 1: 21.69dBm(Conducted) NB-IoT Band 3: 21.74dBm(Conducted) NB-IoT Band 5: 21.35dBm(Conducted) NB-IoT Band 8: 21.52dBm(Conducted) NB-IoT Band 20: 21.26dBm(Conducted) NB-IoT Band 28: 21.49dBm(Conducted)





#### All lights

This option allows for quick setting changes to all light functions on your Base Station. By default this is set to "ON." The Power, System Mode, and Trouble light settings on your Base Station demonstrate that your system remains connected to power and fully operational. Altering these settings may cause you to miss important information about your Base Station or overall system status.

#### System mode lights

This option changes the behavior of your Base Station's light ring in response to the system being placed in Off, Home, or Away modes. When the system is set to "Home" or "Away" the light ring on the Base Station will be blue. By default this is set to "ON."

#### Power light

This light confirms that your Base Station is connected to power via the power cord. The light ring will be lit blue when the Base Station is plugged into an outlet with power. By default this is set to "ON." The power light shows that your Base Station is plugged in and receiving power at a glance. If the power light setting is set to "off" you will need to check via the Keypad or App to confirm the system is receiving power.

#### Trouble light

This light indicates a malfunction in your system. Check the Keypad for details on the specific malfunction. Changing these settings will make your system non-compliant with UL 985 and UL 1023. The trouble light shows you that there is a malfunction in your system at a glance. If the trouble light setting is set to "off" you will need to check via the Keypad or app to confirm the system is not in a trouble state, such as a sensor having a low battery.

#### Trouble signal

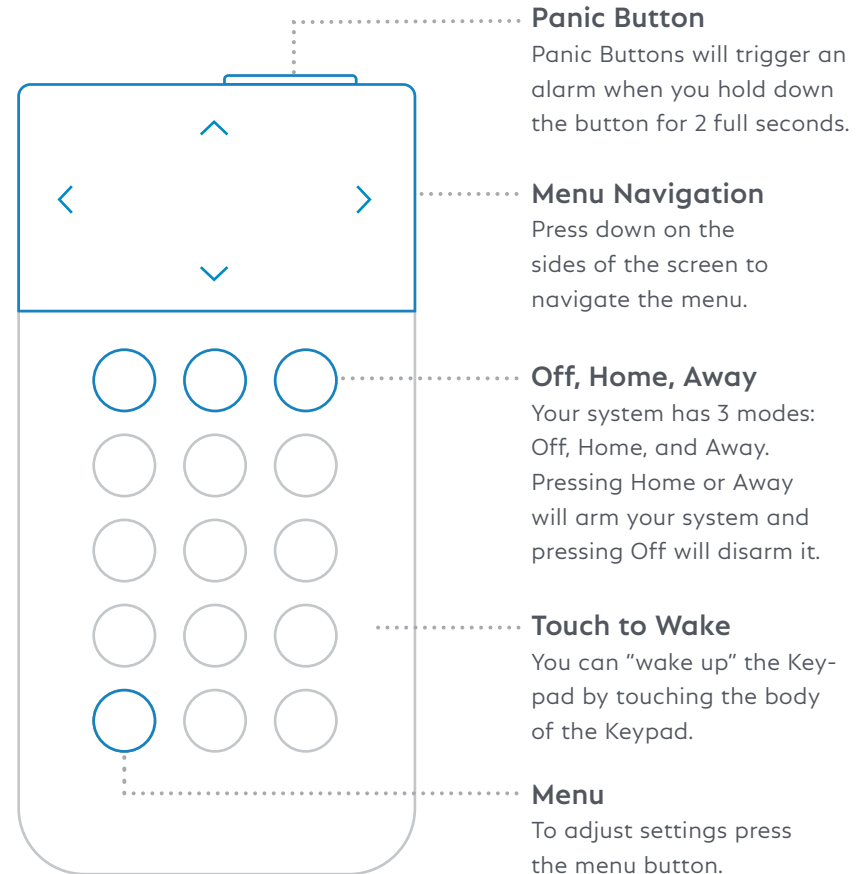
This tone indicates a malfunction in your system. Check the Keypad for details on the specific malfunction. By default this is set to "ON." The trouble signal noise is designed to alert you of a malfunction in your system if you are in a different room from the Base Station, or cannot see it for some reason. If the trouble signal setting is set to "off" you will need to check via the Keypad or app to confirm the system is not in a trouble state, such as a sensor having a low battery.

#### Entry/Exit delays

The entry delay is the amount of time that the system will count down before beginning an alarm after an intrusion sensor is tripped. By default the entry delay is set to 30 seconds. The exit delay is the amount of time the system will wait to enter a fully armed state after it is set to Home/Away mode. By default the exit delay is set to 60 seconds and can be set to a maximum of 4 minutes and 15 seconds.

If your entry delay exceeds 45 seconds or exit delay exceeds 2 minutes, it is more likely that an intruder could enter and exit the home prior to raising an alarm, or enter the home before security is fully in place when you arm the system.

## KEYPAD QUICK GUIDE



# SimpliSafe®

SimpliSafe Ltd.

196 Deansgate, Manchester, M3 3NE

0800 456 1789

**SimpliSafe.com**

Owners Manual 2024.



**LT019**

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