

**SimpliSafe®**

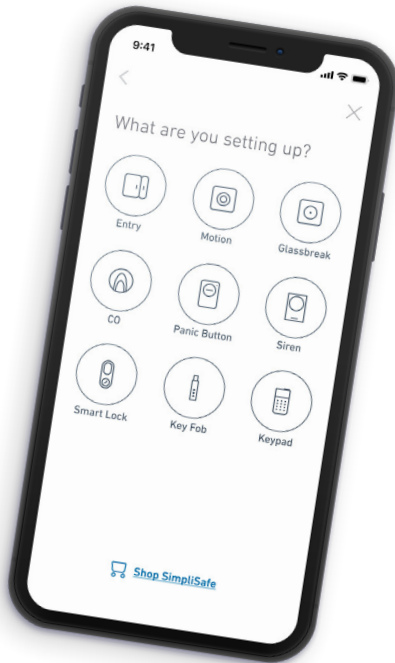
Your Security System  
Owner's Manual

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Start here

# Download the SimpliSafe App to install your system

- ▶ We'll guide you through installation step by step with helpful photos and videos, so you can save the rest of this manual for later.
- ▶ Once your system is up and running, you'll use the app to check your system status, adjust your settings, and more.





# You're all set

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

## **Not a smartphone user?**

Use this guide to install instead.

# Install your Base Station

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

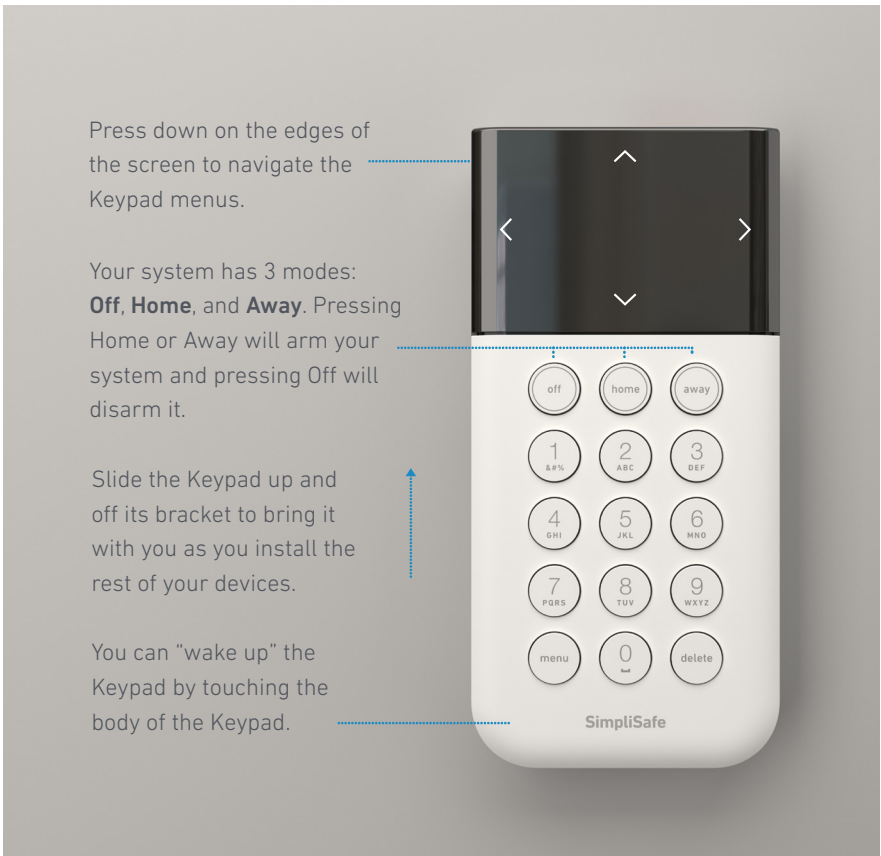
- 1 Place your Base Station in a central location in your house. Don't install it on the floor.
- 2 Plug the Base Station into a power outlet using the included power cord.



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

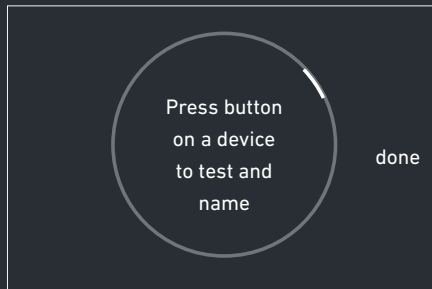
# Install your Keypads

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



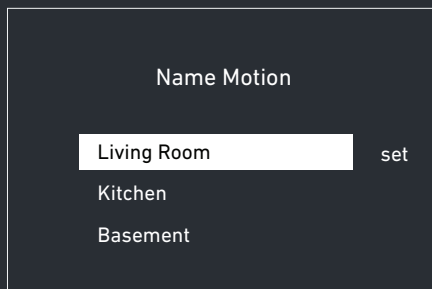
# Install and Name your Devices with the Keypad

1



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

2

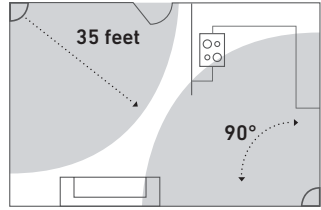


Choose from the list of names on the Keypad, and then follow the instructions for installing the device on the following pages.



# Install your Gen 2 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 it to a wall, approximately 7.5 ft off the ground. Avoid placing the sensor near a heater, air conditioner, lamp, or electronics (such as a wifi router).

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

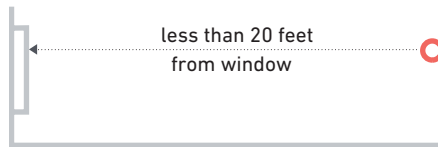


- ▶ **Pet Owners:** Use the "low sensitivity" setting within the app.
- ▶ Motion Sensors are active in Away Mode only by default. Put the system in Home Mode and you can move freely about your home without setting off an alarm.

# Install your Glassbreak Sensors

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

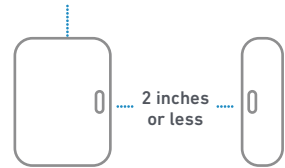
- 1 Place the Glassbreak Sensor on a shelf or adhere to a wall less than 20 feet from the windows you'd like to protect.



# Install your Entry Sensors

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

Test Button



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

Note: to decrease the risk of false alarms, do not place the entry sensor where a child may be able to reach it.

## EXAMPLES:



# Install your Panic Buttons

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

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

Note: to decrease the risk of false alarms, do not place the panic button where children may be able to touch it.



# Install your Extra Sirens

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

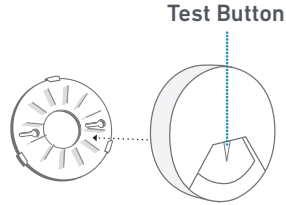
- ▶▶ Install your Siren by the front door to scare away intruders.
- ▶▶ Be cautious when testing your 105 dB Siren. Prolonged exposure can cause hearing damage.
- ▶▶ Use your Keypad menu to configure your Siren's volume and settings.



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

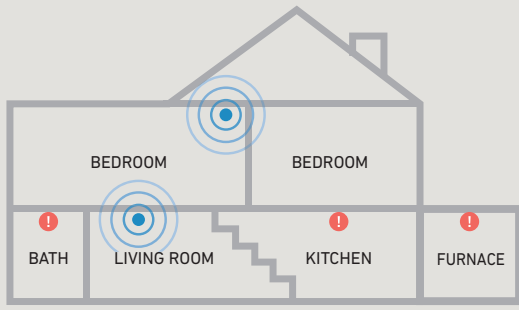
# Install your Smoke Detectors

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



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

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

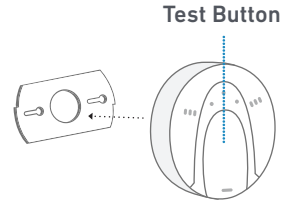


This detector is for household use only. There are local laws that apply to Smoke Detectors. Please refer to the information included in the detector box and consult with your local fire department regarding any requirements.

Note: For instructions on a UL 985 conforming installation you must contact SimpliSafe

# Install your CO Detectors

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

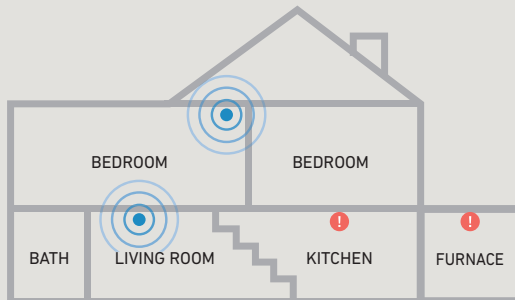


2 Mount the bracket to your wall or ceiling using the included screws and wall anchors.

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

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

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



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

# Install your Water Sensors

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

- 1 Simply place your water sensor on the floor underneath any potential leaks.



▶▶ Most homeowners insurance companies will give you an extra discount for having Water Sensors installed.

▶▶ 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.

Test Button



▶▶ You can change the sensor's temperature thresholds in the device settings in the Keypad menu.

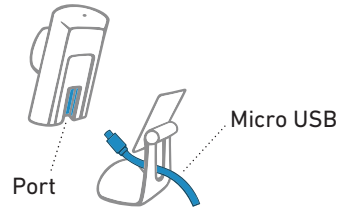
! Avoid your boiler room, which may stay warm long after a furnace failure.

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

# Install your SimpliCams

Install your SimpliCams after the rest of your system.

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



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



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# Activate Alarm Monitoring

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

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


SERIAL #:

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

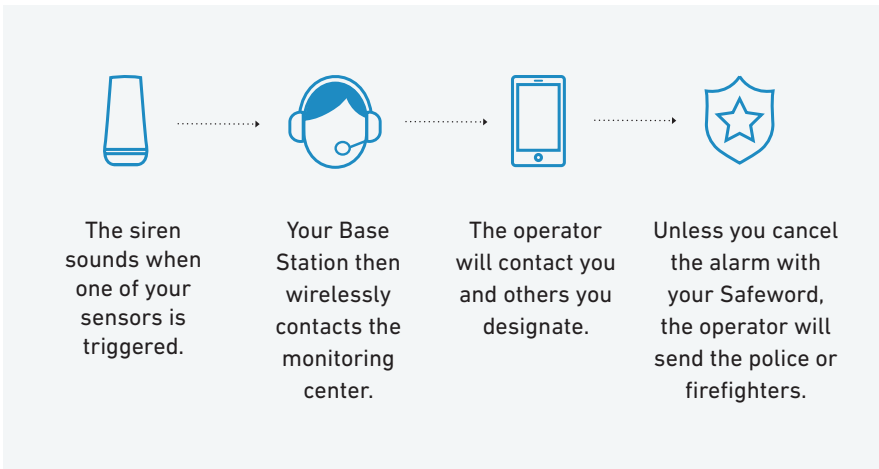
After you activate your subscription, your system will be in **Practice Mode** for 72 hours while you get used to using your alarm. The alarm will function normally, but you will not receive emergency dispatch. After 72 hours, you will be notified that your Dispatch Service is live.

## Set Up WiFi

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

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

# How Monitoring Works



## What happens when a sensor is triggered?

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

Note: to avoid the risk of false alarms, do not install sensors where children may be able to reach them.

Some police and fire departments may require you to have an alarm permit or license. Please contact your local police and fire department for details (do not dial 911 for this). You can also find permitting information that SimpliSafe has on file for your location by clicking the "Permit Information" link in your online account.

# Congratulations!

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

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**USING YOUR SYSTEM**

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**KEYPAD WARNINGS**

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**COMMON QUESTIONS**

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# Using your System

## Put your system into Away Mode

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

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

## Put your system into Home Mode

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

- Press “home” on your Keypad.

## Turn your system Off

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

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

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

## Putting your system into Test Mode

We recommend you test your system 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 a phone call confirming the test.

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

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


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

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

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

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

## Keypad Warnings

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

<b>Entry Sensor Open</b>	SimpliSafe is warning you that you may have left a door or window open. If they are already closed, make sure each Entry Sensor and its magnet are less than 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 20).
<b>Power Outage</b>	Your Base Station will function as usual for up to 24 hours on its rechargeable backup battery. If your home has not lost power, make sure the wall plug is securely inserted into your power outlet and the Base Station.
<b>No Link to Dispatcher</b>	SimpliSafe cannot communicate with the Alarm Monitoring Service, for one of the following reasons: <ul style="list-style-type: none"><li>• Your Alarm Monitoring Service is not active. Please check your account on our web or mobile app.</li><li>• The Base Station is located in an area with poor cellular coverage. Move it near a window for better reception.</li><li>• Your wifi connection is weak or not yet set up. Wifi can provide a secondary connection to the Alarm Monitoring center.</li></ul>

# Common Questions

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

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

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

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

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

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

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

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

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

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

Most insurance carriers will provide you with a discount for having a monitored home security system like SimpliSafe. To be eligible for this discount you must be subscribed to one of our Professional Monitoring plans. Contact your insurance carrier for details.

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

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



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

Yes. 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.com/alarm-sensors](https://www.simplisafe.com/alarm-sensors). Once you've received your devices, open the Menu on your keypad and select "Devices", then "Add device" and follow the instructions.

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

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

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

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


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

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

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

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

# System Updates

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

## Product Safety Information

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

Caution: To ensure proper operation, this equipment must be installed according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, this equipment must be tested immediately after installation, and periodically thereafter, according to the enclosed test instructions (pages 17-18).

Caution: Please verify periodically that components remain firmly adhered. A falling component could harm a passing person. Also, swallowing a small piece, such as a magnet or battery could be harmful. To decrease the risk of false alarms and children swallowing small pieces, do not install sensors where children may be able to reach them

<b>Power Supply:</b>	Input: 100-240 VAC, 50/60Hz, 0.4A Max, Output: 6.5VDC, 1.6A DONGGUAN GANGQI ELECTRONIC CO LTD, GQ12-065160-AU
<b>Batteries:</b>	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, Temperature, Water Sensors, Entry Sensors: one 3V Lithium, size CR2032. CAUTION: Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
<b>Operating Temp:</b>	Base Station: Model SSBS3 Operating Temperature 32°F to 104°F, 90% Max. Humidity Keypad: Model SSKP3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Keyfob: Model SSKF3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Entry Sensor: Model SSES3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Motion Sensor: Model SSM53 Operating Temperature 32°F to 120°F, 90% Max. Humidity Panic Button: Model SSPB3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Glassbreak Sensor: Model SSGB3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Smoke Detector: Model SSSD3-0 Operating Temperature 32°F to 120°F, 90% Max. Humidity Carbon Monoxide Detector: Model SSC03-0 Operating Temperature 32°F to 120°F, 90% Max. Humidity Water Sensor: Model SSWT3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Temperature Sensor: Model SSFS3 Operating Temperature 32°F to 120°F, 90% Max. Humidity Extra Siren: Model SWS3 Operating Temperature 32°F to 120°F, 90% Max. Humidity SimpliCam: Model SSCM1 Operating Temperature 14°F to 104°F, 90% Max. Humidity



# Terms of Sale

PRINT Terms Last updated: April 2021

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 requires 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.**

By using the System, you agree that you have read these Terms of Sale and are legally bound by these Terms of Sale, including the disclaimers, limitations of liability and indemnity obligations below.

If this product is purchased online from the SimpliSafe website, any conflict between (i) the online Terms of Sale provided at the time of your online purchase (available at [www.simplisafe.com/terms-sale](http://www.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.

## U.S. Sales Only

Purchases from SimpliSafe or any authorized retailer are available only in the United States. You agree not to use or attempt to use any SimpliSafe product or service from outside of the United States or for any illegal or unlawful purpose. You also agree not to transfer or otherwise provide any SimpliSafe product [or System components] to any third party for use outside of the United States.

To the extent permitted under applicable law, any sale, offer of sale, transfer or attempted transfer of any SimpliSafe product or System components to a third party outside the U.S. relieves SimpliSafe of any obligations under these terms and makes you the seller or transferer liable for those obligations at SimpliSafe's sole discretion.

## Sales to End Users Only

Purchases made through the SimpliSafe website or from any authorized retailers are for end user customers only. To the extent permitted by applicable laws, any offers of transfers, transfers, offers of sale, sales or resales to dealers, resellers or distributors or any other third-party anywhere in the world are prohibited and invalidate the Limited Warranty described hereinafter. This Limited Warranty shall also only apply to sales made to end user customers directly from SimpliSafe or an authorized retailer.

## Limited Warranty

SimpliSafe warrants to you, the initial purchaser of the System from SimpliSafe or an authorized retailer, that each of the products that make up your SimpliSafe System ("Covered Products") will be free from defects in materials and workmanship under normal use and service for three (3) years from the date that you purchase the Covered Products. This limited 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.

Within the warranty period, 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 provided under this Limited Warranty may be new, repaired or reconditioned, at the sole option of SimpliSafe. SimpliSafe warrants any replacement products for the limited warranty period from the date they are shipped to you.

Additionally, if a Covered Product has been discontinued and/or the substantially functional equivalent available replacement product or part to be issued in connection with this warranty would no longer be compatible with your System, at SimpliSafe's sole discretion, SimpliSafe may offer you additional substantially functional equivalent replacement product(s) to address the compatibility issue.

You understand and agree that this offer to replace other System components to address compatibility issues shall fully satisfy SimpliSafe's remedy under this or any other applicable product warranty (to the extent this does not contradict or conflict with the terms thereof). If rejected, you will be deemed to have waived any other rights or remedies under this Limited Warranty. In no event shall SimpliSafe bear any responsibility for installation any replacement product or part or the cost of such installation.

### Refund or Credit:

At SimpliSafe's sole option and discretion, in lieu of replacing the defective Covered Product, SimpliSafe may instead offer to refund the original purchase price you paid to SimpliSafe or an authorized retailer for the Covered Product. If the defective Covered Product does not have a separate purchase price, SimpliSafe shall determine a purchase price based upon the overall purchase price of any system that the defective Covered Product may have been a part of. Such determination shall be solely within SimpliSafe's discretion. Subject to availability, and at SimpliSafe's sole option and discretion, instead of refund you may select a store credit of equal or greater value than the aforementioned refund value (to be determined by SimpliSafe), which may be applied toward other SimpliSafe products or services (to be determined by SimpliSafe). For the avoidance of doubt, if offered, the store credit remedy option would be offered as an alternative to the refund remedy option, presented for your selection of one or the other. **This refund or credit remedy option shall only be made available at SimpliSafe's sole discretion and option.**

For warranty service, please contact SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675) or visit [www.simplisafe.com](http://www.simplisafe.com)/support 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.

As explained above, SimpliSafe may, at its discretion, require you return the Covered Product before SimpliSafe determines which warranty remedy option to provide. In this situation, SimpliSafe will provide you with a prepaid return slip for you to return your old product or part to SimpliSafe. In the event that SimpliSafe opts to send you a replacement product or part, as a remedy under this Limited Warranty and does not require prior return of such product or part as part of the warranty validation process, such replacement product or part may at SimpliSafe's discretion still be shipped along with a postage prepaid return slip, and you will return your old product or part to SimpliSafe using such slip. Failure to return your old product or part in this instance may void any limited warranty on your replacement product or part, to be determined at SimpliSafe's sole discretion.

This Limited Warranty does not apply in the following cases: failure to follow installation or operating instructions, misuse (which includes, without limitation, using products outdoors unless outdoor use is expressly permitted, and in such cases only as directed and/or use in improper temperature, humidity or other environmental conditions), alteration, abuse, accident or tampering, or damage or non-performance resulting from use of any item or repair services not provided by SimpliSafe, as well as where your System or any component thereof is obtained from a third party other than SimpliSafe or an authorized retailer. This Limited Warranty also does not apply if damage was caused by Acts of God, natural disasters, labor disputes, war, terrorism, civil strife, or other causes beyond SimpliSafe's control (including but not limited to changes impacting the performance, operation or sustainability of third-party communications and technology platforms, networks and protocols). Consumable parts, such as batteries or battery replacement, and adhesive tapes are excluded from this Limited Warranty. Products that are tested and found to be in good working condition (not defective) are not covered by this Limited Warranty.

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.

By purchasing from SimpliSafe, you acknowledge that you have had an opportunity to review SimpliSafe's 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.

#### **Monitoring Services**

Monitoring services will not be provided in connection with your purchase of the System unless you activate such services online through [simplisafe.com](http://simplisafe.com) or by calling SimpliSafe Customer Support at 1-888-95-SIMPLI (888-957-4675) (and as when this feature becomes available, through the SimpliSafe mobile app). Monitoring Services are provided in accordance with SimpliSafe's Terms of Service which can be found online at [www.simplisafe.com/terms-of-service](http://www.simplisafe.com/terms-of-service).

#### **Services Provided Without Monitoring Subscription**

If you activate service offerings made available in connection with a System 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 that are applicable to such services which can be found at [www.simplisafe.com/terms-of-service](http://www.simplisafe.com/terms-of-service). For the avoidance of doubt, such services will not be provided unless or until you activate them online through the SimpliSafe mobile app or by calling SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675).

#### **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, (X) A CLAIM FOR SUBROGATION, INDEMNIFICATION OR CONTRIBUTION, OR (XI) 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.

#### **Release of Insured Losses; Waiver of Subrogation**

You release all SimpliSafe Parties for all Losses covered by your insurance policies and for all insurance deductibles. You also waive and release any subrogation and other rights you or your insurance company may have against any SimpliSafe Party for money paid to you or on your behalf.

#### **INDEMNIFICATION**

IF ANYONE OTHER THAN YOU (INCLUDING YOUR INSURANCE COMPANY) ASKS ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, TO PAY FOR ANY LOSSES, AS DEFINED ABOVE, INCLUDING ATTORNEYS' FEES ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY ANY COVERED CLAIM, AS DEFINED ABOVE, YOU SHALL INDEMNIFY, DEFEND AND HOLD EACH SIMPLISAFE PARTY, AS DEFINED ABOVE, HARMLESS (WITHOUT ANY CONDITION THAT ANY OF THEM FIRST PAY), FOR ALL LOSSES, AS DEFINED ABOVE, INCLUDING ATTORNEYS' FEES, ASSERTED AGAINST OR INCURRED BY SUCH PARTIES. THE DUTY TO DEFEND ARISES UPON THE ASSERTION OF A CLAIM OR DEMAND AGAINST SIMPLISAFE AND DOES SO REGARDLESS OF WHETHER SIMPLISAFE HAS BEEN FOUND LIABLE OR WHETHER SIMPLISAFE HAS INCURRED ANY EXPENSE. THE FOREGOING INDEMNIFICATION OBLIGATIONS MAY NOT BE ENFORCEABLE IN SOME STATES, SO SUCH OBLIGATIONS MAY NOT APPLY TO YOU.

#### **Software**

Software embedded within any SimpliSafe System is licensed to you under this section on a non-exclusive and limited basis, and 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. Such software may contain or be provided together with open source software. Each item of open source software is subject to its own applicable license terms, which can be found at <https://simplisafe.com/open-source-disclosures> and/or in the software documentation or the applicable help, notices, about or source files. Copyrights to the open source software are held by the respective copyright holders indicated therein. All rights with respect to such software not licensed to you hereunder are fully reserved by SimpliSafe and/or its licensors.

#### **Camera**

If the System includes any camera or any other video-related equipment (collectively, the "Camera"), then with respect to the Camera, you acknowledge, understand and agree that (i) the Camera is intended to assist you, SimpliSafe and the monitoring facility in the verification of alarm events at your premises, not to reduce or eliminate any risk of loss, (ii) the Camera is not intended to detect or prevent unauthorized intrusion onto the premises or any other emergency condition, including fire, smoke, carbon monoxide, medical emergencies or water damage, (iii) you will use the Camera solely in connection with lawful recording practices on or near your

Premises that at all times comply with the Terms of Service which can be found at [www.simplisafe.com/terms-of-service](http://www.simplisafe.com/terms-of-service), and no other purpose, (iv) you shall not use the Camera, or permit the use of the Camera, for any illegal or unlawful purpose, (v) you shall not use or permit the use of a Camera installed with a view where any person may have a reasonable expectation of privacy, including restrooms, dressing or changing areas, locker rooms or similar areas, (vi) you shall instruct all persons who may use the Camera of any limitations with respect to the Camera, (vii) you shall notify any person whose oral communication may be intercepted, recorded or transmitted by the Camera of any such interception, recording or transmission, and (viii) when and to the extent restricted or otherwise prohibited by applicable laws, YOU SHALL 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 [www.simplisafe.com/privacy-policy](http://www.simplisafe.com/privacy-policy) for important information regarding the recording of audio or video.

### **Life Safety Notice**

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

### **Privacy**

Please refer to SimpliSafe's privacy policy at [www.simplisafe.com/privacy-policy](http://www.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 and each party pays the appropriate filing fees, the parties agree to equally share all costs of AAA arbitration, including Arbitrator fees and expenses. The parties will remain individually responsible for their own attorney costs or other non-AAA required costs. If an in-person arbitration hearing is required, then it will be conducted at the American Arbitration Association's office in Boston, Massachusetts.

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, 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. 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 CAN NOT 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.

**Other Terms and Conditions**

You understand and agree that sales made by SimpliSafe-authorized distributors, resellers or retailers (including, but not limited to Amazon, Best Buy, BJ's Wholesale, Costco, HSN, Lowe's, Sam's Club, Target, Touch of Modern, QVC, Walmart, Woot, and QVC, and many of their respective online e-commerce stores) shall be subject to these Terms of Sale, notwithstanding that the ultimate sale may have been made by authorized distributors, resellers or retailers. Moreover, the initial sales made to you by such SimpliSafe-authorized distributors, resellers or retailers shall be deemed an "initial sale" for the purpose of the Limited Warranty specified herein, and as such the Limited Warranty specified herein shall similarly apply to products sold to you in this manner.

**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.**

These Terms of Sale and all transactions on the SimpliSafe website are governed by Massachusetts law without reference to its conflicts of law rules. The interpretation of the Terms of Sale shall not be construed against the drafter.

SimpliSafe will not be liable for any failure to discharge its obligations under the Terms of Sale due to strikes, accidents, fires, or shutdowns of its manufacturing plant or plants supplying it or other contingencies beyond the control of SimpliSafe, including those arising out of or in connection with, due to, or caused in whole or in part by emergency conditions.

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.

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 e-mail address Subscriber provided to SimpliSafe.

Should any provision of the Terms of Sale (or portion of the Terms of Sale), or its application to any circumstances, be held illegal, invalid or unenforceable to any extent, the validity and enforceability of the remainder of the provision and the Terms of Sale, or of such provisions as applied to any other circumstances, shall not be affected thereby, and shall remain in full force and effect as valid, binding and continuing. When used in these Terms of Sale, the word "including" shall mean "including, but not limited to."

**Smart Lock Specifications**

The Smart Lock and Smart Lock Pin Pad shall only be used under the following temperature and environmental conditions:

Smart Lock:

- Temperature: -10° to 60° (each ±3°), which translates to 14°F to 140°F (each ±5.4°F)

Smart Lock Pin Pad:

- Temperature: -20° to 60° (each ±3°), which translates to -4°F to 140°F (each ±5.4°F)
- IP Rating: 54, which means rated to be resistant against dust and water spray

## FCC Part 15 Notices

The FCC ID of the Base Station (U9K-BS3000) can be found on its base. The FCC ID of the cell module (R17GE910) is printed on a label on the module itself, which is inside the Base Station and not accessible to the customer. The FCC ID of the Key Fob (U9K-KF3000), Keypad (U9K-KP3000), Entry Sensor (U9K-ES3), Motion Sensor (U9K-MS3000 or U9K-CA0010), Panic Button (U9K-PB3000), Glassbreak Sensor (U9K-GB3000), CO Detector (U9K-CO3000), Smoke Detector (U9K-SD3000), Water Sensor (U9K-WT3000) and Temperature Sensor (U9K-FS3000) can be found when changing their batteries (see page 20).

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.

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.

To maintain the compliance with the FCC's RF exposure guideline, place the Base Station at least 20 cm from nearby people.

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

## Canadian Notices

This device complies with Part 15 of the FCC Rules and Industry Canada licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC and IC Radiation Exposure Statement:

This equipment complies with FCC and Canada radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclaration d'IC sur l'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés.

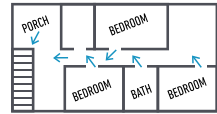
Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur



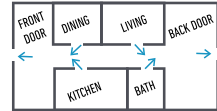
## Emergency Evacuation Plan

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

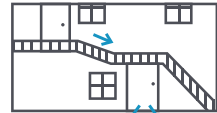
- Position your detector or your interior and/or exterior sounders so that they can be heard by all occupants.
- Determine two means of escape from each room. One path of escape should lead to the door that permits normal exit from the building. The other may be a window, should your path be impassable.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

## NFPA Notice

This equipment should be installed in accordance with Chapter 2 of the National Fire Alarm Code, ANSI/NFPA 72, (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269). Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with this equipment. Warning: Owner's instruction notice: Not to be removed by anyone except occupant."

This system must be checked by a qualified technician at least once every three (3) years.

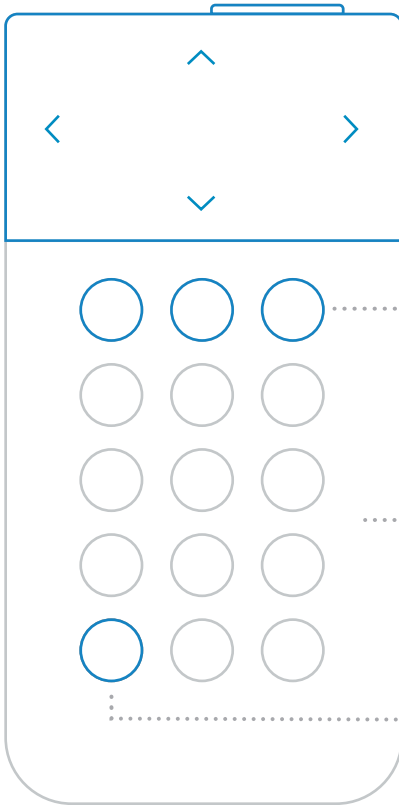
## UL985 Install

For a UL 985 installation, you must always secure the Base Station's power adapter to the wall with a bracket. Please contact SimpliSafe for details.





# KEYPAD QUICK GUIDE



## Menu Navigation

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

## Off, Home, Away

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

## Touch to Wake

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

## Menu

To adjust settings press the menu button.

# SimpliSafe®

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