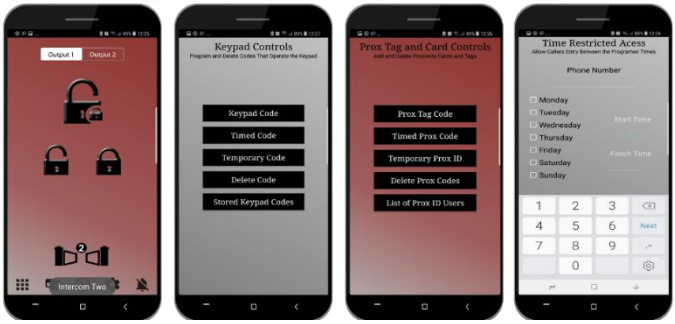
Dealer Manual

DO NOT GIVE TO HOME OWNER

FOR PROFESSIONAL USE ONLY

4G READY



Scan the QR code below to install the INSTALLER App

Note: For legal reasons, telephone technical support is for registered and qualified product dealers only. Home owners and end-users should contact their dealer for product technical support.

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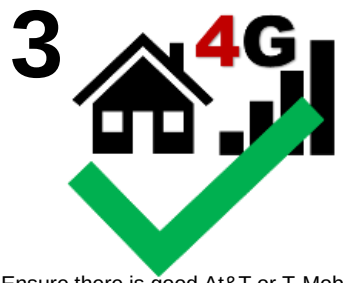
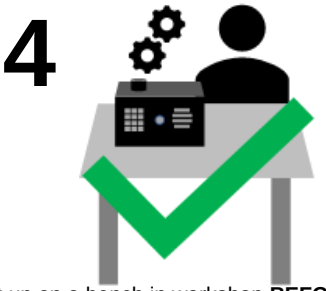
Really Important things you Need to Know..

Please read this entire manual before installing this product.

To be installed by certified and qualified personnel / gate automation dealer only. **Not for DIY install!**

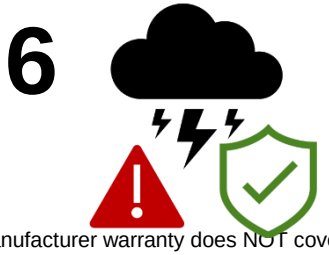


Ensure there is good At&T or T-Mobile 4G signal at the gate/door of the install site **BEFORE** installing this product. (This unit will also fall back to 3G service in some locations depending on network).



Set up on a bench in workshop **BEFORE** going to site. Program the unit in the comfort of your work bench and call technical support should you have questions.

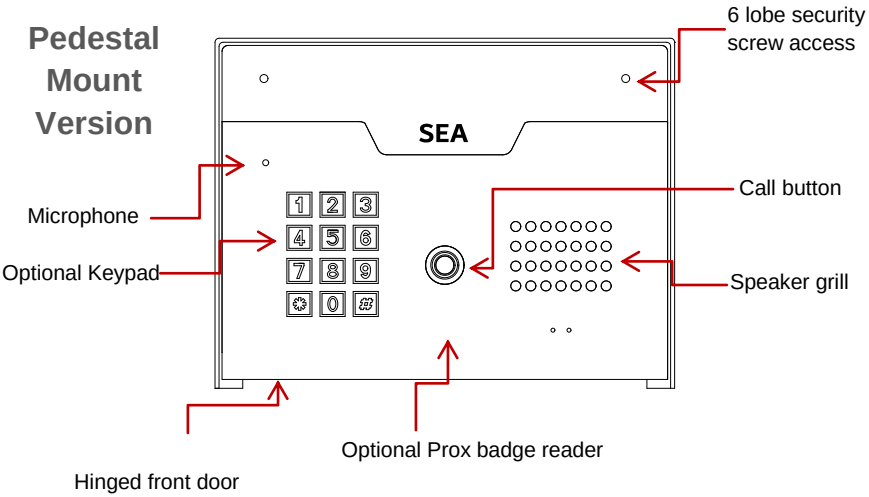
This product requires a SIM card with voice and SMS.
The SIM should be a voice and text plan.
Do not use a DATA only SIM.
Ensure your SIM has VOLTE (HD Voice calling service is enabled).



Manufacturer warranty does NOT cover lighting / storm damage. You MUST fit external surge protection and lightning rod in order to maintain warranty on this product.
Evidence of surge protection will be requested on generation of RGA numbers.

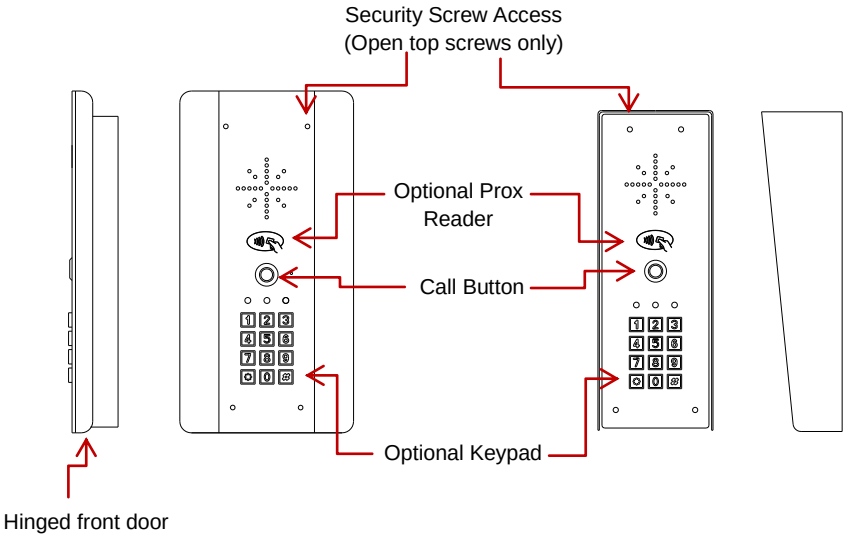
Now lets have a look around the product…

Pedestal Mount Version



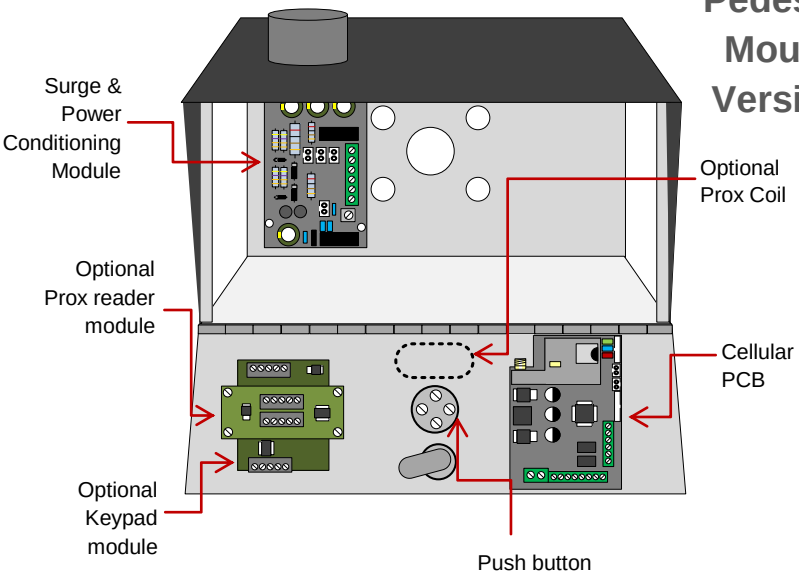
Architectural Wall Mount

Traditional Hooded Wall Mount

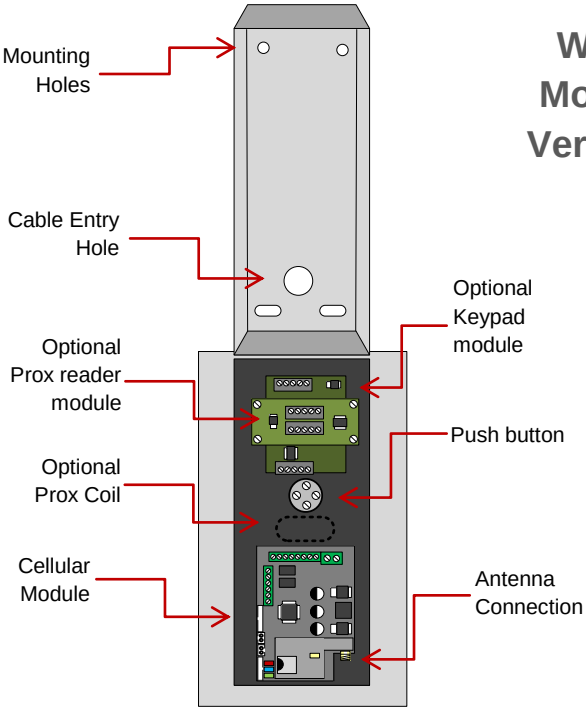


Overview of Inside…

Pedestal Mount Version

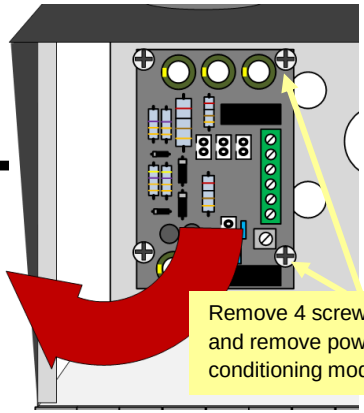


Wall Mount Version



Pedestal Installation

1



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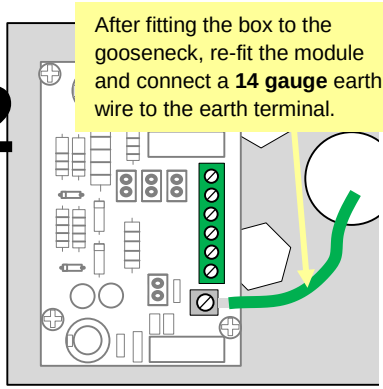
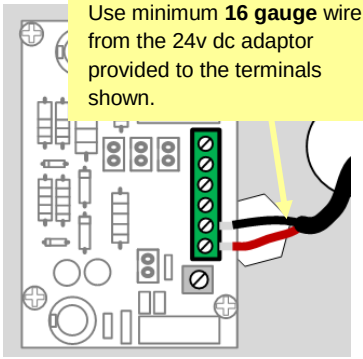
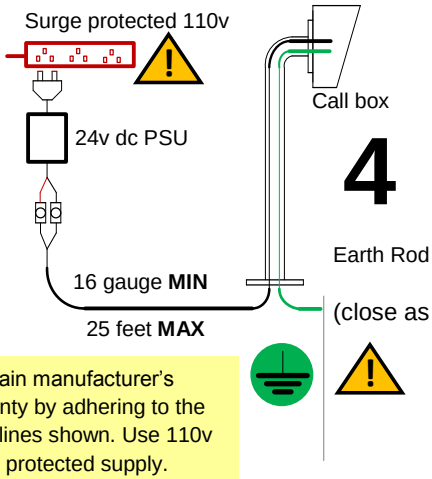


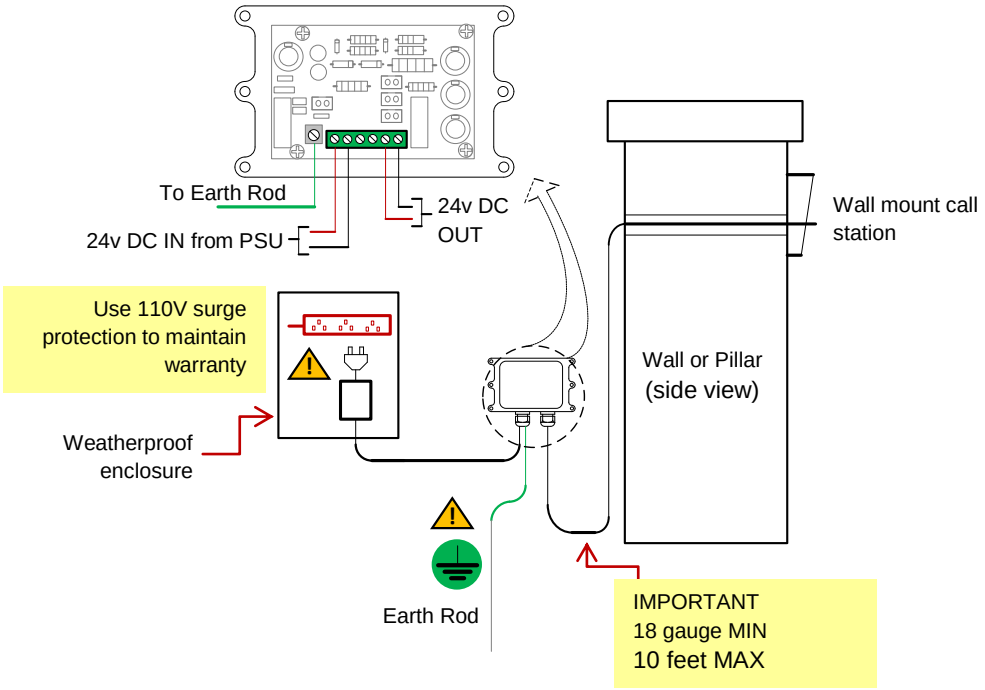
3



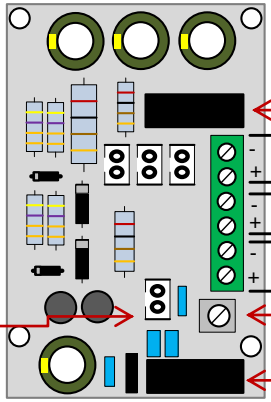


Maintain manufacturer's warranty by adhering to the guidelines shown. Use 110v surge protected supply.

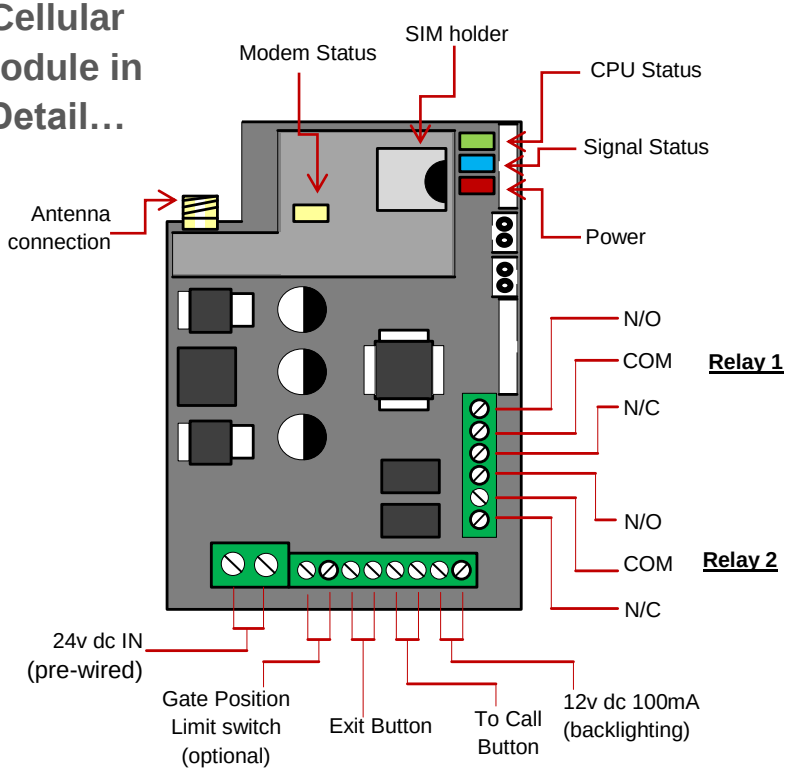
Wall Mount Installation



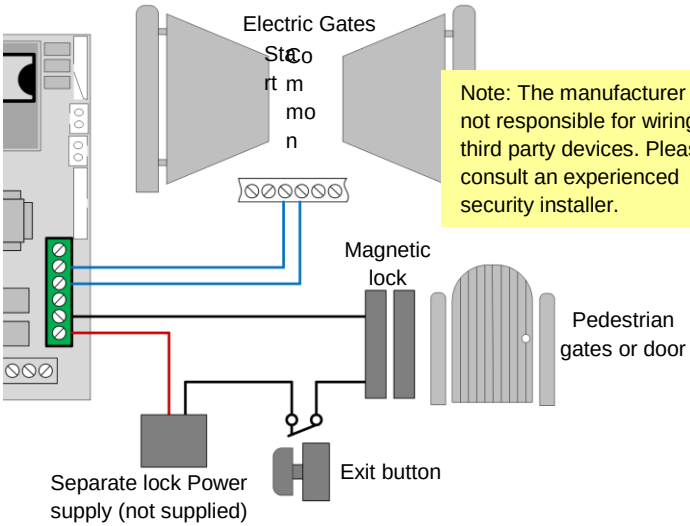
Power Module in



Cellular Module in Detail…

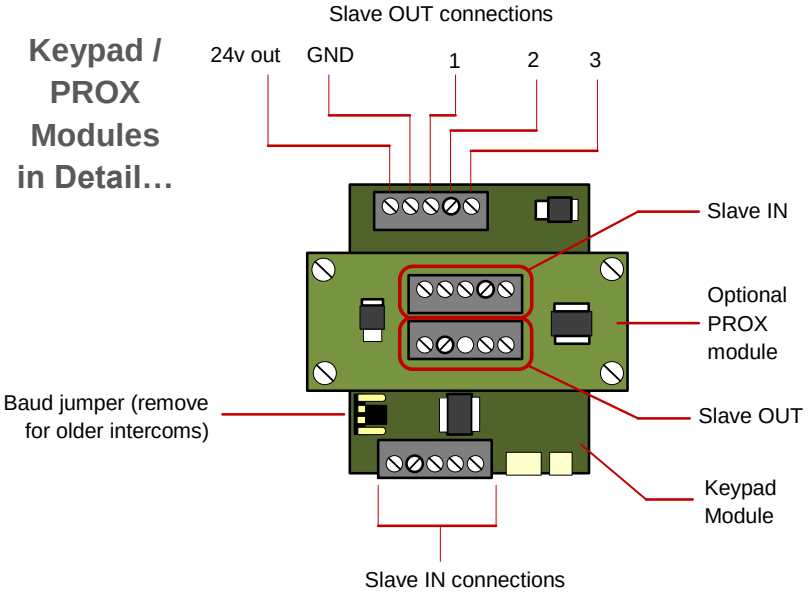


Wiring Relays

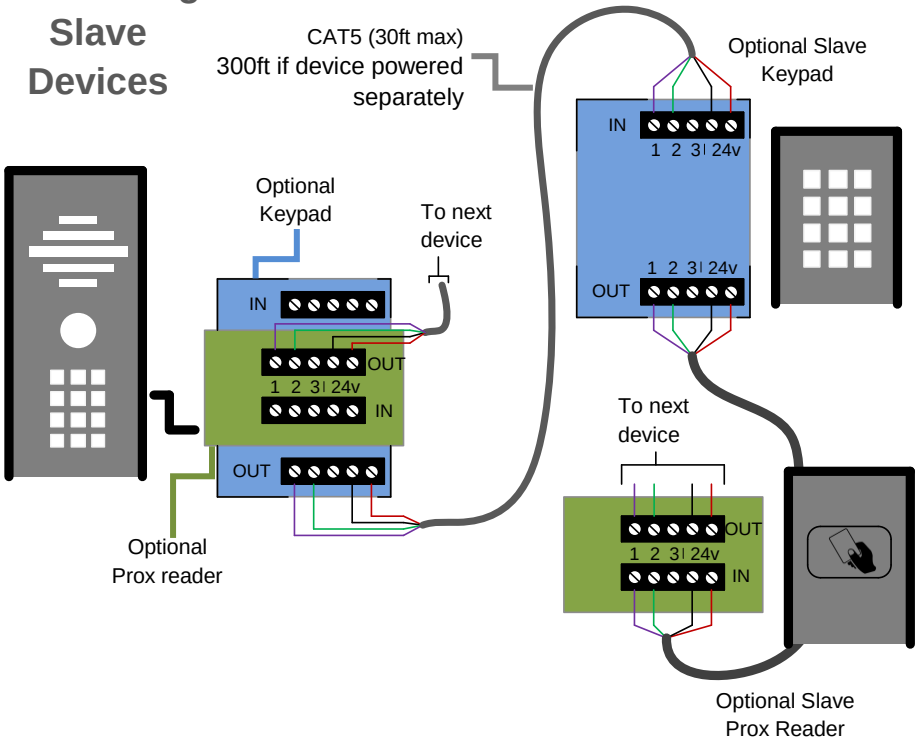


Note: The manufacturer is not responsible for wiring to third party devices. Please consult an experienced security installer.

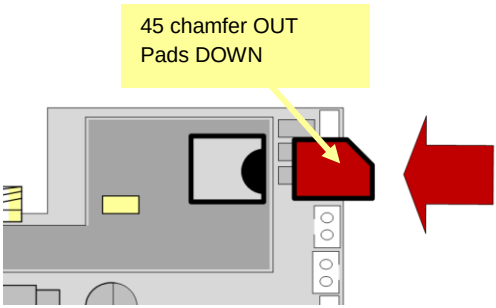
Keypad / PROX Modules in Detail…



Connecting Slave Devices



Inserting the SIM card



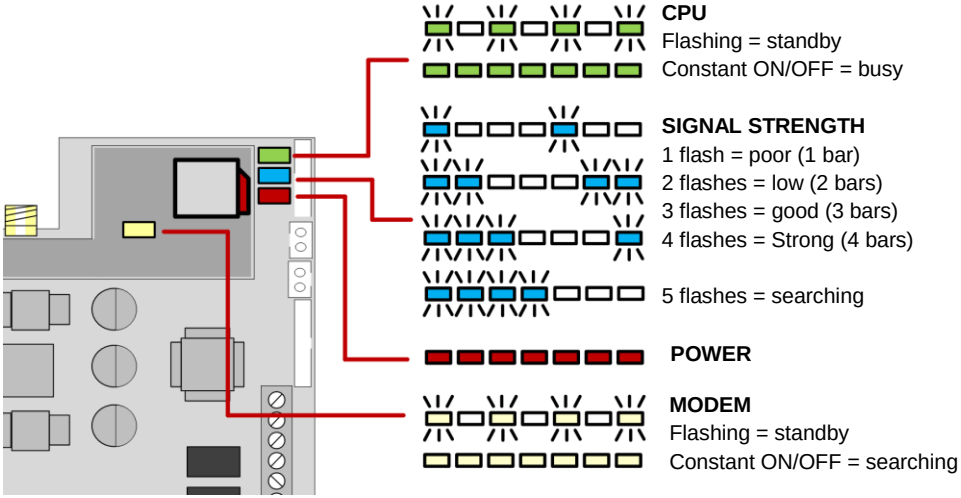
Ensure SIM is activated.
Pre-pay SIM will need credit first.
At&T preferred. T-Mobile also compatible in certain areas.

WARNING

Ensure power is OFF. Do not hot insert or remove while power on.

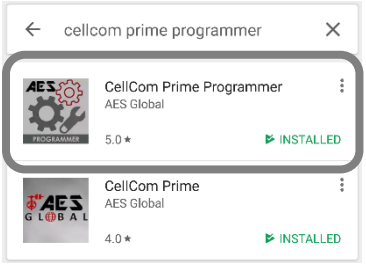
Powering Up & LEDs

Perform a final check of wiring and ensure the antenna is connected before switching on the power. Once the power is switched on, the power LED should illuminate.

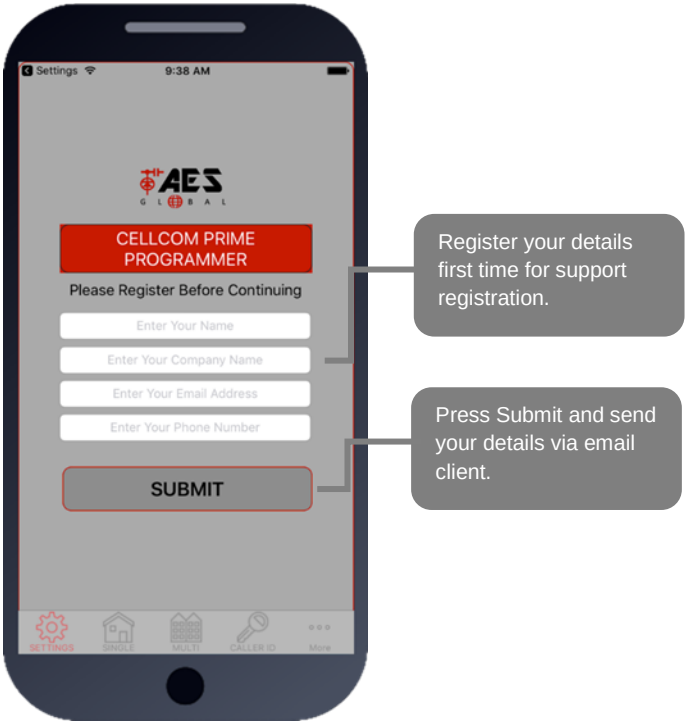


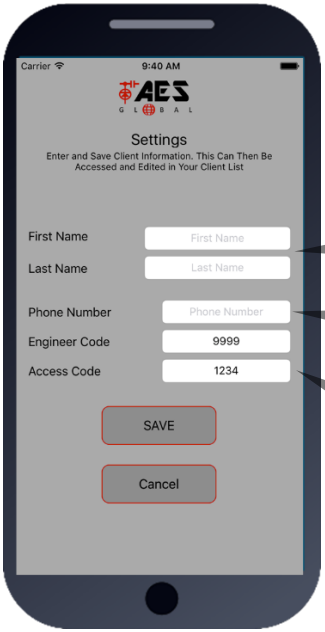
Installing the Programmer APP for the first time

1. For android or apple devices you can download the AES programming app called “Cellcom Prime Programmer” (or scan QR code below).



2. Open the app and allow all permissions (Android users).





Programming a Brand-New Install

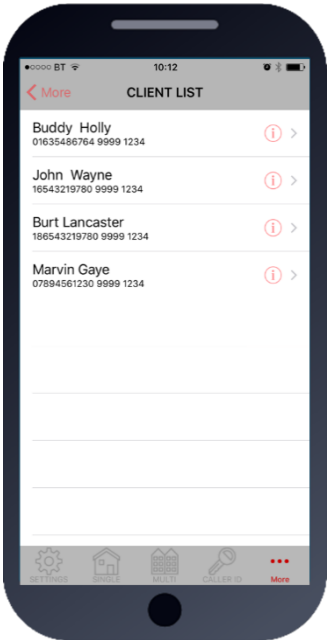
Press SETTINGS to reveal the screen shown. This screen will store details for the client.

Enter name for site or customer.

Enter phone number of INTERCOM.

If Engineers and user pass codes are at default then do not change these..

Now you are ready to begin programming!



Programming an EXISTING Install

1.Go to MORE>CLIENT LIST to reveal the screen shown.

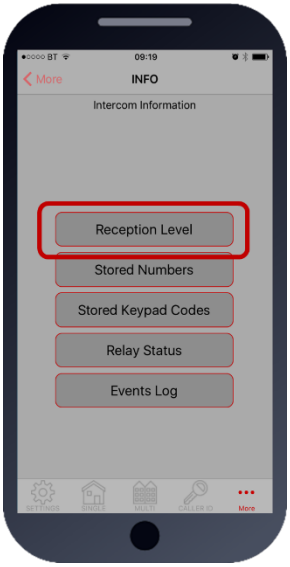
2.Press and HOLD to select the desired client.

3.Iphone users press the info symbol. Android users **press and hold** the client, and then press upload to begin programming.

Now you are ready to begin programming!

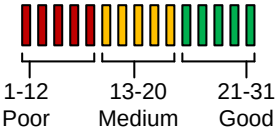
Programming

Now that you have either entered a new client, or selected an existing client from the client list, you are now ready to begin programming.



Step 1: Check Reception

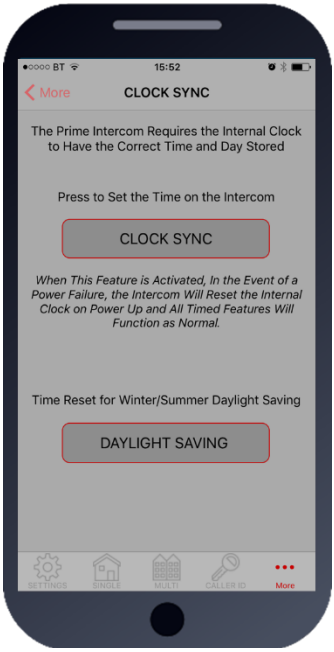
Go to MORE>INFO to reveal the screen shown.
Press the reception check button. On Android the app will automatically send a SMS string (*20#) to the intercom.
On iphone, users will be taken to their SMS screen to confirm before sending the string.
The intercom should reply with a signal level between 1 & 31.



For good performance, signal level should be at least 13 or better if 4G reception is available.

TIP: If signal is lower than recommended, then take IMMEDIATE action. Change network if possible, or use an optional high gain antenna. Check power cable is within recommended specification. (Poor power cable can lower reception).

Note: SMS string= *20#



Step2: Activate Clock Sync

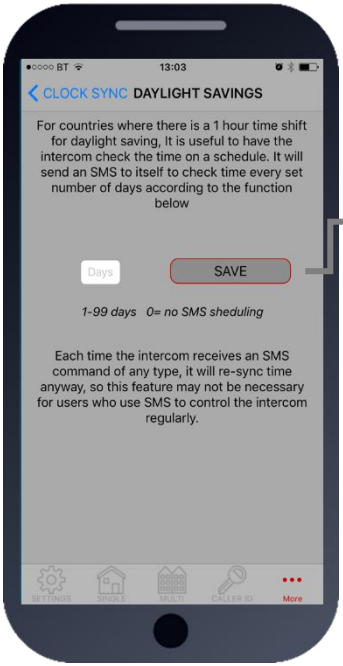
This feature makes the intercom send itself a SMS after a power failure.
This feature must be activated to maintain proper time (the intercom re-calibrates its time from an incoming SMS message).

SMS Programming Format:

9999#86telephonenumber#

- Pass code: 9999
- Function code: 86
- Phone number of the SIM card in the intercom: telephonenumber#

E.g. 9999#111firstnumber#112secondnumber#113thirdnumber#



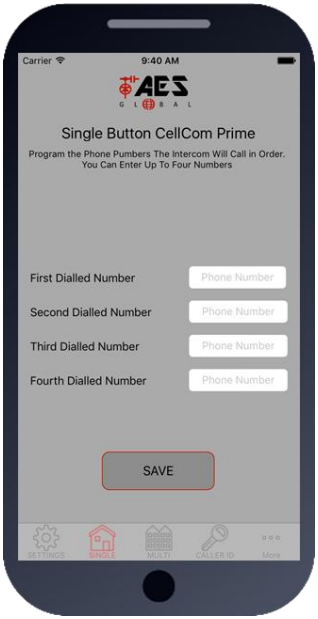
Step 3: Activate Daily Activity

This feature is needed for 2 reasons:
1.To prevent some cellular carriers disconnecting the 4G LTE due to inactivity on the device.
2.To keep time synchronisation in regions where there are summer daylight saving time changes.

It is recommended to set the number of days to 01 which will send SMS every day. Depending on carrier provider, this may be chargeable to the customer.
NOTE: Must be 2 characters, e.g. 01, 02 etc.

9999#87??#

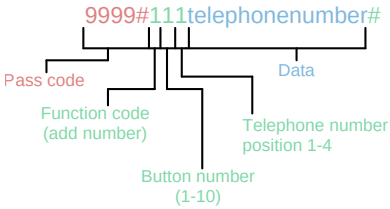
- Pass code: 9999
- Function code: 87
- 1-99 days / 0= no SMS sheduling: ??



Step4: Programming Numbers for the intercom to call on button press.

1.Press the SINGLE home icon for a 1 button system, or MULTI for a 10 button system.
2. Simply enter cell phone numbers and/or landline phones which the intercom is to call when the call button is pressed. (10 button model please enter button number).
3. Press SAVE. Note: iphone users will be taken to their SMS screen to confirm the SMS string (press send).
4. The intercom should reply with an SMS to your phone showing the SMS string and an OK status.

SMS Programming Format:



E.g. 9999#**111**firstnumber#**112**secondnumber#**113**thirdnumber#

Step5: Programming Caller ID access numbers (100 max).

1.Press the CALLER ID button.
2. Simply enter cell phone numbers of visitors whom should have access with caller ID (up to 8 at a time).
3. Press SAVE. Note: iphone users will be taken to their SMS screen to confirm the SMS string (press send).
4. The intercom should reply with an SMS to your phone showing the SMS string and an OK status.

SMS Programming Format:

9999#72telephonenumber#72telephonenumber#
72telephonenumber#72telephonenumber#

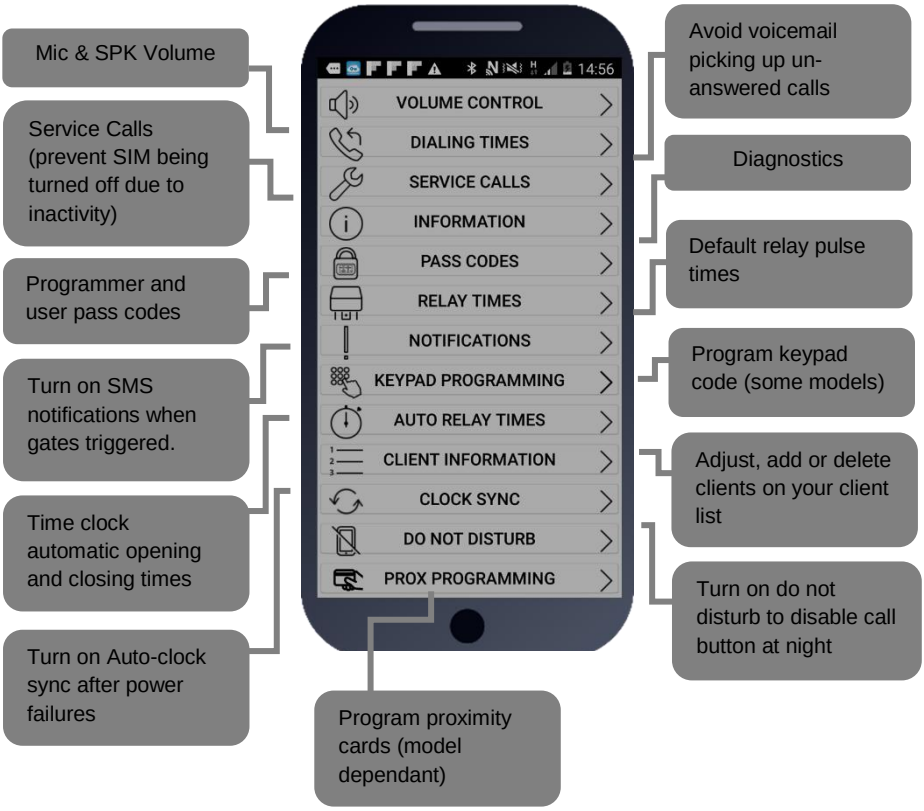
To delete a number, enter it above and press DELETE

Delete ALL caller ID numbers and start again

.

Programming Additional Features

The intercom should now be able to call users and have some basic Caller ID access. Now you may wish to program additional features for the client, including keypad codes, dialling times (to avoid voicemail on un-answered calls, auto-trigger times etc.



Volumes

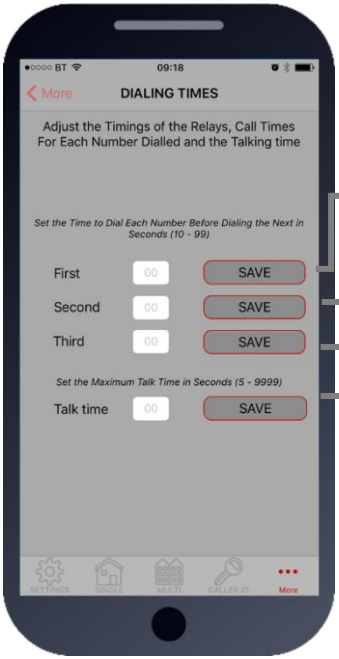
Adjust speaker and microphone volumes.

Enter required level (1-9) for optimum speech.
TIP: Set as low as possible for good acoustics.
Default = 5

Press SAVE.
TIP: Iphone users will be taken to SMS screen to confirm message. Android devices will automatically send the SMS.

SMS string for Speaker Volume:
9999#3X# (X=1-9, default = 5)

SMS string for Microphone Volume:
9999#4X# (X=1-9, default = 5)



Dialling Times & Talk Time

Change ringing times on each number to avoid voicemail picking up a call on un-answered call so the unit can roll over to the next number.
Note: Default 20 secs (includes 5-8 sec connection time).

Dialling time for first number (default 20 secs)

Dialling time for second number (default 20 secs)

Dialling time for third number (default 20 secs)

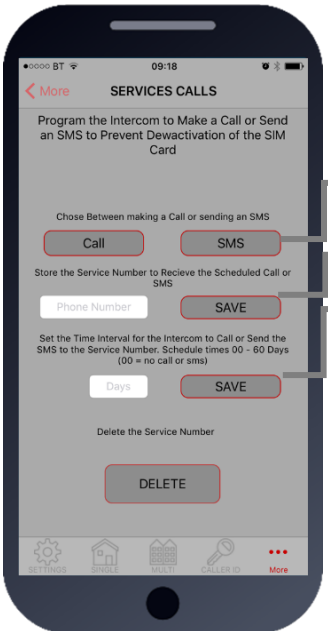
Set MAX talking time for all numbers (default 60 secs)

TIP: Iphone users will be taken to SMS screen to confirm message. Android devices will auto send the SMS.

SMS strings:

9999#45XX# (X=dialling time for first number)
9999#46XX# (X=dialling time for second number)
9999#47XX# (X=dialling time for third number)
9999#53XXXX# (X= talking time in seconds, 9999 max)

Service Calls



This feature is normally only used on intercoms which are seldom used and only for SIM cards which are likely to be de-activated by the network due to inactivity. It can be programmed to make a chargeable outgoing call or SMS to a number of your choice using this screen.

Choose SMS or CALL

Enter the phone number which is to receive the call

Enter the frequency of calls (1-60 days).

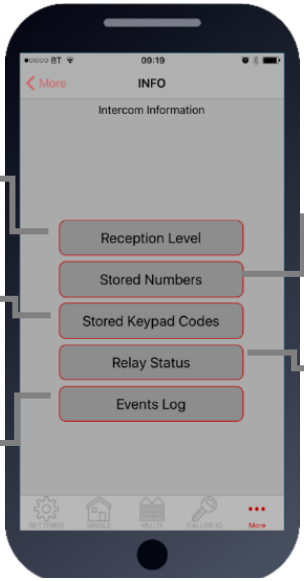
TIP: This will call or SMS at the time at which the feature was activated. So, if you set this feature up at 5pm, it will make the service call or SMS at 5pm at the next interval.

SMS string for choosing SMS or CALL:
9999#58X# (For calls, X=2, for SMS, X=1)

SMS string for entering phone number:
9999#77XXXXXXX# (X=cell phone number) 77*# to delete.

SMS string for frequency of calls:
9999#57XX#

Info



TIP: Iphone users will be taken to SMS screen to confirm message. Android devices will auto send the SMS.

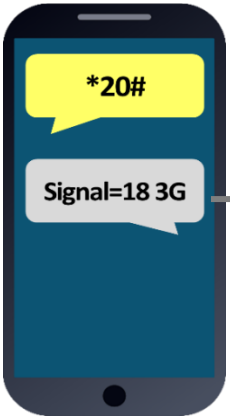
Check signal strength

Check stored keypad codes

Check who opened the gate, when it was opened and by what method

Check stored phone numbers

Check relay status

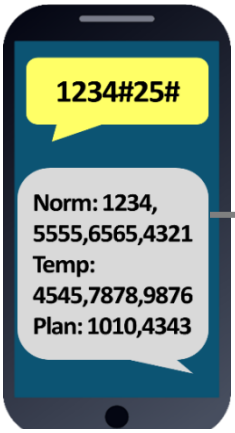


SIGNAL STRENTH

Will reply with signal range 1-31 Should be higher than

STORED NUMBERS

O=Dial out number.



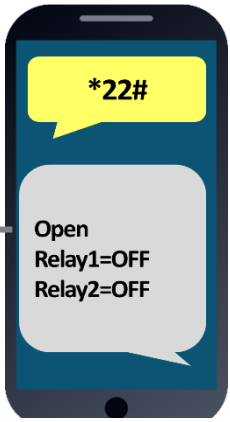
STORED CODES

NORM=Permanent codes.

TEMP=Temporary codes.

RELAY STATUS

OPEN – Shows status of the input terminals called STATUS on the intercom, can be used with a limit switch.



ACTIVITY LOG

Use this to see who used the intercom and when. Which pin codes were used, who used caller ID, who answered the call.

TIP: Time and date is in international military format.

Last 5 digits of caller ID user phone number

Last 5 digits of phone number which answered the gate

Last 2 digits of keypad code used

Pass Codes

CAUTION: Take care when changing pass codes. There are 2 levels of 4-digit code (both must be different):
1. Engineers/Programmers code (default 9999)
2. Access/user code (default 1234)
You may wish to change both from their defaults for security.

Restore the app to using default codes (does not restore the intercom)

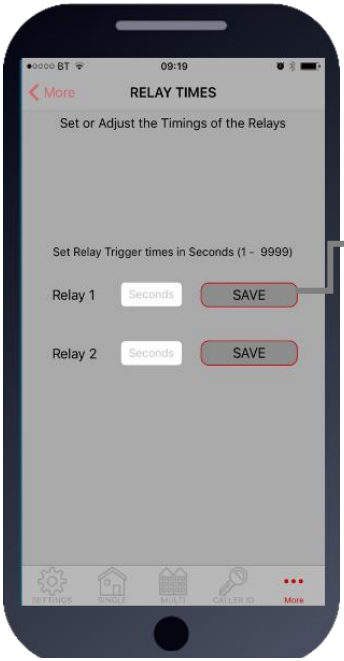
Enter new programmers code (default 9999)

Enter new user/access code (default 1234)

If changing default codes, then you will now need to update the client list before you can do any further programming.
If the 1234 user access code is changed, then you will also need to change it on the home owners app.

SMS Strings:
9999#01**XXXX**# (X=new programmers code)
9999#02**XXXX**# (X=new user access code)

Relay Times



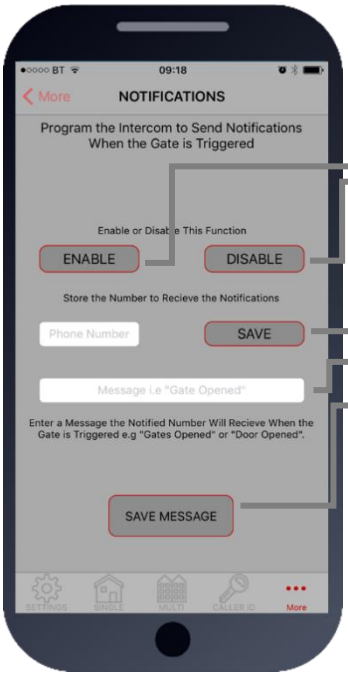
Relay default trigger times are 1 second. Use this feature to change a relay for a longer time perhaps for a magnetic door lock or to make one relay a momentary relay and the other a 1 hour relay for example.

Enter time in SECONDS then press SAVE to send SMS

TIP: Iphone users will be taken to SMS screen to confirm message. Android devices will auto send the SMS.

SMS string for relay 1:
9999#50**XXXX**# (X=time in seconds, 1-9999)

SMS string for relay 2:
9999#51**XXXX**# (X=time in seconds, 1-9999)



Notifications

This feature is commonly used to allow one home user to receive SMS alerts each time the INTERCOM is used to trigger the gates and grant access.

Quick Enable / disable this feature

Enter the phone number to receive the SMS alert and press SAVE

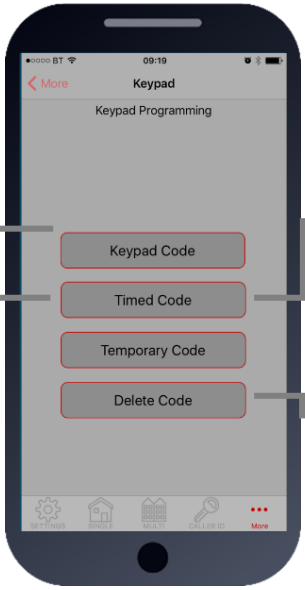
Enter text which you want the user to receive when access is granted, then press SAVE MESSAGE

SMS string for turning ON or OFF:
9999#80X# (X=2 to enable. X=1 to disable)

SMS string for entering phone number to receive notification:
9999#78XXXXXXX# (X=cell phone number) 78*# to delete.

SMS string for entering text to display:
9999#79XXXXXXX# (X is any text message you wish to display on the phone. E.g. Gates Opened)

Keypad Programming

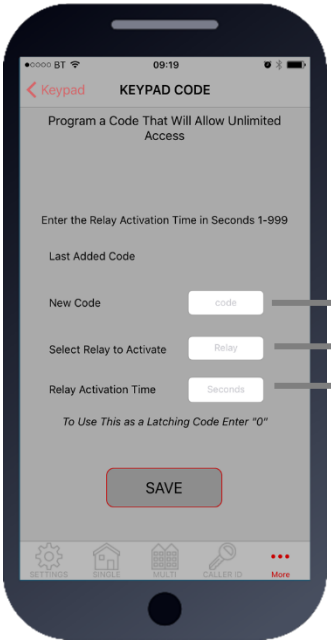


For Permanent 24/7 Codes

For temporary codes (codes which auto-expire in a pre-set time)

For Time Restricted Codes (codes that work during certain times & days of the week

For deleting codes



Permanent Keypad Code

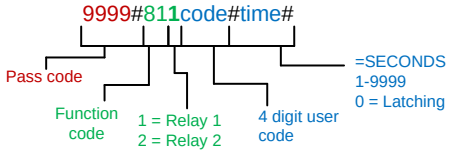
Stores up to 200 codes, all of which can be used to gain access 24/7.

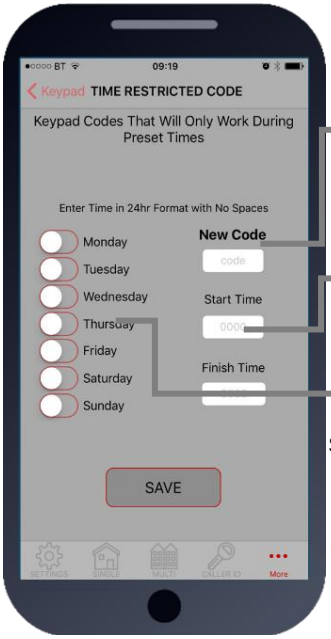
Enter 4 digit code

Choose Relay 1 or Relay 2

Enter activation time. (0-9999 seconds)
Use 1 second for gate trigger.
Use approx. 5 secs for magnetic locks.
Use 0 for latching or toggle code.
Use 3600 secs for 1 hour hold open on gates

SMS String for adding keypad codes:





Time (Restricted) Code

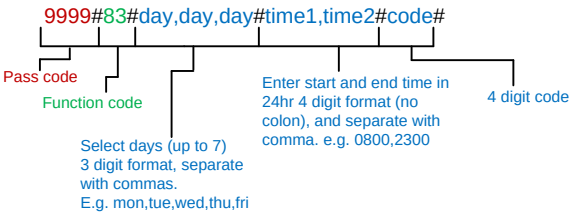
Stores up to 20 codes which will only work during pre-set times and days of the week. (Relay 1 only).

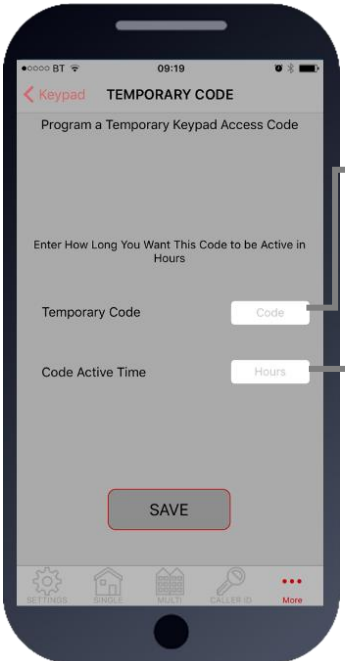
Enter 4 digit code

Enter Start and Finish time
(Military format without any colons.
E.g. 8am = 0800. 11pm = 2300)

Select days of the week the code is to be active.

SMS String for time restricted code:





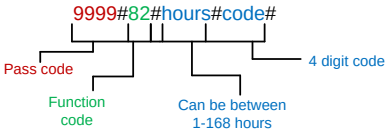
Temporary Code

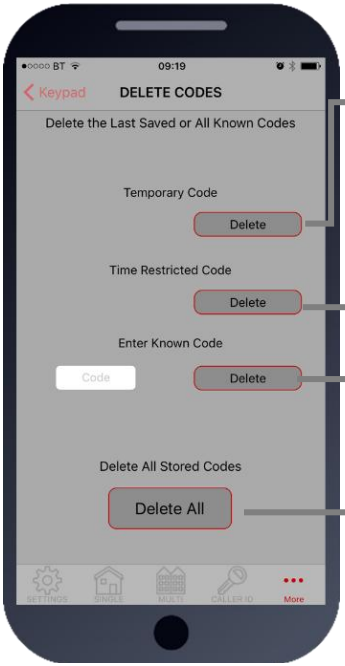
Stores up to 30 codes at any time which will auto expire after a pre-set countdown time (1-168 hours) (Relay 1 only)

Enter 4 digit code

Enter countdown time in hours (1-168 hrs)

SMS String for temporary code:





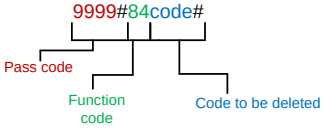
Delete Codes

You can use these buttons to delete a recently stored temp or time restricted code (codes shown beside the delete button)

Delete any known code

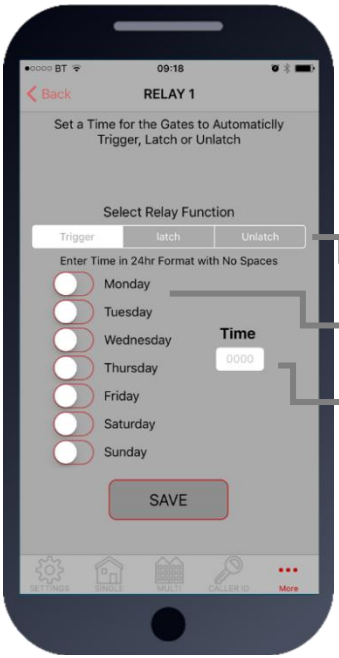
Delete ALL codes

SMS String for deleting a known code:



Deleting ALL codes: 9999#84*#

Auto Relay Trigger Times



Create up to 40 automatic time clock events to trigger or latch/unlatch gates (depending on gate system setup).
For auto closing gates, send latch command at the desired opening time, followed by a separate unlatch event to close at the desired closing time.
For step-by-step operated gates (non auto-closing), then send a momentary trigger command at the time required to change the state of the gates from open to closed or closed to open.

1. Pick the type of event (momentary/latch/unlatch)

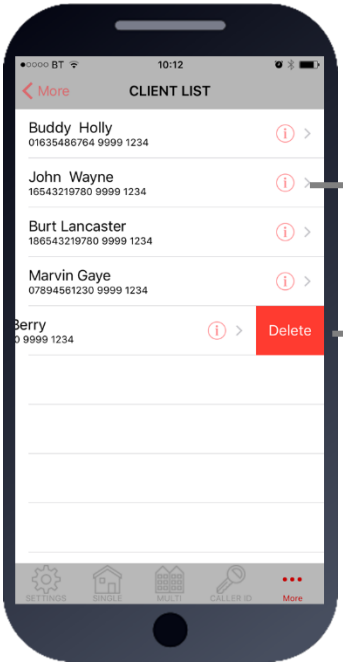
2. Choose the days

3. Enter the time in military 24hr format without colon
E.g. 8.30am = 0830. 11:10pm = 2310.

1234#1#day,day,day#time#

- 1234 — USER passcode
- 1 — Command:
  1=trigger relay 1
  2=latch relay 1
  3=unlatch relay 1
  4=trigger relay 2
  5=latch relay 2
  6=unlatch relay 2
- day,day,day — Select days (up to 7) 3 digit format, separate with commas. E.g. mon,tue,wed,thu,fri
- time — Enter time in 24hr format (no colon)

Client list on iphone



The client list allows you to save sim phone number, customer name and pass codes for all your installs.

Press to select Client

Swipe to delete

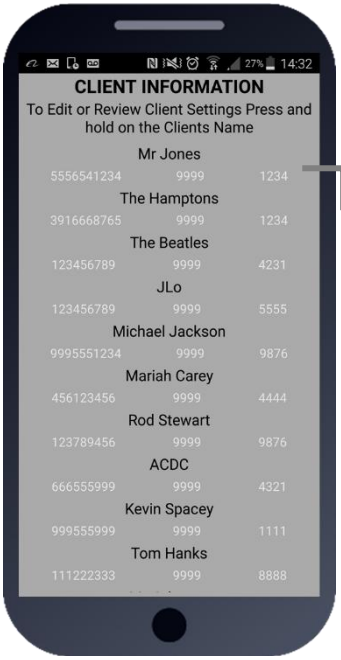
Press to SAVE after editing

Press to load details & program

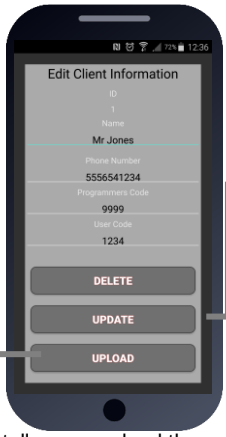
On any previous install, you can load the customer and then re-program their intercom.

Client list on android

The client list allows you to save sim phone number, customer name and pass codes for all your installs.



Press & HOLD to select Client



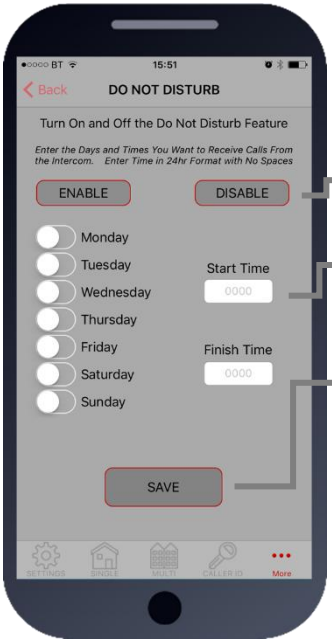
Press to save changes

Press to load details & begin programming

On any previous install, you can load the customer and then re-program their intercom.

Do not disturb

This feature allows the push button on the intercom to be active during pre-set times, and ignore button presses all other times.
Use this screen to set the ***ACTIVE*** times and days for the button.



Quick enable/disable button

Select start and finish times for the button to work (24hr format, no spaces or colon. E.g. 8:30am = 0830

Press save to send SMS command.

9999#21#day,day,day#time1,time2#

Pass code

Function code

Select days (up to 7)
3 digit format, separate with commas.
E.g. mon,tue,wed,thu,fri

Enter start and end time in 24hr 4 digit format (no colon), and separate with comma. e.g. 0800,2300

To activate, enter the following code:
1234#21#ON# (change ON to OFF to disable again).

After Hours / Out of Hours

If you have activated the do not disturb feature, the push button will not call anyone after the pre-set time threshold. However, sometimes it is useful to have the intercom call a different number after hours. For example, in commercial premises it can call the office phones during business hours, and then call a security guard after hours.

1.Enter phone number to call after hours.

2. Enter button number (enter 1 for single button system)

3. Press SAVE to confirm and send SMS

9999#211telephonenumber#

Pass code

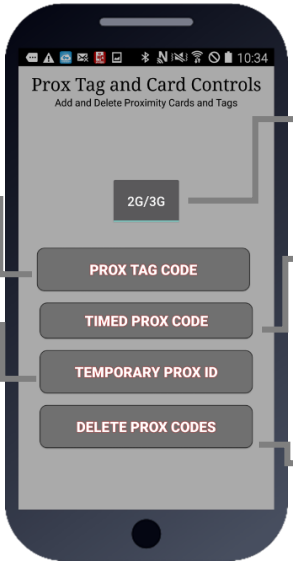
Function code (add number)

Button number (1-10)

Telephone number position 1-4

Data

Programming Proximity Cards



Up to 200 Prox cards can be added

Temporary Prox cards or tags (30)

Select which unit you have (2G/3G OR 4G)

Time restricted Prox cards or tags (20)

Delete cards or tags

Permanent Prox card/tag

Add up to 200 cards or tags for RFID access.
Note: On 4G version, you may enter a nickname for a card which can be useful when identifying card users later. For 2G and 3G versions, ignore the name field.

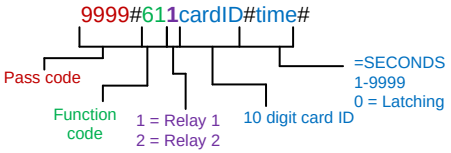
Enter nickname up to 5 digits long.

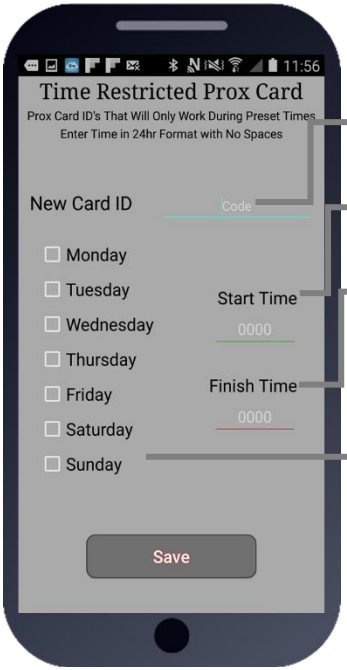
Enter the 10 digit card ID number.

Select relay 1 or 2.

Enter relay activation time in seconds.

SMS String for adding Prox cards/tags:





Time Restricted card/tag

Add up to 20 cards or tags for time restricted access for certain times or days of the week (relay 1 only).

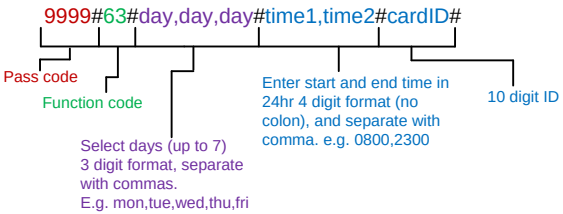
1.Enter serial number of card (last 6 digits).

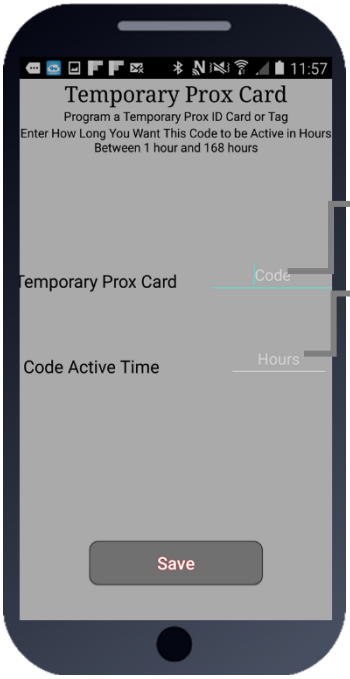
2.Enter start time (24hr format, no colon or spaces)

3. Enter end time (24hr format, no colon or spaces)

4. Select days of the week

SMS String for time restricted card/tag:





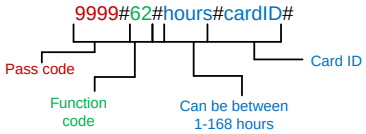
Temporary card/tag

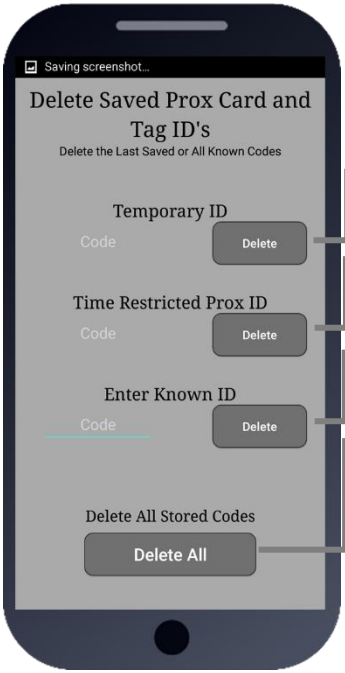
Add up to 30 cards which will only be active for a certain time period, from 1-168 hours and then will be auto deleted from the system.

1.Enter serial number of card.

2. Enter countdown time in hours.

SMS String for temporary card/tag:





Deleting cards

This screen allows any known card ID to be deleted (by serial number), and it will also show the last stored cards for each type of card.

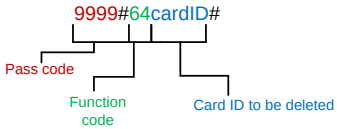
Delete the last stored temporary card.

Delete the last stored time restricted card.

Delete any known card ID.

Delete ALL stored cards.

SMS String for deleting a known code:



Deleting ALL codes: 9999#64*#

Complete list of parameters

The table below show the complete list of features. ***Programming messages below must begin with 9999# (assuming 9999 is still the programming passcode)…***

Changing pass codes

9999#01????#	Change programming password	9999
9999#02????#	Change access control password (SMS control of relays, or non-stored numbers can call intercom & enter code to activate output 1).	1234
9999#03????#	Change monitoring mode password (user can call the intercom, enter this pass code to listen in and speak)	5555

Dial out numbers

9999#1XY????#	Store dialling out numbers. (X = button number 1-9 & 0 for button 10) (Y = number dialled 1-4) (???? = phone number)	N/A
9999#1XY*#	Delete a dial out number. (X = button number) (Y = number position 1-4)	N/A

Volume controls

9999#3?#	Speaker volume. Where ? = 1-9. 1 = lowest, 9 = highest.	5
9999#4?#	Microphone volume. Where ? = 1-9. 1 = lowest, 9 = highest.	5

Timings

9999#50?#	Relay 1 time. ? = seconds, 1-9999	1 sec
9999#51?#	Relay 2 time. ? = seconds, 1-9999.	1 sec
9999#45??#	Calling time for first number, adjust this to avoid voicemail picking up a call (10-99 secs)	20 secs
9999#46??#	Calling time for second number, adjust this to avoid voicemail picking up a call (10-99 secs)	20 secs
9999#47??#	Calling time for third number, adjust this to avoid voicemail picking up a call (10-99 secs)	20 secs
9999#53????#	Talking time. 5-9999 seconds.	60 secs
9999#55??#	Max monitoring time (for listen in mode when calling the intercom) 00-60 mins. 00 = no limit.	10 mins

Scheduled service calls

9999# 77number#	Store a service number to receive a scheduled call or SMS from the unit. Useful for SIM cards which are not often used to prevent switch off by the network provider.	N/A
9999#57??#	Set the time schedule for the intercom to make a scheduled call or SMS to the service number. 00-60 day time schedule. 00 = no call or SMS.	00
9999#58?#	Choose between making a scheduled call or scheduled SMS. 1 = SMS. 2 = call.	1
9999#77*#	Delete the stored service number	N/A

Caller ID features

9999# 72number#	Store caller ID number. Max 14 digits. Only last 6 digits compared.	N/A
9999# 73number#	Delete caller ID number.	N/A

9999#73*#	Delete all caller ID numbers	N/A

Service & diagnostic messages (no passcode required for some of these!)

*20#	Check reception level 1-31 (no passcode needed)	N/A
*21#	Check stored numbers. O = dial out number. I = dial in number. E = end of message. (no passcode needed)	N/A
*22#	Check input status and relay status. (No passcode needed)	N/A
*23#	Sends SMS messages of the last 20 events.	N/A
1234#25#	Check stored keypad codes.	N/A

Keypad Programming

9999# 81Xcode#time#	**Permanent codes** - X=1 or 2 for relay 1 or 2. Code = 4-6 digits. Time = 1-9999 seconds, or 0 for latching code.	N/A
9999# 83#day,day,day #time1,time2# code#	**Time restricted codes** Day = day of the week e.g. mon,tue,wed,thur,fri. Time1 = start time. Time2 = end time (24 hr format, no colon. E.g. 11:30pm = 2330. 8.30am = 0830. Code = pin code 4-6 digits.	N/A
9999# 82#hours# code#	**Temporary codes** Hours = time to expire in hours (1-168 hours). Code = Pin code 4-6 digit code.	N/A
9999#84code#	**Delete code** – Code=known code to be deleted.	N/A
9999#84*#	Delete all codes.	N/A

Notifications

9999#80**X**#	X=1 to disable. X=2 to enable.	N/A
9999#78**XXX**#	X=phone number to send notifications to. (*=delete number)	N/A
9999#79**text**#	X=text to send to the receiving phone e.g. “gate opened”	N/A

Automatic Time Clock Trigger Times

1234#X# day,day,day# time#	X=1,2.3 (trigger, latch, unlatch relay 1) 4,5,6 (relay 2) Day = days of the week (mon,tue,wed,thur,fri,sat,sun) Time = time of day (24 hr format, no colon. E.g. 8:30am = 0830)	N/A
1234*X#	Delete ALL automatic trigger times.	N/A

Clock Sync - Auto Time Calibration after Power Fail

9999#86XXX#	X=telephone number of SIM inside the intercom.	N/A
9999#86*#	Delete the phone number.	N/A

Summer Daylight Auto Correct

9999#87??#	?? = number of days between SMS calibration SMS should be sent. 0 = no message sending.	N/A

Do Not Disturb (push button de-activated during set times)

1234#21#ON#	ON = activated. OFF = de-activated.	OFF
9999# 21#day,day,day #time1,time2#	Enter all active days during which button should operate. Enter start and end time button should operate (24 hr format, no colon. E.G 8:30am = 0830)	N/A

Alternate Number to Call During Do Not Disturb Times.

9999# 21X????#	X = button number (1-9. Enter 1 for 1 button system. Enter 0 for button 10) ???? = Alternative phone number to call out of hours.	

Restore Defaults

9999#999#	Send with passcode string to clear all programming.	N/A

Control by SMS

This intercom allows the user to send SMS commands to control the relays and check status as follows…

1234#1# - Relay 1 momentary trigger.
1234#2# - Relay 1 latch ON or hold ON.
1234#3# - Relay 1 unlatch or switch OFF.

1234#4# - Relay 2 momentary trigger.
1234#5# - Relay 2 latch ON or hold ON.
1234#6# - Relay 2 unlatch or switch OFF.

Troubleshooting guide

Q. The unit will not power up. No LEDs on.
A. Check power supply voltage at intercom is within 14.8V DC. Cable length from PSU to intercom should be less than 25 feet and in 14 gauge. Check the fuse.

Q. The unit powers up but is not showing network reception or will not respond to SMS.
A. This means the unit is not able to detect the network for some reason.
-Power off the unit, remove the SIM and check it in a mobile phone to verify it can make a call and has calling credit.
-Disable any PIN code request if active on the SIM card.
-Check the SIM is a standard voice capable SIM. If you are unsure, contact your SIM card provider to verify. Compatible networks are At&T and T-Mobile.
-Check the reception is medium or good. Poor reception is not sufficient.
-Power off, remove the SIM, use fine sand paper to lightly sand the SIM pads and contacts on the GSM unit, lightly bend the contacts upwards so that they make better contact with the SIM and try again.

Q. The unit calls the first number, but there is not enough time to answer before it diverts to the next number.
A. Increase the no answer time as per programming instructions.

Q. The unit calls the first number but voicemail comes on before it can ring the second number.
A. Decrease the no answer time as per programming instructions.

Q. The caller ID part does not work.
A. Be sure to program the caller ID part under 72 feature. If your number is a private or number withheld, then it will not work.
-Even if you have already programmed a number to receive a call from the intercom, if you also want that number to have caller ID access, it must be programmed under the 72 feature also.

-Ensure the number is entered as you would normally dial it from another phone.
-For US customers, ensure the numbers have been entered with a leading 1. If this does not work, try again without the leading 1.

Q. There is no audio from the gate, but the person at the gate can hear ok.
A. This can be due to low reception or excessively long power cables.
-Check reception level by *20#.
-Change SIM card if necessary to another network which may have better coverage.
-Purchase a high gain antenna.
This may also be caused by a defective microphone, water on a microphone from a sprinkler for example, or dirt/insects blocking the microphone hole. If reception is optimum and the problem persists, contact your supplier or installer.

Q. The audio quality that can be heard on the remote telephone is poor or humming (buzzing).
A. A small amount of GSM buzz can be considered normal on GSM intercoms, but not so much that causes inability to hear the person speaking. This is a symptom of poor reception. Try above steps on checking and improving reception. Consider fitting an external high gain antenna.

Q. The trigger keys do not work when the intercom calls a phone.
A. Check if you can hear the relay clicking at the gate when the keys are pressed during a call. If it can be heard, then the system is working, check wiring between the relay and the lock or gate panel. If the relays do not make a clicking sound, then check this feature on a different mobile cell phone or landline. If it works on a different phone, check the settings on the phone in question under DTMF tones.
Failure of DTMF tones to operate correctly is also a symptom of low reception or insufficient power cabling. Check steps above on improving reception or addressing the power problem.
-Also check that the relays are not already latched with the *22# command. If they are latched, they need unlatched before the trigger keys will work.
-Sometimes excessively long power cables or thin power cables can cause this problem. Prove it by connecting a temporary extension lead and the power supply directly to the unit.

Q. The system was operating the gates fine, but now it will not trigger the gates.
99% of the time, this is cause by the user accidentally latching the relay. This latches the output relay permanently on. Send the intercom the following SMS *22#. The intercom should reply with a message detailing the relay status.. If it has been latched, then the message will state “the relay is ON”. In this case refer to the user guide to read how to unlatch it again.

Q. The unit no longer calls out to phones but I can make a call to it from my phone.
A – Check there is balance on the SIM card.
A – Switch off the power, remove the SIM, put it into a phone, and check that a call can be made from a phone. This will verify if the SIM is still working and in service.

Q. The Android App shows an error message “Command Failed” when I try to use a function.
A – Go to phone settings/application manager/cellbox prime/permissions, and ensure all permissions are turned ON. Also ensure the app settings screen has a valid phone number stored.

Change History

Key:
P = Panel version H = Hardware PCB version S = Software version

Version			Reason for change	Date
P	H	S		
1	1	1	4 hour reboot software. New filter board. 24v dc PSU.	Oct 2018

Warranty Terms

Please note, by installing this product, you are accepting the following warranty terms:

1. The manufacturer's warranty is a "return to base" 2 year warranty from date of manufacture. This means that any suspected defective components or items are returned to the manufacturer's agent, for investigation and diagnosis, and returned at the cost of the customer.
2. The warranty does not cover, nor is the manufacturer or agent responsible for any of the following whatsoever: Storm damage, lightning or surge damage, flooding, accidental damage, vandalism or deliberate damage, un-explained corrosion or unusually harsh environments, failure of telephone networks, future un-interoperability between the product and network providers which cause mal-function due to changes implemented by the phone providers after manufacture of the product, or that which is outside of control of the manufacturer (e.g. 2G, 3G switch off, removal or inability to obtain VOLTE service), and damage due to not proper installation.
3. The manufacture in no way accepts liability for any of the following incurred due to a product defect: Cost of attending site, inconveniences, labour rates, time lost, loss to or damage to property, security breaches, late payment clauses or breaches of any contracts between the installer and the client.
4. This is a profession install product only. The product is a component of an overall system. Therefore, it is the responsibility of the installer to certify the safety and compliance of the overall finished system. As soon as this product is fixed to another item, or connected to another third-party device, then the product has been modified, and compliance with local regulations in the country of install is strictly the responsibility of the installer.
5. Re-stocking fees may apply to items returned that are found to be non-defective. Complete units will also attract a re-stocking fee if returned for credit, regardless if a defect is discovered or not. Re-stocking fees may vary depending on the condition of the item being returned, and whether it can be determined as in brand new condition. The warranty terms do not entitle customers to an automatic full refund. For more details on returns procedures and re-stocking fees, contact the agent.
6. Items with physical signs of surge damage are not covered by warranty. Items without visible signs of surge damage will only be covered by warranty provided photographic evidence is provided from site showing surge protection has been installed as per instructions in this manual.

Regulatory Compliance

FCC Id: 2ALPX-PRIME6-XXXX-ZZ-4GA-YYY
(XXX = style & color, YYY is brand label, ZZ is mounting style)
Grantee: Advanced Electronic Solutions Global LLC
This device complies with Part 15 of 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.
Output power listed is ERP below 1GHz for Part 22 and EIRP above 1GHz for Part 24. RF exposure compliance is addressed for 1.1310 and 2.1091 MPE limits. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons. End Users must be provided with transmitter operation conditions for satisfying RF exposure compliance.

EU-RED Declaration of Conformity

Manufacturer: Advanced Electronic Solutions Global Ltd
Address: Unit 4C, Kilcronagh Business Park, Cookstown, Co Tyrone, BT809HJ, United Kingdom

We/I declare, that the following equipment (GSM Cellular Intercom System), part numbers:
Multiple Model kit part numbers: GSM-5AB, GSM-5ABK, GSM-5HB, GSM-5HBK, GSM-5IMP, GSM-5IMPK, GSM-FB, GSM-5FBK.
Complies with the following essential requirements for 2014/53/EU:

ETSI draft EN 301 489-1 V2.1.1 (2017-02) (Electromagnetic compatibility)
ETSI draft EN 301 489-52 (2016-11) (Electromagnetic compatibility, specific to cellular)
(WCDMA Band 1, Band 8, GSM 900 / 1800).
Test report number LCS170721023AE

ETSI EN 301 511 V12.5.1 (2017-03) (3.2 of directive 2014/53/EU)
ETSI TS 151 010-1 V12.8.0 (2016-05) (Digital cellular telecoms compliance)
Test report number LCS170721025AE

ETSI EN 301 908-1 V11.1.1 (2016-07) (IMT Cellular networks, 3.2 of directive 2014/53/EU)
ETSI EN 301 908-2 V11.1.1 (2016-07) (CDMA spread / UTRA FDD)
Test report number LCS170721026AE

EN 62311 :2008 (Electromagnetic safety and human exposure)
Test report number: LCS170721027AE

EN 60950-1, (A1, A11, A12, A2)
EN 62311

0560

The notified body is: Telefication BV (CAB number 0560).
This declaration is issued under the sole responsibility of the manufacturer.
Signed by:

Paul Creighton, Managing Director. Date: 1-Feb-2018

Automatic Gate Openers

Note: For legal reasons, telephone technical support is for registered and qualified product dealers only. Home owners and end users should contact their local dealer for product technical support.