

.....SKE Series 12-Pad

Self-Contained Keyless Entry® System With Relay

INSTALLATION & INSTRUCTION MANUAL





SKE Series 12-Pad

Self-Contained Keyless Entry® System With Relay

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Document Information

IOMK1 Installation/Operations Manual for the SKE Series 12-Pad 3x4 and 2x6 - March 2011. *This documentation is also applicable to prior revisions except where noted.*

Trademarks

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Certifications

The SKE-34 is listed by CSA for Elevator Equipment. CSA B44.1-04/ASME-A17.5-2004. Class 2411 02.

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•••• Introduction

■ Overview – The SKE Series

The Essex SKE Series 12-Pad Self-Contained Keyless Entry® System With Relay is an extremely versatile Keypad that can be configured in the field. The 500-user code system consists of either a 3x4 or 2x6 Keypad.



■ 3x4 Keypad (left) and 2x6 Keypad (right)

•••• Keypad

■ Keypad Specifications

Input Voltage:	5VDC or 12 to 24VDC (Jumper Selectable)
Standby Current Draw:	25mA
Outputs:	1 Relay, 24VAC/DC Max, 2A Max; 2 Open Collector, 1/4 A Max to Ground
Keypad Switch Life:	>1 Billion Cycles
Keypad Operating Environment:	-40°C to +70°C (-40°F to +160°F), 100% Relative Humidity
3x4 Keypad Dimensions:	5-1/8"H x 3-3/8"W x 7/16"D (13 x 8.6 x 1.1 cm)
2x6 Keypad Dimensions:	7-1/8"H x 1-3/4"W x 3/4"D (13 x 8.6 x 1.1 cm)
3x4 Keypad Weight:	16 oz (454 gm)
2x6 Keypad Weight:	4.4 oz (125 gm)
LED's:	1 Red, 1 Green

■ Keypad Part Numbers

3x4 Keypad

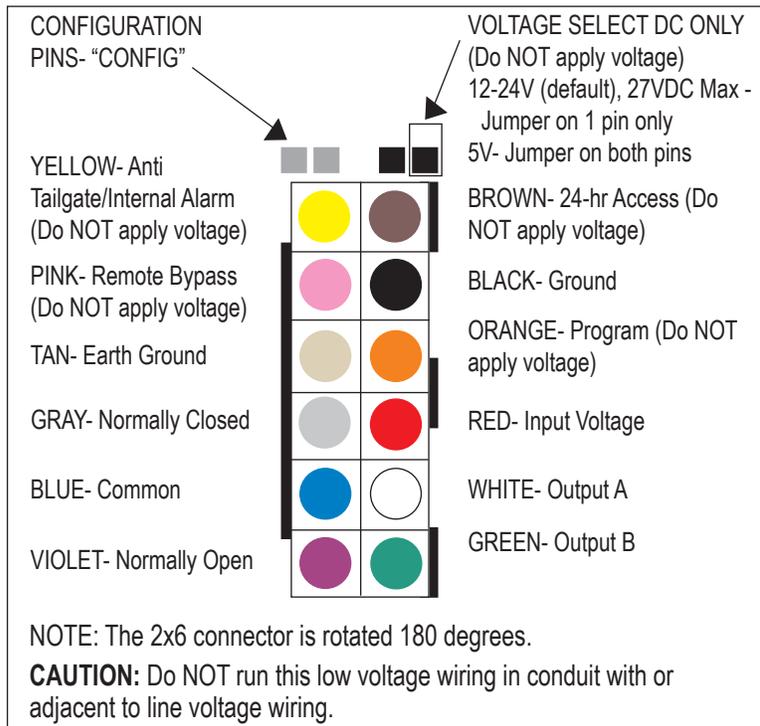
SKE-34B	Brass Finished* Bezel
SKE-34S	Stainless Steel Bezel
SKE-34K	Black Bezel
SKE-34X	No Bezel

2x6 Keypad

SKE-26B	Brass Overlay
SKE-26I	Illuminated
SKE-26S	Stainless Steel Overlay
SKE-26R	Braille Overlay

*Bezel is brass in appearance. Actual bezel is PVD-coated stainless steel.

••••• Keypad Connector Diagram



RED- +Voltage, 27VDC Max

BLACK- Ground

YELLOW- Anti Tailgate

If not used, this must be connected to BLACK. By adding a door monitor switch between YELLOW and BLACK, the door will relock immediately after opening. If the third output is set up as an Internal Alarm, this switch will trigger the alarm if the door is opened without a code or if the door is left open longer than the Door Ajar Time setting.

PINK- Remote Bypass

Connect a Normally Open push button between PINK and BLACK to trigger the main output for its normal Door Open Time setting.

ORANGE- Set Up Programming

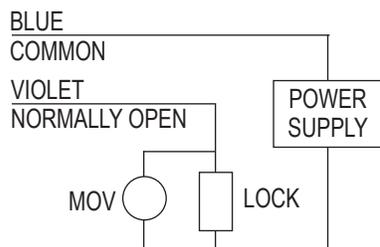
Momentarily connecting ORANGE to BLACK puts the unit in Set Up Mode (same as entering * 3, Master Code #).

BROWN- 24-hour Access

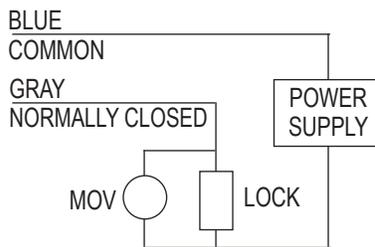
If Time Clock is enabled in Set up (page 16) and the BROWN wire is grounded, all codes work normally. When the BROWN wire is not grounded, only those codes with 24-hour Access Authorization (page 17) will function.

Internal Relay Wiring Diagram

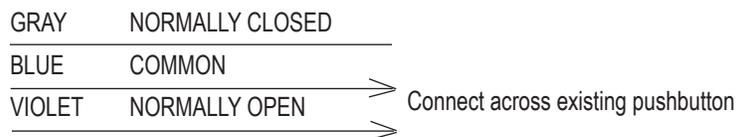
Fail Secure Lock



Fail Safe Lock



Garage Door / Gate Connections



Note: A (WHITE) and B (GREEN) Keypad outputs are transistor outputs intended to drive an external relay.

••••• Keypad Configuration

Voltage Selection

The factory default setting for the Keypad voltage is 12-24VDC. Verify that the jumper is removed or placed over only one pin. For 5VDC, the jumper should be placed across both pins. If changing the voltage is necessary, make sure the power is removed first.

Keypad Output Selection

Once the voltage jumper is verified or correctly set (see above):

1. Remove power.
2. Jumper the two pins above the connector labeled "CONFIG."
3. Apply appropriate power. (You should hear 4 beeps and the RED LED will flash and the GREEN LED will be solid).
4. Now that the Keypad is in configuration mode, select the desired output by entering the configuration number followed by #.

- a. Keypad Output

Keypad Output	Configuration
Self-Contained- Non-encoded	99 #

- b. (OPTIONAL) To change the audible beep, enter

Code	Audible Beep
201 #	Normal Beep (factory default)
200 #	Short Click (quieter)

- c. (OPTIONAL) To change the illumination on the SKE-26 only, enter the code as follows:

Code	Standby Mode	Normal Operation
210 #	Off (factory default)	Off (factory default)
211 #	Off	Dim
212 #	Off	Bright
213 #	Dim	Dim
214 #	Dim	Bright

You should hear 3 beeps indicating successful configuration (the RED LED will continue to flash and the GREEN LED will be solid). If you hear a long error beep, re-enter the configuration number followed by #.

5. Remove power.
6. Remove configuration jumper.
7. Re-apply power.

IMPORTANT: Once the configuration is selected, you must remove power, remove the configuration jumper and then re-apply power in order to complete the configuration procedure. Note: If the configuration jumper is not removed, the LED's will flash and the Keypad will beep continuously.

Keypad Reset

In certain cases you may want to erase all user codes and restore system defaults. To perform this procedure:

CAUTION: This procedure completely erases the memory and restores factory defaults!!! Once the memory is cleared, all programmed User Codes are erased and factory default settings are restored.

1. Remove power.
2. Jumper the two pins above the connector labeled "CONFIG."
3. Apply appropriate power. (You should hear 4 beeps and the RED LED will flash and the GREEN LED will be solid).
4. Once the Keypad is in configuration mode, enter 0099#. The Keypad will beep twice and both LEDs will flash for approximately 10 seconds. (During this time, the Keypad will appear dead. Do NOT remove power!!!)
5. Wait and you will hear 4 beeps and the RED LED will flash and the GREEN LED will be solid.
6. Enter the configuration number followed by #.

- a. Keypad Output

Keypad Output	Configuration
Self-Contained - Non-encoded	99 #

- b. (OPTIONAL) To change the audible beep, enter

Code	Audible Beep
201 #	Normal Beep (factory default)
200 #	Short Click (quieter)

- c. (OPTIONAL) To change the illumination on the SKE-26 only, enter the code as follows:

Code	Standby Mode	Normal Operation
210 #	Off (factory default)	Off (factory default)
211 #	Off	Dim
212 #	Off	Bright
213 #	Dim	Dim
214 #	Dim	Bright

You should hear 3 beeps indicating successful configuration (the RED LED will continue to flash and the GREEN LED will be solid). If you hear a long error beep, re-enter the configuration number followed by #.

7. Remove power.
8. Remove configuration jumper.
9. Re-apply power.

•••• Self-Contained Keyless Entry® System With Relay

■ Specifications

Input Voltage:	5VDC or 12 to 24VDC (Jumper Selectable)
Standby Current Draw:	25mA
Outputs:	1 Relay, 2A 24V Max; 2 Open Collector, 1/4 A Max to Ground
Programmable Output: (Door Open Time)	1 to 99 seconds Default - 5 seconds
Latching:	Off (Default), Manual (Toggle On/Off) Timed
# of Users:	502 (1 Master User, 500 Users, 1 Temporary User)
Code Length:	3 to 8 Digits
Default Master Code:	1-2-3
Tamper Alarm:	4 Incorrect Code Attempts
Access Code Protection:	Non-Volatile Memory

■ Configuration

Input Requirements

The SKE Series accepts 5VDC or 12 - 24VDC. System current draw (max) is as follows:

- Standby: 25mA
- During Operation: 100mA

Output Capabilities

Main Door Output

SPDT relay rated at 24V 2A Max.

Output A

A transistor output intended to drive a relay that can be programmed for one of the following:

1. CCTV or Light Controller - First key press triggers a Timed Output (1 to 99 seconds).
2. Auxiliary Output - Manual Control or Timed Output (1 to 99 seconds).
3. Second Door - Users can be assigned to open a 2nd door.
4. Doorbell - Press # at the Keypad to trigger a 1 second output for a doorbell (not included).

Output B

A transistor output intended to drive a relay that can be programmed for one of the following:

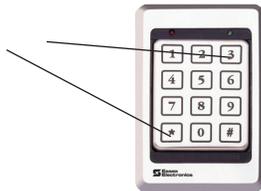
1. CCTV or Light Controller - First key press triggers a Timed Output (1 to 99 seconds).
2. Auxiliary Output - Manual Control or Timed Output (1 to 99 seconds).

3. Third Door - Users can be assigned to open a 3rd door.
4. Internal Alarm System - Detect Break-in, Door-ajar & Tamper.
5. Doorbell - Press # at the Keypad to trigger a 1 second output for a doorbell (not included).

•••• Programming System Setup

The System Setup can only be modified if you know the Master Code. When the system is initially set up, the default system settings should be reviewed prior to other programming.

1. Enter * 3



2. Enter the Master Code followed by #

Example: * 3 1 2 3 #

This opens programming and causes:

Red LED	Green LED
Fast Flash	Solid

3. Proceed to one of the following eight programming options:

■ Changing the Master Code (Default: 1,2,3)

- a. Enter 1 #
- b. Enter the New Master Code followed by #
- c. Return to Step 3 or enter * * to exit programming.

Keypad Status After Step Completion

Step	Beep	Red LED	Green LED
a	Double	Fast Flash	Slow Flash
b	Triple	Fast Flash	Solid

Note: If you forget the Master Code, momentarily ground the ORANGE wire. This will take you to Step 3 of Programming System Setup. Once you enter setup mode, you have 30 seconds to begin the program sequence.

■ **Setting the Main Door Open Time (Default: 5 Seconds)**

- a. Enter **2 #**
- b. Enter the desired Door Open Time (1-99 seconds), followed by **#**
Example: **2 # 1 5 #** (15 sec. Door Open Time)
- c. Return to Step 3 or enter *** *** to exit programming.

Keypad Status After Step Completion

<u>Step</u>	<u>Beep</u>	<u>Red LED</u>	<u>Green LED</u>
a	Double	Fast Flash	Slow Flash
b	Triple	Fast Flash	Solid

■ **Setting Latching Option (Default: Off)**

- a. Enter **3 #**
- b. Select the desired latching option:
Off- 0 #
Manual- 9 9 #
Timed- Enter the desired time interval in hours (1-98), followed by **#**.
Example: **3 # 8 #** (Sets timed latching for 8 hrs)
- c. Return to Step 3 or enter *** *** to exit programming.

Keypad Status After Step Completion

<u>Step</u>	<u>Beep</u>	<u>Red LED</u>	<u>Green LED</u>
a	Double	Fast Flash	Slow Flash
b	Triple	Fast Flash	Solid

■ **Configuring Output A (Default: Aux #1)**

- a. Enter **4 #**
- b. Select one of the following:
■ **CCTV / External Light**
1) Enter **1 #**

2) Enter the desired On Time (1-99 seconds), followed by #

Example: 4 # 1 # 1 5 #

(Sets CCTV/Light Option for 15 seconds)

■ **Auxiliary Device #1**

1) Enter 2 #

2) Enter the momentary output time (1-99 seconds), followed by # ; -or- Enter 0 to set the auxiliary device for Manual Operation (ON/OFF), followed by #

Example: 4 # 2 # 0 #

(Sets Auxiliary Device with Manual Operation)

■ **Second Door**

1) Enter 3 #

2) Enter the desired Door Open Time (1-99 seconds), followed by #

3) Select the desired latching method:

Off- 0 #

Manual- 9 9 #

Timed- Enter the desired time interval in hours (1-98), followed by #

Example: 4 # 3 # 5 # 9 9 #

(Sets Second Door with 5 second Door Open Time and Manual Latching)

■ **Doorbell**

1) Enter 4 #

c. Return to Step 3 or enter * * to exit programming.

Keypad Status After Step Completion

Step	Beep	Red LED	Green LED
a	Double	Fast Flash	Slow Flash
1)	Double	Fast Flash	Fast Flash
2)	Triple	Fast Flash	Solid

■ **Configuring Output B (Default: CCTV)**

- a. Enter **5 #**
- b. Select one of the following:

■ **CCTV / External Light**

- 1) Enter **1 #**
- 2) Enter the desired On Time (1-99 seconds), followed by **#**
Example: **5 # 1 # 1 5 #**
(Sets CCTV/Light Option for 15 seconds)

■ **Auxiliary Device #2**

- 1) Enter **2 #**
- 2) Enter the momentary output time (1-99 seconds), followed by **#**; **-or-** Enter **0** to set the auxiliary device for Manual Operation (ON/OFF), followed by **#**
Example: **5 # 2 # 0 #**
(Sets Auxiliary Device with Manual Operation)

■ **Third Door**

- 1) Enter **3 #**
- 2) Enter the desired Door Open Time (1-99 seconds), followed by **#**
- 3) Select the desired latching method:
Off- 0 #
Manual- 9 9 #
Timed- Enter the desired time interval in hours (1-98), followed by **#**
Example: **5 # 3 # 5 # 9 9 #**
(Sets Second Door with 5 second Door Open Time and Manual Latching)

■ **Doorbell**

- 1) Enter **4 #**

■ **Internal Alarm**

- 1) Enter **5 #**
- 2) Enter the desired Door Ajar Time (1-99 seconds), followed by **#**

Example: **5 # 5 # 1 0 #**

(Sets Internal Alarm with 10 second Door Ajar Time)

Output is normally ON and turns OFF when triggered.

- c. Return to Step 3 or enter *** *** to exit programming.

■ **Master Code Door Unlock Option (Default: Allow)**

- a. Enter **6 #**
- b. Enter **0 #** to prevent the master code from unlocking the door.
- c. Enter **1 #** to allow the master code to unlock the door.
- d. Return to Step 3 or enter *** *** to exit programming.

■ **Time Clock Input (Default: Prevent)**

- a. Enter **7 #**
- b. Enter **0 #** to prevent lockout
- c. Enter **1 #** to lockout all users that do not have 24 hour option enabled.
- d. Return to Step 3 or enter *** *** to exit programming.

•••• Programming Individual Users

Authorized users (master code or any user authorized to program) can program users directly from the Keypad. Each Individual User can be assigned various authorizations. Review System Setup before programming individual users.

1. Enter * 1



2. Enter an Authorized Code followed by #

Example: * 1 1 2 3 #

This opens programming and causes:

Red LED Green LED
Slow Flash Solid

3. Proceed to one of the following seven programming options:

■ Adding a New User

- a. Enter 1 #
- b. Enter the User ID (1 to 500) followed by #
- c. Enter the User Code/PIN (3-8 digits), followed by #
- d. **FOR NO AUTHORIZATIONS, SKIP TO STEP E.** To give special Authorizations, enter the Authorization Code, followed by #.
Repeat for additional authorizations.

Code User Authorization

- | | |
|-----|---------------------------------------|
| 1 | Latching Authorization |
| 2 | Program or Delete Users Authorization |
| 3 | Output A Authorization (see notes) |
| 4 | 2nd Door (see notes) |
| 5 | Output B Authorization (see notes) |
| 6-7 | <i>Continued on next page</i> |

d. cont'd.

Code User Authorization

6 3rd Door (see notes)

7 24-hour Access (see notes)

e. **Enter # to complete programming for this User.**

f. To program an additional User, return to Step b.

g. If no more Users are to be added, enter * * and return to Step 3, or if you have completed all User Programming, enter * * a second time to complete programming sequence and reset system to normal operation.

Keypad Status After Step Completion

Step	Beep	Red LED	Green LED
a	Double	Slow Flash	Slow Flash
b	Double	Slow Flash	Fast Flash
c	Double	Slow Flash	Fast Flash
d	Double	Slow Flash	Fast Flash
e	Triple	Slow Flash	Slow Flash

Notes on Adding New Users:

- Auxiliary Device or 2nd or 3rd Door authorization depends on configuration of the A and B Outputs. See System Setup on page 12.
- If either Output is configured for 2nd or 3rd Door operation and a user is given 4# or 6# Authorization, their User Code will activate the configured output, not the Main Relay.
- 24-hour Access requires an external time clock or keyswitch. This allows you to restrict access to Users who are not assigned 24-hour Access. See Time Clock Input on page 16.

■ **Modify a User by User ID**

- a. Enter **2 #**
- b. Enter the User ID (1 to 500) for the User to be modified, followed by **#**
- c. To change this User's Code, enter the New User Code followed by **#**

- OR, see step d below -

- d. To keep this User's Code, enter **#**. Then, enter the desired User Authorization, followed by **#**. (Repeat for additional authorizations or skip to Step e for no authorizations.)

Code User Authorization

- | | |
|----------|---------------------------------------|
| 1 | Latching Authorization |
| 2 | Program or Delete Users Authorization |
| 3 | Output A Authorization (see notes) |
| 4 | 2nd Door (see notes) |
| 5 | Output B Authorization (see notes) |
| 6 | 3rd Door (see notes) |
| 7 | 24-hour Access (see notes) |

- e. **Enter # to complete programming for this User.**
- f. To modify an additional User, return to Step b.
- g. If no more Users are to be modified, enter *** *** and return to Step 3, or if you have completed all User Programming, enter *** *** a second time to complete programming sequence and reset system to normal operation.

■ **Modify a User by User Code**

- a. Enter **3 #**
- b. Enter the User Code for the User you wish to modify, followed by **#**
- c. To change this User's Code, enter the New User Code followed by **#**

- OR, see step d on next page -

- d. To keep this User's Code, enter **#**. Then, enter the desired User Authorization, followed by **#**. (Repeat for additional authorizations or skip to Step e for no authorizations.)

Code User Authorization

- 1** Latching Authorization
- 2** Program or Delete Users Authorization
- 3** Output A Authorization (see notes)
- 4** 2nd Door (see notes)
- 5** Output B Authorization (see notes)
- 6** 3rd Door (see notes)
- 7** 24-hour Access (see notes)

- e. **Enter # to complete programming for this User.**
- f. To modify an additional User, return to Step b.
- g. If no more Users are to be modified, enter ****** and return to Step 3 or if you have completed all User Programming, enter ****** a second time to complete programming sequence and reset system to normal operation.

Note on Modifying Users:

- Once you have begun to modify a User, previously programmed authorizations are deleted for this User.

■ Deleting a User by User ID

- a. Enter **4 #**
- b. Enter the User ID (1 to 500) for the User to be deleted, followed by **#**
- c. To delete an additional User, return to Step b.
- d. If no more Users are to be deleted, enter ****** and return to Step 3, or if you have completed all User Programming, enter ****** a second time to complete programming sequence and reset system to normal operation.

■ **Deleting a User by User Code**

- a. Enter **5 #**
- b. Enter the User Code to be deleted, followed by **#**
- c. To delete an additional User, return to Step b.
- d. If no more Users are to be deleted, enter *** *** and return to Step 3, or if you have completed all User Programming, enter *** *** a second time to complete programming sequence and reset system to normal operation.

■ **Adding a Temporary User**

- a. Enter **6 #**
- b. Enter the User Code / PIN (3-8 digits), followed by **#**
- c. Enter the desired Temporary access Time (1-99 hours), followed by **#**
- d. For 24-hour Access, enter **0** for No or **1** for Yes, followed by **#**
- e. You are now back to Step 3 (page 17).

■ **Deleting a Temporary User**

- a. Enter **7 #**
 - b. You are now back to Step 3 (page 17).
4. Enter *** *** to complete the sequence and reset the system to normal operation.

•••• Normal System Operation

■ Keypad LED Status Indicators

- A solid green LED indicates that the door is unlocked.
- A solid red LED indicates that the door is locked.

Depending on how the System Options are configured, User Commands are used to operate Manual Latching and Auxiliary Outputs. The User Commands are trailing digits entered after an authorized user code followed by #. The ability to use these User Commands depends on authorizations assigned to each User (see Programming Individual Users, page 17).

As the Main Output activates, the green LED will flash for 5 seconds. While the green LED is flashing, enter one (or more) of the following User Commands:

- 0 #** to Latch the Door Closed (Main Relay, 2nd Door or 3rd Door)
- 1 #** to Latch the Door Open (Main Relay, 2nd Door or 3rd Door)
- 2 #** to Turn Output A OFF (2nd Output as Aux.)
- 3 #** to Turn Output A ON (2nd Output as Aux.)
- 4 #** to Turn Output B OFF (3rd Output as Aux.)
- 5 #** to Turn Output B ON (3rd Output as Aux.)

■ Tamper Alarm

An audible Tamper Alarm sounds when four incorrect code entries are made. After 30 seconds, the unit returns to standby mode.

•••• Notes

•••• Warranty & Repairs

■ Limited Lifetime Warranty (effective date May 1, 2006)

Essex Electronics Inc. warrants that at the time of original purchase from Essex Electronics Inc., the products specified below are free from defects in workmanship and material. Subject to the conditions and limitations set forth below, Essex Electronics Inc. will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Essex Electronics Inc. on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. Essex Electronics Inc. reserves the right to discontinue a product for any reason, without notice, at any time. If a product that has been discontinued proves defective and if Essex Electronics Inc. is unable to repair or replace the product, within the terms expressed in this Limited Lifetime Warranty, a substitute product may be provided at the Essex Electronics Inc.'s election, as a replacement for the original discontinued product.

This Limited Lifetime Warranty extends only to the original retail or wholesale Buyer and the original site of installation. It does not cover any damage to this product or parts thereof, if the product is installed in violation of the applicable codes or ordinances, or is not installed in accordance with our installation instructions. This warranty will only include the normal operating life of the LED's which will be 10 years from the date of the original sale. It does not cover any damage that results from accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. This Limited Lifetime Warranty also does not apply to any product on which the original identification or date of

manufacture information has been altered, obliterated or removed. In no event shall Essex Electronics Inc. be liable for any damage to persons, property or area surrounding the installation site caused by any malfunction of the product manufactured by Essex Electronics Inc.

Essex Electronics Inc. will not pay, nor be responsible for, shipping, transportation or delivery charges, or other cost of removal of a defective product or installation of a replacement product. The original component replaced under this Limited Lifetime Warranty in any system shall become the property of Essex Electronics Inc., and as such will, at our request, be returned to our factory with transportation charges paid by the Buyer.

Limited Lifetime Warranty

The Essex Electronics Inc. products with a manufactured date of 5/1/06 to the present date that are covered by this Limited Lifetime Warranty are Keypads, Keyless Entry Access Control Systems and accessories.

Essex Electronics, Inc.'s liability and Buyer's remedy under this warranty is limited to the repair or replacement at Seller's election of the product, or parts thereof, returned to Essex Electronics Inc. at Buyer's expense and shown to Essex Electronics Inc.'s reasonable satisfaction to have been defective.

Notice of any defect must be sent to Essex Electronics, Inc., 1130 Mark Avenue, Carpinteria, California, 93013, USA and must include the date code of the unit, description of the defect and factory assigned Return Authorization #. Upon receipt of such notification, Essex will determine whether to repair or replace. We also reserve the right to have our representative make any inspection or repairs, or furnish replacements.

This warranty excludes Elevator and Vehicle Keyless Entry Access

Control Systems. A separate warranty applies to Keyless Entry systems manufactured for these applications.

Disclaimer of Warranties: Limitation of Buyer's Remedies

Except for the repair or replacement at seller's option which is expressly set forth above, Essex Electronics Inc. extends no warranty of any kind, express or implied, and disclaims any implied warranty of merchantability or suitability for purpose for which sold, with respect to the keypads, keyless entry coded access system or accessories. Except for the limited repair or replacement specified above, under no circumstances will Essex Electronics Inc. be liable to buyer under or in connection with any manufacture or sale of any of the products set forth above under any tort, negligence, strict liability, contract or other legal or equitable theory, or for incidental or consequential damages, or buyer's cost of effecting insurance coverage.

The foregoing limited lifetime warranty expressed herein constitutes the sole and entire warranty with respect to the products set forth above and is in place of any and all other warranties, express or implied.

This warranty may not be expanded or extended by any oral representation, written sales information, advertising, drawings or otherwise. Essex Electronics Inc. is not responsible hereunder for incidental damage to person or property, or other incidental or consequential damages. The remedies of the buyer shall be limited to those provided in this limited lifetime warranty to the exclusion of any and all other remedies, including, without limitation, incidental or consequential damages.

This Limited Lifetime Warranty shall be governed by and interpreted in accordance with the California Uniform Commercial Code and by the procedural laws of the State of California. Any lawsuit or other action which arises out of, relates to, or is in connection with the

manufacture or sale of the products set forth above shall be governed by California law, and the venue for any such action shall be the Superior Court of the State of California in and for Santa Barbara County, California.

■ **Repair Policy**

Should it be necessary for a component or a system to be returned for repair, it must be accompanied with an RA# (Return Authorization Number) issued by the factory. Please call 1-800-KEYLESS (800-539-5377) to obtain an RA#. All returns must be sent to the factory freight prepaid. Collect shipments will not be accepted at any time. Standard turnaround time is ten (10) working days from the date of receipt. Repaired components will be returned UPS Ground (or equivalent). Any other shipping requests or instructions will be at the customer's expense.

At the factory's discretion, warranty repairs will include repair or replacement, update and testing. Returns and repairs out of the warranty period or in warranty with damage not covered under warranty shall be subject to a repair charge. All non-warranty repair freight charges are paid for by the customer. Non-warranty repair charges are returned COD. (Factory Authorized Distributors are subject to standard terms).

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