

Limited Warranty Statement Paradox Security Systems Ltd. ("Paradox") warrants its products to be free from defects in material and workmanship under normal use for a period of twelve (12) months from the date of purchase. If the warranted products are returned to Paradox during this period of coverage, Paradox will repair or replace (at its option) without charge those items found to be defective. Any replacement or repaired parts are warranted for the remainder of the original warranty or ninety (90) days, whichever is longer. The original purchaser must promptly notify its Paradox distributor, in writing during the warranty period, that there is a defect in material or workmanship. All Paradox distributors and dealers have a warranty program and you are expected to return your product with proof of purchase in accordance with such a program. Prior authorization is required before returning the product as Paradox will not accept any shipment for which prior authorization has not first been obtained. Paradox will, at its option, repair or replace without charge, those authorized returned items it finds defective.

Please note that this warranty does not cover any software products which are licensed under terms of a separate software license agreement included with the product purchased. The warranty only applies to defects in parts and workmanship relating to Paradox products identified with a Paradox product label and shall not cover transformers, metal boxes, access cards and tags, batteries, tamper kits, spare parts, cables & connectors, temperature sensors, promotional items and displays, and freight. Additionally, Paradox's memory key warranty period is limited to 30 days.

This warranty does not cover damage incurred in shipping or handling, problems that result from external causes such as accident, abuse, misuse or problems with electrical power failures, or other damage caused by:

- peripherals or unauthorized alterations or modifications
- servicing not authorized by Paradox
- usage that is not in accordance with product instructions
- using accessories, parts or components not supplied by Paradox
- failure to provide a suitable installation environment for the products
- improper maintenance or failure to perform regular preventative maintenance.

PARADOX'S RESPONSIBILITY FOR DEFECTS IN MATERIAL AND WORKMANSHIP IS LIMITED TO REPAIR AND REPLACEMENT OF THE PRODUCT. PARADOX DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR ANY SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING WITHOUT LIMITATION, ANY LIABILITY FOR THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES. PARADOX'S MAXIMUM LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF THE CLAIM. THE LAWS OF SOME JURISDICTIONS DO NOT ALLOW THE DISCLAIMER OF CONSEQUENTIAL DAMAGES. UNDER SUCH CIRCUMSTANCES, THE LIMITATIONS AND DISCLAIMERS HEREIN SHALL BE TO THE GREATEST EXTENT PERMITTED BY LAW.

THIS WARRANTY CONTAINS THE ENTIRE WARRANTY AND SHALL BE IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY IS GOVERNED BY THE LAWS OF THE PROVINCE OF QUEBEC, CANADA.

Paradox will not be responsible for any custom fees, taxes or VAT that may be due. For those jurisdictions where the legal minimum warranty exceeds twelve (12) months, this warranty will be equally extended to meet such legal minimum requirement.

Paradox does not install or connect the products which may be used in conjunction with other products not manufactured by Paradox, therefore Paradox cannot guarantee or warrant the performance of the security system. Paradox will not be responsible for circumstances resulting from the product's inability to operate. Your security system should be considered as one of many tools available to reduce risk and/or damage caused by burglary, fire or other emergencies. Other tools include, but are not limited to, access controls, lock products, insurance coverage, fire prevention, fire extinguishing devices and sprinkler systems. **We strongly recommend that your security alarm system be tested and maintained on a regular basis** and that you stay aware of new and

improved Paradox products and developments.

BEWARE: Dealers, installers and/or others selling, distributing or advertising Paradox product(s) are not authorized to modify this warranty or make any additional warranties that are binding on Paradox Security Systems Ltd. or its affiliates.

Paradox may change the terms of its limited warranty, without notice, at its discretion.

WARNING: Due to limitation of Alarm Systems Paradox cannot guarantee the performance of the security system and shall not be responsible for circumstances resulting from the product's inability to operate. Please take note of "Limitation of Alarm Systems" section.

Limitations of Alarm Systems It must be understood that while your Paradox alarm system is highly advanced and secure, it does not offer any guaranteed protection against burglary, fire or other emergency (fire and emergency options are only available on certain Paradox models). This is due to a number of reasons, including but not limited to inadequate or improper installation/positioning, sensor limitations, battery performance, wireless signal interruption, inadequate maintenance or the potential for the system or telephone lines to be compromised or circumvented. As a result, Paradox does not represent that the alarm system will prevent personal injury or property, or in all cases provide adequate warning or protection.

Your security system should therefore be considered as one of many tools available to reduce risk and/or damage of burglary, fire or other emergencies, such other tools include but are not limited to insurance coverage, fire prevention and extinguish devices, and sprinkler systems.

We also strongly recommend you to regularly maintain your security systems and stay aware of new and improved Paradox products and developments.

Warning for Connections to Non-Traditional Telephony (eg. VoIP)

Paradox alarm equipment was designed to work effectively around traditional telephone systems. For those customers who are using a Paradox alarm panel connected to a non-traditional telephone system, such as "Voice Over Internet Protocol" (VoIP) that converts the voice signal from your telephone to a digital signal traveling over the Internet, you should be aware that your alarm system may not function as effectively as with traditional telephone systems.

For example, if your VoIP equipment has no battery back-up, during a power failure your system's ability to transmit signals to the central station may be compromised. Or, if your VoIP connection becomes disabled, your telephone line monitoring feature may also be compromised. Other concerns would include, without limitation, Internet connection failures which may be more frequent than regular telephone line outages.

We therefore strongly recommend that you discuss these and other limitations involved with operating an alarm system on a VoIP or other non-traditional telephone system with your installation company. They should be able to offer or recommend measures to reduce the risks involved and give you a better understanding.