



# USER GUIDE FOR VERISURE ALARM SYSTEM

*We protect what matters most*



## CONTENT

Welcome to Verisure .....	3
Arming and disarming .....	4
What happens when an alarm is triggered? .....	6
My Pages .....	8
Verisure App .....	10
Verisure Guardian .....	12
Verisure VoicePad .....	14
Manage users, user codes and alarm tags .....	16
Extended notifications .....	17
Settings for an easier and more secure everyday life .....	18
@Home .....	20
Renovation/battery replacement .....	21
ZeroVision® .....	22
Product overview .....	26
Questions and answers .....	28
To consider .....	34
Remember .....	35

## WELCOME TO VERISURE!

This manual has been created as a tool for when you're using the alarm system. It contains instructions and tips that will help you and your family. Read it all at once or use it as a guide for when questions arise.

As a customer you are very important to us and we hope that you feel that you have made a safe choice. Don't hesitate to call us if you have questions. We are here, every day, all year round.

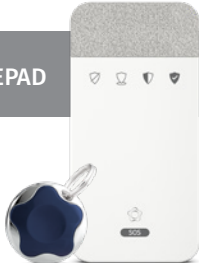
Finally we would like to remind you to download **Verisure App**, one of Swedens most frequently used apps. With the app in your phone, you're always close to home, *wherever you are*.



**If you have an active tamper alarm, power issues or low battery,** two LED's will be lit on the VoicePad. Enter your code and press the <-button. If there still is a fault after this, the LED's will still be lit, but if the problem is solved, they will be turned off.



## ARMING AND DISARMING

### VERISURE VOICEPAD




#### ARM

Hold your hand in front of the keypad until one of the lights turns on.


-  Press to arm away.
-  Press to arm stay.

2— Enter your code or hold your alarm tag against the middle of the keypad.




#### DISARM

-  Press to disarm.
- 2— Enter your code or hold your alarm tag against the middle of the keypad.


### VERISURE REMOTE CONTROL




#### ARM

-  Press to arm away – *red light shows for 2 seconds + vibration*
-  Press to arm stay – *red light flashes for 2 seconds + vibration*
-  For quick alarm activation; press one additional time during countdown – *red light shows for 2 seconds + vibration*




#### DISARM

-  Press to disarm – *red light flashes once + vibration*

### VERISURE APP





#### ARM

-  Press to arm.
-  Choose this to arm away.
-  Choose this to arm stay.

3— Enter your code and press **OK**.

#### DISARM

-   Choose one of these to disarm.
- 2— Enter your code and press **OK**.



## TWO ALARM MODES



### Arm away:

Use this mode when you arm the entire system and leave home. When you've armed away you have 45 seconds to exit and close the front door.



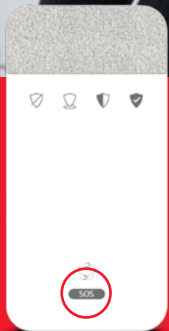
### Arm stay:

Use this mode when you're home to move around freely within chosen areas without triggering an alarm. Settings for arm stay are found on My Pages.



## WHEN YOU DISARM

You have 30 seconds to turn off the alarm, starting when you open the front door. The icon for the alarm mode you're in is shown on the keypad, and it will emit a pulsating sound until you disarm.



## SEND A CONTACT ALARM



In case of an emergency, press the SOS button for 2 seconds on the **VoicePad**, or press the two lower buttons on the **Remote Control** simultaneously for 2 seconds, to contact the monitoring station.

*You can send a contact alarm regardless of whether the system is armed or disarmed.*

## CONTACT ALARM WITH SILENT RESPONSES

In a threatening situation you can enter a duress code instead of the usual code. The system will disarm and will simultaneously send a silent alarm signal to the monitoring station. Neither the alarm signal nor the action of the monitoring station is noticed in your home until help has arrived.

# WHAT HAPPENS WHEN AN ALARM IS TRIGGERED?

We daily talk to customers who accidentally trigger their alarm.

If a burglary or fire is verified, the police or fire brigade/rescue services are immediately informed of the incident.

1

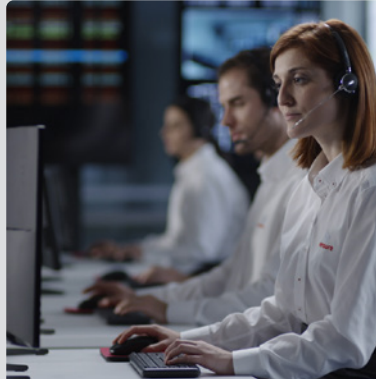
## ALARM IS TRIGGERED BURGLARY/FIRE/SOS



The alarm emits a signal and pictures are immediately transferred to our monitoring station.

2

## THE MONITORING STATION ACTS



We use the VoiceBox/VoicePad to contact your home. At the same time we analyze the alarm signals and pictures from your system.

3

## A SECURITY GUARD IS DISPATCHED



When necessary, we will dispatch a guard to investigate why the alarm system in your home has been triggered.

### What should I do if I accidentally trigger the alarm?

**Disarm by entering your user code**, or hold the alarm tag against the keypad. When doing this you verify that a proper user is on site. You can also disarm by using Verisure App.

**If you disarm** within the first minute of an active alarm you will receive a text from the monitoring station which confirms proper disarming and that the alarm is reset. The VoiceBox and VoicePad will also confirm that the alarm has been properly disarmed and reset.

**If you do not receive a text** after disarming, wait for the monitoring station to contact you (via the VoicePad).

**For security reasons, we ask you to state your code word when we contact you in case of a burglary or contact alarm.** No code word is required in the event of a fire alarm. You chose code words at the time of installation. To change them, go to **Settings** on **My Pages**.

### How do I silence an accidental fire alarm?

- 1 – Disarm to silence the keypad and siren.
- 2 – **To silence the inter-connected smoke detectors you must wait until the air is free of smoke.** The smoke detector will reset automatically.

If you want to silence the inter-connected smoke detectors before the air is free from smoke – press the button on the smoke detector that says **Warning, smoke alarm!** (Varning, brand) – and the rest that says **Warning, smoke alarm in another room!** (Varning, brand i annat rum) will also be silenced.

**If you press the button of a smoke detector that has not detected smoke, all detectors except the one that detected the smoke will be silenced.** This makes it easier to localize the cause of smoke.



### WATER ALARM

When the alarm is triggered a signal is sent to our monitoring station.

You will receive a push notification via Verisure App (read about extended notifications on page 17).

We will contact you by phone. If you do not answer, we will call other users.



**NOTE!** In case of fire, **DO NOT DISARM** before getting in touch with the monitoring station!

## MY PAGES

***To get started with your digital journey with Verisure App and My Pages, you first need to verify your installation on My Pages.***

Start by clicking the link you received in the verification e-mail sent to you in conjunction with the installation. Complete the registration process that links your alarm system to your user account. Contact customer service if you don't receive the verification e-mail.



*Once you have verified your system on My Pages you can start using Verisure App. The login is the same as for My Pages.*



**You will find these and more functions for your alarm system under Settings on My Pages:**

### **Update contact information**

Your personal contact and login information can be changed under **Account**.

### **Update users**

Under **Users** you can add, edit and remove users and their contact information. You can also activate extended text messages and e-mail notifications as well as configure notifications per user.

### **User codes and alarm tags**

Go to **Users** to add, edit and remove user codes and alarm tags.

## **NEED HELP?**

Log in to My Pages and visit the **Support** page where you will find quick guides, instructions and answers to frequently asked questions.

### **Configure various settings**

Schedule various actions, for example:

- Automatic activation of arm stay.
- Activate vacation mode in order to prepare your home for your absence when going on holiday.
- Activate the chime function to make your system sound like a doorbell whenever a door or window with vibration detector is opened.
- Configure pet settings to ensure the correct sensitivity of your camera detectors.

## **WHO CAN DO WHAT?**

As an account owner, you can choose the users for your alarm system. They may, for example, be family members, neighbors or house sitters. When you add a user, you also select a profile that defines his/her entitlements.

**An administrator** can do everything you can do as an account owner, for example:

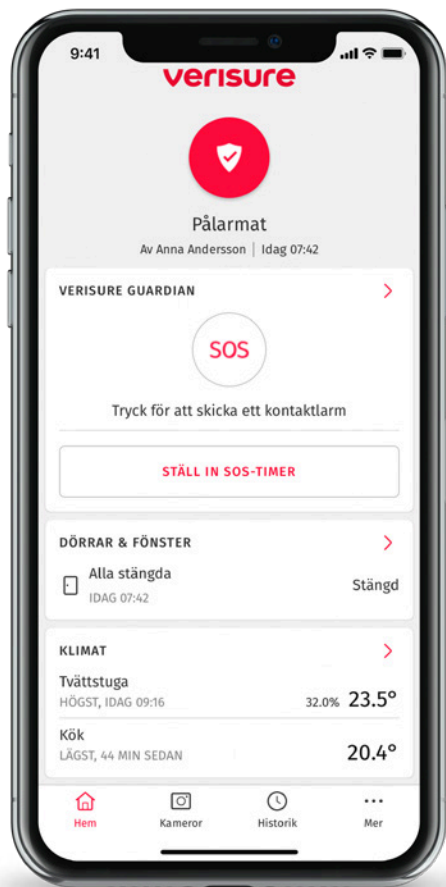
- Add and remove users
- Change user codes
- Configure settings

**A limited user** can use the alarm system to i.e. arm and disarm or control smart plugs. He/she can not make any changes, new settings or use the web shop.

**A minimum user** can see information on the status page, switch between different systems and log out. He/she cannot use the system or change anything.

All users need to have a personal user account on My Pages and Verisure App. Go to **User** and click on the user to send an invitation.

Read more about **Users** on page 16.



## VERISURE APP

*Once your system has been verified on My Pages you can start using Verisure App where you have these and more functions;*

- ▶ Arm/disarm
- ▶ Lock/unlock
- ▶ Turn lights on/off
- ▶ Check humidity and temperature
- ▶ Take/view pictures
- ▶ Check that doors and windows are closed
- ▶ Send contact alarm





### **ACTIVATE PUSH!**

Push is for short notifications that inform you about various events. For example, it might be nice to know when the children come home. Specify which events you want to have push notifications for under each user.

## VERISURE GUARDIAN

A contact alarm in your mobile.

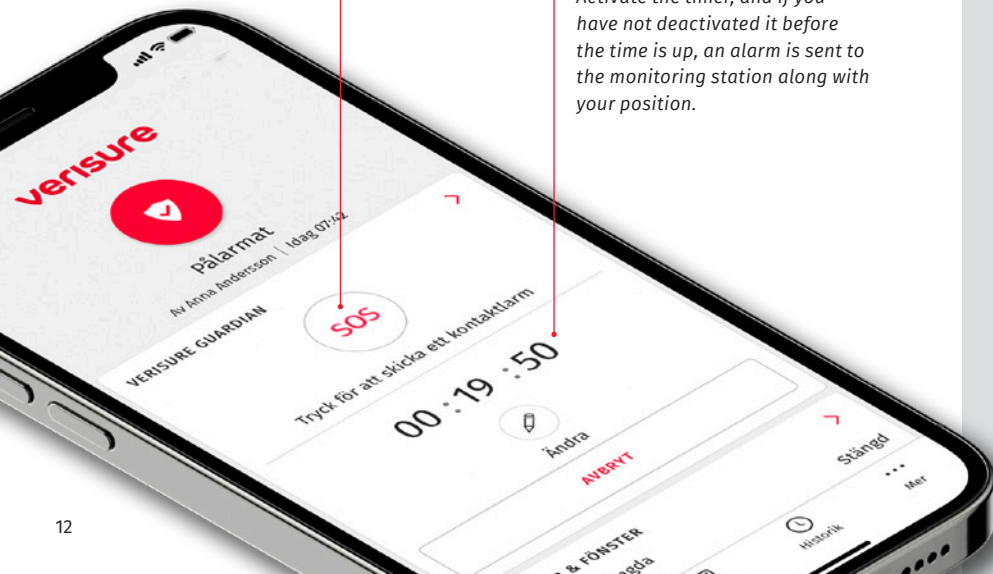
Bring safety with you – wherever you are.\*

### VERISURE SOS

Press the SOS button if you need help and a contact alarm is sent along with your position to the monitoring station.

### CHECK-ON-ME

Activate the timer, and if you have not deactivated it before the time is up, an alarm is sent to the monitoring station along with your position.



## FUNCTIONS OF VERISURE GUARDIAN

### VERISURE SOS

You can activate a contact alarm in a threatening situation, wherever you are\*.

**If you are at home** the operator will receive pictures from your cameras and sound from audio transmitting components.

**If you are away** the monitoring station will follow your position and give detailed information to the police or emergency services.

### Verisure Silent Response

You can request a Silent Response under SOS in a threatening situation. By doing so the monitoring station will connect with cameras and other components in the alarm system that transmits audio – without revealing themselves.

*Silent Response is a silent alarm with a silent response – directly via Verisure App when you are in your home.*

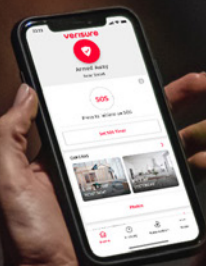
### CHECK-ON-ME

**Set a timer** for an activity, for example a jog or a walk from the restaurant to the parking garage. If the timer expires a contact alarm will automatically be sent to the monitoring station.

We will receive your position and will contact you and/or your contact person to check on you and respond with the correct help.

## ACTIVATE VERISURE GUARDIAN

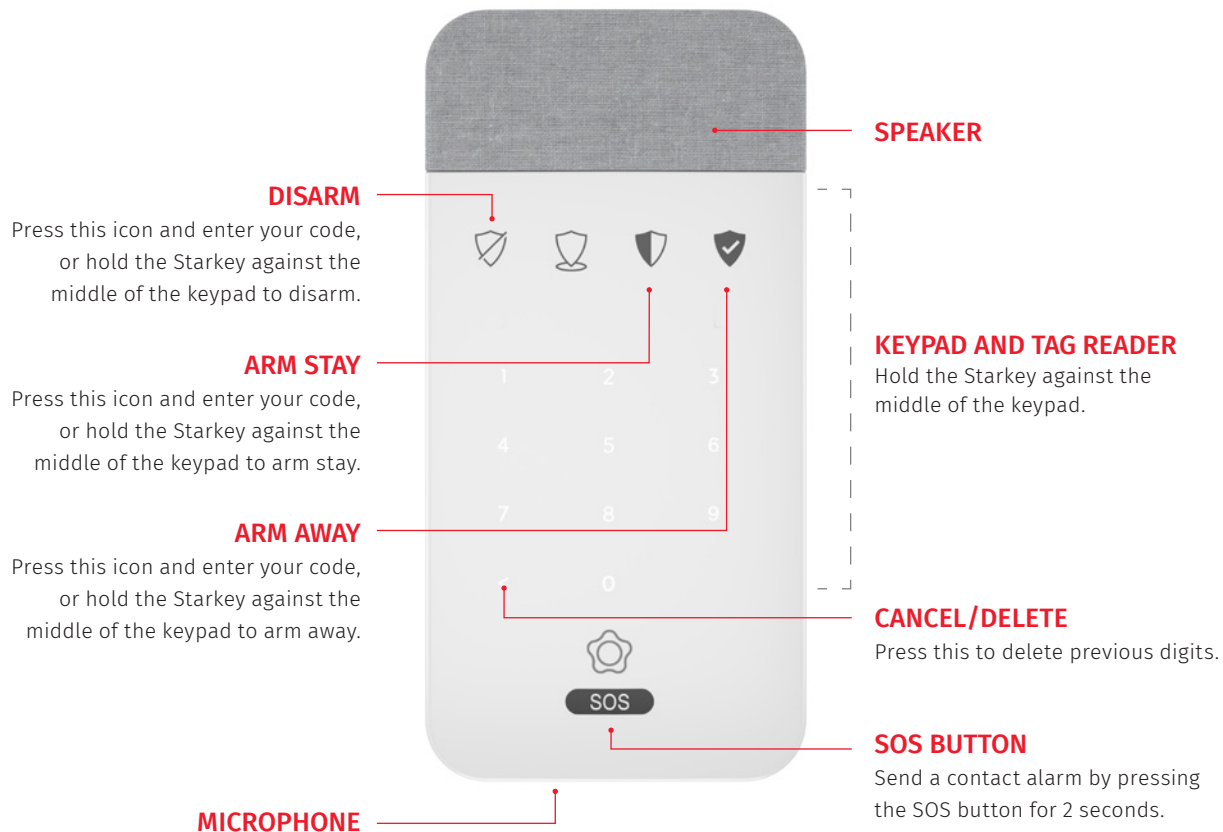
Go to **More – Components and Functions – Verisure Guardian**. Create a widget and make sure everyone in your family have Verisure Guardian activated on their phone.



\*Verisure Guardian works within Sweden and is included in several of our alarm solutions. The service Verisure Guardian requires you to use Verisure App. If you want to sign up for Verisure Guardian, contact customer service.

*If you have an active tamper alarm, power issues or low battery, two LED's will be lit on the VoicePad. Enter your code and press the <-button. If there still is a fault after this, the LED's will still be lit, but if the problem is solved, they will be turned off.*

## VERISURE VOICEPAD



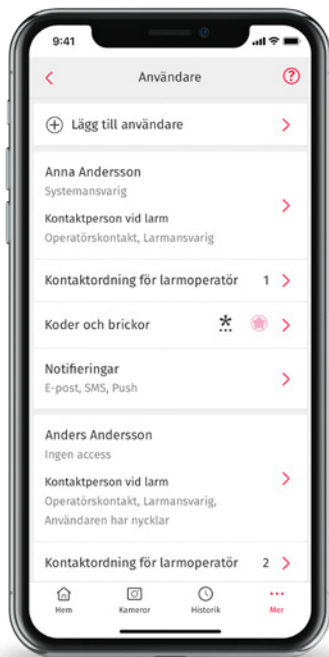


*If you press the wrong code five times, (three times for SmartLock) the keypad will be locked for three minutes.*

*When the six LED's are turned off, it is ready for use again.*

# MANAGE USERS, USER CODES AND ALARM TAGS

You can add and remove users and their codes and alarm tags via My Pages or Verisure App.



## ADD USERS AND USER CODES

- 1 – Choose **Users** in the menu
- 2 – Click **Add user**
- 3 – Enter the information
- 4 – Save
- 5 – Add user code and alarm tag  
(*alarm tag activation requires keypad access*)
- 6 – Save

Configure each user profile if you would like a user to have access to the system on My Pages and Verisure App via their personal user account.

## ADD CONTACT ALARM WITH SILENT RESPONSES

- 1 – Choose **Users**
- 2 – Choose **Codes and tags**
- 3 – Choose **Duress code**
- 4 – Follow the instructions
- 5 – Confirm

When you disarm with a duress code a silent alarm is sent to the monitoring station. Neither the alarm signal nor the action of the monitoring station is noticed in your home until help has arrived.

*Note! The duress code is only to be used in threatening situations. When you enter the duress code on your keypad (not Yale) a contact alarm will be sent to the monitoring station. The operator will verify the situation via audio och pictures and will respond with correct help.*

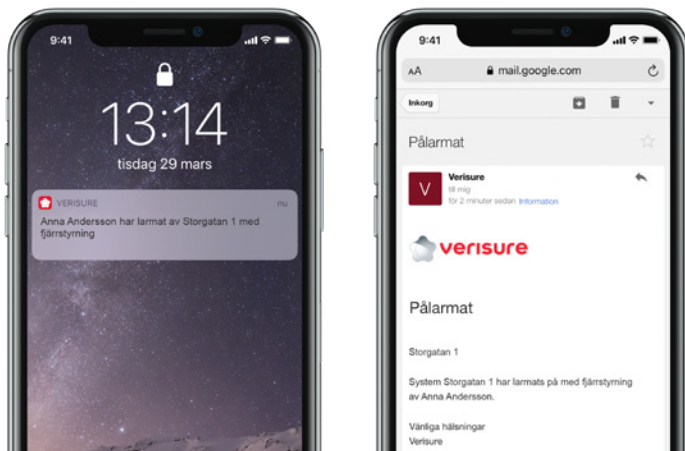


## EXTENDED NOTIFICATIONS

*Make sure you and other users are notified of alarms, warnings and events.  
Notifications are sent as push, e-mail and/or text message.*

You can for example be notified when the children come home, if there is a power failure or if someone has activated the contact alarm.

- 1 – Choose **Users** in the menu
- 2 – For My Pages, and Verisure App, click **Notifications** for each user
- 3 – Choose what notifications to be sent per category/function
- 4 – Save



### VERISURE APP IN YOUR WATCH

With an Apple Watch or Android Wear you don't need to bring up your phone to check the status of the alarm. Use the watch to quickly and easily arm and disarm.

It can even notify you when someone comes or goes. Smart and smooth control the easiest way imaginable!



## SETTINGS FOR AN EASIER AND MORE SECURE EVERYDAY LIFE

*With Verisure you get more than a really good alarm system. You can configure many smart settings and create schedules of events, both for the system and for the various components.*



### TEMPORARY CODES AND ALARM TAGS

*For temporary visitors we recommend a user code or alarm tag which is active during a limited period of time. Choose between several options.*

- Continuous period
- Recurring regular usage
- A specific day and time

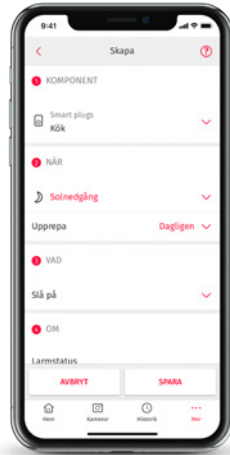
Activate a temporary user code or tag under **Codes and tags** for each user.

*As an extra safety you can, whenever you want, control that doors and windows with vibration detectors are closed.*

## SCHEDULE PERSONAL EVENTS

With **Scheduling** you can make sure that certain events happen automatically, i.e. that the system is armed stay every weeknight at 10:30 pm, or to turn on all smart plugs connected to lights in case of a fire alarm.

- 1 Click **Automation**
- 2 Choose **Scheduling**
- 3 Click **Create**
- 4 Choose component
- 5 Choose when it should happen
- 6 Choose what should happen
- 7 If requested, choose conditions
- 8 Save



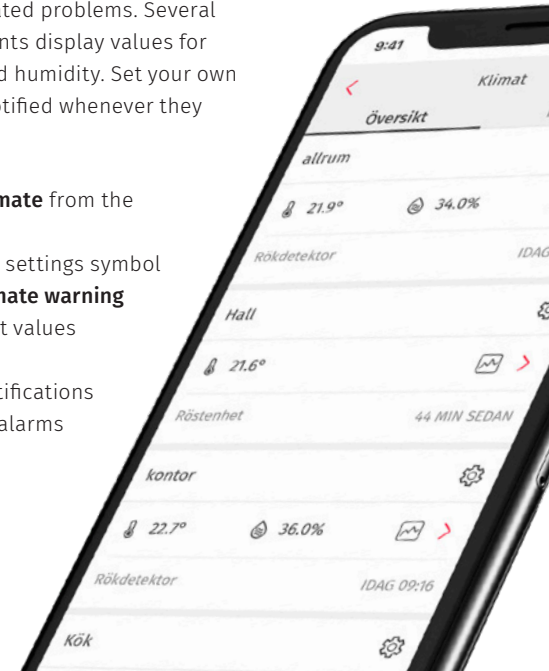
*Use **Scheduling** to ensure your home is armed at night.*

To activate several actions simultaneously with a single press of a button, select **Smart buttons** in the app menu and follow the instructions.

## FULL CONTROL OF THE INDOOR ENVIRONMENT

In Sweden, many houses are affected by humidity related problems. Several of our components display values for temperature and humidity. Set your own limits and be notified whenever they are breached.

- 1 Click on **Climate** from the start page
- 2 Click on the settings symbol
- 3 Choose **Climate warning**
- 4 Choose limit values
- 5 Save
- 6 Activate notifications for climate alarms



## @HOME – FOR YOUR SAFETY

*With @Home the alarm operator can see which family members might be at home in case of an alarm. This is invaluable information that can quickly be forwarded to i.e. the rescue services in case of a fire.*

Everyone in the family can see who is at home or away with @Home – and as a parent it can be safe to know that all children have come home from school.



- 1 On the Verisure App start page, click the @Home link or More → Users → @Home
- 2 Click **Activate** and follow the instructions

### Invite other family members:

- 1 Go to **Users** and choose **Invite**
- 2 Choose user profile
- 3 Enter the user's e-mail address
- 4 Send the invitation

### The user who has received the invitation now needs to:

- 1 Click the link in the invitation to create a personal user account
- 2 Download Verisure App
- 3 Click **@Home** on the start page
- 4 Follow the instructions

So for you and your family's safety – activate @Home and invite everyone in the family. It can help save lives.

## WHEN RENOVATING

If you need to de-install a component to renovate, you must first put it in service mode. Otherwise, the component will send a tamper alarm to the monitoring station. **Do-it-yourself** renovation facilitates minor renovations where components are re-assembled in the same hole as before. Prior to major renovations, please contact customer service.

- 1 In the app menu, choose **Do-it-yourself**
- 2 Select **Deactivate** and follow the instructions

In the process, you must enter an estimated end date when you are expected to finish. When this day comes, we will remind you to reattach the components and enable any monitoring.

## WHEN IT'S TIME FOR BATTERY REPLACEMENT

When a component in the alarm system needs new batteries, an e-mail will be sent to you. You can choose to order a service visit or replace the batteries yourself. In the event of a service visit, a functional check of the alarm system is also performed. If you choose to change the batteries yourself, you will buy them in the web shop.

- 1 Click on the link in the e-mail
- 2 Select which batteries you want to buy
- 3 Once you've got the batteries, log in to My Pages and click on the banner at the bottom of the page or click on **Do-it-yourself** and select **Replace batteries**
- 4 Follow the instructions step by step





- *The monitoring station activates ZeroVision® in case of a verified intrusion*
- *Dense smoke is released to **force an intruder out***
- *The smoke makes it difficult for the intruder to see and orient themselves*

## ZEROVISION® BURGLAR PROTECTION



*ZeroVision® fills the room with dense smoke that makes it difficult for the intruder to orient themselves, and forces the intruder out. You cannot steal what you cannot see!*

### THE MONITORING STATION ACTIVATES ZEROVISION® IN THE FOLLOWING CASES:

- Alarm event where we by using pictures or video and/or voice recording can verify that an unauthorized person is present
- Alarm event that generates alarm signals from multiple alarm points in combination with verification via voice recording or customer contact
- Other alarm event where you or a contact person confirm that an unauthorized person is present, and requests activation of ZeroVision
- Other contact in connection with alarms where you request activation of ZeroVision

The smoke is very dense and intends to quickly and efficiently force an intruder out. When ZeroVision is activated Verisure smoke detectors may emit a signal, but not an actual fire alarm. The monitoring station will also always make an effort to communicate to the rescue services that there is no fire in your home.

*The smoke from ZeroVision is harmless and non-toxic, both for humans and animals. But even if it isn't a health hazard, it can cause eye- and throat discomfort. If you are home when ZeroVision is activated we recommend you to leave your home.*



**The yellow warning sticker** works as a strong deterrent. Along with other Verisure alarm deterrent panels it is obvious that your home has a comprehensive and effective burglar protection. It is designed and approved according to international standard – *all to create high recognition and ensure the best possible deterrent effect.*

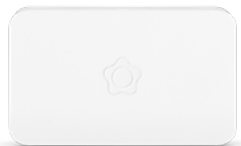
- ▶ An authorized Verisure engineer places the deterrent panels in accordance with current regulations. You as a customer are responsible for ensuring that they are not moved or removed.
- ▶ ZeroVision may only be handled by a Verisure authorized engineer. You as a customer should not change, manipulate, influence or otherwise handle the product.
- ▶ Do not place objects directly in front of, on or in too close connection (<1 m in front and to the sides) to ZeroVision as it affects the efficiency of an activation.
- ▶ Food and beverages exposed to the smoke should be discarded, not consumed or otherwise handled.
- ▶ The life expectancy of ZeroVision is 8 years, thereafter the unit must be replaced. This service is charged according to applicable service price list.
- ▶ If you are away, make sure a house sitter or someone nearby has the opportunity to air out the smoke as soon as possible after ZeroVision has been activated.
- ▶ You should not place possessions such as expensive art and delicate antique objects in an area where ZeroVision is installed.
- ▶ In some cases, even after being aired out, the smoke can cause a light coating and odor. Therefore, you may need to clean some surfaces and objects with soap and water after a ZeroVision has been activated.
- ▶ Although the smoke is harmless to animals, we recommend that pets are able to move to another room in case we need to activate ZeroVision.





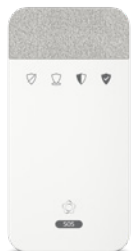
## PRODUCT OVERVIEW

*Make sure the remote control and alarm tag do not fall into the wrong hands!*



### CENTRAL UNIT

The center of all communication within the system and with the monitoring station. Connected via mobile network and broadband/Wi-Fi.



### VERISURE VOICEPAD

Arm and disarm with code or alarm tag. Also used to activate the contact alarm. Has a built in VoiceBox.



### VIDEO DETECTOR

Sends pictures of the cause of the alarm when the alarm is triggered. You can take pictures yourself with Verisure App.



### VERISURE REMOTE CONTROL

Arm and disarm, send contact alarm and see status of the alarm state.



### VOICEBOX

The alarm operator can talk directly to the person on site when the alarm is triggered. It also has an integrated siren.



### SMOKE DETECTOR

Verisure smoke detectors are inter-connected and will warn you with both a sound and a voice message.



### SHOCK SENSOR

Reacts to blows and vibrations and when a door or window is opened. Provides perimeter protection.



### ALARM TAG

Replaces the user code, making arming and disarming easy for all family members.





## SMART PLUG

Controls the lighting and other electrical appliances in your home remotely.



## NIGHT CONTROL

Arm stay and disarm from arm stay. Send contact alarm. Record a message for the monitoring station.



## CLIMATE DETECTOR

Keeps an eye on your in- and outdoor environment and notifies you when the values do not meet the limits you have set.



## WEB SHOP

On the My Pages web shop, you will find products that you can easily install yourself. Log in to see what is available for your system.

Here you can also buy text messages for extended notifications to multiple users (page 17) and for remote control of your system if it's not connected via broadband.

When it's time to replace the batteries in a component, you will receive an e-mail from us. If it is a product where you can replace the batteries yourself, you can buy them from the web shop.



## INDOOR SIREN

Has a heat detector which triggers an alarm in the event of rapid temperature rise.



## MICRO UNIT

Complements the main unit and provides connection via broadband.



## SMART ENERGY MODULE

Reduces your energy costs and controls your Panasonic heat pump remotely.



## SMART LOCK

Helps you monitor and control your Yale Doorman digital lock remotely with your mobile phone.



## ZEROVISION®

Emits a thick and unpleasant smoke which makes it extremely difficult for intruders to see and orient themselves.



## WATER DETECTOR

Detects the water leak in time so you can avoid major problems. In case of an alarm, we will call you.

## QUESTIONS AND ANSWERS

### Why should I connect my main unit to broadband?

The system gets more communication paths and thus a safer communication, both at uploading and downloading data.

### How do I activate an alarm tag?

*This is easily done via Verisure App and your keypad:*

- Go to **Users** in the menu
- Click **Codes and tags** for the user you want to use the tag
- Click **Alarm tag** and follow the instructions

### How can I pay for my service?

You can choose to pay monthly via direct debit or quarterly via invoice or e-invoice.

Read more about direct debit on [verisure.se/autogiro](https://www.verisure.se/autogiro)

### What's included in my first invoice?

The first invoice is a printed invoice sent to the invoice address. It contains the installation cost (however not for part payment) and the monitoring fee for the first period which, depending on installation date, is between two and three months.

### What happens to the system in the event of power failure?

Your system has an embedded battery backup that takes over power supply for up to 24 hours. If your system is subject to power failure, you will be informed by phone or text/e-mail. If power failure is not the problem, check that the power cable is correctly inserted in the power socket.

### Can I get an IP phone solution at home?

Since your alarm system is totally independent of your home phone solution you are free to choose whatever IP solution you want.

### How can I confirm that it is Verisure that is contacting me?

When you are in contact with Verisure you always need to have access to your code word. If you contact Verisure **you** need to state your code word first, and if Verisure contacts you **we** will state our code word first. You should always state the same code word.

### Any remaining questions?

Please contact us through **Support** on My Pages or Verisure App, where you'll also find more information and quick guides.

You can also call customer service at **020-7 24 365** around the clock, all year round.



*If you lose an alarm tag or suspect a user code is in the wrong hands, go to **Users** and delete it immediately!*

Verisure Sverige AB  
 Address Box 2511, 580 02 Linköping  
 Corp. ID no. 55 61 53 - 2176  
 Web page verisure.se  
 e-mail kundtjanst@verisure.se  
 Phone 020-7 24 365



## Alarm Installation Certificate

Installation number:
Installation date:
Execution date:

Customer:

Verisure Sverige AB protects the above customer's home with a centrally connected alarm with action.

The protection covers the following three parts:

- Alarm system including basic installation kit and possible extensions (as below).
- Monitoring around the clock through our monitoring center in Linköping.
- Alarm mediation to emergency organization (as below).



### Protection includes:

Perimeter protection	YES	Standby with battery backup 12 hours	YES
Insidious protection	YES	Installed by an authorized Verisure Sverige AB engineer	YES
Automatic test alarm to our monitoring station one time per day	YES	Other	
Broadband for secure alarm transmission, with GSM as backup	YES <input type="checkbox"/> NO <input type="checkbox"/>		

### Actions when alarm is triggered:

Mark with an X

Full service agreement including dispatched security guard	
Full service agreement with mediation to customer-selected contact persons	

**Components in the system:****Quantity**

Components in the system:	Quantity
Central unit GSM/broadband	
VoiceBox with siren	
VoicePad	
Shock sensor	
Video detector	
Smoke detector with sound and voice message	
Smart Plug	
Water detector	
ZeroVision®	
Arlo camera	
Arlo Chime	
Verisure Remote Control	

The alarm system is Larmklass R according to SSF 140. The alarm system also has a contact alarm, connection warning in case of failure, service alarm in case of power failure and battery alarm. For inquiries call 020-7 24 365. It is hereby certified that the installation is planned and constructed in accordance with the above specifications.

Installer / Issuer: \_\_\_\_\_

Installer ID:

--	--	--	--	--	--	--	--	--	--

Print name: \_\_\_\_\_

## Ångerblankett

Denna blankett kan användas när konsumenten vill ångra ett avtal, enligt reglerna i lag om distansavtal och avtal utanför affärslokaler (SFS 2005:59). Konsumenten har även möjlighet att ångra sig på annat sätt än med blanketten men rekommenderas alltid att spara underlag som visar att han eller hon har ångrat sig.

### Mall för ångerblankett

Blanketten ska fyllas i och återsändas bara om du vill ångra avtalet. Observera att den ska skickas till det aktuella företaget, inte till Konsumentverket.

### Information om näringsidkare

Namn
Adress
Faxnummer (i förekommande fall)
E-post (i förekommande fall)

## Information om konsument

Namn	
Namn 2 (om ni är fler som gjort köpet)	
Adress	
Telefonnummer (*)	E-post (*)
Jag/Vi (*) meddelar härmed att jag/vi (*) frånträder mitt/vårt (*) köpeavtal avseende följande varor(*) / tjänster(*)	
Beställdes (datum) (*)	Mottogs (datum) (*)
Ort	Datum
Underskrift (gäller endast pappersblankett)	Underskrift 2 (om ni är fler som gjort köpet)

(\*) Stryk det som inte gäller.



## RECLAIMS

If you wish to make a claim on a product or service, you should do so within a reasonable period from discovery of the deficiency (within two months is always considered reasonable). You may claim for a deficiency in a product or service for up to three years from the date of installation or purchase.

Your claim entitlement is not affected by our guarantees. Although we give you a one-year guarantee, you are nonetheless entitled to make a claim on the product or service for three years from the date of installation or purchase.

*You can register a claim at Gumpekullavägen 8 in Linköping or you can contact our customer service on 020-7 24 365 or [kundtjanst@verisure.se](mailto:kundtjanst@verisure.se)*

## RIGHT TO CANCEL A PURCHASE

It is important to us that you are satisfied with your choice of home alarm. One aspect of this is that you are entitled to cancel your contract within the framework of the relevant legislation.

If the contract was entered at a remote location or outside our business premises, the Swedish Act on Distance Contracts and Contracts Outside Business Premises (2005:59) applies. In such cases, you are entitled to withdraw from the agreement within 14 days of entering into the agreement, without stating any specific reasons. The right to cancel means withdrawal from the agreement and cessation of services. You can exercise your right to cancel by completing the cancellation form in this manual or on [konsumentverket.se](http://konsumentverket.se)

For Yale Doorman digital door lock the right to cancel does not apply once the installation is completed.

*For more information on rights to cancel, please read our Terms and Conditions at [verisure.se/villkor](http://verisure.se/villkor)*



## HELP YOUR FRIENDS INCREASE THEIR SECURITY

*When you chose a Verisure alarm system you made a wise decision. Do you have family or friends who are interested in learning about our products and services?*

Recommend us by sending us their contact information. For every recommendation that leads to an installation, you will receive a reward.

To send your recommendation, open Verisure App and click **Recommend us** to contribute to increased security for the people you care about.

## TO CONSIDER

Most of the components in the alarm system are monitored around the clock, regardless of system status. This is to ensure that they are always working, and to prevent attempts at tampering. Therefore, you should never open, move or remove a component without putting the device in **Pause mode**. If you wish to renovate, activate the Pause mode by selecting **Do-it-yourself**, followed by **Deactivate** in the app menu. If you are replacing batteries, the service status should be activated in the battery replacement process.

*Need to put the alarm in the service position for any other reason?*

Contact customer service at **020 – 7 24 365**.

The alarm system works at temperatures between +5°C and +40°C. When necessary, wipe the components using a dry cloth. Do not use any detergents and never paint the components.





## REMEMBER TO:

- ACTIVATE MY PAGES**
- Download Verisure App
- Invite everyone in your family and make sure they activate @Home
- Sign up for direct debit or e-invoice
- Make sure all family members learn how to arm and disarm
- Complete the user list
- Verify your contact information and enter directions on My Pages
- Add our phone number **020-7 24 365** and e-mail **kundtjanst@verisure.se** along with **noreply@verisure.se** to your contacts.



**verisure**

Verisure Sverige AB

020-7 24 365 • kundtjanst@verisure.se • verisure.se