



verisure



USER GUIDE FOR VERISURE ALARM SYSTEM

We protect what matters most



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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*.



ARM STATES



DISARMED

Disarmed – no parts of the burglar alarm is activated.

Note! The smoke detectors are always active.



ARM STAY

With **arm stay** you can activate parts of the alarm. Arm doors, windows and cameras of your choice and move around in your home without setting off the alarm.



ARM AWAY

Use **arm away** to activate the entire system when no one is home.

NOTE! If you forgot something and open the door to go inside, you need to disarm the alarm, otherwise the alarm will be triggered.

If you have an active tamper alarm, power failure 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.

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, or press the **Alarm button**, to contact the monitoring station.

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

CONTACT ALARM – 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.

VERISURE VOICEPAD



DISARM



Press to disarm.

Enter your code or hold your Starkey against the middle of the keypad.*

ARM STAY

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



Press to arm stay.

Enter your code or hold your Starkey against the middle of the keypad.

ARM AWAY

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



Press to arm away.

Enter your code or hold your Starkey against the middle of the keypad.

REMOTE CONTROL



DISARM



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

ARM STAY



Press to arm stay
– *red light flashes for 2 seconds + vibration*

ARM AWAY



Press to arm away
– *red light shows for 2 seconds + vibration.*

For quick alarm activation;
press one additional time during countdown
– *red light shows for 2 seconds + vibration.*

VERISURE APP



DISARM



Press to change arm state.

Enter your code and press **OK**.

ARM STAY



Press to change arm state.



Press to arm stay.

Enter your code and press **OK**.

ARM AWAY



Press to change arm state.



Press to arm away.

Enter your code and press **OK**.

*If an alarm goes off the LED's on the Voicepad will turn red. Enter your code to reset the alarm.

WHAT HAPPENS WHEN AN ALARM IS TRIGGERED?

We daily talk to customers who accidentally trigger their alarm.

1

ALARM IS TRIGGERED BURGLARY/FIRE/SOS



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

2

THE MONITORING STATION ACTS



We use the VoicePad to contact your home and analyze the alarm signals and any 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.

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

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 two minutes of an active alarm you will receive a text from the monitoring station which confirms proper disarming and that the alarm is reset. The 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 **System settings** on **My Pages** or **Support** → **Security code words** in the app.

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). 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.



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



WATER ALARM

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

We will contact you by phone, and if you do not answer, we will inform you via text message.



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.

MY PAGES – WHAT CAN I DO?

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

Update contact information

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, push 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.

Configure various settings

Schedule various actions in Verisure App, 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.

NEED HELP?

Log in to **My Pages** and go to **Support**, or go to verisure.se/support to find quick guides, instructions, and FAQ's.

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 for example:

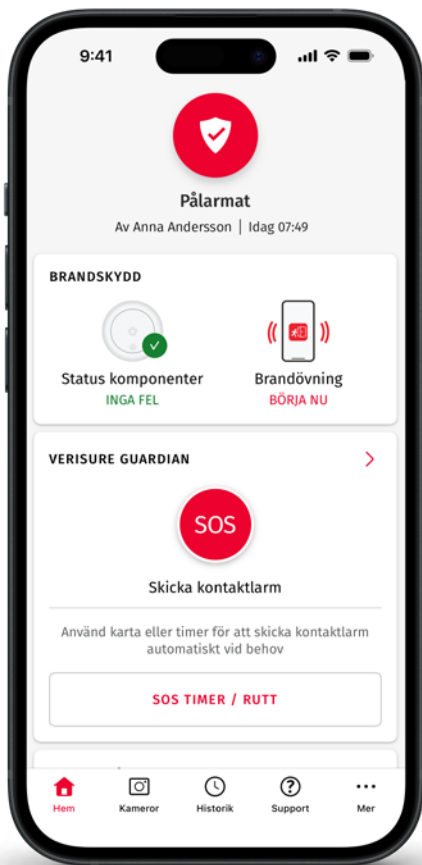
- Add and remove users
- Change user codes
- Configure settings

A limited user can use the alarm system to i.e. arm and disarm or control smart plugs. They 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 and other electrical devices on and off
- ▶ Check humidity and temperature
- ▶ Take/view pictures
- ▶ Schedule various actions
- ▶ Check that doors and windows are closed
- ▶ Send contact alarm
- ▶ Integrate and control products from third-party suppliers





ACTIVATE PUSH!

Receive short notifications on your phone about important events — like when the kids get home.

Specify which events you want to have push notifications for under each user.

VERISURE GUARDIAN

A contact alarm in your mobile.

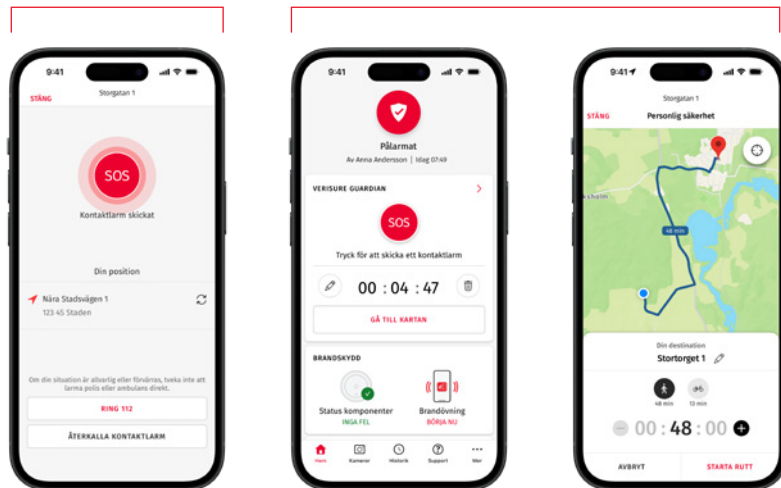
*Bring safety with you – wherever you are.**

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** or set a **route**, and if you have not reached your destination or confirmed your safe arrival in time, 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 at home. 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 or a route, for example a jog, or a walk from the restaurant to the parking garage. If the timer expires, or you don't reach your destination in time, 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

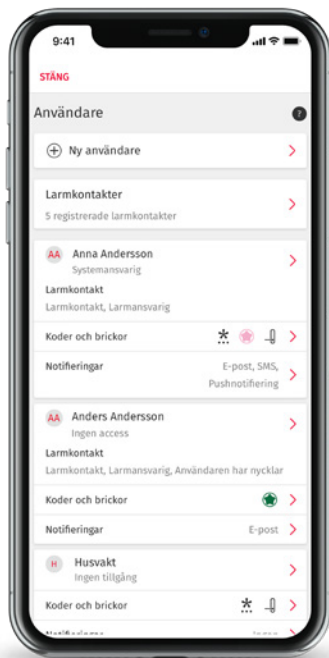
Activate Verisure Guardian from the card on the home screen in the app, so that our assistance is available to those who need it.



*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.

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 – Go to **Support** → **Users**
- 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 – Go to **Support** → **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

TEMPORARY CODES AND TAGS

For temporary visitors we recommend a user code or alarm tag which is active during a limited period of time for example:

- 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.

With a Verisure alarm you can configure many smart settings and create schedules of events, both for the system and for the various components.

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 – Click on the **Plus sign**
- 3 – Click **Create routine**
- 4 – Choose **when** it should happen
- 5 – Choose **what** should happen
- 6 – If requested, choose **conditions**
- 7 – Save

FULL CONTROL OF THE INDOOR ENVIRONMENT

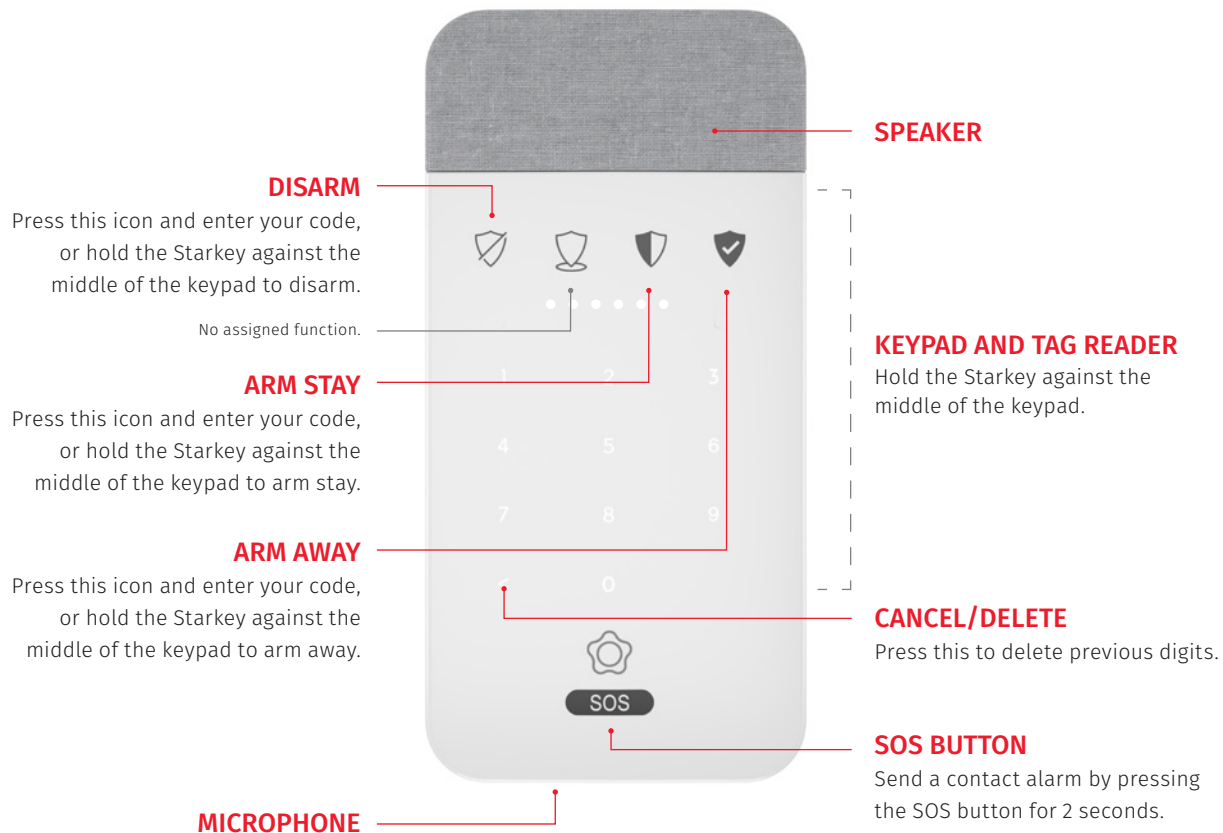
Several of our components display values for temperature and humidity. Set your own limits and be notified whenever they are breached.

- 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



VERISURE VOICEPAD

If you have an active tamper alarm, power failure 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.

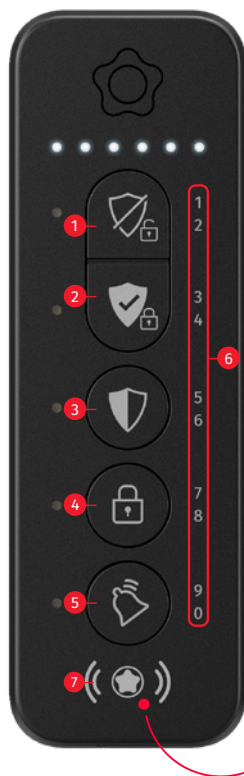




If you press the wrong code five times, (three times for SmartLock) the keypad will be locked for three minutes.

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

OUTDOOR KEYPAD



- 1 Disarm and unlock LockGuard
Press icon + alarm tag/code.
- 2 Lock LockGuard and arm
Press icon + alarm tag/code.
- 3 Lock LockGuard and arm stay
Press icon + alarm tag/code.
- 4 Lock LockGuard
Press icon + alarm tag/code.
- 5 Doorbell
- 6 PIN-code
*There are two digits to the right of each button.
Press the button once to select the first digit,
and twice to select the second digit.*
- 7 Proximity reader for alarm tag



LOCKGUARD™

With a digital door lock, you get a key-free everyday life, control over who uses the lock, and the ability to control it remotely.

With LockGuard™, you can, for example:

- ▶ Control the lock remotely
- ▶ See on your phone whether your door is locked or unlocked
- ▶ Receive notifications when someone locks/unlocks the door
- ▶ Schedule when it should lock
- ▶ Allow the alarm center to unlock it in an emergency

You can easily lock/unlock LockGuard via the Outdoor Keypad, Verisure App, My Pages, and with the manual turn piece. Of course, you can also lock/unlock it with a regular key – there are many options to suit your everyday life!

*If the app shows the wrong status for the lock, it may be because you used a physical key. Lock/unlock using the **Verisure App** or the Outdoor Keypad to restore the correct lock status.*

LOCKS WHEN YOU ARM THE SYSTEM!

LED LIGHT

Shows lock status

TURN PIECE

Lock/unlock manually

BATTERY LID

For easy battery replacement





- *The monitoring station activates ZeroVision® in case of a verified intrusion*
- *Dense and unpleasant 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 them 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 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.*

- ▶ A Verisure security expert 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 security expert. 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 (<2,5 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.



HELP AT THE PRESS OF A BUTTON

The alarm button is placed in strategic locations to create extra safety zones.

In a critical or unsafe situation, press the button and a silent alarm is sent to the monitoring station.

The operator verifies the incident using audio recordings, images, and video – without being noticed on site – and quickly dispatches the appropriate help.

WE CALL FOR THE HELP YOU NEED

Increase security by creating **extra safety zones** where you need them most – by the stairs, in the bathroom, or perhaps near the patio door.

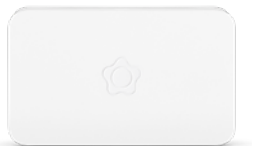
The alarm button is there for you when you need it most – in a critical or threatening situation.

- 1 Press the button in a **critical situation**
- 2 A **silent alarm** is sent to the monitoring station
- 3 The **operator verifies** the incident and dispatches help

The monitoring station can *only* see and listen through the system when an alarm has been *triggered*.

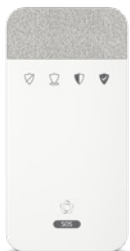
PRODUCT OVERVIEW

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.



VOICEPAD

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



VIDEO DETECTOR

With smart detection and high resolution. Take pictures and livestream with Verisure App.



REMOTE CONTROL

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



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.



ALARM BUTTON

Press the SOS button in case of an emergency to contact the monitoring station.



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.



SMART PLUG

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



LOCKGUARD™

Digital doorlock. Arm/disarm and lock/unlock easily from your phone.



OUTDOOR KEYPAD

Arm/disarm and lock/unlock with code or Starkey.



SMART LOCK

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



ZEROVISION®

Emits a dense and unpleasant smoke which makes it 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.

WEB SHOP

In the web shop on My Pages and in the app, 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.

QUESTIONS AND ANSWERS

Why should I connect my central 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 **Support** followed by **Users**
- 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/support

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** or visit:

verisure.se/support



If you lose a remote or an alarm tag or suspect a user code is in the wrong hands, log into My Pages, 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 kundservice@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 security expert	YES
Automatic test alarm to our monitoring station one time per day	YES	Other	
Broadband for secure alarm transmission, with GSM as backup	YES ☐ NO ☐		

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**

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	
LockGuard™	
Outdoor keypad	

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).

Your claim entitlement is not affected by our guarantees. Regardless of guarantees you are 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 by contacting our customer service on 020-7 24 365 or kundservice@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

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

For more information on rights to cancel, please read our Terms and Conditions at verisure.se/villkor



WHEN RENOVATING

If you need to dismount 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 mounted in the same hole as before. Prior to major renovations, please contact customer service.

- 1 In the app menu, go to **Support** and then **Do-it-yourself**
- 2 Select **Renovate** 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 mount the components and enable any monitoring.

WHEN IT'S TIME FOR BATTERY REPLACEMENT

We will inform you when a component in the alarm system needs new batteries. You can choose to order a service visit or replace the batteries yourself (not for central unit or ZeroVision*). 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. Follow these steps to replace the batteries:

- 1 In the app menu, go to **Support** and then **Do-it-yourself**
- 2 Select **Replace batteries** and follow the instructions

***ZeroVision:** Only authorised personnel from Verisure may dismount or replace the battery of the device, due to pyrotechnic content. If needed, contact Customer Service. **Central unit:** The customer may dismount, but not replace the battery of the central unit. If needed, contact Customer Service.



HELP 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 go to **More** and **Recommend us** in Verisure App 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 service mode. If you wish to renovate, activate the service mode by selecting **Support**, followed by **Renovate** in the app menu.

If you are replacing batteries, the service mode 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
- 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 **kundservice@verisure.se** along with **noreply@verisure.se** to your contacts.

VERISURE SUPPORT

Here you'll find lots of tips and advice on: how to change batteries yourself, technical questions, direct debit/e-invoice, My Pages, and the Verisure App.

verisure.se/support



verisure