



Web User Application

User Guide

For more information about RISCO Group's branches, distributors and full product line, please visit riscogroup.com

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Introduction

The RISCO Cloud Remote Management Solution is made up of an alarm panel, various detectors, IP network cameras, a Smart Home system, video equipment and a number of optional peripheral devices.

The **Control System** is the brain of the system. It communicates with all the devices connected to the system. For example, in the event of a burglary, a detector sends a signal to the control system indicating that it has sensed motion on the premises. On receiving this signal, the control system makes the decision to report the alarm to your monitoring service and activate the siren.



Detectors & Accessories are the devices that protect your home, alerting the control system when there is a breach in security. Magnetic contacts protect your doors and windows while motion detectors in combination with IP cameras are able to detect and display an intruder moving across its field of view.



Keyfobs are hand-held transmitters that are used to operate the system. Various keyfobs are available providing a number of functions. For example, arming and disarming the system and sending panic alarms.



Keypads enable you to communicate with the control system in order to perform a number of different functions. The main function you can perform using a keypad is to arm the system when leaving your home and to disarm on your return.

The control system includes a built-in internal siren that is sounded during certain alarm conditions to warn you and deter intruders. When an event occurs during system monitoring, the control system sends a message to your monitoring service via the **RISCO Cloud** describing the exact nature of the event. This enables the monitoring service to take the required action.



The **Web User Application** provides a full interface to your system from a local or remote PC. Via the **RISCO Cloud** you can perform a wide range of tasks, such as, arm/disarm, video snapshot and live streaming, detector bypass, user code management and home utility automation control.



The **Smartphone Application (iRISCO)** provides access to the **Web User Application** from your Smartphone (iPhone or Android).

Self Registration

The Web User Application requires the end user to register in order to gain access to a Site.

A Site represents a physical location in the RISCO Cloud where equipment is installed and through which the Installer can manage a control panel, IP Cameras and a Smart Home system

To Register to the RISCO Cloud:

1. Enter the Web page address supplied by your service provider into your browser and press <Enter>. The Login page displays.

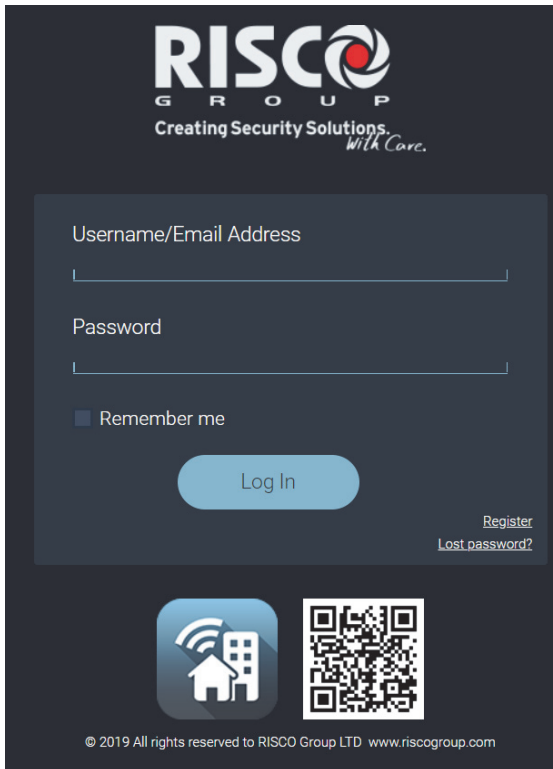


Figure 1 Login Page

NOTE: If you have already registered but forgotten your Login details, click the Lost Password link to request the password to be sent to your email address.

2. At the top right of the screen, select English from the language list.
3. Click the Register link. The Self Registration page displays.

Email Address

Full Name

Create Password [show](#)

Retype Password [show](#)

Site Name

Country ▼

County / Province

Time Zone ▼

City

Address

Post Code

Phone

Equipment Type ▼

Equipment Id

System PIN



Enter the symbols you see on the image

[Re-Generate](#)

Staying in Touch

We would love to stay in touch and send you information, along with offers relating to our products. See our [Privacy Policy](#) for more details.

Please select one of the following options:

- I would like to receive information about products and special offers by email/SMS.
- I do not want to receive information about products and special offers by email/SMS.



At any time you will be able to unsubscribe from our email/SMS by following the unsubscribe link in the email sent to your inbox or by sending us an email to riscogpo@riscogroup.com

How We Use Your Data

I have carefully read, understood and accepted the [Terms & Conditions](#) and the [Privacy Policy](#) including collection and use of personal information for the purposes set forth in the [Privacy Policy](#). I consent on my own free will, I hereby 'Register' button below.

I agree to [Terms & Conditions](#)

[Already registered?](#)

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Figure 2 Self Registration Page

4. Enter the following registration details into the Self Registration page.

Field	Description
Email Address	Enter your chosen Login Name (i.e. email address) NOTE: Only one email can be used for multiple sites.
Full Name	Enter your First and Last Name
Create Password	Enter your chosen Password. The password must be a minimum of eight characters and must contain at least one capital letter, one small letter and one special symbol
Retype Password	Enter again your password
Site Name	Enter a suitable name for your Site
Country	Select your country

Field	Description
County / Province	Select your county or province, if applicable
Time Zone	Select your location time zone
City, Address, Post Code and Phone	Enter these details
Equipment Type	Select the equipment type: control panel, IP Camera, Smart Home Gateway and NVR
Equipment ID	Enter the control panel's Serial Number. For other equipment enter the MAC address
System PIN	If the selected equipment is a control panel, enter its PIN Code
Captcha Code	Enter the Captcha code exactly as its displayed
Terms and Conditions Agreement	Read the Terms and Conditions Agreement and check the checkbox to continue

NOTES:

- a. The Login details entered must not be shared with other users.
 - b. All the fields are mandatory.
 - c. Select one of the options for staying in touch.
 - d. Make sure to select the Terms & Conditions box before you complete the registration.
-
5. Click Register. The Self Registration process sends a confirmation email to your specified email address.
 6. From the received email, click the attached link to confirm your registration. The Login page is displayed and you can now login to the Web User Application.

Login

To enter the Web Application from within your browser, enter the Web page address supplied by your service provider and press <Enter>. The Login page is displayed.

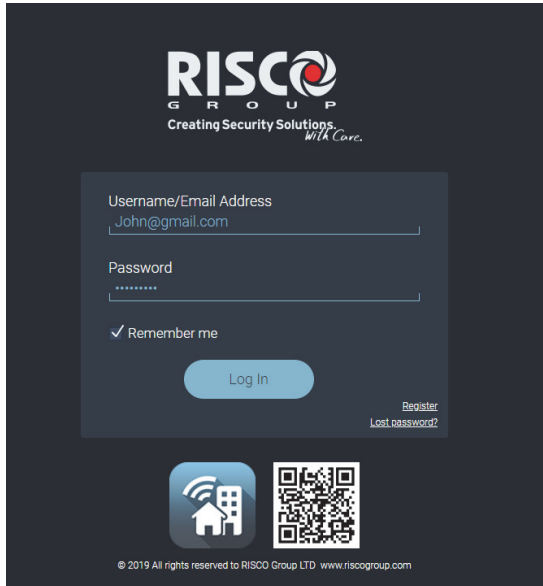


Figure 3 Login Page

To login to the Web User Application:

1. Enter your User Name (email) and Password that you defined during the registration process.

NOTE: Select the “Remember me” box for the system to remember your login details for next login.

2. Click Login.

NOTE: You can change your password on the Login page by clicking on “Lost Password”.

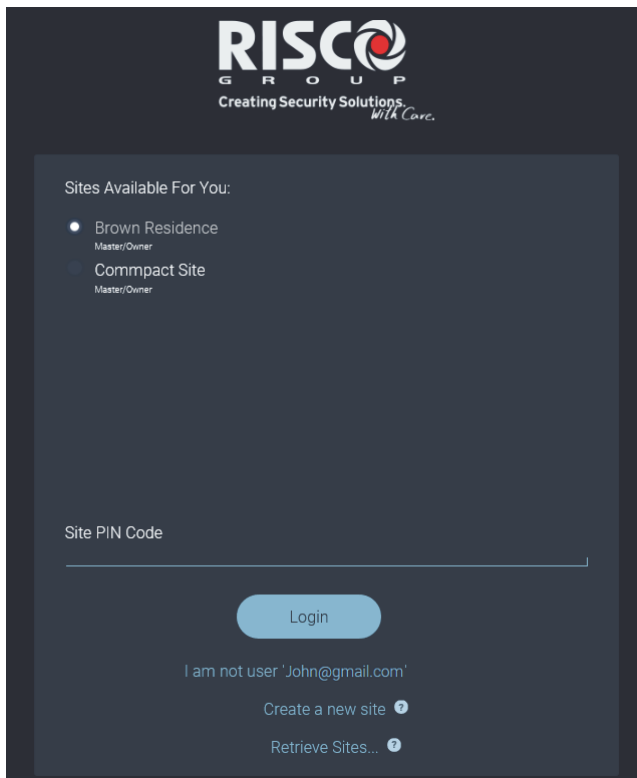


Figure 4: Site Selection

3. Select one of the displayed sites. Figure 4 shows an example of a user registered to two sites.
4. Enter the Site PIN Code.
5. Click Login.

NOTE: Clicking “I am not user `x@x.xxx`” will take you back to the Login page.

If you want to create a new site as an existing user, click the “Create a new site” link. Then, enter the relevant details as when registering to the RISCO cloud (as described above).

RISCO
GROUP
Creating Security Solutions,
With Care.

Site Name

Country

County / Province

Time Zone

City

Address

Post Code

Phone

Equipment Type

Equipment Id

System PIN

I agree to [terms and conditions](#)

[Back To Sites List](#)

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Figure 5: Creating a New Site

NOTE: Since you are an existing user in the cloud, only the site details are required as your personal details are already registered.

The Home Page

After login, your system’s home page is displayed (see below). The section following describes the main elements of the System Overview.

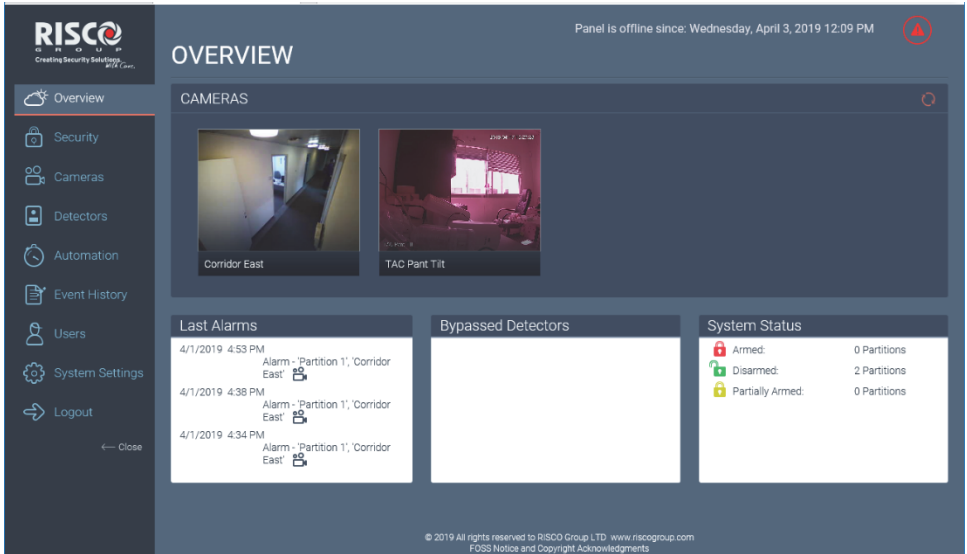











Figure 6: System Overview

Main Screen

The Main Screen offers the menus (user links) to various pages in the Web Application as well as the Log Off button. The following menus are available from the Main Screen.

Menu	Description
 Overview	Selecting Overview allows the user to return to the Main Screen at any time.
 Security	Used for arming and disarming the system.
 Cameras	Used for viewing the system cameras (can be filtered by all cameras, live video cameras or still cameras).
 Detectors	Used for viewing detectors (can be filtered by all, triggered or bypassed).
 Automation	Used for the automation and scheduling of appliances.

Menu	Description
 Event History	Used for the viewing of a history log of events (can be filtered by alarms, errors and date).
 Users	Used to define system users.
 System Settings	Used for defining system date / time settings.
 Logout	Used to logout from the Web User Application

Click the Close / Open button to toggle between closing and opening the Main Screen.

Cameras Panel

The Cameras panel opens in “multiple camera view”. This view displays snapshots of all the IP and PIR cameras currently being monitored in the system.

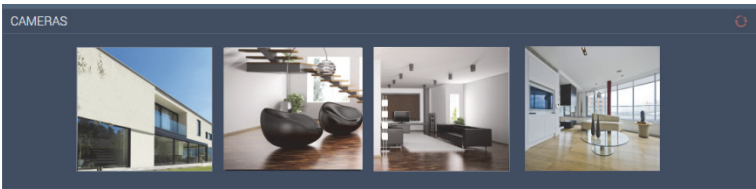


Figure 7: Cameras Panel

This view refreshes automatically every 10 seconds.

Clicking on one of the camera frames opens the “single camera view”.

Status Panel

The Status panel displays information on your system’s status. This status information is displayed according to the local time at the control system.

Last Arms	Bypassed Detectors	System Status
11/8 12:30 IT Rooms Activation 11/8 05:40 Main Corridor  9/8 07:32 Main Entrance	11/8 12:30 Entrance Front Door 11/8 05:40 End Corridor 9/8 07:32 Partking 12	 Armed: 11 Partitions  Disarmed: 2 Partitions  Partially Armed: 1 Partitions

Figure 8: Status Panel

This view displays the last alarms that entered the system, the detectors that were last bypassed and the overall arm / disarm status of the partitions within the system. Clicking on any of the windows opens the event log/ detectors / security tabs correspondingly.

This view refreshes automatically.

Security Screen



Selecting the Security Menu displays the Security Screen (see below). This screen is used for arming and disarming the system.

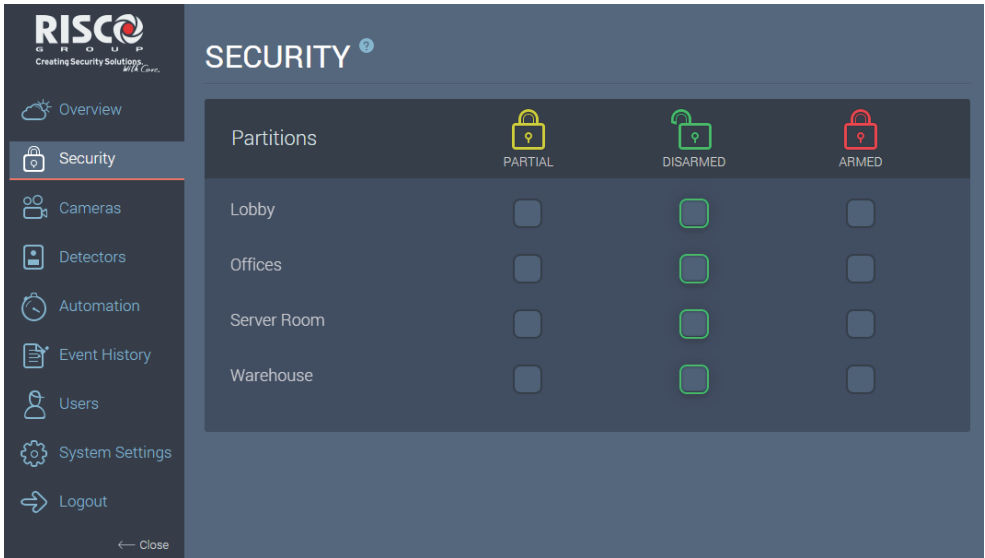


Figure 9: Security Screen

You can also view the current arm/disarm status of the entire system or individual partitions.

Partitions




Monitored areas can be divided into partitions. You can think of each partition as a separate security system that can be armed and disarmed individually regardless of the condition of any other. Partitions can be armed or disarmed one at a time or all at once, and each partition can be assigned as fully armed or part armed. Please refer to the relevant control system installation manual for the number of partitions that can be defined.

NOTE: Partitions are only available in the Web User Application if they have been pre-defined in the control system.

Arming and Disarming

Arming can be defined as turning the system on. When the system is armed, it monitors the areas that are protected by the detectors. If a detector detects an intrusion, the system generates an alarm. Certain detectors can be programmed to be active 24 hours a day (e.g. Flood, Gas and Panic zones). These detectors are always active regardless of system status.

The following arming / disarming options are available from the Security Screen:

Option	Description
 Partial	Part arming enables you to arm certain areas of your premises while at the same time remaining in a different part of the premises
 Disarmed	Disarming deactivates the entire system. This method is used when you intend to stay, utilizing all areas of the premises
 Armed	Full Arming activates the entire system. This method is used when you intend to go out, leaving your premises empty

NOTE: Before arming the system, check that all doors and windows (zones) are closed. This ensures that the system is ready for arming. If a zone is open when trying to arm the system, a popup message displays.

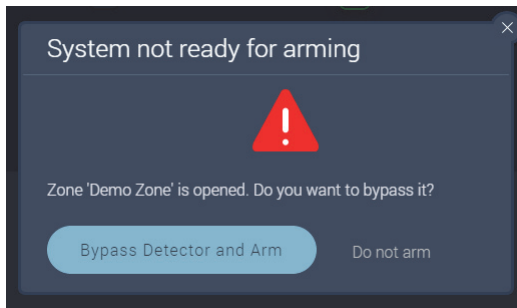


Figure 10: System Not Ready Message

NOTE: Either click the Bypass Detector and Arm button or select the Do not arm option.

Arm and Disarm the System

On the Security Screen, click the Armed or Partial options (see Arming and Disarming).

Disarming, by clicking the Disarmed option, can be regarded as turning the security system off. A user code is required in order to disarm the system.

Cameras Screen



Selecting the Cameras Menu displays the Cameras Screen (see below). This screen is used for viewing the system cameras (can be filtered by all cameras, live video or still cameras). You can also customize the camera view, edit the name of the camera, take a snapshot and download the captured image.

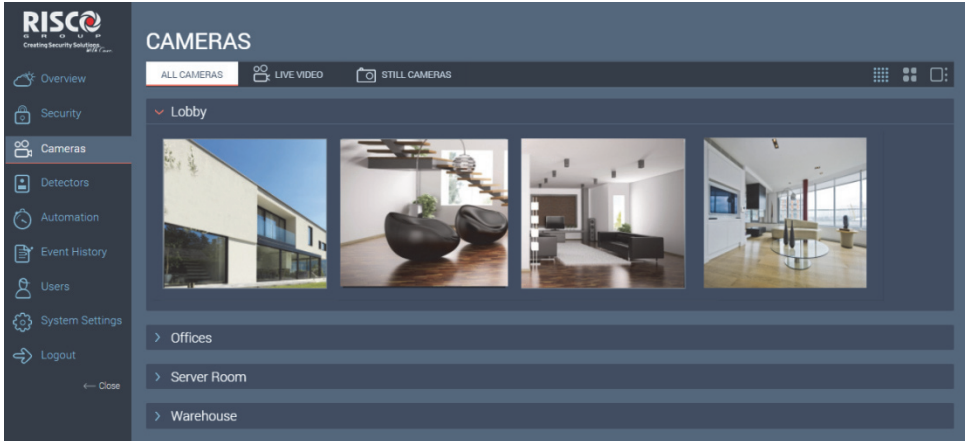
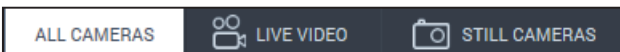


Figure 11: Cameras Screen

Filter Cameras Screen

Select the relevant camera view filtering option.



The Camera Screen can be filtered by: All Cameras, Live Video (Indoor / Outdoor IP Cameras) or Still Cameras (PIR Cam).

You can also use the following camera view options:

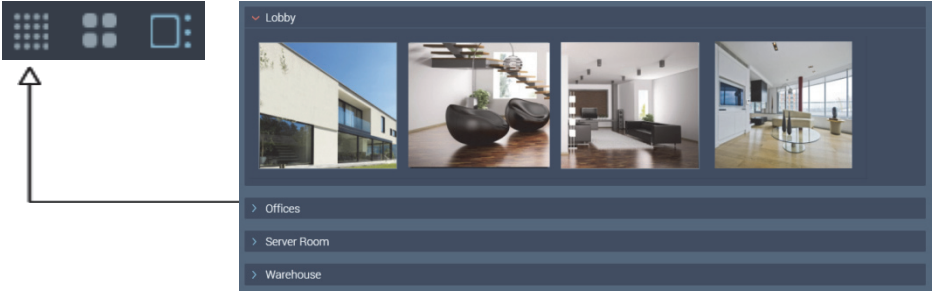


Figure 12: Multiple Camera Screen (Snapshots only)

With the Multiple Camera Screen  displayed you can view snapshots from all installed cameras. This view refreshes every 15 seconds.



Click the  and  icons to expand and compress the partition camera views.



Figure 13: 2x2 Camera Screen (Snapshots only)

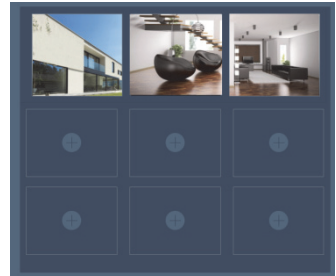



Figure 14: 3x3 Camera Screen (Snapshots only)

With the 2x2 / 3x3 Camera Screen  displayed, click the  icon to add a camera to the selected frame.



Figure 15: Single Camera Screen (Live Video and Snapshots)


Edit Camera Name

With the Single Camera Screen  displayed, select the required camera and click the  icon. Edit the camera name field accordingly.

Capture and Download Image

With the Single Camera Screen  displayed, click the Take Image button to capture the currently displayed image. Download the captured image by clicking the adjacent Download Image button. The image will be saved on the computer's local drive.

Save Video Clip

With the Single Camera Screen  displayed, right-click on the video clip and select "Save video as". Browse to the desired folder and click Save.

Detectors Screen



Selecting the Detectors Menu displays the Detectors Screen (see below). This screen is used for viewing detectors (can be filtered by all, triggered or bypassed). You can also edit the name of a detector as well as bypass and un-bypass detectors.

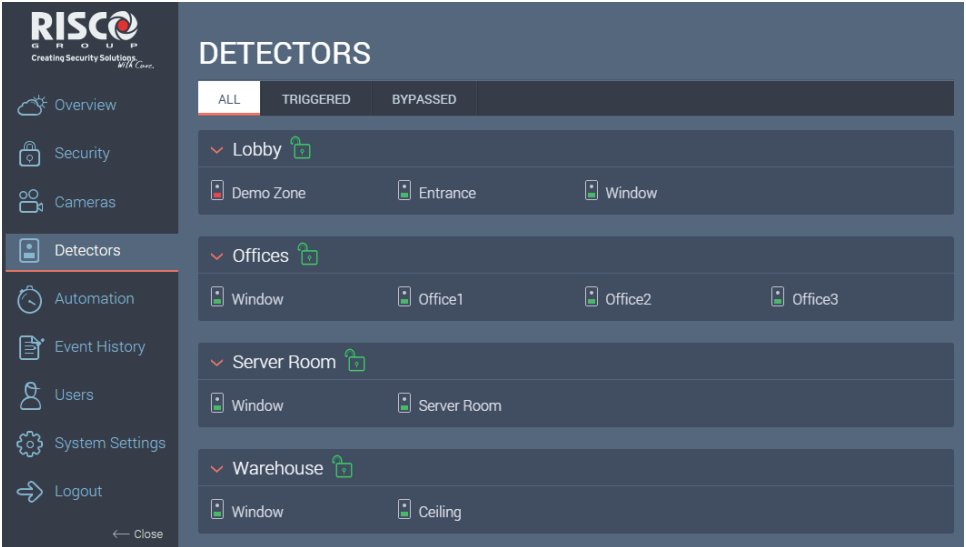
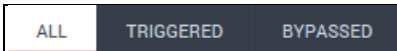


Figure 16: Detectors Screen

Filter Detector Screen


Select the relevant detectors view filtering option tab.



The Detectors Screen can be filtered by All (detectors), Triggered (detectors) or Bypassed (detectors).

Click the  and  icons to expand and compress the area views.

Edit Detector Name

Select the required detector. When the detector popup displays, click the  icon and edit the detector name accordingly.

Bypass and Un-bypass Detectors

A bypassed detector is ignored by the system and does not generate an alarm when triggered. To "un-bypass" a detector is to restore the detector, effectively instructing the system to continue monitoring activity from that detector.

Select the required detector. When the detector popup is displayed, click the Bypass / Un-bypass Detector option.

NOTE: All bypassed detectors are automatically set to un-bypass when the system is disarmed.

Automation Screen



Selecting the Automation Menu displays the Automation Screen (see below). This screen is used for the control of home-based utilities (appliances, lights, etc.).

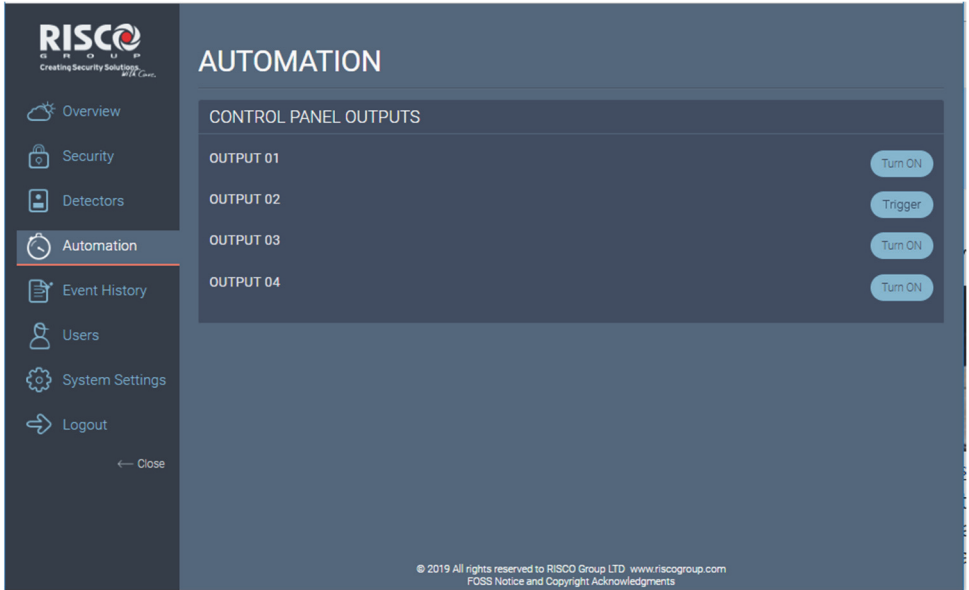



Figure 17: Automation Screen

Activate and Deactivate Utilities


Click the relevant utility switch  to toggle between Turn On (activate) and Turn Off (deactivate), or, by Trigger (provides a pulse as an output).

Event History Screen





Selecting the Event History Menu displays the Event History Screen (see below). This screen is used for the viewing a history log of events (can be filtered by alarms, errors, all or custom). For each event you can view the date and time that the event occurred, a description of the event and the detector or device that caused the event.

Figure 18: Event History Menu

You can download and save the log to a pre-formatted file type or simply print the log. You can also view captured snapshot images recorded during specific camera related alarm events. These events are indicated with the  icon.



Filter Event History Screen

Select the relevant event history view filtering option tab. The Event History Screen can be filtered by Alarms, Errors or All. You can also use the following event search options:


Option	Description
	Search for specific events (the results of the search appear under Custom)
	Search for events according to specific dates

Download and Print the Event Log

You can download (in .xls format) and save the log to a pre-formatted file or simply print the log. You can also use the following download and print options:

Option	Description
	Download and save the event history log
	Print the event history log

View Alarm Event Snapshot Images

Select the required alarm event and click the  icon. The selected alarm event snapshot image is displayed.

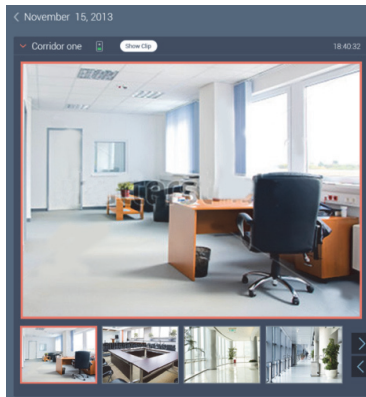


Figure 19: Alarm Event Snapshot

Users Screen



Selecting the Users Menu displays the Users Screen (see below). This screen is used for defining system users, user authority levels / permissions and follower notification settings.

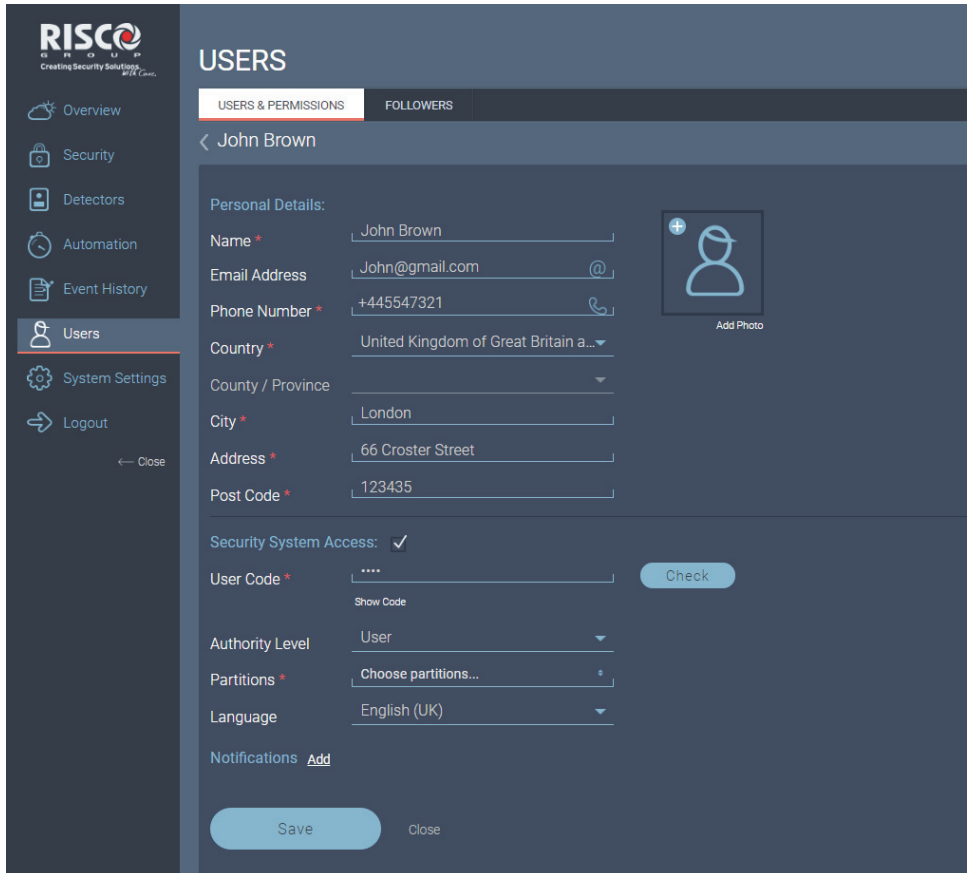


Figure 20: Users Screen

Users and Permission Settings

The Users and Permissions tab is used for defining the system user's details and managing the authority levels and permissions of each system user.

The Grand Master authority level is used by the system owner and is the highest Authority Level. The Grand Master has full permissions. In addition, only the Grand Master can add a New User and set their permissions.

For other user authority levels/permissions, see below.

Adding a New User and New CP User

You can add a New User and a New CP User to the system. A user has an account in the cloud and can operate the security system remotely from the cloud or locally from a keypad. A CP user can operate the security system locally from a keypad.

Add New User

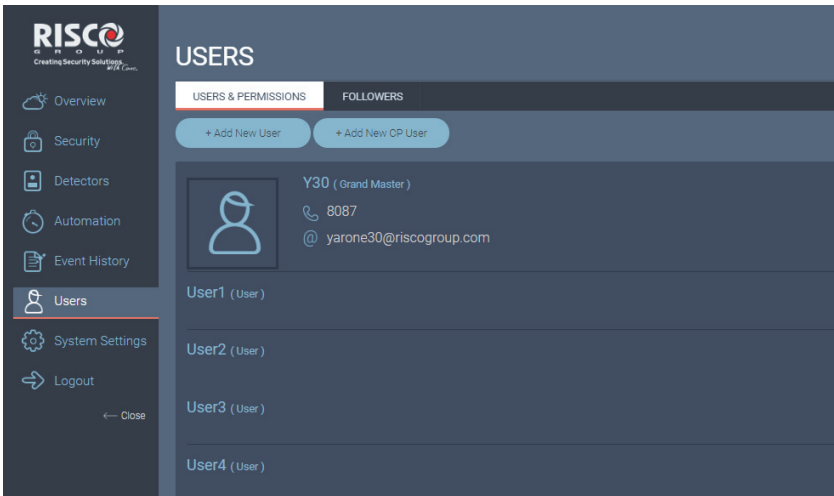


Figure 21: Add New User

1. Click Add New User to open the New User settings

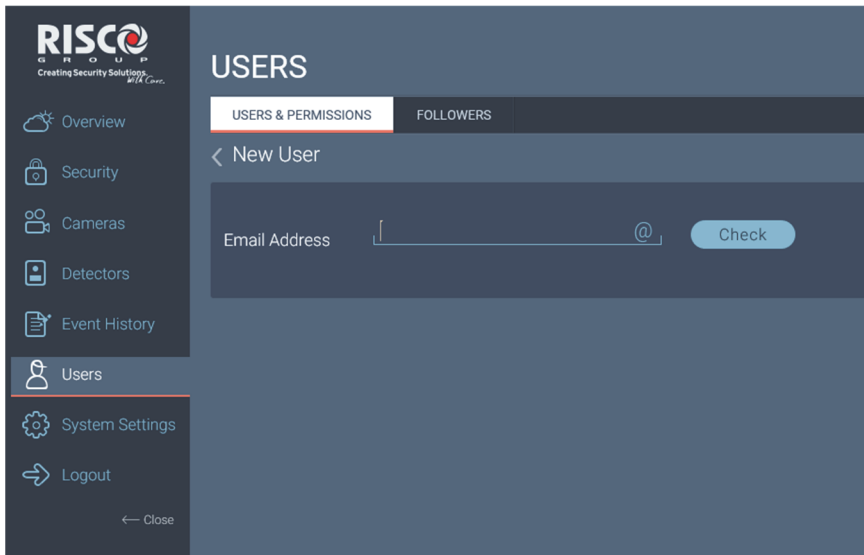


Figure 22: New User

2. Enter the user's email and click Check to verify that the email entered is valid.

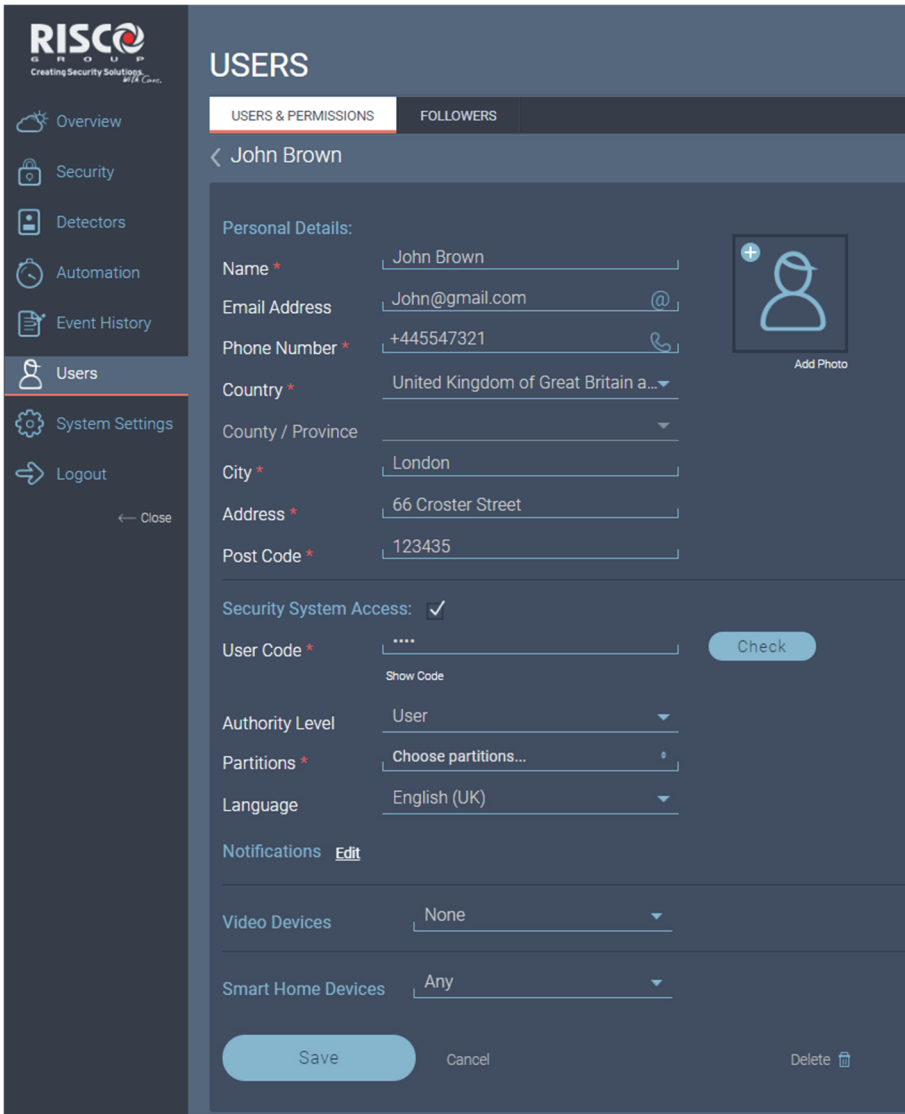


Figure 23: New User Settings

3. Enter a user code (PIN code) - one that is not assigned to another user - and click Check to verify that the user code is available.
4. Select the required Partitions.
5. Select English from the language list
6. Define the User & Permissions settings.

7. For Video Devices, select from the list the video devices the user will have access to (None by default).
8. For Smart Home Devices, select from the list the smart home devices the user will have access to (Any by default).
9. Click Save to save the changes.

Add / Edit Photo

1. Click Add photo to add the user's photograph.
2. Click Browse to navigate to the photo directory and select the desired photo.

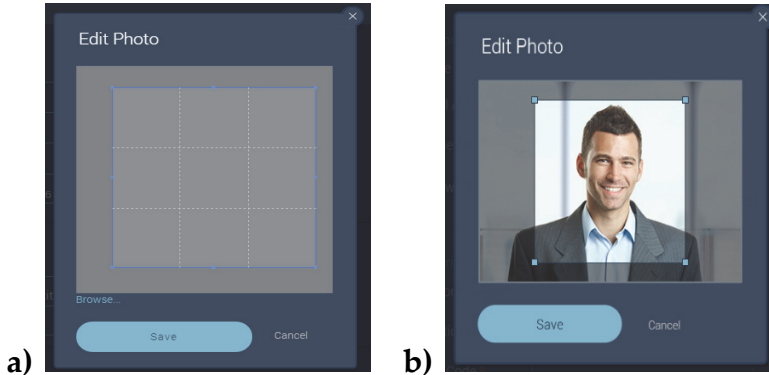


Figure 24: Add / Edit Photo

3. Click Save to save the changes.

Change Notification Settings

1. Click the Edit Notifications link to change notification settings for the current user.

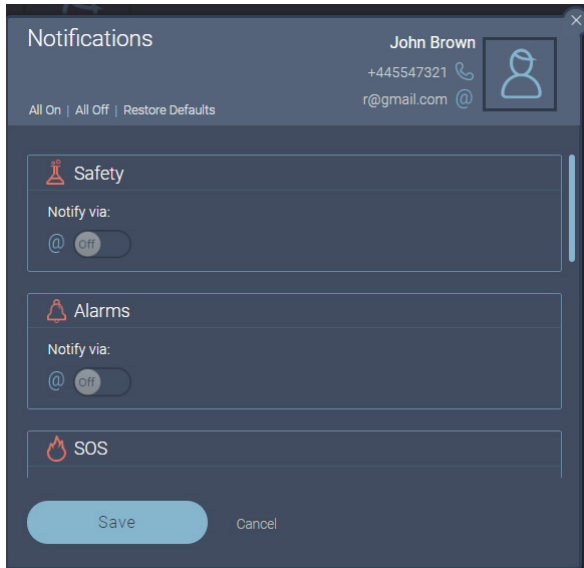


Figure 25: Change Notification Settings

2. For each type of notification, set the On/Off switch to toggle between receive or not receive emails.
3. Click Save to save the changes.

Editing an Existing User (Grand Master)

1. Click on an existing User to edit the existing user's details (see Add New User for more information).
2. Click Save to save the changes.

Add New CP User

1. Click Add New CP User to open the New CP User settings

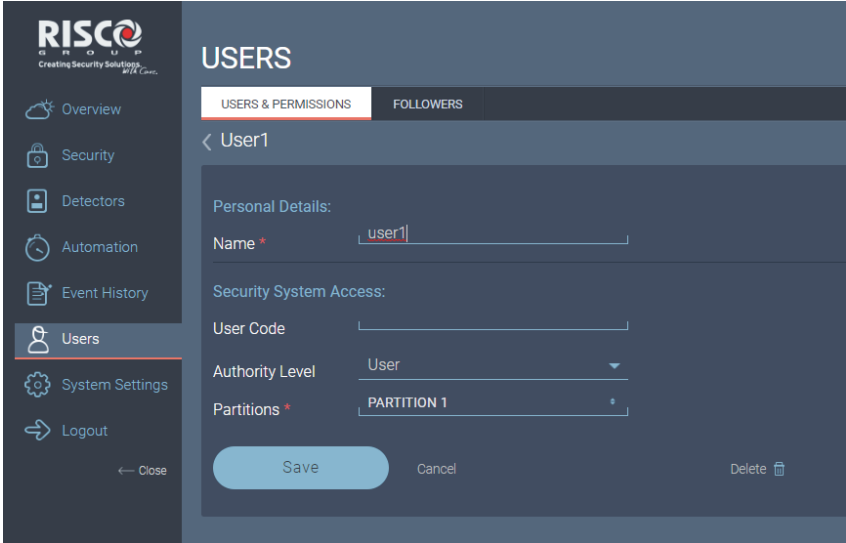


Figure 26: New CP User Settings

2. Define the following CP user settings.

CP User Settings	Description
Name	Enter the CP User's name in this field
User Code	Enter a user code (PIN code) - one that is not assigned to another CP user - and click Check to verify that the user code is available.
Authority Level	Select an authority level from the following: <ul style="list-style-type: none">• User - Arm and disarm the system; Bypass detectors; View system status, trouble and alarm event history log; Change personal user code• Arm Only - Arm one or more partitions only• Cleaner – A temporary code used for one-time arming in one or more partitions• Duress – A special code used when coerced into disarming the system
Partitions	Select the relevant partition(s).

3. Click Save to save the changes.

Followers Settings

The follower setup is performed only by the Grand Master. A follower is a system user that is defined only for receiving notification messages whenever certain predefined events occur.

The Follower tab is used for defining the system follower's definitions and managing the notification definitions of each follower.

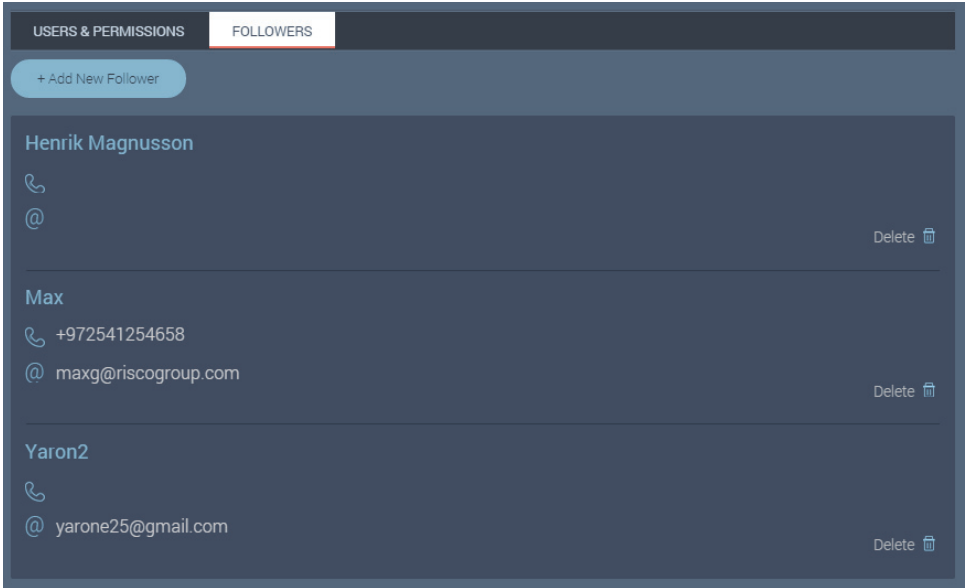


Figure 27: Follower Settings

Add New Follower

1. Click Add New Follower to open the New Follower settings.

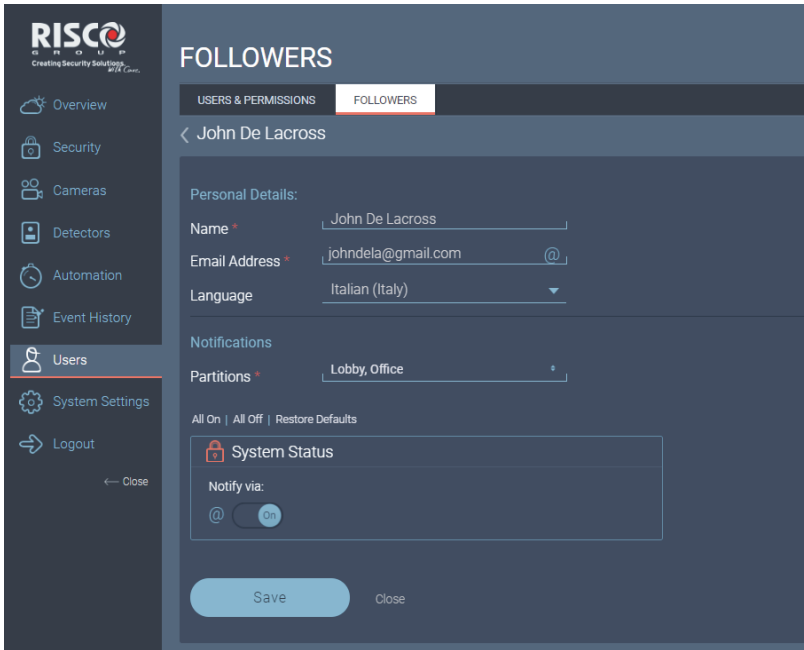



Figure 28: New Follower Settings

2. Define the following follower settings.

Follower Setting	Description
Name	Enter the follower's name in this field
Email Address	Enter the follower's email address in this field
Language	Select the follower's language
Partitions	Select the partition(s) for which the current follower will receive notifications.
Notifications	Define the notification types by clicking the relevant notification type switch  to toggle between On (activate) and Off (deactivate).

Editing an Existing Follower

Only the Grand Master can edit a User.

1. Click on an existing Follower to edit the existing follower's details (see Add New Follower for more information).
2. Click Save to save the changes.

System Settings Screen



Selecting the System Settings Menu displays the System Settings Screen (see below). This screen is used for editing the site details and defining date and time settings.

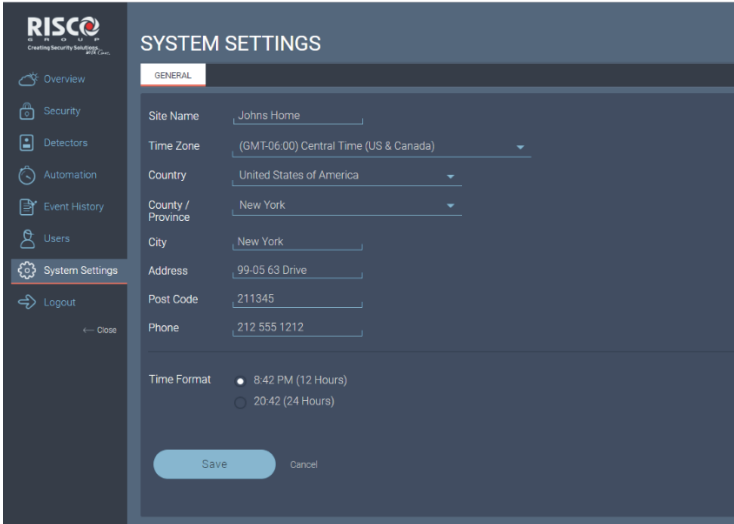


Figure 29: Grand Master System Settings Screen

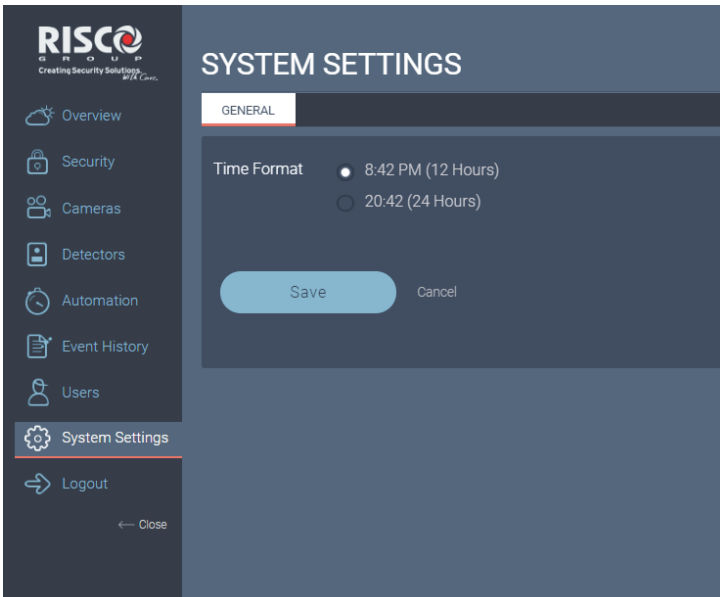
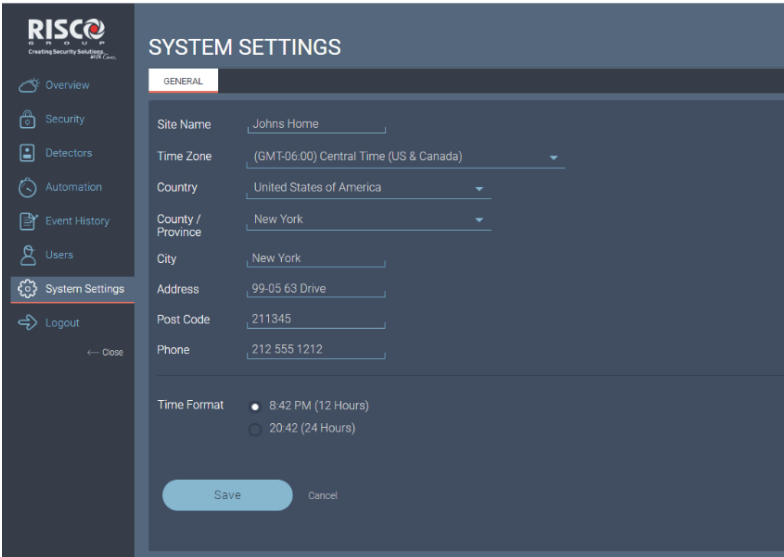


Figure 30: Other End Users System Settings Screen

Editing Site Details

1. Make the required changes in the fields.



The screenshot displays the RISCO System Settings interface. The left sidebar contains navigation options: Overview, Security, Detectors, Automation, Event History, Users, System Settings (highlighted), and Logout. The main content area is titled 'SYSTEM SETTINGS' and features a 'GENERAL' tab. The form includes the following fields and options:

- Site Name: Johns Home
- Time Zone: (GMT-06:00) Central Time (US & Canada)
- Country: United States of America
- County / Province: New York
- City: New York
- Address: 99-05 63 Drive
- Post Code: 211345
- Phone: 212 555 1212

At the bottom, there are radio buttons for 'Time Format' with '8:42 PM (12 Hours)' selected and '20:42 (24 Hours)' unselected. Below the form are 'Save' and 'Cancel' buttons.

Figure 31: Editing Site Details

2. Click Save to save the changes.

Date and Time Settings

1. Select the default time zone for the system and a time format (12 or 24 hrs).

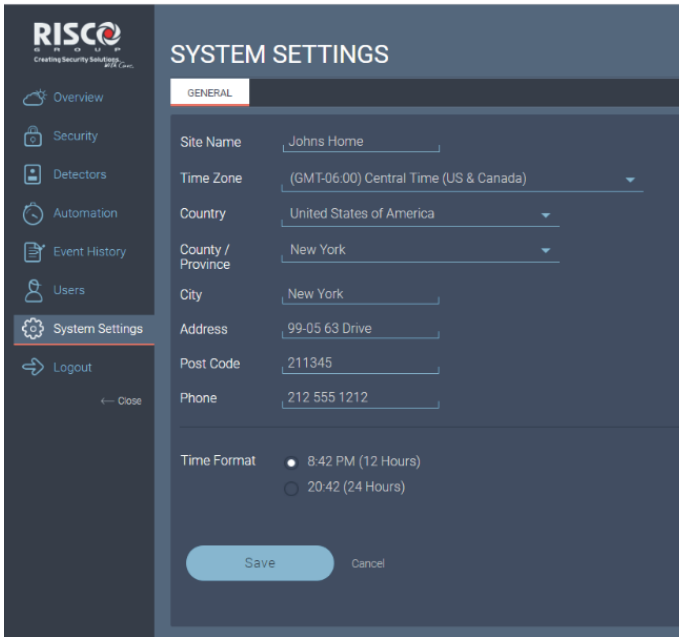


Figure 32: Date & Time Settings

2. Click Save to save the changes.

Standard Limited Product Warranty

RISCO Ltd., its subsidiaries and affiliates (“**Risco**”) guarantee Risco’s hardware products to be free from defects in materials and workmanship when used and stored under normal conditions and in accordance with the instructions for use supplied by Risco, for a period of (i) 24 months from the date of connection to the Risco Cloud (for cloud connected products) or (ii) 24 months from production (for other products which are non-cloud connected), as the case may be (each, the “**Product Warranty Period**” respectively).

Contact with customers only. This Product Warranty is solely for the benefit of the customer who purchased the product directly from Risco, or from any authorized distributor of Risco. Nothing in this Warranty obligates Risco to accept product returns directly from end users that purchased the products for their own use from Risco’s customer or from any installer of Risco, or otherwise provide warranty or other services to any such end user. Risco customer shall handle all interactions with its end users in connection with the Warranty, inter alia regarding the Warranty. Risco’s customer shall make no warranties, representations, guarantees or statements to its customers or other third parties that suggest that Risco has any warranty or service obligation to, or any contractual privity with, any recipient of a product.

Return Material Authorization. In the event that a material defect in a product shall be discovered and reported during the Product Warranty Period, Risco shall, at its option, and at customer’s expense, either: (i) accept return of the defective Product and repair or have repaired the defective Product, or (ii) accept return of the defective Product and provide a replacement product to the customer. The customer must obtain a Return Material Authorization (“**RMA**”) number from Risco prior to returning any Product to Risco. The returned product must be accompanied with a detailed description of the defect discovered (“**Defect Description**”) and must otherwise follow Risco’s then-current RMA procedure in connection with any such return. If Risco determines in its reasonable discretion that any Product returned by customer conforms to the applicable warranty (“**Non-Defective Products**”), Risco will notify the customer of such determination and will return the applicable Product to customer at customer’s expense. In addition, Risco may propose and assess customer a charge for testing and examination of Non-Defective Products.

Entire Liability. The repair or replacement of products in accordance with this warranty shall be Risco’s entire liability and customer’s sole and exclusive remedy in case a material defect in a product shall be discovered and reported as required herein. Risco’s obligation and the Warranty are contingent upon the full payment by customer for such Product and upon a proven weekly testing and examination of the product functionality.

Limitations. The Product Warranty is the only warranty made by Risco with respect to the Products. The warranty is not transferable to any third party. To the maximum extent permitted by applicable law, the Product Warranty does not apply and will be void if: (i) the conditions set forth above are not met (including, but not limited to, full payment by customer for the product and a proven weekly testing and examination of the product functionality); (ii) if the Products or any part or component thereof: (a) have been subjected to improper operation or installation; (b) have been subject to neglect, abuse, willful damage, abnormal working conditions, failure to follow Risco’s instructions (whether oral or in writing); (c) have been misused, altered, modified or repaired without Risco’s written approval or combined with, or installed on products, or equipment of the customer or of any third party; (d) have been damaged by any factor beyond Risco’s reasonable control such as, but not limited to, power failure, electric power surges, or unsuitable third party components and the interaction of software therewith or (e) any delay or other failure in performance of the product

attributable to any means of communications, provided by any third party service provider (including, but not limited to) GSM interruptions, lack of or internet outage and/or telephony failure. BATTERIES ARE EXPLICITLY EXCLUDED FROM THE WARRANTY AND RISCO SHALL NOT BE HELD RESPONSIBLE OR LIABLE IN RELATION THERETO, AND THE ONLY WARRANTY APPLICABLE THERETO, IF ANY, IS THE BATTERY MANUFACTURER'S WARRANTY. Risco makes no other warranty, expressed or implied, and makes no warranty of merchantability or of fitness for any particular purpose. For the sake of good order and avoidance of any doubt:

DISCLAIMER. EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, RISCO AND ITS LICENSORS HEREBY DISCLAIM ALL EXPRESS, IMPLIED OR STATUTORY, REPRESENTATIONS, WARRANTIES, GUARANTEES, AND CONDITIONS WITH REGARD TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY REPRESENTATIONS, WARRANTIES, GUARANTEES, AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND LOSS OF DATA. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, RISCO AND ITS LICENSORS DO NOT REPRESENT OR WARRANT THAT: (i) THE OPERATION OR USE OF THE PRODUCT WILL BE TIMELY, SECURE, UNINTERRUPTED OR ERROR-FREE; (ii) THAT ANY FILES, CONTENT OR INFORMATION OF ANY KIND THAT MAY BE ACCESSED THROUGH THE PRODUCT BY CUSTOMER OR END USER SHALL REMAIN SECURED OR NON DAMAGED. CUSTOMER ACKNOWLEDGES THAT NEITHER RISCO NOR ITS LICENSORS CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, GSM OR OTHER MEANS OF COMMUNICATIONS AND THAT RISCO'S PRODUCTS, MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH MEANS OF COMMUNICATIONS. RISCO IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS.

RISCO WARRANTS THAT ITS PRODUCTS DO NOT, TO THE BEST OF ITS KNOWLEDGE, INFRINGE UPON ANY PATENT, COPYRIGHT, TRADEMARK, TRADE SECRET OR OTHER INTELLECTUAL PROPERTY RIGHT
IN ANY EVENT RISCO SHALL NOT BE LIABLE FOR ANY AMOUNTS REPRESENTING LOST REVENUES OR PROFITS, PUNITIVE DAMAGES, OR FOR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF THEY WERE FORESEEABLE OR RISCO HAS BEEN INFORMED OF THEIR POTENTIAL.

Risco does not install or integrate the product in the end user security system and is therefore not responsible for and cannot guarantee the performance of the end user security system which uses the product.

Risco does not guarantee that the product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the product will in all cases provide adequate warning or protection.

Customer understands that a correctly installed and maintained alarm may only reduce the risk of burglary, robbery or fire without warning, but is not an assurance or a guarantee that such an event will not occur or that there will be no personal injury or property loss as a result thereof.

Consequently Risco shall have no liability for any personal injury, property damage or loss based on a claim that the product fails to give warning.

No employee or representative of Risco is authorized to change this warranty in any way or grant any other warranty.

Contacting your Installer / Supplier-Agent

When calling for service, ordering components, or for questions related to your camera, please contact us for assistance:

**Company/agent address,
phone, e-mail address:** _____

Contact / department: _____

Hours of business: _____

Website URL: _____

Company logo: _____

**Other supplier-specific
information:** _____

Contacting RISCO Group

RISCO Group is committed to customer service and product support. You can contact us through our website (www.riscogroup.com) or at the following telephone and fax numbers:

United Kingdom

Tel: +44-(0)-161-655-5500
support-uk@riscogroup.com

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