

K-TECH TECHNICAL SUPPORT

K-Tech provides technical support on products of its own manufacture. Technical Support consists of assistance in the correct application, installation, wiring and set-up of K-Tech products as well as the identification of, and recommendations for, any non-working equipment. Additional assistance, in written form can be located on K-Tech's website at www.ktechonline.com.

Technical Support Guideline Summary:

Application – verification that the correct K-Tech equipment/model is installed to meet the requirements and conditions of the installation site. Make alternate recommendations when/if applicable.

Installation – guidance in proper placement and installation of product components.

Wiring – provide information on product specific, wiring requirements and/or specifications.

NOTE: "How-to" information on checking voltages or current and/or actual wiring of equipment is provided in written form only via fax, e-mail or at www.ktechonline.com.

Programming / Set-Up – Programming - set-up information is used by K-Tech Technical Support as a diagnostic tool, and is limited for the purpose of identification of non-conforming - defective product and corrective action recommendations. All K-Tech products are provided with programming and/or set-up documentation which is also available via fax, e-mail or at www.ktechonline.com.

NOTE: K-Tech personnel are not permitted to disclose any programming Security Code information, including factory default, or remotely call into emergency phones without prior, written consent of the property owner or his/her designated agent...request information / form. Fees may apply.

Troubleshooting – includes:

Identification of product failures and assessment for repair or replace.

Identification of non-product related site issues and corrective action recommendations.

NOTES:

Technical Support and repair services may be limited, at K-Tech's discretion, to products of a pre-determined age or revision level.

Certain installation site and product information is required for Technical Support...please have it ready before calling. See documentation provided with each K-Tech product for details.

CODE COMPLIANCE

K-Tech has taken great care in ensuring that our telephone equipment meets all applicable code requirements. However, there may be additional requirements that have to be met in order for the installation and operation to pass code. The ultimate responsibility lies with the owner. Consult local codes to be sure your installation complies with all applicable standards.

IMPORTANT NiCad BATTERY INFORMATION

Never dispose of a NiCad battery in a fire. This may cause an explosion. NiCad rechargeable batteries must be recycled or disposed of properly as indicated on the sticker on each battery. If battery is broken or shows signs of leakage do not attempt to charge it. NiCad batteries are capable of delivering high currents when accidentally shorted.



WARNING



K-Tech International, Inc. does not represent this product to be waterproof. To prevent fire or shock hazard, DO NOT expose this unit to rain or moisture. For more information on weather protected units contact K-Tech.

K-Tech



**FCC, IC, ETL
Service & Warranty
Technical Support
Misc Information**



K-Tech International, Inc

56 Ella Grasso Ave
Torrington, CT 06790 USA

Phone (860) 489-9399
Sales: 1-800-993-9399
Tech Support: 1-888-883-8399
Fax (860) 489-4399

Email: support@KTechOnline.com
Website: www.KTechOnline.com

**Keep This Booklet for
Reference**

Additional information is available at
www.KTechOnline.com

FCC NOTICE FOR PART 68

This device has been granted a registration number by the Federal Communications Commission, under Part 68 rules and regulations for direct connection to the telephone lines. In order to comply with these FCC rules, the following instructions must be carefully read and applicable portions followed completely.

1. This equipment complies with Part 68 of FCC rules. A label located on an outside surface of this equipment contains, among other information, the FCC registration number and ringer equivalency number (REN). If requested, this information must be provided to the telephone company.

2. The recommended jack (USOC connecting arrangement) for this equipment is RJ11C.

3. The ringer equivalence number (REN) is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

4. If this equipment causes harm to the telephone network, the telephone company will notify you in advance. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with FCC if you believe it is necessary.

5. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

6. If trouble is experienced with this equipment, please contact the service center for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request that you remove the equipment from the network until the problem is resolved. User repairs must not be made; doing so will void the user's warranty.

7. This equipment cannot be used on public coin service provided by the telephone company. Connection to Party Line Service is subject to state tariffs. (Contact your state public utilities commission for information.) If so required, this device is hearing-aid compatible (HAC).

Ringer Equivalence Number (REN) for each K-Tech product is listed on the individual item FCC label.

FCC NOTICE FOR PART 15

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. (See also SPECIFICATIONS.)

IC NOTICE

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

FCC and IC REGISTRATION ETL LISTED

Applicable FCC and IC Registration and ETL listed information is found on individual K-Tech item labels and product specific documentation

SERVICE

Contact Information:

By Mail: K-Tech International, Inc.
56 Ella Grasso Ave
Torrington, CT 06790

By Phone: (860) 489-9399
Sales 1-800-993-9399 (US and Canada)
Tech Support 1-888-883-8399

By Fax: (860) 489-4399

By E-Mail: Sales@KTechOnline.com
Technical Support: Support@KTechOnline.com

Payment:

- NET 30 DAYS with established credit
- C.O.D.
- Major Credit Card
- International orders, call (860) 489-9399 for details

Shipping Information:

All Continental U.S. orders are shipped via UPS- ground service unless otherwise specified. Alternate shipping methods are billed accordingly. Outside Continental U.S.-request details.
Shipping Terms: FOB Origin/Prepaid & Added.

WARRANTY AGREEMENT

Warranty Policy:

K-Tech International, Inc. warrants equipment of its own manufacture to be free from defects in material and workmanship for a period of one year from date of shipment from factory or appointed distributor to original user.

This warranty does not apply to any products which have been damaged, neglected, altered, abused, used for a purpose other than the one for which they were manufactured, repaired by the customer or any party without K-Tech's authorization, or used in any manner inconsistent with K-Tech's instructions. Also excluded, are field programming and adjustment errors.

K-Tech's entire obligation under this warranty shall be limited (at K-Tech's option) to repair or replacement of any parts which prove to be defective within the warranty period. Defective products must be returned by customer to K-Tech's factory in its original, unaltered form, transportation prepaid.

K-Tech will not be liable for any costs incurred by its customers in removal or replacement of defective products. K-Tech International, Inc.'s liability under this warranty, or any other warranty, whether expressed or implied in law or fact, shall be limited to the repair or replacement of defective material or workmanship, and in no event shall be liable for consequential or indirect damages. No representative or person is authorized to assume for us any of the liability in connection with the sale of our products.

Prices may be changed and product may be modified or discontinued at any time without notice.

Repair Policy:

K-Tech International, Inc. customer repair policy requires that all customer repairs have a pre-assigned Repair/Return Authorization (RA) number. This system assists us in better serving our customers by ensuring accurate identification and prompt turnaround for returned product. If you need to return a product for repair, please contact our Customer Service Department at 1-800-993-9399 or (860) 489-9399 for a Repair Authorization (RA) number. **Please have the following information available when requesting an authorization number:**

Bill To and Ship To addresses
Name and telephone number of contact person
Purchase Order # for this Repair Authorization (RA)
Job site name
Quantity, model number(s), and serial number(s)
Brief description of problem experienced

Credit/Return Policy:

K-Tech accepts returns for credit on new, unused product only, returned complete and in original packaging. A minimum 15% restocking fee is assessed on units returned after 30 days from purchase date. Returns for credit are not accepted after 60 days from original ship date.

Shipping (Warranty, Returns and Repairs):

Please reference the Repair/Return Authorization (RA) number on the outside of all cartons and on all paperwork enclosed with the product. Undocumented returns run the risk of being lost and are untraceable. All material must be shipped on a Freight Prepaid basis. Collect shipments will be refused.

All returns and repairs require a pre-assigned authorization number. Call 1-800-993-9399 or (860) 489-9399.