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## Installation Manual

# KinderGUARD 500DE, Door GUARDIAN 500DE And 500DE Systems

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## PLEASE READ THIS MANUAL BEFORE BEGINNING THE INSTALLATION OF A SECURE CARE SYSTEM

This installation manual is provided for reference by purchasers and installers of Secure Care Products, Inc.'s ("Secure Care's") systems. This manual is not intended as a catalog of warnings for the protection of anyone or as a substitute for obtaining professional training or assistance in the design of a facility's security procedures and systems, or in the installation, set-up, testing, support, operation, maintenance, repair or use of Secure Care's systems. Nothing in this manual modifies the terms of Secure Care's General Product Warranty Statement or of any written agreement signed by Secure Care or creates further warranties or extends benefits of any sort to anyone beyond those already expressly established in Secure Care's General Product Warranty Statement and in any written contract signed by Secure Care.

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ALL LOCKS USED WITH SECURE CARE'S SYSTEM ARE DESIGNED, MANUFACTURED, LABELED AND DELIVERED SOLELY BY AN INDEPENDENT VENDOR OVER WHOM SECURE CARE HAS NO CONTROL AND FOR WHOSE ACTIONS OR FAILURES TO ACT SECURE CARE DISCLAIMS ALL RESPONSIBILITY. REGARDLESS OF WHETHER THE LOCKS CARRY SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE, SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT. SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE IMPLIED FROM THE FACT THAT SUCH LOCKS CARRY SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE OR FROM THE DELIVERY OR INSTALLATION OF THE LOCKS WITH SECURE CARE SOFTWARE, PARTS AND/OR PRODUCTS OR FROM A COURSE OF DEALING OR USAGE IN TRADE. ALL RESPONSIBILITY FOR DESIGNING, MANUFACTURING, LABELING AND WARNING OF HIDDEN DEFECTS OR DANGERS IN THE LOCKS AND/OR THEIR USE WITH AND OPERATION IN THE SECURE CARE SYSTEM RESTS EXCLUSIVELY WITH THE INDEPENDENT VENDOR, AND ANY CLAIMS, COSTS, DAMAGES OR LIABILITIES ARISING FROM THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM SHALL BE MADE SOLELY AGAINST THE INDEPENDENT VENDOR.

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IF YOU PURCHASE COMPUTER HARDWARE THROUGH SECURE CARE AND REQUEST THAT SECURE CARE SOFTWARE BE INSTALLED AND TESTED ON THAT HARDWARE AT THE FACTORY, SECURE CARE WARRANTS ONLY THAT THE HARDWARE AND THE SOFTWARE PACKAGES WERE INSTALLED, SET-UP AND TESTED PRIOR TO SHIPMENT IN ACCORDANCE WITH ALL SECURE CARE PRODUCT MANUALS AND THAT, AT THE TIME THE HARDWARE AND THE SOFTWARE PACKAGES WERE FINALLY INSPECTED AT THE FACTORY, THEY WERE PERFORMING (SUBJECT TO SECURE CARE'S SPECIFIED TOLERANCES) IN ACCORDANCE WITH SECURE CARE'S SPECIFICATIONS. SECURE CARE WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN OR PROBLEMS CAUSED BY THE HARDWARE, ALL CLAIMS FOR WHICH MUST BE MADE TO THE HARDWARE MANUFACTURER AND/OR VENDOR. SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT. SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE IMPLIED FROM THE FACT THAT SUCH HARDWARE CARRIES SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR

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3. **Several Factors Outside the Secure Care System Can Affect its Performance**

Secure Care's software, parts and products are designed for operation in a wireless system. However the range, performance, and predictability of any wireless system, including Secure Care's, is dependent on several factors, including, but not limited to, the following: building structure; environmental extremes (e.g., temperature, earth tremors, air pollution, etc.); the proximity of other wireless devices; the presence of variable speed products; sources of Radio Frequency Interference (RFI); physical orientation and positioning of the equipment; and sources of Electro Static Discharge (ESD). Secure Care is not responsible for the effect of these types of factors on operation of its software, parts and products and disclaims all responsibility for any claim relative thereto.

4. **The Secure Care System Must be Properly Installed**

Secure Care's system must be installed, set-up, tested, supported, operated, maintained, repaired and used only in accordance with all manuals and instructions (including the user, installation, technical and other manuals) issued by Secure Care (the "Product Manuals"). It is your responsibility to assure that any person who might be installing, setting-up, testing, supporting, maintaining or repairing the Secure Care system knows the contents of and has access to the Product Manuals and has successfully completed Secure Care technical training. It is also your responsibility to assure that any person who might be operating or using this Product knows the contents of and has access to the Product Manuals and has successfully completed Secure Care in-service training. Secure Care can not be responsible for performance problems caused by a failure to follow prescribed and appropriate procedures for installation, set-up, testing, support, operation, maintenance, repair and use.

All adjustable features on new and repaired Secure Care software, parts and products are shipped with "factory default" settings. These "factory default" settings may not comply with building and life safety codes or other applicable laws and regulations in the location where they are installed or operated. Secure Care strongly recommends, therefore, that the settings on all Secure Care software, parts and products be checked and, if necessary, reset to comply with local building and life safety codes and other applicable laws and regulations at the time of any installation, set-up, testing, support, maintenance or repair.

5. **Performance of the Secure Care System Software Depends on Proper Maintenance**

Secure Care's system is driven by software. However, the performance and reliability of any software-driven system depends on adequately maintaining the recommended minimum configuration of computing platform, operating systems and applications programs and on regularly performing industry-standard and application-specific backup processes. If recommended minimum configurations of computing platform, operating systems, and applications programs are not adequately maintained, or if appropriate backups are not regularly performed, the software may not drive the system as intended. Secure Care is not responsible for operational problems caused by a failure to perform these maintenance and backup procedures and disclaims all responsibility for any claim relative thereto.

6. **Only a Qualified Service Technician Should Work on a Secure Care System**

Secure Care does not authorize, and strongly recommends against, any installation or field replacement of software, parts or products by untrained contractors or facility staff. Such work can be hazardous, can render the system ineffective and will void any Secure Care warranty or liability that might otherwise relate to the system.

Before any software, parts or products which have been designed and manufactured by Secure Care can be safely installed, set-up, tested, supported, maintained or repaired, technical training in accordance with standards established by Secure Care is required. Regardless of how Secure Care's software, parts or products are obtained, they should not

be installed, set-up, tested, supported, maintained or repaired by any person who has not satisfactorily completed that technical training (a "qualified service technician".) When Secure Care's software, parts or products are sold separately from installation services, it is assumed that only a qualified service technician will conduct any installation, set-up, testing, support, maintenance or repair involving that software, part or products.

7. **Any Work Must Comply with Electrical and Life Safety Codes**

It is important that any installation, set-up, testing, support, operation, maintenance, repair or use involving the system comply with all local and national electrical and life safety codes. If you have any questions about compliance with those codes, please contact your local authorities.

8. **Immediately Have Replacements or Repairs Checked On-Site by a Qualified Service Technician**

Secure Care receives and responds to telephone and dial-in inquiries (the "Help Line") about its software, parts and products for the purpose of discussing users' experiences with Secure Care's system, helping users better understand how their systems work, and providing ideas about what may be causing difficulties. However, Secure Care cannot accurately diagnose the cause of any problems or give complete instructions on how to fix problems over the telephone or Internet. The only way to assure that software, parts or products are installed, set-up, tested, supported, maintained or repaired correctly or that a Secure Care system is functioning properly is to have it examined on site by a qualified service technician. In addition, Secure Care software, parts and products cannot be operated or used correctly by anyone who has not successfully completed Secure Care in-service training. Secure Care's Help Line is not a substitute for on-site diagnosis and servicing by a qualified service technician or for successful completion of Secure Care in-service training. Secure Care strongly recommends that any installation, set-up, testing, support, maintenance or repair of a system that is performed by a person who has not satisfactorily completed technical training in accordance with standards established by Secure Care be immediately checked on-site by a qualified service technician.

WARNING: EVEN SLIGHT MODIFICATIONS TO THE SYSTEM OR CHANGES IN THE OPERATING ENVIRONMENT MAY CAUSE SECURE CARE'S SYSTEM TO MALFUNCTION. THE ONLY WAY TO ASSURE THAT SECURE CARE'S SYSTEM HAS BEEN INSTALLED, SET-UP, TESTED, SUPPORTED, MAINTAINED AND REPAIRED CORRECTLY IS TO HAVE A QUALIFIED SERVICE TECHNICIAN DO THE WORK.

9. **The Secure Care System is not a Substitute for Careful Identification and Monitoring by Professional Staff**

Secure Care's software, parts and products have been designed to augment a facility's reasonable procedures for protecting residents, patients, and infants. However, no system or combination of procedures and equipment can eliminate all risk or assure complete security. Secure Care's system is not intended as a substitute for the careful identification and monitoring of residents, patients, and infants by a facility's professional staff.

Revised 11/16/07



# SECTION 2 SYSTEM BLOCK DIAGRAM

A01350691, Door Guardian 500 DE , Kinderguard 500 DE & 500DE  
Fig. 2

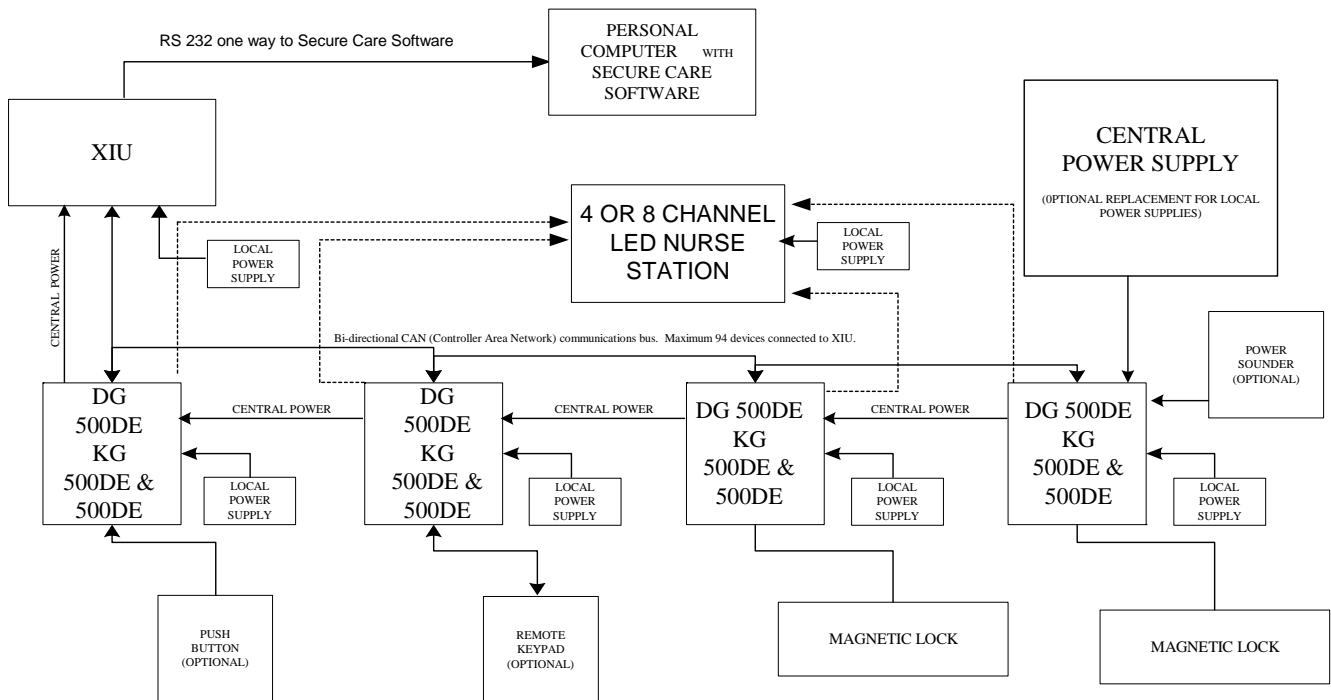


Figure 2-1 System Block Diagram

## SECTION 3 POWER AND GROUNDING REQUIREMENTS

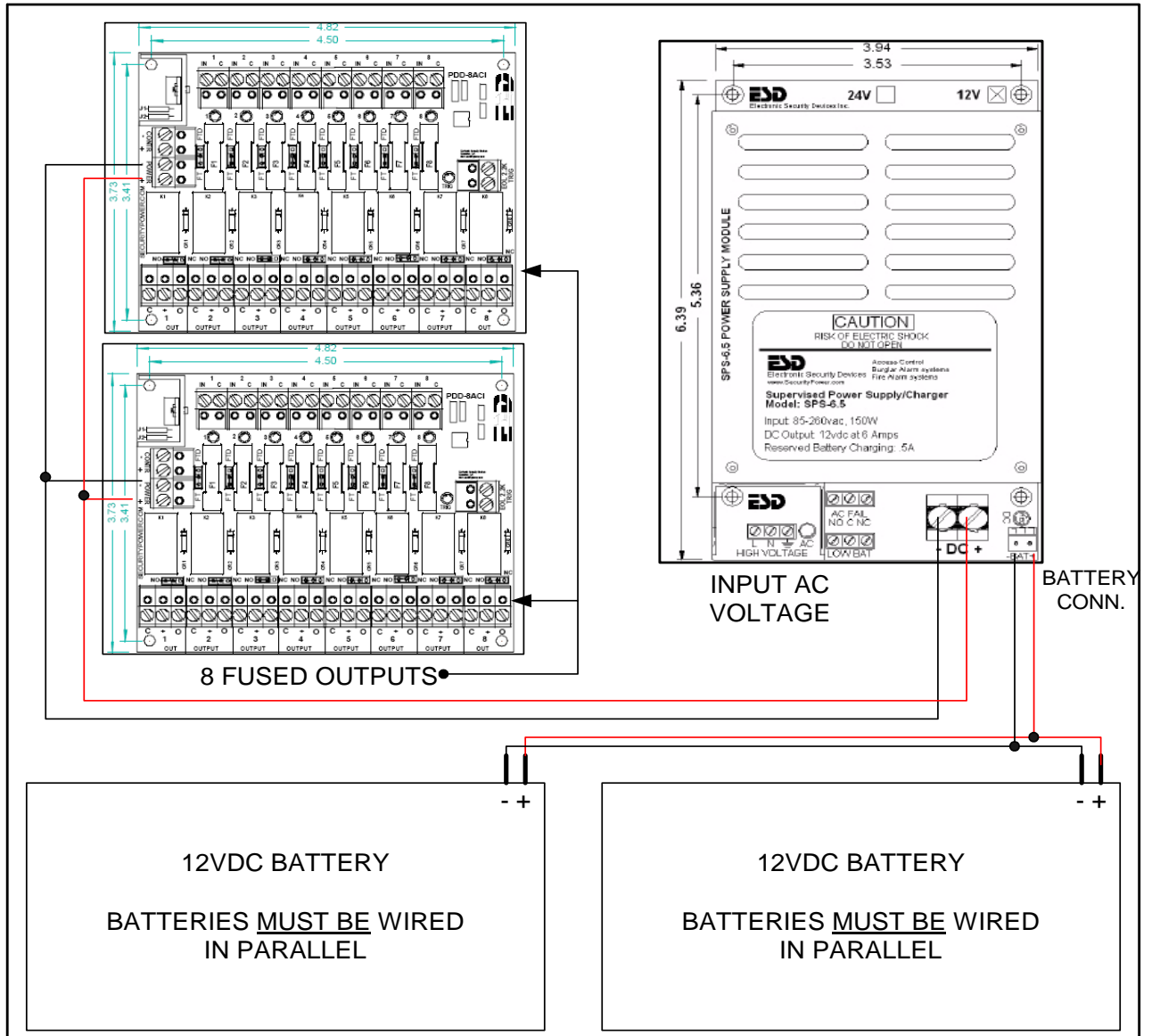
If powered by a local wall mount power supply, each Exit Panel will require a 110/220/230VAC duplex outlet specific to regional or country options (minimum 2 Amp) within ten cable feet of the intended installation location. The use of emergency power circuits is highly recommended due to possible facility power failures.

### NOTES:

- Power Wire: 14/2 stranded, unshielded (SCP Part # B60018473) Power wire is a UL requirement. Failure to use this wire removes the UL listing.
- For overseas 230VA Power Supply, refer to Appendix B.
- Do not connect to a receptacle controlled by a switch.
- A central power supply can be used as well as the 12 - 15VDC plug in power supply (SCP Part #A41010901).
- Do not extend the power supply cord provided. The maximum distance the duplex outlet should be from the Exit Panel is ten cable feet.

# SECTION 3 SYSTEM COMPONENT DESCRIPTIONS

## 12VDC 8AMP POWER SUPPLY



REFER TO THE MANUFACTURER'S  
INSTALLATION MANUAL BEFORE  
INSTALLING POWER SUPPLY

MAX NUMBER OF EXIT PANELS PER  
FUSED OUTPUT IS: 10

Power Wire 14/22 Stranded Unshielded (SCP Part #B60018473) .  
Power wire is UL requirement. Failure to use this wire removes UL Listing.



- Risk of shock
- Dry location use only
- For indoor use only




MAX NUMBER OF EXIT PANELS PER  
POWER SUPPLY IS: 40

Figure 3-1 Power Supply Connection

## SECTION 4 TYPICAL SYSTEM INSTALLATION

As with any Wandering Monitoring System, each application can be different. Use the guidelines below as a basic understanding of what a standard application would be like.

Identify all the equipment that is to be installed. Inspect for any damage that may have resulted during shipment. If damage is found, notify the shipping carrier immediately and arrange for an inspection. Be sure to retain all shipping and packing materials.

-  Install all communication wires from each exit system to the system annunciator location (computer location). Secure Care strongly recommends that all wiring used to install Secure Care equipment be run at least 18 inches from all other wiring and not be installed inside metal conduit. It is also strongly recommended to not utilize cable trays used in networking installations and to secure the wires off of ceiling grids. If the wiring is installed in any of these manners it could cause undesired induction of Radio Frequency (RF) interference with our system.
- Determine the location of the Exit Control Panel, making sure to accommodate for any local, state, or federal codes or guidelines including ADA requirements, and mount as required. Standard applications would place this equipment on the wall at the center of the door height on the latch side.
- Mount the Electromagnetic Lock in strict accordance with the manufacturer installation instructions. Be sure to comply with all Life Safety and Electrical Codes as required.
- Mount the Magnetic Door Contacts provided with the Exit Kit on the latch side of the door. These contacts provide a method of monitoring the open or closed status of the door.
- Route all necessary peripheral connection wires into the Exit Control Panel mounting box. These would include wires such as communication, magnetic contacts, exit power, magnetic lock power, etc.
- Prepare all wires and make connections to the exit system. Special care should be taken to prevent loose connections and shorts.
- Proceed to the remote system annunciator location to mount as required. This device should be easily visible by staff for monitoring of the system. Common locations are centralized nurse stations or staffed reception areas.
- Make all necessary wiring connections as shown on the following pages.
- Plug in all power supplies and batteries. The system is now ready for testing.

**Note: From this point out in the manual 500DE will be used for the 500DE, KinderGUARD 500DE and Door Guardian 500DE**

## SECTION 5 SPECIFICATIONS

This product meets UL 294 Standards

### Device Electrical Specifications

#### XIU, Door GUARDIAN and KinderGUARD Exit Panels

- Input Power: 12 - 15VDC
- Relay Specifications: Max. 30VDC (only) 1 Amp
- Battery Back Up: Rechargeable 9VDC Ni-MH battery
- Battery Back Up Time: Approximately 30-40 minutes
- Max Current Draw: 150 mA

#### Magnetic Lock

- Input Power: 12VDC
- Battery Back Up: None
- Max Current Draw: 500 mA

#### Ext. Receiver

- Input Power: 12VDC
- Battery Back Up: None
- Max Current Draw: 25 mA

### Wire Specifications

Plenum Shielded Fire Wire: 1 pair 16 AWG, PN B60000438

Plenum Shielded Communication Wire: 1 pair 22 AWG, PN B60000429 for 250FT and B60001429 for 500FT.

Plenum Shielded Ext. Receiver Wire: 1 pair 22 AWG, PN B60000429 for 250FT and B60001429 for 500FT.

Plenum Shielded Lock Wire: 3 pair 22 AWG, PN B60000440 for 250FT and B60001440 for 500FT.

Plenum Shielded Power Wire: 1 pair 14 AWG, PN B60018473

Remote Keypad Cable            2 Foot Cable    A05032031

   10 Foot Cable    A05032032

   15 Foot Cable    A05032033

   30 Foot Cable    A05032034

### Environmental Specifications



#### SAFETY

Please pay attention to the following safety warnings: These products should not be used in a manner not specified by the manufacturer.

- Operating temperature 5°C to 40°C
- Storage temperature -10° to + 50°
- Refer servicing to trained, qualified personnel
- There are no serviceable parts inside the Ext. Receiver.
- Do not operate the device in the presence of flammable gases or fumes. Operation of any electrical instrument in such an environment constitutes a definite fire hazard.
- Do not install substitute parts or perform any unauthorized modifications to the instrument.
- Power supply: Risk of shock
- Dry location use only
- For indoor use only



- 2 hour flame rated back boxes available upon request.

## SECTION 6 SYSTEM COMPONENT DESCRIPTIONS

### 500DE Exit Panel

NOTE: Not all Exit Panels will have every feature set or all components populated. Refer to specific part number or Exit Panel model name for available feature sets. Door GUARDIAN 500DE pictured 500DE and KinderGUARD 500DE not depicted.

### Panel Information 500DE Exit Panel

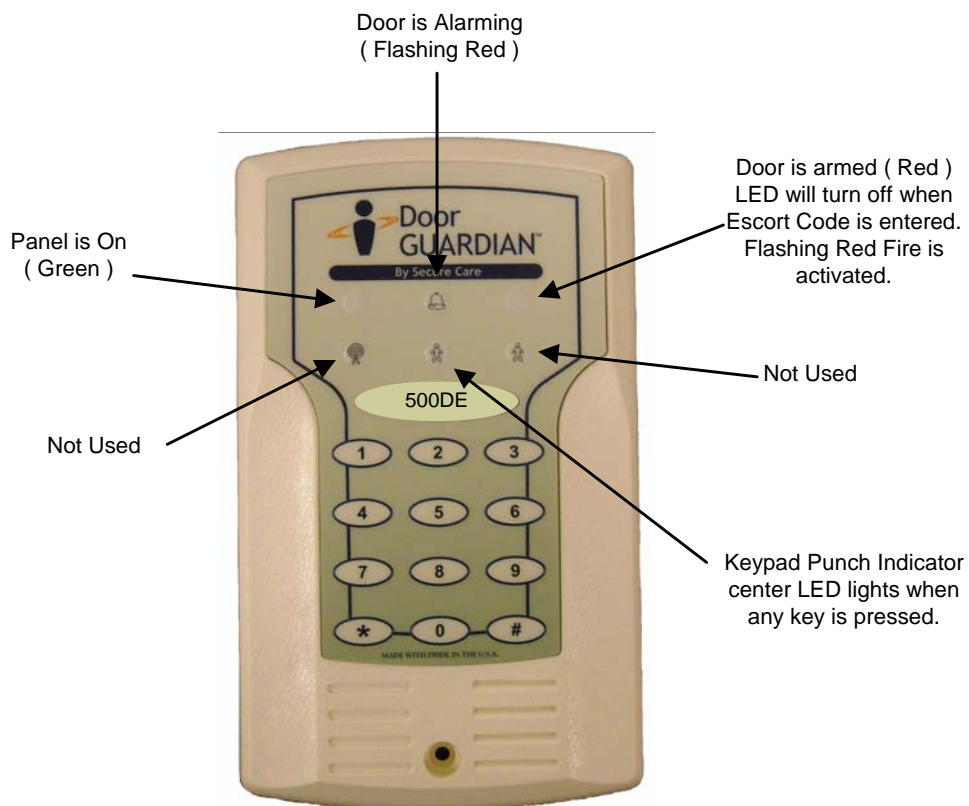


Figure 6-1 Front View of Door GUARDIAN 500DE Exit Panel

# SECTION 6 SYSTEM COMPONENT DESCRIPTIONS

## LEGEND

1. Electromagnetic lock Delayed Egress connection
2. Normally Closed door contact connection
3. Momentary Push Button or Non-latching Key Switch
4. Fire alarm Normally Open dry alarm relay connection (field selectable)
5. Controlled area network (CAN) connection
6. Remote Internal/External Keypad connection (seven pin)
7. Electromagnetic lock relays , one and two connections
8. Auxiliary relays (one and two connections)
9. 12 - 15VDC power input connection.
10. CAN Bus termination jumper

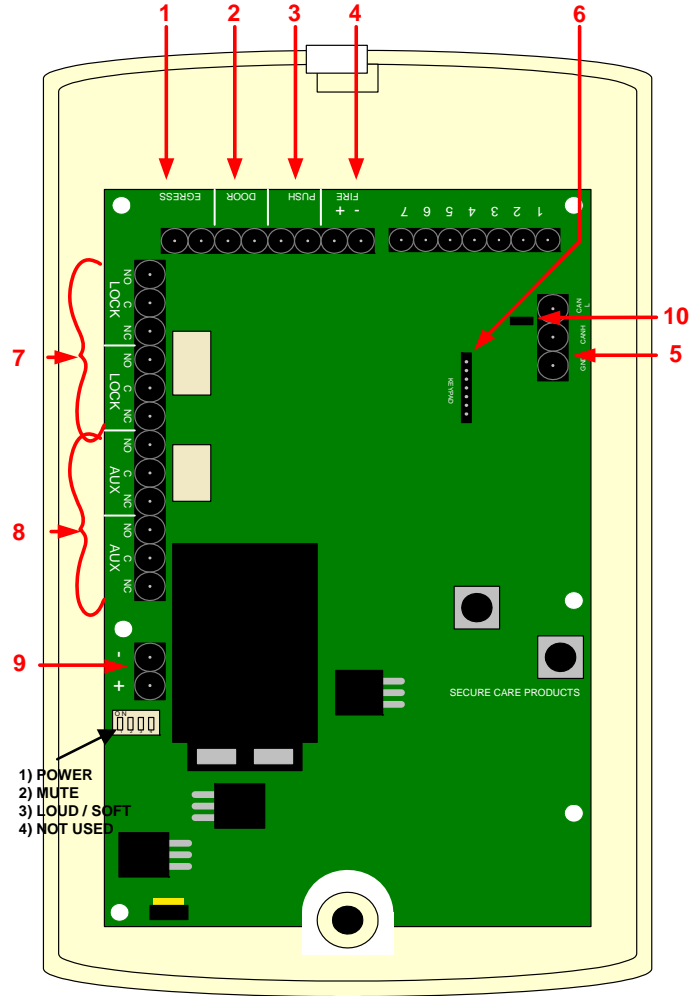


Figure 6-2 Rear View of 500DE Exit Panel

# SECTION 6 SYSTEM COMPONENT DESCRIPTIONS

XIU

LEGEND	
1.	XIU To XIU (Only used with Cutband System Refer to ID with Stat Manual)
2.	RS-232 connection to Nurse Station or SCP Software
3.	Controlled area network (CAN)
4.	Back Up Battery Holder
5.	12 - 15VDC Power Input connection
6.	Auxiliary Relay Connection (Form C Relays that activate during a cutband alarm)

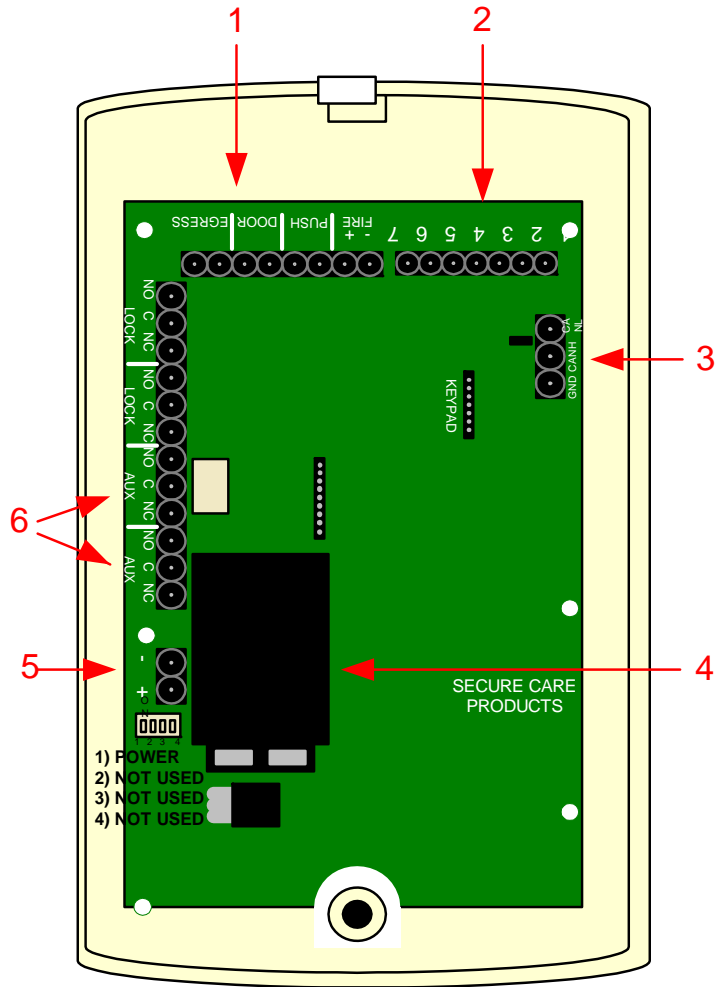


Figure 6-3 Rear View of XIU



# SECTION 6 INSTALLATION AND CONNECTIONS

## Remote Annunciation

Remote annunciation provides a method of displaying conditions of the installed system to varying degrees in other locations of the facility as required by the policies and procedures in place. These locations can include, but are not limited to, security offices, risk management offices, centralized staffing locations, and facility operator offices. The amount of information provided at a remote location will vary by product purchased and installed. At a minimum, the location of an alarm can be identified by each remote annunciator.

The following diagrams and text references will guide you through the application of the different products available with the system. Contact your Sales Representative if there are any questions in regards to adding or changing your remote annunciation product.

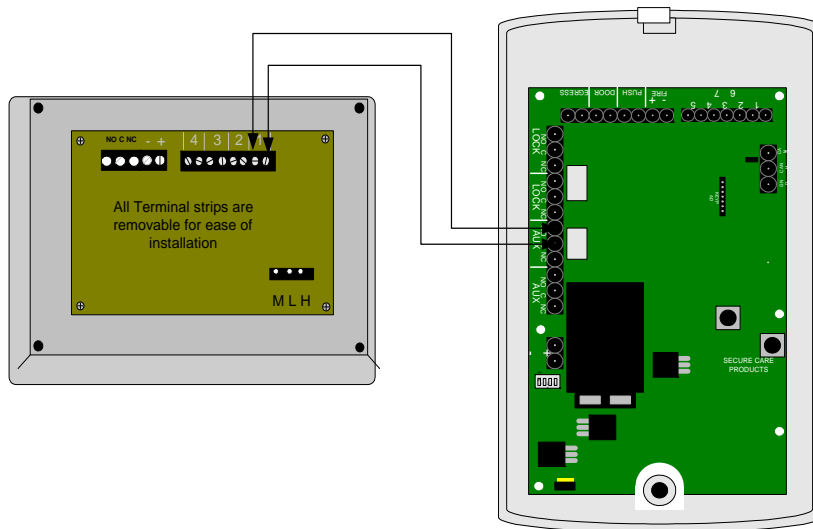
## LED Nurse Station Annunciator

### A02030901 (A02040901)

The A02030901 (A02040901) Nurse Station Annunciator is a basic dry contact driven series of LED's and piezo sounders designed to provide a specific location of a device in alarm. There are no communication requirements from the field device to the annunciator. The field device can provide a dry contact closure during an alarm event. If each field device is wired properly to the remote annunciation location, the closure will provide an alarm on one of four (or eight) LED locations on the face of the unit.

**LED Nurse Stations with part # 203 or 204 are not compatible with LED Nurse Stations with part #'s A02030901 and A02040901**

Each field device requires a two conductor shielded home run (single length of wire from beginning point to end point) without any breaks or splices. The A02030901 Nurse Station Annunciator requires a mounting box A10000210 for flush mounted applications and mounting box 401 for surface mounted applications. The A02040901 Nurse Station Annunciator requires a mounting box 449 for flush mounted applications and mounting box 448 for surface mounted applications.



**Figure 6-4 Connection Between the A02030901/A02040901 and the 500DE Exit Panel**

Connection should be made using the Normally Open (NO) and Common © on the back of the 500DE Exit Panel.

# SECTION 6 SYSTEM COMPONENT DESCRIPTIONS

## Indoor/Outdoor Remote Keypad Layout

- LEGEND
- 1. Mounting screw holes
  - 2. Seven pin connector for seven conductor ribbon cable
  - 3. Steel faceplate

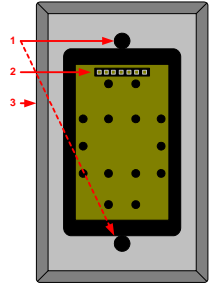


Figure 6-4 Rear View of Remote Keypad

## Indoor/Outdoor (N/O) Push Button Layout

- LEGEND
- 1. Mounting screw holes
  - 2. Spade lug terminal connectors (Normally Open - Activated Closed)
  - 3. Steel Faceplate

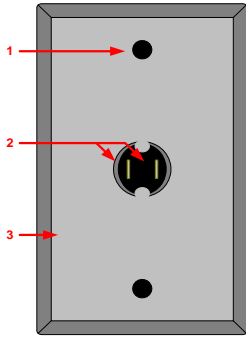


Figure 6-5 Rear View of Push Button

## SECTION 7 STANDARD FEATURES

The access control system is designed to augment your policy regarding security of infants, small children, or long term care residents. The 500DE Exit Panel is normally armed. Any time the door is opened the alarm will sound unless the proper access code is entered into the keypad prior to opening the door. When the electromagnetic lock is used, the door is normally locked restricting access to authorized staff members.

**Primary Reset (Escort) Code** – This code is used to reset an alarm condition or pass through a door without creating an alarm condition. This code should not be given to family members or visitors. Only nurse staff members should be allowed to reset an alarm condition or pass through an armed door without creating an alarm.

**Tertiary Reset (Escort) Code** - This code is used to reset an alarm condition or pass through a door without creating an alarm condition. This code should not be given to family members or visitors. Only nurse staff members should be allowed to reset an alarm condition or pass through an armed door without creating an alarm.

**Secondary Reset (Programming) Code** –This code is used to enter the programming mode of the system. This code should only be given to authorized staff members responsible for maintaining the system.

**Selectable Delayed Egress Timing** – This feature allows the Exit Panel to be programmed for either a 15 or 30 second release on activation of the delayed egress function. Per NFPA Life Safety Code 101, local life safety officials must be contacted for guidance on requirements for local jurisdictions prior to being programmed.

**Latching Delayed Egress** – Enabling the latching delayed egress function of the Exit Panel allows the electromagnetic lock to remain unlocked whenever the delayed egress cycle has released the door. A valid reset (escort) code entered by an authorized staff member is required before the door is available to lock again.

**Software Verification** – The software verification feature allows the user to determine which software version is installed in the Exit Panel. The Exit Panel will blink the LED's located on the front of the panel in specific sequences that are to be counted for identification.

**PM Function** - The 500DE Exit Panel can be programmed to be unlocked or disarmed during certain hours of the day. It then will automatically lock and unlock at the specified times. These specific times are programmed into the panel by following the PM programming instructions provided in this manual.

**Anti-Tailgate** - The anti-tailgate feature allows the door to re-arm automatically after an authorized staff member has passed through the door. This prevents unauthorized people from waiting until the staff member passes through the door and exiting without creating an alarm condition.

## SECTION 8 THEORY OF OPERATION

### 500DE Exit Panel

The 500 DE Exit Panel is a microprocessor based access control unit that monitors the status of a door. The system should alarm when someone passes through the doorway without entering the four digit escort code. When Secure Care magnetic locks are used, the locks will not disengage unless the proper four digit code is entered. The anti-tailgate feature immediately re-arms the system when the door has closed to prevent unauthorized exit. The PM Feature allows a magnetic lock to be activated only during hours desired. All programming is performed through the use of the keypad.

### XIU (Exit Interface Unit)

The XIU communication hub is designed to provide a method of message control for all field installed devices using the CAN bus architecture for supervision and event message transmission. Up to 95 total devices may be connected to one XIU unit. Each device will require its own uniquely programmed addressable ID. The XIU passes the input messages through to either an ID Nurse Station Console or a PC based Secure Care Software Graphical Annunciator. The XIU is equipped with two auxiliary relays (Form C relays) which activate during a cutband alarm.

### Indoor/Outdoor Remote Keypad

The A05030900 Remote Keypad is used to perform all of the functions of the Exit Panel keypad at an additional location. Typically, the Remote Keypad is mounted on the opposite side of the wall from the Exit Panel to allow for escort and reset functions from either side of the door. The Remote Keypad receives its power from the Exit Panel connected to it. The keypad only offers an input to the Exit Panel. It does not offer any internal relays or timers.

### The Indoor/Outdoor (N/O) Push Button

The A04150900 Normally Open Push Button can be interfaced to the 500DE, 135, 135DE Exit Panel. It is used to bypass the panel. Usually the Push Button is mounted on the other side of the door to allow access from the other side of the door. The Push Button can only reset an alarm condition in advanced push mode.

## SECTION 9 INSTALLATION AND CONNECTIONS

### Basic Installation of Mounting Enclosures

#### Surface Mount Enclosure (XIU, 500DE)

The surface mount enclosure is designed to be mounted on the wall adjacent to the exit to be monitored. It mounts using the screws, anchors, and strain relief provided with the enclosure. Wiring may be routed through one or more of the three provided knockout locations or through surface mounted non-metallic conduit into the knockouts on the top of the enclosure. The center of the enclosure should be mounted 48" above the floor in accordance with ADA requirements.

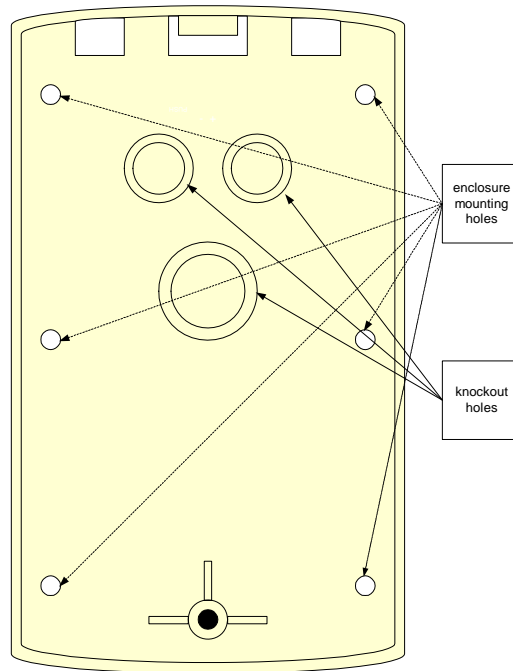


Figure 9-1 Surface Mount Enclosure for Exit Panels

After routing wires appropriately to the enclosure location, use the enclosure as a template to mark and drill for the six anchor locations. Drill a  $\frac{1}{4}$ " hole for each anchor location and install plastic anchors provided. Apply strain relief connectors to the required knockout locations. Route wires through the strain relief connector. Tighten strain relief connector around the wires. Wires should withstand 35 pounds of pull force without slipping through connector. Use the #10 X 1" stainless steel, pan head, sheet metal screws provided to mount the enclosure to the wall.

**NOTE:** Strain relief of routed cables is required to retain UL product listing. If above instructions are not followed, product listing is subject to removal.

## SECTION 9 INSTALLATION AND CONNECTIONS

### Flush Mount Enclosure (XIU, 500DE)

The flush mount enclosure is designed to be mounted in the wall adjacent to the exit to be monitored. It mounts using the screws, washers, retainers, and strain relief provided with the enclosure. Wiring may be routed through one or more of the four provided knockout locations on the back, sides, or top of the enclosure. The center of the enclosure should be mounted 48" above the floor in accordance with ADA requirements.

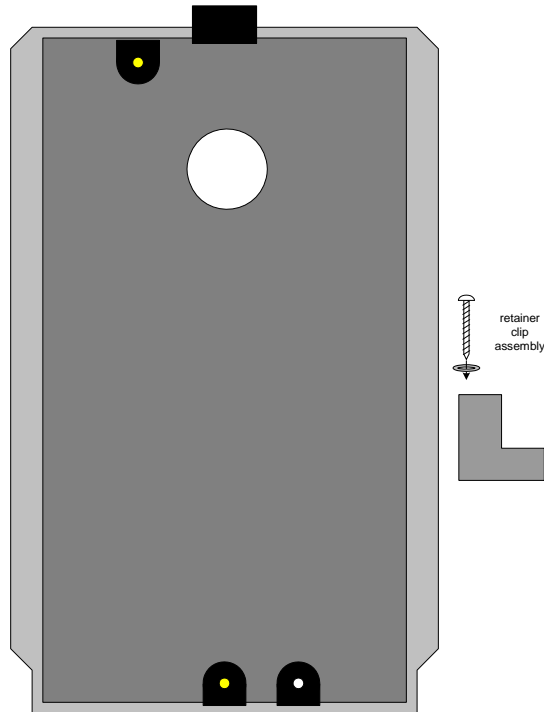


Figure 9-2 Flush Mount Enclosure for Exit Panels

After routing wires to the enclosure location, use the enclosure as a template to mark and cut the wallboard for inserting the enclosure. Apply strain relief connector to required knockout locations. Route wires through strain relief connector. Tighten strain relief connector around the wires. Wires should withstand 35 pounds of pull force without slipping through connector. Insert the enclosure into the wall.

Use the screws, washers, and retainer clips provided to mount the enclosure securely in the wall. Review the diagram above for assembly of the retainer clip. Insert the retainer clip assembly into the slots located on the top and bottom of the enclosure. Keeping pressure on the enclosure inside the wall, tighten the screws of the retainer clip assembly in the forward most position until the enclosure is secure.

**NOTE:** Strain relief of routed cables is required to retain UL product listing. If above instructions are not followed, product listing is subject to removal.

## SECTION 9 INSTALLATION AND CONNECTIONS

### Flush Mount Enclosure (A02040901 LED Nurse Station Annunciator)

This flush mount enclosure should be mounted in a convenient location for monitoring by facility staff. It mounts easily using the Madison clips provided. Knockouts for wire entry are available in all four sides and back of the enclosure. Use the strain relief cable clamp provided for wire entry. Annunciate

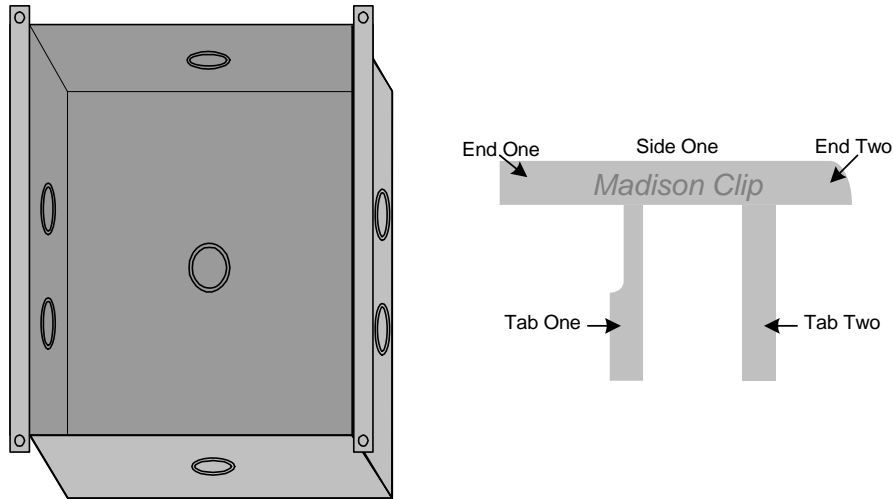


Figure 9-3 Flush Mount Enclosure for Nurse Stations

Use the enclosure as a template and cut a hole in the wallboard for inserting the enclosure. Pull the wires through the cable clamp and install the enclosure in the wall. A maximum of six wires may be pulled through each ½" cable clamp. Tighten the strain relief connector around the wires. The wires should withstand 35 pounds of pull force without slipping through the connector. Use the two Madison clips on the top and bottom to secure the enclosure as follows. Bend end two up at a 45° angle. Insert side one into the gap (keeping end two up) between the wallboard and the enclosure top. Slide end one of the Madison clip left or right until clip meets the far extent of enclosure hole. Keeping outward pressure on the Madison clip, bend tab one and tab two 180° into the enclosure and flatten with pliers. Follow the same procedure on the bottom of the enclosure with the second Madison clip, but slide the clip to the opposite side of the enclosure hole and keep end two down.

**NOTE:** Strain relief of routed cables is required to retain UL product listing. If above instructions are not followed, product listing is subject to removal.

## SECTION 9 INSTALLATION AND CONNECTIONS

### Surface Mount Enclosure (A02040901 LED Nurse Station Annunciator)

This surface mount enclosure should be mounted in a convenient location for monitoring by facility staff. It mounts easily using the Madison clips provided. Knockouts for wire entry are available in all four sides and back of the enclosure. Wiring may be routed through one or more of the six provided knockout locations or through surface mounted non-metallic conduit into the knockouts on the top or bottom of the enclosure. Use the strain relief cable clamps provided for wire entry.

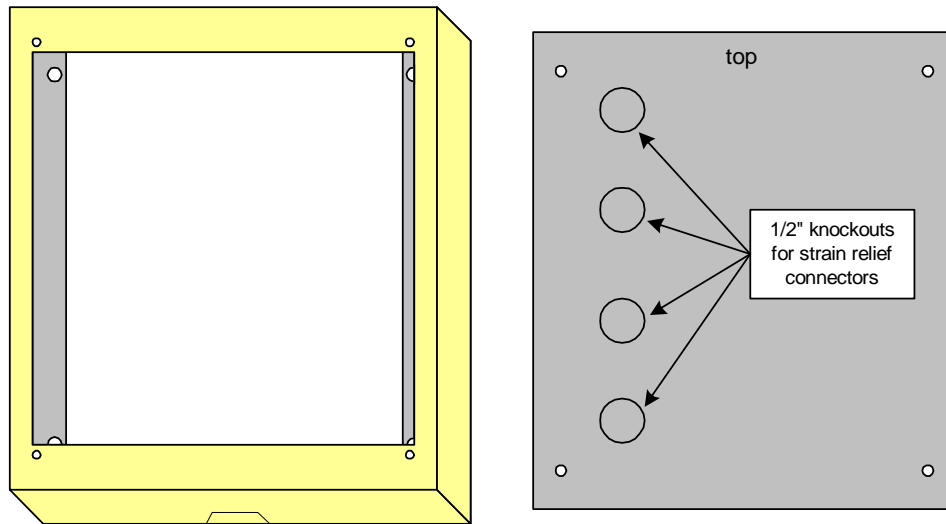


Figure 9-4 Surface Mount Enclosure for Nurse Stations

Use the backplate as a template and mark four mounting holes. Drill a  $\frac{1}{4}$ " hole for each anchor location and install the plastic anchors provided. Apply the strain relief connector to required knockout locations. Route the wires through strain relief connector. A maximum of six wires may be pulled through each  $\frac{1}{2}$ " cable clamp. Tighten the strain relief connector around the wires. The wires should withstand 35 pounds of pull force without slipping through the connector. Use the #10 X 1" stainless steel, pan head, sheet metal screws provided to mount the enclosure and backplate to the wall. (Note orientation of backplate).

**NOTE:** Strain relief of routed cables is required to retain UL product listing. If above instructions are not followed, product listing is subject to removal.





## SECTION 9 INSTALLATION AND CONNECTIONS

### Single XIU Connection

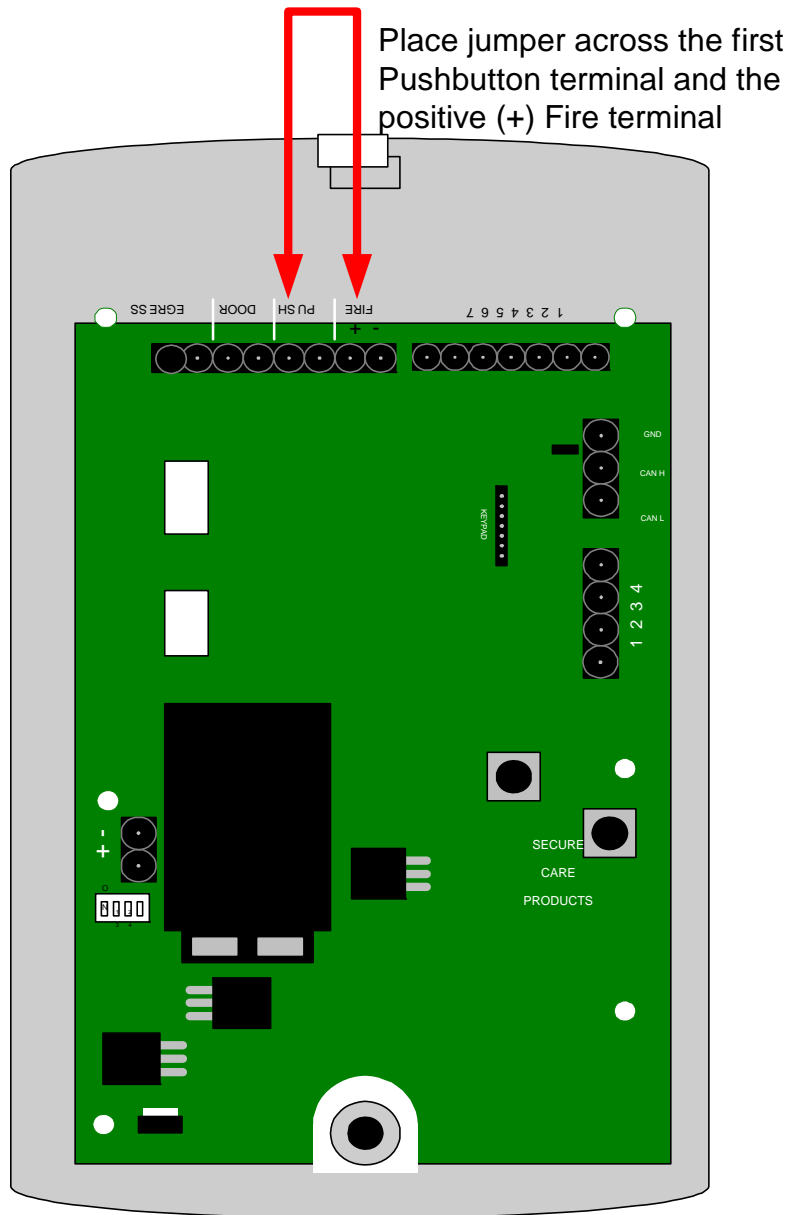


Figure 9-5 XIU Controlling Cutband Receivers and Exit Panels Connected to One XIU

**NOTE:** An improper connection on the single XIU application will result in the Secure Care Software displaying an XIU- cross communication error. This is a logged event and can be viewed through the Device Reader in our software.

# SECTION 9 INSTALLATION AND CONNECTIONS

## Interfacing Magnetic Locks

The 500DE Exit Panel can be interfaced with a magnetic lock. The connections to the locks should be made as shown in Fig. 9-7  
The 500DE Exit Panel can also be interfaced to two locks.

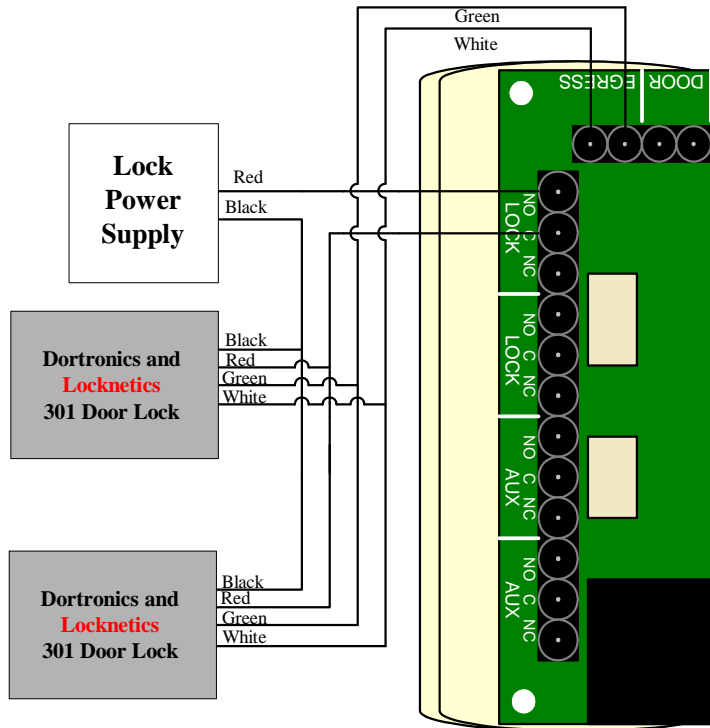


Figure 9-6 500DE Exit Panel to Dortronic Lock Connections

Remove  
Locknetics

# SECTION 9 INSTALLATION AND CONNECTIONS

## Interfacing the Magnetic Solutions Lock

The 500DE Exit Panel can be interfaced with a magnetic lock. The connections to the locks should be made as shown in Fig. 9-8.

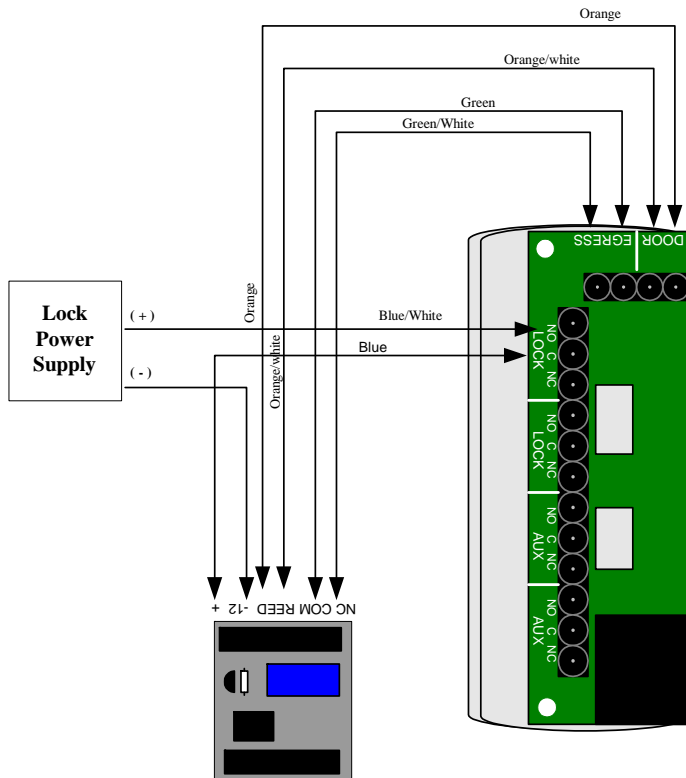


Figure 9-7 500DE Exit Panel to Magnetic Solutions Lock Connections

# SECTION 9 INSTALLATION AND CONNECTIONS

The 500DE Exit Panel can also be interfaced to two Magnetic Solutions locks. Make connections as shown in Fig. 9-9. The two locks should be wired in series not in parallel.

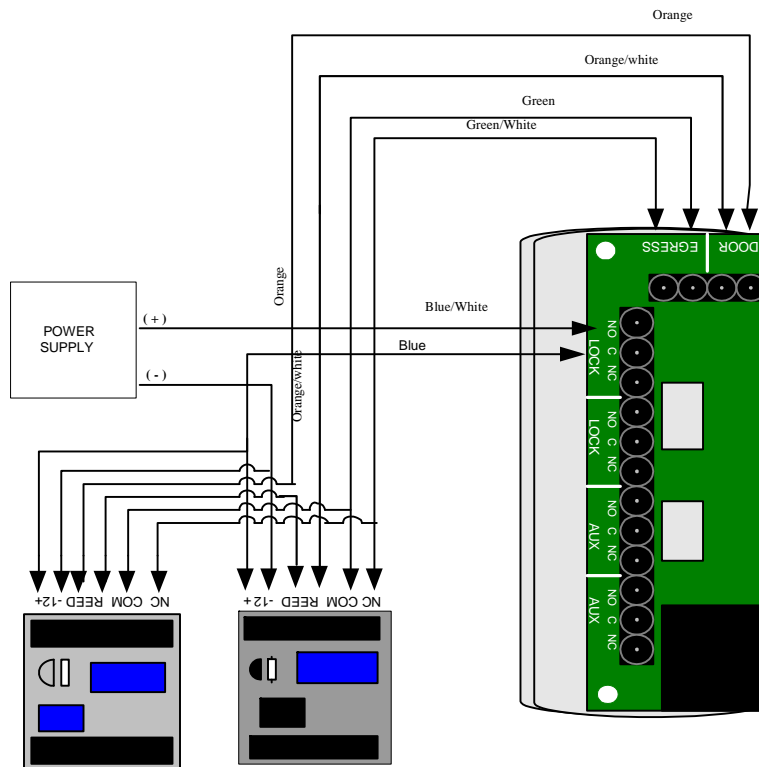


Figure 9-8 500DE Exit Panel to Two Magnetic Solutions Locks Connections

## SECTION 9 INSTALLATION AND CONNECTIONS

### Interfacing the Push Button and Remote Keypad

The 500DE Exit Panel can be interfaced with a normally open non-latching Push Button and or a SCP provided Remote Keypad. The connections should be made as shown in Fig. 9-10.

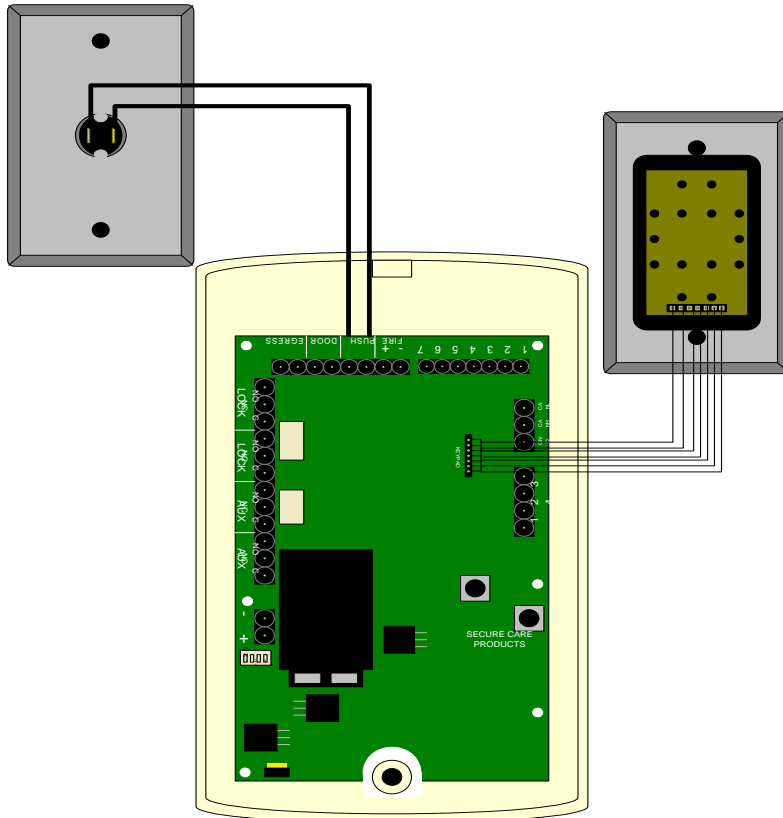
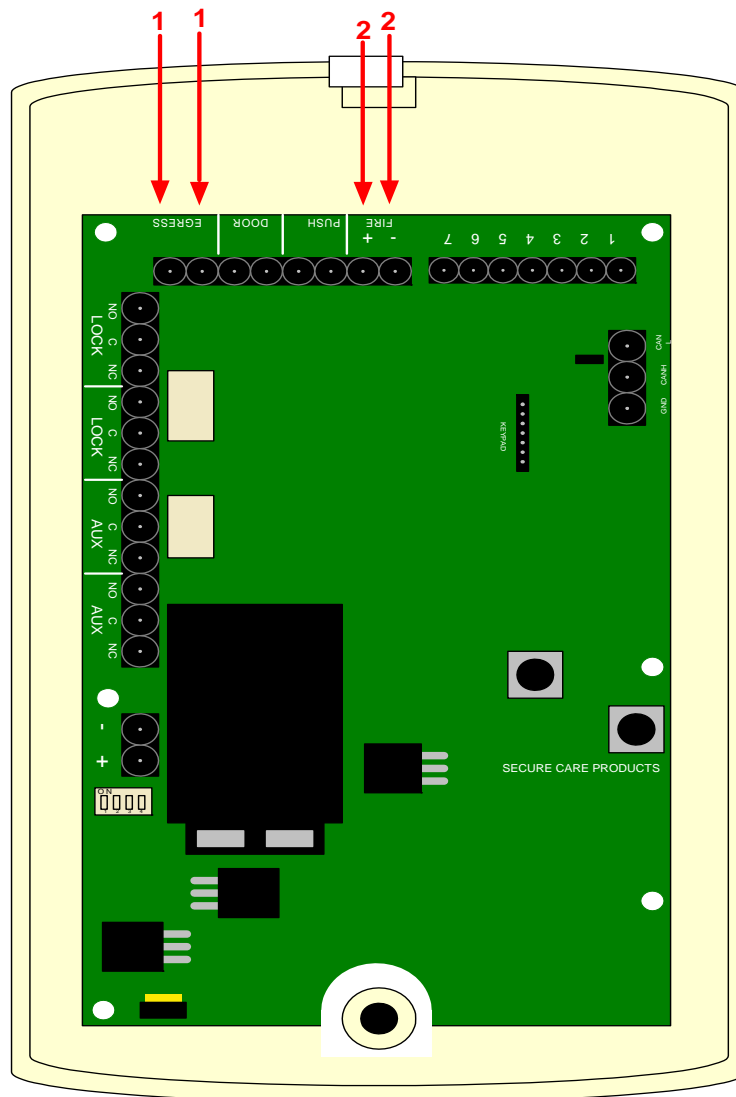


Figure 9-9 Push Button and Remote Keypad to 500DE Exit Panel Connection

# SECTION 9 INSTALLATION AND CONNECTIONS

## Delayed Egress and Fire Alarm Connections

Each of our panels has a delayed egress connection and a fire alarm connection per Life Safety Code 101 and NFPA code 101. The fire alarm panel connection is designed to disengage the magnetic lock in the event of a fire alarm. The delayed egress connection will sense when pressure is applied to the door, releasing the magnetic lock 15 seconds later. Connect the positive lead from your fire alarm panel ( 2 ) to the positive termination on the panel; connect the negative lead from your fire panel ( 2 ) to the negative termination on the panel. When connecting the delayed egress ( 1 ), simply connect both leads from the lock to the panel. Polarity does not matter. Connections are shown in Fig. 9-10.



Note: In order to use this equipment with fire system, the end product must be listed to UL864

Figure 9-10 Delayed Egress and Fire Alarm Connections

### Reset (Escort) Codes

**NOTE:** The PM mode must be disabled to make any programming changes to the panel. (See *Section 10* of this manual)

**NOTE:** All Programming is stored in nonvolatile memory, which means that if the panel loses power the programming will remain in memory.

**NOTE:** To reset the panel to factory settings enter \*309 \*9876543214

Each Exit Control Panel offers three separate four digit codes for escorting transmitters legally through a protected doorway or hallway or resetting an alarm condition created by the presence of a transmitter while the exit door is open or hallway perimeter is breached. These three codes are referred to as the Primary, Secondary, and Tertiary. The Primary and Tertiary codes allow for resetting alarm conditions and escorting transmitters through protected areas. The Secondary code allows for resetting, escorting, and programming in all conditions.

**Primary Code** (any three digits preceded by \*). Factory Default - \*234

To change the Primary code, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed Secondary code
2. Enter \*9876543210#
3. Enter new three digit code. One beep = Change accepted

**Secondary Code** (any three digits preceded by \*) Factory Default - \*567

To change the Secondary code, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed Secondary code
2. Enter \*9876543211#
3. Enter new three digit code. Two beeps = Change accepted

#### Secondary Code Reset

This will allow you to reset the secondary code to factory setting ( \*567 ) .

1. Enter \*309 \*9876543212 .

**Tertiary Code** (any three digits preceded by \*). Factory Default - \*751

To change the Tertiary code, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed Secondary code
2. Enter \*9876543212#
3. Enter new three digit code. Three Beeps = Change Accepted



## SECTION 10 PROGRAMMING

### Escort Time

Factory Default 30 Seconds

Each Exit Panel has a time period for passing through a door without creating an alarm.

To change the Escort code, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543215#**
3. Enter new three digit time in seconds (up to a maximum of 900 seconds but not less than 15 seconds) followed by #
4. Two beeps = Change accepted; One beep = Change not accepted

### Delayed Egress Release Time

Each Exit Panel controlling an electromagnetic lock has a required time period for pressure applied to a door to release the locking feature as required by NFPA 101. Refer to the NFPA 101 Life Safety Code or your local fire Marshall/safety inspector for guidance on local requirements.

#### Delayed Egress Release Time

Factory Default 15 seconds

To change the release time **from 15 to 30 seconds**, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#030**
3. Multiple confirmation beeps = change accepted
4. Single confirmation beep = change not accepted

To change the release time **from 30 to 15 seconds**, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#015**
3. Multiple confirmation beeps = change accepted
4. Single confirmation beep = change not accepted

#### Egress Activation for Nuisance Silent

Default disabled

Currently a beeping will sound for the first 3 seconds when there is pressure applied to the door. With the Nuisance Silent Feature enabled, it will silence the 3 second nuisance sound and will activate the egress process.

To **enable** Nuisance Silent enter **\*567\*9876543217#777**

To **disable** Nuisance Silent enter **\*567\*9876543217#707**

## SECTION 10 PROGRAMMING

### Delayed Egress Activation Time

Each Exit Panel controlling an electromagnetic lock has a required time period for pressure applied to a door to activate the delayed egress release feature as required by NFPA 101. Refer to the NFPA 101 Life Safety Code or your local Fire Marshall/Safety Inspector for guidance on local requirements. This feature allows you to modify the time necessary to apply the constant even pressure upon the door to activate the delayed egress alarm mode. The four options below are 3 sec., 2 sec., 1 sec., and 0 sec. Changing the activation time from factory default should be done only after permission is granted by the local Authority having jurisdiction.

#### Delayed Egress Activation Time

Factory Default 3 Seconds

To change the activation time to **3 seconds**, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#753**
3. Three confirmation beep = change accepted
4. No confirmation beep = change not accepted

To change the activation time to **2 seconds**, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#852**
3. Two confirmation beeps = change accepted
4. No confirmation beep = change not accepted

To change the activation time to **1 second**, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#951**
3. One confirmation beeps = change accepted
4. No confirmation beep = change not accepted

To change the activation time to **0 seconds**, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#580**
3. Four confirmation beeps = change accepted
4. No confirmation beep = change not accepted

### Life Safety Lock

You can lock all **Life Safety 101** features. This will lock the delayed egress and fire alarm settings. This feature is **NON REVERSIBLE** and cannot be undone by initializing the panel. Make sure the Life Safety 101 features are correct and meet your local authorities requirements before locking the feature. To undo this feature the panel will have to be sent back to Secure Care Products, Inc. to be reprogrammed.

To **LOCK** Life Safety Features:

Enter **\*309\*9876543219**

## Latching Delayed Egress

Each Exit Panel controlling an electromagnetic lock has a required time period for pressure applied to a door to release the locking feature as required by NFPA 101. This feature, when enabled, allows the door to remain unlocked once the delayed egress feature is activated until an authorized reset code is entered into the Exit Panel.

### Latching Delayed Egress

Factory Default    Disabled

To **enable** the latching delayed egress feature, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#999**
3. Four confirmation beeps = change accepted

To **disable** the latching delayed egress feature, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed secondary code
2. Enter **\*9876543217#909**
3. Three confirmation beeps = change accepted

## No Code/ Irreversible Delayed Egress

Each Exit Panel controlling an electromagnetic lock has a required time period for pressure applied to a door to release the locking feature as required by NFPA 101. Refer to the NFPA 101 Life Safety Code or your local fire Marshall/safety inspector for guidance on local requirements. This feature, when enabled, will continue with the delayed egress after the activation time is passed. No Code will stop or reset the delayed egress until the door is opened and then closed. At this time you can reset the delayed egress.

### No Code/ Irreversible Delayed Egress

Factory Default    Disabled

To **enable** the No Code/ Irreversible delayed egress feature, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter \*567 or the currently programmed secondary code
2. Enter **\*9876543217#666**
3. Three confirmation beeps or blinks = change accepted

To **disable** the No Code/ Irreversible delayed egress feature, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter \*567 or the currently programmed secondary code
2. Enter **\*9876543217#606**
3. One beep/blink confirmation = change accepted

## Fire Alarm Input Selection

## Fire Alarm Input

Factory Default Normally Open

To change to input of the Fire alarm relay enter the following:

**Normally Open** fire alarm contact active

1. Enter currently programmed secondary code
2. Enter **\*9876543216#000**
3. Two confirmation beeps = change accepted
4. One confirmation beep = change not accepted

**Normally Closed** fire alarm contact active

1. Enter currently programmed secondary code
2. Enter **\*9876543216#001**
3. Three confirmation beeps = change accepted
4. One confirmation beep = change not accepted

## Latching Fire Alarm

To **Enable** the Latching Fire Alarm

1. Enter **\*567\*9876543216 #999**
2. Four confirmation beeps = change accepted
3. One confirmation beep = change not accepted

To **Disable** the Latching Fire Alarm

1. Enter **\*567\*9876543216 #909**
2. Five confirmation beeps = change accepted
3. One confirmation beep = change not accepted

## Panel ID Code

Each Exit Panel requires its own unique ID code for reporting purposes on the CAN bus (if used). Any event message will be transmitted on the CAN bus beginning with the Exit Panel ID code followed by the message string. The Exit Panel ID is also supervised by the XIU for power.

## Panel ID Code

Factory Default 255

To **change** the panel ID code, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed Secondary code
2. Enter **\*9876543213#XXX** (XXX = three digit number)
3. Multiple confirmation beeps = change accepted
4. Single confirmation beep = change declined

To **view** the Exit Panel ID code, follow the three listed steps without pausing for greater than one second between keystrokes.

1. Enter currently programmed Secondary code
2. Enter **\*9876543213#999**
3. Three series of Beeps separated by pauses.

## Toggle On / Toggle Off

### System is armed or disarmed

Factory Default    Armed

To toggle off enter \*567 \*3 holding until one beep is heard

To toggle on enter \*567 \*3 holding until three beeps are heard

## Date Time Change

To change just the day and time in Pm programming for day light savings.

Step1: \*567 \* 9 8 7 6 5 4 3 2 1 hold 1 for one beep:

Step 2: Press 1 – 7: to enter current day (Monday being 1 and Sunday being 7). 2 beeps

Step 3: Enter 4 digit current times. (Example: 1500 hours is 3:00 pm) 3 beeps

When you are done entering the new day and time press # to exit the programming.

## PM Mode Feature

The new PM Mode feature allows the user to select different Lock and Unlock times for different days of the week to automatically arm and disarm the door system. This will allow more control of unauthorized traffic through the protected door during those times. **NOTE: PM Mode programming for panels shipped prior to May 10<sup>th</sup> 2010 please refer to Appendix F in the back of the manual.**

Note: All times are entered in Military Time and \*567 is replaced with current secondary code if changed.

Step1: \*567 \* 9 8 7 6 5 4 3 2 1 hold 1 for one beep:

Step 2: Press 1 – 7: to enter current day (Monday being 1 and Sunday being 7). 2 beeps

Step 3: Enter 4 digit current times. (Example: 1500 hours is 3:00 pm) 3 beeps

Step 4: Enter 1 – 7 (if you want individual times for different days of the week), or 0 (to program panel for every day) 1 beep

Step 5: Enter 4 digit unlock time. 2 beeps

Step 6: Enter 4 digit lock time. 3 beeps

Step 7: Repeat steps 4 - 6 if you are programming additional days of the week or press # to exit

If enabled the PM programming is set at factory default to lock down for 24 hours seven days of the week. If programming the panel for different days you must enter a lock and unlock time for each day of the week. Example on Monday I don't want the door to lockdown at all so I will have to enter a time for a one minute lockdown: lock at 0100 and unlock at 0101.

### To disable and enable PM mode

\*567 \* 9 8 7 6 5 4 3 2 1 hold the 1 for one beep,

Press 9 to toggle PM mode on or off. 5 beeps enabled, 3 beeps disabled

## To check current times for PM mode

\*567 \* 9 8 7 6 5 4 3 2 1 and hold 1 for one beep:

Press 0: enter next code for time / date setting beep out. 1 beep feedback

4096 current time  
4097 unlock time Monday  
4353 lock time Monday  
4098 unlock time Tuesday  
4354 lock time Tuesday  
4099 unlock time Wednesday  
4355 lock time Wednesday  
4100 unlock time Thursday  
4356 lock time Thursday  
4101 unlock time Friday  
4357 lock time Friday  
4102 unlock time Saturday  
4358 lock time Saturday  
4103 unlock time Sunday  
4359 lock time Sunday

## 500 DE ONLY

Enter \*567 \* 9 8 7 6 5 4 3 2 1 hold 1 for one beep

4231 beep out days  
4233 beep out months  
4237 beep out years

To verify the software version:

1. Enter \*567\*2 and hold
2. Count the beeps. It should be a four digit number (10 beeps=0)

## Software Version

## Elevator Mode

### Elevator Mode

Factory Default    Disabled

In normal operation the AUX relay will operate normally, the NO relay will close during alarms and the NC relay will OPEN during alarms. When the Exit Panel loses all power, the NC relay will remain Closed and the NO will remain OPEN. This feature only affects the AUX relays when the power is powered down

To **enable** the elevator mode: Enter \*567 \*0 hold the 0 until 1 beep is heard

To **disable** the elevator mode: Enter \*567 \*0 hold the zero until 2 beeps are heard

When the elevator mode feature is enabled the AUX relays will change to the alarm state when the panel loses power. (Relays will change state).

## Four Digit Escort Code Using the Month and Year

### Four Digit Escort Code

Factory Default    Disabled

You are able to program a four digit escort code into the 500DE Exit Panel. You can enter \*@@## where @@ is the month (digits 01 to 12), and ## is the last two digits of the year (digits 00 to 99). For Example, to escort through a door in February 2009, you would enter \*0209.

To **enable** this feature enter: \*567\*9876543215#997, you should get 4 conformation beeps.

To **disable** this feature enter: \*567\*9876543215#907, you should get 2 conformation beeps.

To program the date information enter:

Enter \* 567 \* 9 8 7 6 5 4 3 2 1 hold 1 for one beep

Press 8: enters the year, month, day programming section 6 beeps

Enter 4 digit current year. 3 beeps

Enter 4 digit Current month. (00??) 2 beeps

Enter 4 digit Current day of the month (00??) 1 beep

Enter # to exit

This feature automatically adjusts itself from month to month and year to year. This feature also corrects itself for leap year.

To Verify the month/year/day settings, enter: \*567\*987654321 hold the 1 until 1 beep is heard.

Enter 5555 to beep out the year in three digits. (The first digit beeped out can be ignored)

Enter 4444 to beep out the month in three digits. (The first digit beeped out can be ignored)

Enter 3333 to beep out the day in three digits. (The first digit beeped out can be ignored)

**500DE Recommended Weekly Testing**  
**Perimeter Control****Escort Feature Test**

Enter the reset code into the keypad on the 500DE Exit Panel. The red LED should turn off and the green LED should turn on. Open the door. No alarm condition should be activated. Close the door.

**Anti-Tailgate Feature Test**

Enter the reset code into the keypad on the 500DE Exit Panel. The red LED should turn off and the green LED should turn on. Open the door. No alarm condition should be activated. Close the door. The 500DE Exit Panel should immediately re-arm itself when door is completely closed.

**Remote Keypad Test**

If a Remote Keypad has been installed with the 500DE Exit Panel, repeat the anti-tailgate feature test using the Remote Keypad.

**Push Button Test**

If a Push Button has been installed with the 500DE Exit Panel, pass through the door from the Exit Panel side to the Push Button side using the reset code on the Exit Panel keypad. Close the door. Depress the Push Button. Open the door. No alarm condition should be activated.

**Perimeter Control with Locks**

Verify that all wiring connections are complete and wired as shown in the diagrams included in this manual. The 500DE Exit Panel red LED should be on and the door should be armed and secured by the magnetic lock.

**Escort Feature Test**

Enter the reset code into the keypad on the 500DE Exit Panel. The red LED should turn off and the green LED should turn on. Open the door. No alarm condition should be activated. Close the door. The red LED on the 500DE Exit Panel should turn on. The Exit Panel should return to the armed mode and the lock should engage.

**Delayed Egress Feature Test**

With the door in the armed mode, apply pressure on the opening hardware of the door. The 500DE Exit Panel should begin to emit an audible indication that the delayed egress feature of the panel has been activated. Wait 15 seconds. The door should unlock and open if pushed upon. Close the door. Enter the reset code into the keypad. The 500DE Exit Panel should reset and return to the armed mode.

**Anti-Tailgate Feature Test**

Enter the reset code into the keypad on the 500DE Exit Panel. The red LED should turn off and the green LED should turn on. Open the door. No alarm condition should be activated at this point. Now close the door. The red LED should immediately turn on. The 500DE Exit Panel should be in the armed mode and the lock should engage. This is the Anti-Tailgate feature.

**Door Status Feature Test**

Enter the reset code into the keypad on the 500DE Exit Panel. The red LED should turn off and the green LED should turn on. Open the door. No alarm condition should be activated at this point. Keep the door open for 30 or more seconds. The 500DE Exit Panel should go into an alarm mode. Close the door and enter the reset code into the keypad. The 500DE Exit Panel should now be in the armed mode with the red LED on.



### Fire Alarm Release Feature Test

Place the fire alarm system into the alarm mode and verify that all locks release. The 500DE Exit Panels should be in the fire alarm release alarm condition.

### 500DE Recommended Annual Servicing Battery Replacement

The battery should be replaced annually with a rechargeable 9VDC battery only.

Symptom 1: LED's on the 500DE Exit Panel are off.

**Potential causes and corrective actions:**

- Power switch on the 500DE Exit Panel is in the OFF position.
- Improper output voltage: Check the plug in the transformer for proper output voltage.
- Verify that the AC outlet power supply is connected and has an output of 110-120VAC.
- The problem may be in the 500DE Exit Panel. Replace the Exit Panel.

Symptom 2: The red LED is on but the 500DE Exit Panel will not alarm when the door is opened.

**Potential causes and corrective actions:**

- Check the door contacts for proper operation. closed loop when the door is closed, open loop when the door is open..
- Check door contact wiring. When the door contacts are mounted on a pair of doors, the door contacts must be wired in series.
- Check for broken or shorted door contacts. If found, replace the door contacts.
- The problem may be in the 500DE Exit Panel. Replace the Exit Panel.

Symptom 3: The 500DE Exit Panel goes into alarm instantly when powered up (constant audible alarm, flashing and toggling LED's)

**Potential causes and corrective actions:**

- Check the door contacts for proper operation. closed loop when the door is closed, open loop when the door is open..
- The door may not be closing properly. The contacts are not closing.
- The door contacts may not be mounted properly. The gap may be too large between the door contacts. ¼ inch is the proper spacing.
- Check for broken or shorted door contacts. If found, replace the door contacts
- The problem may be in the 500DE Exit Panel. Replace the Exit Panel.

Symptom 4: The 500DE Exit Panel will not reset.

**Potential causes and corrective actions:**

- The incorrect reset code is being entered into the keypad. Verify proper reset code and enter into keypad. (Try factory default reset code \*234)
- The keypad is damaged. Replace the Keypad .
- The Push Button input may be shorted. Disconnect any wires connected to the Push Button input and retest.
- The problem may be in the 500DE Exit Panel. Replace the Exit Panel

Symptom 5: The 500DE Exit Panel goes into delayed egress alarm without pressure being applied to the door hardware.

**Potential causes and corrective actions:**

- Verify proper wiring of delayed egress switch. Disconnect the egress switch wiring from the back of the Exit Panel and check. Open circuit when door is closed and locked; closed circuit when pressure is applied to door .
- Disconnect the delayed egress switch wiring from the Exit Panel. If the problem persists, replace the 500DE Exit Panel. If the problem stops, check the alignment of the lock. If the lock is not properly aligned during installation, the delayed egress switch may be activated from misalignment.

## SECTION 12 TROUBLESHOOTING

**Symptom 5: The 500DE Exit Panel goes into delayed egress alarm without pressure being applied to the door hardware. (continued)**

- Check the door for proper operation. If the door does not close properly or completely, the delayed egress switch may be activated.
- Lock armature may not be mounted properly. Verify that the correct hardware has been placed on the bolt that connects the armature to the through bolt on the door.

**Symptom 6: The upper right LED on the 500DE Exit Panel is flashing.**

**Potential causes and corrective actions:**

- The fire alarm input is activated. Disconnect the fire alarm input from the Exit Panel. If the problem persists, replace the 500DE Exit panel. If the problem stops, verify proper fire alarm relay connections. Normally open dry contact relay, closed upon alarm is required.
- Verify that all Exit Panels connected to the fire alarm relay are turned on and operating.
- If more than one Exit Panel is connected to a single fire alarm relay, all Exit panels must be turned on.
- Verify proper fire alarm wiring. (Multiple door fire alarm interface connection) The polarity of the connections is important. All Exit panels connected to a common relay in the fire alarm panel must be connected in parallel.
- Verify that the fire alarm relays are programmed for proper position NO or NC.

**Symptom 7: The green LED is on and the 500DE Exit Panel does not alarm when the door is open.**

**Potential causes and corrective actions:**

- The Exit Panel is in Toggle Off mode. Enter \*567\*3 and hold the "3". After approximately ten seconds, the 500DE Exit Panel should beep once and the red LED should turn on.
- The PM Program is being used and the Exit panel is in the PM program off time.
- The Push Button interface is shorted. Disconnect the Push Button from the 500DE Exit panel.

**Symptom 8: The 500DE Exit Panel is operating properly but the PM program does not seem to be working. The Exit Panel does not arm at the programmed time.**

**Potential causes and corrective actions:**

- The Exit Panel has lost PM programming. Make sure the ground wire is attached to the Exit Panel as specified and reprogram the Exit panel. (Static discharge can cause loss of programming).
- The PM programming has not been enabled. Enter \*567\*987654321, holding the "1" until two confirmation beeps are heard. Then press 9999.
- The Exit Panel has been programmed incorrectly. Reprogram the Exit Panel.

**Symptom 9: The Push Button input does not seem to be working. (The Red LED is on and the 500DE Exit Panel is working properly).**

**Potential causes and corrective actions:**

- Disconnect the Push Button wiring and check for opens or shorts.
- Momentarily short the Push Button input on the 500DE Exit Panel. The green LED should turn on and the Exit Panel should be disarmed.
- If the problem persists, replace the 500DE Exit Panel.

## SECTION 12 TROUBLESHOOTING

Symptom 10: The Remote Keypad is not operating. All other functions are operating properly.

**Potential causes and corrective actions:**

- Verify that the proper reset code is being entered into the Remote Keypad. The Remote Keypad must use the same reset code as the panel.
- Verify the wiring of the Remote Keypad. If the ribbon cable has been plugged onto the Remote Keypad connector incorrectly or the ribbon cable is not completely onto the connector there could be a problem.
- Broken or shorted keypad connector on the Exit Panel or the Keypad. Visually inspect for damage or short circuit of pins.
- Broken or loose conductor in the ribbon cable. Visually inspect the cable for damage to conductors. Using an ohm meter, test each conductor for continuity.
- Broken Remote Keypad. Replace the Remote Keypad.

Symptom 11: The anti-tailgate feature of the Exit Panel is not operating properly.

**Potential causes and corrective actions:**

- The anti-tailgate feature of the Exit Panel is triggered by the opening and closing of the magnetic door contacts connected to the Exit Panel. If the door contacts are not operating properly, the anti-tailgate feature will not work properly. Verify the magnetic door contacts wiring and operation.
- There may be a problem with the 500DE Exit Panel. Replace the 500DE Exit Panel.

Symptom 12: The Nurse Station connected to the 500DE Exit Panel is in alarm constantly, although the Exit Panel is not in alarm.

**Potential causes and corrective actions:**

- The Nurse Station is connected to a form "C" relay on the Exit Panel. Verify that the Nurse Station is connected to the correct relay ports, common and normally open.
- Shorted wire connecting the 500DE Exit panel and the Nurse Station. Disconnect the wiring to the Nurse Station. If the problem persists, replace the Nurse Station. If the problem is corrected, the problem is in the wire or the 500DE Exit Panel.
- If the Nurse Station wire is okay, verify that the relay on the Exit panel is working properly. Testing the common and normally open terminals on the relay. You should read an open loop when the Exit panel is armed and a closed loop when the Exit Panel is in alarm.

Symptom 13: The electromagnetic lock energizes when the reset code is entered into the keypad and releases after the escort delay elapses.

**Potential causes and corrective actions:**

- The electromagnetic lock is connected to the wrong relay ports on the back of the Exit Panel. There are two form "C" relays on the 500DE Exit Panel. The lock must be wired to the normally open and common lock terminals on the Exit Panel.

Symptom 14: The 500DE Exit Panel beeps every 15 seconds.

**Potential causes and corrective actions:**

- The Exit Panel is on battery backup. Remove the battery and see if the Exit Panel is still powered up. Check the DC voltage input.
- The voltage has dropped below 10 volts DC. The Exit Panel must see at least 10 volts DC. .

## SECTION 13 GENERAL PRODUCT WARRANTY STATEMENT

BY PERMITTING INSTALLATION OR BY MAKING USE OF ANY PRODUCT OR SERVICE DESIGNED OR MANUFACTURED BY SECURE CARE PRODUCTS, INC. ("SECURE CARE") (INCLUDING SUPPORT SERVICES, MAINTAINED SOFTWARE AND MAJOR RELEASES, WHETHER OR NOT IT IS COVERED BY ANY SOFTWARE MAINTENANCE OR LICENSE AGREEMENT) ("THIS PRODUCT"), YOU ACKNOWLEDGE THAT YOU HAVE READ ALL THE TERMS AND CONDITIONS OF THIS GENERAL PRODUCT WARRANTY STATEMENT, THAT YOU UNDERSTAND THEM, AND THAT YOU AGREE TO BE BOUND BY THEM. YOU UNDERSTAND THAT, IF YOU PURCHASED THIS PRODUCT FROM ANY AUTHORIZED DISTRIBUTOR OF SECURE CARE, THAT DISTRIBUTOR IS NOT SECURE CARE'S AGENT AND IS NOT AUTHORIZED TO MAKE ANY REPRESENTATIONS OR WARRANTIES OR TO AGREE TO ANY TERMS OR CONDITIONS WHICH ARE DIFFERENT FROM ANYTHING EXPRESSLY SET FORTH IN THIS GENERAL PRODUCT WARRANTY STATEMENT.

If you do not agree to the terms and conditions of this General Product Warranty Statement, do not permit the installation or make use of this Product and promptly return this Product to the place where you obtained it for a full refund. If you have any difficulty obtaining a refund, please contact Secure Care at the telephone number provided in Section 2.B below.

### 1. Notices

A. ALL LOCKS USED WITH THE SECURE CARE SYSTEM ARE DESIGNED, MANUFACTURED, LABELED AND DELIVERED SOLELY BY AN INDEPENDENT VENDOR OVER WHOM SECURE CARE HAS NO CONTROL AND FOR WHOSE ACTIONS OR FAILURES TO ACT SECURE CARE DISCLAIMS ALL RESPONSIBILITY. REGARDLESS OF WHETHER THE LOCKS CARRY SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE, SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT. SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE IMPLIED FROM THE FACT THAT SUCH LOCKS CARRY SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK OR TRADE NAME USED OR CLAIMED BY SECURE CARE OR FROM THE DELIVERY OR INSTALLATION OF THE LOCKS WITH SECURE CARE SOFTWARE, PARTS AND/OR PRODUCTS OR FROM A COURSE OF DEALING OR USAGE IN TRADE. ALL RESPONSIBILITY FOR DESIGNING, MANUFACTURING, LABELING AND WARNING OF HIDDEN DEFECTS OR DANGERS IN THE LOCKS AND/OR THEIR USE WITH AND OPERATION IN THE SECURE CARE SYSTEM RESTS EXCLUSIVELY WITH THE INDEPENDENT VENDOR, AND ANY CLAIMS, COSTS, DAMAGES OR LIABILITIES ARISING FROM THE LOCKS AND/OR THEIR USE WITH OR OPERATION IN THE SECURE CARE SYSTEM SHALL BE MADE SOLELY AGAINST THE INDEPENDENT VENDOR.

B. IF YOU PURCHASE COMPUTER HARDWARE THROUGH SECURE CARE AND REQUEST THAT SECURE CARE SOFTWARE BE INSTALLED AND TESTED ON THAT HARDWARE AT THE FACTORY, SECURE CARE WARRANTS ONLY THAT THE HARDWARE AND THE SOFTWARE PACKAGES WERE INSTALLED, SET-UP AND TESTED PRIOR TO SHIPMENT IN ACCORDANCE WITH ALL SECURE CARE PRODUCT MANUALS AND THAT, AT THE TIME THE HARDWARE AND THE SOFTWARE PACKAGES WERE FINALLY INSPECTED AT THE FACTORY, THEY WERE PERFORMING (SUBJECT TO SECURE CARE'S SPECIFIED TOLERANCES) IN ACCORDANCE WITH SECURE CARE'S SPECIFICATIONS. SECURE CARE WILL NOT BE RESPONSIBLE FOR ANY DEFECTS IN OR PROBLEMS CAUSED BY THE HARDWARE, ALL CLAIMS FOR WHICH MUST BE MADE TO THE HARDWARE MANUFACTURER AND/OR VENDOR. SECURE CARE DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND/OR NON-INFRINGEMENT. SECURE CARE ALSO DISCLAIMS ALL OBLIGATIONS WITH RESPECT TO THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM THAT MIGHT OTHERWISE ARISE OR BE IMPLIED FROM THE FACT THAT SUCH HARDWARE CARRIES SECURE CARE'S LOGO OR NAME OR ANY OTHER TRADEMARK, SERVICE MARK

OR TRADE NAME USED OR CLAIMED BY SECURE CARE OR FROM THE DELIVERY OR INSTALLATION OF THE HARDWARE WITH SECURE CARE SOFTWARE, PARTS AND/OR PRODUCTS OR FROM A COURSE OF DEALING OR USAGE IN TRADE. ALL RESPONSIBILITY FOR DESIGNING, MANUFACTURING, LABELING AND WARNING OF HIDDEN DEFECTS OR DANGERS IN THE HARDWARE AND/OR ITS USE WITH AND OPERATION IN THE SECURE CARE SYSTEM RESTS EXCLUSIVELY WITH THE HARDWARE MANUFACTURER AND/OR VENDOR, AND ANY CLAIMS, COSTS, DAMAGES OR LIABILITIES ARISING FROM THE HARDWARE AND/OR ITS USE WITH OR OPERATION IN THE SECURE CARE SYSTEM SHALL BE MADE SOLELY AGAINST THE HARDWARE MANUFACTURER AND/OR VENDOR.

C. Secure Care's software, parts and products are designed for operation in a wireless system. However, the range, performance, and predictability of any wireless system, including Secure Care's, is dependent on several factors, including, but not limited to, the following: building structure; environmental extremes (e.g., temperature, earth tremors, air pollution, etc.); the proximity of other wireless devices; the presence of variable speed products; sources of Radio Frequency Interference (RFI); physical orientation and positioning of the equipment; and sources of Electro Static Discharge ("ESD"). Secure Care cannot be responsible for the effect of these types of factors on operation of its software, parts and products.

D. This Product must be installed, set-up, tested, supported, operated, maintained, repaired and used only in accordance with all manuals and instructions (including the user, installation, technical and other manuals) issued by Secure Care (the "Product Manuals"). It is your responsibility to assure that any person who might be installing, setting-up, testing, supporting, maintaining or repairing this Product knows the contents of and has access to the Product Manuals and has successfully completed Secure Care technical training. It is also your responsibility to assure that any person who might be operating or using this Product knows the contents of and has access to the Product Manuals and has successfully completed Secure Care in-service training. If you do not have the Product Manuals or if you have any questions regarding this Product and/or its installation, set-up, testing, support, operation, maintenance, repair or use, please call Secure Care at the telephone number provided in section 2.B below. Secure Care cannot be responsible for performance problems caused by a failure to follow published and appropriate procedures for installation, set-up, testing, support, operation, maintenance, repair and use.

All adjustable features on new and repaired Secure Care software, parts and products are shipped with "factory default" settings. These "factory default" settings may not comply with building and life safety codes or other applicable laws and regulations in the location where they are installed or operated. Secure Care strongly recommends, therefore, that the settings on all Secure Care software, parts and products be checked and, if necessary, reset to comply with local building and life safety codes and other applicable laws and regulations at the time of any installation, set-up, testing, support, maintenance or repair.

E. Secure Care's system is driven by software. However, the performance and reliability of any software-driven system depends on adequately maintaining the recommended minimum configuration of computing platform, operating systems and applications programs and on regularly performing industry-standard and application-specific backup processes. If recommended minimum configurations of computing platform, operating systems, and applications programs are not adequately maintained, or if appropriate backups are not regularly performed, the software may not drive the system as intended. Secure Care cannot be responsible for operational problems caused by a failure to perform these maintenance and backup procedures.

F. Secure Care does not authorize, and strongly recommends against, any installation or field replacement of software, parts or products by untrained contractors or facility staff. Such work can be hazardous, can render the system ineffective and will void any Secure Care warranty or liability that might otherwise relate to the system.

Before any software, parts or products, which have been designed and manufactured by Secure Care can be safely installed, set-up, tested, supported, maintained or repaired, technical training in accordance with standards established by Secure Care is required. Regardless of how Secure Care's software, parts or products are obtained, they should not be installed, set-up, tested, supported, maintained or repaired by any person who has not satisfactorily completed that technical training (a "qualified service technician".) When Secure Care's software, parts or products are sold separately from installation services, it is assumed that only a qualified service technician will conduct any installation, set-up, testing, support, maintenance or repair involving that software, part or products.

G. It is important that any installation, set-up, testing, support, operation, maintenance, repair or use involving the system comply with all local and national electrical and life safety codes. If you have any questions about compliance with those codes, please contact your local authorities.

H. Secure Care receives and responds to telephone and dial-in inquiries (the "Help Line") about its software, parts and products for the purpose of discussing users' experiences with Secure Care's system, helping users better understand how their systems work, and providing ideas about what may be causing difficulties. However, Secure Care cannot accurately diagnose the cause of any problems or give complete instructions on how to fix problems over the telephone or Internet. The only way to assure that software, parts or products are installed, set-up, tested, supported, maintained or repaired correctly or that a Secure Care system is functioning properly is to have it examined on site by a qualified service technician. In addition, Secure Care software, parts and products cannot be operated or used correctly by anyone who has not successfully completed Secure Care in-service training. Secure Care's Help Line is not a substitute for on-site diagnosis and servicing by a qualified service technician or for successful completion of Secure Care in-service training. Secure Care strongly recommends that any installation, set-up, testing, support, replacement, maintenance or repair of a system that is performed by a person who has not satisfactorily completed technical training in accordance with standards established by Secure Care be immediately checked on-site by a person who has completed that technical training.

**WARNING: EVEN SLIGHT MODIFICATIONS TO THE SYSTEM OR CHANGES IN THE OPERATING ENVIRONMENT MAY CAUSE SECURE CARE'S SYSTEM TO MALFUNCTION. THE ONLY WAY TO ASSURE THAT SECURE CARE'S SYSTEM HAS BEEN INSTALLED, SET-UP, TESTED, SUPPORTED, MAINTAINED, AND REPAIRED CORRECTLY IS TO HAVE A QUALIFIED SERVICE TECHNICIAN DO THE WORK.**

I. Secure Care's software, parts and products have been designed to augment a facility's reasonable procedures for protecting residents, patients, and infants. However, no system or combination of procedures and equipment can eliminate all risk or assure complete security. Secure Care's system is not intended as a substitute for the careful identification and monitoring of residents, patients, and infants by a facility's professional staff.

## 2. Limited Warranty

A. Subject to the limitations set forth in this general product warranty statement (as amended from time to time by Secure Care in its absolute discretion), and unless a different period is specified in writing by Secure Care for a particular product or service, Secure Care warrants that this product (subject to Secure Care's specified tolerances and excluding any expendable items), if sold by Secure Care to an authorized Secure Care distributor, shall conform to the specifications which accompany this product for a period of one (1) year from the date of delivery of this product by Secure Care to a common carrier, f.o.b. Secure Care's manufacturing facility in Concord, New Hampshire or, in the case of services, from the date of first provision of such services. This warranty does not extend to and is not for the benefit of any person other than an authorized Secure Care distributor who purchases this product from Secure Care, any sub-distributor thereof and/or the customer to whom this product is first provided for use, by Secure Care, an authorized Secure Care distributor or any sub-distributor thereof. In the event that this product does not comply with this warranty, Secure Care will, at its option, either repair or replace this product or refund the purchase price, provided that this product is returned as provided in section 2.b below. Replacement of this product under warranty will not extend the original warranty period.

Secure Care will also, at its option, either repair or replace this Product after the warranty has expired, for an additional charge, provided that this Product is returned as provided in Section 2.B below. If Secure Care repairs or replaces this Product after the warranty has expired, the terms of the warranty set forth in this Section 2.A for a new Product will apply to the repaired or replaced Product, with the exception that the term will run for ninety (90) days from the date of repair or replacement.

Repair may include the replacement of parts and products with functionally equivalent, reconditioned parts or products. Any part or product replaced by Secure Care will become the property of Secure Care upon replacement.

B. Warranty service is available by contacting Secure Care at 800-451-7917 and obtaining a Return Authorization Number. No Product may be returned to Secure Care without first obtaining a Return Authorization Number. When this Product is returned to Secure Care, please include the Return Authorization Number and a detailed written description of the problem. Issuance of a Return Authorization Number by Secure Care will not constitute an admission that there is a problem with the Product being returned, that any problem is covered by warranty or that Secure Care has any responsibility to repair, replace, make refunds for or pay claims, costs, damages or liabilities connected with the Product being returned.

**NOTE: Transmitters are not repaired, nor is the warranty extended, beyond the expiration date.**

If this Product is returned to Secure Care for any reason, you will retain title (unless and until a part or product is replaced, in which case you will obtain title to the replacement part or product at the time of replacement), the risk of loss, and the obligation to pay all costs of shipping, storage and other charges and obligations relating to this Product.

C. Except as stated in this section 2, Secure Care disclaims all warranties, express or implied, with respect to the whole or any part of this product, including, without limitation, all implied warranties of merchantability, fitness for a particular purpose, title and/or non-infringement. Secure Care also disclaims all obligations that might otherwise arise or be implied from a course of dealing or usage in trade.

### **3. Limitations of Liability**

A. Regardless of the form of any claim or action, Secure Care's total liability to all persons, whether singly or together, for all occurrences combined, for claims, costs, damages or liabilities based on any cause whatsoever and arising from or in connection with this product, or the manufacture, distribution, promotion, sale, installation, set-up, testing, support, maintenance, operation, servicing, use or performance of this product, or from or in connection with any delay or failure in providing this product, shall not exceed the aggregate price (without interest) paid to Secure Care for this product.

B. In no event shall Secure Care be liable to anyone for any loss of data, loss of profits or loss of use of this product or any equipment, or for any special, incidental, consequential, exemplary, punitive, multiple, or other damages, arising from or in connection with the manufacture, distribution, promotion, sale, installation, set-up, testing, support, maintenance, operation, servicing, use or performance of this product or from or in connection with any delay or failure in providing or delivering this product.

C. In no event shall Secure Care be liable to anyone for any claims, costs, damages or liabilities caused by: (i) any distributor's failure to perform its obligations and responsibilities under a distributor agreement with Secure Care; (ii) improper or defective promotion, distribution, sale, installation, set-up, testing, support, maintenance or repair of this product, including work performed, without Secure Care's prior written consent in its absolute discretion, by a person who has not satisfactorily completed Secure Care technical training, or in a manner not consistent with Secure Care technical training; (iii) improper or defective operation or use of this product by a person who has not successfully completed Secure Care in-service training, or in a manner not consistent with Secure Care in-service training; (iv) supply of this product by a distributor for use in, or the use of this product in, any system or configuration not designed to Secure Care standards or in which a distributor or any third party has substituted materials and/or goods not specified by Secure Care; or (v) deterioration of this product during storage.

D. You agree to indemnify and hold Secure Care harmless from all claims, costs, damages and liabilities asserted by anyone for any damages that are excluded and waived, or are intended to be excluded and waived, by this section 3, or which are imposed by law on behalf of anyone but which are not expressly stated in this general product warranty statement.

E. The exclusions, waivers and limitations on claims, costs, damages and liabilities and any rights of indemnification set forth in this Section 3 shall be enforceable to the maximum extent allowed by law and shall not be expanded or negated in any respect by Secure Care's operation of a "help line" to receive and respond to telephone or dial-in inquiries about this product, by any communications through that "help line" or by any actions taken by anyone following communications with Secure Care over such "help line."

### **4. Governing Law and Arbitration**

A. This General Product Warranty Statement, and all questions arising out of or relating to it, shall be governed by and construed in accordance with the laws of the State of New Hampshire, without giving effect to the conflict of laws provisions thereof, and excluding the United Nations Convention on contracts for the international sale of goods, the 1974 convention on the limitation period on the international sale of goods (the "1974 convention"), and the protocol amending the 1974 convention, done at Vienna April 11, 1980.

B. Any dispute, controversy or claim arising out of or relating to this general product warranty statement shall be resolved by arbitration. Regardless of the amount in dispute, the arbitration shall be conducted by a single arbitrator selected by the parties or, if they cannot agree, by a single arbitrator selected in accordance with the commercial arbitration rules of the American Arbitration Association without regard to the amount in dispute. The arbitration shall be conducted in



English, in accordance with the commercial arbitration rules of the American Arbitration Association, in Concord, New Hampshire. The decision of the arbitrator shall be binding and enforceable by any state or federal court in New Hampshire, and you hereby consent to the personal jurisdiction of any state or federal court in New Hampshire for that purpose. The expense of the arbitration (excluding each side's own attorneys' fees, costs, and related expenses) shall initially be paid in equal shares by each side, but the total of such expenses plus any award of attorneys' fees, cost and expenses shall finally be paid by the parties as the arbitrator determines. Nothing in this section 4.b shall preclude Secure Care from seeking provisional or equitable relief from any appropriate court to protect its rights prior to, pending or in the absence of such arbitration proceedings.

## **5. Severability**

The invalidity or unenforceability of any provision of this General Product Warranty Statement shall not affect the validity or enforceability of any other provision hereof.

## **6. Waiver**

No term or condition of this General Product Warranty Statement may be waived except in writing signed by Secure Care. A waiver on one or more occasions of any term or condition of this General Product Warranty Statement shall not constitute or be deemed to be a waiver of such term or condition on any other occasion. No delay or failure of Secure Care to exercise any right or remedy under this General Product Warranty Statement will operate as a waiver thereof; no failure to enforce or insist upon compliance with any provision of this General Product Warranty Statement on any one occasion shall be deemed to be a waiver of Secure Care's right to do so on another occasion; and no course of dealing will constitute a waiver, alteration, limitation or expansion of any of the parties' rights and obligations under this General Product Warranty Statement.

Revised 11/16/07

### FCC Compliance Statement

This equipment has been tested 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 instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which the user will be required to correct the interference at his own expense.

### Canadian RFI Equipment Requirement

This Class A digital apparatus complies with Canadian ICES-003.

CET appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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

**Secure Care Products, Inc.**

Concord, New Hampshire USA

# Compliance Information Statement

Conforming Product Name: **Door Guardian 500DE  
KinderGuard 500DE**

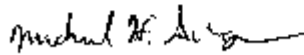
Conforming Model or Part Number: **A05000900  
A05000910**

Manufacturer and Responsible Party: **Secure Care Products, Inc.  
39 Chenell Drive  
Concord, New Hampshire 03301 USA**

**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.**

Michael H. Singer

*Name of Responsible Person*

  
Authorized Signature

Director of Engineering

*Company Title or Position*

06-16-11  
Date

A00020490 Rev B

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# EU DECLARATION OF CONFORMITY

## THE EU DIRECTIVE COVERED BY THIS DECLARATION:

Radio & Telecommunications Terminal Equipment (R&TTE) Directive 1999/5/EC

## PRODUCT COVERED BY THIS DECLARATION:

Name: **135 Exit Panel**

Model: **500DE**

## THE BASIS ON WHICH CONFORMITY IS BEING DECLARED:

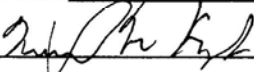
The Model 500DE Exit Panel Digital Device complies with the essential requirements of the Radio & Telecommunications Terminal Equipment Directive 1999/5/EC on the basis of Reports Number: R-4128N3 and Number R-4128N2 assessed by the Notified Body:

Retlif Testing Laboratories  
795 Marconi Avenue  
Ronkonkoma, NY 11779  
USA  
Designation Number: 1000

## MANUFACTURER AND RESPONSIBLE PARTY:

Secure Care Products, Inc  
39 Chenell Drive  
Concord, New Hampshire 03301 USA

Printed Name: Michael J McHugh

Signed: 

Title: Director of Engineering

Date: 8-11-09

A00020491 Rev A

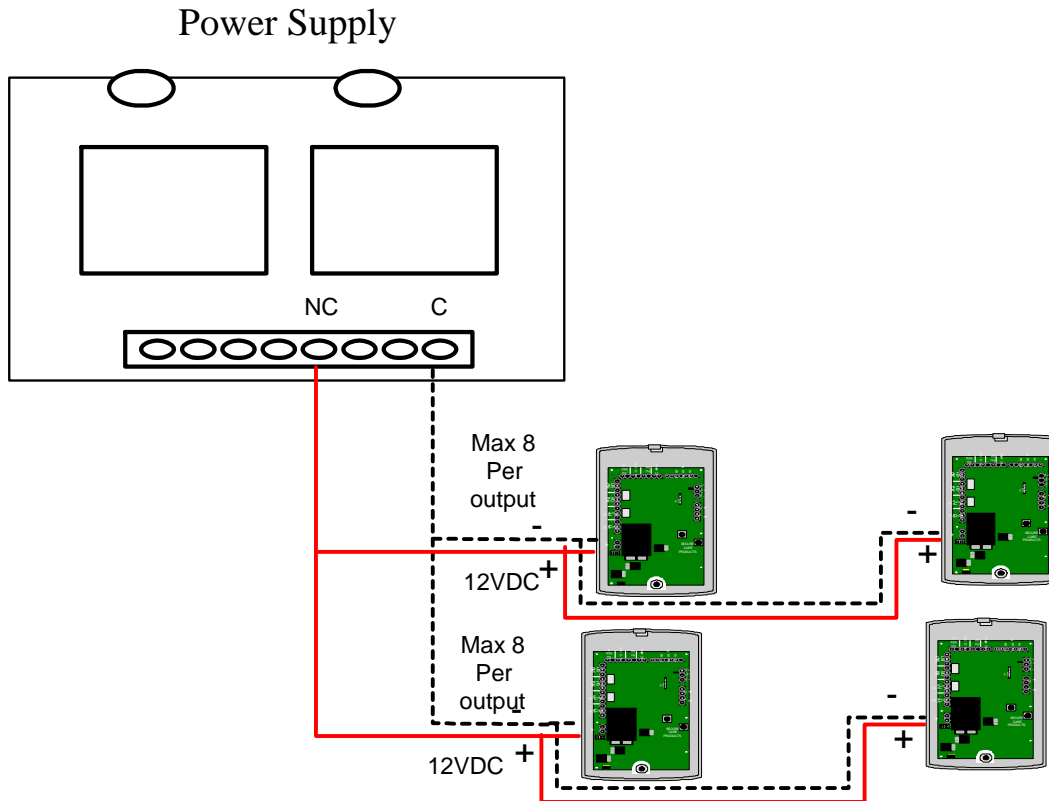
## APPENDIX A UL LISTING REQUIREMENTS

This system has passed all the requirements for UL listing. In order for the system to be listed, exits panels, UL listed wire, strain reliefs and knockout hole covers must be used. All the components shipped with the kits and boxes must be used in order for the system to keep its UL Listing.

## APPENDIX B 230 VAC INPUT POWER SUPPLY CONNECTION



- Risk of shock
- Dry location use only
- For indoor use only



### Power Supply for Overseas 230VAC Input Application, Exit Panel Connection

- Up to 32 exits can be connected in a daisy chain using the 12V 5 Amp power supply, a maximum of 8 exits per power loop.
- Exit power wire: 14/2 stranded, unshielded (SCP Part # B60018473)
- Specified power wire is a UL requirement. Failure to use this wire removes UL listing.
- When using the SCP power supply, Part # C4000600, verify the voltage setting is at 12V.
- The power distribution board is SCP Part # C40006008.
- For detailed connections and installation please refer to manufacturer's documentation

# APPENDIX C 4AMP POWER SUPPLY CONNECTIONS



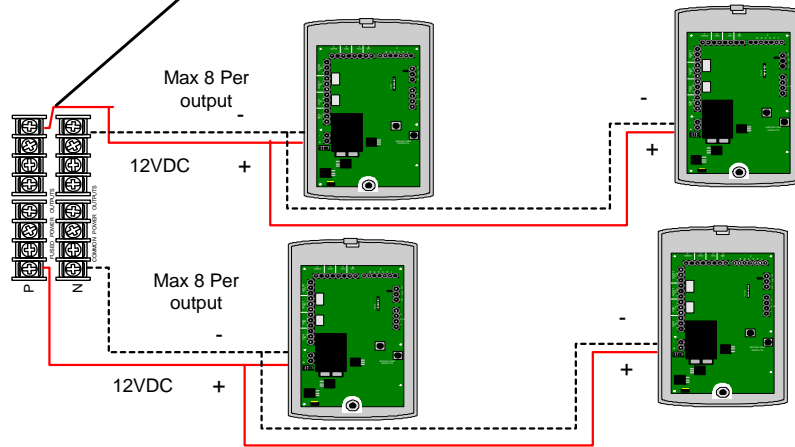
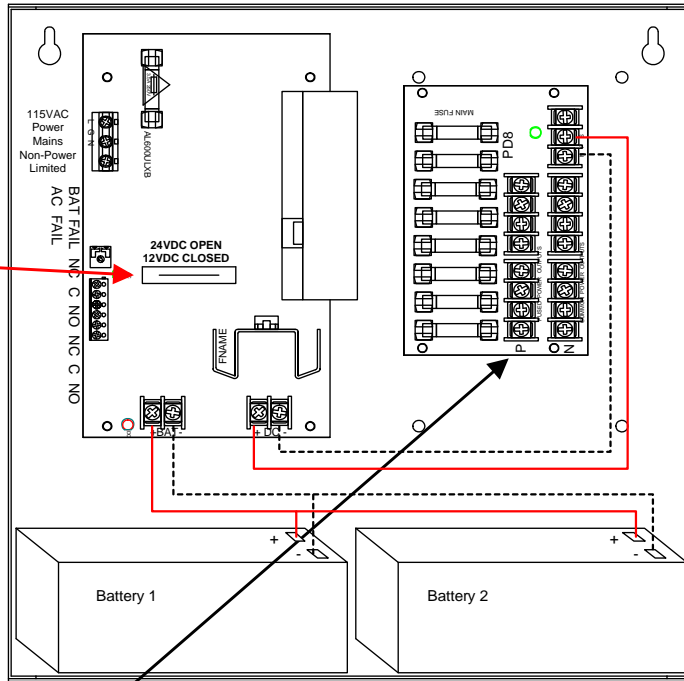
- Risk of shock
- Dry location use only
- For indoor use only



Verify Switch Is Set For 12VDC Before Applying Power To Power Supply

**NOTE:** Refer to manufacturer's documentation when installing the power supply

**NOTE:** Refer to Appendix B for OverSeas 230VA Power Supply



4AMP POWER SUPPLY SCP PART NUMBER C40014204

## APPENDIX D OLD PM PROGRAMMING

### PM Mode Feature

The PM Mode feature allows the user to select a single event, (one lock time and one unlock time) to automatically lock and unlock the door system for every day of the week. This will allow more control of unauthorized traffic through the protected door during those times.

#### PM Mode

Factory Default    Disabled

To program the panel to arm and disarm at a selected time

1. Enter **\*567 \*987654321** hold the one until one beep is heard
2. Enter current time of the day in military time
3. Enter unlock time in military time
4. Enter lock time in military time

To **enable** the PM mode feature:

1. Enter **\*567\*987654321** hold the one until one beep is heard
2. Then enter **9999**
3. Four confirmation beeps = change accepted

To **disable** the PM mode

1. Enter **\*567\*987654321** hold the one until one beep is heard
2. Then enter **9009**
3. One confirmation beep = change accepted



## APPENDIX E CALIFORNIA FIRE MARSHALL LISTING

This product has been approved by the California State Fire Marshal (CSFM) pursuant to Section 13144.1 of the California Health and Safety Code. See CSFM Listing No. (Listed below) for allowable values and/or conditions for use concerning material presented in this document.

All of the following CSFM Listing Certificates are available by calling Secure Care Products at 1-800-451-7917

CSFM Listing Number	Models
3776-2066:0100	SPS-10CE central power supply
3625-2066:0101	Advantage 1000 DE and Advantage 500 DE door lock control modules
3774-2066:0102	Magsolutions MS20SSU and Dortronics Model 301 magnetic door locks
3625-2066:0103	KinderGuard ID, KinderGuard SC-40 ID, Door Guardian ID, Door Guardian SC-40 ID, Door Guardian 135DE, Door Guardian 135, Door Guardian SC40-DE, Door Guardian 500 DE and 3 Axis ID door control modules