



**VITAL HOME™**  
— S Y S T E M S —

**Vital Home Systems™**  
**Model: VHS-VC100**  
**Water System Control valve**

*Dated 05/17/2016*

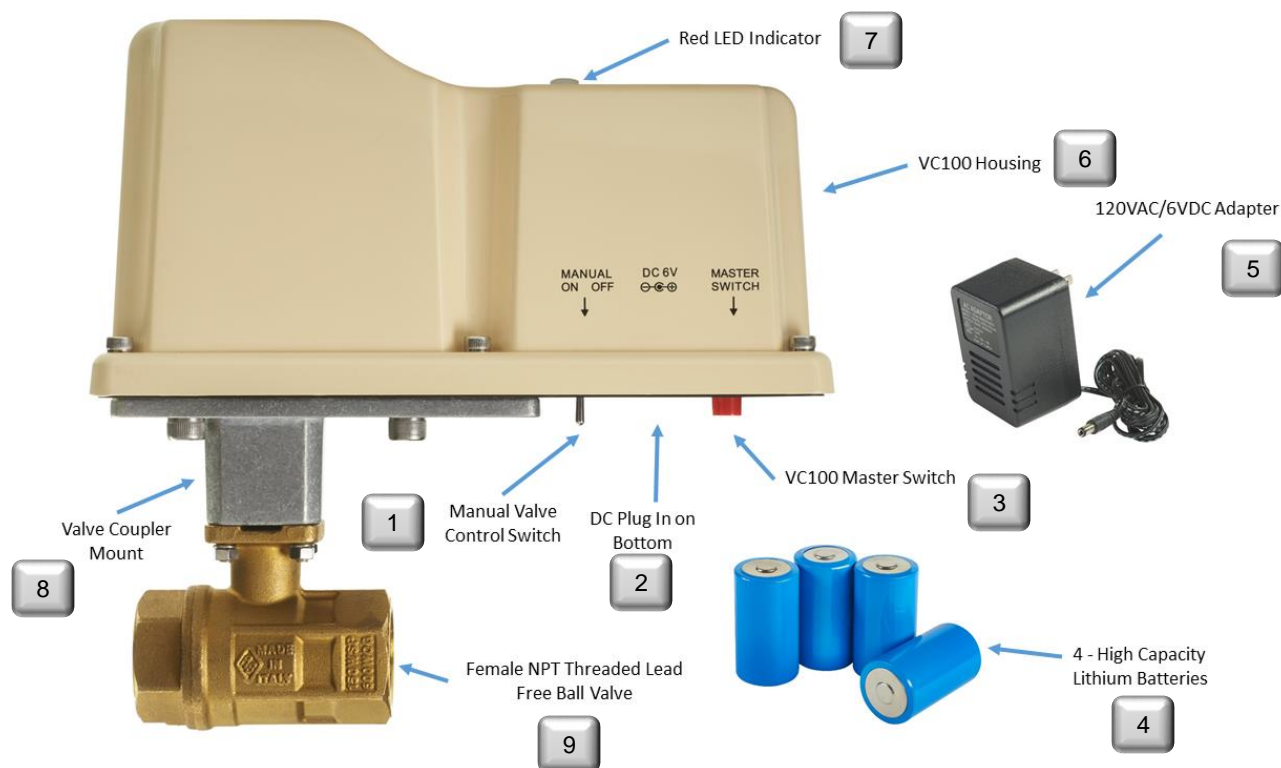
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# Table of Contents

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<b>VC100 Overview .....</b>	<b>3</b>
<b>Identifying Parts on the VC100 .....</b>	<b>3</b>
<b>VC100 Setup and Installation .....</b>	<b>4</b>
<b>Setting up the VC100 and Installation .....</b>	<b>4</b>
<b>Figure 1. Typical VC100 Installation with NO Fire Suppression System.....</b>	<b>6</b>
<b>Figure 2. Typical VC100 Installation WITH Fire Suppression System .....</b>	<b>6</b>
<b>VC100 Installation Positions.....</b>	<b>6</b>
<b>Programming the VC100 to the 1050 or 1060 Control Panel .....</b>	<b>8</b>
<b>VC100 Operation and Functions .....</b>	<b>9</b>
<b>Pairing Options .....</b>	<b>9</b>
<b>Normal Operation.....</b>	<b>9</b>
<b>Low Battery Condition.....</b>	<b>9</b>
<b>Self-Check Mode .....</b>	<b>10</b>
<b>Factory Reset .....</b>	<b>10</b>
<b>Opening the Valve if the Motor Stops Functioning .....</b>	<b>10</b>
<b>Valve Zone IDs .....</b>	<b>11</b>
<b>Lithium Battery Safety .....</b>	<b>12</b>
<b>Storage and Handling of Lithium Chloride Batteries.....</b>	<b>12</b>
<b>Warning! Use Proper Disposal of the Batteries .....</b>	<b>13</b>
<b>FCC Compliance Statement.....</b>	<b>13</b>
<b>Vital Home Systems Limited Warranty .....</b>	<b>14</b>

## VC100 Overview



## Identifying Parts on the VC100

1. **Manual Valve Control Switch**- Move this switch to open or close the water valve. Toggle Right to close the valve and toggle left to open the valve.
2. **6V DC Plug in**- Optional 6V DC external power supply. Once plugged in the 6V DC power supply becomes the power source for the VC100 leaving the batteries as back-up.
3. **VC100 Master Switch** – The Switch controls the pairing process when being paired with the Vital Home Systems 1050 or 1060 Control Panel. It does not shut off power.
4. **High Capacity Lithium Batteries** – The VC100 *includes* two - 3.6 V DC Lithium Batteries. These batteries are specifically designed for the VC100 and provide 9-10 months of VC100 operation. The VC100 can handle up to four batteries (optional) to provide 18 -20 months of power for the VC100 depending on usage.

**CAUTION!** NEVER USE ANY OTHER TYPE OF BATTERY OTHER THAN THE BATTERIES SUPPLIED BY VITAL HOME SYSTEMS. NEVER USE THE VC100 BATTERIES IN ANY OTHER DEVICE. THE VC100 BATTERIES ARE NON RECHARGEABLE, DO NOT ATTEMPT TO RECHARGE THE VC100 BATTERIES. DAMAGE TO ANY DEVICE OR FIRE MAY RESULT FOR MISUSE OR MISHANDLING THE BATTERIES. SEE BATTERY HANDLING INSTRUCTIONS SECTION FOR PROPER USE, INSTALLATION AND SHIPPING OF VC100 BATTERIES.

5. **120V AC to 6V DC Adapter** – Optional AC to DC adapter to power the VC100. When powered up and plugged in the VC100 will use this power supply instead of the batteries. The batteries will become a back-up power source. Never use just the 6V DC adapter for the VC100. Always have a minimum of two fresh VC100 batteries installed.
6. **VC100 Housing** – This housing covers VC100 internal batteries, motor and PC Board. To insert the batteries the 6 stainless steel screws must be removed. Always be careful not to dislodge or pinch wires when replacing the housing. Pay special attention to the wires for the VC100 DC motor. Ensure the rubber gasket around the edge of the housing has the holes lined up before securing the housing with the screws.
7. **Red LED Indicator** – OFF is the normal indication for this light. When Flashing the VC100 has either a low battery, lost connection with a water sensor or a device fault.
8. **Valve Coupler Mount**- The Valve Coupler Mount attaches the ball valve to the motor. This is an ISO 5211 F03 Valve Mount for Vital Home Systems special low torques valves with a 9 millimeter stem. This will accommodate  $\frac{3}{4}$  inch through 1-1/4 inch valves. For 1-1/2 inch valves please order the 1-1/2 inch Valve Mount Adapter from Vital Home Systems.
9. **Water Ball Valve** – The VC100 may be fitted with a variety of sizes of lead free ball valves. From  $\frac{3}{4}$  Inch, 1 inch, 1-1/4 Inch and 1-1/2 Inch valves all Female NPT threaded. **ONLY** use Vital Home Systems supplied valves. Otherwise damage to the VC100 or system failure may result and immediately void the Vital Home Systems warranty.

## VC100 Setup and Installation

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### Setting up the VC100 and Installation

**IMPORTANT NOTE!** *Only use parts and devices supplied by Vital Home Systems with the VC100. Installing or attaching batteries, valves or devices not supplied by Vital Home Systems, may cause VC100 system failure and damage as a result. All parts and devices are designed to work specifically with the Vital Home Systems. Any devices installed or attached to the VC100 from a third party, even if they have the same part number, immediately voids Vital Home Systems Limited Warranty and obligations.*

**Step 1. Install batteries** – Remove the 6 screws around the VC100 housing with the small allen key. Carefully lift off the housing leaving the rubber gasket intact around the rim of the VC100. Place two or four of the supplied VC100 batteries with the correct polarity. **NOTE! All the batteries go in the same direction! ONLY use Vital Home Systems supplied batteries.** Two batteries are included with every VC100. Two additional batteries are optional for either stand-alone battery operation or longer backup power time.

Check the rubber gasket is in its proper place around the six screw holes and the wires are all connected ensure no wires are on top of the rubber gasket as they will get pinched between the base and the VC100 housing. Ensure the two wires connected on the VC100 motor are secure. Carefully lower the VC100 housing down onto the base and hand tighten the 6 screws. **DO NOT OVERTIGHTEN the VC100 housing screws** as this will crack the housing and will reduce its water integrity. **DO NOT OPERATE THE VC100**

as it is in the OPEN position and needs to remain that way for the rest of installation. Depress the Red button on the bottom for 3 seconds.

**STEP 2. Check Ball Valve Alignment BEFORE installation-** If the ball valve is attached to the VC100, look into the open end of the ball valve to verify it is open. If the ball valve is not attached to the VC100 skip to STEP 3 then perform STEP 5 and attach the valve then verify alignment using this step. With the valve attached, when manually commanded, the ball valve should open to full port and closes with no light coming through then proceed to STEP 3. ONLY If the ball valve does not appear to open to full port or close fully, contact Vital Home Systems. Ensure the VC100's last position is in the OPEN position before proceeding to STEP 3.

**CAUTION! NEVER PUT ANYTHING INTO THE BALL VALVE ESPECIALLY A BODY PART. THE MOTOR IS STRONG ENOUGH TO SEVERELY DAMAGE OR SEVERE A FINGER!**

**STEP 3. Remove lower Valve Coupler Mount-** Ensure the VC100 and the valve (if installed) is in the OPEN position before removing Valve Coupler Mount. DO NOT change the motor position or valve position. If you accidentally changed the valve position. Toggle the Manual Valve Control Switch to the left which is the OPEN position. The motor will not operate if you toggle the switch left and it is in the open position.

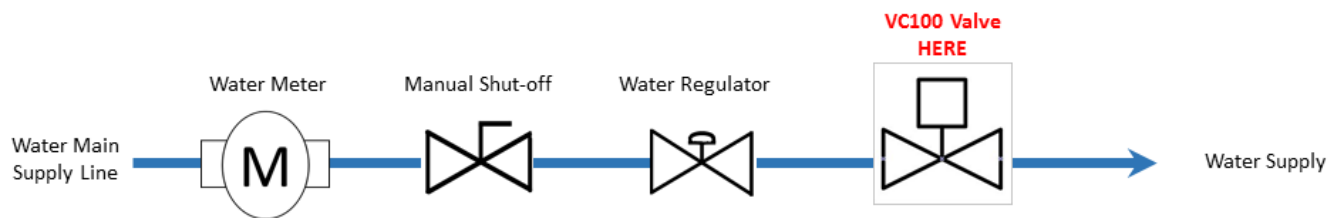
If the valve was installed when you received your VC100, remove the four large bolts from the Valve Coupler Mount with the large supplied allen key. This will expose the valve stem coupler. Using the small allen key and a small metric wrench, loosen the four bolts holding the valve to the coupler mount and separate the valve from the mount.

**Step 4. Install Valve on Water Line-** Provide the VC100 supplied valve to a licensed and experienced plumber for installation onto the water line. Typically the valves are installed on the house/condo/apartment water main after the water meter, then after the main water shut off and after the water regulator. Please consult with your plumber for the best location for the VC100 valve while still providing access for battery replacement and manual operation. Do not place the VC100 or run plumbing outside of a temperature controlled structure in climates where the temperature can cause water to freeze. The VC100 can be installed horizontally, or sideways position. The valve may be installed vertically but with the valve at the bottom of the VC100 and the switches at the top. **If the VC100 is installed vertically with the valve at the top, this WILL CAUSE DAMAGE to the batteries. Do not install the VC100 upside down.** Select a location where you have enough room to mount and service the VC100 Motor. Ensure the VC100 valve is in the OPEN position when installed.

**CAUTION! STOP AND READ THIS! IF YOUR HOME HAS A WATER FIRE SPRINKLER SYSTEM OR WATER FIRE SUPPRESSION SYSTEM, IT IS IMPORTANT THAT THE VC100 IS NOT INSTALLED BEFORE OR ON A FIRE SPRINKLER OR FIRE SUPPRESSION WATER LINE. INSTALLATION BEFORE OR ON A FIRE SPRINKLER OR SUPPRESSION WATER LINE MAY CAUSE THAT SYSTEM TO FAIL!**

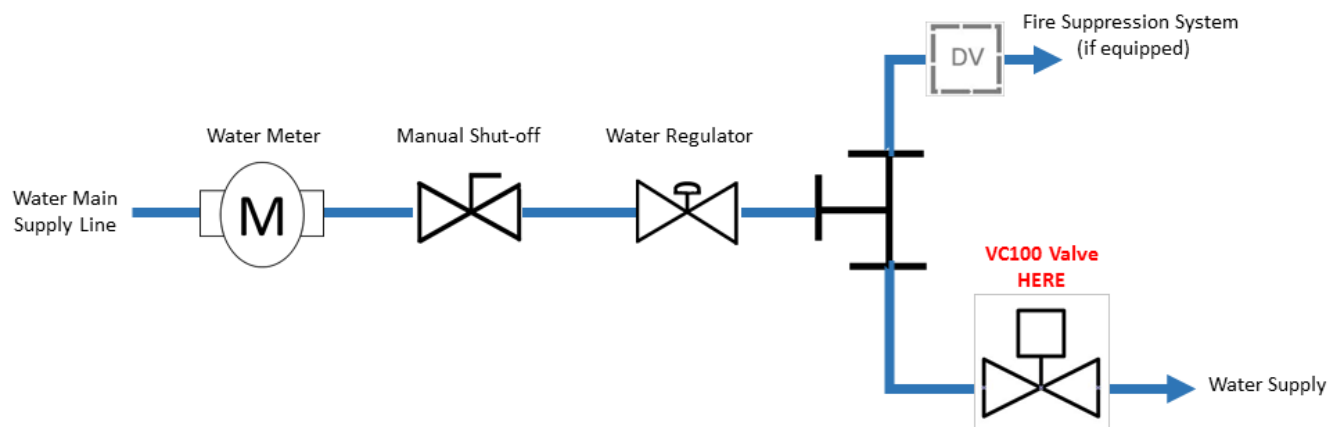
**Figure 1. Typical VC100 Installation with NO Fire Suppression System**

**Typical Installation for VC100 with NO Fire Suppression System**

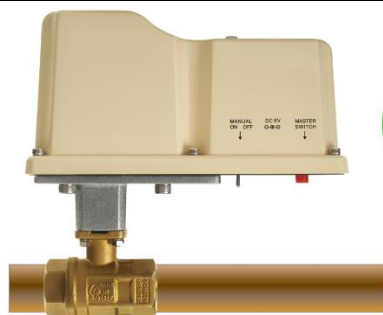


**Figure 2. Typical VC100 Installation WITH Fire Suppression System**

**Typical Installation for VC100 with Fire Suppression System**



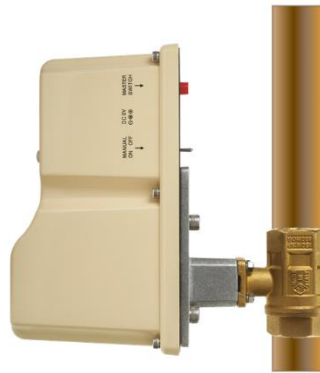
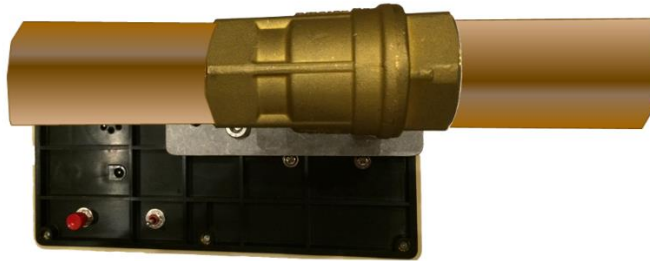
## VC100 Installation Positions



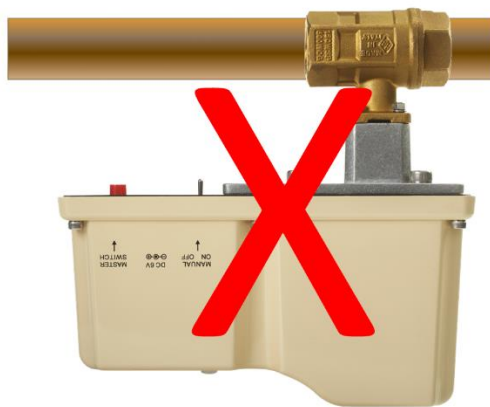
**OK**

**This level installation position is the best and recommended**

## Horizontal Level-OK



OK



NO

**This install position is NOT recommended**



**This install position is NOT recommended and WILL cause battery damage!**

**Step 5. Attach the VC100 to the Valve** – Reassemble the Valve Coupler Mount with the 4 long bolts to the valve installed on the water line. Ensure valve and the VC100 motor are in the OPEN position. Reattach the VC100 motor to the Valve Coupler Mount taking care to align the stem Coupler onto the valve stem. You may have to turn the motor housing a little to get it to line up if the valve was bumped. Line up the 4 Valve Coupler Mount bolt holes and reattach the 4 large screws to the VC100 base with the large allen key. Snug these screws in firmly. Toggle the VC100 CLOSED then OPEN to ensure proper operation.

**Step 6. Plugging in Optional Power Supply-** Plug the 120V AC to 6V DC adapter into an appropriate **NON-GFE protected circuit** and plug the DC cable into the bottom base of the motor. It is recommended to secure the DC power cord to the water pipe with little slack and a cable tie to ensure the DC plug does not accidentally get pulled out of the VC100.

## Programming the VC100 to the 1050 or 1060 Control Panel

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All programming of the VC100 valve controller may be done via the 1050 or 1060 Control Panel with the Vital Home Systems PC software. The software may be downloaded from Vital Home Systems Website at: <http://www.vitalhomesystems.com/#!resources/c9ds>

You must register your 1050 or 1060 and VC100 on the Vital Home Systems Website to download the software.

The Software is written only for Windows version 10 through Vista. Download and install the software to your Windows Desktop prior to plugging the 1050 USB cable into the computer and the 1050 Control Panel.

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# VC100 Operation and Functions

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## Pairing Options

The VC100 is typically paired with a control panel such as the Vital Home Systems 1050 or Vital Home Systems 1060 4G. PC Software downloaded from the Vital Home Systems website is used to pair the VC100 with Control Panels. See Vital Home Systems Website at [www.vitalhomesystems/resources](http://www.vitalhomesystems/resources) page.

The VC100 also may be paired directly with the Vital Home Systems water sensors 4LWS. Contact Vital Home Systems for direction on this pairing mode. **NOTE: There is NO reporting of a water leak or system malfunction in this mode. Holding the Master switch in for more than 5 seconds may cause the VC100 to enter learn mode and cause it to remove the wireless connection to the control panel.**

The only way to “Unpair” water sensors from the VC100 is to perform a factory reset on the VC100.

## Normal Operation

**IMPORTANT NOTICE TO USER:** *The installation of any water detection or automatic water shut off system does NOT guarantee water will be detected on all occasions or circumstances. Due to the variety of environments the system can be installed, how it is maintained and types of installation, Vital Home Systems does NOT guarantee or warrant against water or property damage as a result or/with the use of this system.*

The normal state for the VC100 is with the valve in the OPEN position awaiting a command from the Vital Home System Control Panel it is paired with.

When a leak is detected by a water sensor that has been paired with a control panel, the control panel will send a CLOSE VALVE command to the VC100 and the VC100 will shut the water valve.

The VC100 will send the following commands to the control panel during normal operation or when a fault is detected:

- If the valve closed successfully it will send a “Valve Closed Successful” report to the control panel
- If the valve failed to close it will send a “Valve Failed to Close” report to the control panel
- If the VC100 batteries are less than 4.4 V DC it will send a “Low Battery” report to the control panel
- If the VC100 notices a fault it will send a “Fault Detected” report to the control panel.
- The VC100 sends an “I’m here” report to the control panel every 12 hours. If the control panel loses connectivity with the control panel, the control panel will send out a “Fault Detected” report for the VC100.

## Low Battery Condition

Once a “Low Battery” report is received. Replace the batteries in the VC100 as soon as possible. **NOTE: If the “Low Battery” report is cleared on the control panel the user will not receive another low battery**

**alarm. Do not clear the alarm on the control panel until the VC100 batteries have been replaced. After replacing the low batteries with fresh batteries supplied by Vital Home Systems you MUST push and hold the red button on the bottom for 3 seconds and release to clear the alarm on the control panel.**

## Self-Check Mode

The VC100 will automatically rotate the water valve to CLOSED then OPEN every 180 days. This ensures the VC100 is operating normally and helps keep hard water scale from building on the ball valve impeding proper operation. There is no alert for this unless there is a fault if the valve failed to close.

### Valve Failed to Close or Open

The common cause of this is a loose wire connected to the round motor assembly. This will trigger a very loud car alarm noise. Check the wiring to the motor and depress the red button on the bottom. For 3 seconds.

## Factory Reset

**NOTE: Factory Reset removes paired devices and control panels from the VC100 and the system MUST be go through pairing process again with the sensors and control panel to function normally and stop water leaks.**

**Step 1.** Make sure that both sources of power supply (AC adaptor and backup battery) are working normally.

**Step 2.** Press and hold the Master Switch for more than 1 sec.

**Step 3.** Unplug the AC adaptor from VCM (without removing battery).

**Step 4.** Hold down the Master Switch for 2 more secs, then release the switch. VCM will perform 2 short beeps followed by a long beep to indicate that all the data in EEPROM has been cleared.

**NOTE:** ☞ If the beeps are not performed, it means reset is not successful. It is necessary to repeat Steps 1~4.

**Step 5.** Plug the AC adaptor back to VCM.

## Opening the Valve if the Motor Stops Functioning

Remove the four large Hex bolts on the bottom of the Valve Coupler Mount. Once the VC100 base is removed, you will have access to the valve stem. For  $\frac{3}{4}$  inch, 1 inch 1-1/4 inch valves use a long  $\frac{3}{8}$  socket with a socket wrench to turn the valve. For 1-1/2 inch and 2 inch valves use a  $\frac{7}{16}$  long socket. You can tell valve position by the slot on the valve stem. If the slot in the valve stem is in line with the pipe, the valve is OPEN. If the slot on the valve stem crosses the pipe the valve is CLOSED.

## Valve Zone IDs

Sensor ID	Zone Name	Cold Water Valve ID	Hot Water Valve ID
1	AC Unit 1	1	1A
2	AC Unit 2	2	2A
3	AC Unit 3	3	3A
4	Bar Sink 1	4	4A
5	Bar Sink 2	5	5A
6	Bath Sink 1	6	6A
7	Bath Sink 2	7	7A
8	Bath Sink 3	8	8A
9	Bath Sink 4	9	9A
10	Bath Sink 5	10	9A
11	Bath Sink 6	11	11A
12	Bidet 1	12	12A
13	Bidet 2	13	13A
14	Bidet 3	14	14A
15	Bidet 4	15	15A
16	Coffee Maker	16	16A
17	Dehumidifier 1	17	17A
18	Dehumidifier 2	18	18A
19	Dishwasher 1	19	19A
20	Dishwasher 2	20	20A
21	Humidifier 1	21	21A
22	Humidifier 2	22	22A
23	Ice Maker 1	23	23A
24	Ice Maker 2	24	24A
25	Kitchen Sink 1	25	25A
26	Kitchen Sink 2	26	26A
27	Laundry Sink 1	27	27A
28	Master Bath Sink 1	28	28A
29	Master Bath Sink 2	29	29A
30	Master Toilet 1	30	30A
31	Master Toilet 2	31	31A

Sensor ID	Zone Name	Cold Water Valve ID	Hot Water Valve ID
32	Refrigerator 1	32	32A
33	Refrigerator 3	33	33A
34	Shower 1	34	34A
35	Shower 2	35	35A
36	Shower 3	36	36A
37	Shower 4	37	37A
38	Shower 5	38	38A
39	Shower 6	39	39A
40	Toilet 1	40	40A
41	Toilet 2	41	41A
42	Toilet 3	42	42A
43	Toilet 4	43	43A
44	Toilet 5	44	44A
45	Toilet 6	45	45A
46	Tub 1	46	46A
47	Tub 2	47	47A
48	Tub 3	48	48A
49	Tub 4	49	49A
50	Tub 5	50	50A
51	Tub 6	51	51A
52	Washing Machine 1	52	52A
53	Washing Machine 2	53	53A
54	Water Appliance 1	54	54A
55	Water Appliance 2	55	55A
56	Water Appliance 3	56	56A
57	Water Filter 1	57	57A
58	Water Filter 2	58	58A
59	Water heater 1	59	59A
60	Water heater 2	60	60A
61	Water Heater 3	61	61A
62	Water Main	62	62A
63	Water Soft 1	63	63A
64	Water Soft 2	64	64A

## Lithium Battery Safety

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The VC100 comes with specialized high capacity lithium chloride batteries. These batteries require special care and handling for safe usage, storage and transport or fire or damage to the VC100 may result. **Please read the entire section below before handling the VC100 batteries.**

### Storage and Handling of Lithium Chloride Batteries

- **Storage.** Avoiding storing the battery in direct sunlight, or in excessively hot and humid locations, and store it out of the way of rainwater and other adverse environmental elements. Always store the batteries with the positive terminal in the up position. Storing the batteries in the down position reduces the batteries capacity over time.
- **DO NOT SHIP.** Never ship or return the batteries. Special care and legal precautions must be taken when shipping lithium batteries. Shipping or transporting batteries not in accordance with federal and state laws and may violate federal and state shipping laws and you may be fined.
- **Bundling.** When bundling the battery with a product, be sure to use cushioning and other packing to protect the battery (and especially the positive
- **Never swallow.** Always keep the battery out of the reach of infants and young children to prevent it from being swallowed. If swallowed, consult a physician immediately.
- **Never short-circuit the battery.** Do not allow the positive and negative terminals to short-circuit. Never carry or store the battery with metal objects such as a necklace or a hairpin. Do not take multiple batteries out of the package and pile or mix them when storing. Otherwise, this could lead to distortion, leakage, overheating, and explosion of the battery.
- **Never charge or recharge.** The battery is not designed to be charged by any other electrical source. Charging could generate gas and internal short-circuiting, leading to distortion, leakage, overheating, explosion, fire, or generation of irritating/corrosive gases.
- **Never forcibly discharge.** Forcibly discharging by an external power source or other batteries could cause the voltage to fall below 0V (reversing the poles), generating gas inside the battery and leading to distortion, leakage, overheating, explosion, fire, or generation of irritating/corrosive gases.
- **Never heat.** Heating the battery to more than 100 deg. C could increase the internal pressure, causing distortion, leakage, overheating, explosion, fire, or generation of irritating/corrosive gases.
- **Never expose to open flames.** Exposing to flames could cause the lithium metal to melt, causing the battery to catch on fire and explode.
- **Never disassemble the battery.** Disassembly could generate the irritating/corrosive gases. In addition, the lithium metal inside the battery could overheat, leading to catch on fire.
- **Never apply an excessive force to the positive terminal.** Because the positive terminal is sealed by a glass, subjecting this area to sudden jolts and excessive force (over 19.6 N) could destroy the glass seal. This could cause leakage and the generation of irritating/corrosive gases. Never drop. Dropping the battery could destroy the glass seal leading to leakage and the generation of irritating/corrosive gases.

- ➔ **Never deform.** Deforming could cause leakage, overheating, explosion, fire, or generation of irritating/corrosive gases.
- ➔ **Never reverse the positive and negative terminals when mounting.** Improper mounting of the battery could lead to short-circuiting, charging or forced-discharging. This could cause distortion, leakage, overheating, explosion, fire, or generation of irritating/corrosive gases.
- ➔ **Never use different batteries together.** Using different batteries together, i.e. different type or used and new or different manufacturer could cause distortion, leakage, overheating, explosion, fire, or generation of irritating/corrosive gases because of the differences in battery property. Never use non Vital Home Systems supplied batteries in the VC100.
- ➔ **Never allow liquid leaking from the battery to get in your eyes or mouth.** Because this liquid could cause serious damage, if it does come in contact with your eyes, flush them immediately with plenty of water and consult a physician. Likewise, if the liquid gets in your mouth, rinse immediately with plenty of water and consult a physician.
- ➔ **Never touch the battery electrodes.** Do not allow the battery electrodes to come in contact with your skin or fingers. Otherwise, the moisture from your skin could cause a discharge of the battery, which could produce certain chemical substances causing you to receive a chemical burns.

### **Warning! Use Proper Disposal of the Batteries**

The battery may be regulated by national or local regulation. Please follow the instructions of proper regulation. As electric capacity is left in a discarded battery and it comes into contact with other metals, it could lead to distortion, leakage, overheating, or explosion, so make sure to cover the (+) and (-) terminals with friction tape or some other insulator before disposal.

## **FCC Compliance Statement**



### **Information for the U.S. Users:**

#### **FCC part 15:**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

## Vital Home Systems Limited Warranty

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This Limited Warranty shall apply to items manufactured sold or distributed by Vital Home Systems LLC ("VHS") that include the VHS and/or VHS wholly-owned or partially-owned brands or subsidiaries and were purchased from VHS or an authorized VHS distributor or reseller directly by the end user of the item (Customer).

### VHS LIMITED WARRANTY AND LIABILITY

The Vital Home System is an advanced design in water detection; it does not offer guaranteed protection against a water event, water damage, or an emergency. Any controls system, whether commercial or residential, is subject to compromise or failure for a variety of reasons, including, but not limited to, installer or operator error.

Therefore, Vital Home Systems LLC does NOT WARRANT or REPRESENT water damage will not occur through the purchase or installation of this system. NOR IS VITAL HOME SYSTEMS LIABLE FOR WATER DAMAGE OR ANY OTHER DAMAGE AS A RESULT OF THE USE OR INSTALLATION OF ITS PRODUCTS.

VHS hereby represents and warrants that original items manufactured (hardware), sold (embedded or downloaded software), or licensed (external software) by VHS and supplied to Customer for use, (hereafter known as "Product") shall be free from significant defects in material and workmanship and will reasonably conform to applicable specifications and drawings, each subject to normal use and service as set forth in the Product Limited Warranty Period section of this agreement (the "Limited Warranty"). This Limited Warranty is applicable when Product is installed and used under normal conditions and in accordance with the operating instructions, pursuant to the Terms and Conditions set herein.

The sole and exclusive remedy of Customer for a breach of any of the foregoing warranties shall be limited, at the option of VHS, to either the repair or replacement of any defective or non-conforming component of the Products. Replacement Products or parts may be new or reconditioned. Such remedies shall be available to Customer only if VHS is notified in writing within the applicable Limited Warranty Period and is provided with a reasonable opportunity to cure such breach.

Products under warranty will be repaired or replaced at no charge to Customer, excluding shipping, with the exception of any issues or damage caused by the

unauthorized repair by any and all third-party repair houses, which will be subject to repair or replacement charges as determined by VHS. Products repaired or replaced while under warranty are warranted for the remainder of the original Product Limited Warranty or for a period of sixty (60) days from the date of repair or the date of return shipment to Customer, whichever is longer.

This Limited Warranty only applies to the Customer as defined herein, and shall be of no force or effect if Product is sold or transferred.

### INSTALLATION TO BE WARRANTED BY INSTALLER

If VHS provides installation services, VHS hereby warrants that all Services shall be performed in a professional and workmanlike manner. VHS will re-perform those Services that the parties mutually determine to be defective at VHS's expense provided that VHS receives notice thereof within sixty (60) days of performance of the Services.

VHS upholds a very high standard of execution. Understanding that conditions affecting Product repair or replacement may be beyond VHS's control, including vendor and/or manufacturer discontinuation, market-affecting conditions, and those conditions listed in the Limitation of Warranty, VHS strives to make all commercially reasonable efforts to assist our Customers towards the best possible outcome.

VHS DOES NOT warrant or represent services provided by its distributors, resellers or other third party installer directly or indirectly contracted by the customer to install VHS products.

### PRODUCT LIMITED WARRANTY PERIOD

The Limited Warranty Period for Products manufactured or produced by VHS and supplied to Customer for use is one (1) year. The Limited Warranty Period begins on the date of purchase by the Customer and a completed Warranty Registration Card is submitted at [Vitalhomesystems.com](http://Vitalhomesystems.com). Software is limited to a one (1) year warranty subject to applicable license agreements. Products not manufactured by VHS will carry the warranty and related terms and conditions of the original manufacturer (see Limitation of Warranty section).

If you have questions regarding technical support and eligibility, please contact VHS customer service.

#### PRODUCT WARRANTY AND SERVICE

VHS guarantees that Products under warranty will be replaced at no charge within the first sixty (60) days from the date of written or electronic notification if the Customer experiences a service-affecting failure. Return of the defective unit to VHS will be at Customer expense.

In order to obtain warranty coverage, Customer must first contact VHS's Technical Assistance Center ("TAC") by phone or email. TAC will ascertain the problem and determine the most appropriate solution for the Customer. TAC will assist and resolve the problem by phone and/or email when possible.

After the initial sixty (60) day period but within the Product's Limited Warranty Period, VHS will repair (or replace if Product cannot be repaired) an affected Product. Customer can return such item(s) (after obtaining a Return Material Authorization ("RMA") from VHS), freight prepaid, to VHS, and VHS will, in its sole discretion, either repair or replace the hardware, replace the software and/or correct substantial program errors and return such items to Customer, freight prepaid. If TAC determines that the Product can be repaired, Customer must first obtain an RMA from VHS. An RMA number is required prior to the return of any Product to VHS.

Failure to obtain an RMA number may result in rejection of the shipment to VHS and the subsequent return of this equipment to Customer at Customer expense. Instructions for obtaining an RMA number and the RMA form to be submitted with an RMA request can be found online at [www.vitalhomesystems.com](http://www.vitalhomesystems.com). VHS may elect to replace hardware parts with new or refurbished parts of equal quality. If VHS determines that the hardware and/or media are not defective, it will return such items to Customer, freight prepaid.

After the initial sixty (60) day period, VHS will replace a Product with an advanced field replacement if, and only if, Customer has purchased a maintenance agreement and for the installation base that includes the affected Product ("Maintenance and Support Package"). For questions on purchasing a Maintenance and Support Package, contact VHS as provided in the Contact section herein, or call your authorized sales representative. For Product failures outside the initial Limited Warranty Period and not covered by a Maintenance and Support Package, Customer may have the Product repaired if parts are

available. Cost for repair is determined by each individual product. Please contact VHS for additional details.

#### LIMITATION OF WARRANTY

The foregoing warranties only apply to Product(s) purchased from VHS or its authorized distributors and resellers. It does not apply to any materials that are procured as third-party items to be shipped from VHS in conjunction with other parts and services of VHS or any third-party components within VHS parts or products. Examples of these items are items such as plumbing parts, power cables, batteries, external gateways wiring, hubs, routers, modems, and other products. It also excludes items added to the Purchase Order ("PO") for site-specific components, such as, but not limited to: batteries, cables, fuse panels, and any products that are not offered as a standard item in VHS's product and services catalog. Products not manufactured or distributed by VHS will carry the warranty and related terms and conditions of the original manufacturer.

The above Limited Warranties for Product do not apply if the hardware, software, or any other equipment (upon which the authorized Software is installed or any device authorized for use by VHS) has been:

1. Installed, serviced or repaired by or on behalf of Customer, other than by VHS or by an authorized VHS Partner/distributor in accordance with the Maintenance and Support Package between VHS and Partner, without the written approval of VHS;
2. Batteries, valves or any device or part not purchased from VHS and attached to any VHS supplied equipment such as the VC100.
3. Altered or modified other than by VHS or its authorized representatives without written consent;
4. Damaged from negligence, improper use, physical damage, improper installation, repair, operation, or maintenance except as described in VHS user documentation;
5. Subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, or accident including water damage. None of the VHS products are water resistant or water proof other than the physical water ball valve;
6. Damaged or destroyed by natural causes, including, but not limited to, lightning, flood,

- earthquake, hurricane, or other natural disaster or other act of God;
7. Damaged or destroyed by causes beyond the control of VHS, including, but not limited to, wars, upheavals, riots, accident, neglect, misuse, air conditioning, humidity control, transportation, electrical power failure, failure to comply with applicable operating instructions, or any cause other than ordinary use or a negligent or willful act or omission;
  8. Subjected to the removal or alteration of its original identification marks;
  9. Provided for beta, evaluation, testing, or demonstration purposes;
  10. Installed without proper surge protection.
  11. Removal or relocation of the water sensor or control panel
  12. Any loss of connection with the VHS system via a PSTN (dial-up), Wireless GSM, 3G or 4G operator network, wifi, wired or wireless connectivity.

Customers shall maintain environmental conditions at the locations of the Product in accordance with the Product's specifications. Failure to provide and maintain a proper operating environment shall render this Limited Warranty null and void.

#### **OBSELETE AND DISCONTINUED PRODUCTS**

Obsolete and discontinued Products are supported for the balance of the specified Limited Product Warranty period by VHS as noted herein. VHS may replace obsolete and discontinued Products still within warranty with approved substitute Products at its sole and absolute discretion. Customers with Support and Service Packages in place when a Product is discontinued or becomes obsolete may be offered remaining Product. This will be determined only by VHS in its sole and absolute discretion. Obsolete and discontinued Products that are out of warranty are not supported by VHS and cannot be repaired under the terms and conditions of standard out-of-warranty Products unless covered separately by a mutually agreed to Maintenance and Support Package.

#### **DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY**

OTHER THAN CONTAINED HEREIN, VHS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WITH REGARD TO THE PRODUCTS, SERVICES, AND MATERIALS PROVIDED HEREUNDER, INCLUDING ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR

PURPOSE OR INTENDED USE ARISING OUT OF OR IN CONNECTION WITH PERFORMANCE OF THIS AGREEMENT. IN NO EVENT SHALL VHS BE LIABLE FOR ANY DAMAGES CAUSED BY DELAY IN RENDERING SUPPORT SERVICES. IN NO EVENT SHALL VHS BE LIABLE FOR ANY PERSONAL OR COMMERCIAL LOSSES, LOSS OF PROFITS OR REVENUES, OR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL OR PUNITIVE DAMAGE WHATSOEVER RESULTING FROM ANY BREACH ON THE PART OF VHS OR FROM THE PRODUCTS DELIVERED OR SERVICES PERFORMED, WHETHER IN CONTRACT OR TORT, WHETHER OR NOT CAUSED BY A DEFECTIVE PRODUCT, NEGLIGENCE ARISING FROM CUSTOMER'S INABILITY TO USE THE PRODUCT EITHER SEPARATELY OR IN COMBINATION WITH ANY OTHER PRODUCT OR FROM ANY OTHER CAUSE, EVEN IF VHS HAS BEEN ADVISED OR SHOULD BE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.

THE SOLE AND EXCLUSIVE LIABILITY OF VHS FOR ANY CLAIM HEREUNDER SHALL BE LIMITED TO THE REPAIR OF DEFECTIVE PRODUCT AND SHALL NOT, IN ANY EVENT, EXCEED THE PRICE PAID TO VHS FOR THE PARTICULAR PRODUCT OR SERVICE THAT IS THE SUBJECT OF THE CLAIM, REGARDLESS OF THE FORM OF ANY SUCH CLAIM.

All Products should only be installed indoors within the specifications on the product specification sheets. Failure to properly install the Product shall void this Limited Warranty.

#### **EXCLUSIONS**

The warranties set forth above are exclusive and in lieu of all other warranties. VHS makes no other warranties, express or implied, and VHS expressly disclaims all other warranties, including, but not limited to: implied warranties of merchantability, fitness for a particular purpose, non-interference, non-infringement, and/or satisfactory quality. These other warranties are hereby excluded to the extent allowed by applicable law and are expressly disclaimed by VHS, its suppliers and licensors. The provisions set forth state VHS's entire responsibility and Customer's sole and exclusive remedy with respect to any breach of any warranty or contract.

#### **INFRINGEMENT INDEMNITY**

Subject to the restriction in this Limited Warranty, VHS SHALL NOT assume responsibility for any suit or proceeding brought against Customer, insofar as it is based on a claim that a Product, or any part thereof, furnished by VHS, infringes upon any United States trademark, patent, or intellectual property rights; provided, however, that VHS shall have been given timely

notice in writing of the assertion of any such claim and of the threat or institution of any such suit or proceeding, and all authority, information, and reasonable assistance required for the defense of same. The determination to assume any responsibility or indemnify any Customer or third party pursuant to this section is in the sole and absolute discretion of VHS.

#### **GOVERNING LAW**

Any action, regardless of form, arising out of the Agreement between VHS and Customer is governed by the laws of the State of California. Any action or proceeding brought by any party against any other party arising out of or related to this Limited Warranty shall be brought exclusively in San Diego County.

#### **TRANSFER OF OWNERSHIP**

Transfer of Product ownership or software rights from the original VHS purchaser, excluding distributors and resellers, or from the original VHS licensee will void all existing VHS warranties of any kind.

#### **CONTACT**

Vital Home Systems is a registered trademark of VHS. Information published here is current as of the date of publication.

You may verify information by contacting us at:

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Email: [Support@vitalhomesystems.com](mailto:Support@vitalhomesystems.com)  
[www.vitalhomesystems.com](http://www.vitalhomesystems.com)