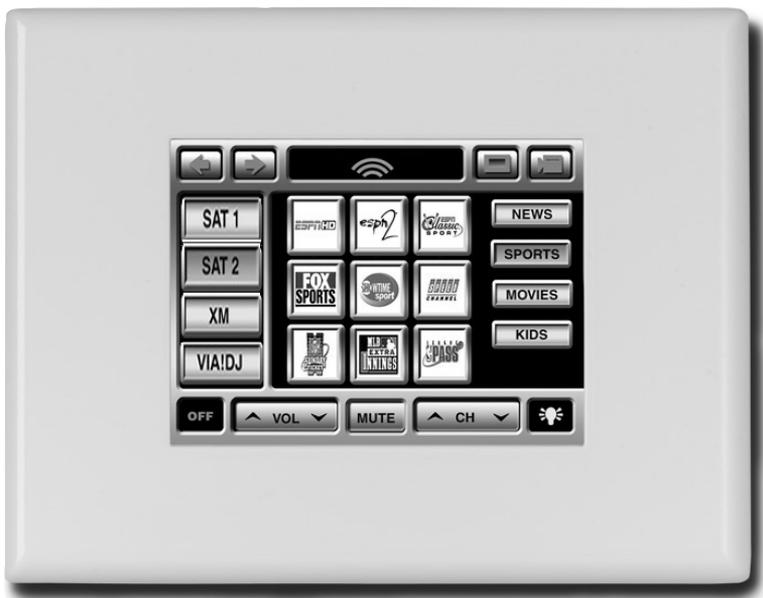


# VIA!® 4.0

## Color LCD Touch Panel INSTALLATION MANUAL



# ELAN

H O M E   S Y S T E M S ™



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## Introduction

The VIA!4.0 Color LCD Touch panel is an intelligent, affordable solution for controlling audio, video, and automation equipment in a multi-room environment or as a stand-alone controller (a Home Theater, for example). With IR control, RS-232 control, and full-motion video display, the VIA!4.0 has all of the features that make ELAN's award-winning VIA!64 and VIA!Valet Touch Panel the most successful products in their category.

## Touch Screen Technology

The VIA!4.0 utilizes a polyester plastic film suspended over a glass panel, which is then adhered to the front of a color LCD (liquid crystal display) screen. Depressing the polyester film with a finger allows the film to touch the glass panel underneath, generating a location signal that is read by the electronics. The four inch diagonal color LCD display is an active matrix TFT Liquid Crystal Display. Please use fingers only when operating this unit. Do not use pens, pencils, or styluses as these may damage the polyester film.

## Features

- **4 Inch Color Active Matrix TFT Liquid Crystal Display**
- **Full Touchscreen Capabilities**
- **IR and RS-232 Control Options**
- **Full-Motion Color Video Capabilities**
- **Easy, Powerful VIA!®Tools Programming**
- **Affordable!**

## Specifications

<b>Connections</b> .....	System Port (RJ-45), Video IN ("F" Connector), Video Loop OUT ("F" Connector)
<b>Wiring Requirements</b> .....	Cat-5 (Data), RG-6 or RG-59 Coaxial Cable (Composite Video)
<b>Display</b> .....	4" Diagonal Color TFT LCD
<b>Resolution</b> .....	372 (W) x 234 (H)
<b>Signal</b> .....	NTSC/PAL (auto-switch) Composite Video
<b>Viewing Angles</b> .....	10° Up, 30° Down, 45° Left/Right from Center
<b>Power</b> .....	16VDC/1.0A
<b>Frame Dimensions</b> .....	5 27/32"(W) x 4 9/16"(H) x 9/32"(D) 149mm(W) x 116mm(H) x 7mm(D)
<b>Cutout Dimensions</b> .....	Aprox. 4 21/32"(W) x 4 1/16"(H) Aprox. 118mm(W) x 103mm(H)
<b>Housing Dimensions</b> .....	4 1/2"(W) x 3 11/16"(H) x 1 3/4"(D) 114mm(W) x 97mm(H) x 44mm(D)

## System Design & Applications

### Planning

Before installing the VIA!4.0, it is essential to have a detailed and accurate system design. Talk with the homeowner to make sure all expectations and design goals are explored. The first step to a good design is to map the system. It is advisable to mark up a copy of the house floor plan with speaker, keypad, touch panel, volume control, and equipment locations etc. Make sure that all locations are decided upon before pre-wiring commences so that all necessary wiring and installation hardware is in place.

It is essential that ALL system components are accounted for prior to the pre-wire stage. After establishing design goals with the homeowner, make a detailed list of all components. Include source equipment, keypads, touch panels, volume controls, amplifiers, communications gear, etc. Gather up any IR remote controls that may be necessary for final programming, or ensure that the IR codes for all equipment to be installed is available in the VIA!TOOLS IR Library.

### **When planning specific in-wall installation locations for LCD Touch Panels, please keep the following tips in mind:**

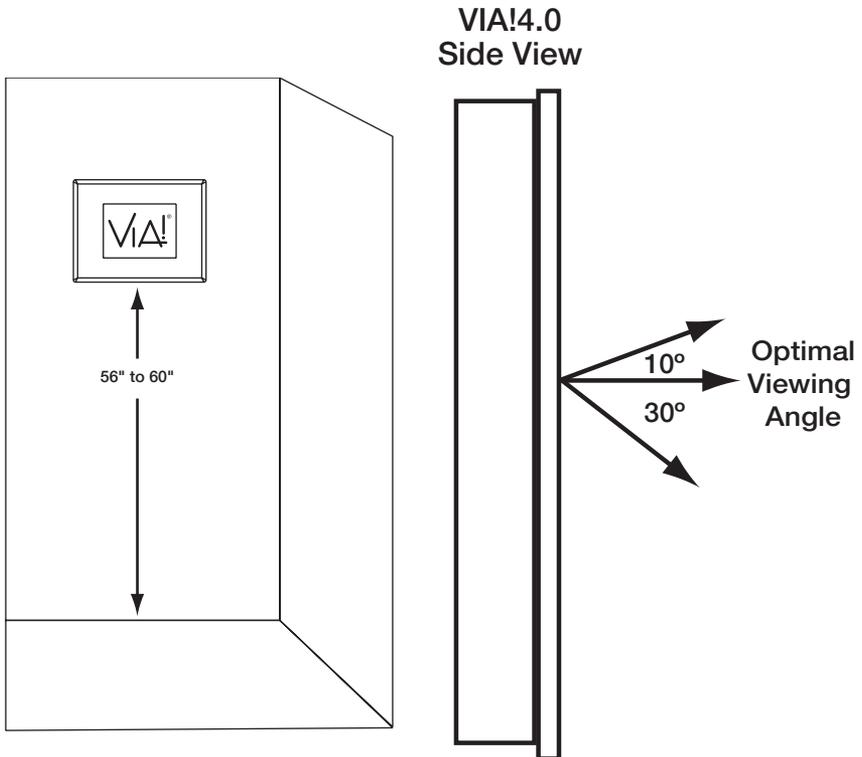
- When properly installed, nothing should be applying contact pressure to the touch panel except for the operator's finger. If something is touching the touch screen window a false signal can be generated, causing the touch panel not to respond correctly.
- Avoid installation in direct sunlight or strong ultraviolet light (such as grow lamps for plants). This can degrade and discolor the polyester film.
- Avoid installation over heat generating devices and/or in moist areas where condensation can form on the polyester film. Both heat and condensed moisture can affect touch screen performance.
- Avoid installation next to thermostats. The touch screen generates heat that can affect thermostat control and readings.
- Avoid applying any foreign objects, such as adhesive labels, glue, etc. on the touch screen's polyester film. This can release chemicals that can discolor the clear film.
- The touch panel/LCD assembly should not be mounted near electronics that emit radio frequencies or electromagnetic interference (such as CRT monitors, light dimmers, and some power supplies).

**System Design & Applications - Planning (cont'd)**

- Do not mount the VIA!4.0 outdoors or in areas exceeding its operating temperature range of  $-10^{\circ}\text{F}$  to  $+115^{\circ}\text{F}$ . If the LCD display is over-heated or its temperature reduced below its recommended minimum, the liquid crystal polymer can be damaged and the display image may not recover.

**Mounting Height**

For optimal viewing, the VIA!4.0 should be installed 56" to 60" from the floor to the bottom of the frame when mounted in a wall. In custom applications, factor in the viewing angles shown below and make sure that the graphics and video remain visible in the prospective viewing location.

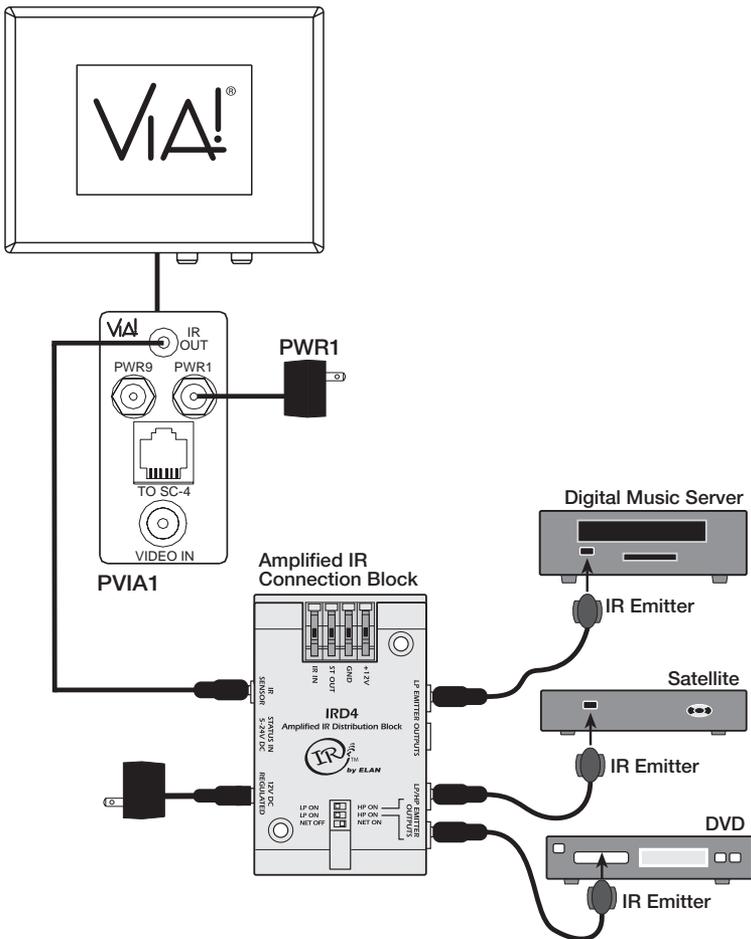


**System Design & Applications (cont'd)**

**Applications**

**Stand-Alone/Home Theater**

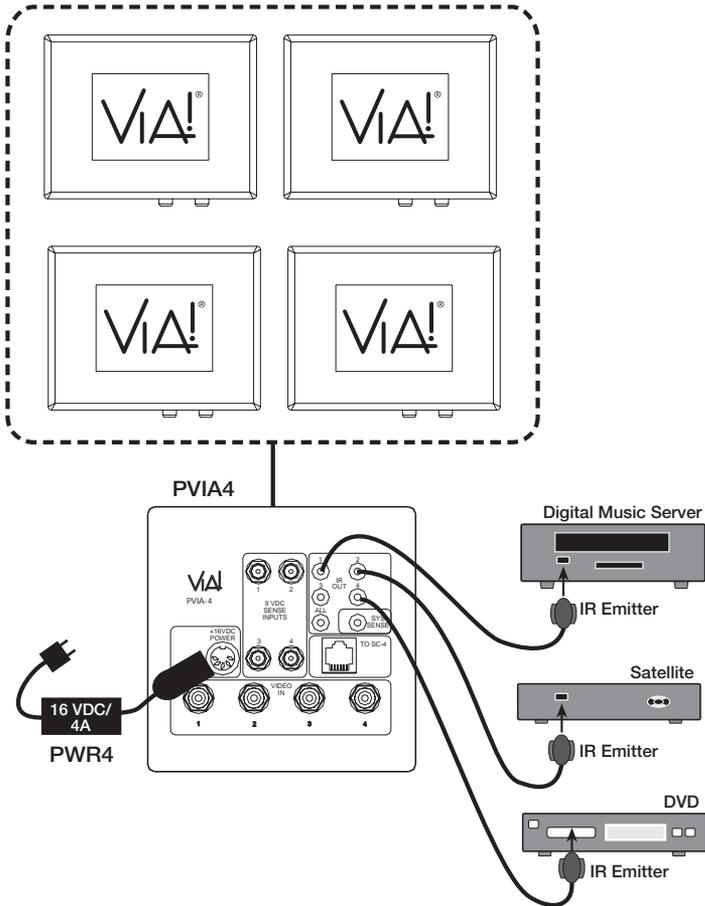
The VIA!4.0 can be used for any stand-alone (non-ELAN) system application or as a Home Theater controller. The diagram below shows a basic application using one VIA!4.0, a PVIA1, and an ELAN IRD4 Amplified IR Connection Block to control a stack of A/V equipment.



**System Design & Applications - Applications (cont'd)**

**Stand-Alone/Home Theater - Expanded**

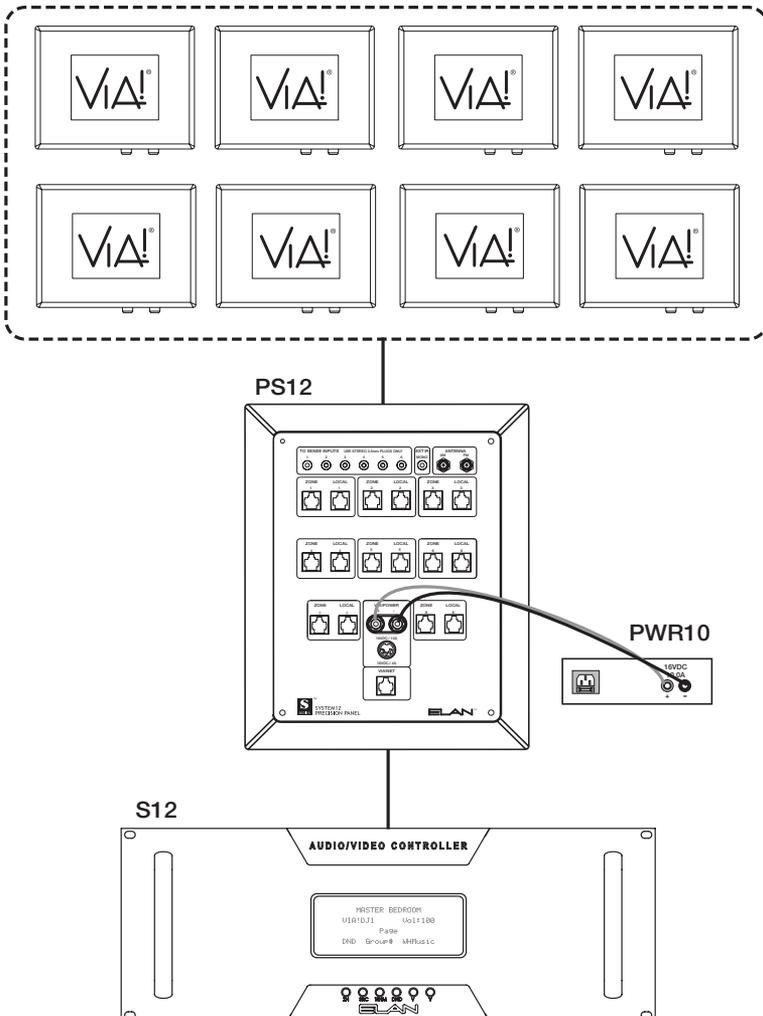
Stand-alone systems (without an ELAN multi-room controller) can be as simple as one VIA!4.0 controlling one IR source, or as complex as multiple VIA!4.0s, VIA!64s, keypads, and IR sensors all controlling many IR sources. The diagram below shows four VIA!4.0s and a PVIA4 controlling a stack of A/V gear.



**System Design & Applications - Applications (cont'd)**

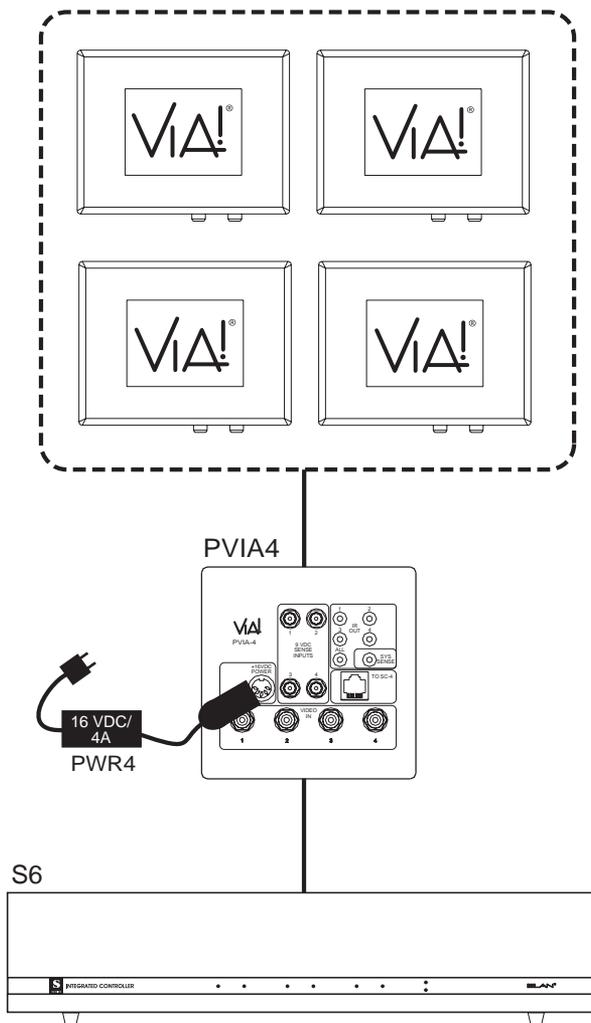
**ELAN S12**

ELAN's PS12 Precision Panel for the System12 Multi-Room A/V Controller (S12) makes quick work out of configuring VIA!4.0s to control S12 zones. No PVIA Wall Plate is necessary when using VIA!4.0s with an S12; the PS12 has all necessary provisions. A PWR4 or PWR10 Power Supply must be used when connecting VIA! Touch panels to the PS12. The diagram below shows eight VIA!4.0s and a PS12 connected to an ELAN S12.



**System Design & Applications - Applications (cont'd)****ELAN S6**

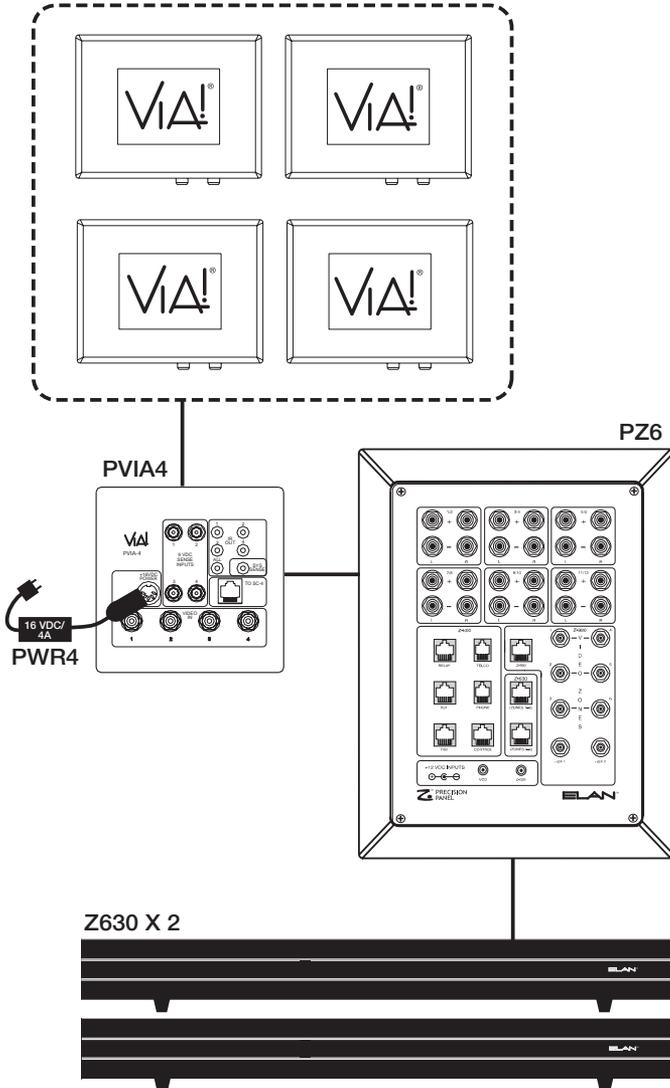
The VIA!4.0's affordability makes it an ideal candidate for System6 (S6) applications. Use a PVIA Wall Plate appropriate for the number of VIA!4.0s to be installed. The diagram below shows four VIA!4.0s and a PVIA4 configured for use with an ELAN S6.



**System Design & Applications - Applications (cont'd)**

**ELAN Z System**

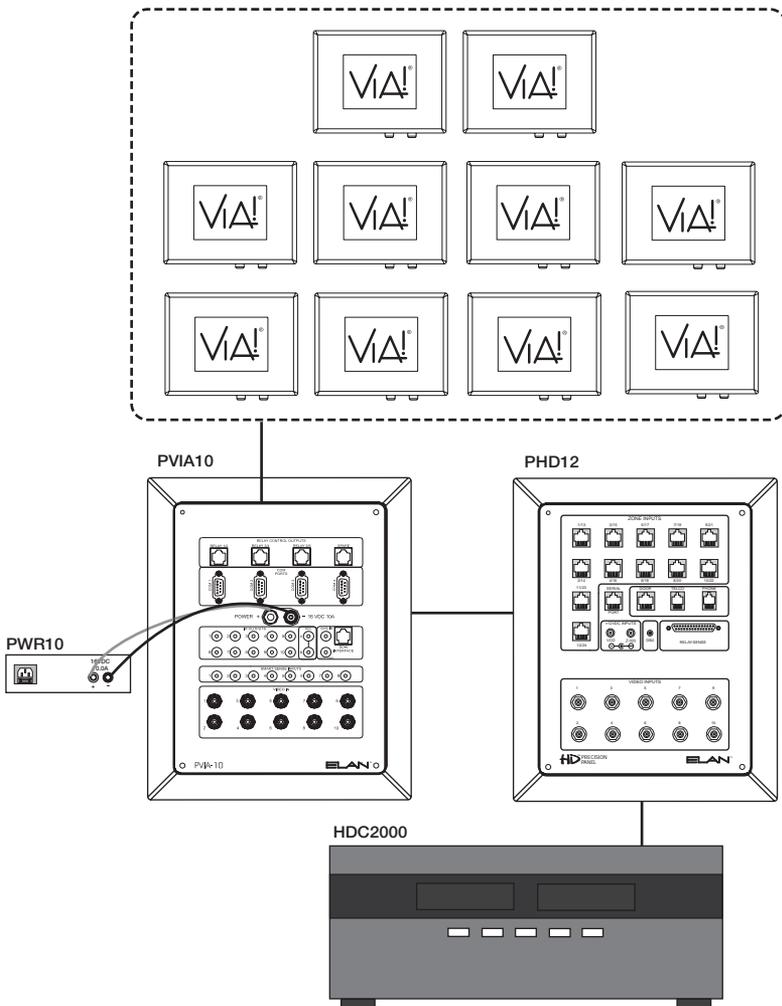
Advanced features like **Audio Detect** and **Spatial Enhancement** can be accessed using a VIA!4.0 in an ELAN Z System. The diagram below shows how to configure four VIA!4.0s using a PVIA4 and a PZ6 Precision Panel for Z Systems.



**System Design & Applications - Applications (cont'd)**

**ELAN HD System**

Use a PHD12 Precision Panel for HD System in conjunction with a PVIA Wall Plate when using VIA!4.0s in an ELAN HD system. The diagram below shows ten VIA!4.0s connected to a PVIA10 and a PHD12.

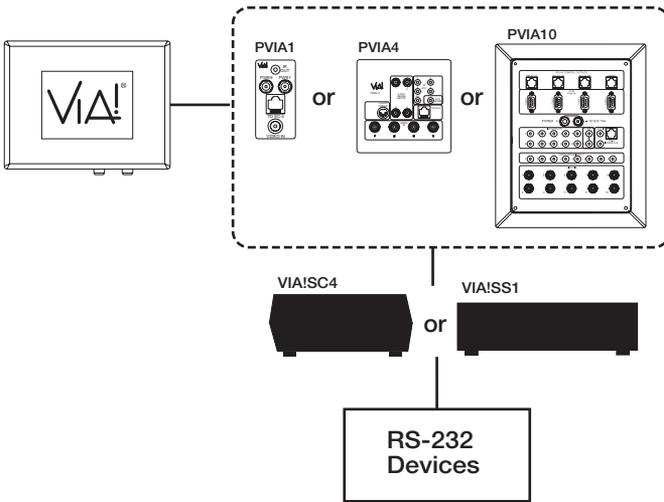


**System Design & Applications - Applications (cont'd)**

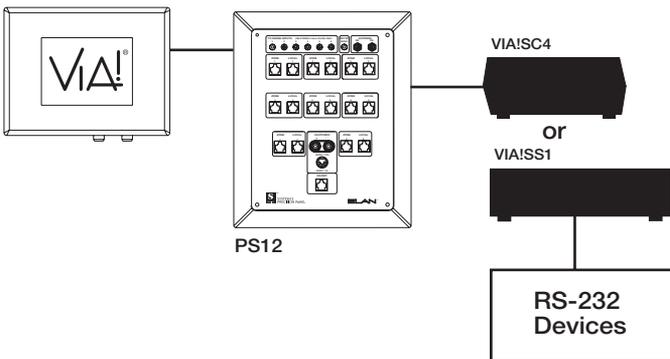
**RS-232 Controlled Devices (Regardless of System Type)**

By adding an SC4 Serial Controller or SS1 System Station to any system using VIA! Touch Panels, powerful RS-232 control becomes possible for a wide assortment of devices such as security systems, lighting systems, HVAC, spa control, A/V gear, etc. Use the appropriate PVIA Wall Plate for the number of VIA! Touch Panels in the system. When installing an SC4/SS1 in an S12 system, a PVIA Wall Plate is not needed; the PS12 Precision Panel has all necessary provisions.

**Stand-Alone, S6, Z, or HD Systems**



**S12 Systems**



## Installation

### ELAN Precision Panels

The VIA!4.0 will require an ELAN Precision panel to properly function. The specific application will determine the specific Precision Panel needed. Each of these panels provides a power supply of the correct voltage (+16VDC) and amperage for the application being covered. In addition to power, these Precision panels have provisions for critical connections like IR, GND, and system status.

#### PVIA1

The PVIA1 is a single-gang Decora® style wall plate designed to support a single VIA!64 or VIA!4.0 Touch Panel. It has connections for Power, GND, Sense/Status, IR, Video, and Serial Control. It can be used in any application including ELAN multi-room systems, or stand-alone.



#### PVIA4

The PVIA4 is a dual-gang wall plate that provides power, control, and video connectivity for up to four VIA!64 or VIA!4.0 Touch Panels. It can be used in any application including ELAN multi-room systems, or stand-alone.



#### PVIA10

The PVIA10 is a wall plate designed to provide power, control, and video connectivity for up to ten VIA!64 or VIA!4.0 Touch Panels. It can be used in any application including ELAN multi-room systems, or stand-alone.

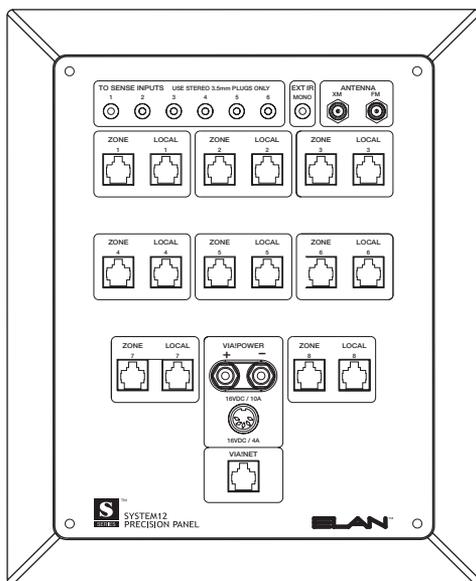


## Installation - Precision Panels (cont'd)

### PS12

The PS12 Precision panel is designed to accommodate all connectivity required for System12 installation, including VIA! Touch Panels. Unlike the PVIA Panels, the PS12 will only work with ELAN's System12 Multi-Room Controller. Each PS12 will provide connections for S12 systems up to eight zones. A separate power supply must be used when connecting VIA! Touch panels to a System12.

- PWR4 for one to four VIA!64s or VIA!4.0s
- PWR10 for five to ten VIA!64s or VIA!4.0s
- Use multiple PS12s for multi-chassis systems (one per S12)



## Installation (cont'd)

### Pre-Wire

The VIA!4.0 requires power, control, status, and video to function correctly.

- **Control, Status, & Power:** Cat-5
- **Video:** RG-6 or RG-59 Coaxial Cable

### Control, Status, Power

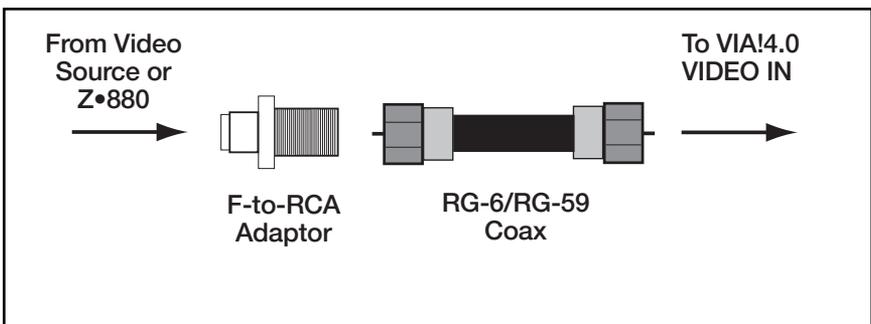
Run Cat-5 wire from the main central equipment location (head-end) to the location where the touch panel will be installed. Make sure that provisions have been made for installation of a PVIA1, PVIA4, PVIA10, or PS12 Precision Panel (typically at the head-end).

**Maximum wire run is 220 feet.**

### Video

The VIA!4.0 has both a Video Input and a Video Loop Output for Composite Video signals. Run RG-6 or RG-59 coaxial cable from the head-end location (possibly a video switcher) to the location where the touch panel will be installed. Be careful not to make sharp bends when installing coax. F-to-RCA connectors will be necessary to adapt the RCA composite output of the video source (or switcher) to the F-connector of the coax run. The VIA!4.0 has F-connectors on both Input and Loop Output.

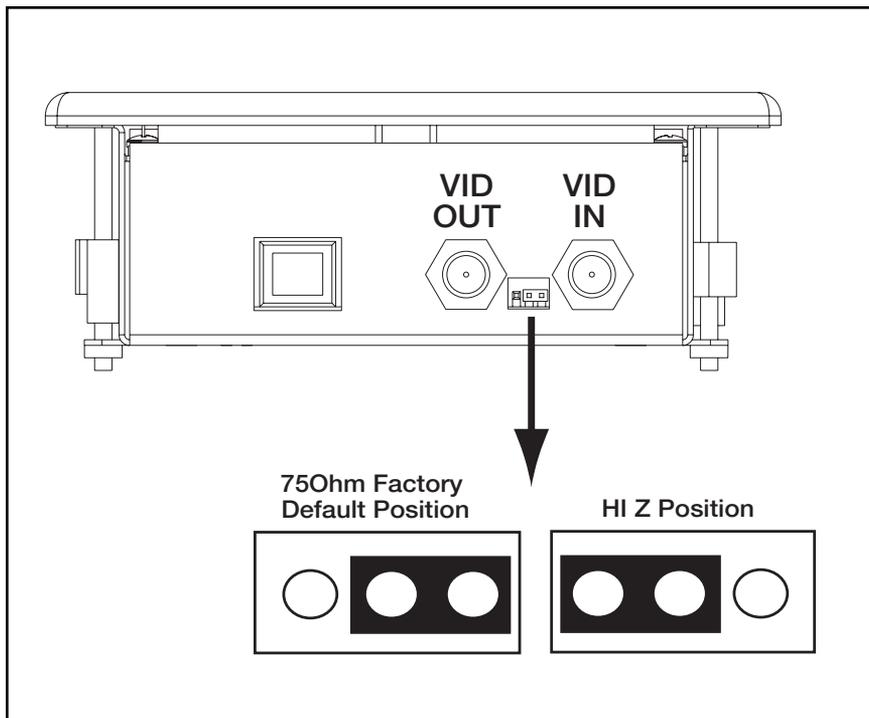
**Note:** The VIA!4.0 displays Composite Video signals (not RF). Use an RCA "Y" cable to split the video signal going to a VIA!; a coaxial splitter or splitter/combiner will not pass Composite Video signals!



### Installation - Pre-Wire (cont'd)

#### Video Termination Jumper

When the video signal coming into a VIA! Touch panel is to be looped back out of the panel to another VIA! or TV, the Video Termination Jumper must be moved from the factory default 75 Ohm position to the **Hi Z** position as shown below.



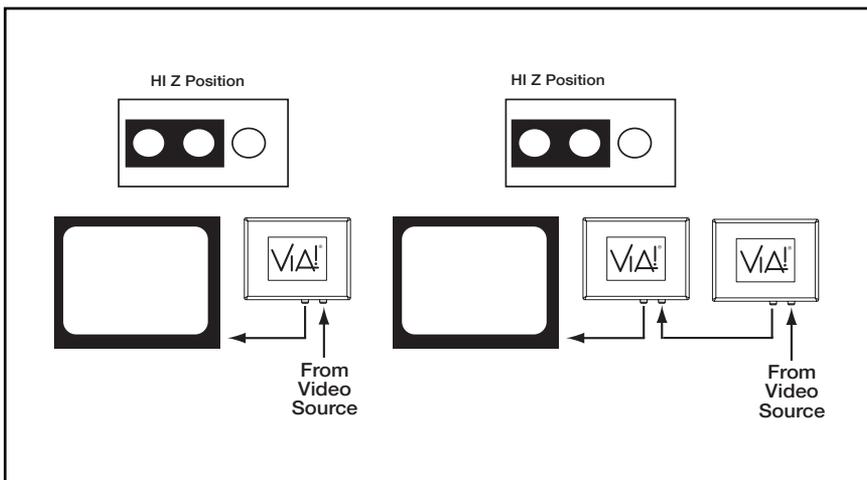
#### Video In/Loop Out Configuration

Often, VIA!4.0s will be installed in conjunction with other VIA! Touch panels and/or televisions located in the same area. There are two scenarios that could be utilized:

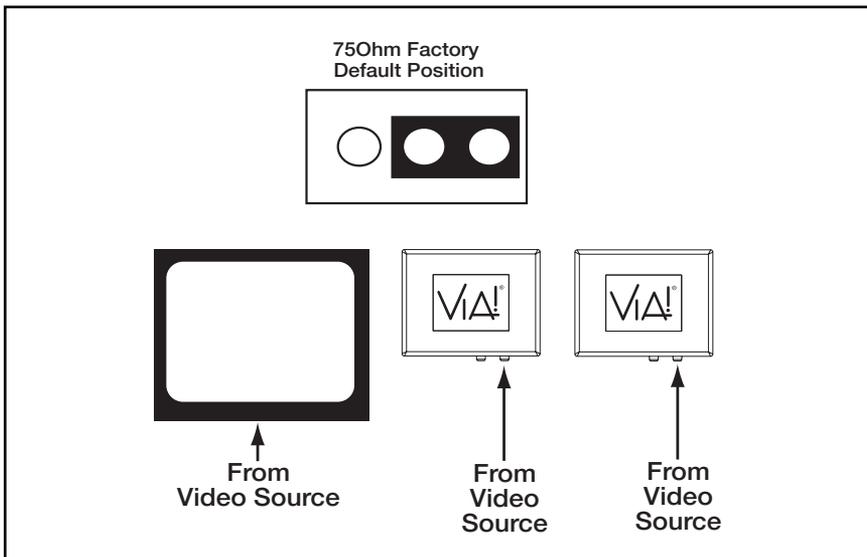
- **Each VIA! and/or TV displays the same video.**  
A single video feed is routed through the VIA!4.0 to additional VIA! Touch panels or TV(s).
- **Each VIA! and/or TV displays video independently.**  
Independent video feeds are routed to each VIA! and/or TV.

**Installation - Pre-Wire (cont'd)**

For applications where TVs and VIA! Touch panels display the same video, use the Video Loop Out to daisy-chain VIA!s/TVs together as shown below. Set the 75 Ohm Termination jumper(s) to the **HI Z** position.



For applications where different, independent video is displayed on each VIA!/TV, run separate feeds of RG-6 or RG-59 from a video switcher (ELAN Z•880 or S12) to each VIA!/TV as shown below. Keep the 75 Ohm Termination Jumper in the **75 Ohm** position.

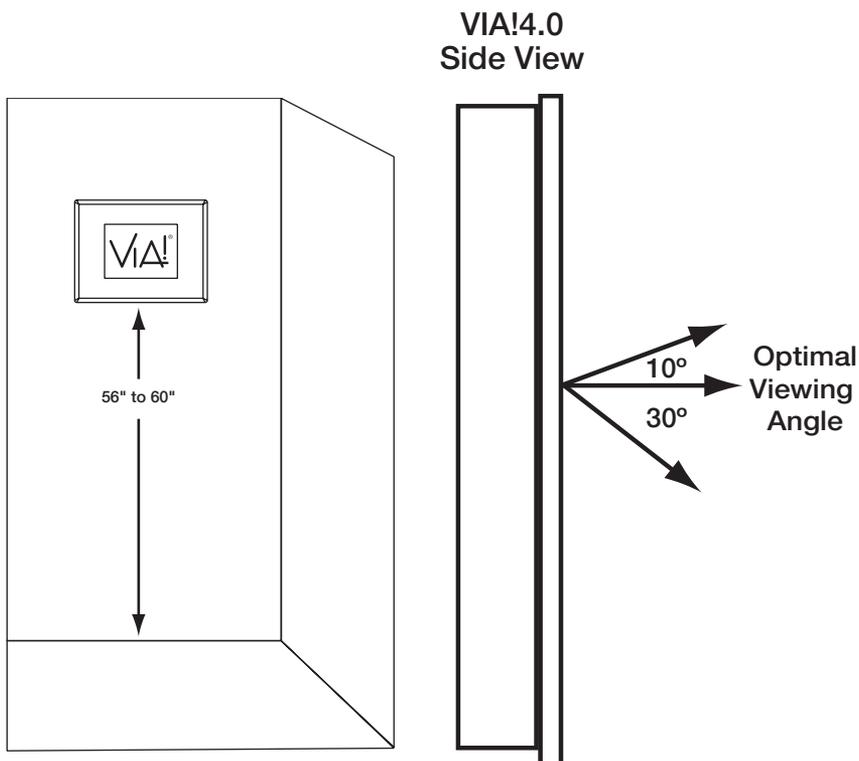


**Installation (cont'd)****Rough-In**

Roughing-in the VIA!4.0 requires careful attention to the design plan made previously. See page 3 for a list of things to factor in to specific mounting locations before deciding exactly where to place the unit.

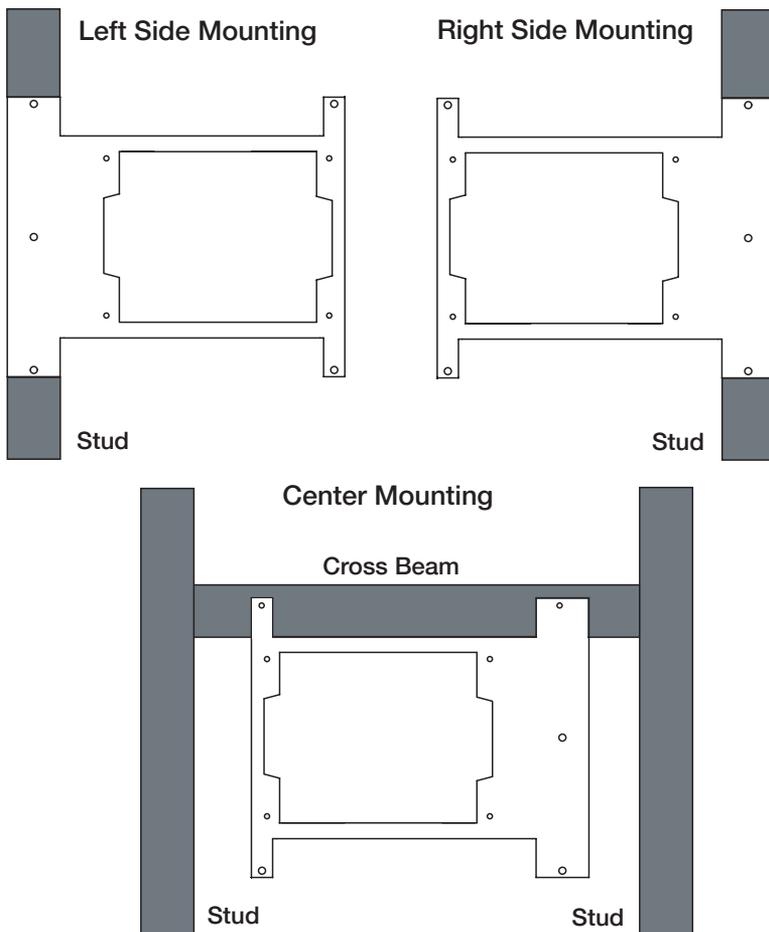
**Mounting Height and Viewing Angle**

For proper viewing, mount the VIA!4.0 56-60 inches from the floor to the bottom of the frame. This will provide optimum viewing for the largest number of people. The unit has a viewing angle of 10 degrees Up and 30 degrees Down.



**Installation - Rough-In (cont'd)****New Construction**

If installing the VIA!4.0 in a new-construction environment, it is advisable to use a VIABKT40 New Construction Bracket. Install these brackets after the studs are in place and the electrical wiring is installed, but before the dry wall is up. The VIABKT40 has provisions for mounting to a stud on the left, right, or center of the stud bay. Determine the mounting location and height, securely fasten the rough-in bracket, and secure the Cat-5 and coaxial cables securely to the bracket using tape or wire ties. Make sure to factor in the thickness of the dry wall being used when determining the depth to mount the rough-in bracket.

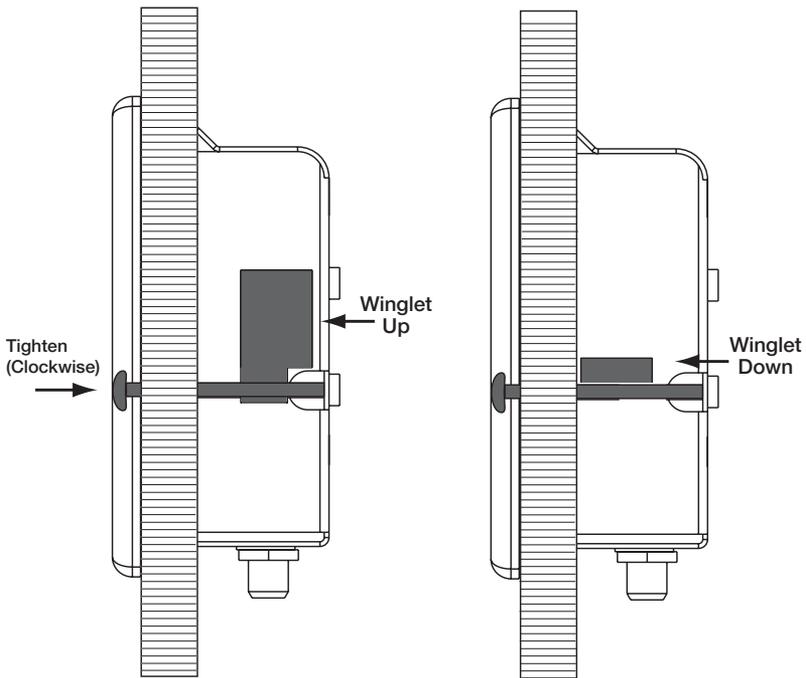


**Installation - Rough-In ( cont'd)****Retro-Fit**

The VIA!4.0 will easily install directly into the wall (with no rough-in bracket) when being utilized in a retro-fit application. Use the template included in the box to carefully mark the location to be cut. Be very careful about AC lines, HVAC, communications wires, etc. when cutting into a wall!

There are two ways to mount the VIA!4.0 when not using a VIABKT40:

- Use the clamping winglets on the side of the unit.
- Use the pre-drilled holes to attach the unit to a stud or other secure point.

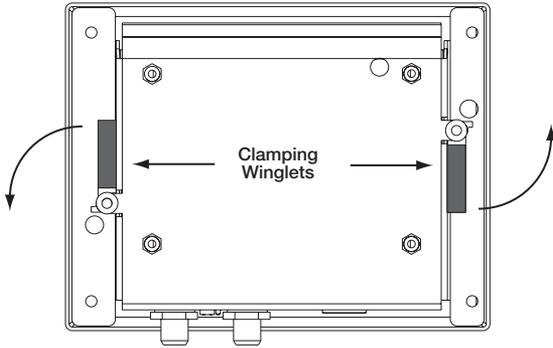


Side View

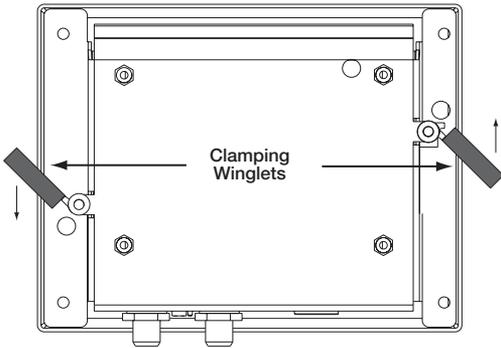
**Installation - Rough-In (cont'd)**

The VIA! back box is equipped with two clamping winglets that flush up against the drywall when tightened.

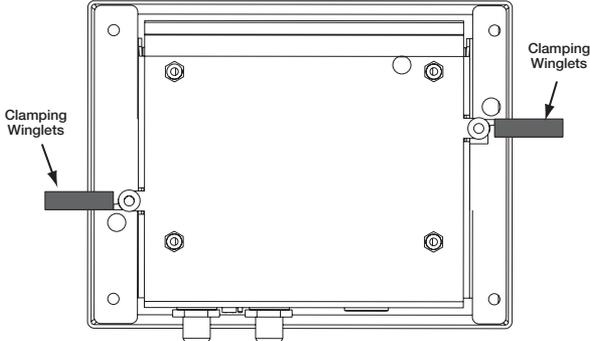
VIA!4.0 Rear



VIA!4.0 Rear

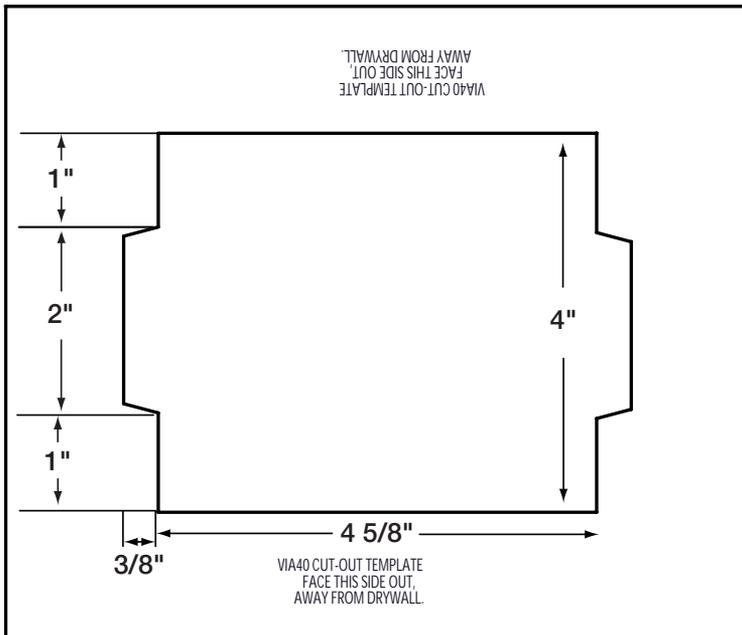


VIA!4.0 Rear



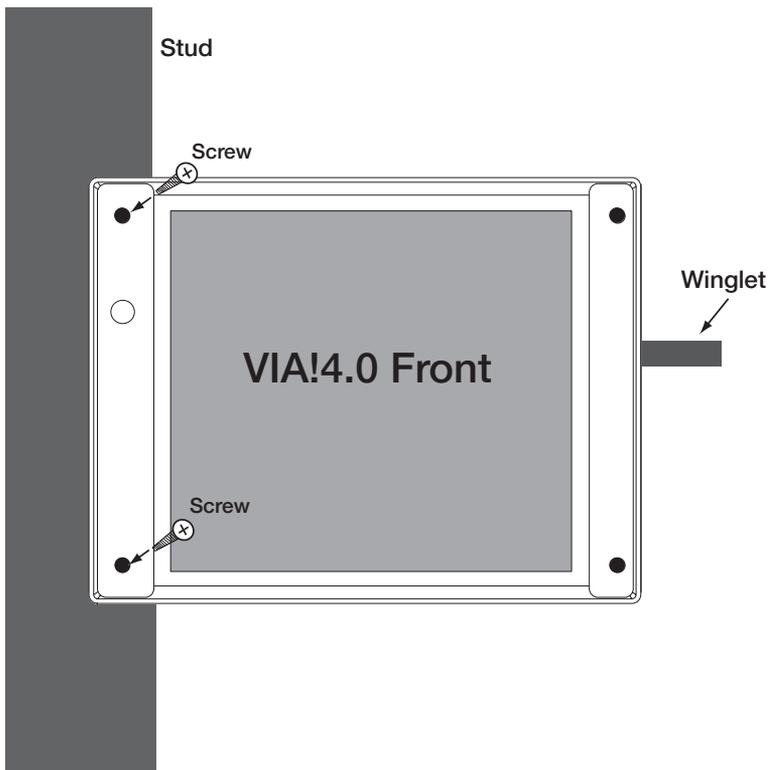
**Installation - Rough-In (cont'd)****Cutout Dimensions**

A template is included in the VIA!4.0's box for use when retro-fitting the unit. Place the template on the wall in the desired location with the printed words visible before tracing the pattern. Be extremely careful not to cut AC lines or anything else that may be behind the wall! Once the pattern is traced, use a dry wall knife or saw to cut a hole of the correct size and shape.



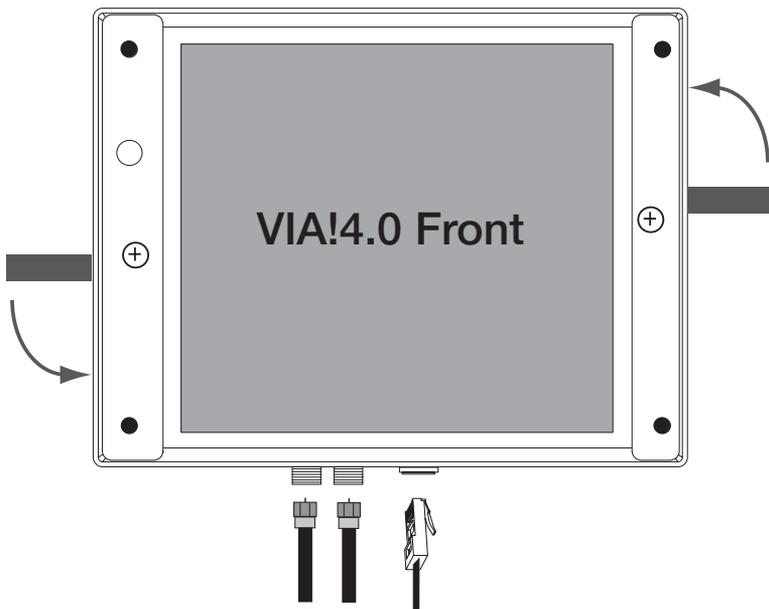
**Installation - Rough-In (cont'd)****Mounting**

Four predrilled mounting holes in the unit's metal frame allow the panel to be mounted directly through drywall into a stud (1.5" drywall screws are recommended). When screwing one side of the VIA! panel into a stud the winglet on the opposite side should be deployed. The use of drywall anchors in lieu of stud-mounting is not recommended.



**Installation - Rough-In (cont'd)****Removal From Wall (Winglets Deployed)**

1. Use a thin steel ruler or thumbnail to slip under the bottom edge of the faceplate and gently pry it off the assembly.
2. Loosen the winglet screws until they retract inside the metal mounting box. Look through the openings in the mounting flanges to verify that the winglets have fully retracted. If they have not fully retracted you can insert a small diameter screwdriver in the adjacent hole to guide the winglets into the box. Do not apply too much force on the winglets as they may cause damage to the circuit board.
3. Gently pull the top of the VIA! assembly out of the wall first and then slowly lift the rest of the assembly out of the wall. Stop immediately if the winglets grab the drywall or fracturing of the drywall may occur.
4. Lift the assembly up until the wires along the bottom edge are exposed. Label, disconnect and tie off the wires to keep them from dropping down inside the wall. Make sure to protect the Touch Panel/LCD assembly and faceplate from damage when it is not in the wall.



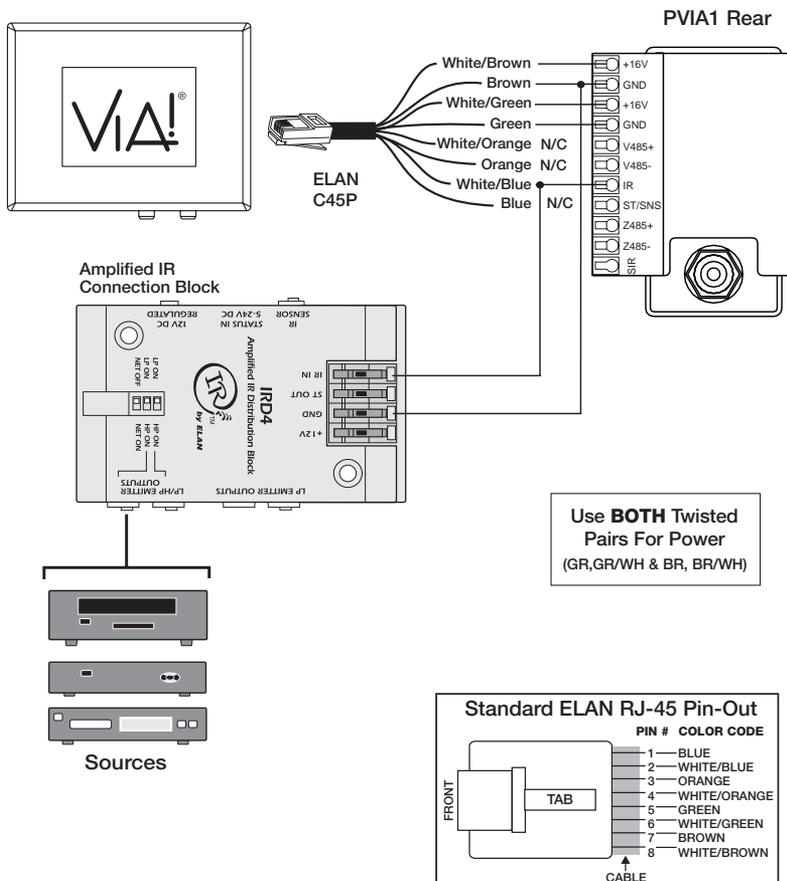
**Installation (cont'd)**

**Connections**

**Stand-Alone/Home Theater**

The VIA!4.0 is ideal for use as a stand-alone system controller or Home Theater controller. For control of a Home Theater system, the VIA!4.0 and PVIA Wall Plate are combined with a method for IR distribution such as ELAN's **IRD4** Amplified Connection Block. Signals originate at the VIA!4.0, pass through the PVIA Wall Plate, then travel to the connection block where they are routed to each component.

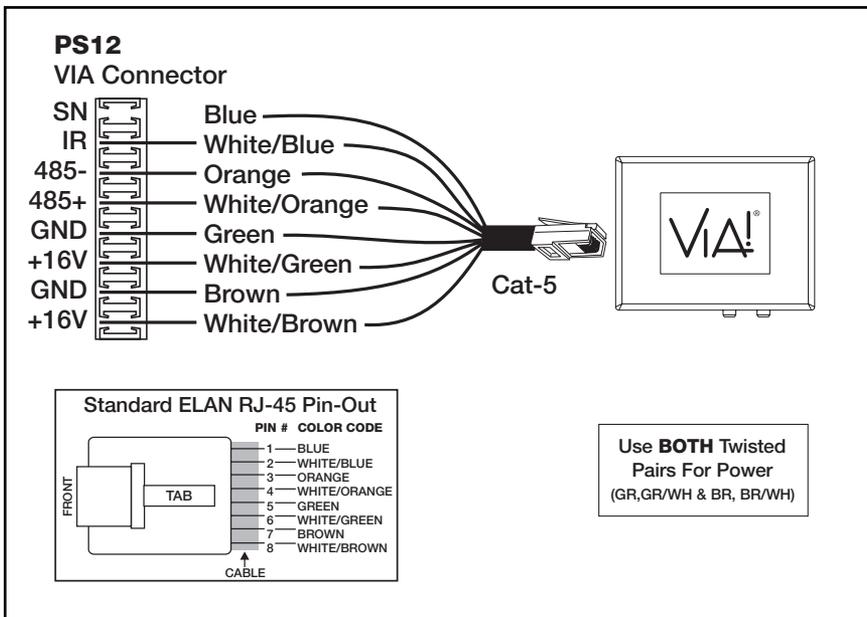
**Note:** This application does not allow for independent control of identical sources. An ELAN multi-room preamp or SR-1 System Controller should be used.



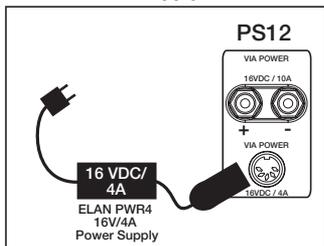
**Installation - Connections (cont'd)**

**ELAN System12**

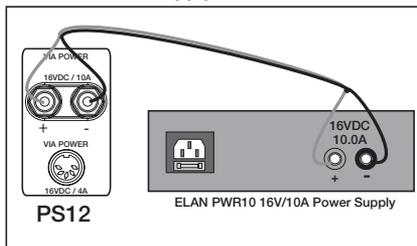
ELAN's **System12 (S12)** Multi-Room A/V Controller was designed with VIA! Touch Panels in mind. Rather than using a PVIA Wall Plate, provisions have been made on the PS12 Precision Panel for complete VIA! connectivity. Using Cat-5, connect IR, RS485+/-, GND, and +16VDC as shown below. Please consult the S12 Installation Manual for video configurations additional details.



**16V/4A Power Supply Connections**



**16V/10A Power Supply Connections**

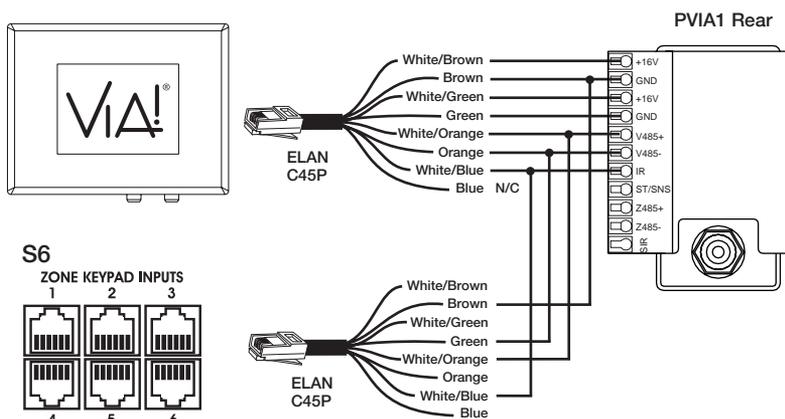


**ELAN strongly recommends the use of a PS12 Precision Panel when installing a VIA!4.0 in a System12 application.**

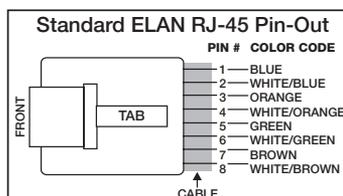
## Installation - Connections (cont'd)

### ELAN System6

Use VIA!4.0s to add functionality and flexibility to ELAN's System6 (S6) six source, six zone preamp controller. A PVIA1, PVIA4, or PVIA10 must be used when interfacing VIA!4.0s to an S6. Connect IR, RS485+/-, GND, and 16VDC from the PVIA Wall Plate to the VIA!4.0 as shown. Connect IR, RS485+/-, and GND between the PVIA Wall Plate and the S6, as shown. Multiple VIA!s will connect in the same way. Please consult the S6 Installation Manual for additional details.



Use **BOTH** Twisted Pairs For Power (GR,GR/WH & BR, BR/WH)

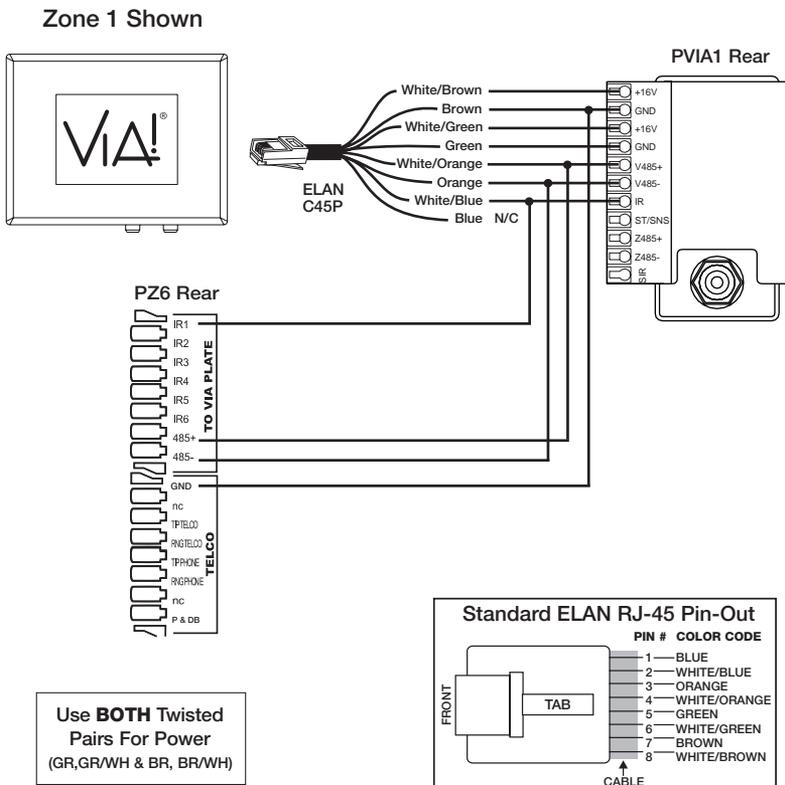


**ELAN strongly recommends the use of a PVIA1, PVIA4, or PVIA10 VIA! Wall Plate when installing a VIA!4.0 in a System6 application.**

**Installation - Connections (cont'd)**

**ELAN Z System**

Use a PVIA Wall Plate and a PZ6 Precision Panel for Z System when installing VIA!4.0s in a Z system. Connect IR, RS485+/-, GND, and 16VDC from the PVIA Wall Plate to the VIA!4.0 as shown. Connect IR, RS485+/-, and GND between the PVIA Wall Plate and the PZ6, as shown. Multiple VIA!s will connect in the same way. Please consult the Z•630 Installation Manual for additional details.



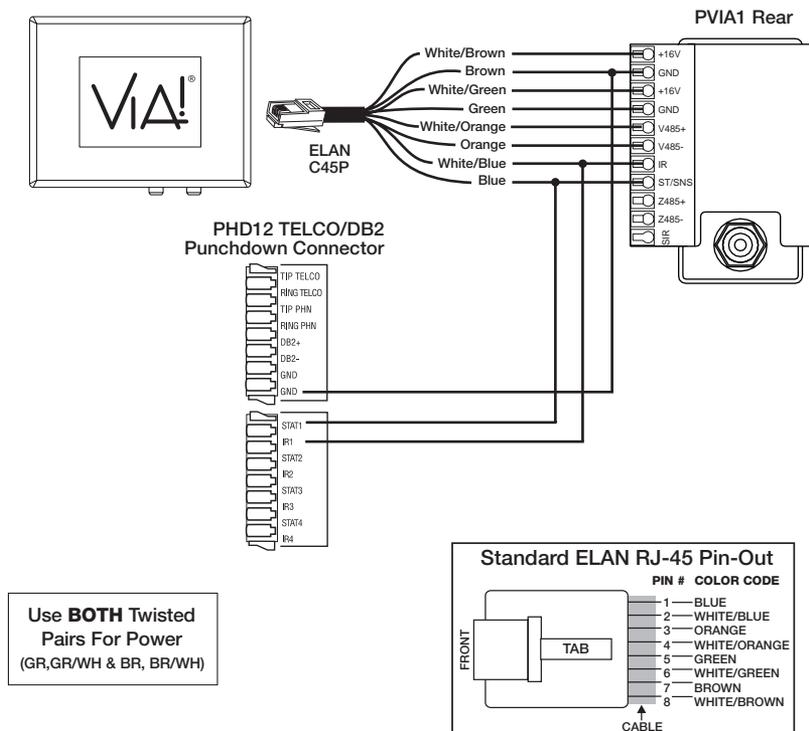
**ELAN strongly recommends the use of a PVIA1, PVIA4, or PVIA10 VIA! Wall Plate and a PZ6 Precision Panel when installing a VIA!4.0 in a Z System.**

## Installation - Connections (cont'd)

### ELAN HD System

Use a PVIA Wall Plate and a PHD12 Precision Panel for HD System when installing VIA!4.0s in an HD system. Connect Status, IR, GND, and 16VDC from the PVIA Wall Plate to the VIA!4.0 as shown.

Connect Status, IR, and GND between the PVIA Wall Plate and the PHD12, as shown. Multiple VIA!s will connect in the same way. Please consult the HD System Installation Manual for additional details.



**ELAN strongly recommends the use of a PVIA1, PVIA4, or PVIA10 VIA! Wall Plate and a PHD12 Precision Panel when installing a VIA!4.0 in an HD System.**

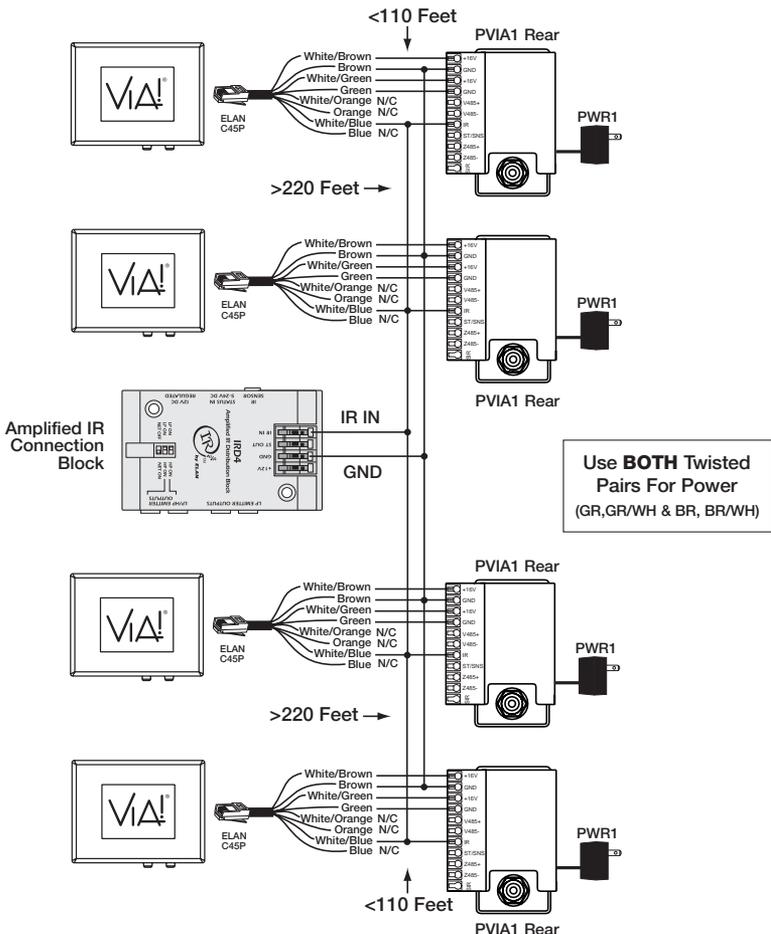
**Installation - Connections (cont'd)**

**Increasing Wire Runs Beyond the 220 Foot Maximum**

If a VIA!4.0 must be mounted further than 220 feet from the head end, it is possible to use a PVIA1 Wall Plate (typically a PVIA1) to power the unit locally (within 110 feet). The diagrams in this section show specific wiring schemes for stand-alone systems and each ELAN multi-room system.

**Stand-Alone**

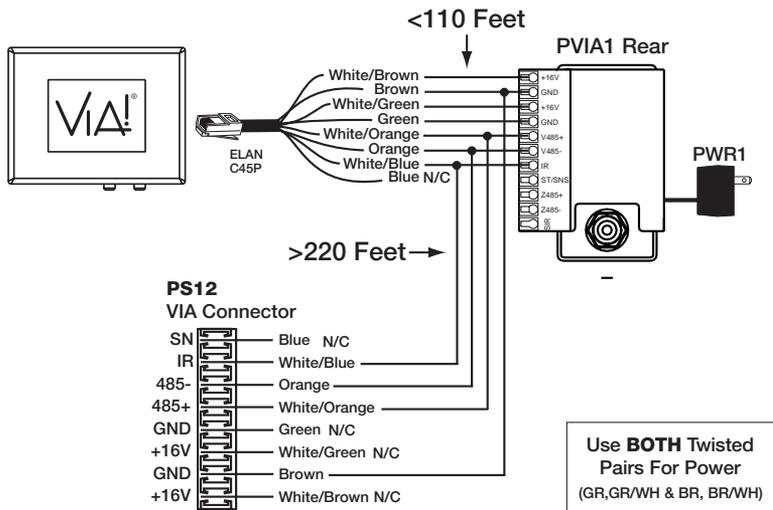
Use local PVIA1s for connecting VIA!4.0s to an amplified IR Connection Block to make a large stand-alone system, as shown below.



**Installation - Connections Beyond 220 Feet (cont'd)**

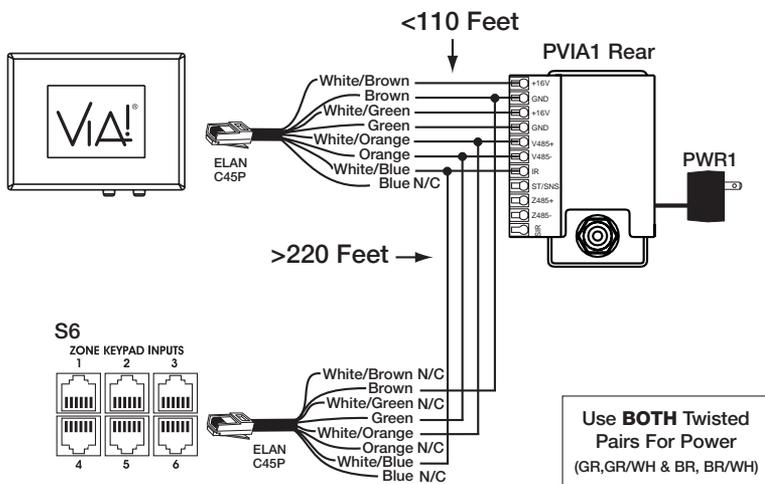
**ELAN S12**

Use local a local PVIA1 to connect a VIA!4.0 to a PS12 Precision Panel located more than 220 feet away.



**ELAN S6**

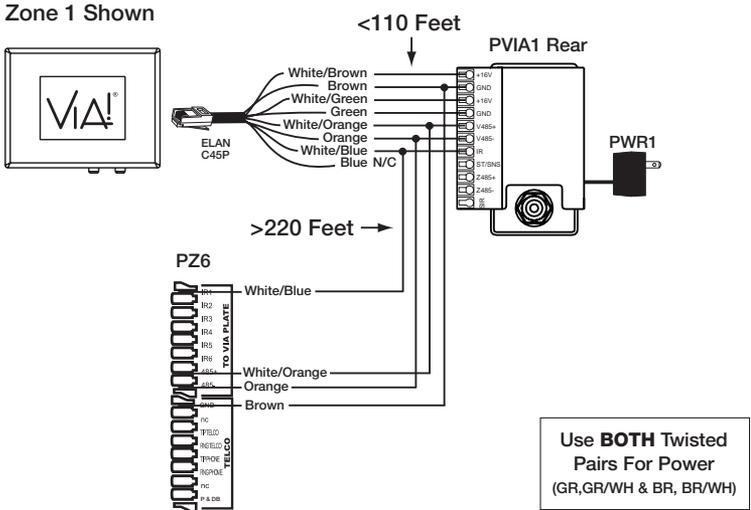
Use a local PVIA1 to connect a VIA!4.0 to an ELAN System6 located more than 220 feet away.



**Installation - Connections Beyond 220 Feet (cont'd)**

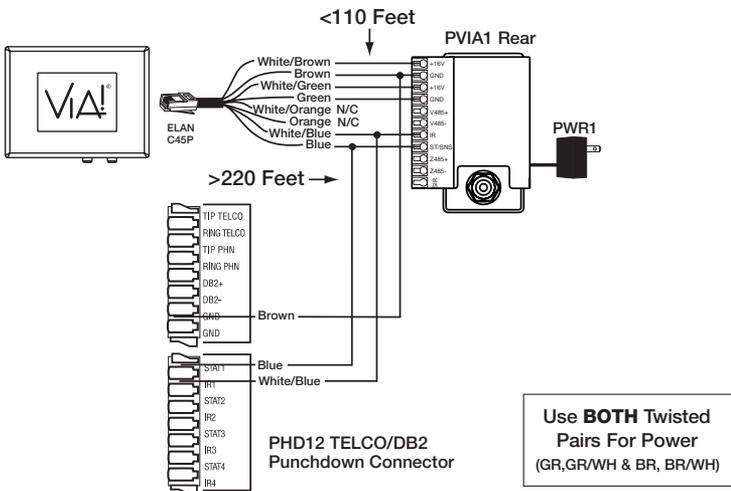
**ELAN Z•System**

Use local PVI A1 to connect a VIA!4.0 to a PZ6 Precision Panel located more than 220 feet away.



**ELAN HD System**

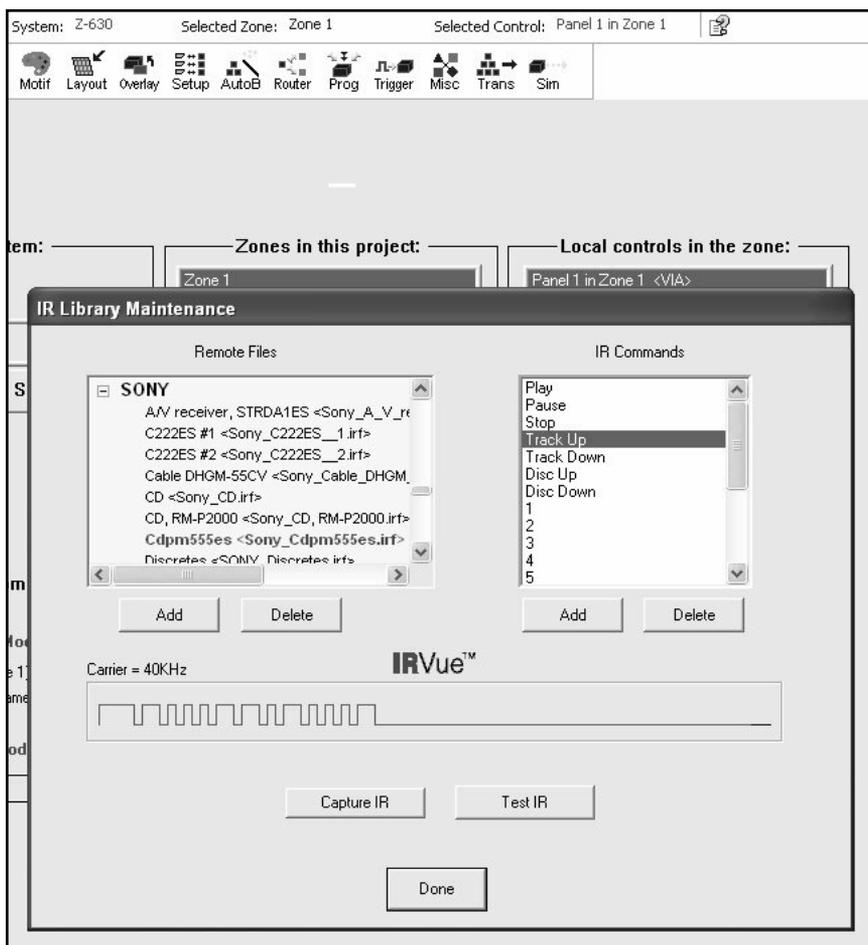
Use a local PVI A1 to connect a VIA!4.0 to an ELAN PHD12 Precision Panel located more than 220 feet away.



## Programming

All VIA! Touch Panels must be programmed with ELAN's VIA!®TOOLS Setup Software using a PC running Windows 98 or higher. VIA!TOOLS utilizes the VIA!Learner to interface between the PC and the touch panel to be programmed. It is NOT NECESSARY to power the VIA!4.0 during programming, making it possible to program and download to multiple units prior to installation.

Please see VIA!TOOLS Help file for complete step-by-step information on programming VIA! Touch Panels.



## Operation

The VIA!4.0 is designed to be simple and intuitive to operate. Each source is custom programmed to work just the way the homeowner desires. This unit is a true touch screen controller; no hard buttons or stylus required! Use a finger (or fingernail) to lightly press on the screen each time an action is required.

## Timeout

VIA!TOOLS provides separate Timeouts for Source page, Off page, Lights page, Video, and Cameras. Each of these values should be set with the homeowner's lifestyle in mind.

## Video Mode

When in Camera Mode, the VIA!4.0 utilizes hidden buttons on the display that allow for NEXT, PREVIOUS, SCAN ON, SCAN OFF functionality. A fifth button, EXIT FROM VIDEO MODE, is also present. These buttons are Autobuilt in VIA!TOOLS and will allow the homeowner to display a specific camera or all cameras, as desired. See VIA!TOOLS Help file for more specifics.

## Video Overlays

Overlays are special pages built in VIA!TOOLS to control video sources while still viewing the video on the VIA! Each of these overlays is custom built and assigned in programming. See VIA!TOOLS Help file for more specifics.

## Cleaning

To clean the VIA!4.0's screen, first use a soft dry cloth to remove contamination. If dirt is still present, use a damp cloth that has been squeezed of excess water. If dirt is still present, then use a non-abrasive cleaner or detergent to clean the screen. Use of strong chemicals and/or some cleaning agents may discolor the polyester film that makes up the touch screen.

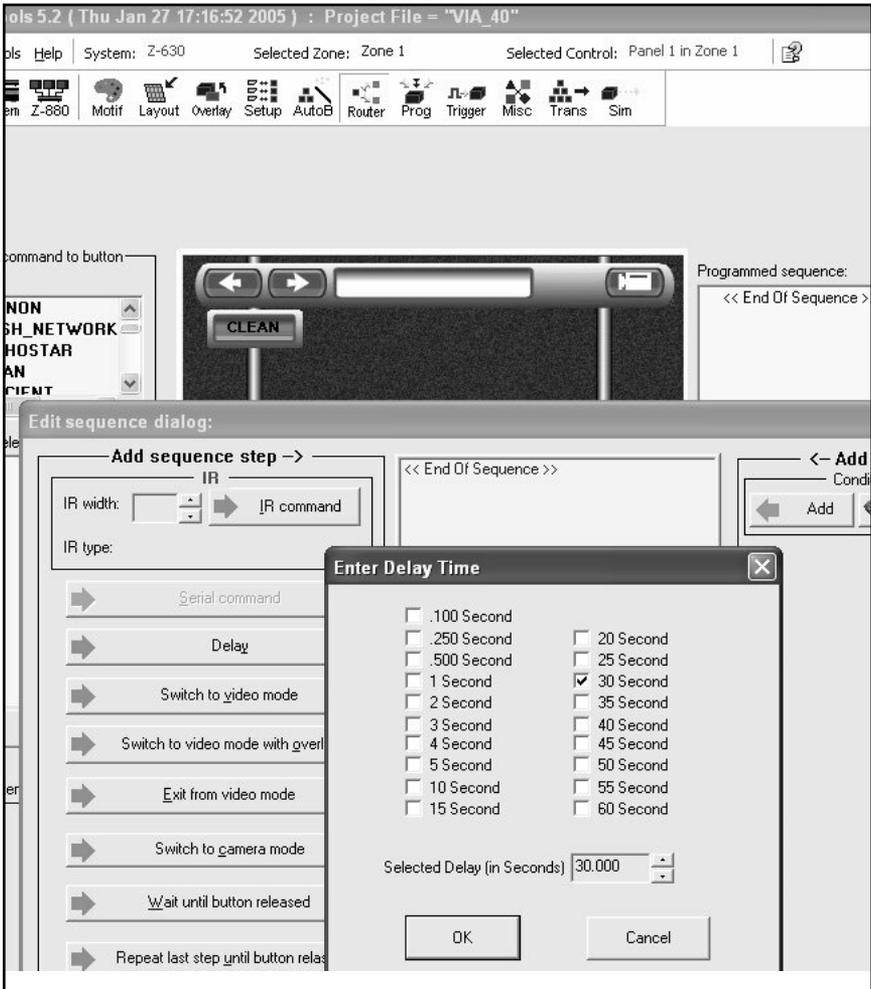
The following products have been tested and approved for cleaning VIA! Touch Panels:

**Windex® Glass Cleaner, Formula 409® Cleaner, and Mr. Clean®.**

## Operation (cont'd)

### Cleaning Mode

Cleaning Mode is simply a button created on the VIA!4.0 with a delay programmed under it. This allows the homeowner to clean the screen without initiating any commands to the system. The CLEAN button should be placed in a location that the homeowner or house-keeper can easily remember (see the VIATOOLS HELP File for more details).



## Troubleshooting

### General

Symptom	Cause	Solution
Unit will not activate/turn-on when screen is touched	No power supply connected	Connect PWR1 or PVIA1 Power Supply
	Incorrect power supply	Use PVIA1/PWR1 16VDC PowerSupply
	Power supply defective	With a multimeter, test for 16VDC
	Incorrect power connections	See p.x-x
Unit will activate but no IR control of sources and/or multi-room controller	Incorrect IR connections	See p.x-x
		Use talk-back IR emitter or IR activity LED to verify IR signal
	Incorrect or missing IR/RS232 commands in VIA!TOOLS	Verify commands in VIA!TOOLS
Unit will activate, but displays "UNPROGRAMMED"	Does not contain a VIA!TOOLS program.	Download to unit with VIA!TOOLS setup software.

### Video

Symptom	Cause	Solution
No video displayed when TV or Camera Icon touched	Video cables not connected or incorrectly connected	Verify video connections
	Video In/Out connected backwards	Connect properly
	Video source turned off	Turn on source
Incorrect camera or video source displayed	Source's video output(s) incorretly connected	Connect properly
	Incorrect or missing IR/RS232 commands in VIA!TOOLS	Verify IR commands in VIA!TOOLS

**Notes:**

## Notes:

# Limited Warranty

ELAN HOME SYSTEMS L.L.C. ("ELAN") warrants the VIA!4.0 Color LCD Touch Panel to be free from defects in materials and workmanship for the period of two years (2 years) from date of purchase. If within the applicable warranty period above purchaser discovers that such item was not as warranted above and promptly notifies ELAN in writing, ELAN shall repair or replace the item at the company's option. This warranty shall not apply (a) to equipment not manufactured by ELAN, (b) to equipment which shall have been installed by other than an ELAN authorized installer, (c) to installed equipment which is not installed to ELAN's specifications, (d) to equipment which shall have been repaired or altered by others than ELAN, (e) to equipment which shall have been subjected to negligence, accident, or damage by circumstances beyond ELAN's control, including, but not limited to, lightning, flood, electrical surge, tornado, earthquake, or other catastrophic events beyond ELAN's control, or to improper operation, maintenance or storage, or to other than normal use of service. With respect to equipment sold by, but not manufactured by ELAN, the warranty obligations of ELAN shall in all respects conform to the warranty actually extended to ELAN by its supplier. The foregoing warranties do not cover reimbursement for labor, transportation, removal, installation or other expenses which may be incurred in connection with repair or replacement.

Except as may be expressly provided and authorized in writing by ELAN, ELAN shall not be subject to any other obligations or liabilities whatsoever with respect to equipment manufactured by ELAN or services rendered by ELAN.

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESSED AND IMPLIED WARRANTIES EXCEPT WARRANTIES OF TITLE, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## **ATTENTION: TO OUR VALUED CONSUMERS**

To ensure that consumers obtain quality pre-sale and after-sale support and service, ELAN Home Systems products are sold exclusively through authorized dealers. ELAN products are not sold online. The warranties on ELAN products are NOT VALID if the products have been purchased from an unauthorized dealer or an online E-tailer. To determine if your ELAN reseller is authorized, please contact ELAN Home Systems at (859) 269-7760.



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