

Notes

Date Installed:

Serial Number:

Installer:

Location:

Phone Line Number:

Phone Number(s)
Dialed:

- 1.
- 2.
- 3.
- 4.
- 5.

Service/Security
Company Dialed:

K-Phone ET401

Emergency Speakerphone

Instruction Book

Please read carefully before
installation and operation

Sentry (ET401A)
Fortress (ET1401A)
Commander (ET401A-OEM)
Liberator (ET401A-LP)

K-Tech International, Inc.
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Questions?

Call our Customer Service Department
1-800-993-9399 or (860) 489-9399

Introduction

Thank you for purchasing the K-Tech K-Phone ET401 Emergency Speakerphone. This vandal resistant speakerphone is designed to provide reliable communication in the event of an emergency. Features include automatic dialing of up to five twenty-digit numbers, a voice-activated location announcement, and remote, on-site, and off-site programming capabilities. All programmed features are stored in non-volatile memory.

Operation of the K-Phone ET401 is simple:

1. A single press of the push-button activates the unit, and lights the visual indicator.
2. The K-Phone dials the programmed emergency telephone number(s) automatically. If the number called is busy or there is no answer, the unit will cycle through the programmed emergency telephone numbers, making up to twelve dialing attempts.
3. When the called party answers, the Voice Announcement automatically plays the recorded message; then two-way communication begins. The visual indicator can also be made to flash by the called party to indicate that help is on the way.
4. When the call is completed, the K-Phone will shut off automatically (or can be remotely shut off).
5. K-Phones can be called back to establish two-way communication from any telephone at any time.

K-Phone ET401 Emergency Speakerphones are available in four different mounting styles (see pages 6 - 9 for details):

- Sentry (ET401A)** - surface or phone box mount
- Liberator (ET401A-LP)** - low profile surface mount
- Commander (ET401A-OEM)** - operating panel mount
- Fortress (ET401A)** - flush mount

Pre-Installation Checklist

- Read this manual completely before installation.
- Check that you have a live telephone line (see below) installed and terminated at the elevator machine room.

Tools Required:

- small flathead screwdriver
- 1/4" nut-driver
- wire cutters
- long-nosed pliers
- drill and pilot bit for #8 sheet metal screw
- Digital Multimeter (DMM)
- 9 volt battery (for programming)

Telephone Lines

For best operation, K-Phone ET401 Emergency Speakerphones require an analog touch-tone telephone line. Compatible line types are standard analog two-wire central office lines (POTS) from the local telephone company or most internal PBX systems.

The telephone line will be assigned a telephone number which allows the called party to call back to the location of the emergency. Take care to note this number and supply it to the called party.

ALERT! K-Phone ET401 Emergency Speakerphones should be installed on a dedicated telephone line. Sharing a telephone line with other devices (e.g. fax machine, alarm system, etc.) could affect code compliance and/or cause the K-Phone ET401 Emergency Speakerphone to malfunction.

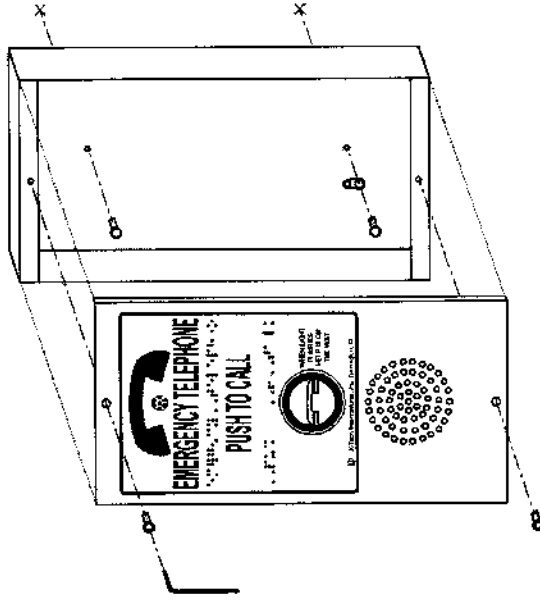
Telephone Line Specifications

Wiring	20 AWG shielded, twisted pair
Line Type	Standard two-wire voice analog
Line Voltage	24 VDC minimum on-hook
Loop Current	30 mA minimum

Installation

Sentry (ET401A)

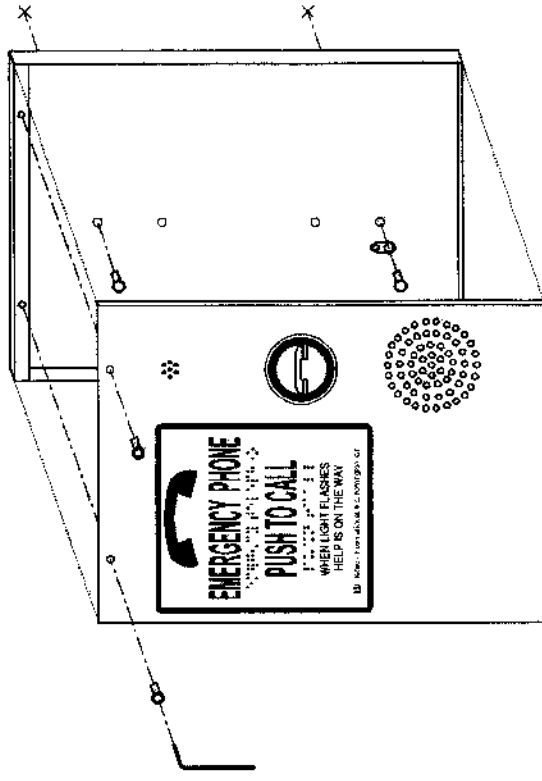
1. Use the 3/32" Allen wrench (included) to unscrew the fasteners and remove the rear enclosure.
2. Using the rear enclosure as a template, mark the mounting screw hole locations.
3. Drill holes for two #8 screws (included).
4. Mount the rear enclosure placing the Ground Lug under one of these mounting screws.



5. Proceed to **Wiring** on page 10.

Liberator (ET401A-LP)

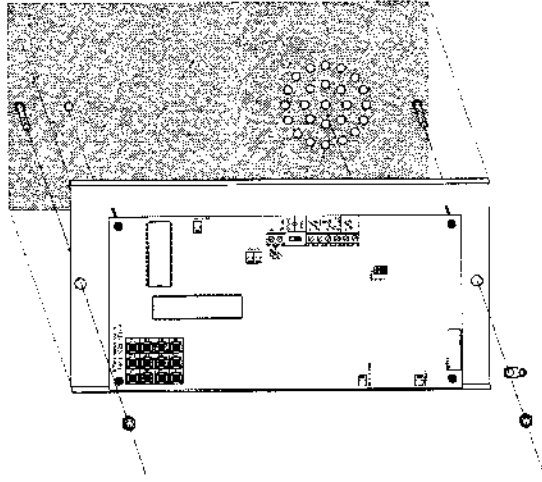
1. Use the 3/32" Allen wrench (included) to unscrew the fasteners and remove the rear enclosure.
2. Using the rear enclosure as a template, mark the mounting screw hole locations.
3. Drill holes for two #8 screws (included).
4. Mount the rear enclosure placing the Ground Lug under one of these mounting screws.



5. Proceed to **Wiring** on page 10.

Commander (ET401A-OEM)

1. Using the faceplate as a template, align the microphone and speaker with the grill pattern; mark and install the mounting studs.
2. Mount the faceplate to the back of the COP placing the Ground Lug under one of the mounting nuts.

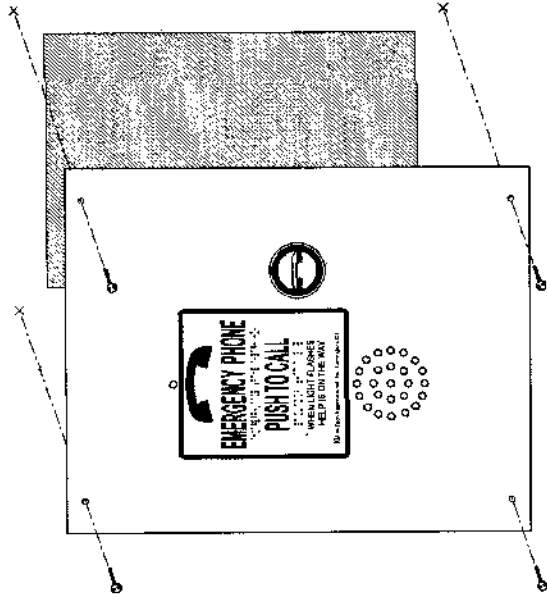


ALERT! Be sure the faceplate is mounted tightly against the back of the COP to avoid feedback between the microphone and speaker.

3. Connect the normally open (NO) contacts of the push-button to the terminal labeled REMOTE BUTTON (see *Wiring Diagram* on page 10).
4. Connect the visual indicator to the terminals labeled REMOTE LED taking care to follow the correct polarity (see *Wiring Diagram* on page 10).
5. Proceed to *Wiring* on page 10.

Fortress (ET1401A)

1. Determine the mounting location and cut a 10" x 7" (25 cm x 18 cm) opening to allow for the back enclosure.
2. Using the faceplate as a template, mark the mounting screw hole locations.
3. Drill holes for four #8 security screws (included).

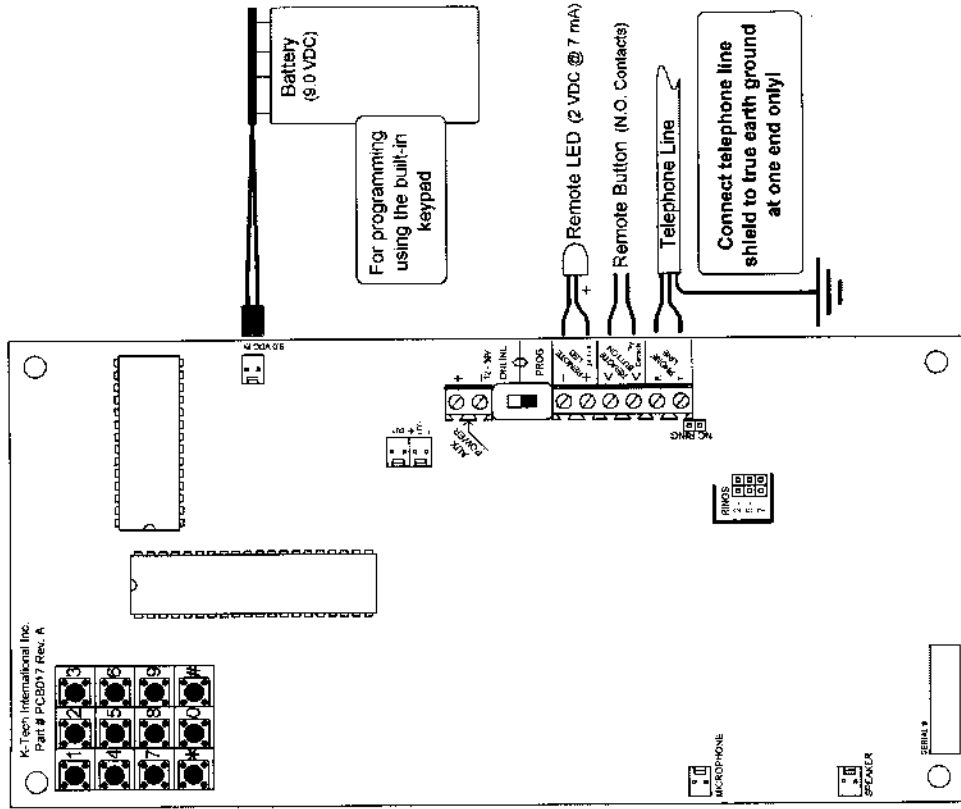


4. Remove the enclosure by removing the two nuts that secure it.
5. Proceed to *Wiring* on page 10.
To finalize the installation:
6. Remount the enclosure, placing the Ground Lug under one of the nuts that secure it.
7. Mount the unit over the opening using the #8 security screws (included).

Wiring

Connect telephone line wires as shown in the *Wiring Diagram*.

Wiring Diagram

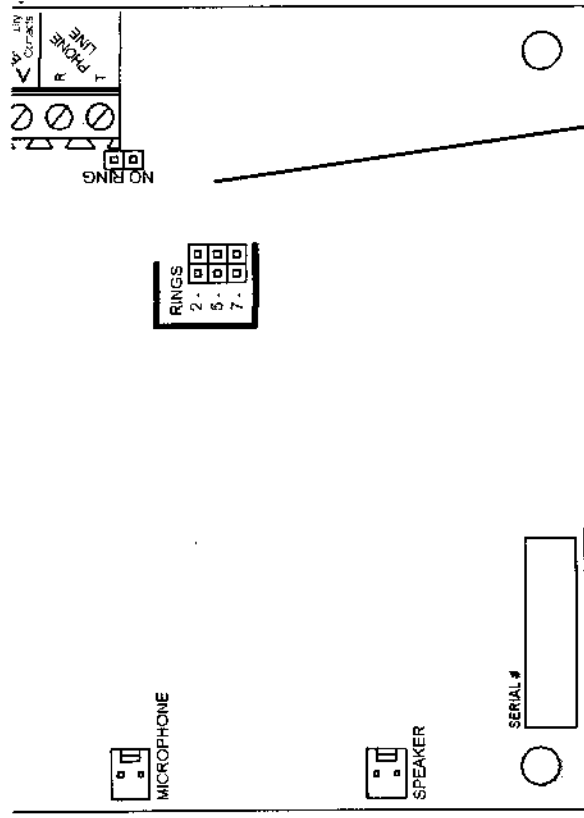


ALERT! Wires used to supply the telephone line to the K-Tech emergency speakerphones must be 20 AWG shielded, twisted pair. The shield must be continuous from the speakerphone through the traveling cable to the incoming telephone line termination. Make sure the shield is connected to a true earth ground at one end only! This will minimize the interference from AC inductance and RF (radio frequency).

Settings

Number of Rings Incoming

When installed on an individual telephone line, the K-Phone ET401 Emergency Speakerphone will automatically answer an incoming call after a selected number of rings. You can easily set this number of rings by installing the jumper in the appropriate location, either 2, 5, or 7 rings, or NO RING to answer immediately. Factory default is 5 rings.



Speaker Volume

You can set the speaker volume of the K-Phone ET401 Emergency Speakerphone with the built-in keypad or by calling into the unit remotely.

Using the built-in keypad:

1. Connect 9 VDC battery to header on K-Phone circuit board.
2. Set *ONLINE/PROG* switch to *PROG* and wait 5 - 10 seconds until you hear "Program complete".
3. Enter *0 (star zero)
... you will hear a tone
4. Enter the desired volume setting (1 - 9)
... you will hear the number you just entered
5. Set *ONLINE/PROG* switch to *ONLINE*.
6. Disconnect 9 VDC battery from phone circuit board (see page 18).

NOTE: A 9 VDC battery is required for programming using the built-in keypad.

Remotely:

1. Call into the K-Phone Emergency Speakerphone.
2. Once the call is answered, Enter *0 (star zero)
... you will hear a tone
3. Enter the desired volume setting (1 - 9)
... you will hear the number you just entered

NOTE: Recommended Speaker Volume setting range is 5 - 9

Programming

Easy, voice prompted programming directs the entry of feature settings and plays back the information entered for confirmation. Programming can be done using the built-in keypad, or remotely using any touch-tone telephone.

Programmed features may also be confirmed at any time using the built-in keypad or remotely by any touch-tone telephone. Without entering programming mode, simply enter star (*) and the program feature number. The K-Phone ET401 will play back the value that is currently programmed in that location.

NOTE: Be sure voice prompt has completed before entering next command.

NOTE: If there is no input within 9 seconds of an input request, the unit will prompt, "Enter star, then program feature number".

Using the Built-In Keypad:

Features can be set or modified using the built-in keypad by the following sequence:

1. Connect 9 VDC battery to header on K-Phone circuit board.
2. Set *ONLINE/PROG* switch to *PROG* and wait 5 - 10 seconds until you hear "Program complete".
3. Enter Program Mode:
 - a. Enter *7 (star seven)
... you will hear "Enter Security Code."
 - b. Enter your four-digit Security Code (factory default is 1234)
... you will hear "Enter star then program feature number."
4. Follow the instructions on pages 14 - 17 for each feature you wish to set or change.

Features are independent of each other. Any number of features may be programmed at a given time, and they may be done in any sequence.

5. Exit Program Mode:

- a. Enter *# (star pound)
... you will hear "Program complete."
6. Set *ONLINE/PROG* switch to *ONLINE*.
 7. Disconnect 9 VDC battery from phone circuit board (see page 18).

ALERT! A 9 VDC battery is required for programming using the built-in keypad.

Remote Programming:

1. Call into the K-Phone ET401 Emergency Speakerphone.
2. Once the call is answered, Enter Program Mode:
 - a. Enter *7 (star seven)
... you will hear "Enter Security Code."
 - b. Enter your four-digit Security Code (factory default is 1234)
... you will hear "Enter star then program feature number."
3. Follow the instructions listed on pages 15 - 17 for each feature you wish to set or change.
Features are independent of each other. Any number of features may be programmed at a given time, and they may be done in any sequence.
4. Exit Program Mode:
 - a. Enter *# (star pound)
... you will hear "Program complete."
5. Enter *# (star pound) a second time to shut the K-Phone off.

Voice Announcement 1

Voice Announcement 1 will automatically play for the called party when the emergency call is answered. Once the message has played, two-way communication is possible.

NOTE: This message does not play through the speaker on the K-Phone ET401 Emergency Speakerphone.

NOTE: If you do not wish to use this feature, see "To Turn Off Voice Announcement 1" below.

For best results, record the announcement in a noise free environment. Speak clearly into the microphone or telephone handset.

To Program Voice Announcement 1:

- a. Enter *1 (star one)
... you will hear "Press pound to start recording."
- b. Enter # (pound)
... record your voice announcement (see sample below)
... after 10 seconds you will hear "Stop"
... you will hear the announcement you just recorded
... you will hear "Enter star then program feature number."

NOTE: If you did not have enough time to complete your message, see "To Lengthen Voice Announcement 1" below.

Sample Message:

"There is an emergency in elevator 4 at 123 Main Street. Please initiate entrapment release procedures. Press star-one to repeat this message."

To Lengthen Voice Announcement 1:

You may adjust the message length up to an 18 second duration by substituting the following command in place of "b. Enter # (pound)" above:

- Enter 1 (one) for an 11 second message
- Enter 2 (two) for a 12 second message
- Enter 3 (three) for a 13 second message
- ...
- Enter 8 (eight) for an 18 second message

To Turn Off Voice Announcement 1:

If you have another means in place to identify the origin of the emergency call, you can turn off Voice Announcement 1.

To Turn Off Voice Announcement 1:

- a. Enter *1 (star one)
... you will hear "Press pound to start recording."
- b. DO NOT ENTER ANYTHING
... after 9 seconds you will hear "Stop"
... you will hear "Enter star then program feature number."

Voice Announcement 2

Voice Announcement 2 can be recorded to supply the called party with additional information. To play this announcement, the called party must hit *2 (star two) on their telephone keypad.

NOTE: This message does not play through the speaker on the K-Phone ET401 Emergency Speakerphone.

To Program Voice Announcement 2:

- a. Enter *2 (star two)
... you will hear "Press pound to start recording".
- b. Enter # (pound)
... record your voice announcement
... after 10 seconds you will hear "Stop"
... you will hear the announcement you just recorded
... you will hear "Enter star then program feature number."

Timer Minutes

This is the amount of time the K-Phone ET401 Emergency Speakerphone will remain on (unless the called party extends the timer).

To Program Timer Minutes:

- a. Enter *4 (star four)
... you will hear "Enter timer minutes."
- b. Enter the desired number of minutes (01 - 99, or 00 to turn timer off)
... you will hear the number you just entered
... you will hear "Enter star then program feature number."

Number of Rings Outgoing

Sets the number of rings or "busy" signals the K-Phone ET401 Emergency Speakerphone will allow before dialing the next Telephone Number.

To Program Number of Rings Outgoing:

- a. Enter *5 (star five)
... you will hear "Enter number of rings outgoing."
- b. Enter the desired number of rings (1 - 9)
... you will hear the number you just entered
... you will hear "Enter star then program feature number."

Telephone Numbers

The K-Phone ET401 will dial up to five emergency telephone numbers if the line is busy or there is no answer. It will continue to cycle until the call is answered (twelve attempts total).

Program the emergency numbers into the appropriate memory locations in the order you want them to be dialed (Memory Location 1 dials first, Memory Location 2 dials second, etc.).

To Program Telephone Numbers:

- a. Enter *3 (star three)
... you will hear "Enter location of phone number."
- b. Enter the desired memory location (1 - 5)
... you will hear "Enter phone number, then press pound."
- c. Enter the desired emergency telephone number (up to 20 digits) ... followed by # (pound)
... you will hear "Please verify" followed by the number you just entered
... you will hear "Enter star then program feature number."

*NOTE: Enter * (star) to insert a 1 1/2 second pause.*

NOTE: Some internal telephone (PBX) systems require an "access digit" to secure an outside (CO) telephone line (e.g. 9). A pause may be needed between the 9 and the rest of the telephone number. (e.g. 9-PAUSE-1-234-567-8900)

Security Code

This resets the Security Code for making changes to the programming.

To Program Security Code:

- a. Enter *9 (star nine)
... you will hear "Enter security code."
- b. Enter the desired four-digit security code
... you will hear the number you just entered
... you will hear "Enter star then program feature number."

ALERT! BE SURE TO RECORD THE NEW SECURITY CODE.
This code is necessary to change programmed features. This code can only be reset at the factory.

Two On One Telephone Line

It may be possible for you to install two K-Phone ET401 Emergency Speakerphones on one telephone line. The units will operate almost the same as with one unit on a line, with the following exceptions:

1. **You must leave the 9 VDC batteries connected in both units.** These should be replaced every five years or after 30 hours of phone activation.
2. When calling back into the units, automatic answer does not function. The units will ring; you must push the push-button in order to answer the incoming call.

NOTE: Check with your local authorities regarding code compliance with this type of installation and operation.

Operation and Testing

1. A single press of the push-button activates the unit, and lights the visual indicator.
2. The programmed emergency telephone number(s) are dialed automatically. If the number called is busy or there is no answer, K-Phones will cycle through the programmed emergency telephone numbers, making up to twelve dialing attempts.
3. When the called party answers, the Voice Announcement automatically plays the recorded message; then two-way communication begins. Speak with the called party to verify that Voice Announcement 1 was heard clearly.

NOTE: This message does not play through the speaker on the K-Phone ET401 Emergency Speakerphone.

NOTE: The K-Phone speaker volume can be adjusted according to the instructions on page 12.

4. The called party can make the visual indicator flash to indicate that help is on the way. Have them press # (pound) on their keypad to verify this function.
5. When the call is completed, the K-Phone will shut off automatically using the telephone line disconnect (CPC) signal.
*NOTE: If this signal is not present on the line, the K-Phone ET401 will shut off by timer (see page 17, Timer Minutes), or the called party can hit *# (star pound) on their telephone keypad to turn the phone off manually.*
6. K-Phones can be called back to establish two-way communication from any telephone at any time.
Have the called party call back to the K-Phone ET401. It will ring, then automatically answer the incoming call and establish two-way communication.

NOTE: If two K-Phone ET401s are installed on the same telephone line, you must press the push-button to answer the incoming call (see page 18).

NOTE: When the Timer Minutes runs down to 30 seconds, the unit will prompt "Press pound for two timer minutes." The operator may keep the K-Phone ET401 Emergency Speakerphone on for an additional two minutes by hitting # (pound) on their telephone keypad.

NOTE: Make sure wiring does not physically interfere with components when finalizing installation.

Questions?

**Call our Customer Service Department
1-800-993-9399 or (860) 489-9399**

Troubleshooting

When the activating push-button is pressed, there is no response from the K-Phone ET401 Emergency Speakerphone (i.e. no dial tone is heard, the visual indicator doesn't light).

- Check the connections to the microphone, speaker, LED, and button (N.O. contacts).
- Check that there is a "live" telephone line connected, and that it meets the minimum line requirements (see page 5). If there is no telephone line voltage in the elevator car, check for line voltage in the machine room and verify the connection.

When the K-Phone ET401 Emergency Speakerphone is activated, dial tone is heard, but no emergency telephone number is dialed.

- Verify that the emergency telephone numbers have been programmed (see page 16).

The K-Phone ET401 Emergency Speakerphone shuts off while dialing or in the middle of conversation, or cycles on and off.

- Check that the Timer Minutes is set long enough to allow for the conversation (see page 17). The called party can extend this timer two minutes by hitting # (pound) when prompted.
- There may not be enough power on the telephone line to support the K-Phone ET401. Connect a 9 VDC battery to header on K-Phone circuit board and retest.

The K-Phone ET401 Emergency Speakerphone places the call, but it is hard to hear the called party.

- Adjust the Speaker Volume (see page 12).
- The K-Phone ET401 Emergency Speakerphone must be installed on properly shielded and grounded wires (see page 10).

The K-Phone ET401 Emergency Speakerphone stays on after the called party hangs up.

- Check to see if the telephone line supplies a disconnect (CPC) signal. **If this signal is not present on the line, you must set the built-in timer for it to shut off automatically (see Timer Minutes on page 17).**

The called party can hit *# (star pound) on their telephone keypad to shut the K-Phone off manually.

The K-Phone ET401 Emergency Speakerphone turns on by itself and places an emergency call when the elevator moves, when doors open/close, when floor buttons are pushed, etc.

- The K-Phone ET401 Emergency Speakerphone must be installed on properly shielded and grounded wires (see page 10).

Questions?

**Call our Customer Service Department
1-800-993-9399 or (860) 489-9399**

Specifications

Power	Telephone line: 24 VDC minimum on-hook voltage; 30 mA minimum loop current 9 volt battery required for programming with integral keypad and for weak lines Varistor lightning suppressor and full wave polarity guard Five numbers up to 20 digits each (including 1 1/2 second pauses); up to twelve attempts Integral keypad entry or remote with any touch-tone telephone; EEPROM non-volatile memory
Circuit Protection	Voice activated, 10 second duration
Dialing	DTMF (*2) activated, 10 second duration
Programming	Programmable 1-99 minute timer - extend by 2 minutes with DTMF(#) (voice prompt warns 30 seconds before time-out) - set to 00 to disable; automatic shut-off with disconnect (CPC) signal (if provided); manual shut-off with DTMF (**#)
Voice Announcement 1	Automatically answers incoming calls
Voice Announcement 2	REN = [1.0] (68 to 15.8 Hz)
Shut-Off	On steady when activated; made to flash by DTMF (#); extinguished when unit shuts off ERCUSA-44577-TE-T
Incoming Call Answer	
Visual Indicator	
FCC Registration	
Dimensions	
Sentry (ET401A)	9 1/2" H x 4 3/4" W x 2" D (241 mm x 121 mm x 51 mm)
Liberator (ET401A-LP)	9 1/2" H x 6 5/8" W x 1" D (241 mm x 175 mm x 26 mm)
Fortress (ET1401A)	Faceplate 12 1/2" H x 10" W x 1/8" D (318 mm x 254 mm x 3 mm) Enclosure 9 5/8" H x 6 1/2" D x 2 1/2" D (245 mm x 165 mm x 64 mm)
Commander (ET401A-OEM)	9 1/2" H x 4 3/4" W x 1 3/4" D (241 mm x 121 mm x 45 mm)

WARNING! This product is intended for INDOOR USE ONLY. For more information on moisture resistant units, please contact our Customer Service Department at 1-800-993-9399.

Code Compliance

K-Tech has taken great care in ensuring that our telephone equipment meets all code requirements. There are however additional requirements that have to be met in order for the installation and operation to pass code. We will attempt to list requirements pertaining to the installation of our telephone equipment. The ultimate responsibility is yours, however. Consult local codes to be sure your installation complies.

1. Telephone equipment must be mounted at the proper height for people who use wheel chairs.
2. Make sure the called party knows how to make the visual indicator function. This signal is for the hearing impaired and means that help is on the way (see our "Answering Phone Instructions" card).
3. Make sure the called party can determine the origin of the call without interaction from the caller. This is accomplished by using the Voice Announcement feature or by using a caller-ID system.
4. When installing telephone equipment inside an elevator phone cabinet you should install a sign with raised and Braille lettering (such as model LB014) on the outside. A door handle allowing the physically impaired to open the door (such as model ET-TBH) should also be installed.

FCC Notice for Part 68

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

1. This equipment complies with Part 68 of FCC rules. A label located on an outside surface of this equipment contains, among other information, the FCC registration number and ringer equivalency number (REN). If requested, provide this information to your telephone company.
2. The registration jack USOC for the equipment is RJ11C.
3. The REN is useful to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the telephone company.
4. If your telephone equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with FCC if you believe it is necessary.
5. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you opportunity to maintain uninterrupted service.
6. If you experience trouble with this equipment, please contact K-Tech International Customer Service at 1-800-993-9399 for repair/warranty information. If your equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
7. This equipment may not be used on public coin service provided by the telephone company. Connection to party lines is subject to state tariffs. (Contact your state public utility commission or corporation commission for information.)

FCC Notice for Part 15

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

Warning

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

Note

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense (see also Specifications on page 22).

IC Notice

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

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may no prevent degradation of service in some situations.

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

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

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

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5.

Warranty Agreement

Prices may be changed and product may be modified or discontinued at any time without notice. K-Tech will not be liable for any costs incurred by its customers in removal or replacement of defective products.

K-Tech International, Inc.'s liability under this warranty, or any other warranty, whether expressed or implied in law or fact, shall be limited to the repair or replacement of defective material or workmanship, and in no event shall be liable for consequential or indirect damages. No representative or person is authorized to assume for us any of the liability in connection with the sale of our products.

Repair Policy:

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

1. Bill To and Ship To addresses
2. Name and telephone number of contact person for this Repair Authorization (RA)
3. Purchase Order # for this Repair Authorization (RA)
4. Job site name
5. Quantity, model number(s), and serial number(s)
6. Brief description of problem experienced with the unit(s)

Shipping:

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

Credit Policy:

Only "unopened" product which is returned within 30 days from the original ship date will be accepted for credit. All products returned will be subject to a minimum 15% restocking charge.

All returns must have prior authorization. Call 1-800-993-9399 or (860) 489-9399.

For more information, contact K-Tech International, Inc. at 1-800-993-9399 or (860) 489-9399.

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