HOMEGUARD Pro

SMART HOME SECURITY MADE SIMPLE

INSTALLATION AND OPERATING MANUAL

Cloud Wireless Alarm System
Access from anywhere, anytime

JUST ASK amazon alexa

works with the Google Assistant

ERA

EC DECLARATION OF CONFORMITY

DoP N°: EM0013

Applicable Products: ERA - HomeGuard
ERA - HomeGuard Pro

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The products described above are in conformity with the Radio Equipment Directive 2014/53/EU.

Standards: **Control Unit**
EN 301 489-1 V2.1.1: 2017/ EN 300 220-1 V3.1.1 2017
EN 62368-1: 2014/ EN 62311:2008
EN 301 489-3 V2.1.1 2017/ EN 300 220-2 V3.1.1 2017
EN 301 511 v12.5.1:2017/ EN 301 489-52 v1.1.0: 2016
EN 300 328 V2.1.1: 2016/ EN 301 489-17 V3.1.1: 2017

Standards: **Door Sensor**
EN 301 489-1 V2.1.1: 2017/ EN 301 489-3 V2.1.1: 2017
EN 300 220-1 V3.1.1 2017/ EN 300 220-2 V3.1.1: 2017
EN 62479: 2010/ EN 62368-1: 2014

Standards: **PIR Sensor & Remote Control**
EN 301 489-1 V2.1.1: 2017/ EN 300 220-1 V3.1.1: 2017
EN 301 489-3 V2.1.1: 2017/ EN 300 220-2 V3.1.1: 2017
EN 62479: 2010/ EN 62368-1: 2014

Signed for and on behalf of **ERA Home Security Ltd**:

Ben Penson:
Technical & Quality Director
29/09/2017

ERA

IMPORTANT

PLEASE READ THIS MANUAL CAREFULLY BEFORE OPERATING THE SYSTEM AND RETAIN FOR FUTURE REFERENCE.

All devices, with the exception of the External Siren are suitable for mounting in dry interior locations only.

Any repairs must be carried out by an Authorised Repair Centre. Misuse or attempted repairs to a component part of the product will invalidate the warranty. The photocopying, copying, reproduction, translation to any language, modification, storage in a retrieval system or retransmission, in whole or in part, in any form or by any means, electronic, mechanical or otherwise of this manual, is strictly prohibited without the prior written permission of ERA Home Security.

Disposal and Recycling
Disposal of this product is covered by the Waste Electrical or Electronic Equipment (WEEE) Directive. It should not be disposed of with other household or commercial waste.

At the end of the product's useful life, the packaging and product should be disposed of via a suitable recycling centre. Please contact your local authority or the retailer from where the product was purchased for information on available facilities.

Declaration of Performance
This equipment complies with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive, 1999/5/EC.

Additional Accessories
This system can easily be extended at any time with the range of ERA Wireless Alarm Accessories, for details visit www.erahomesecurity.com or call our Customer Support team on 0345 257 2500 (local call rate).

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KIT CONTENTS

- HomeGuard Pro Hub x 1
- Door/Window Sensor x 1
- PIR Motion Sensor x1
- Remote Control x 2
- AC Adapter x 1
- Wall Bracket x 1
- Double-sided tape for fixing x 4
- Quick Start Guide x 1
- Installation Manual x 1

1. GET TO KNOW YOUR ALARM SYSTEM

Homeguard is both WiFi and GPRS enabled. When using WiFi, the GPRS network will be in standby status (if the GPRS function is activated from "Settings"- "My Hub"-"GPRS").

In the event of AC power failure, the WiFi connection is automatically disabled and the system switches to the GPRS network.

You can choose not to connect the alarm panel to your WiFi, and utilise the GPRS network only.

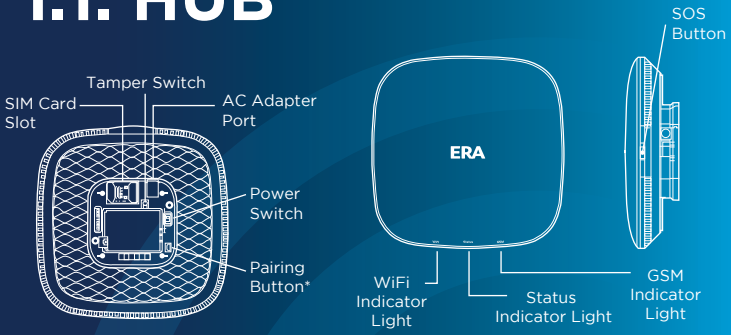
Note: *SIM CARD NOT INCLUDED.*

All Sensors are wirelessly linked to the HomeGuard Pro Hub. In the event of alarm activation, for example when a Sensor is triggered, the siren alerts and immediately a push notification will automatically be sent and an alarm call will be made to all registered users.

The system can be controlled and monitored both on-site by using the Remote Control supplied and remotely from anywhere in the world with the FREE iOS and Android Apps.

The system can easily be expanded to include up to: 50 Wireless Sensors, 10 Remote Controls and unlimited IP Plus Cameras.

1.1. HUB



Indicator Light	Status	Meaning
WiFi Indicator Light	Flash slowly (once every second)	Searching WiFi network
	Steady on	Connected to WiFi network
Status Indicator Light	Blue light is steady on	Home Armed
	Green light is steady on	Disarmed
	Red light is steady on	Armed
	Red light is flashing	Hub Alarm
	Red and blue lights flash alternately	Hub in WiFi Configuration Mode
	Red, green and blue lights flash alternately	Hub is in low battery condition. Please connect with AC power
	Off	Hub is not powered on, or not powered with the adapter
GSM Indicator Light	Flashing quickly (once every second)	Searching the GPRS network
	Flashing slowly (once every 3 seconds)	GPRS network connected and the whole system works via GPRS
	Steady on	GPRS network connected, but the whole system works via WiFi
	Off	No SIM card inserted or GPRS has been deactivated in the App

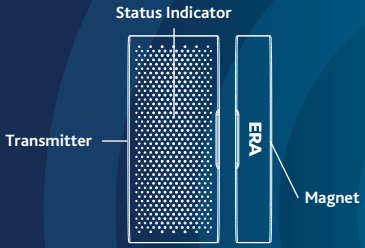
*See Page 10, Add Devices

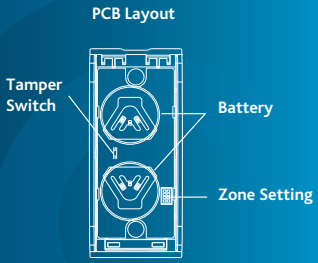
1.2. REMOTE CONTROL

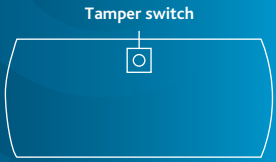
Button	System Status
Arm (Press once)	All Sensors will be Armed. This mode is for use when the property is unoccupied.
Home Arm+Arm (press Home Arm button and then Arm button within 3 seconds)	The System is Armed in mute. No beep will be heard. The mute operation also could be achieved via the setting of Built-in Siren from 'My hub' in APP
Disarm (Press once)	The System will be Disarmed, no Sensors will be triggered. Note: When set to 'Disarm', extra Water and Smoke detectors will remain active as they are factory set 24 hour Alarm Zone.
Home Arm+Disarm (press Home Arm button and then Disarm button within 3 seconds)	The System is Disarmed in mute. No beep will heard.
Home Arm (Press once)	Sensors which are set to the Home Zone will not be Armed. All other Sensors will be Armed. This mode allows for selected Sensors (for example, front/back door(s) to be Armed, allowing the occupier freedom of movement within the property
SOS	The SOS Button will trigger an 'emergency' alert notification to registered users regardless of the system status

1.3. DOOR/WINDOW SENSOR

Door/ Window Sensors are set to 'Normal Zone' by default and are ideal for protecting entry/exit points such as front/back doors and windows. When the system is armed, should a Sensor be triggered (Magnet separated from the Transmitter), a push notification showing the named Sensor will automatically be sent to the registered users and the Internal Siren of Hub will sound immediately. The External Siren will also sound if there is one installed and connected.





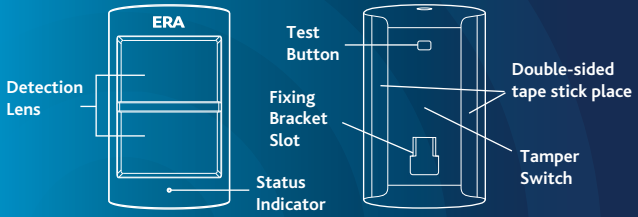


The Tamper Switch (small black button underneath the back cover) will activate an alarm condition if an unauthorized attempt is made to remove the Sensor from its installed location.

LED Indicator	Meaning
Blink once	Door/Window open detected
Blink once per 3 seconds	Low Battery indication, please change the battery immediately.

1.4. MOTION SENSOR

The Motion Sensor is designed for use on interior walls and is set to Home Zone by default. Whenever the Sensor detects movement (only while the alarm is armed) you will receive a push alert notification showing the name of the Sensor that has been triggered and the Internal Siren of Hub will sound immediately. The External Siren will also sound if there is one installed and connected.



Working Mode

This PIR sensor performs a 30s self-test after power on and then switches to working mode. It sends out alarm signal to Hub when any human movement is detected and then back to working state after 10s.

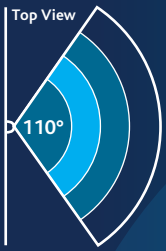
Tamper Switch

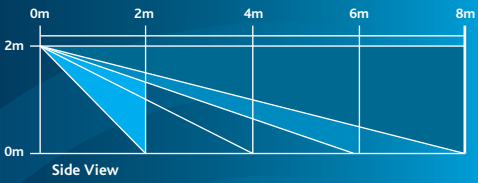
The Tamper Switch (small black button underneath the back bracket) will activate an alarm condition if an unauthorised attempt is made to remove the Sensor cover.

LED Indicator	Meaning
Blink continuously	Motion sensor is performing a self-test
Blink once	Motion detected
Blink once every 3 seconds	Low Battery indication, please change the battery immediately.

Note: *The sensor can move into a dormant state when it recognises people are in a room when the alarm is set. In a dormant state, you will not see the light flash as often - this is a battery saving solution - it does not interfere with operation or detecting an intruder*

Detection Area





2. GETTING STARTED

2.1. DOWNLOAD THE 'ERA HOMEGUARD PRO' APP

Download the App

Search for "**ERA HOMEGUARD PRO**" in App Store/Google Play, then download and install the App.

ERA HOMEGUARD PRO

Download on the App Store

ANDROID APP ON Google Play

2.2. SIGN UP/IN

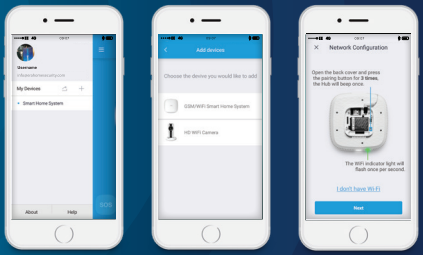
If you have not registered an account with **HomeGuard Pro**, please press "Sign up" icon on the App, and follow the in-app instructions to create your account.

If you do not receive an account verification code in your email inbox during the registration process, please remember to check your spam/junk folder and make sure the notice has not been blocked by your service provider.

Once you have registered with us, please select the "Sign in" icon and enter your email address and password to log in.

2.3. ADD DEVICES

One account can operate multiple devices within the App, if you have multiple HomeGuard Pro alarm systems or ERA HD WiFi Cameras; it is easy for you to manage these devices from one application.



Connect your HomeGuard Pro Hub with the WiFi network

Press the [**+**] button on the account page and tap on 'HomeGuard Pro Smart Home System.'

Setting the HomeGuard Pro Hub to WiFi Configuration Mode

Open the back cover and press the Pairing Button 3 times; you will hear a beep, then the red and blue Status Indicators will flash alternately which indicates the Hub has switched into WiFi configuration mode. Then follow the in-app instructions.

Entering WiFi Details for Your HomeGuard Pro Hub

Pick the 2.4GHz WiFi network from the display listed for your Hub, and enter the WiFi network password. This pairing process should take about one minute, then the WiFi indicator of the Hub will stop flashing and turn to solid green to indicate the hub is sucessfully connected to the WiFi network selected.

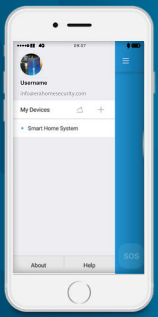
3. APP OPERATION

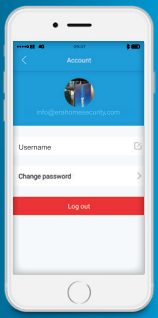
3.1. ACCOUNT SETTINGS

Tap on your profile icon on the Control Page to enter the account management.

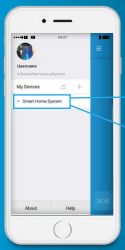
Tap on the picture, and you can add or replace your account image by taking a picture or choosing a picture from your phone's album.

If you want to change your account name, just tap on the [✎] button and enter a new name. Changing your password can also be done on this page.





My Devices



Check the system after set up and transfer into corresponding Control Page by tapping device name on this page.

When [•] turns grey, it means the device is OFFLINE.

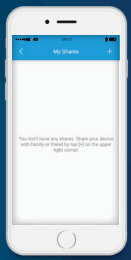
When [•] turns blue, it means the device is ONLINE.

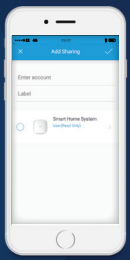
My Shares

Sharing device with family or friends

By choosing [ ] on the menu and pressing the [+] Add Button, you can share access to your device(s) with other registered accounts.

Enter the email address and nickname of the account you want to share with,and then select the device(s).





Note: *This does not send a registration link, you both must have the ERA HomeGuard Pro App and create an account to share access.*

Access Settings

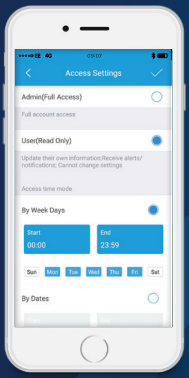
Admin (Full Access)

The accounts who receive the shared device(s) can not re-share the device(s) to others.

User (Read Only)

The users who receive the shared device(s) can recevice notifications and check history during pre-set time period; change their own personal profile; cannot change settings and re-share device(s) to others.

It is highly recommended that you set access limits to those who you share your device(s) with. Without doing so, your family members or friends will have continual access to the device(s) you have shared.



By week days

Select the day(s) and each day's routine you want the device(s) to be accessible to the account you share with.

By dates

Once a share have been set up, click on the selection on Access Settings, click on Access Time Limitation, then continue below.

The family and/or friend(s) you share with would have access to your device(s) during the entire chosen time period.

Stop Sharing

If you would like to limit access to the device you have shared, tap stop sharing, then tap "√" on the top right to save.

4. APP CONTROL AND SETTINGS

App Control Page

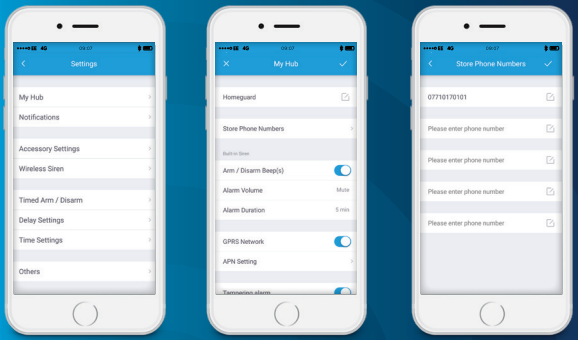
History Page

Press [⋮] and then History page.

The Event Log holds a record of up to 300 events. Operations and triggered alerts can be reviewed from this History Page, you can tap [📅] to pick a specific day to facilitate your search of operations and alerts of interest.

Note: *The date and time of operation history will only be recorded correctly once the time syncronization is complete (for syncronize time please refer to page 21).*

4.1. APP SETTINGS



Press [⋮] and then enter settings.

Device Name

This setting enables you to rename your HomeGuard Pro Hub, and the new name will be shown on the Device List on Control Page. Press [✓] to save changes.

Store Phone Numbers if a SIM card has been inserted

The stored telephone numbers (up to 5 groups) will receive phone calls in case of triggered alarms. The Hub will make phone calls to the stored telephone numbers successively. (calls users up to 3 times in turn) If the phone call is answered and the keypad command (refer to page 20) has been operated by one of these users, it will stop calling the next phone number; otherwise it will continue to call users up to 3 times.

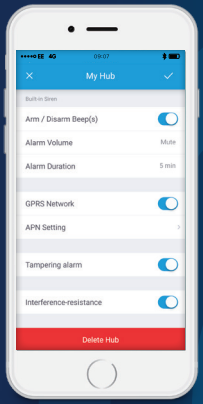
Note: *App alert notifications will be sent first, and then phone calls will follow immediately. (Calls users up to 3 times in turn)*

Built-in siren

This setting enables you to set the built-in siren of your HomeGuard Pro Hub. The volume level, alarm duration, and arm/disarm beep can be adjusted in the App.

GPRS Network

This setting enables you to control your system through GPRS data if a SIM card has been insterted:

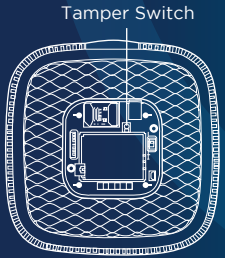


Turn power switch **OF**F and then insert your own SIM card - Turn Power to **ON** - When GSM indicator light flashes slowly (once every 3 seconds) GPRS network has been connected

Note: *If the GSM indicator light flashes (once every second, it means you may need to set your SIM card APN and enable the GPRS Function. Input the associated APN, username, password and tap 'OK' to save. The GSM indicator on panel will stop flashing after the GPRS connection is successful, following which you can operate the App via GPRS. The APN setting varies in different countries. Please consult the local operator on how to set the APN correctly.*

Anti-Tamper

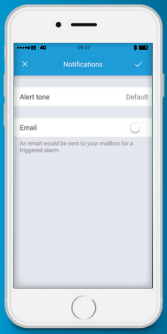
The Tamper Switch (small white button underneath the back cover) will activate an alarm condition if an unauthorised attempt is made to remove the Hub from its installed location. To install the Hub on the wall without triggering an alarm condition, enable the tamper setting in the app.

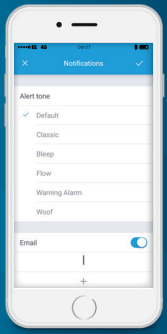


Jamming Detection

This system has a Jamming Detection Feature. If this feature is enabled, the alarm will be triggered if the radio channel is jammed continuously for more than 30 seconds or the system is jammed for more than 3 periods of 10 seconds in a 5 minute period. The built-in siren will sound rapid beeps as a pre-alarm warning 10 seconds before a full alarm occurs. This function is switched off as default.

Notifications





Prompt Tone

This setting enables you to select your preferred notification tone.

Email

This setting enables you to add mailboxes for a triggered alarm push notification to your email account.

Accessory Settings

Add, delete, rename and change the Zone Mode of each Sensor in this setting page.

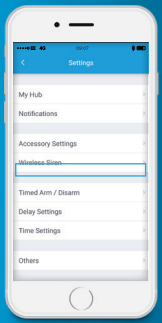
Note: *Swiping right on an accessory, then pressing the 'Bin' icon deletes that accessory*

Pairing a Siren

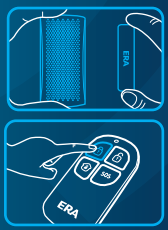
Tap on [+] at the top left on Accessory Settings Page or press the Pairing Button on the Hub once, and then trigger the accessory. Repeat this for each accessory

Note: *Do not use the remote control to arm the alarm during the learn process or you will pair the siren to the remote control and not to the hub itself.*

Pairing new accessory



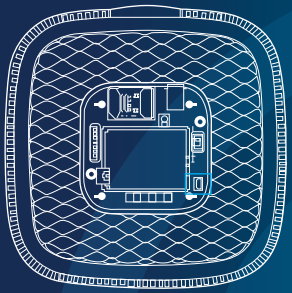
Make sure the siren is next to you when pairing. Press the learn button on the siren and then press arm on your app to trigger the hub and then disarm again. You Siren is now paired to the hub.



Separate the transmitter from the magnet by at least 2cm. **Note:** Do not use the tamper button on the rear to pair with the hub or you will pair the sensor in 24hr mode

Press any button on the remote control

Place the PIR Motion Detector in a high position and then walk within the detection area to trigger the PIR alarm
once (the indicator light flashes once)



Note: *You can also press the Test Button on the back of the PIR to pair with the Hub*

Accessory Zone Settings

Normal Zone: Sensors set to Normal Zone are activated in Arm (Full Arm) or Home Arm (Part Arm) Mode. We recommend setting Window/Door Sensors to Normal Zone.

Home Zone: Sensors which are set to Home Zone will not be Armed. All other Sensors will be Armed. This mode allows for selected Sensors (for example, front / back door(s) to be Armed, allowing the occupier freedom of movement within the property.

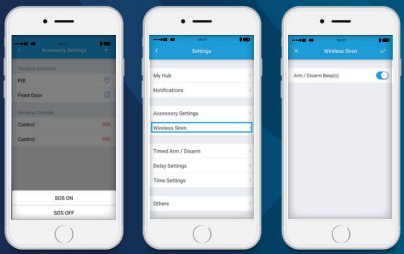
24-Hour Zone: Sensors set to 24-Hour Zone will activate the alarm when triggered, regardless to whether the alarm is armed or disarmed.

Delay Zone: If sensors are set to Delay Zone when triggered, the Hub will sound the alarm after the delay time has passed.

Note: *Before setting sensors to Delay Zone, please set the entry delay time in the app's settings.*

Remote Control SOS Function: On/Off setting

If a Remote Control is set to 'SOS ON', the SOS function will be accessible. If a Remote Control is set to 'SOS OFF',the panel will not sound an alarm when the SOS key is pressed.



Wireless Siren

This setting enables you to turn on/off Wireless Siren beeps when hub is armed or disarmed as you want. This function is switched off as default.

Timed Arm/Disarm

The system can be programmed to automatically Arm, Home Arm and Disarm the panel at pre-defined times by following the steps below:

From Settings, click on Timed Arm/Disarm and slide the switch to the 'on' position to activate the setting.

Choose any status you want the system to be set to (Arm/ Disarm/ Home Arm).

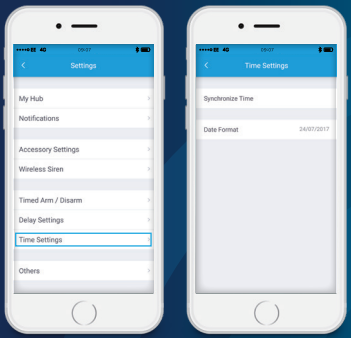
Choose the activated time of the status Tap the date that you want this Timed Group to be repeated.

Delay Settings

Exit Delay Setting: To leave a protected area 'zone' in your property without triggering the sensor, set a timed Alarm Delay Zone. An '**ON/OFF**' reminder tone can be set (for zone setting, please refer to page 17).

Entry Delay Setting: To enter a protected 'zone' in your property without triggering the sensor, set a timed Alarm Delay Zone. An '**ON/OFF**' reminder tone can be set.

Time Settings



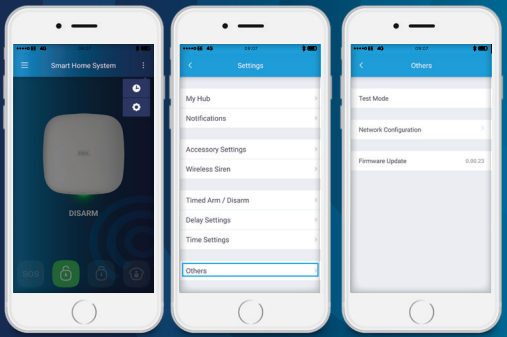
Synchronize Time

This setting enables you to synchronize the alarm time to your smartphone to ensure that the time on the history and the time on the push notifications are correct.

Date Format

This setting enables you to change the format of the date shown on your app. Example: DD/MM/YY

Firmware Update



To update to the latest firmware tap [⋮] in the top right corner, select [Settings], then [Others] and find [Firmware Update]. You will be asked to confirm, once confirmed you will see the red flashing LED on the HUB to indicate the update has started. This setting enables you to update your panel to the latest firmware if necessary. WHEN AN UPDATE IS TAKING PLACE, FORCED TERMINATION WILL CAUSE SERIOUS DAMAGE TO YOUR PANEL. It is highly recommended that you keep your HomeGuard panel plugged in at all times, and DO NOT SWITCH THE DEVICE OFF BEFORE AN UPDATE IS COMPLETED.

5. TELEPHONE SETTINGS AND OPERATION

If the panel is in default settings, any phone can configure settings to the system. Once phone numbers are stored, only stored phone numbers are authorized to make settings. Other phone numbers will be blocked to ensure security.

Only the stored 5 phone numbers can dial the alarm SIM card number to operate the system remotely. After connection is made, the system will automatically enter into 'Onsite Monitoring Mode', you are then able to remotely control the alarm system via your smartphone keypad.

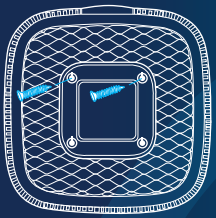
If the alarm system is triggered, the panel will call the stored phone numbers, when connection is made press the button on your smartphone to remotely control the alarm system

Keypad Command List

Command	Function
1	Arm
0	Disarm
3	Listen In
6	Turn off Siren
9	Turn on Siren
*	Two-Way Talk
#	Hang Up

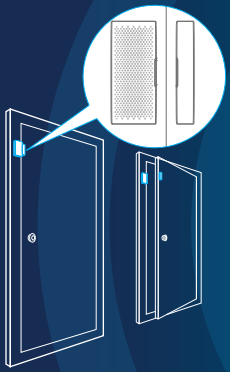
Note: *if there is no keypad operation within 60 seconds after getting through to the alarm, it will cut off automatically.*

6. INSTALLATION



Hub

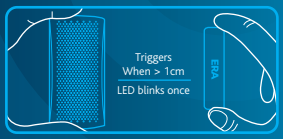
After closing the back cover of the hub and tightening the screws, it can be placed on the table for use. For best reception of the wireless signal, we recommended that you place the panel in an open area that is located centrally within the property close to a WiFi router. Avoid placing the hub on a load-bearing wall or close to any electrical appliances.



Magnetic Door/Window Sensor

Step 1: Choose a suitable location the Sensor can be installed on door, windows or any other objects that can be opened and closed. If it is applied to a metal door, please place spacer under the transmitter and magnet.

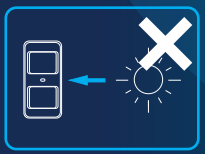
Step 2: Secure the contacts with the double sided tape or screw mounted plate provided. Make sure the triangle marks on the side of tramsitter and magnet are close to each other and within a range of 1cm. If the space between them is over 2cm, the LED on the transmitter will blink once.



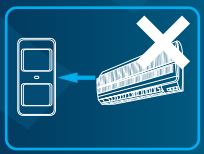
PIR Motion Sensor

WARNING - DO NOT INSTALL

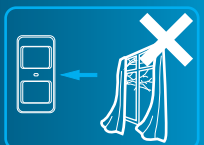
Avoid installing the Sensor pointing directly towards windows, or in, direct sunlight.



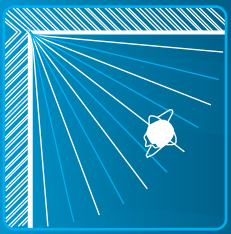
Facing direct sunlight



Near air conditioning/ heat sources

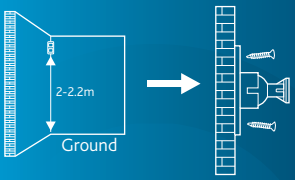


Facing moving objects

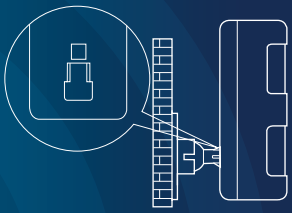


Step 1: The ideal mounting height of the motion sensor is 2.2-2.52 meters from the floor. It is recommended to mount it at the corner of the room.

Step 2: After mounting the sensor, test the detection range by walking from left to right; The LED indicator will blink once when motion is detected.



Use double sided tape or screw mounted plate.



Parallel to the wall

To change batteries in sensors without tamper alarm going off, go to 'Settings', 'Others' and select 'Test Mode'.

7. RESTORE TO FACTORY SETTINGS

Restoring the default settings means restoring the system to its initial status. Press the Pairing Button (see Page 9) on the panel for 10 seconds, the panel will then beep twice , indicating successful restore of the default settings(including network configuration).

Note: *Accessories that have been paired to the panel will still be connected for use. There is no need to perform pairing again.*

8. SPECIFICATIONS

Homeguard Pro Hub	
Power Supply	DC 12V 500mA
Battery:	3.7V 2600mAh 18650 Rechargeable Lithium Battery
GSM Operating Frequency	850/900/1800/1900MHz
WiFi	IEEE 802.11b/g/n
Standby Current	<137mA
Alarm Current	<330mA
Internal Siren Volume	93dB
Optional Accessories	10 Remote Controls, 50 Sensors
Radio Frequency	433MHz
EAN	5054040045342
Casing Materials	ABS Plastic
Operating Conditions	Temperature 0°C ~ +55°C Humidity <80% (Non-condensing)
Hub Dimensions	160 x 160 x 45mm (L x W x H)
Bracket Dimensions	80 x 80 x 10mm (L x W x H)

PIR Motion Sensor	
Power Supply	DC 3V (1.5V AA LR6 Battery x 2pcs)
Standby Current:	<50uA
Alarm Current	<9.5mA
Detection Scope	<8m/110
Pet Immunity	<25kgs
Transmitting Distance	<80m Open area/ No interferance
Radio Frequency	433MHz
Housing Material	ABS Plastic
Operating Conditions	Temperature 0°C ~ +55°C Humidity <80% (Non-condensing)
Sensor Dimensions	100 x 59 x 43mm (L x W x H)
Bracket Dimensions	52 x 30 x 26.5mm (L x W x H)

Door/Window Magnetic Sensor	
Power Supply	DC 3V (CR2032 Lithium Battery x 2 pcs)
Static Current:	<35uA
Alarm Current	<10mA
Transmitting Distance	<80m (in open field conditions)
Radio Frequency	433MHz
Housing Material	ABS Plastic
Operating Conditions	Temperature 0°C ~ +55°C Humidity <80% (Non-condensing)
Transmitter Dimensions	70 x 34 x 15mm (L x W x H)
Magnet Dimensions	51 x 13 x 14mm (L x W x H)
Fitting Distance	Maximum distance between magnet and detector is 15mm. It is important for the magnet and detector to be positioned correctly (chamfered edges together)

Remote Control	
Power Supply	DC 3V (CR2025 Lithium Battery x 1pc)
Transmit Current	<7mA
Transmitting Distance	<80m (Open Area/No Interference)
Radio Frequency	433.92MHz
EAN	8718868020383)
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+55°C Relative Humidity <80% (Non-condensing)
Dimensions	58 x 31 x 9.5mm (L x W x H)

9. AVAILABLE ACCESSORIES

ERA Wireless Accesories can be added at any time and include:

Pet Friendly PIR Motion Sensor (EPIR)
Magnetic Door/Window Sensor (EMAG)
ERA Remote Control (ERA-REMOTE)
WiFi HD IP Plus Camera (IP116PLUS)
Ceiling Mounted PIR Sensor (P700)
Narrow Beam PIR Sensor (WD80)
Water Detector (W1210)
RFID Keypad (KP700)
RFID Contactless Tag (TAG26)
Personal Alert Button (SOS100)
Range Extender (RT101)
Indoor Plug-in Siren (WS105)
Solar Charged Siren (ESS260B)
Replica Siren (ERS26B)
Outdoor Mains Powered Siren (WS280)

ERA PRODUCT GUARANTEE

We at ERA firmly believe in the quality of our goods. Our technology achieves outstanding performance and durability and we can therefore offer, in addition to your statutory rights, an additional limited guarantee. In the event of any material defects in any product manufactured by us due to faulty design, materials and/or workmanship, and which arise following correct installation and during normal use in accordance with our instructions, as included in the product packaging, within the period of two years from the date of purchase, we will either repair, provide a replacement, substitute with an equivalent product free of charge from our then current range or refund in full the amount paid for the product at point of purchase.

Conditions

In order to take advantage of our guarantee, you must comply with the following conditions:-

1. This limited guarantee is not transferable and is extended only to, and is solely or the benefit of, the original purchaser of the product. Please retain your dated sales invoice as proof of purchase and forward this to us if you wish to make a claim under this guarantee.
2. Products must be installed, used and maintained in accordance with our instructions otherwise the guarantee will be invalidated.
3. The product must not be damaged or modified in any way nor must it have been subjected to any unauthorised repairs.

Exclusions

This guarantee does not cover:-

1. Periodic maintenance, repair and replacement of parts due to fair wear and tear.
2. Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with ERA's instructions on usage and maintenance.
3. Failure of the product arising from incorrect installation or use not consistent with the instructions supplied and the cost of any removal or installation of products.
4. Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of ERA (Force Majeure).
5. Unauthorised modifications carried out to the product.
6. Damage caused by incorrect/improper use of supplied batteries.
7. Alteration to, deletion, removal or illegibility of the Serial Number as shown on the Product Label.
8. Consumables: any damages so caused by the use of batteries not supplied by ERA.
9. Repair or attempted repairing by bodies who are not ERA authorised repairers.
10. Neglect.
11. The loss of any stored data on your product.

This guarantee is in addition to your contractual and statutory rights and does not affect your statutory rights.

To make a claim

Please contact Customer Support either by telephone on 0345 257 2500 or email support@erahomesecuritycom, with full details of your claim. If your claim satisfies our Conditions and is not subject to any of our Exclusions, we will agree with you the repair, replacement, substitution or refund of payment of goods. For product returns you will be issued with a Return Authorisation Number (RAN). Please note: Returns will not be accepted unless accompanied by a RAN.

*Terms and conditions apply.

Customer Helpline:
0345 257 2500

www.erahomesecurity.com

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