

ERA PROTECT

SERIOUS ABOUT SECURITY



Unique HUB ID:

SMART ALARM SYSTEM

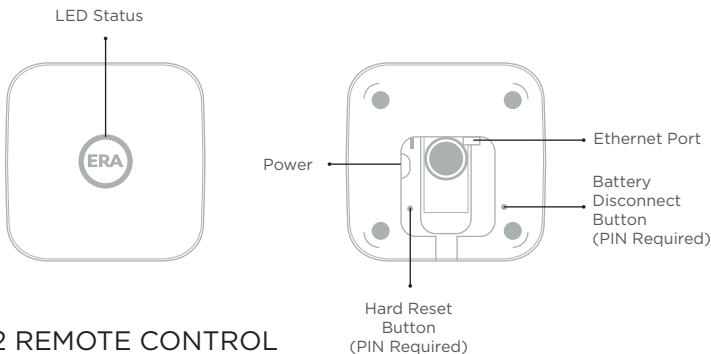
QUICK START GUIDE

TABLE OF CONTENT

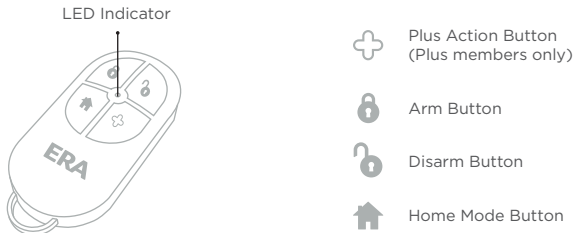
ERA Protect System Overview	
1.1 Hub	3
1.2 Remote Control	3
1.3 Door / Window Sensor	4
1.4 PIR Motion Sensor	4
ERA Protect Hub Set Up	5
Installing An Accessory	6
Add Devices	6
Door / Window Sensor Placement	7
Door / Window Sensor - How it works	8
PIR Motion Sensor Placement	10
PIR Motion Sensor - How it works	11
App Screens	12
Factory Reset	13
Need Support?	14
ERA Protect Guarantee	15

ERA PROTECT SYSTEM OVERVIEW

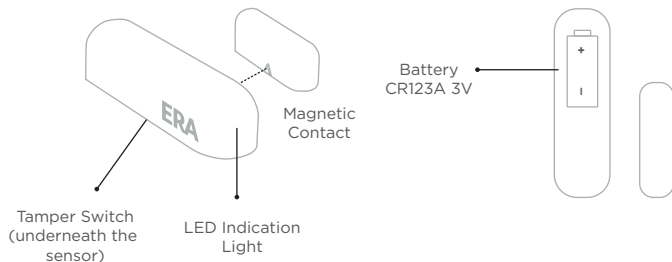
1.1 HUB



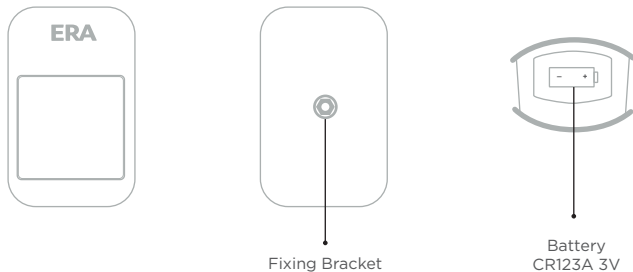
1.2 REMOTE CONTROL



1.3 DOOR / WINDOW SENSOR




1.4 PIR MOTION SENSOR



*PIR motion Sensor is equipped with an accelerometer sensor for tamper

ERA PROTECT HUB SET UP

1. Download the ERA Smart Home app  on your smartphone (search for “ERA Smart Home” on Google Play or the iOS App Store) then follow the steps below.

If you're having problems finding the app please scan the QR code below with your smartphone.



2. 'Select 'Sign Up' to create an account.
3. Select ERA Protect Hub from the Device selection menu.
4. Decide how you would like to use the ERA Protect system. You have three options:
 - Internet with SIM Card Back up - Recommended (Plus Service required)
 - Internet only (Note: If your internet fails, your alarm will no longer alert you)
5. Follow on-screen instructions to complete Hub set up.

INSTALLING AN ACCESSORY

1. Add Device to app
2. Place in required position
3. Switch on the Anti tamper after installation in the settings menu

Note: Anti tamper is disabled to allow easy installation.

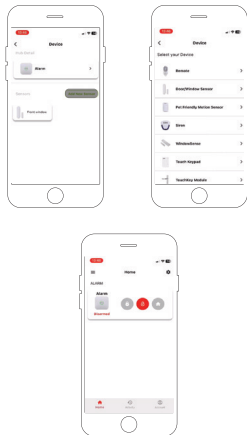
ADD DEVICES

Once your hub is set up you will be taken to your Protect home screen.

To add a device press the Add New Sensor button.

Follow the on-screen instructions to add your device. Repeat as necessary for each device you would like to add. You can add sensors in any order.

Once all devices have been added please check the Alarm Settings page, accessible via the side bar menu (≡), to ensure all devices are listed and displayed correctly.



DOOR / WINDOW SENSOR PLACEMENT

1. To activate your Door / Window Sensor, pull out the battery tab on the back of the sensor.
2. Choose your location. Ensure the sensor and magnetic contact are positioned in the correct direction with the arrow indicators facing each other (Fig 1). It is recommended to place the sensor on the fixed surface and the smaller magnetic contact on the moving surface.
3. Position the sensor and magnetic contact as close to each other as possible. For optimum performance please ensure the gap is no more than 10mm. The maximum supported gap is 20mm (fig 2). To confirm that the sensor is working, separate the contacts and the red LED will start flashing.

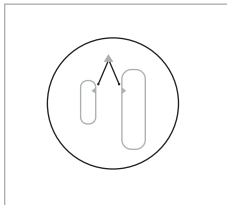


Fig 1

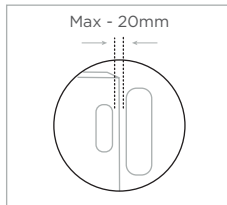
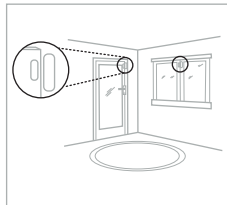


Fig 2

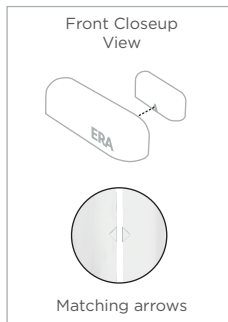
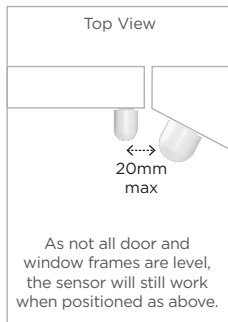
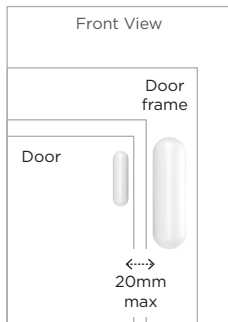


There are two ways to attach the sensor to the surface:

1. **Adhesive mounting:** Attach the double sided adhesive pad to the back of the Door / Window Sensor (adhesive pad is located in the accessory box in the packaging). Once attached, remove the protective backing from the tape, press and hold firmly against the surface for 15 seconds.
2. **Screw mounting:** Open the Door / Window Sensor using the release catch located on top of the sensor. Using an appropriate drill bit, drill through the hole guides (located on the top and bottom of the sensor back plate). Attach the sensor to surface using appropriate screws and wall plugs. Close the Door / Window Sensor carefully.

DOOR / WINDOW SENSOR - HOW IT WORKS

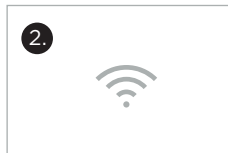
The clever design of the Door / Window Sensor, means that the two parts do not have to necessarily be aligned horizontally. This means they can be fitted to angled doors and window frames (see Top view diagram, located on page 10). When you need to change the battery, you can leave the backing plate fixed to the surface and simply release the catch. When installing the Door / Window Sensor please ensure that the arrows on the side of the two parts are facing each other (see Front closeup view diagram, located on page 9).



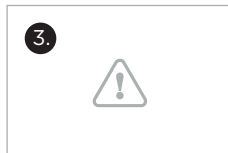
INSTALLATION TIPS:



Position on a flat
stable surface



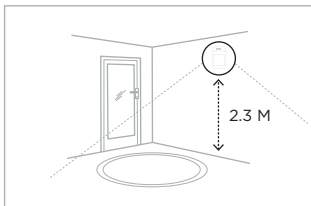
Do not install near other
wireless devices



Adhesive tape may
damage surface when
removed

PIR MOTION SENSOR PLACEMENT

1. To activate your PIR Motion Sensor, pull out the battery tab from the top of the sensor located inside the battery compartment.
2. Choose your location. For the best coverage place the sensor 2.3m above floor level on a flat surface. With no obstructions the sensor can detect motion up to 12m at a 90° angle at room temperature (25°C) - when installed parallel to the wall.
3. Please make sure your PIR Motion Sensor is installed the correct way up as indicated by the arrow on the rear of the sensor and the diagram below.



There are two ways to attach the sensor to the wall:

1. **Adhesive mounting:** Attach the double sided adhesive pad to the back of the Motion Sensor (adhesive pad is located in the accessory box). Once the PIR is attached, remove the protective backing from the tape, press and hold firmly against the wall for 15 seconds.

2. Screw mounting: Using the appropriate drill bit, drill through to the wall where the PIR is going to be located. Push the wall plug into the hole and screw the wall mount into the wall plug. Once complete, screw the PIR onto the wall mount and position it to where the PIR needs to cover.

PIR MOTION SENSOR - HOW IT WORKS

The PIR Motion Sensor allows your pets up to 25kg to roam freely around your property without triggering the ERA Protect Alarm System.

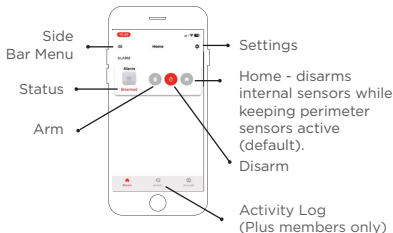
When the PIR Motion Sensor is triggered, the ERA Protect Alarm System will send a notification to your compatible smartphone. To ensure you do not receive multiple notifications for the same event the sensor will stop detecting motion for the next 5 minutes. During this period the LED indication light will not flash. This is a battery saving initiative to preserve the life of the battery within the sensor.

When you need to change the battery, release the catch from the top, leaving the back plate fixed to the surface.

TIP: Now you can test the system. Press the Home Button, once armed separate the Door / Window sensor and contact. The alarm should trigger and the siren will sound. Press the Disarm Button.

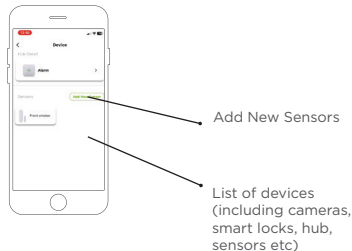
APP SCREENS

1.1 Homescreen

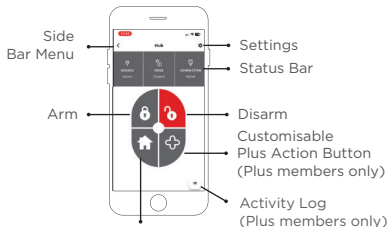


Home Mode can be configured within the HUB settings

1.2 Device menu

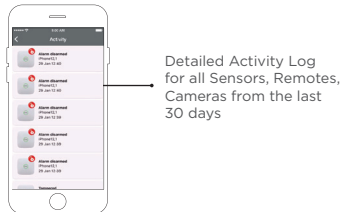


1.3 Hub dashboard



Home - disarms internal sensors while keeping perimeter sensors active (default).

1.4 Protect Activity Log (Plus members only)



FACTORY RESET

App:

1. Select the hamburger menu on your ERA Protect App, select settings and select the Alarm you would like to factory default under section 'Alarm settings'.
2. Once selected, click on the image of your Alarm hub, scroll to the bottom of the alarm settings and select 'Delete Hub'.
3. Once you have confirmed that the Alarm Hub has been deleted from your account please proceed to the next steps.

Alarm:

4. Locate the factory reset button hole on the back of the Alarm Hub.
5. Using the reset pin provided, slot the pin into the reset button hole.
6. Press and hold the pin on the reset button for 10 seconds until the Hub LED starts flashing.
7. Hub LED will flash for approximately 5 - 10 seconds and after that the Hub has been reset to factory default, please proceed to power cycle your product.

Your product has now been reset back to factory default. Please proceed to follow the Alarm hub set up process to install your alarm hub.

NEED SUPPORT?

Your ERA product is designed to be up and running in minutes. Please contact us for assistance or support. A more detailed installation and operation manual is available on our website.

Visit **www.eraprotect.com**
or phone us **0345 257 2500**



**ADD THE
ERA
PROTECT
PLUS**

WANT THESE GREAT FEATURES?

- Automated phone call alerts
- 24/7 connected alarm status
- Plus Action Button
- 30 day activity log
 - SIM backup*
 - SMS alerts

* Includes up to 4 cameras that will stay connected in the event of loss of service by your Internet provider. Subject to mobile network connectivity. Alarm trigger only.

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 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 within the following conditions:-

1. This limited guarantee is not transferable and is extended only to, and is solely to 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

A full list of exclusions can be found within the full product guarantee, as detailed on our website **www.eraprotect.com**. 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@eraprotect.com** 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 repair, replacement, substitution or refund of payment of goods. For full details of the claims process, please visit our website. *Terms and conditions apply.

RECYCLING AND DISPOSAL

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.

EC DECLARATION OF CONFORMITY

ERA hereby declare that this equipment complies with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive 2014/53/EU. A copy of the EU Declaration of Conformity is available at **www.eraprotect.com**.

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

© ERA Home Security Limited. All rights reserved. All trade names are registered trademarks of respective manufacturers listed. App Store is a service mark of Apple Inc. Android and the "Google Play" logo are trademarks of Google Inc. Phone not included.



ERA Home Security Ltd
Valiant Way, Wolverhampton,
West Midlands, WV9 5GB
Email: support@eraprotect.com

Customer Helpline: 0345 257 2500
www.eraprotect.com