

ERA PROTECT

SERIOUS ABOUT SECURITY



Unique HUB ID:

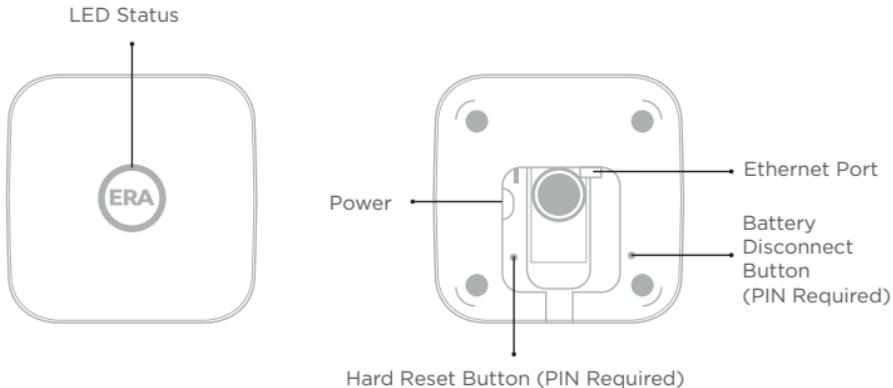


SMART HUB QUICK START GUIDE

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SMART HUB OVERVIEW



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.

ADD DEVICES

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

To add a device press the Add New Sensor button (refer to the sensors installation manual for further advice).

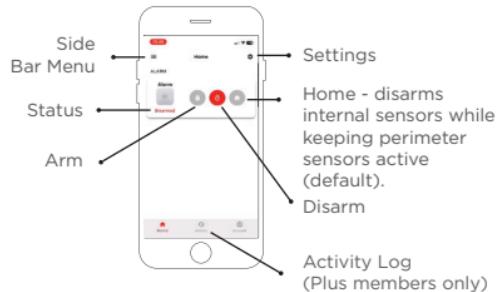
Follow the on-screen instructions to add your device. Repeat as necessary for each device you would like to add. You can add sensors in any order.

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.



APP SCREENS

1.1 Homescreen



Home Mode can be configured within the HUB settings

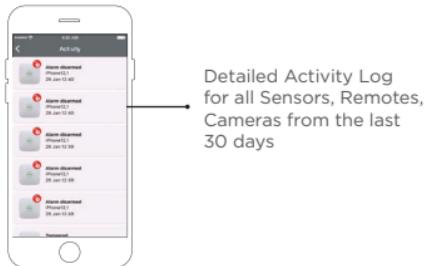
1.2 Device menu



1.3 Hub dashboard



1.4 Protect Activity Log (Plus members only)



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

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.

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.
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