FIBARO SYSTEM

OPERATING MANUAL

ENG

FIBARO WALL PLUG

FGWPx-102

CONTENTS

v2.0

Important safety information

Read this manual before attempting to install the device!

Failure to observe recommendations included in this manual may be dangerous or cause a violation of the law. The manufacturer, Fibar Group S.A. will not be held responsible for any loss or damage resulting from not following the instructions of operating manual.

General information about the FIBARO System

FIBARO is a wireless smart home automation system, based on the Z-Wave protocol. All of available devices can be controlled through a computer (PC or Mac), smartphone or tablet. Devices are not only receivers, but can also repeat the signal, increasing the Z-Wave network's range. It gives advantage over traditional wireless systems that require direct link between transmitter and receiver, as a result the construction of the building could affect network's range negatively.

Every FIBARO network has its unique identification number (home ID). Multiple independent networks can exist in the building without interfering. Transmission security of FIBARO System is comparable to wired systems.

Z-Wave technology is the leading solution in smart home automation. There is a wide range of Z-Wave devices that are mutually compatible, independently of manufacturer. It gives the system the ability to evolve and expand over time. For more information visit: www.fibaro.com.

#1: Description and features

FIBARO Wall Plug is a universal, Z-Wave Plus compatible, remotely controlled outlet adapter. This device may be applied wherever you want to control electrical devices with up to 2500W load.

The Wall Plug is equipped with a power and energy metering function. It uses a LED ring to visualize the current load with colour changing illumination and operating mode. This is the smallest and most attractive device of this type available in the world.

The Wall Plug may be operated using the B-button located on its casing or via any Z-Wave compatible controller.

NOTE

This device may be used with all devices certified with the Z-Wave Plus certificate and is compatible with such devices produced by other manufacturers.

Main features of FIBARO Wall Plug:

- Compatible with any Z-Wave or Z-Wave+ Controller.
- Supports protected mode (Z-Wave network security mode) with AES-128 encryption.
- Extremely easy installation - simply plug the device into the mains socket.
- Works as a Z-Wave signal repeater.
- Active power and energy consumption metering.
- Current value of the load and operating mode are indicated by the multi-colour LED ring.

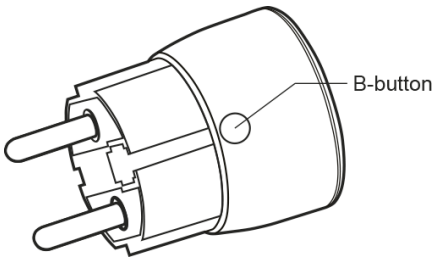
NOTE

FIBARO Wall Plug is a Security Enabled Z-Wave Plus product and a Security Enabled Z-Wave Controller must be used in order to fully utilize the product.

FIBARO Wall Plug is a fully compatible Z-Wave PLUS device.

#2: Basic activation

1. Plug the device into a socket nearby the main Z-Wave controller.
2. Set the main Z-Wave controller in add mode.
3. Quickly, triple click the B-button located on the casing.



4. Wait for the device to be added to the system.
5. Successful adding will be confirmed by the controller.
6. Plug a device you want to control into the Wall Plug.
7. Test the device by turning it on and off using the B-Button.

NOTE

When powered, the device will indicate Z-Wave status with colour of LED ring:

- **Green** - the device is already added to the Z-Wave network.
- **Red** - the device is not added to any Z-Wave network.

#3: Adding/removing the device

NOTE

Adding in security mode must be performed up to 2 meters from the controller.

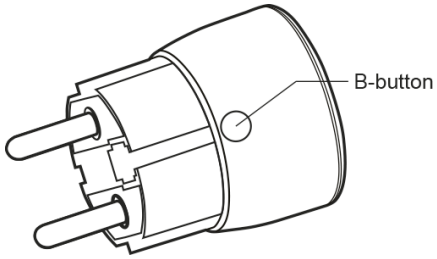
NOTE

In case the device is not added, please reset the device and repeat the adding procedure.

Adding (Inclusion) - Z-Wave device learning mode, allowing to add the device to existing Z-Wave network.

To add the device to the Z-Wave network:

1. Plug the device into a socket nearby the main Z-Wave controller.
2. The LED ring will glow red signalling not being added (remove the device otherwise).
3. Set the main controller in (security/non-security) add mode (see the controller's manual).
4. Quickly, triple click the B-button located on the casing.



5. Wait for the adding process to end.
6. Successful adding will be confirmed by the Z-Wave controller's message.

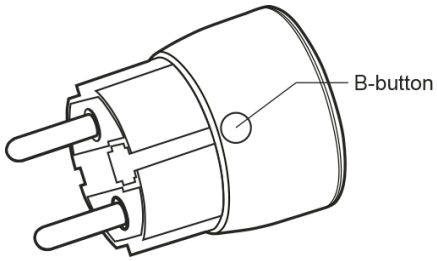
NOTE

Removing Wall Plug from the Z-Wave network restores all the default parameters of the device.

Removing (Exclusion) - Z-Wave device learning mode, allowing to remove the device from existing Z-Wave network.

To remove the device from the Z-Wave network:

1. Plug the device into a socket nearby the main Z-Wave controller.
2. The LED ring will glow green signalling being added (removing is not necessary otherwise).
3. Set the main controller into remove mode (see the controller's manual).
4. Quickly, triple click the B-button located on the casing.



5. Wait for the removing process to end.
6. Successful removing will be confirmed by the Z-Wave controller's message.

#4: Operating the device

Controlling the Wall Plug using the B-button:

Wall Plug is equipped with a B-button, which allows to use the menu mode and additionally perform the following actions:

1x click: turn controlled device ON/OFF, confirm selected menu option (if menu is active)

3x click: add/remove the device to/from a Z-Wave network

Holding: enter/navigate through menu

Visual indications:

FIBARO Wall Plug is equipped with a LED ring, signalling sensor's operating modes and current active power consumption. In addition the visual indicator may inform of the Z-Wave network range.

Visual indicator ring signalling modes:

1. By default, when the device is turned ON, the colour will vary depending on the current active power consumption.
2. Once inserted to mains socket the device signals Z-Wave network inclusion status with blink (green - added, red - not added).
3. Menu position is signalled with assigned illumination colour.
4. Ongoing software update is signalled with cyan blinking.
5. Range of the Z-Wave network with colour depending on type of communication or the lack of it (only in range tester mode).

Disabling visual indicator:

Visual indication ring may be turned off for status signalling (turned ON/OFF, power consumption). That means each status change will be signalled by a short white blink of the ring. Disabling it will not change operation of the device. To disable the LED ring:

1. Insert the Wall Plug in a socket.
2. Press and hold the B-button for about 3 seconds.
3. Release the B-button after LED ring starts pulsing white.

To restore visual indications perform above procedure again.

NOTE

Disabling the LED ring indications will also affect alarm signalization.

NOTE

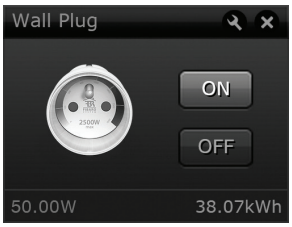
Menu is preceded by two white flashes of the LED ring 6 seconds after the B-button is pressed.

Menu allows to perform Z-Wave network actions. In order to use the menu:

1. Press and hold the B-button.
2. Wait for the device to indicate desired position with a colour:
   - **GREEN** - erase energy consumption memory
   - **VIOLET** - Z-Wave network's range test
   - **YELLOW** - device reset
3. Release the B-button.
4. Click the B-button to confirm selection.

Controlling the Wall Plug with FIBARO Home Center controller:

FIBARO Wall Plug after successful adding is represented in the Home Center interface with a single icon. It allows to turn on and off the device and displays current active power and cumulative energy consumption.



NOTE

Resetting the device is not the recommended way of removing the device from the Z-Wave network. Use reset procedure only if the primary controller is missing or inoperable. Certain device removal can be achieved by the procedure of removing described in "Adding/removing the device" on page 6.

Resetting the Wall Plug:

Reset procedure allows to restore the device back to its factory settings, which means all information about the Z-Wave controller and user configuration will be deleted.

1. Make sure the device is powered.
2. Press and hold the B-button.
3. Wait for the LED ring to glow yellow (4th menu position).
4. Release the B-button.
5. Click the B-button once to confirm selection.
6. After few seconds the device will restart with factory settings, which is signalled with the red ring colour.

#5: Power and energy consumption

Wall Plug allows to monitor the active power and energy consumption. Data is sent to the main Z-Wave controller, e.g. Home Center. Measuring is carried out by the most advanced micro-controller technology, assuring maximum accuracy and precision.

Electric active power - power that energy receiver is changing into a work or a heat. The unit of active power is Watt [W].

Electric energy - energy consumed by a device through a time period. Consumers of electricity in households are billed by suppliers on the basis of active power used in given unit of time. Most commonly measured in kilowatt-hour [kWh]. One kilowatt-hour is equal to one kilowatt of power consumed over period of one hour, 1kWh = 1000Wh.

Resetting consumption memory:

Wall Plug allows to erase stored consumption data (turning it off/on or removing it from the socket will not erase consumption):

1. Make sure the device is powered.
2. Press and hold the B-button.
3. Release the B-button when the LED ring glows green (2nd menu position).
4. Press the B-button briefly.

#6: Association

NOTE

Association ensures direct transfer of control commands between devices, is performed without participation of the main controller and requires associated device to be in the direct range.

NOTE

2nd association group commands are sent only in case of manual operation through the B-button.
3rd association group commands are sent automatically, depending on parameters 21, 22, 23 and 24.

Association (linking devices) - direct control of other devices within the Z-Wave system network e.g. Dimmer, Relay Switch, Roller Shutter or scene (may be controlled only through a Z-Wave controller).

FIBARO Wall Plug provides the association of three groups:

1st Association Group – "Lifeline" reports the device status and allows for assigning single device only (main controller by default).

2nd Association Group – "On/Off (button)" devices in this group will be switched on or off when relay status is changed using the B-button (done via BASIC SET command frames).

3rd Association Group – "On/Off (power)" devices in this group will be switched on or off depending on the current load (done via BASIC SET command frames).

FIBARO Wall Plug in 2nd and 3rd group allows to control up to 10 regular or multichannel devices per an association group, with the exception of "LifeLine" that is reserved solely for the controller and hence only 1 node can be assigned.

It is not recommended to associate more than 10 devices in general, as the response time to control commands depends on the number of associated devices. In extreme cases, system response may be delayed.

To add an association (using the FIBARO Home Center controller):

1. Go to device options by clicking the icon:
2. Select the „Advanced" tab.
3. Specify to which group and what devices are to be associated.
4. Wait for the configuration process to end. Sending relevant information to devices added to associated groups may take even a few minutes.

#7: Z-Wave range test

FIBARO Wall Plug has a built in Z-Wave network main controller's range tester.

Follow the below instructions to test the main controller's range:

1. Press and hold the B-button.
2. Wait for the LED ring to glow violet (3rd menu position).
3. Release the B-button.
4. Click the B-button once to confirm selection.
5. Visual indicator will indicate the Z-Wave network's range (range signalling modes described below).
6. To exit Z-Wave range test, press the B-button briefly.

Z-Wave range tester signalling modes:

Visual indicator pulsing green - Wall Plug attempts to establish a direct communication with the main controller. If a direct communication attempt fails, the device will try to establish a routed communication, through other modules, which will be signalled by visual indicator pulsing yellow.

Visual indicator glowing green - Wall Plug communicates with the main controller directly.

Visual indicator pulsing yellow - Wall Plug tries to establish a routed communication with the main controller through other modules (repeaters).

Visual indicator glowing yellow - Wall Plug communicates with the main controller through the other modules. After 2 seconds the device will retry to establish a direct communication with the main controller, which will be signalled with visual indicator pulsing green.

Visual indicator pulsing violet - Wall Plug does communicate at the maximum distance of the Z-Wave network. If connection proves successful it will be confirmed with a yellow glow. It's not recommended to use the device at the range limit.

Visual indicator glowing red - Wall Plug is not able to connect to the main controller directly or through another Z-Wave network device (repeater).

CAUTION

To make Z-Wave range test possible, the device must be added to the Z-Wave controller. Testing may stress the network, so it is recommended to perform the test only in special cases.

NOTE

Communication mode of the Wall Plug may switch between direct and one using routing, especially if the device is on the limit of the direct range.

#8: Advanced parameters

FIBARO Wall Plug allows to customize its operation to user's needs. The settings are available in the FIBARO interface as simple options that may be chosen by selecting the appropriate box.

In order to configure FIBARO Wall Plug (using the FIBARO Home Center controller):

1. Go to the device options by clicking the icon: 
2. Select the „Advanced" tab.

GROUP 0. WALL PLUG - GENERAL SETTINGS

1. Always On function

Once activated, Wall Plug will keep the connected device constantly ON, will stop reacting to alarm frames or pushing the B-button.

"Always On" function turns the Wall Plug into a power and energy meter. Connected device will not be turned off upon receiving an alarm frame from another Z-Wave device (parameter 31 will be ignored).

In "Always on" mode, connected device may be turned off only after user defined power has been exceeded (parameter 3). In such a case, connected device can be turned on again by pushing the B-button or sending a control frame. By default, overload protection is inactive.

Available settings:	**0** - function inactive **1** - function activated		
Default setting:	**0**	Parameter size:	**1** [byte]

2. Remember device status after a power failure

This parameter determines how the Wall Plug will react in the event of power supply failure (e.g. taking out from the electrical outlet). After the power supply is back on, the Wall Plug can be restored to previous state or remain switched off.

This parameter is ignored in „Always On" mode - the device automatically turns ON after plugging it into the socket.

Available settings:	**0** - device remains switched off **1** - device restores the state from before the power failure		
Default setting:	**1**	Parameter size:	**1** [byte]

3. Overload safety switch

This function allows to turn off the controlled device in case of exceeding the defined power. Controlled device will be turned off even if "Always On" function is active (parameter 1).

Controlled device can be turned back on via B-button or sending a control frame. By default this function is inactive.

This functionality is not an overload safety protection nor a short circuit protection. Circuit needs additional short circuit and overload protection.

Available settings:	**0** - function inactive **10-30000** (1.0-3000.0W, step 0.1W) - power threshold		
Default setting:	**0**	Parameter size:	**2** [bytes]

GROUP 10. POWER AND ENERGY MEASUREMENT

The default values of the parameters suit most types of devices. They were selected to show in real time the instantaneous power values, while not overloading the Z-Wave network in the process. In specific cases it may be necessary to modify default settings in order to optimize Z-Wave network's use. In extreme cases it is recommended to turn off reporting completely and configure power polling or periodic reports in the Z-Wave controller.

FIBARO Wall Plug reports the power load with specified frequency. Below configuration parameters allow to specify how and how frequently power load will be reported.

10. High priority power report

This parameter determines the minimum percentage change in active power that will result in sending power report to the main controller with the highest priority in the Z-Wave network.

By default, the Wall Plug immediately sends the power report if the power load changes by 80%.

Available settings:	**1-99** - power change in percent **100** - reports are disabled		
Default setting:	**80** (80%)	Parameter size:	**1** [byte]

11. Standard power report

This parameter determines the minimum percentage change in active power that will result in sending power report to the main controller

Compared to parameter 10, the maximum number of reports sent is reduced (parameter 12) to 5 in a specified time interval. In addition, the frames are not sent in EXPLORE mode, which prevents overloading the Z-Wave network.

By default changes in power load may be reported up to 5 times per 30 seconds, when power load changes by 15%.

CAUTION

The device has a protection that will turn the load off in the case of detecting current greater than 110% of rated current. It is a safety function and it cannot be turned off. After its activation the load can be turned on back again by pressing the B-button or sending a control frame. This function is independent of overload safety switch set in the parameter no. 3.

NOTE

Overload safety switch functionality is not an overload safety protection nor a short circuit protection. Circuit needs additional short circuit and overload protection!

NOTE

In extreme cases, reports may be sent every second if rapid and significant power load changes occur. Frequent reporting may overload the Z-Wave network so these parameter's settings should reflect significant changes in power load only.

Available settings:	**1-99** - power change in percent **100** - reports are disabled		
Default setting:	**15** (15%)	Parameter size:	**1** [byte]

12. Power reporting interval

This parameter defines how frequently standard power reports (parameter 11) are sent. By default the Wall Plug sends up to 5 reports each 30 seconds, provided the power load changes by 15%.

Available settings:	**5-600** (in seconds)		
Default setting:	**30** (30s)	Parameter size:	**2** [bytes]

13. Energy reporting threshold

This parameter specifies the minimum change in energy consumption (in relation to the previously reported), that will result in sending a new report.

Available settings:	**0** - energy reports inactive **1-500** (0.01-5kWh, step 0.01kWh) - threshold		
Default setting:	**10** (0.1kWh)	Parameter size:	**2** [bytes]

14. Power and energy periodic reports

This parameter defines time period between reports sent when changes in power load have not been recorded or if changes are insignificant (not exceeding values of parameters 20, 21 and 23). By default reports are sent every hour.

Available settings:	**0** - periodic reports inactive **5-32400** (in seconds)		
Default setting:	**3600** (1h)	Parameter size:	**2** [bytes]

15. Measuring energy consumed by the Wall Plug itself

This parameter determines whether energy metering should include the amount of energy consumed by the Wall Plug itself. Results are being added to energy consumed by controlled device.

Available settings:	**0** - function inactive **1** - function activated		
Default setting:	**0**	Parameter size:	**1** [byte]

GROUP 20. „ON/OFF" ASSOCIATION GROUPS

20. Control of „On/Off (Button)" association group (2) devices

Controlling devices with the B-Button. This parameter is inactive in "Always On" mode (parameter 1).

Control as the Wall Plug:

- switching the Wall Plug on – switch the devices on (parameter 24)
- switching the Wall Plug off – switch the devices off (parameter 24)

Control opposite to the Wall Plug:

- switching the Wall Plug on – switch the devices off
- switching the Wall Plug off – switch the devices on

Available settings:	**0** - control as the Wall Plug **1** - control opposite to the Wall Plug		
Default setting:	**0**	Parameter size:	**1** [byte]

21. DOWN value - „On/Off (Power)" association group (3)

Lower power threshold, used in parameter 23. DOWN value cannot be higher than a value specified in parameter 22.

Available settings:	**0-24900** (0.0-2490.0W, step 0.1W)		
Default setting:	**300** (30W)	Parameter size:	**2** [bytes]

22. UP value - „On/Off (Power)" association group (3)

Upper power threshold, used in parameter 23. UP value cannot be lower than a value specified in parameter 21.

Available settings:	**100-25000** (10.0-2500.0W, step 0.1W)		
Default setting:	**500** (50W)	Parameter size:	**2** [bytes]

23. The response after exceeding defined power values

This parameter defines the way that 3rd association group devices are controlled. Depends on the actual measured power (as parameters 21 and 22 settings).

Available settings:	**1** - turn the associated devices ON, once the power drops below DOWN value (parameter 21) **2** - turn the associated devices OFF, once the power drops below DOWN value (parameter 21) **3** - turn the associated devices ON, once the power rises above UP value (parameter 22) **4** - turn the associated devices OFF, once the power rises above UP value (parameter 22) **5** - combination of 1 and 4. Turn the associated devices ON, once the power drops below DOWN value (parameter 21). Turn the associated devices OFF, once the power rises above UP value (parameter 22). **6** - combination of 2 and 3. Turn the associated devices OFF, once the power drops below DOWN value (parameter 21). Turn the associated devices ON, once the power rises above UP value (parameter 22).		
Default setting:	**6**	Parameter size:	**1** [byte]

i NOTE

Setting parameter 24 to appropriate value will result in:

0 - turning off associated devices

1-99 - forcing level of associated devices

255 - setting associated devices to the last remembered state or turning them on

24. SWITCH ON value - „On/Off" association groups

The value of BASIC SET command frame sent to the devices associated in „On/Off" association groups (2, 3).

„On/Off (Button)" association group - in accordance with parameter 20.

„On/Off (Power)" association group - in accordance with parameter 23.

Available settings:	**0-99** or **255**		
Default setting:	**255**	Parameter size:	**2** [bytes]

GROUP 30. ALARMS

30. Active alarms

Define Z-Wave network alarms to which the Wall Plug will respond.

Available settings:	**1** - general alarm **2** - smoke alarm **4** - CO alarm **8** - CO2 alarm **16** - high temperature alarm **32** - flood alarm		
Default setting:	**63** (all)	Parameter size:	**1** [byte]

i NOTE

If "Always On" function is active (parameter 1), settings of parameter 31 are ignored.

31. Response to alarm frames

This parameter defines how the Wall Plug will respond to alarms (device's status change).

In case of values 1 or 2 the Wall Plug is operating normally and LED ring signals an alarm through time defined in parameter 32 or until the alarm is cancelled.

In case of values 5 to 50 the Wall Plug does not report status change, power changes, ignores BASIC SET command frames. After time defined in parameter 32 or after the alarm cancellation, connected device is set to the previous state.

Available settings:	**0** - no reaction, **1** - turn connected device on **2** - turn connected device off **5-50** (0.5-50.0s, step 0.1s) - cyclically change device state with set period		
Default setting:	**0**	Parameter size:	**1** [byte]

32. Alarm state duration

This parameter specifies the duration of alarm state. If a device sending an alarm frame through the Z-Wave network sets alarm duration as well, this settings are ignored.

Available settings:	**1-32400** (in seconds)		
Default setting:	**600** (10min)	Parameter size:	**2** [bytes]

GROUP 40. COLOUR SETTINGS

40. Power load for violet colour

This parameter determines active power value, which when exceeded, causes the LED ring flash violet. Function is active only when parameter 41 is set to 0 or 1.

Available settings:	**1000-30000** (100.0-3000.0W, step 0.1W)		
Default setting:	**25000** (2500W)	Parameter size:	**2** [bytes]

41. LED ring colour when controlled device is on

When set to 1 or 2, LED ring colour will change depending on active power and parameter 40. Other colours are set permanently and do not depend on power consumption.

Available settings:	**0** - illumination turned off completely **1** - colour changes continuously depending on active power **2** - colour changes in steps depending on active power **3** - white, **4** - red, **5** - green, **6** - blue, **7** - yellow **8** - cyan, **9** - magenta		
Default setting:	**1**	Parameter size:	**1** [byte]

42. LED ring illumination colour when controlled device is off

Available settings:	**0** - illumination turned off completely **1** - LED ring is illuminated with a colour corresponding to the last measured power, before the controlled device was turned off **3** - white, **4** - red, **5** - green, **6** - blue, **7** - yellow **8** - cyan, **9** - magenta		
Default setting:	**0**	Parameter size:	**1** [byte]

43. LED ring illumination colour at the Z-Wave network alarm detection

Available settings:	**0** - illumination turned off completely **1** - no change in colour. LED ring colour is determined by settings of parameters 41 or 42 **2** - LED ring flashes red/blue/white **3** - white, **4** - red, **5** - green, **6** - blue, **7** - yellow **8** - cyan, **9** - magenta		
Default setting:	**0**	Parameter size:	**1** [byte]

GROUP 50. OTHERS

50. Associations in Z-Wave network security mode

This parameter defines how commands are sent in specified association groups: as secure or non-secure. Parameter is active only in Z-Wave network security mode. This parameter does not apply to 1st „Lifeline" group.

Available settings:	**0** - none of the groups sent as secure **1** - 2nd group sent as secure **2** - 3rd group sent as secure **3** - 2nd and 3rd group sent as secure		
Default setting:	**3**	Parameter size:	**1** [byte]

#9: Specifications

Power supply:	220-240 V AC +/-10%, 50/60 Hz
Rated load current:	11A - continuous load
Power consumption:	up to 1.6W
Power output (for resistive load):	2.5kW at continuous load
To be used with E or F type (Schuko) sockets:	- CEE 7/16 - max load 2.5A - CEE 7/17 - max load 16A - Dual type plugs E/F
EU standards compliance:	EMC 2004/108/EC R&TTE 1999/5/EC RoHS 2011/65/EU LVD 2006/95/EC
Radio protocol:	Z-Wave
Radio frequency:	868.4 or 869.8 MHz EU; 908.4 or 916.0 MHz US; 921.4 or 919.8 MHz ANZ; 869.0 MHz RU;
Range:	up to 50m outdoors up to 40m indoors (depending on terrain and building structure)
Power measurements accuracy:	+/- 0.5% (up to 1 kW) +/- 1.5% (1 kW to 2 kW) +/- 2% (above 2 kW)
Operating temperature:	0 - 40°C
Circuit's temperature limit:	105°C
Circuit's thermal protection:	115°C ambient temperature
Dimensions (Diameter x Height):	43 x 65 mm

i NOTE

In case of loads other than resistive please observe cosφ and, if necessary, use load lower than rated. It is recommended not to exceed 3A for 250 V AC, cosφ=0.4.

#10: Guarantee

1. The Guarantee is provided by FIBAR GROUP S.A. (hereinafter „Manufacturer"), based in Poznan, ul. Lotnicza 1; 60-421 Poznan, entered in the register of the National Court Register kept by the District Court in Poznań, VIII Economic Department of the National Court Register, no. 553265, NIP 7811858097, REGON: 301595664.

2. The Manufacturer is responsible for equipment malfunction resulting from physical defects (manufacturing or material) of the Device during 12 months for business / 24 months for individual customers from the date of its purchase.

3. During the Guarantee period, the Manufacturer shall remove any defects, free of charge, by repairing or replacing (at the sole discretion of the Manufacturer) any defective components of the Device with new or regenerated components that are free from defects. When the repair proves impossible, the Manufacturer reserves the right to replace the device with a new or regenerated one, which shall be free from any defects and its condition shall not be worse than the original device owned by the Customer.

4. In special cases, when the device cannot be replaced with the device of the same type (e.g. the device is no longer available), the Manufacturer may replace it with a different device having technical parameters similar to the faulty one. Such activity shall be considered as fulfilling the obligations of the Manufacturer. The Manufacturer shall not refund money paid for the device.

5. The holder of a valid guarantee shall submit a guarantee claim through the guarantee service. Remember: before you submit a guarantee claim, contact our technical support using telephone or e-mail. More than 50% of operational problems are resolved remotely, saving time and money spent to initiating guarantee procedure. If remote support is insufficient, the Customer shall fill the guarantee claim form (using our website - www.fibaro.com) in order to obtain claim authorization. When the guarantee claim form is submitted correctly, the Customer shall receive the claim confirmation with a unique number (Return Merchandise Authorization -RMA).

6. The claim may be also submitted by telephone. In this case, the call is recorded and the Customer shall be informed about it by a consultant before submitting the claim. Immediately after submitting the claim, the consultant shall provide the Customer with the claim number (RMA-number).

7. When the guarantee claim form is submitted correctly, a representative of the Authorised Guarantee Service (hereinafter as „AGS") shall contact the Customer.

8. Defects revealed within the guarantee period shall be removed not later than 30 days from the date of delivering the Device to AGS. The guarantee period shall be extended by the time in which the Device was kept by AGS.

9. A faulty device shall be provided by the Customer with complete standard equipment and documents proving its purchase.

10. Parts replaced under the guarantee are the property of the Manufacturer. The guarantee for all parts replaced in the guarantee process shall be equal to the guarantee period of the original device. The guarantee period of the replaced part shall not be extended.

11. Costs of delivering the faulty device shall be borne by the Customer. For unjustified service calls, the Service may charge the Customer with travel expenses and handling costs related to the case.

12. AGS shall not accept a complaint claim only when:

- the Device was misused or the manual was not observed,

- the Device was provided by the Customer incomplete, without accessories or nameplate,

- it was determined that the fault was caused by other reasons than a material or manufacturing defect of the Device

- the guarantee document is not valid or there is no proof of purchase,

13. The Manufacturer shall not be liable for damage to property caused by defective device. The Manufacturer shall not be liable for indirect, incidental, special, consequential or punitive damage, or for any damage, including, inter alia, loss of profits, savings, data, loss of benefits, claims by third parties and any property damage or personal injuries arising from or related to the use of the Device.

14. The guarantee shall not cover:

- mechanical damage (cracks, fractures, cuts, abrasions, physical deformations caused by impact, falling or dropping the device or other object, improper use or not observing the operating manual);

- damage resulting from external causes, e.g.: flood, storm, fire, lightning, natural disasters, earthquakes, war, civil disturbance, force majeure, unforeseen accidents, theft, water damage, liquid leakage, battery spill, weather conditions, sunlight, sand, moisture, high or low temperature, air pollution;

- damage caused by malfunctioning software, attack of a computer virus, or by failure to update the software as recommended by the Manufacturer;

- damage resulting from: surges in power supply and/or telecommunication network, improper connection to the grid in a manner inconsistent with the operating manual, or from connecting other devices not recommended by the Manufacturer.

- damage caused by operating or storing the device in extremely adverse conditions, i.e. high humidity, dust, too low (freezing) or too high ambient temperature. Detailed permissible conditions for operating the Device are defined in the operating manual;

- damage caused by using accessories not recommended by the Manufacturer

- damage caused by faulty electrical installation of the Customer, including the use of incorrect fuses;

- damage caused by Customer's failure to provide maintenance and servicing activities defined in the operating manual;

- damage resulting from the use of spurious spare parts or accessories improper for given model, repairing and introducing alterations by unauthorized persons;

- defects caused by operating faulty Device or accessories.

15. The scope of the guarantee repairs shall not include periodic maintenance and inspections, in particular cleaning, adjustments, operational checks, correction of errors or parameter programming and other activities that should be performed by the user (Buyer). The guarantee shall not cover natural wear and tear of the Device and its components listed in the operating manual and in technical documentation as such elements have a defined operational life.

16. If a defect is not covered by the guarantee, the Manufacturer reserves the right to remove such defect at its sole discretion, repairing the damaged or destroyed parts or providing components necessary for repair or replacement.

17. This guarantee shall not exclude, limit or suspend the Customer rights when the provided product is inconsistent with the purchase agreement.