

* ALWAYS TEST THE UNIT ON SITE BEFORE INSTALLATION TO AVOID RE-STOCKING FEE * See full T&C's on our website

SIM Preparation

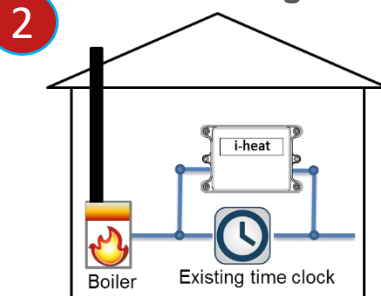
1 Ensure you read all instructions before continuing.

The SIM cards provided need activated before use. Follow the instructions provided or visit our telecoms website for more details:

www.aesglobaltelecom.com



Site Wiring



Note: PSU not supplied.
Direct mains 240v to be used

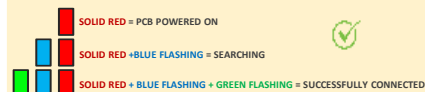
Device Overview



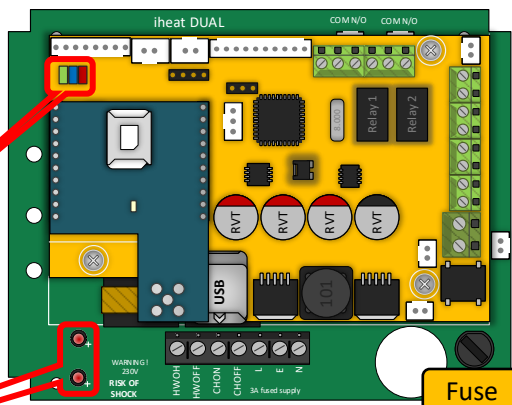
Note: The supplied enclosure is fully sealed. You will need to drill a hole in the wall of the enclosure then secure each half of the supplied cable gland into place to ensure the waterproof seal is intact.

(ensure you do not drill the hole larger than the gland supplied)

PCB Status LEDs



Water / Heating Status LED's



Volt free relay output 10A max

Note: Must be connected to a 3A supply

This Product is intended as a professional install product only, to be installed by a fully qualified electrician.



There are live parts inside this device. Service should be carried out by a professional electrician.



LIGHTNING PRONE AREAS **MUST** USE SURGE PROTECTION FOR POWER SUPPLY!

See overleaf for more PCB details

Turn Over

SITE SURVEY



Please read this entire manual before installing this product. A full comprehensive manual is available on our website for additional information.



Ensure there is good 4G signal on site. 4G units will fall back to 3G service in some countries.



Set up on a bench in workshop **BEFORE** going to site. Program the unit in the comfort of your work bench and call technical support should you have any questions.



This product requires a basic SMS SIM card. Ensure there is a data allowance to avoid any potential charges.

Do not use a data only SIM, as this will not work in the unit.

POWER CABLE

WARNING 230V

Standard 2.5mm2 Twin & Earth Cable

Solid core cables should never be reused - although they can be bent into shape, they are not designed to be flexed and repeated movement can weaken the cores causing them to become weak, overheat or fail.

INGRESS PROTECTION



We recommend sealing all entry holes for prevention of insects that can cause issues with a risk of shorting out components.



To maintain the IP rating please ensure the unit is fully sealed after install.



EXTRA RESOURCES

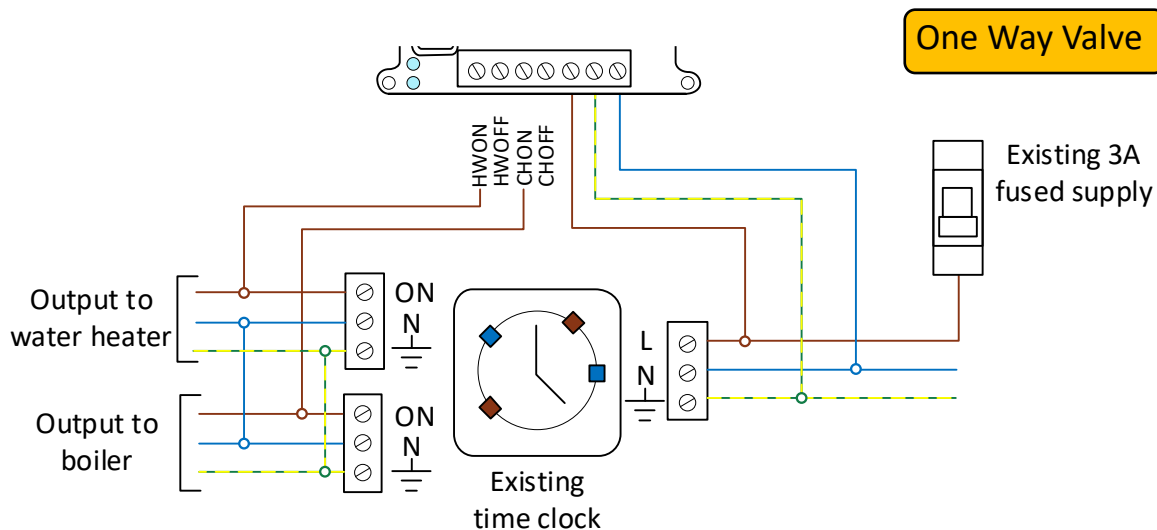
NEED MORE ASSISTANCE?

+44 (0)288 639 0693

SCAN THIS QR CODE TO BE BROUGHT TO OUR RESOURCES PAGE.

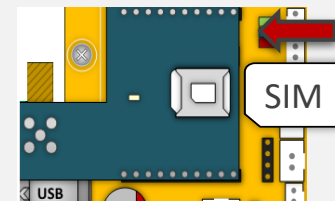
VIDEOS | HOW-TO GUIDES | MANUALS | QUICK START GUIDES

Wiring Connections

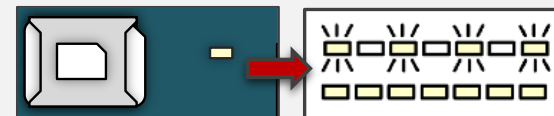


SIM ORIENTATION

ALWAYS ensure the system is switched **OFF** when adding or removing your SIM card and ensure the orientation is correct.



CONNECTION TO NETWORK



MODEM LED
INDICATOR

Quick Flashing = **Standby** | Constant ON/OFF = **Searching**

SMART WIFI SWITCH

Coming soon

Our Smart switch connects to the Internet through Wi-Fi network and helps you control your house devices via an app with up to 4 relays.

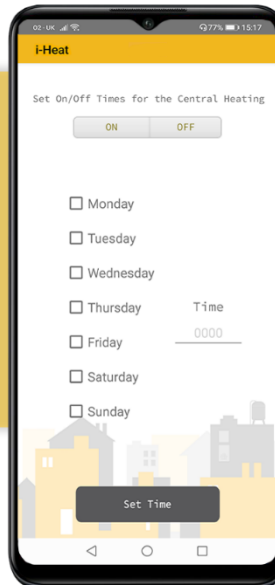
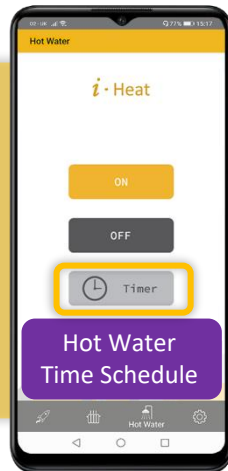
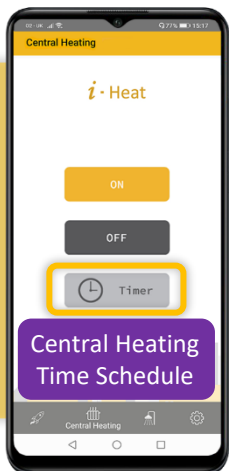
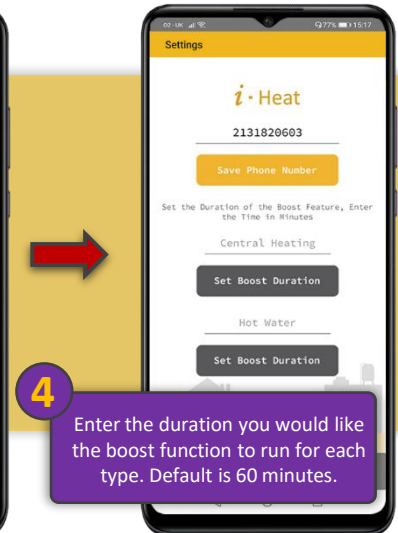
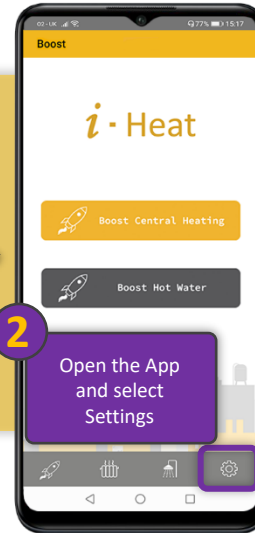
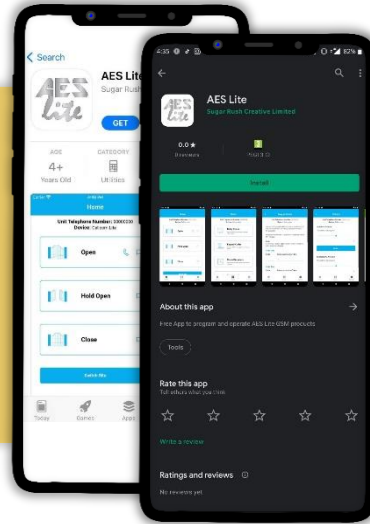
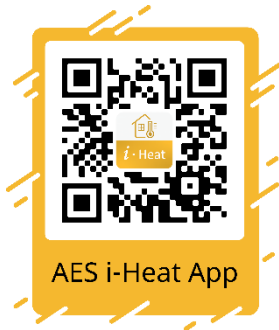


Images for illustration purposes only.

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1 Download the programming/user app. 'AES i-Heat' (QR Codes below)

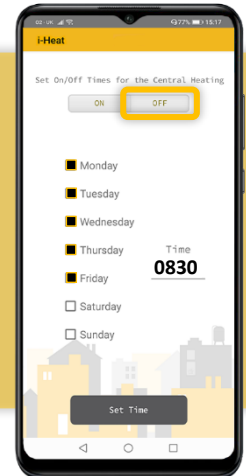
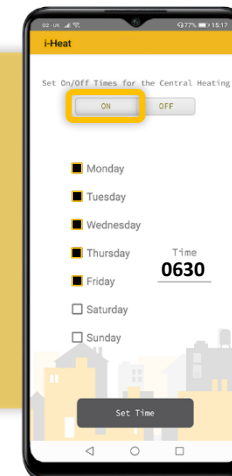
Tip: This app only generates the SMS string required to be sent to the unit. Any programming completed correctly will reply with the text string sent along with 'OK'



Select to program ON times or OFF times.

Select the days you want the hot water / heating to auto turn on.

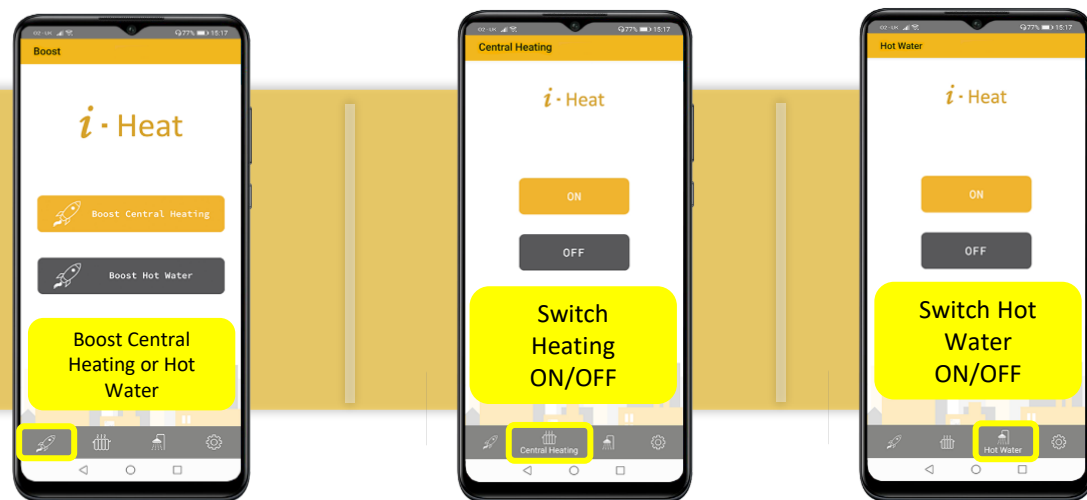
Enter the time in military 24hr format without colon
E.g. 8:30am = 0830



Programming example:
Turn On at 6:30am and Turn Off at 8:30am



How to Use the App



Note: Ensure the phone number has been set as per the previous steps. The app will generate the SMS command, you will need to press send when it loads into your message section of your device.

Direct SMS Commands

Function	CMD String (SMS)
Manually trigger, latch or unlatch relay by SMS. X = Relay Function. (1 = Trigger relay 1, 2 = Latch relay 1, 3 = Unlatch relay 1) (4 = Trigger relay 2, 5 = Latch relay 2, 6 = Unlatch relay 2)	1234#X#
Check Intercom Status (min signal level required for full operation is 10)	*20#
Check Stored Numbers O = Dial out number. I = Dial in number. N = Another message. E = End of messages.	*21#
Check Relay Status	*22#
Events Log (check last 20 events, most recent first) CID = caller ID used;	*23#
Add Caller ID Number (max 250) (14 digits maximum)	9999#72number#
Change Relay Time Time = 1-9999 seconds	9999#50time#
Enable Latching via DTMF (Disabled by Default) X = 0 or 1 (0 = Disable, 1 = Enable)	9999#95X#
Factory Reset (Default Everything)	9999#999#

UNIT MAINTENANCE

Bug ingress is a common issue in unit failures. Ensure that all components are sealed accordingly and check occasionally. **(Do not open the panel in the rain / snow unless correctly equipped to keep the internals dry. Ensure the unit is securely closed after maintenance)**

SIM MAINTENANCE

If using a pre-pay casual SIM card it will need topped up occasionally. It is recommended to advise the home owner / end user to register the SIM card on the provider's web site if available. Most major networks allow registration of card payment details for an auto top up feature, which means they will automatically top up your intercom when the balance runs low or in some cases, they offer a low balance reminder to be sent if they do not wish the auto top up feature.

ENVIRONMENTAL INFORMATION

The equipment that you bought has required the extraction and use of natural resources for its production. It may contain hazardous substances for the environment. In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end-of-life equipment.



The crossed-bin symbol marked in your device invites you to use those systems.

If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration. You can also contact AES Global Ltd for more information on the environmental performances of our products.

WARRANTY

Please note, by installing this product, you are accepting the following warranty terms:

- The manufacturer's warranty is a "return to base" 2 year warranty from date of manufacture. This means that any suspected defective components or items are returned to the manufacturer's agent for investigation and diagnosis and returned at the cost of the customer.
- The warranty does not cover, nor is the manufacturer or agent responsible for any of the following whatsoever: Storm damage, lightning or surge damage, flooding, accidental damage, vandalism or deliberate damage, unexplained corrosion or unusually harsh environments, failure of telephone networks, future un-interoperability between the product and network providers which cause malfunction due to changes implemented by the phone providers after manufacture of the product, or that which is outside of control of the manufacturer (e.g. 2G, 3G switch off, removal or inability to obtain VOLTE service), and damage due to inaccurate installation.
- The manufacturer in no way accepts liability for any of the following incurred due to a product defect: Cost of attending site, inconveniences, labor rates, time lost, loss to or damage to property, security breaches, late payment clauses or breaches of any contracts between the installer and the client.
- This is a professional install product only. The product is a component of an overall system. Therefore, it is the responsibility of the installer to certify the safety and compliance of the overall finished system. As soon as this product is fixed to another item, or connected to another third-party device, then the product has been modified, and compliance with local regulations in the country of install is strictly the responsibility of the installer.
- Re-stocking fees may apply to items returned that are found to be non-defective. Complete units will also attract a re-stocking fee if returned for credit, regardless if a defect is discovered or not. Re-stocking fees may vary depending on the condition of the item being returned, and whether it can be determined as in brand new condition. The warranty terms do not entitle customers to an automatic full refund. For more details on returns procedures and re-stocking fees, contact the agent.

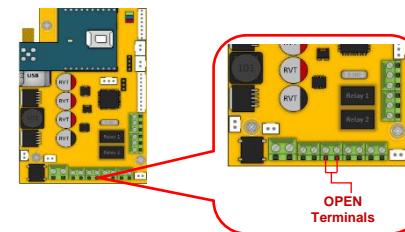
6. Items with physical signs of surge damage are not covered by warranty. Items with visible signs of surge damage will only be covered by warranty if photographic evidence is provided from site, showing surge protection has been installed.

Full warranty terms and conditions available upon request to AES Technical Department.

TROUBLESHOOTING

Symptoms caused	Problem/error	Solution
No LEDs on.	The unit will not power up.	Check power supply voltage at the PCB intercom is 24V DC. Check the fuse.
The unit powers up but the LED is still flashing rapidly	This means the unit is not able to detect the network for some reason.	<p>This means the unit is not able to detect the network for some reason.</p> <ul style="list-style-type: none"> -Power off the unit, remove the SIM and check it in a mobile phone to verify it can make a call and has calling credit if it is a Pay As You Go SIM. -Disable any PIN code request if active on the SIM card. -Check the SIM is a standard voice capable SIM. If you are unsure, contact your SIM card provider to verify. -Check the reception is medium or good. Poor reception is not sufficient. -Power off, remove the SIM, use fine sand paper to lightly sand the SIM pads and contacts on the GSM unit, lightly bend the contacts upwards so that they make better contact with the SIM and try again. -Change to an external antenna. <p>External Antenna Details</p> <ul style="list-style-type: none"> -Ensure the cable does not have too many sharp bends. -Check the height of the antenna and make sure it is not inside a metal enclosure. -Check correct power cable size for cable length from PSU. Refer to manual for guidelines
The caller ID function does not work.	Incorrect programming or poor signal	<p>If your number is a private or number withheld, then it will not work.</p> <ul style="list-style-type: none"> -Ensure the number is programmed as you would normally dial it from another phone. - Ensure you have adequate GSM signal at the intercom by sending *20# as a text.

Reset / Default Unit



Note: Performing this process will remove all current programming.



- 1) Power off the unit. (approx 60 secs)
- 2) Make a link across the terminals marked OPEN.
- 3) Switch on power
- 4) After several seconds, the relay will click.
- 5) The unit will then clear memory and be defaulted
- 6) Remove the link and wait around 20 seconds.

Manufacturer: Advanced Electronic Solutions Global Ltd
Address: Unit 4C, Kilcraugh Business Park, Cookstown, Co Tyrone, BT809HI, UK

Complies with the following essential requirements for 2014/53/EU:
 ETSI draft EN 301 489-1 V2.1.1 (2017-02) (Electromagnetic compatibility)
 ETSI draft EN 301 489-52 (2016-11) (Electromagnetic compatibility, specific to cellular)
 (2G bands 900/1800, 3G band 1.8 LTE bands 1, 3, 7, 8, 20).
 Test report number LCS181101028AEA
 ETSI EN 301 511 V12.5.1 (2017-03) (3.2 of directive 2014/53/EU)
 ETSI TS 151 010-1 V12.8.0 (2016-05) (Digital cellular telecoms compliance)
 Test report number LCS181101028AEB
 ETSI EN 301 908-1 V11.1.1 (2016-07) (IMT Cellular networks, 3.2 of directive 2014/53/EU)
 ETSI EN 301 908-2 V11.1.2 (2016-07) (CDMA spread / UTRA FDD)
 Test report number LCS181101028AEC
 ETSI EN 301 908-13 V11.1.2 (2017-07) (E-UTRA and UE standards)
 Test report number LCS181101028AED
 EN 62311 :2008 (Electromagnetic safety and human exposure)
 Test report number: LCS181101028AEE
 EN 60950-1, (A1, A11, A12, A2)
 EN 62311
 IEC 60950 (IT equipment safety)
 Test report number: LCS181101029AS

The notified body is: Micom Labs (CAB number 2280).
 This declaration is issued under the sole responsibility of the manufacturer.
 Signed by:

Paul Creighton, Managing Director. Date: 4th Dec 2018



FCC ID: 2ALPX-PRIME6-XXXX-ZZ-4GA-YYY
 (XXX = style & color, YYY is brand label, ZZ is mounting style)

Grantee: Advanced Electronic Solutions Global LLC

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

Output power listed is ERP below 1GHz for Part 22 and EIRP above 1GHz for Part 24. RF exposure compliance is addressed for 1.1310 and 2.1091 MPE limits. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons.

End Users must be provided with transmitter operation conditions for satisfying RF exposure compliance.

CE
2280

This product is not a complete product until fully installed. It is therefore considered a component part of an overall system. The installer is responsible to check that the end installation complies with local regulatory requirements. This equipment forms part of a "fixed installation".

STILL HAVING TROUBLE?

Find all of our support options such as Web Chat, Full Manuals, Customer Helpline and more on our website:

WWW.AESGLOBALONLINE.COM

+44 (0)288 639 0693