

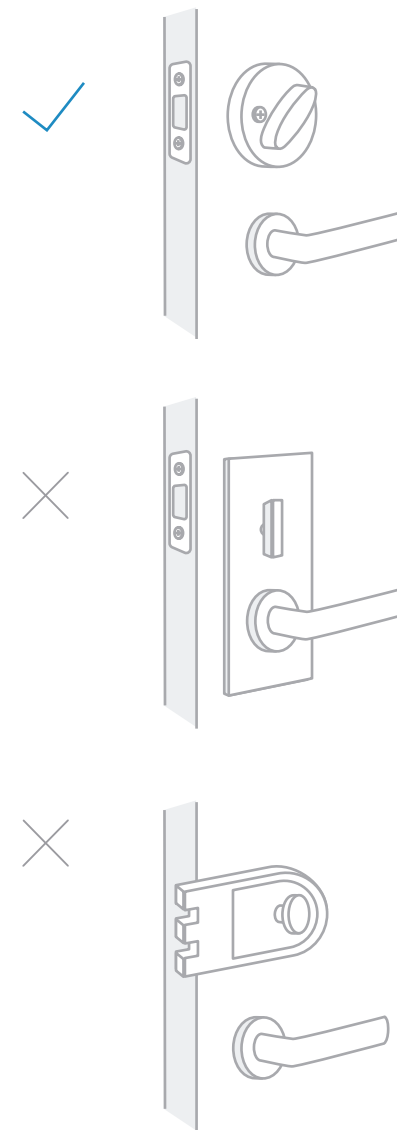
Let's
do this.

SMART LOCK
INSTALLATION GUIDE

SimpliSafe®

NOTE

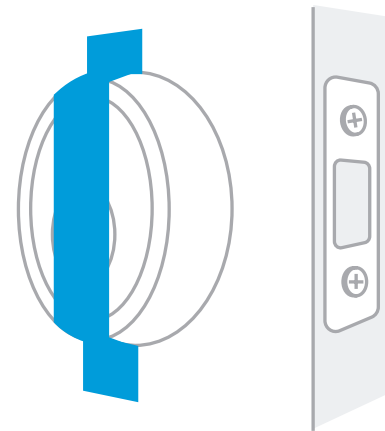
The SimpliSafe Smart Lock only works with Single Cylinder Deadbolts. These deadbolts have a thumbturn on the inside of the door and a keyhole on the outside. Match the inside of your door lock to the images below.



1

Prepare your existing deadbolt

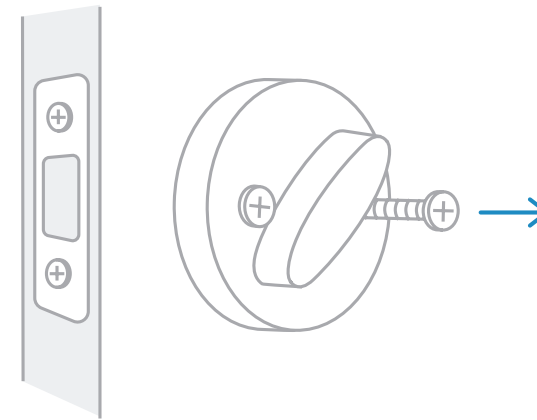
On the outside of your door, place the included tape to the right over your deadbolt to secure it in place. DO NOT remove the outdoor portion of your deadbolt.



2

Remove your existing thumbturn

On the inside of your door, unscrew your deadbolt's thumbturn. Hold onto the screws for step 4.



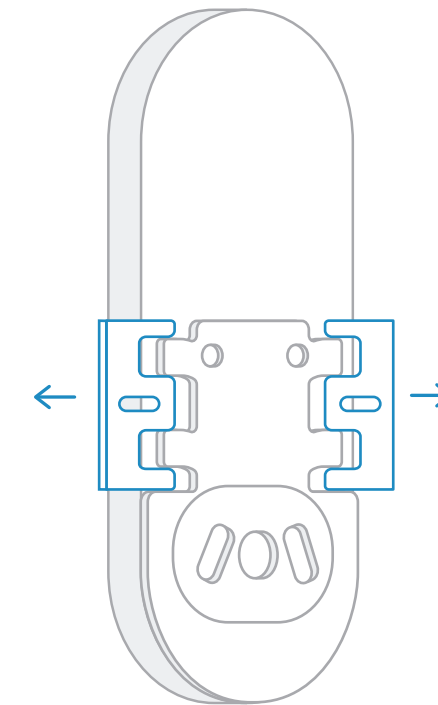
NOTE

The SimpliSafe Lock requires an existing Single Cylinder Deadbolt Lock. Give us a call at [1-800-297-1605](tel:1-800-297-1605) if you're unsure of your lock type.

3

Remove mounting plate from lock

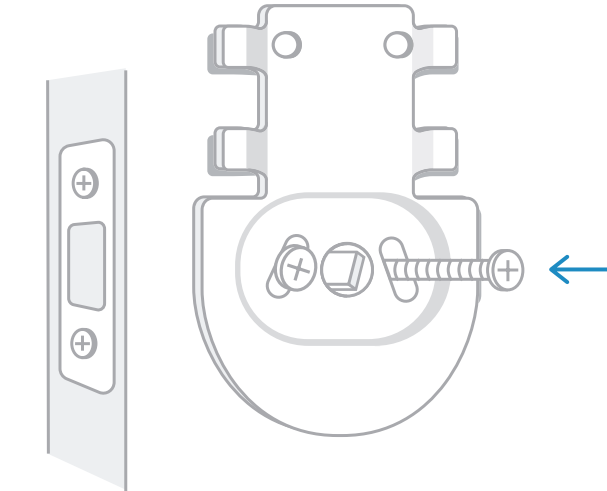
The mounting plate comes pre-installed on your SimpliSafe Smart Lock and must be removed for installation. To remove, slide out the wing latches located on the back of the lock. Then remove the mounting plate.



4

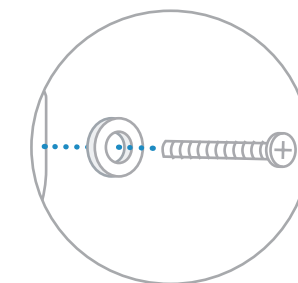
Install lock mounting plate

Note which face of the mounting plate should be toward the door. Then center mounting plate on the thumbturn connector. Use your existing deadbolt's screws to install it on the door. Make sure it's secure.



NOTE

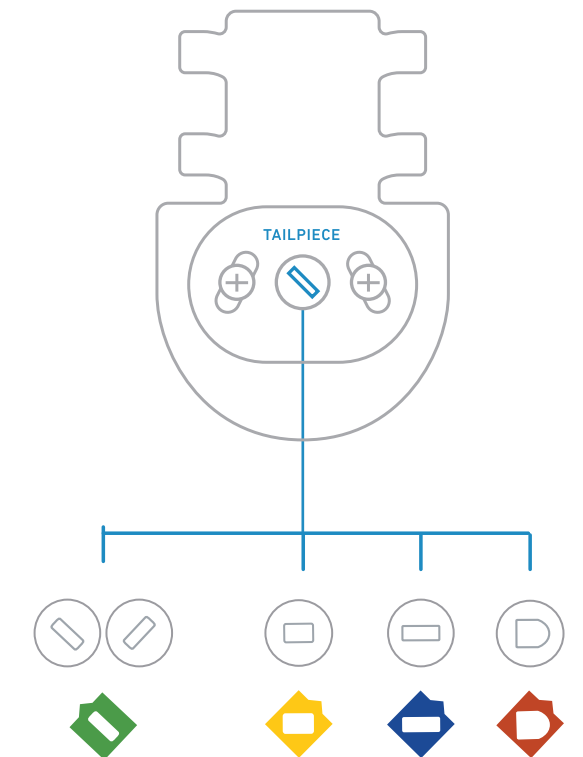
Don't over tighten screws, mounting plate could bend. If the screws are too thin to hold the mounting plate, use the included washers.



5

Choose the adapter that fits your tailpiece

The adapter you choose should correspond to the shape of the existing tailpiece in your door. Slide it over the tailpiece through the mounting plate.



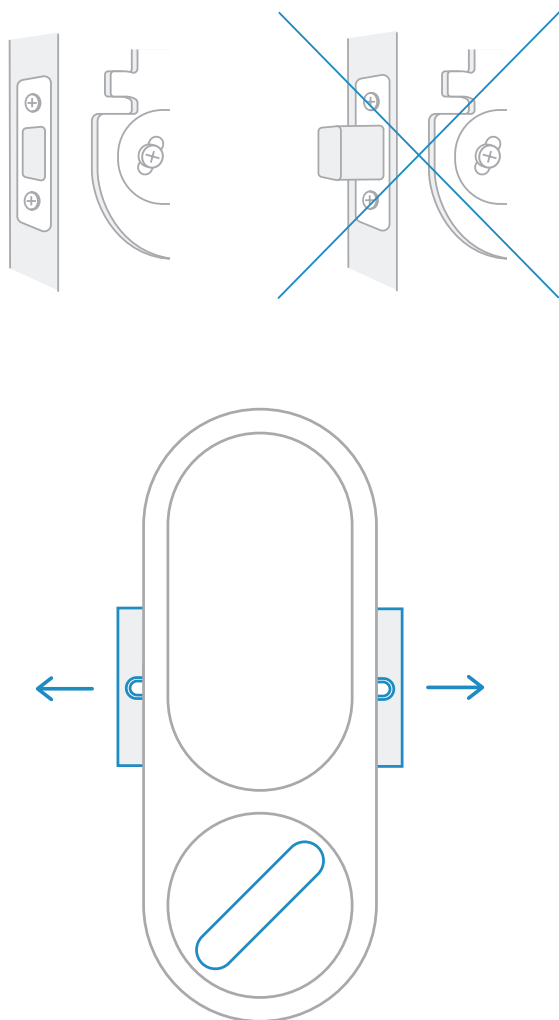
NOTE

If your door's tailpiece is diagonal you'll use the green adapter. Vertical or horizontal tailpieces will use one of the other three adapters. The notch at the top of the adapter should aim up and away from your doorway.

6

Prepare thumbturn

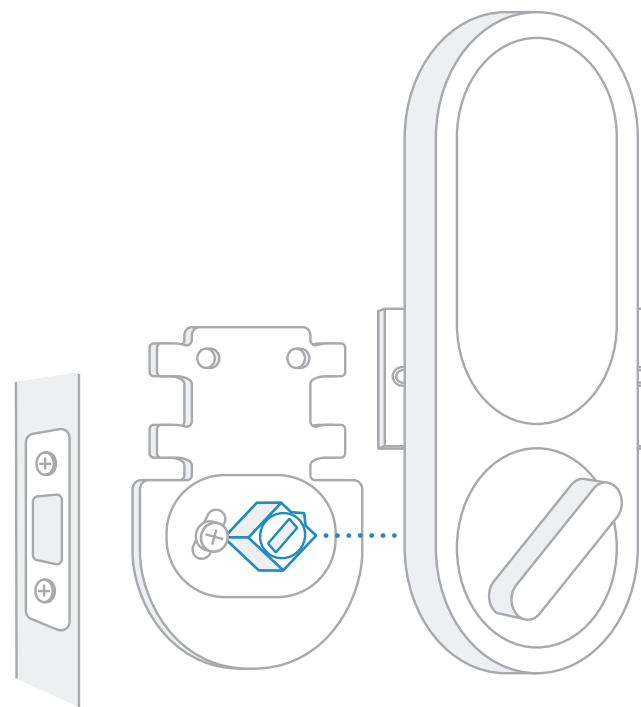
Make sure your door is unlocked (turn the thumbturn to the unlocked position). Then check that the lock's wing latches are out.



7

Install the lock

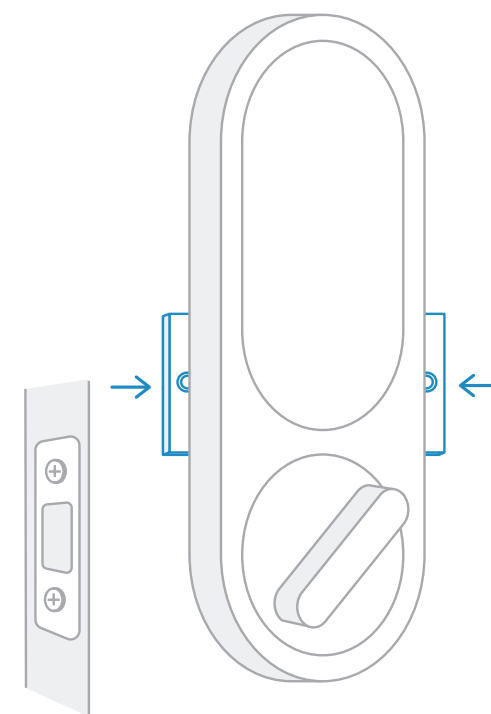
Slide the SimpliSafe Smart Lock over the adapter, slowly turning the thumbturn until the device aligns with the adapter and slides fully against the mounting plate.



8

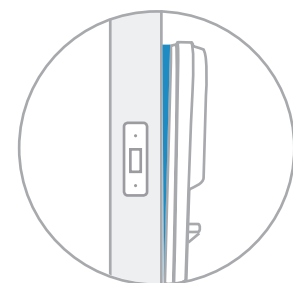
Secure the lock

Secure the lock by sliding the wing latches inward onto the mounting plate.



NOTE

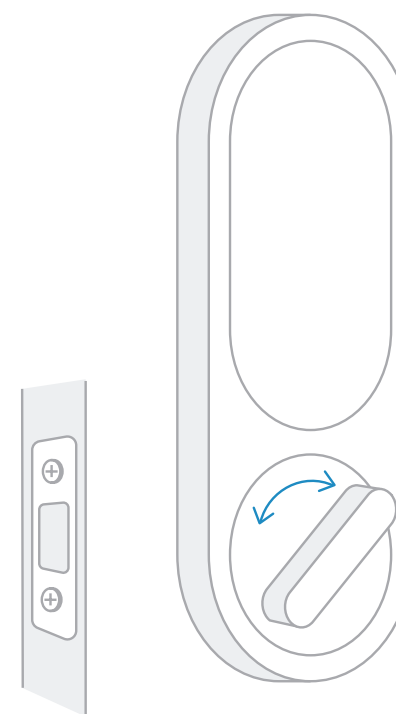
If you see a gap or cannot attach your lock, you may have bent your mounting plate. Try loosening the screws on the mounting plate and re-attaching the lock.



9

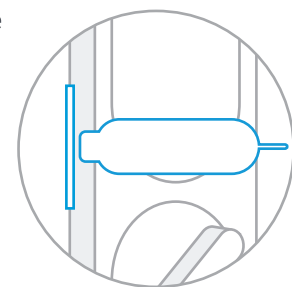
Try locking and unlocking

Manually turn the thumbturn on the lock to test locking and unlocking your door.



NOTE

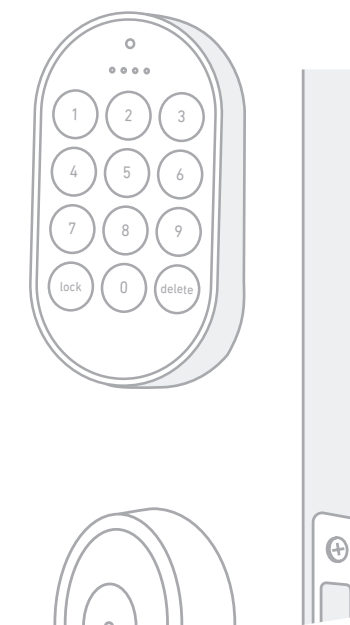
If you have trouble, use the included tool as a lever to slide the wing latches outward and remove your lock. Make sure the adapter is able to unlock and lock the deadbolt then try repositioning your lock.



10

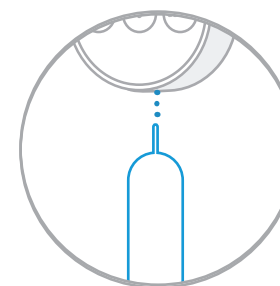
Install PIN Pad

Use the double-sided adhesive to mount the PIN Pad to the outside of the door, or just off to the side. Make sure to leave a 3-inch space below the PIN Pad so that you can access its batteries.



NOTE

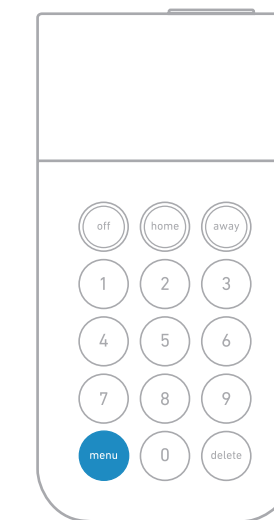
Use the included screws for a more permanent attachment. To access the screw holes, use the included tool to remove the back of the PIN Pad. Screw the back to the door and reattach PIN Pad.



11

Activate the lock using your SimpliSafe System's Keypad

Bring your Keypad over to the door for easier install. Hit the "menu" button to get started.



1. Menu
2. Devices
3. Add Device
4. Lock
5. Follow the instructions

NOTE

If you don't see Lock listed under "Add Device," check for updates on your Keypad by going to Menu > System Settings > Check for Updates.

Questions? Call us!

1-800-297-1605

7 DAYS A WEEK, 9AM-MIDNIGHT ET

Get to know your Smart Lock

Locking from the Pin Pad

Just close the door as you exit and press the "lock" button on the PIN Pad.

Unlocking from the Pin Pad

Enter any of your PINs into the PIN Pad. If you enter a wrong number by accident, simply press the 'delete' button.

SimpliLock™ Intelligent Auto Lock

The Smart Lock can automatically lock your door after a set delay. To enable the SimpliLock feature on your keypad, go to Menu > Devices > Your Lock Name > Autolock.

Locking from the SimpliSafe Keypad

Arming your system in Home mode will lock your door. Arming your system in Away mode will lock your door after a set delay. You can change these settings in the keypad menu.

Mobile App

Download the SimpliSafe mobile app to lock and unlock your door from your smartphone.

Low Battery Alerts

When batteries run low, you'll get an alert via the Keypad and app. If batteries run out, just unlock the door with your physical key.

SimpliSafe Terms of Sale

Retail Terms Last updated: August 2019

Please review these Terms of Sale carefully as these terms govern your purchase of the products in your order (the "System") from SimpliSafe, Inc. ("SimpliSafe") and set out your rights and obligations with respect to your purchases, including important limitations and exclusions, such as those contained in our product warranties. **These are the Terms of Sale under which we are willing to provide you with the System and requires the use of binding arbitration to resolve disputes rather than jury trials or class actions (described in detail below). Please be certain you understand them.**

By using the System, you agree that you have read these Terms of Sale and are legally bound by these Terms of Sale, including the disclaimers, limitations of liability and indemnity obligations below.

U.S. Sales Only

Purchases from SimpliSafe are available only in the United States. You agree not to use or attempt to use any SimpliSafe product or service from outside of the United States or for any illegal or unlawful purpose.

Sales to End Users Only

Purchases made are for end user customers only. Sales to dealers, resellers or distributors or any other third-party are prohibited.

Limited Warranty

SimpliSafe warrants to you, the initial purchaser of the System, that the System will be free from defects in materials and workmanship under normal use and service for 3 years from the date that you purchase the product.

SimpliSafe's sole obligations shall be limited within the warranty period to accepting return of the defective product or part and delivering to you an equivalent product or part to replace the defective item. Replacement products may be new or reconditioned, at the sole option of SimpliSafe. SimpliSafe warrants any replaced product for 3 years from the time of replacement.

For warranty service, please contact SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675) or visit www.simplisafe.com/support and click on "Contact Us". If SimpliSafe is unable to address the issue that you are facing, SimpliSafe will send you a replacement product or part along with a postage prepaid return slip, and you will return your old product or part to SimpliSafe using such slip.

This Limited Warranty does not apply in the following cases: failure to follow installation or operating instructions, misuse (which includes, without limitation, using products outdoors unless outdoor use is expressly permitted, and in such cases only as directed or use in improper temperature, humidity or other environmental conditions), alteration, abuse, accident or tampering, or damage or non-performance resulting from use of any item or repair services not provided by SimpliSafe. This Limited Warranty also does not apply if damage was caused by Acts of God, natural disasters, labor disputes, war, terrorism, civil strife, or other causes beyond SimpliSafe's control. Consumable parts, such as batteries or battery replacement, are excluded from this Limited Warranty. Products that are tested and found to be in good working condition (not defective) are not covered by this Limited Warranty.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS EXCLUSIVE AND EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES, WHETHER WRITTEN, ORAL, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE. SIMPLISAFE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, SIMPLISAFE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THE LIMITED WARRANTY DESCRIBED ABOVE OR THE SHORTEST PERIOD ALLOWED BY LAW. IN NO CASE SHALL SIMPLISAFE OR ANY OF ITS AFFILIATES, DIRECTORS, OFFICERS, SHAREHOLDERS, EMPLOYEES, SUBCONTRACTORS, AGENTS OR REPRESENTATIVES (EACH, A "SIMPLISAFE PARTY" AND COLLECTIVELY, THE "SIMPLISAFE PARTIES") BE LIABLE TO YOU OR ANYONE ELSE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS LIMITED WARRANTY OR ANY OTHER WARRANTIES WHATSOEVER. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS AND DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES. THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

SimpliSafe does not represent that the System may not be compromised or circumvented; that the System will prevent any personal injury or property loss; or that the System will in all cases provide adequate warning or protection. You understand that the System may be interrupted, circumvented, unavailable (for a limited or extended time period) or otherwise compromised, including as a result of equipment designed or used by a third party for the purpose of causing false alarms or gaining unauthorized access to or otherwise affecting or controlling the System (including any Camera). Furthermore, the SimpliSafe Smart Lock is not an ANSI or BHMA certified door lock or deadbolt, and it must be correctly installed and used with a certified door lock that is operating in good condition; and used in environmental conditions that fall within the SimpliSafe Smart Lock specifications specified below (or in the corresponding user manual, which shall control in the event of any discrepancy). You assume all risk associated with the suitability, installation and performance of the door lock and other third-party components, hardware, software and services that you select.

CONSEQUENTLY, NO SIMPLISAFE PARTY, AS DEFINED ABOVE, SHALL HAVE ANY LIABILITY FOR ANY LOSS, DAMAGE OR EXPENSE (COLLECTIVELY, "LOSSES"), INCLUDING ANY PROPERTY DAMAGE, PERSONAL INJURY (INCLUDING DEATH), ECONOMIC LOSSES OR ANY OTHER FORM OF LOSS, DAMAGE OR EXPENSE ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY A CLAIM THE SYSTEM FAILED TO GIVE WARNING. HOWEVER, IF ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, IS HELD LIABLE, WHETHER DIRECTLY OR INDIRECTLY, FOR ANY LOSS ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY THIS LIMITED WARRANTY OR OTHERWISE, THE AGGREGATE LIABILITY OF ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE, SHALL BE LIMITED TO THE PURCHASE PRICE OF THE SYSTEM, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST THE SIMPLISAFE PARTIES, AS DEFINED ABOVE. YOU ACKNOWLEDGE AND AGREE THAT IT IS IMPRACTICAL AND EXTREMELY DIFFICULT TO DETERMINE THE ACTUAL DAMAGES, IF ANY, THAT MAY RESULT FROM A FAILURE OF THE SYSTEM TO GIVE WARNING. THIS AGREED-UPON AMOUNT (THE PURCHASE PRICE OF THE SYSTEM) IS NOT A PENALTY, AND IS THE SOLE REMEDY.

By purchasing from SimpliSafe, you acknowledge that you have had an opportunity to review SimpliSafe's warranty terms, have done so to the degree you feel you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers.

Monitoring Services

Monitoring services will not be provided in connection with your purchase of the System unless you activate such services online through simplisafe.com or by calling SimpliSafe Customer Support at 1-888-95-SIMPLI (888-957-4675) (and as and when this feature becomes available, through the SimpliSafe mobile app). Monitoring Services are provided in accordance with SimpliSafe's Terms of Service which can be found online at www.simplisafe.com/terms-of-service.

Services Provided Without Monitoring Subscription

If you activate service offerings made available in connection with a System that do not require a monitoring subscription (such as motion-detected alerts, cloud-based video recording and storage and/or video streaming services which may be made available, from time to time, in connection with a SimpliSafe security camera without a monitoring subscription) such

services shall be provided in accordance with the Terms of Service that are applicable to such services which can be found at www.simplisafe.com/terms-of-service. For the avoidance of doubt, such services will not be provided unless or until you activate them online through the SimpliSafe mobile app or by calling SimpliSafe Customer Support at 1-888-95-SIMPLI (957-4675).

INSURANCE

THE PRICE OF THE SYSTEM IS UNRELATED TO THE VALUE OF PROPERTY LOCATED ON OR NEAR THE PREMISES AT WHICH THE SYSTEM IS LOCATED. NO PORTION OF THE PURCHASE PRICE IS FOR INSURANCE OR SHALL BE DEEMED OR CONSIDERED INSURANCE PREMIUMS. YOU ACKNOWLEDGE AND AGREE THAT SIMPLISAFE IS NOT AN INSURER AND SHALL NOT PROVIDE INSURANCE COVERAGE AGAINST ANY LOSSES, AS DEFINED ABOVE. TO THE EXTENT YOU WISH TO HAVE ANY INSURANCE COVERAGE FOR LOSSES, AS DEFINED ABOVE, IT IS YOUR RESPONSIBILITY TO PROCURE AND MAINTAIN SEPARATE INSURANCE POLICIES FROM AN INSURANCE COMPANY OR COMPANIES, SOLELY AT YOUR COST AND EXPENSE, FOR COVERAGE AGAINST ALL LOSSES, AS DEFINED ABOVE, INCLUDING BUT NOT LIMITED TO THOSE ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY (I) THESE TERMS OF SALE, INCLUDING ANY BREACH OF ANY REPRESENTATION, WARRANTY, COVENANT OR OBLIGATION ARISING HEREUNDER (II) THE SYSTEM, (III) THE ACTIVE OR PASSIVE SOLE, JOINT OR SEVERAL NEGLIGENCE OF ANY KIND OR DEGREE, (IV) THE IMPROPER OPERATION OR NON-OPERATION OF THE SYSTEM, (V) BREACH OF CONTRACT, EXPRESS OR IMPLIED, WHICH OCCURS BEFORE OR AFTER THE SIGNING OF THIS AGREEMENT (VI) BREACH OF WARRANTY, EXPRESS OR IMPLIED, (VII) PRODUCT OR STRICT LIABILITY (VIII) LOSS OR DAMAGE TO OR MALFUNCTION OF FACILITIES NECESSARY TO OPERATE THE SYSTEM, TRANSMIT ANY SIGNAL TO OR RECEIVE SIGNALS AT ANY MONITORING FACILITY, (X) A CLAIM FOR SUBROGATION, INDEMNIFICATION OR CONTRIBUTION, OR (XI) A VIOLATION OF ANY APPLICABLE CONSUMER PROTECTION LAW OR ANY OTHER THEORY OF LIABILITY OR ALLEGED FAULT ON THE PART OF ANY SIMPLISAFE PARTY, AS DEFINED ABOVE (COLLECTIVELY, THE "COVERED CLAIMS"). RECOVERY FOR ANY LOSS, AS DEFINED ABOVE, SHALL BE LIMITED TO THE INSURANCE YOU PURCHASE SEPARATELY FROM AN INSURANCE COMPANY, IF ANY.

LIMITATIONS OF LIABILITY AND RELEASE

SimpliSafe does not accept liability for Systems purchased hereunder beyond the remedies set forth herein and in SimpliSafe's Limited Warranty . In particular, as described in SimpliSafe's Limited Warranty, SimpliSafe does not represent that the System may not be compromised or circumvented; that the System will prevent any personal injury or property loss; or that the System will in all cases provide adequate warning or protection. You understand that the System may be interrupted, circumvented, unavailable (for a limited or extended time period) or otherwise compromised, including as a result of equipment designed or used by a third party for the purpose of causing false alarms or gaining unauthorized access to or otherwise affecting or controlling the System (including any Camera). You understand that a properly installed and maintained alarm may only reduce the risk of a burglary, robbery or other events occurring without providing an alarm, but it is not an insurance or a guarantee that such will not occur or that there will be no personal injury or property loss as a result.

BY AGREEING TO THESE TERMS, YOU ARE RELEASING EACH SIMPLISAFE PARTY, AS DEFINED ABOVE, ON YOUR BEHALF AND ON BEHALF OF ALL OTHERS WHO MAKE CLAIMS UNDER THE TERMS OF SALE FROM ALL LOSSES, AS DEFINED ABOVE, ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY ANY COVERED CLAIM, AS DEFINED ABOVE. UNDER NO CIRCUMSTANCES WILL ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, BE RESPONSIBLE OR LIABLE TO YOU FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES INCLUDING WITHOUT LIMITATION, DAMAGES FOR PERSONAL INJURY, DEATH OR DAMAGES TO PROPERTY. NOTWITHSTANDING THE FOREGOING, EVEN IF A SIMPLISAFE PARTY, AS DEFINED ABOVE, IS FOUND LIABLE FOR ANY LOSSES, AS DEFINED ABOVE, ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY ANY COVERED CLAIM, AS DEFINED ABOVE, ANY SUCH LIABILITY IN THE AGGREGATE OF ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE, SHALL BE LIMITED TO THE PURCHASE PRICE OF THE SYSTEM, WHICH SHALL BE THE COMPLETE AND EXCLUSIVE REMEDY AGAINST ALL SIMPLISAFE PARTIES, AS DEFINED ABOVE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Release of Insured Losses; Waiver of Subrogation

You release all SimpliSafe Parties for all Losses covered by your insurance policies and for all insurance deductibles. You also waive and release any subrogation and other rights you or your insurance company may have against any SimpliSafe Party for money paid to you or on your behalf.

INDEMNIFICATION

IF ANYONE OTHER THAN YOU (INCLUDING YOUR INSURANCE COMPANY) ASKS ANY SIMPLISAFE PARTY, AS DEFINED ABOVE, TO PAY FOR ANY LOSSES, AS DEFINED ABOVE, INCLUDING ATTORNEYS' FEES ARISING OUT OF OR IN CONNECTION WITH, DUE TO, OR CAUSED IN WHOLE OR IN PART BY ANY COVERED CLAIM, AS DEFINED ABOVE, YOU SHALL INDEMNIFY, DEFEND AND HOLD EACH SIMPLISAFE PARTY, AS DEFINED ABOVE, HARMLESS (WITHOUT ANY CONDITION THAT ANY OF THEM FIRST PAY), FOR ALL LOSSES, AS DEFINED ABOVE, INCLUDING ATTORNEYS' FEES, ASSERTED AGAINST OR INCURRED BY SUCH PARTIES. THE DUTY TO DEFEND ARISES UPON THE ASSERTION OF A CLAIM OR DEMAND AGAINST SIMPLISAFE AND DOES SO REGARDLESS OF WHETHER SIMPLISAFE HAS BEEN FOUND LIABLE OR WHETHER SIMPLISAFE HAS INCURRED ANY EXPENSE. THE FOREGOING INDEMNIFICATION OBLIGATIONS MAY NOT BE ENFORCEABLE IN SOME STATES, SO SUCH OBLIGATIONS MAY NOT APPLY TO YOU.

Software

Software embedded within any SimpliSafe System is licensed to you under this section on a non-exclusive and limited basis, and not sold. You may use such software only in connection with the product in which it is embedded, and may not modify, distribute, copy or reverse engineer such software. All rights with respect to such software not licensed to you hereunder are fully reserved by SimpliSafe and/or its licensors.

Camera

If the System includes any camera or any other video-related equipment (collectively, the "Camera"), then with respect to the Camera, you acknowledge, understand and agree that (i) the Camera is intended to assist you, SimpliSafe and the monitoring facility in the verification of alarm events at your premises, not to reduce or eliminate any risk of loss, (ii) the Camera is not intended to detect or prevent unauthorized intrusion onto the premises or any other emergency condition, including fire, smoke, carbon monoxide, medical emergencies or water damage, (iii) you will use the Camera solely in connection with lawful recording practices on or near your Premises that at all times comply with the Terms of Service which can be found at www.simplisafe.com/terms-of-service, and no other purpose, (iv) you shall not use the Camera, or permit the use of the Camera, for any illegal or unlawful purpose, (v) you shall not use or permit the use of a Camera installed with a view where any person may have a reasonable expectation of privacy, including restrooms, dressing or changing areas, locker rooms or similar areas, (vi) you shall instruct all persons who may use the Camera of any limitations with respect to the Camera, (vii) you shall notify any person whose oral communication may be intercepted, recorded or transmitted by the Camera of any such interception, recording or transmission, and (viii) when and to the extent restricted or otherwise prohibited by applicable laws, YOU SHALL NOT INTERCEPT, RECORD OR TRANSMIT ANY ORAL COMMUNICATION OF ANY PERSON WITHOUT HAVING SUCH PERSON'S PERMISSION TO DO SO. Please refer to the SimpliSafe Privacy Policy at www.simplisafe.com/privacy-policy for important information regarding the recording of audio or video.

Life Safety Notice

If you purchase a System that includes smoke detectors or carbon monoxide detectors, or if you add smoke detectors or carbon monoxide detectors at a later time, there may be specific requirements or standards for the installation and location of such detectors. You should contact your local authority having jurisdiction or consult a qualified professional to assist in the installation, maintenance and location of such detectors. You have sole responsibility for complying with any and all codes, laws and standards that may apply to the installation, placement, and maintenance of the System.

Privacy

Please refer to SimpliSafe's privacy policy at www.simplisafe.com/privacy-policy for important information about our collection, use and sharing of your personal information.

Dispute Resolution and Arbitration

PLEASE READ THIS SECTION CAREFULLY. FOLLOW THE INSTRUCTIONS BELOW IF YOU WISH TO OPT OUT OF THE REQUIREMENT OF ARBITRATION ON AN INDIVIDUAL BASIS. Certain portions of this section are deemed to be a "written agreement to arbitrate" pursuant to the Federal Arbitration Act. You and SimpliSafe agree that SimpliSafe intends that this section satisfies the "writing" requirement of the Federal Arbitration Act. In the event of any dispute or disagreement between the parties, or claim or question by a party, arising from or relating to these Terms of Sale or the breach hereof (collectively, a "Dispute"), the parties hereto shall use their best efforts to settle the Dispute. To this effect, the parties shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If the parties do not reach such solution within a period of 60 days then, upon notice by either party to the other, such Dispute shall be finally settled by arbitration administered by the American Arbitration Association in accordance with the provisions of its Consumer Arbitration Rules. Once the Dispute is submitted to the AAA for arbitration and each party pays the appropriate filing fees, the parties agree to equally share all costs of AAA arbitration, including Arbitrator fees and expenses. The parties will remain individually responsible for their own attorney costs or other non-AAA required costs. If an in-person arbitration hearing is required, then it will be conducted at the American Arbitration Association's office in Boston, Massachusetts.

The arbitration will be heard and determined by a single neutral arbitrator selected by the AAA who is a retired judge or a lawyer with not less than 15 years of experience as a practicing member of the bar in the substantive practice area related to the Dispute, who will administer the proceedings in accordance with the AAA's Consumer Arbitration Rules. The arbitrator will apply applicable law and the provisions of these Terms of Sale and will determine any Dispute according to the applicable law and facts based upon the record and no other basis. The arbitrator's decision must consist of a written statement stating the disposition of each claim of the Dispute, and must provide a statement of the essential findings and conclusions on which the decision and any award (if any) is based. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

You can obtain the AAA procedures, rules, and fee information as follows:

AAA: 800.778.7879

<http://www.adr.org/>

In arbitration, as with a court, the arbitrator must honor the terms of these Terms of Sale and can award the prevailing party damages and other relief (including attorneys' fees). However, WITH ARBITRATION (A) THERE IS NO JUDGE OR JURY, (B) THE ARBITRATION PROCEEDINGS AND ARBITRATION OUTCOME ARE SUBJECT TO CERTAIN CONFIDENTIALITY RULES, AND (C) JUDICIAL REVIEW OF THE ARBITRATION OUTCOME IS LIMITED. The parties agree that the arbitration shall be confidential. All parties to the arbitration will have the right, at their own expense, to be represented by an attorney or other advocate of their choosing.

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, IF YOU OR SIMPLISAFE WANT TO ASSERT A DISPUTE AGAINST THE OTHER, THEN YOU OR SIMPLISAFE MUST COMMENCE IT (BY DELIVERY OF WRITTEN NOTICE AS SET FORTH IN THE SECTION ENTITLED "OTHER TERMS AND CONDITIONS") WITHIN 1 YEAR AFTER THE DISPUTE ARISES — OR IT WILL BE FOREVER BARRED.

NOTWITHSTANDING THE FOREGOING, THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY DISPUTE TO BE ARBITRATED ON A CLASS ACTION BASIS OR ON ANY BASIS INVOLVING ANY DISPUTE BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY ON BEHALF OF THE GENERAL PUBLIC, OTHER PERSONS OR ENTITIES DOING BUSINESS WITH SIMPLISAFE, OR OTHER PERSONS OR ENTITIES SIMILARLY SITUATED. FURTHERMORE, ANY DISPUTE BROUGHT BY OR AGAINST SIMPLISAFE MAY NOT BE JOINED OR CONSOLIDATED IN THE ARBITRATION WITH CLAIMS BROUGHT BY OR AGAINST ANY OTHER SIMPLISAFE SUBSCRIBER, UNLESS OTHERWISE AGREED BY THE PARTIES. FURTHER, THE PARTIES ACKNOWLEDGE THAT THEY WAIVE ANY RIGHT TO PARTICIPATE IN A REPRESENTATIVE CAPACITY OR AS A MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY DISPUTE SUBJECT TO ARBITRATION. YOU SHALL HAVE THE RIGHT TO OPT OUT OF THIS AGREEMENT TO ARBITRATE BY PROVIDING WRITTEN NOTICE OF YOUR INTENTION TO DO SO BY EMAILING [TOS@SIMPLISAFE.COM](mailto:tos@simplisafe.com) WITHIN 60 DAYS OF THESE TERMS OF SALE BECOMING BINDING UPON YOU FOR THE FIRST TIME. OPTING OUT OF THIS AGREEMENT TO ARBITRATE HAS NO EFFECT ON ANY PREVIOUS, OTHER, OR FUTURE ARBITRATION AGREEMENT(S) THAT YOU MAY HAVE WITH SIMPLISAFE. IF THIS AGREEMENT TO ARBITRATE BECOMES BINDING, YOU CAN NOT CHANGE, MODIFY OR REVOKE IT (INCLUDING BY ATTEMPTING TO OPT OUT IN CONNECTION WITH ANY CONFIRMATION OF THE THESE TERMS OF SALE, AS AMENDED FROM TIME TO TIME) WITHOUT AN AGREEMENT IN WRITING SIGNED BY SIMPLISAFE. IN THE EVENT THAT YOU OPT OUT OF THIS AGREEMENT TO ARBITRATE IN ACCORDANCE WITH THIS SECTION, YOU AND SIMPLISAFE EACH HEREBY IRREVOCABLY AGREE THAT ANY SUIT, ACTION OR OTHER LEGAL PROCEEDING ("SUIT") ARISING OUT OF OR IN CONNECTION WITH OR DUE TO ANY CLAIM OR DISPUTE THAT HAS ARISEN OR MAY ARISE BETWEEN YOU AND SIMPLISAFE MUST BE RESOLVED EXCLUSIVELY BY A STATE OR FEDERAL COURT LOCATED IN BOSTON, MASSACHUSETTS; YOU AND SIMPLISAFE EACH CONSENT TO THE EXCLUSIVE JURISDICTION AND VENUE OF EACH SUCH COURT IN ANY SUCH SUIT AND WAIVE ANY OBJECTION THAT YOU OR SIMPLISAFE MAY HAVE TO JURISDICTION OR VENUE OF ANY SUCH SUIT; YOU AND SIMPLISAFE EACH CONSENT TO SERVICE OF PROCESS IN ACCORDANCE WITH THE NOTICE PROVISIONS OF THIS AGREEMENT; AND YOU AND SIMPLISAFE EACH HEREBY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY SUCH SUIT.

Other Terms and Conditions

You understand and agree that sales made by SimpliSafe-authorized distributors, resellers or retailers (including, but not limited to Amazon, Best Buy, BJ's Wholesale, Costco, HSN, Lowe's, Sam's Club, Target, Touch of Modern, QVC, Walmart, Woot, and QVC, and many of their respective online e-commerce stores) shall be subject to these Terms of Sale, notwithstanding that the ultimate sale may have been made by authorized distributors, resellers or retailers. Moreover, the initial sales made to you by such SimpliSafe-authorized distributors, resellers or retailers shall be deemed an "initial sale" for the purpose of the Limited Warranty specified herein, and as such the Limited Warranty specified herein shall similarly apply to products sold to you in this manner.

Returns of Systems purchased at retail, or through other third-party resellers, are subject to the respective retailers' or resellers' policies and terms. Unless otherwise agreed by the retailer or reseller, return policies or terms for purchases made direct from SimpliSafe will not apply. Check with your retailer or reseller to confirm its applicable return policies and terms.

These Terms of Sale and all transactions on the SimpliSafe website are governed by Massachusetts law without reference to its conflicts of law rules. The interpretation of the Terms of Sale shall not be construed against the drafter.

SimpliSafe will not be liable for any failure to discharge its obligations under the Terms of Sale due to strikes, accidents, fires, or shutdowns of its manufacturing plant or plants supplying it or other contingencies beyond the control of SimpliSafe, including those arising out of or in connection with, due to, or caused in whole or in part by emergency conditions.

All claims, actions or proceedings against SimpliSafe must be commenced in court within one (1) year after the cause of action has accrued, without judicial extension of time, or such claim, action or proceeding is barred. The time period in this paragraph must be complied with strictly.

Unless otherwise expressly provided herein, (i) all notices required to be given to SimpliSafe shall be deemed to have been

duly given if in writing and mailed by regular mail, postage prepaid, or overnight delivery, by a reputable, national overnight delivery service to SimpliSafe's then current principal place of business and (ii) all notices required to be given to Subscriber shall be deemed to have been duly given if in writing and sent to the e-mail address Subscriber provided to SimpliSafe.

Should any provision of the Terms of Sale (or portion of the Terms of Sale), or its application to any circumstances, be held illegal, invalid or unenforceable to any extent, the validity and enforceability of the remainder of the provision and the Terms of Sale, or of such provisions as applied to any other circumstances, shall not be affected thereby, and shall remain in full force and effect as valid, binding and continuing. When used in these Terms of Sale, the word "including" shall mean "including, but not limited to."

Smart Lock Specifications

The Smart Lock and Smart Lock Pin Pad shall only be used under the following temperature and environmental conditions:

Smart Lock:

- Temperature: -10°C to 60°C (each ±3°C), which translates to 14°F to 140°F (each ±5.4°F)

Smart Lock Pin Pad:

- Temperature: -20°C to 60°C (each ±3°C), which translates to -4°F to 140°F (each ±5.4°F)
- IP Rating: 54, which means rated to be resistant against dust and water spray

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules and Industry Canada licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: **(1)** l'appareil ne doit pas produire de brouillage, et **(2)** l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC & IC Radiation Exposure Statement

This equipment complies with FCC and Canada radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclaration d'IC sur l'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux radiations définies par le Canada pour des environnements non contrôlés. Cet émetteur ne doit pas être installé au même endroit ni utilisé avec une autre antenne ou un autre émetteur.