



Wireless Fire & Security Solutions

FireCell

Fire Product Catalogue

Prices effective from December 2021
Prices exclude VAT



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Glossary

CAT	Category	RLM	Radio Loop Module
CIE	Control Interfacing Equipment	SDR	Sounder
C/MOUNT	Ceiling mounted	S/MOUNT	Surface mounted
C/W	Complete with	W/LESS	Wireless
F/MOUNT	Flush mounted	VAD	Visual Alarm Device
HUB	Radio Hub	V2	Version 2 (legacy) software
I/O	Input/Output	V3	Version 3 software
MCP	Manual Call Point	W/	With
PSU	Power Supply Unit	W/MOUNT	Wall mounted
RCC	Radio Cluster Communicator	W/PROOF	Waterproof





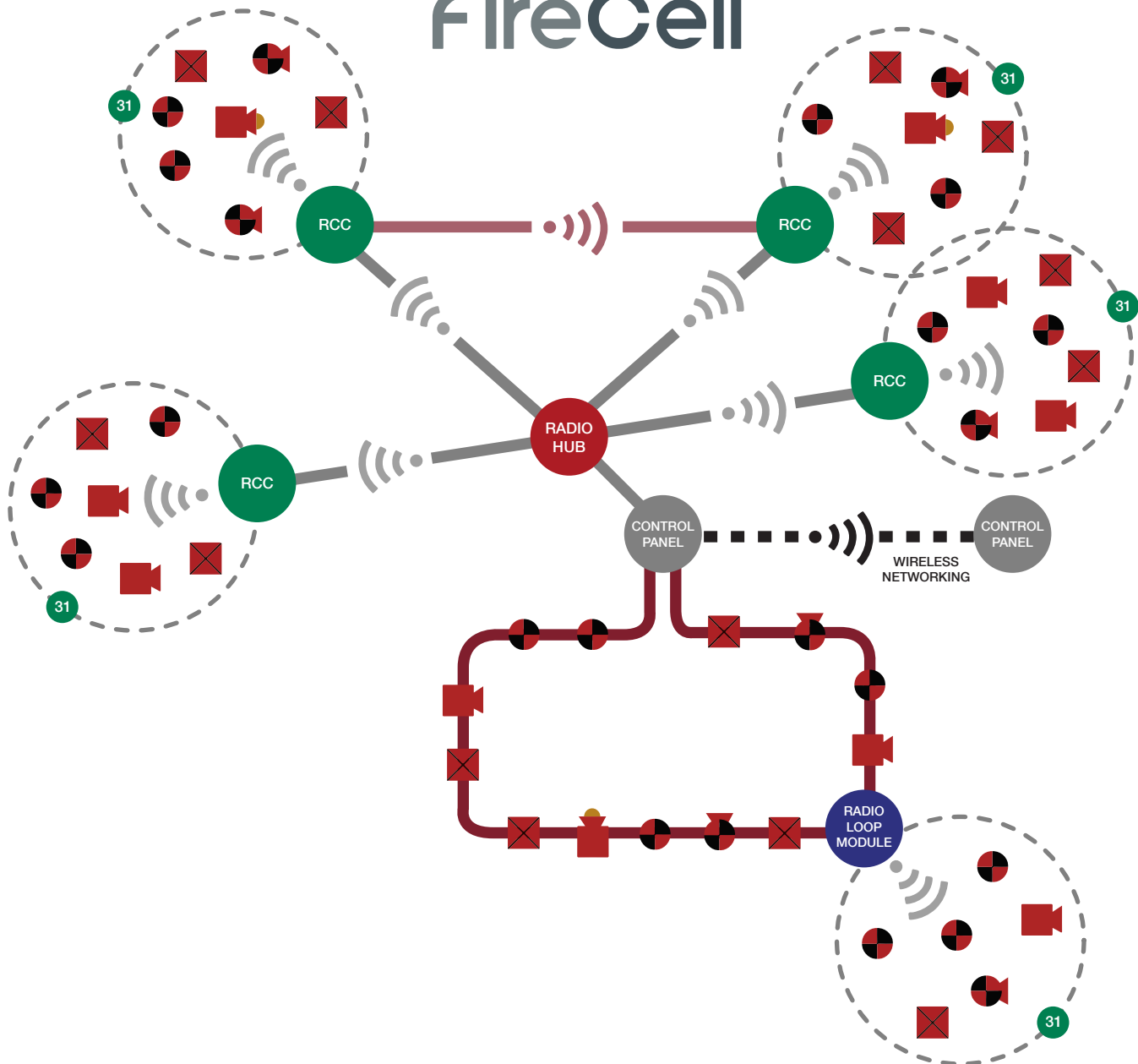
Wireless Fire & Security Solutions

EMS has a number of wireless / hybrid solutions available that can be utilised to meet almost any application. All are fully EN54-25 third party approved products meeting all

current standards and carry the CE Mark confirming compliance with all applicable EU directives.

EMS wireless solutions are based on 868MHz wireless technology. This catalogue provides specific details with relevant information, data and pricing.

FireCell



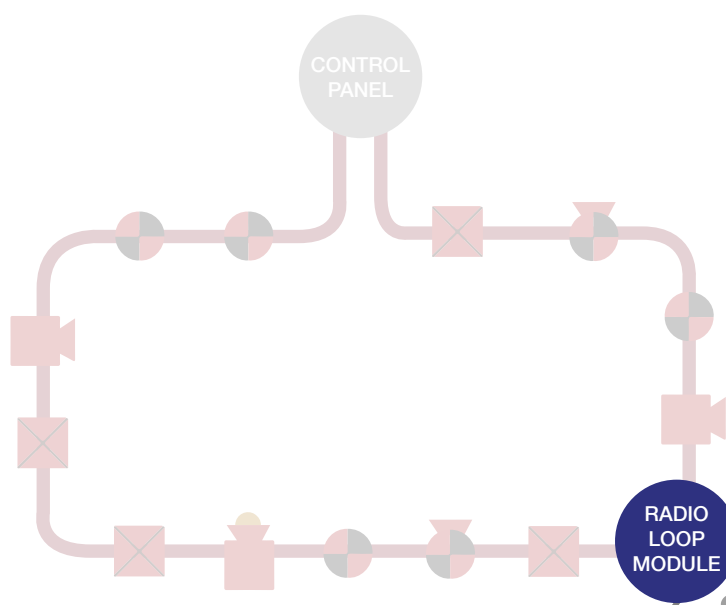
Based on EMS technology FireCell is fully scalable from standalone smaller single loop systems through to multi building networks.

FireCell uses a Hub and Cluster infrastructure and can be either a 100% wireless system or a combination of wired and wireless loops depending on the application. Using a fire resistant cable, the Wireless Hub connects to the loop input/output of the CIE. Each Hub supports up to four wireless loops.

Using this option a system can be configured with both wired and wireless loops and a four loop CIE could, for example, have a single wireless loop with three hard wired loops.

A FireCell system can be single loop or two loop using Syncro AS panels or two to eight loops using Taktis® panels. Each loop supports up to 126 devices per loop. These can be wired or wireless devices depending on the configuration. Each loop must be dedicated as wired or wireless, although Radio Loop Modules (RLMs) can be added to the wired loop for localised wireless devices.

Larger systems, with up to sixteen panels, can be wirelessly networked using the EMS Radio Network Communicator (RNC).



The Fusion Radio Loop Module supports any combination of wireless devices up to a total of 31 loop addresses. The RLM itself will take up one additional loop address.

Each Fusion RLM is wired on to and powered directly from the loop.

All wireless devices, including sounders, have their own power supplies (batteries) and do not need to be included in the loop loading calculations.

Each hard wired loop can support a maximum of five RLMs.

All EMS supplied hardwired devices are for XP95 protocol integration via XPERT 7 bases.

Taktis Control Panel Overview

The Taktis® range of fire detection control panels employ state of the art electronics and software to provide a feature rich, end-user friendly solution for all fire detection and alarm system applications. The unique user interface, based on a 7" colour touch screen display, has been optimised to produce a system that is both powerful and easily understood when it is needed most; in an emergency situation.

The carefully designed software presents concise information on the large display and guides users with clear and unambiguous instructions enabling the system to be controlled in a clear and intuitive manner.

While presenting a simple to understand interface for the fire alarm user, Taktis control panels have a powerful and sophisticated engineering menu structure which caters for most complex configurations and allowing system diagnostic engineering functions to be performed.

Each 2 loop module slot can be fitted with a variety of option boards to provide alternative functionality. Modules can be "hot swapped" to minimise system degradation during fitting and all inputs and outputs can contribute to the Taktis, industry-leading cause and effect capability.

By taking advantage of the unique user interface it is possible to further customise the control panel so it can meet specific alternative requirements such as local regional variances, alternative additional functionality or corporate livery. Although this level of customisation is not generally a user feature, the architecture of the Taktis control system makes customisation almost limitless.

Taktis is fully scalable to suit systems of all sizes, with both wired or wireless panel networking.

Taktis Fire Control Panels can also be upgraded from 2 to 8 loops, to accommodate 126 FireCell wireless devices or hardwired devices per loop.

Loop Cards with different sensor protocols are also supported enabling maximum system flexibility.

The Taktis fire control panel range is third party EN certified and compatible with the EMS FireCell system and EMS Fusion Radio Loop Module (RLM).



Taktis Control Panels & Accessories

FC-TAA-EE2-1110-A1

FireCell



TAKTIS CIE 2 LOOP 48ZONE 5.25A PSU

Surface mounted with enable key.
Accommodates up to 8 loops, using FC-K758 2 loop cards.
Standard enclosure - fits up to 26Ah batteries.

Requires 2x batteries - select from pages 30 and 31.

£1,744.78

FC-TAA-EE2-1210-A1

FireCell



TAKTIS CIE 2 LOOP 96ZONE 5.25A PSU

Surface mounted with enable key.
Accommodates up to 8 loops, using FC-K758 2 loop cards.
Standard enclosure - fits up to 26Ah batteries.

Requires 2x batteries - select from pages 30 and 31.

£1,819.23

FC-TAD-EE0-0010-00

FireCell



TAKTIS VISION NETWORK REPEATER PANEL S/MOUNT

Surface mounted with enable key.
Includes network card.
Requires 24Vdc power.

£903.80

FC-TAD-EF0-0010-00

FireCell



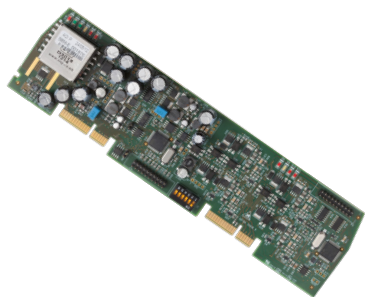
TAKTIS VISION NETWORK REPEATER PANEL F/MOUNT

Flush mounted with enable key.
Includes network card.
Requires 24Vdc power.

£903.80

FC-K758

FireCell



TAKTIS 2 LOOP CARD

For use with Taktis Analogue Addressable Fire Panels.

£542.07

FC-K2008

FireCell



TAKTIS NETWORK MODULE

One required per control panel.

£371.00

FC-TAK-438-001

FireCell



RADIO NETWORK COMMUNICATOR FOR TAKTIS

For use with FC-K2008.
One required per Taktis control panel.

£490.00

Syncro AS Control Panel Overview

The FireCell Syncro AS is a versatile range of open protocol Fire Control Panels. With proven and mature software at its heart, the Syncro AS range benefits from many years of development and refinement to provide a fire alarm control panel range of outstanding robustness, versatility and flexibility.

Available with one or two detection loops, Syncro AS Fire Control Panels are capable of hosting up to 126 wireless devices per loop. With a potential mix of 252 wireless FireCell and hardwired field devices per panel, FireCell is the perfect wireless and hybrid fire system solution for all small to medium installations.

Further expansion can be achieved using wireless or hardwired networking to form larger systems, providing a future proof solution for any installation.

Both models are third party EN certified and compatible with the EMS FireCell system and EMS Fusion Radio Loop Module (RLM).

The Syncro AS range supports a selection of serial bus peripherals such as View repeaters, 16 channel I/O boards, Relay boards, Sounder boards and Conventional Zone boards to provide an additional 512, fully programmable points. 16 zonal LED indicators are provided as standard and the panel will support up to 500 network wide software zones.

The long established Loop Explorer configuration utility can be used to configure the Syncro AS range. With the all new Loop Explorer 2 offering a simpler and more intuitive programming configuration tool capable of realising the largest and most complex fire alarm systems with ease.

The elegant and simple construction of the Syncro AS panel range with full mechanical protection of all internal electronics, ensures ease of installation and protection of the vital parts during installation. Housed in installer-friendly enclosures, Syncro AS fire panels combine compact and practical styling with powerful programming and connectivity to accommodate larger systems.



Syncro AS Control Panels

FC-LA80161M2

FireCell



SYNCRO AS LITE PANEL 1 LOOP 16ZONE+ENABLE KEY-NON NETWORK

Surface mounted with enable key.
Not expandable.

Requires 2x 12V 9Ah batteries - see page 31.

£595.69

FC-A80161M2

FireCell



SYNCRO AS PANEL 1 LOOP 16ZONE+ENABLE KEY

Surface mounted with enable key.
Optional expansion cards available.

Requires 2x 12V 9Ah batteries - see page 31.

£711.52

FC-A80162M2

FireCell



SYNCRO AS PANEL 2 LOOP 16ZONE+ENABLE KEY

Surface mounted with enable key.
Optional expansion cards available.

Requires 2x 12V 9Ah batteries - see page 31.

£1,160.00

Syncro AS Control Panel Packages

FCX-700-440

FireCell



1 LOOP NON NETWORK PANEL & HUB

Surface mounted with enable key.

Not expandable.

Requires 2x 12V 9Ah batteries - see page 31.

£720.00

FCX-700-441

FireCell



1 LOOP PANEL & HUB

Surface mounted with enable key.

Optional expansion cards available.

Requires 2x 12V 9Ah batteries - see page 31.

£870.00

FCX-750-001

FireCell



FUSION LITE PACKAGE

Package includes:

1x FC-LA80161M2, 1x FCX-532-001 and 4x wireless devices.

Devices to be advised at point of order.

Choose 4 devices from:

- FC-200-002
- FC-200-003
- FCX-175-001 (includes wireless base)
- FCX-176-001 (includes wireless base)
- FCX-177-001 (includes wireless base)

See pages 18 & 24 for more device information.

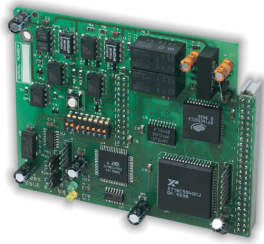
Non-discountable.

Requires 2x 12V 9Ah batteries - see page 31.

£775.00

FC-K555

FireCell



HARDWIRED NETWORK CARD FOR SYNCRO CONTROL PANELS

One required per control panel.

£303.36

FCX-438-001

FireCell



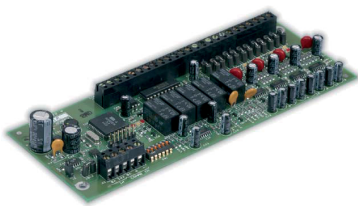
RADIO NETWORK COMMUNICATOR

For use with FC-K555.
One required per control panel.

£490.00

FC-K545

FireCell



SYNCRO I/O 4 WAY CONVENTIONAL DETECTOR ZONE MODULE

For use with FC-K16250M2 I/O enclosure.

£293.00

FC-K16250M2

FireCell



SYNCRO I/O ENCLOSURE C/W 2.5A PSU FITTED

Complete with 2.5A PSU fitted.
Accommodates 2x backup batteries (max 9Ah).
Other variants available upon request.

Requires 2x batteries - select from pages 30 and 31.

£322.26

FC-KD2525003

FireCell



2.5A POWER SUPPLY WITH DUAL OUTPUT BOARD

500 (w) x 355 (h) x 117 (d) mm enclosure.

Requires 24Vdc power.

Maximum 2x 12Ah batteries.

Requires 2x batteries - select from pages 30 and 31.

£425.62

FC-KD2540015

FireCell



5.25A POWER SUPPLY WITH DUAL OUTPUT BOARD

500 (w) x 460 (h) x 190 (d) mm enclosure.

Requires 24Vdc power.

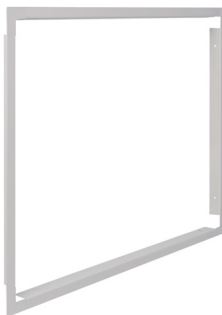
Maximum 2x 26Ah batteries.

Requires 2x batteries - select from pages 30 and 31.

£417.93

FC-M2FCLGT

FireCell



FLUSH MOUNTING COLLAR FOR SYNCRO AS PANEL

For use with Syncro AS 1 and 2 loop panels.

RAL9001.

£53.58

Wireless Infrastructure

FCX-500-444-V3

FireCell



W/LESS HUB - 4 LOOP W/ REMOTE AERIAL FACILITY - V3

Remote aerials not included.
Includes latest V3 software.
Loop powered.

£265.00

FC-555-001-V3

FireCell



W/LESS 230VAC RCC - V3

Includes PSU.
Includes latest V3 software.
Requires 230Vac power.
Requires FC-006-004 6V 4Ah standby battery.

£260.00

FC-555-331-V3

FireCell



W/LESS 230VAC RCC W/ REMOTE AERIAL FACILITY - V3

Remote aerials not included.
Includes PSU and latest V3 software.
Requires 230Vac power.

Requires FC-006-004 6V 4Ah standby battery.

£295.00

FC-555-024-V3

FireCell



W/LESS 24VDC RCC - V3

Includes latest V3 software.
Requires 24Vdc power.

£217.00

FCX-532-001

FireCell



FUSION RADIO LOOP MODULE

Loop powered.

Up to five per loop using FireCell panel, subject to cable specification.

£220.00

EK-10-0001

FireCell



W/LESS ZONE MONITOR KIT

Requires 24Vdc power.

Includes: 1x EC-13-0000
1x EC-41-0200
1x EC-63-0001

£228.00

Aerials

FC-868-A03

FireCell



VERTICALLY MOUNTED DIPOLE AERIAL C/W 3M COAX

Includes three metres of URM76 coaxial cable and mounting bracket.
For internal use only.
410mm aerial length.

£110.00

FC-868-D03

FireCell



W/RESISTANT VERTICALLY MOUNTED DIPOLE AERIAL C/W 3M COAX

Includes three metres of URM76 coaxial cable and mounting bracket.
Weather resistant.
380mm aerial length.

£242.00

7329

FireCell



UHF DIPOLE UNITY GAIN EXTERNAL AERIAL C/W 5M RG58 CABLE

For use with Radio Network Communicators.
Includes five metres of RG58 cable and mounting bracket.
840mm aerial length.

£165.00

7325

FireCell



POLE MOUNTING KIT

For use with FireCell aerials.
Offers an alternative to direct wall mounting.

£18.50

RG213/10

FireCell



10 METRES OF RG213 CABLE C/W BNC CONNECTOR

For use with the 7329 aerial.
Replaces the aerial's existing cable.
Includes BNC/TNC connector.

£22.50

RG213/30

FireCell



30 METRES OF RG213 CABLE C/W BNC CONNECTOR

For use with the 7329 aerial.
Replaces the aerial's existing cable.
Includes BNC/TNC connector.

£67.00

Wireless Detectors

FCX-174-001

FireCell



MULTISENSOR SMOKE DETECTOR ONLY

For use with FCX-170-001, FCX-191-000 and FCX-191-200 bases.

£45.00

FCX-175-001

FireCell



CLASS A1R HEAT DETECTOR ONLY

For use with FCX-170-001, FCX-191-000 and FCX-191-200 bases.

£35.00

FCX-176-001

FireCell



CLASS CS HEAT DETECTOR ONLY

For use with FCX-170-001, FCX-191-000 and FCX-191-200 bases.

£35.00

FCX-177-001

FireCell



OPTICAL SMOKE DETECTOR ONLY

For use with FCX-170-001, FCX-191-000 and FCX-191-200 bases.

£35.00

FCX-170-001**FireCell****W/LESS DETECTOR BASE ONLY**

Includes 6x AA batteries.
Select Detectors from page 18.

£123.00**FCX-191-000****FireCell****W/LESS SDR / DETECTOR BASE ONLY**

Includes 3x AA & 3x C batteries.
Select Detectors from page 18.

£245.00**FCX-191-200****FireCell****W/LESS SDR / RED VISUAL INDICATOR & DETECTOR BASE ONLY**

Available with clear Visual Indicator upon request.
Includes 3x AA & 3x C batteries.
Select Detectors from page 18.

£268.00**FCX-170-101****FireCell****W/LESS DETECTOR BASE C/W REMOTE INDICATOR**

Includes wireless base.
Includes wired remote indicator module.
Includes 6x AA batteries.
Select Detectors from page 18.
See page 23 for wireless remote indicator module.

£154.00

Audio Visual Alarm Devices

FC-171-002

FireCell



W/LESS RED SDR BASE ONLY

For use with all audio/visual devices.
Includes 3x AA and 3x C batteries.

£175.00

FC-171-001

FireCell



W/LESS WHITE SDR BASE ONLY

For use with all audio/visual devices.
Includes 3x AA and 3x C batteries.

£175.00

FC-172-002

FireCell



RED SDR ONLY

For use with FC-171-001 and FC-171-002 bases.

£39.00

FC-172-001

FireCell



WHITE SDR ONLY

For use with FC-171-001 and FC-171-002 bases.

£39.00

FC-323-CA2

FireCell



RED C/MOUNT BEACON ONLY

Category C-3-15.
For ceiling mounting.
For use with FC-171-001 and FC-171-002 bases.

£76.50

FC-323-WA2

FireCell



RED W/MOUNT BEACON ONLY

Category W-3.1-11.3.
For wall mounting.
For use with FC-171-001 and FC-171-002 bases.

£76.50

FC-315-CA2

FireCell



RED C/MOUNT SDR BEACON ONLY

Category C-3-15.
For ceiling mounting.
For use with FC-171-001 and FC-171-002 bases.

£85.00

FC-315-WA2

FireCell



RED W/MOUNT SDR BEACON ONLY

Category W-3.1-11.3.
For wall mounting.
For use with FC-171-001 and FC-171-002 bases.

£85.00

FC-323-CA1

FireCell



WHITE C/MOUNT BEACON ONLY

Category C-3-15.
For ceiling mounting.
For use with FC-171-001 and FC-171-002 bases.

£76.50

FC-323-WA1

FireCell



WHITE W/MOUNT BEACON ONLY

Category W-3.1-11.3.
For wall mounting.
For use with FC-171-001 and FC-171-002 bases.

£76.50

FC-315-CA1

FireCell



W/LESS WHT C/MOUNT SDR BEACON ONLY

Category C-3-15.
For ceiling mounting.
For use with FC-171-001 and FC-171-002 bases.

£85.00

FC-315-WA1

FireCell



W/LESS WHT W/MOUNT SDR BEACON ONLY

Category W-3.1-11.3.
For wall mounting.
For use with FC-171-001 and FC-171-002 bases.

£85.00

FC-178-002

FireCell



RED VISUAL INDICATOR ONLY

For use with FC-171-001 and FC-171-002 bases.
Other colours available upon request.

£34.00

FC-173-002

FireCell



RED SDR VISUAL INDICATOR ONLY

For use with FC-171-001 and FC-171-002 bases.
Other colours available upon request.

£72.00

FCX-178-001

FireCell



W/LESS REMOTE INDICATOR MODULE

Includes wireless base.
Includes 6x AA batteries.

£135.00

Manual Call Points

FC-200-002

FireCell



W/LESS RED MCP (KAC FRONT)

Includes wireless base.
Includes protective cover.
Includes 6x AA batteries.

£145.00

FC-200-003

FireCell



W/LESS RED MCP (APOLLO FRONT)

Includes wireless base.
Includes protective cover.
Includes 6x AA batteries.

£145.00

Wireless Door Controllers

FC-60-2000

FireCell



WIRELESS DOOR CONTROL (BLACK)

Includes 2x C batteries.

£165.00

FC-60-2010

FireCell



WIRELESS DOOR CONTROL (WHITE)

Includes 2x C batteries.

£165.00

I/O Units

FC-610-001

FireCell



W/LESS DUAL INPUT / OUTPUT UNIT

Includes 6x AA batteries.

£210.00

FC-620-001

FireCell



AUXILIARY RELAY MODULE

Includes 2x 230Vac 2A switching relays.
For use with FC-610-001.

£92.00

Survey Equipment

FC-868-SE2

FireCell



FIRECELL W/LESS SURVEY KIT

Includes surveyor unit, device and extension rods.
Comes in convenient carry case.
Training packages available upon request.
Non-discountable.

£280.00

FireCell Hybrid (Wired Apollo Devices)

45681-210APO

FireCell



XP95 MOUNTING BASE ONLY

Includes XPERT card.

£2.20

45681-284APO

FireCell



XP95 ISOLATING BASE ONLY

Includes XPERT card.

£16.00

45681-277APO

FireCell



XP95/DISCOVERY INTEGRATED BASE SDR WITH ISOLATOR ONLY

Includes XPERT card.

£30.00

55000-600APO

FireCell



XP95 OPTICAL SMOKE DETECTOR ONLY

Base not included. Select from page 28.

£26.00

55000-400APO

FireCell



XP95 HEAT DETECTOR ONLY

Base not included. Select from page 28.

£27.00

58000-600APO

FireCell



DISCOVERY OPTICAL SMOKE DETECTOR ONLY

Base not included. Select from page 28.

£30.00

55100-908APO

FireCell



XP95 RED S/MOUNT MCP C/W ISOLATOR

Red (Surface).

£38.00

58100-908APO

FireCell



DISCOVERY RED S/MOUNT MCP C/W ISOLATOR

Red (Surface).

£43.50

Batteries (for use with FireCell products)

FC-809-000

FireCell



AA 1.5V ALKALINE BATTERY

For use with FireCell wireless devices.
Non-discountable.

£0.37

FC-810-000

FireCell



C 1.5V ALKALINE BATTERY

For use with FireCell wireless devices.
Non-discountable.

£0.90

FC-006-004

FireCell



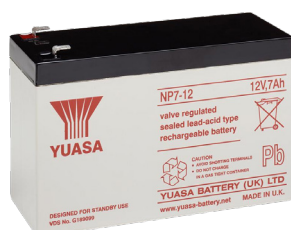
SEALED LEAD ACID BATTERY 6V 4AH (FOR RCC)

One per unit.
Non-discountable.

£12.50

FC-012-007

FireCell



SEALED LEAD ACID BATTERY 12V 7AH

Non-discountable.

£18.00

FC-012-009

FireCell



SEALED LEAD ACID BATTERY 12V 9AH

Non-discountable.

£23.50

FC-012-012

FireCell



SEALED LEAD ACID BATTERY 12V 12AH

Non-discountable.

£35.00

FC-012-026

FireCell



SEALED LEAD ACID BATTERY 12V 26AH

Non-discountable.

£67.00

FC-012-038

FireCell



SEALED LEAD ACID BATTERY 12V 38AH

Non-discountable.

£107.00

Spares

FC-S005

FireCell



KENTEC PANEL KEY SET

For use with FireCell Syncro, Syncro AS & Taktis panels.
Includes 801, 901, FH001, KT3001 & CAT30 keys.
Non-discountable.

£9.50

FC-60-1000

FireCell



UNIVERSAL PSU (FOR RCC)

Replacement 6Vdc PSU for FireCell RCC.

£82.00

FCX-500-444

FireCell



W/LESS HUB - 4 LOOP W/ REMOTE AERIAL FACILITY - V2 LEGACY

Remote aerials not included.

For use with legacy systems, with V2 software.

£265.00

FC-555-001

FireCell



W/LESS 230VAC RCC - V2 LEGACY

Includes PSU.

Requires FC-006-004 6V 4Ah battery.

For use with legacy systems, with V2 software.

£268.00

FC-555-331

FireCell



W/LESS 230VAC RCC W/ REMOTE AERIAL FACILITY - V2 LEGACY

Remote aerals not included.
Includes PSU.

Requires FC-006-004 6V 4Ah battery.
For use with legacy systems, with V2 software.

£302.00

FC-555-024

FireCell



W/LESS 24VDC RCC - V2 LEGACY

Requires 24Vdc power.

For use with legacy systems, with V2 software.

£217.00

Ancillaries and Support

FC-FGCOVER

FireCell



PROTECTIVE COVER FOR W/LESS MCP (KAC FRONT)

For use with FC-200-002.
Replacement cover.
Minimum order quantity of 10.

£6.50

FC-000-HUB

FireCell



FIRECELL HUB PROGRAMMING LEAD

Non-discountable.

£35.00

FC-000-KEN

FireCell



FIRECELL SYNCRO PANEL PROGRAMMING LEAD

Non-discountable.

£23.50

FC-179-002

FireCell



WEATHER RESISTANT KIT

For use with FC-171-001 and FC-171-002 wireless bases.

£57.00

FC-000-PRG

FireCell



FIRECELL SYSTEM PROGRAMMING - BAND 1

For system sell price - up to £10,000.00

Non-discountable.

£160.00

FC-001-PRG

FireCell



FIRECELL SYSTEM PROGRAMMING - BAND 2

For system sell price - £10,000.01 to £25,000.00

Non-discountable.

£320.00

FC-002-PRG

FireCell



FIRECELL SYSTEM PROGRAMMING - BAND 3

For system sell price - £25,000.01 to £50,000.00

Non-discountable.

£480.00

FC-003-PRG

FireCell



FIRECELL SYSTEM PROGRAMMING - BAND 4

For system sell price - £50,000.01 to £75,000.00

Non-discountable.

£640.00

FC-004-PRG

FireCell



FIRECELL SYSTEM PROGRAMMING - BAND 5

For system sell price - £75,000.01 and above

Non-discountable.

£800.00

FC-RIT

FireCell



FIRECELL W/LESS COMMS NETWORK TESTING & INSPECTION FULL DAY

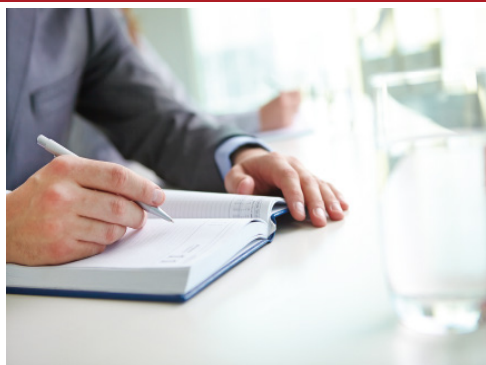
Non-discountable.

£500.00

Contact us for details on FirePoint 5000 testing & inspection.

FC-TRA-001

FireCell



FIRECELL TRAINING COURSE MODULE 1

(Price per delegate).

Non-discountable.

£320.00

FC-TRA-002

FireCell



FIRECELL REFRESHER TRAINING COURSE

(Price per delegate).

Non-discountable.

£220.00

Additional Information

FireCell Panel Power Requirements

FireCell

It is the responsibility of the installer / system designer to carry out calculations for the entire installation to ensure supply and battery backup requirements are compliant with local codes and practice.

Minimum Order Value

FireCell

There is a £50.00 nett minimum order value (excluding carriage and VAT). Any order received that is less than the minimum order value will be returned to allow for quantities to be amended.

For information please contact EMS Customer Services on +44 (0) 1227 369570

EMS Warranty & Returns Procedure

FireCell

This Return and Warranty Policy applies to EMS Fire and Security products and services purchased directly from Electronic Modular Services Ltd. ("EMS").

As all policies herein are subject to change, please check our website at www.emsgroup.co.uk

If you have questions about this policy, please contact our Customer Services Department for the latest policy.

All periods of days set forth herein are calendar days unless otherwise stated.

Returning EMS Products

Before you can return any product to EMS, you must obtain a return material authorization (RMA). This applies to all product returns, including warranty repair/replacements, non-warranty repairs, advance replacements, and credit returns.

To obtain an RMA for technical or operational reasons, contact the EMS Technical Support Department. Following a technical assessment, an RMA will be issued, if required, subject to the Warranty / Non-Warranty / Repair terms listed in this document.

To obtain an RMA for product return for credit, contact the EMS Customer Services Department, and have the product and the following information ready:

- Original PO number (not required for VAR / Key Account partners)
- SKU / part number
- Ident / serial number

Once you have the RMA, repackage the product appropriately (see section entitled “Packaging your shipment”) and attach the RMA acknowledgement form on the outside of the package. Then send the product to the EMS Returns Department at our Herne Bay address.

All products must be returned within 30 days of obtaining an RMA. We reserve the right to cancel the RMA after 30 days. If you fail to return the product within the 30 days, please contact Customer Service to get a new RMA.

We will not accept unauthorised returns or freight collection returns; we will return these to you at your expense.

If a returned product contains parts that are no longer available or repairable, we will contact you to discuss resolution and return of the material.

The Repairs Department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination.

Note: VAR and Key Account return and warranty policies may vary. Consult your EMS agreement, if applicable, or contact your local EMS sales representative for details.

Warranty Repair/Replacements

Subject to the terms of the limited warranty in effect at the time of purchase (as set forth in the EMS Terms and Conditions of Sale, available at www.emsgroup.co.uk), EMS will repair or replace a product that fails to meet the terms provided within the product’s warranty period. EMS reserves the right to replace any product under warranty with new, refurbished or remanufactured product. For product purchased directly from EMS by a dealer or an integrator, the warranty period starts from either a) the date of shipment from EMS’ facility (point of origin) or b) the manufacturer’s date code (if the shipment date is unknown). Except for software products (which shall be treated as if purchased directly from EMS for purposes of determining the start of the warranty period as set forth in the immediately preceding sentence), for product purchased from an authorised EMS distributor by a dealer or an integrator, the warranty period starts from the date the product is purchased by the dealer or integrator. Warranty periods vary based on product category and type of equipment, as shown in Table 1 entitled “Product Warranty Periods” overleaf.

We will return equipment or ship replacement equipment via the same incoming ship method at no additional charge. If you request a different return ship method, we will charge for the full shipping cost.

Non-warranty Repairs

Non-warranty repairs are granted an extended warranty of 90 calendar days from the date of shipment for all products except for fire products, which are granted an extended warranty of one year from the date of shipment.

Buyer will be charged for all repairs and shipping costs for non-warranty equipment. For all non-warranty repairs, EMS will provide a repair estimate that includes charges for parts, labour (in half-hour increments) and shipping. You may pay for non-warranty repair charges by purchase order or credit card.

Advance Replacement

Advance Replacement products are new, refurbished or remanufactured products at EMS' discretion and carry a full original equipment warranty. EMS will send advance replacement product to replace defective equipment that has failed upon initial install for up to two years. We will ship advance replacements via ground the next business day.

Our Repairs Department will evaluate the returned product to determine whether it is a warranty or non-warranty. If we determine that the returned product is in good working order or that performance issues were due to improper installation, misuse, abuse, or other user-related causes, we will invoice you accordingly, and we will return such product to you at your expense.

The defective product shall be returned within 30 days of receipt of the replacement part being received. Should the defective part not be returned within this period, we will charge for the part and the shipping costs.

If the defective product is part of a kit, you shall return only the defective product (i.e. you shall not return the remainder of the kit) and we will replace only the defective product through Advance Replacement.

Note: Advance Replacement is not available for custom, special or nonstandard products.

Credit Returns:

No returns for credit will be accepted unless you have obtained an RMA as described in the section entitled "Returning EMS Products". EMS will credit new, standard production items that are unused and in the original unopened shipping cartons for a period of 45 days from the original date of shipment; however any returned product is subject to a 25% restocking fee. Returns for credit beyond 45 days from original shipment date will be denied.

Products purchased as part of a kit must be returned in their entirety (i.e. the entire kit must be returned, not separate parts) to receive credit.

Credit is not available for custom, special or nonstandard products.

You must use credit within one year of the date of issue. All returns are subject to EMS inspection and approval.

Limited Warranty

A. EMS warrants that its products are free from defects in workmanship and materials, and will conform to EMS's published specifications, subject to the terms of this limited warranty. With respect to any product furnished by EMS, the foregoing shall apply only to meet said warranty that appear within the applicable warranty period set forth in Table 1 of this Warranty & Returns Policy Statement. The warranty is given only to the original purchaser and does not extend to any other party. EMS is not responsible for conditions or applications over which EMS has no control. Defects or problems as a result of such conditions or applications are not the responsibility of EMS. Such conditions include normal wear and tear; catastrophe; fault or negligence of the user or a party other than EMS; improper installation, application, storage, maintenance, or use of products; other causes external to products; or failure to conform to any applicable recommendations of EMS. The warranty does not cover, and EMS does not warrant, batteries of any type used in connection with other products furnished. To the extent that any product includes firmware, whether included in a product furnished hereunder or provided separately, EMS warrants that such firmware will, at the time of delivery by EMS and for a period of 90 days thereafter, conform in all material respects to EMS documentation relating to such firmware.

B. If any product fails to meet the limited warranty, EMS shall, at its option, correct any such failure by repairing any defect or damaged parts of damaged products, or make available, CPT shipping point, any necessary repaired or replacement parts. EMS reserves the right to replace any product under warranty with new or remanufactured product. EMS will not be responsible for any costs (including labour cost) associated with the removal, disinstallation or reinstallation of products incurred by the original purchaser or any other party. The repaired or replaced products will be warranted under the terms of the limited warranty for the balance of the term of the warranty or for 12 months, whichever is longer. For any warranty claim, purchaser / buyer should contact customer service and request authorization to return the product.

C. The preceding subsections of this limited warranty set forth the exclusive remedies for claims based on any defect, failure, malfunction, or any other performance or non-performance of any product, whether the claim is in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, and however instituted. Upon expiration of the applicable limited warranty period, any liability of EMS in connection with such exclusive remedies shall terminate, and purchaser / buyer shall have 30 days after the warranty period to give written notice of any defects, failures, malfunctions, or other performance or non-performance issues that appeared during the warranty period. In no event shall EMS be liable for incidental, indirect, special or consequential damages. To the fullest extent permissible by law, the foregoing limited warranty is exclusive and in lieu of all other warranties, whether written, oral, implied or statutory. NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY.

Table 1: Product Warranty Periods

Wireless Infrastructure	5 years
Wireless Networking	5 years
Wireless Bases	5 years
Audio Visual Wireless Bases	5 years
Call Point Wireless Bases	5 years
Wireless Detectors	5 years
Wired Apollo Devices	5 years
Control Panels	3 years
Wireless I/O Devices	3 years
Wireless Survey Equipment	1 year
Aerials	1 year
Audio Visual Alarm Heads	1 year
Call Point Fronts	1 year



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