REWIRE SECURITY GPS 303 VEHICLE TRACKING DEVICE

DETAILED USER GUIDE

VER 05.15

Thank you for purchasing Rewire Security GPS-303. This manual shows how to operate the device smoothly and correctly. Make sure to read this manual carefully before using this product. Please note that specification and information are subject to changes without prior notice in this manual. Any change will be integrated in the latest release. The manufacturer assumes no responsibility for any errors or omissions in this document.

Contents

1. Summary

1.1 GPS-303 can locate any remote vehicle by using Geographic Locating System and send instant sms or Internet reports to the user by using GSM and GPRS network. It is an ideal Information, Telematics and Security solution for your vehicle as it is able to send real-time alerts as well as location reports.

1.2 Features

    1.2.1 Dustproof and waterproof IP66 level.

    1.2.2 Built-in GSM, GPS antenna.

    1.2.3 GPS and LBS (Location based service) tracking solutions.

    1.2.4 SMS/GPRS/Internet Network data transmission

    1.2.5 Remote Configuration support

    1.2.6 Built-in vibration sensor and microphone.

2. Applications

Vehicle tracking, Fleet management, Motorbike tracking, Vehicle security or tracking any moving device that works on 12v or 24v

3. Hardware Description

4. Accessories

No.	Photo	Name	Specifications	Applicable model
1		Harness	3PIN	Standard for type B

5. Specifications

Content	Specification
DIM	8.9×5.0×1.6cm
Weight	65g
Network	GSM/GPRS
Band	850/900/1800/1900Mhz
GPS sensitivity	-159dBm
GPS accurancy	5m
GPS start time	Cold status 45s Warm status 35s Hot status 1s
Supported Voltage	12 V -24V
Back up battery	Chargeable 3.7V 500mAh Li-ion battery
Storage Temp	-40°C to +85°C
Operation Temp.	-20°C to +65°C
Humidity	5%--95% non-condensing

6. Usage

6.1. Installation

6.1.1 Please ensure that the installation is performed by a qualified and experienced technician. Rewire Security does not accept liability for any damages caused due to incorrect installation.

6.1.2 Connect the wires with the original car circuit as shown below:
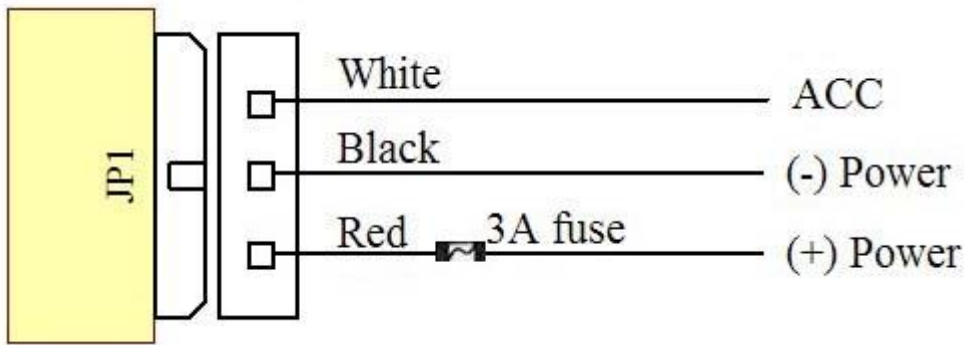
(When the ACC is connected to your vehicle's ignition, the GPS-303 will know if your ignition is ON or OFF depending on the voltage)

6.2 SIM CARD Installation

Use the screwdriver included with the device to open bottom cover and insert the SIM card to the designated sim card slot. Do not forget to activate your sim card by making a quick call if you are using a pay as you go sim card. If you would like to use GPRS/Internet tracking, make sure your sim card's internet tracking is enabled.

Ensure your phone has the "show caller id" option enabled, otherwise you

will not get any response from your tracker.

6.3 Turning the GPS-303 "on"

Connect the positive & negative wire, red & black ones, with 12V or 24V car power system, wait for 1 minute after connecting power to and move the backup battery switch to "on" position. (The switch is located next to the sim card slot inside the casing)

6.4 GSM/GPS LED Indicator

Red LED: LED ON = Charging

LED OFF = Fully charged

FAST flashing fast = Low power

Green LED: LED flashing once a second = GSM mode

LED flashing once every three seconds = GPRS mode

LED constantly ON = No GSM reception

Blue LED: LED flashing = GPS fix established

LED OFF = No GPS reception

6.5 Changing your tracker's password

Send SMS "password+old password+space+new password" to GPS-303 to change its password.

Example : password123456 99999

Response: password OK

If you forget your password, you can restore it to the default password using the command "adminpassword13142324".

Please note that you don't have to change the default password as without your tracker's sim card phone number, it is not possible to have access to the tracker.

Make sure the new password is in 6 digits.

When reading this user manual, you will notice that we have used "+" and "space" between some words;

"+" between two words means they should be written together as one word and "space" between two words means you should leave one character space between two words.

e.g. : sleep+123456+space+shock   this should be sent to the tracker as follows;

sleep123456 shock

6.6 Authorization

You have to save your phone number as authorized user to be able to use certain functions as movement alerts, sos alerts and reports. You can authorize up to 5 numbers. Authorization can be done in two different ways;

6.6.1 Dial the GPS-303's number 10 times from your mobile phone and it will register your mobile phone number as the authorized number automatically

6.6.2 Send SMS "admin+password+space+cell phone number" to set up an authorized number. All the other authorized numbers must be set by the first authorized number.

Example: **admin123456 07776665554**

Response: admin OK

Depending on your network and phone, the tracker may read your number in internatonal format. If you notice that the GPS-303 doesn't send you any alarm notifications after or doesn't respond to your calls with a location report after

setting yourself as the authorized number, try authorizing your number in international format;

Example: **admin123456 +447776665554**

Response: admin OK

6.6.3 Delete authorization Send SMS："noadmin+password+space+authorized number" to delete the authorized number.

6.7 SMS Text Message locating

If there aren't any authorized numbers set-up, GPS-303 will reply to all calls with a location report. If there are authorized numbers set-up, only authorized numbers will be able to receive location report from the tracker.

The SMS text message will include coordinates, current speed, time and date. It will also contain a direct Google Map link for smartphone users.

*If you request your tracker's location and receive blank text message with no coordinates or location information, this means your tracker has not established a gps fix yet. Once it establishes a gps fix it will send another text message with the new coordinates.

6.8 Interval Tracking

GPS-303 can send automatic location reports at set intervals. If SMS mode is active, reports will be sent as SMS text messages. If GPRS tracking mode is active, location report updates will be uploaded to the online tracking server.

6.8.1 Continuous interval tracking:

Send SMS "fix030s***n+password" to the GPS-303, it will reply the

latitude & longitude continuously at 30 seconds fixed intervals.

Note: Minimum interval setting is 10s.

Example: fix030s*n123456**

Please note that you will not get a response for this message.

6.8.2 Smart interval tracking:

Please activate "Continuous interval tracking" before selecting this function.

Send sms command "distance+password+space+distance" to activate smart

interval tracking. GPS-303 will reply "Distance ok" and it will start uploading

its location at pre selected time intervals and distance.

Example: distance123456 0050

Response: distance OK

This means that distance is 50 meters; the number must be 4 digits. This will

configure the GPS-303 to send its location every 50 meters.

To set this function on live tracking mode: Set time interval first and then

distance interval, GPS-303 will locate upon the time and distance.

6.8.3 To Cancel auto-tracking: Send SMS "nofix+password" to the tracker

device to

cancel the auto-tracking (auto-reporting).

Example: nofix123456

6.9 Smart angle updating

The tracker will update the positions automatically to web server once the vehicle changes driving direction over a pre set angle value. This function is only available in GPRS mode.

Send sms command "angle+password+space+angle" to activate.

Example: angle123456 45

Response: angle ok

The angle must be 3 digits, default angle value is 30 degree.

6.10 GPS drift suppression

GPS signal can be affected with many factors like weather and location. Surrounding buildings or trees can reduce GPS signal strength. Clouds also degrade the signal and the locating accuracy may drop, causing your GPS-303 to show up in different locations in a 50 meter radius time to time. If you are using live (GPRS) tracking you may notice your GPS-303 doing 20-50meter jumps on your map when the vehicle is actually stationary. GPS drift suppression is used to avoid this. When activated, GPS-303 will stop sending GPRS data to live tracking server when the ignition is OFF. GPRS drift suppression also helps with sim card economy as the GPRS mobile data will only be used while the vehicle is moving.

This function is switched "OFF" by default. Send "suppress+password" to GPS-303 to activate, it will reply" suppress drift ok". The GPS data will stop updating if the vehicle is stationary. GPS data will update automatically once

vehicle starts moving. Please note that the ACC (ignition) detection wire (white) on your tracker should be connected for this function to work.

Example: suppress123456

Response: suppress ok

To cancel: send "nosuppress+password" to the GPS-303

Example : nosuppress123456

Response: No suppress ok

6.11 Exact street address by SMS

You must set the APN of your GSM network provider for the SIM card used in GPS-303 before using this function. If your local GSM network requires user name and password for GPRS, please set it up according to the GPRS instructions in chapter 6.27. Send SMS "address+password" to GPS-303 after APN has been set up and it will reply in exact address including street name.

Example: address123456

Response: 20a Park street, clifton, bristol, bs1 5ja

6.12 Cell-ID tracking (LBS)

If GPS-303 is unable to establish a solid GPS fix, it will calculate its location using Cell-id info. Location reports will include the GPS coordinates of the last known position as well as a LAC code. Entering the LAC code to the "Manual Track" menu of the web tracking platform will enable you to see the tracker's current location. You can also send command "address+password" to

the tracker to request exact address. GPS-303 will automatically switch to tracking by LBS in GPRS mode. Accuracy of LBS (also known as Cell-id tracking) depends on the distance to the nearest GSM Network Cell Tower or Base Station. In urban areas this accuracy varies between 25-100 meters.

6.13. Voice Surveillance

GPS-303 is in Tracking mode by default. When voice surveillance mode is activated, it will automatically answer incoming calls rather than replying with its location information.

To activate the monitor mode, send SMS "monitor+password" to GPS-303. It will reply "monitor ok" and switch to "monitor" mode.

Example: **monitor123456**

Response: monitor OK

Do not forget to switch back to tracker mode once you have finished using the voice surveillance. When GPS-303 is in monitor mode it will stop updating its position and it will shut the GPS module "OFF". To change back to tracker mode use command "tracker+password"

Example: **tracker123456**

Response: tracker OK

6.14.Data logging

15.1 Auto logging：If GPS-303 loses GSM or GPRS signal, it can store the

tracking position and alerts automatically on to the flash drive upon the pre-set conditions. When GSM signal is acquired, all the event alerts will be auto-sent to authorized numbers and the live tracking server.

15.2 Logging at preset intervals: Send SMS: "save030s005n+password" to GPS-303, it will reply "save ok", and will log the lat, long locations every 30 seconds for 5 times. (S: second, m: minute; h: hour).

Example: **save030s005n123456**

Response: save ok

15.3 Continuous logging：Send SMS:"save030s***n+password" to GPS-303, it will reply "save ok".

Example: **save030s***n123456**

Response: save ok

15.4 Log Clearance: send SMS: "clear+password" to GPS-303, it will reply "clear ok".

Example: **clear123456**

Response: clear ok

15.5 Logging Volume: Built-in flash 1MB (store about 16,000 positions). This volume can be expanded by using a Micro SD card which can be inserted into slot provided. Please refer to section 3.3 to see where micro SD card needs to be inserted. A 2GB card would be sufficient for up to 10 months.

Data logging function also enables you to use your GPS-303 as a GPS logger. You can download the location data to your PC by using the free PC software provided, through USB connection.

6.15. Data upload

6.15.1 Auto Upload: If there is no GSM reception, GPS-303 will save all GPS data to its built-in memory and upload this information to the live tracking server automatically when the GSM reception is back to normal. This way tracking data won't get lost while driving through areas with no or low GSM reception. If you do not wish to use this feature, you can turn it "OFF" by sending the SMS command "autoload+password+space+off"

Example: autoload123456 off

Response: autoload off OK

6.15.2 Specified date upload： Send SMS: "load+password+space+year month date" to GPS-303. It will reply: "load ok" and will upload the tracking data of the specified time/date.

Example: load123456 20110425

Response: load ok

6.16. Forwarding incoming SMS messages

GPS-303 can forward incoming messages from pre-set phone numbers . To activate this function, send "forward+password+space+third party phone number" from an authorised phone number. GPS-303 will reply "forward ok", and start forwarding SMS messages coming from that number. Only one number can be set-up for SMS forwarding.

Example: forward123456 07776665544

Response: forward ok

To cancel SMS forwarding: send SMS command "noforward+password".

    Example: noforward123456

    Response: no forward ok

6.17. SIM Card Balance Enquiry

Send SMS command "balance+password+space+carrier's phone number+space+code" to the tracker, it will forward the content to the specified phone number and return the content from the specified phone number.

Example: balance123456 0262 check

Ps: This function assumes that the GSM Network provider has the option where you can check your Sim Card's balance by sending a command to a specific number; which is 0262 in this example.

6.18   Alarms

6.18.1 Low battery alarm

Send SMS "lowbattery+password+space+on", it will reply "low battery+location" to authorized numbers 2 times in total **in 15 minutes intervals** when the voltage of battery is lower than 3.55V.

   Example: lowbattery123456 on

This function is active by default, send SMS lowbattery+password+space+off" to deactivate.

   Example: lowbattery123456 off

6.18.2 Power disconnection alarm

This function is deactivated by default. Send "extpower+password+space+on"
to activate, GPS-303 will send SMS "power alarm+location" to authorized
numbers every 3 minutes if the external power has been disconnected

Example: extpower123456 on

To cancel: Send SMS "extpower+password+space+off"

Example: extpower123456 off

6.18.3 Geo-fence (Virtual fence/barrier) alarm

This function allows you to create safety zones of your choice. When GPS-303
enters or leaves this pre-determined zone, it will send geo-fence alarm warning
to authorized numbers.

When GPS-303 stays immobile in a place for 3-10 minutes, you can send SMS
"stockade+password+space+latitude,longitude;latitude,longitude" to GPS-303
to set the zone. In case of a breach, it will send SMS "stockade!+location" to
authorized numbers every 3 minutes. It will stop sending alarm once it returns
back to the zone.

Note: The first latitude & longitude is coordinate of the top left corner of the
Geo-fence, while the second latitude & longitude is the coordinate of the bottom
right corner.

Example: stockade123456 51.460959, -2.622643; 51.456842, -2.604446

You can obtain co-ordinates of any location from Google Maps by clicking on
desired location and selecting "what's here?"

To Cancel: Send SMS "nostockade+password" to deactivate this function.

If you are using live tracking on our server www.gpslive.co.uk , geo-fence zones can also be created online.

Example: nostockade123456

6.18.4 Multi-area management

6.18.4.1 To Set an Area for multi-management

Send SMS command

"area+password+space+latitude,longitude+space+areaname,distanceM" to activate (distance unit: M for meter, K for kilometer).

Example: area123456 22.353648,113.543678 school,800M

Response: area ok

Note: 5 areas at most and the distance between two points can't be less than the total distance in the 2 commands. Different areas can't cover each other.

6.18.4.2 Delete areas

Send SMS command:"noarea+password+space+area name" to delete an area.

Example: noarea123456 school

Response: noarea ok

6.18.4.3 Rename and set distance

Send SMS command "rename+password+space+old name;new name,distanceM" to activate. If name is not repeated and area doesn't cover other areas, it will reply "rename ok!" if configuration was successful.

Example: rename123456 area01;school,800M

The new area name will be "school", and will covers area of a radius of 800 meters.

6.18.4.4 Activate multi-area management

Send SMS command "area+password+space+on" to activate. When GPS-303 enters the pre set area, it will send SMS "area location" to all authorized phone numbers, and it will send same SMS when goes out of the area.

Example: area123456 on

Response: area on ok

6.18.4.5 Deactivate Multi-area management

Send SMS command "area+password+space+off" to deactivate.

Example: area123456 off

Response: area off ok

6.18.5 Movement alarm

Set up: when GPS-303 stays immobile in a place for 3-10 minutes with GPS signal reception you can send SMS "move+password+space+0200" to activate movement alarm the movement alert with an area radius of 200 meters. Maximum radius limit is 999 meters. GPS-303 will reply "move OK". In case of such a movement it will reply SMS "move+location" to authorized numbers at 3 minutes intervals.

Example: move123456 0250

Response: move ok

Note: Setting the radius less than 100 meters may result in false movement alert.

The fault alert occurs if GPS position is miscalculated due to bad GPS reception. Inaccurate GPS reading will cause the GPS-303 to think that it is in a different location, possibly further from its current location, thus the processor will accept this as a movement and trigger the movement alarm. However, this may only occur if the GPS-303 is installed improperly in a place where it can't receive good signal.

To Cancel: Send SMS "nomove+password" to deactivate the movement alarm.

Example: **nomove123456**

Response: nomove ok

6.18.6 Over speed alarm

Over speed alarm will be triggered when GPS-303 exceeds speed limit predetermined by you. Setup: Send SMS "speed+password+space+speed" to GPS-303 and it will reply "speed ok!". This means that you have set up over speed alarm successfully.

Example: **speed123456 080** .

080 refers to 80km/h. When your vehicle's speed exceeds 80km/h, GPS-303 will send SMS "speed+080!+ location" to authorized numbers.

To cancel: Send SMS "nospeed+password" to deactivate the over speed alarm.

Note: Recommended minimum setting for over speed alarm is 30km/s.

Example: **nospeed123456**

Response: nospeed ok

6.18.7 ACC (Ignition/voltage) alarm

This function is switched "OFF" by default. To activate, send "ACC+password" to GPS-303, it will reply "ACC ok" and send "ACC on+latitude & longitude" to authorized numbers when the ignition of the vehicle has been switched "ON"; and it will send "ACC off+latitude & longitude" to authorized numbers, which means the ignition of the vehicle is "OFF".

Example: acc123456

Response: acc ok

Send SMS command "noACC+password" to disable this function.

Example: noacc123456

6.18.8 Vibration alarm

Setup: Shock sensor alarm is deactivated by default. Send SMS command "shock+password" to activate. When the GPS-303 detects vibration, it will send SMS "Sensor alarm+location" to authorized numbers.

Example: shock123456

Response: shock ok

To cancel shock sensor alarm send sms command : "noshock+password".

Example: noshock123456

Response: no shock ok

Shock sensor sensitivity configuration:

The sensitivity of the built-in shock sensor has three different levels:

First level: Alarm will be triggered with a slight vibration, send command "sensitivity+password+space+1" to choose this setting.

Second level: Alarm will be triggered after detecting 8 vibrations in 2 seconds, send command "sensitivity+password+space+2" to choose this setting

Third level: Alarm will be triggered after detecting 25 vibrations in 5 seconds, send command "sensitivity+password+space+3" to choose this setting.

6.19 Theft alarm

Send sms command **"**arm+password" to activate the theft alarm, the GPS-303 will enter arm state and and reply "Tracker is activated".

GPS-303's alarm can not be armed if the ignition is "on" and it will reply "set up fail! pls turn off ACC".

Example: arm123456

ACC alarm and Vibration alarm will automatically be activated once the theft alarm is activated.

6.20 DISARM

Send command "disarm+password" to deactivate/disarm the theft alarm, the GPS-303 will deactivate the alarm and reply "Tracker is deactivated".

6.21 Status enquiry

Send SMS command "check+password" to the GPS-303 to check its current status.

Example: check123456

Response:

Power: ON/OFF

Battery: 100%

GPRS: ON/OFF

GPS: OK/NO GPS

ACC: OFF/ON

GSM Signal: 1-32

6.22 Hardware reset

Send SMS "reset+password" to reset the GSM & GPS module of your GPS-303.

Example: reset123456

Response: reset ok

6.23 Standby modes

6.23.1 Sleep by time

Send sms command "sleep+password+space+time" to activate. If none of the

alarms/alerts has been set, the GPS-303 will enter standby mode after 5 minutes of inactivity. GPS module and LED will switch off. GSM module (phone line) will stay active. Calling or sending SMS can wake it back up from standby mode.

Example: sleep123456 time

Response: sleep time ok

6.23.2 Sleep by shock sensor

Send sms command "sleep+password+space+shock" to activate.

The GPS-303 will enter standby mode **if no vibration has been detected for 5 minutes.** GPS module and LED will both switch off. GSM module will stay active so you will be able to communicate with the tracker. Vibration, movement, calling or sending a SMS text message can wake it back up

Example: sleep123456 shock

Response: sleep shock ok

6.23.3 Turning standby modes "off"

Send SMS command "sleep+password+space+off" to turn all sleep/standby modes "off".

Example: sleep123456 off

Response: sleep off ok

6.24 IMEI number request

Send SMS "imei+password" to the GPS-303 and it will respond with IMEI number of its GSM module.

Example: imei123456

Response: 359710055889966

6.25 Time setting

Send SMS command "time+space+zone+password+space+time" to GPS-303, It will reply "time OK"

   Example: time zone123456 0   (0 is gmt 0 UK time zone)

   Response: time ok

If your country time zone is minus, send the time zone with a "-" symbol.

   Example: time zone123456 -8

   Response: time ok

6.26 TCP / UDP Switch

Command:"gprs+password,1,1"   switch to UDP mode.

Command: "gprs+password,0,0" switch back to TCP mode, this is the default mode.

6.27 GPRS SETTING

GPRS tracking mode allows GPS-303 to upload its location data to a web server at preset intervals.

APN , Update intervals and server's ip address must be configured to be able to use GPRS (live internet) tracking.

6.27.1 APN SETTING

6.27.1.1 APN stands for Access Point Name and differs with each GSM network. For more information, contact your local SIM card network operator. Send SMS "APN+password+space+APN", GPS-303 will reply "APN OK" if succeeded.

Example: apn123456 orangeinternet

Response: apn ok

   Note: orangeinternet is the APN code for pay as you go services of Orange GSM network. the APN varies with different GSM network operators in different countries, please check with your local GPRS network operator to get the correct APN. See examples below for some UK networks.

   apn123456 data.lycamobile.co.uk   ->lyca mobile UK

   apn123456 uk.lebara.mobi   -> Lebara UK

   apn123456 everywhere   -> ee pay as you go

6.27.1.2 APN User Name and password Setup

Most networks do not require password authentication while setting up the APN.

However, if your network requires this setting please configure as following:

Send SMS "up+password+space+user+space+password", If succeeded,

GPS-303 will reply "user, password ok!".

Example: up123456 data user

Note: 123456 is password of GPS-303, data is the user name for GPRS login, user is the password for GPRS login.

6.27.2Server IP and Port Setup

This setting will configure the GPS-303 to upload its location to the selected live tracking server.

Send SMS "adminip+password+space+IP+space+port" to GPS-303. It will reply "adminip ok" if succeeded

Example: adminip123456 178.159.0.78 10200

Response: adminip ok

   Note: 178.159.0.78 is the IP address of default server www.gpslive.co.uk

   and 10200 is the port.

6.28 GPRS economy mode

If activated GPS-303 will gprs economy mode after being stationary

for 10 minutes, GPRS will disconnect and connect again when vehicle starts

moving.

To activate this function: Send "less gprs+password on", GPS-303 will reply

"less gprs on ok".

Example: less gprs123456 on

Response: less gprs on ok

To deactivate: Send "less gprs+password off".

Example: less gprs123456 off

Response: less gprs off ok

6.29 Switching between "SMS" and "GPRS" mode

The default mode is "GPRS"

To activate GPRS mode, send SMS command "GPRS+password"

Example: gprs123456

Response: gprs ok

To activate SMS mode, Send SMS command "SMS+password".

Example: sms123456

Response: sms ok

7．TROUBLESHOOTING

Faults	Solution
No LED light	Please make sure GPS-303 is wired correctly & receiving power from the 12 or 24v source

No dial tone	First check the LED lights on GPS-303. If GPS-303 is Receiving power , no dial tone means there is no GSM. 1- Check if the sim card you are using is active. 2- Test the sim card in a mobile phone and see if the network you are using does not have any reception issues in your area.
No response to Text commands	First ensure there is dial tone when you call GPS-303's Sim number. If there is a dial tone, there are two possible causes for GPS-303 not to respond to your commands; 1- There is no balance/credit in the sim card you are using. 2- You are using a wrong password (default:123456)
No location report SMS after calling GPS-303	1- If there is an authorized phone number registered, GPS-303 will only respond to authorized phone numbers with SMS location reports. 2- Ensure that you are not calling from a witheld or private phone number.

Wrong position In GPRS mode **(internet/ live Tracking)**	1- If your GPS-303 is showing up in the middle of the ocean just outside the gulf of guinea, it hasn't sent any data or position co-ordinates to the server and it is currently on default , zero coordinate position. Please check your APN, GPRS server ip / port and interval settings. Some networks may have a few different APN settings for different sim cards or bundles. We recommending contacting your sim network provider to obtain the correct APN information. 2- If your GPS-303 is still showing up at a previous location, this means it hasn't sent any position data to the Online tracking server since you have left that location. If this is a persistent problem, your GPS-303 may not be receiving sufficient GPS signal, and that may cause delayed position update.

Wrong position In SMS mode	1- Check if the position report starts with the word "Last". If so, this means that GPS-303 hasn't established a GPS fix since and it is showing the last position it did have a solid GPS fix and it hasn't established a GPS connection since. 2- If the co-ordinates on position report are showing 0 , this means that GPS-303 hasn't established a GPS fix yet. Move your GPS-303 to a position with clear line of sight

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1.1 These are the terms and conditions on which We supply Goods to you.
1.2 Please ensure that you read these Terms carefully, and check that the details on the Order and in these Terms are complete and accurate, before you submit the Order. If you think that there is a mistake, please contact Us to discuss, and please make sure that you ask Us to confirm any change in writing to avoid any confusion between you and Us.
1.3 We consider that these Terms and the Order constitute the whole agreement between you and Us.
1.4 When you sign and submit the Order to Us, this does not mean We have accepted your order for Goods. Our acceptance of the Order will take place as described in clause

1.5 If We are unable to supply you with the Goods, We will inform you of this in writing and We will not process the order. These Terms will become binding on you and Us when We issue you with a written acceptance of an Order OR We contact you that We are able to provide you with the Goods, which We will also confirm in writing to you, at which point a contract will come into existence between you and Us.

1.6 If any of these Terms conflict with any term of the Order, the Order will take priority.

1.7 We shall assign an order number to the Order and inform you of it when We confirm the Order. Please quote the order number in all subsequent correspondence with Us relating to the Order.

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2. CHANGES TO ORDER OR TERMS

2.1 We may revise these Terms from time to time in the following circumstances:

(a) Changes in how We accept payment from you;

(b) Changes in relevant laws and regulatory requirements

2.2 If We have to revise these Terms under clause 2.1, We will give you at least one month's written notice of any changes to these Terms before they take effect. You can choose to cancel the contract in accordance with clause 11.

3. DELIVERY OF GOODS

3.1 Please note that timescales for delivery and delivery charges will vary depending on the availability of the Goods and your address. Please allow for extra time for deliveries to the Scottish Highlands and Islands OR Ireland.

3.2 We will contact you with an estimated delivery date. Occasionally Our delivery to you may be affected by an Event Outside Our Control.

3.3 Delivery of an Order shall be completed when We deliver the Goods to the address you gave Us.

3.4 If We are not able to deliver the whole of the Order at one time due to operational reasons or shortage of stock, We will deliver the Order in installments. We will not charge you extra delivery costs for this. However, if you ask Us to deliver the Order in installments, We may charge you extra delivery costs. Each installment shall constitute a separate contract governed by these terms. If We are late delivering an installment or one installment is faulty, that will not entitle you to cancel any other installment.

3.5 The Goods will be your responsibility from the completion of delivery.

3.6 You own the Goods once We have received payment in full.

4. IF THE GOODS ARE FAULTY

As a consumer, you have legal rights in relation to Goods that are faulty or not as described.

5. SELLER'S GUARANTEE OF GOODS

5.1 We guarantee that on delivery and for a period of 12 months from delivery, the Goods shall be free from material defects. However, this guarantee does not apply in the circumstances described in clause 5.2.

5.2 This guarantee does not apply to any defect in the Goods arising from:

(a) Fair wear and tear;

(b) Willful damage, abnormal storage or working conditions, accident, negligence by you or by any third party;

(c) If you fail to operate or use the Goods in accordance with the user instructions;

(d) Any alteration or repair by you or by a third party who is not one of Our authorized repairers;

(e) Incorrect installation　by you or by a third party who is not one of Our authorized installers; and

(f) Any specification provided by you.

5.3 This guarantee is in addition to your legal rights in relation to the Goods that are faulty or not as described.

6. PRICE AND PAYMENT

6.1 The price of the Goods will be set out in Our price list in force at the time We confirm your Order. Our prices may change at any time, but price changes will not affect Orders that We have already confirmed with you.

6.2 It is always possible that, despite Our best efforts, some of the Goods We sell may be incorrectly priced. We will normally check prices as part of Our dispatch procedures so that, where the Goods' correct price is less than Our stated price, We will charge the lower amount when dispatching the Goods to you. If the Goods' correct price is higher than the price stated on Our site. We will contact you to tell you and for your instructions. If the pricing error is obvious and unmistakeable and could have reasonably been recognized by you as a mispricing, We do not have to provide the Goods to you at the incorrect (lower) price.

6.3 Where We are providing Goods to you, you must make payment for Goods in advance by credit card, debit card, paypal or bank transfer.

7. OUR LIABILITY TO YOU

7.1 If We fail to comply with these Terms, We are responsible for loss or damage you suffer that is a foreseeable result of Our breach of the Terms or Our negligence, but We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of Our breach or if they were contemplated by you and Us at the time we entered into this contract.

7.3 We only supply the Goods for domestic, private and business use. However, we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

8. YOUR CANCELLATION RIGHTS

8.1 Before the Goods are delivered, you have the following rights to cancel and Order for Goods including where you choose to cancel because We are affected by an Event Outside Our Control or We change these Terms under clause 3.1 to your material disadvantage:

(a) You may cancel any Order for Goods at any time before We dispatch the Goods.

(b) If you cancel an Order under clause 8.1 (a) and you have made any payment in advance for Goods that have not been delivered to you, We will refund these amounts to you.

(c) Unfortunately, if you cancel an Order for Goods under clause 8.1 (a) and We have already dispatched your Goods to you, We will not be able to cancel your Order until it is delivered. In this case, if you return the Goods to Us, we will have to charge you the cost of collection or you will have to pay the cost of returning the Goods back to Us. This will not

affect your refund for the Goods, but any charge for collection will be deducted from the refund that is due to you.

9. OUR CANCELLATION RIGHTS

If We have to cancel an Order for Goods before the Goods are delivered:

(a) We may have to cancel an Order before the Goods are delivered, due to an Event Outside Our Control or the unavailability of stock. We will promptly contact you if this happens.

(b) If We have to cancel an Order under clause 9(a) and you have made any payment in advance for Goods that have not been delivered to you, We will refund these amounts to you.

10. INFORMATION ABOUT US AND HOW TO CONTACT US

10.1 We are a company registered. Our company registration number is 9451681 and Our registered office is Chandos mews, 34b chandos road, Redland, Bristol, BS6 6PF.

10.2 If you have any questions or if you have any complaints, please contact Us.

  You can contact Our customer service team by emailing Us at info@rewiresecurity.co.uk

10.3 If you wish to contact Us in writing, or if any clause in these Terms requires you to give Us notice in writing (for example, to cancel the contract), you can send this to Us by e-mail,by hand or by pre-paid post to Chandos mews, 34b chandos road, Redland, Bristol, BS6 6PF OR info@rewiresecurity.co.uk. We will confirm receipt of this by contacting you in writing.If We have to contact you or give you notice in writing, We will do so by e-mail, by hand, or by pre-paid post to the address you provide to Us in the Order.

11. HOW WE MAY USE YOUR PERSONAL INFORMATION

11.1 We will use the personal information you provide to Us to:

(a) provide the Goods;

(b) process your payment for such Goods; and

(c) inform you about similar products or services that We provide, but you may stop receiving these at any time by contacting Us.

11.2 We will not give your personal data to any other third party.

12 OTHER IMPORTANT TERMS

12.1 We may transfer Our rights and obligations under these Terms to another organization, and We will always notify you in writing if this happens, but this will not affect your rights or Our obligations under these Terms.

12.2 This contract is between you and Us. No other person shall have any rights to enforce any of its terms. However, the purchaser of your property will have the benefit of the guarantee at clause 6.1 if you transfer it to them, but We and you will not need their consent to cancel or make any changes to these Terms.

12.3 Each of the paragraphs of these Terms operates separately, If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

12.4 If We fail to insist that you perform any of your obligations under these Terms, or if We do not enforce Our rights against you, or if We delay in doing so, that will not mean that We have waived Our rights against you and will not mean that you do not have to comply with those obligations. If We do waive a default by you, We will only do so in

writing, and that will not mean that We will automatically waive any later default by you.
12.5 These Terms are governed by English law. You and We both agree to submit to the non-exclusive jurisdiction of the English courts.