

Descriptions and Advice on Safety Products Purchased

信頼される安心を、社会へ。



Introduction

Sections that follow include descriptions and advice on the Safety Products you have purchased.
Be kindly reminded to make sure you check respective User Manuals and other documentation
for the matters that are not described herein or for the product application reminders.

Table of Contents

Click each item to view the corresponding page.

Safety Products

(All products)

- ▶ Business Terms & Conditions (All Products)3
- ▶ Advice/Reminders for Installation/Maintenance/Modification/Removal Work (All Products)4

Advice and Notifications from SECOM

- ▶ How Personal Data of Users Will Be Managed 5
- ▶ The Act on Specified Commercial Transactions 6

Descriptions and Advice on Respective Safety Products Purchased

(*Products as of September 2025)

- ▶ ECOM NVR System7
- ▶ SECOM CCTV System8
- ▶ Surveillance Camera System9
- ▶ SECOM IP Camera10
- ▶ Cloud Camera (SECOM Image Cloud Service) 11
- ▶ Thermal Camera (Tablet Type)12
- ▶ IC Tag System13
- ▶ Key Box14
- ▶ Access Control System (SECURILOCK SESAMO IDj (SESAMO IDf/SESAMO TRII)15
- ▶ SESAMO GII16
- ▶ SECURILOCK Smar17
- ▶ SECURIFACE Intercoms SESAMO F Family18
- ▶ Face Recognition Detector System19
- ▶ Border System20
- ▶ Laser Sensor21
- ▶ Sensor Light22
- ▶ TOMAHAWK III (Halon)23
- ▶ TOMAHAWK EX24
- ▶ TOMAHAWK JET (1)25
- ▶ TOMAHAWK JET (2)26
- ▶ Flame Checker27
- ▶ Home Fire Sensor28
- ▶ SECOM Anshin Film29
- ▶ SECOM Better Living Film30
- ▶ SECOM Anshin Glass/SECOM Anshin Glass Disaster Prevention+/SECOM Anshin Glass SG31
- ▶ SECOM Anshin Inner Window/SECOM Anshin Outer Window32
- ▶ Pythagoras33
- ▶ Home Delivery Locker34
- ▶ SECOM AED (Automatic External Defibrillator)35
- ▶ Anshin Disaster Prevention Shelter (1)36
- ▶ Anshin Disaster Prevention Shelter (2)37
- ▶ Xperia Hello!38
- ▶ Disaster Stocks39
- ▶ Condominium System40
- ▶ Apple Watch41

Business Terms & Conditions (All Products)

Provisions on “Product Purchase”

- 1) The user shall promptly perform an acceptance inspection upon delivery of the product to confirm the conformity to the relevant provisions of the contract.
- 2) Delivery of the product is deemed complete as soon as the inspection in the foregoing paragraph is finished. If requested, SECOM shall provide the receipt

2 Provisions on “Construction”

- 1) The service work set forth herein is for mounting and cabling of the purchased product, while the mounting position shall be determined upon consultation with the user. SECOM shall complete the service work within the period also determined upon consultation with the user.
- 2) The service work provider shall be appointed and employed by SECOM.
- 3) The user may change the product configuration and installation space, as well as modify, postpone, and suspend the associated service works, provided, however, prior mutual consultation is necessary if the order value and/or service work schedule must be accordingly changed.
SECOM is entitled to a claim for compensation of any damages incurred by the foregoing, with which the claimable amount shall be determined upon mutual consultation.
- 4) If the construction fees are found to be clearly inappropriate due to changes in taxes, prices, wages, or other factors during the construction period, either the Customer or SECOM may request a revision of the construction fees from the other party. In this case, any revisions to the construction fees will be determined through discussion.
- 5) The user shall promptly perform an acceptance inspection upon completion of the work to confirm the conformity to the relevant provisions of the construction contract.
- 6) Construction is deemed complete as soon as the inspection in the foregoing paragraph is finished. If requested, SECOM shall provide the receipt.
- 7) In case any product failure is caused after the completion of construction by wrong cabling work that is not attributable to SECOM, SECOM shall provide the re-cabling work upon request by the user, who shall bear the associated expense of such work. The same scheme as the foregoing applies to the work that uses existing cabling, even if the work is performed before the acceptance of the product.
- 8) For the conduct of the work, SECOM shall indemnify the user or a third party concerned if any damage is caused for any reasons attributable to SECOM.
- 9) The user shall be liable for any damage in the finished part of the work caused by acts of nature or any other reasons that are not attributable to SECOM.
The amount of the damage shall be determined upon mutual consultation, from which any coverage by fire or other insurances shall be deducted.

3 Provisions Common to “Product Purchase” and “Construction”

- 1) If the purchased product or construction turns out to not conform to any of the provisions in the (purchase) agreement, SECOM shall repair or replace such product or construction at its own expense, provided that the user claims the unconformity to SECOM within one year of the user acceptance (delivered date).
- 2) When a purchased product malfunctions, please call our customer service or SECOM in your neighborhood. The product shall be repaired or replaced upon a relevant inspection.
 - (1) Business hours for inspections: 09:00-17:00, Monday through Friday
 - (2) The following fees will be charged for inspections/repairs/replacements.

Product Repairs	Within the period specified in Paragraph 1)	Past the period specified in Paragraph 1)
Inspection fee (on-call) *	Free	Charged
Repair/replacement fee	Free	To be quoted individually

- (3) The fees will be charged even within the period specified in Paragraph 1) if the failure or damage is caused by:
 - (a) a misuse, alteration, or unreasonable repair;
 - (b) dropping, moving/relocation, or transporting after the purchase;
 - (c) fire, earthquake, flood, lightning strike, other acts of nature, public pollution, or abnormal voltage;
 - (d) on-board use in a vehicle or vessel;
 - (e) unreasonable mounting or removal; or if
 - (f) working at height or scaffolding is required.

*For the latest information regarding fees, terms and conditions, etc., please visit <https://ad.secom.co.jp/oncall>, or scan the QR code on the right.



- 1) When a software product is purchased, the user shall not infringe on any rights, including the copyrights that are entitled to SECOM, nor parse/alter/copy the software program. Additionally, the use of the software is subject to the software license agreement.
- 2) SECOM may terminate the agreement without any prior notice thereof to the user when the user is found to be or belong to an antisocial force such as an organized crime group or makes an unjustifiable demand with the nature of crime including violence or menace, or beyond legal liabilities.
- 3) All disputes in connection with this agreement shall be settled through mutual consultation in good faith.

4 Spent Products

Properly dispose of the spent products of customers' property by following the relevant laws and regulations.

5 IC Cards

In recent years, devices capable of reading data from IC cards widely used in security products have been identified, increasing the risk of IC card forgery through duplication and data tampering. To avoid such risks, we ask that IC cards be managed carefully and that their usage status be regularly checked. Please note that SECOM shall not be liable for any damages incurred by the user due to unauthorized use of IC cards not attributable to reasons for which SECOM is responsible. For any questions about precautions when using IC cards, please contact SECOM.

Advice/Reminders for Work of Installation/Maintenance/Modification/Removal (All Products)

Preparations	
(1)	The service car(s) will be parked near the facility to be worked. Let us know if any designated parking space is available.
(2)	Workers need space to place the equipment for use in the work. Let us know upfront if any designated space is available.
(3)	It might be necessary to turn off the circuit breaker or electricity of the user facilities during the work. Let us know upfront if that may cause any problem.
(4)	Please help us with the following information if asked: • Positions of the circuit breaker and power outlets; • Any existing work of piping or cabling; and • Positions and specifications of the phone line and other user facilities.
(5)	Any fragile articles and valuables in the facility must be moved to and stored in a secured space.
(6)	Please attend the short briefing of the work details that will be provided on the day of the work following the greeting and confirmation of necessary items.
Once the work begins	
(1)	For the protection of the user facilities, protective covering with sheets or tapes may be implemented as appropriate.
(2)	Some noise may be caused as the equipment such as electric drills will be used during the work,
(3)	The phone line may be temporarily disconnected from time to time during the work.
(4)	Your kind understanding that any teatime treats for the workers are not necessary is much appreciated.
(5)	Please attend the briefing of the worked parts and spots that will be provided after completing the work.
(6)	The workers may need to use the user's phone line for the functionality checks of each device and online signal checks. When performing these checks, the workers will ask the user to make sure that the user's facilities/equipment such as phones, fax machines, or PCs are not affected.
(7)	The user's signature for confirmation may be required.
(8)	For any new installation work, a briefing of instructions on how to use the system will be provided. The briefing must be attended by regular operators of the system.

■ User-initiated Cancellation/Date Change of the Work

*The following will apply to corporate or sole proprietor users who have accepted the agreement for or as their business (but will not apply to the Door-to-Door Sales stipulated in the Act on Specified Commercial Transactions).

Users shall be liable to pay the following cancellation fees to SECOM if the work of installation/maintenance/modification/removal of the purchased Safety Product is canceled or its date must be changed due to the user's circumstances.

User-initiated Cancellation/Date Change of the Work			
Type of cancellation		Cancellation fee (tax-exempt)	Cancellation call timing
(1)	Preceding-day cancellation	JPY5,000	Between 18:00 of the second and first preceding business day of the work appointment
(2)	Same-day cancellation	JPY10,000	After 18:00 of the first preceding business day of the work appointment

*In case the accepted work appointment date turns out to not work, please let our customer service or SECOM in your neighborhood know.

*If no cancellation call is received, and consequently the work has to be canceled, case (2) "Same-day cancellation" shall apply.

*Some products have different cancellation fee schedules. Our staff in charge will explain them should that be the case.

How Personal Data of Users Will Be Managed

1 Purpose of Use of the Personal Data

SECOM, in its business activities, handles personal data within the scope of achieving the following purposes of use and will take measures to ensure this. Given the diversity of the SECOM businesses, please also check the websites that describe the nature of respective businesses.

<Purpose of Use of Personal Data>

- (1) For the acceptance of users' application for the products and/or services;
- (2) For the user's personal identification and communication for provision of the products and/or services;
- (3) For the delivery of the products and/or provision of the services to the user;
- (4) For the management of inquiries or consultations;
- (5) For the announcement or distribution of the advertisement of the products, services, and different events/campaigns of the SECOM Group or its partner companies, which are tailored to the users' personal interests, via post mailing or home visiting;
- (6) For the distribution and shipping of items such as the member's magazines or prizes;
- (7) For market research and data analytics;
- (8) For the study, planning, development, and improvement of the SECOM Group products, systems, and services;
- (9) For the notification and provision of the products and/or services that SECOM deems appropriate to individual users;
- (10) For the execution of the jobs appointed by the contractees;
- (11) For the provision of personal data to third parties pursuant to the relevant laws;
- (12) For the general contract administration work interacting with the users, including contract assessment/procedure and payment transactions;
- (13) For the proper and smooth conduct of business administration and management of risks of the SECOM Group companies; and
- (14) For properly and smoothly addressing user needs, in addition to the foregoing.
- (15) For the proper and smooth conduct of business administration and management of risks of the SECOM Group companies; and
- (16) For properly and smoothly addressing user needs, in addition to the foregoing.

* The term "SECOM Group companies" herein applies to the consolidated subsidiaries and equity method affiliates.

* The personal data obtained through the business activities described in item (8) include the data such as those in item (2) described in "Provision to Third Parties." Items (5), (9), (10), (11), (15), and (16) include the analysis results from the item (8).

2 Provision to Third Parties

- (1) SECOM will not provide personal data to third parties without obtaining the prior consent of the subject person him/herself except that the provision is:
 - (i) pursuant to the relevant laws;
 - (ii) necessary for the protection of a person's life, body, or asset, but obtaining the subject person's prior consent is difficult;
 - (iii) particularly necessary for the improvement of public health and promotion of sound growth of children, but obtaining the subject person's prior consent is difficult; or
 - (iv) necessary for helping a central government institution, local government, or their contractor to conduct an official work stipulated in the relevant laws, but obtaining the subject person's prior consent may hinder the conduct of such work.
- (2) To share with the SECOM Group companies for the foregoing purposes outlined in "1. Purpose of Use of the Personal Data," SECOM may exchange the data: "provided by the user when a product/service is used" (e.g., full name and contact information); "obtained through the use of a product/service" (e.g., the status of use and acquisition of equipment); "associated with a product/service in use" (e.g., the product name and place of use); "provided or obtained for research or development including demonstration experiments" (e.g., full name and subject equipment); or "obtained by SECOM through inquiries, visits, work, or transactions" (e.g., details and information from respondents) in an electronic method upon mutual execution of the agreement on handling such personal data with these companies.

*For more information about the shared use of the data, please check the Personal Data Protection Policy (Privacy Policy).

3 Supervision of Contractors

In appointing a job to a contractor, SECOM may disclose such personal data within the scope that is required for achieving the goal of use. In addition to the foregoing, SECOM will provide and practice necessary and appropriate instruction/supervision to the contractor upon mutual execution of an agreement that stipulates compliance with the laws, regulations, and guidelines that are relevant to personal data.

4 Points of Contacts on Personal Data Management

Please contact one of the following for any inquiries or complaints. Requests to disclose the possessed personal data will be also supported.

Company	Point of contact	Person in charge of personal data protection	Phone number
SECOM CO., LTD	Operations Dpt., HQ	Director, Operations Dpt.	03-5775-8301
SECOM JOSHINETSU CO., LTD.	Operations Div., HQ	Director, Operations Div.	025-281-5000
SECOM SADO CO., LTD	Operations Dpt., HQ		0259-63-5100
SECOM HOKURIKU CO., LTD	General Affairs/HR, Administration Div., HQ		076-222-2296
SECOM YAMANASHI CO., LTD	Operations Div., HQ	Director, Operations Div.	055-220-7700
SECOM MIE CO., LTD	Operations Div., HQ	Director, Operations Div.	059-226-2552
SECOM SAN-IN CO., LTD	General Affairs Div., HQ	Director, General Affairs Div.	0852-23-6000
SECOM KOCHI CO., LTD	General Affairs Div., HQ	Director, General Affairs Div.	088-884-8888
SECOM MIYAZAKI CO., LTD	Administration Div., HQ	Director, Administration Div.	0985-32-2111
SECOM RYUKYU CO., LTD	Business Administration Div., HQ		098-862-2221

For inquiries on other matters than personal data, please contact the following.

<Customer Service Center> 0120-33-6624 (accessible for 24 hours every day)

*Please contact the company serving the user. Accessible hours by phone are 09:00-18:00, Monday through Friday.

Provision of personal data by users is optional and not required. However, be kindly reminded that delivery of the services may be hindered if the personal data are not provided. *For the Personal Data Protection Policy (Privacy Policy), please check each company's website or other relevant sources.

The Act on Specified Commercial Transactions

The following will apply when you have executed a contract for the Safety Products through the Door-to-Door sales stipulated in the Act on Specified Commercial Transactions unless the contract is for or as your business

Cooling-off

1) You may cancel such order in writing or by electromagnetic records such as Fax or the "Inquiry via the Internet" on the SECOM Official Website (hereinafter referred to as "cooling-off") within eight (8) days from and including the date of the receipt of this document (hereinafter, the "Cooling-off Cancellation"). If you did not use the Cooling-off Cancellation due to a misunderstanding by untrue information provided or confusion by intimidation, we will resend you the cooling-off document, with which you can use the Cooling-off Cancellation within eight (8) days from and including the date of the receipt of the document.

(i) For the "Inquiry via the Internet," 【<https://www.secom.co.jp> use the [Other inquiries] box in the [Inquiry form] on our official website .

(ii) Write (or enter) the required information on a postcard, Fax page, or the inquiry form as illustrated, and post-mail the postcard or transmit the Fax page or inquiry form electronically to the relevant SECOM company.

(iii) The Cooling-off Cancellation takes effect when the notification is sent (postmarked by mail) in writing, or when it is transmitted in electromagnetic records.

2) When the Cooling-off Cancellation is made and takes effect:

(i) SECOM will bear the cost of picking up the product already delivered to you;

(ii) SECOM will promptly reimburse the received payment for the product;

(iii) If the product accompanies and includes the installation work, SECOM will not charge the fee for the completed work and will also bear the cost of restoration to its original condition;

(iv) SECOM shall not claim against you an amount of money equivalent to the profit obtained from the use of the delivered product, even if the product has been used; and

(v) SECOM shall not make any claim for damages or penalty charge to you.

(Front)

	Postcard
SECOM CO., LTD	
●● company/branch and office	
Contract signer's address and phone number	

(Back)

Date of order: MM/DD/YYYY
I cancel the contract for the product specified below made on the date specified above.
Description
Product type and name
Variant and quantity

* Write the address of the order recipient company/office on the postcard.

SECOM NVR System

1 "Delivery and Installation Work"

- 1) Please be reminded of the following for delivery and installation work of the SECOM NVR System.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the cameras For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in camera installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of replacement or other associated works for any cabling failure unless we are liable for the cause.

- 2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.
Because of this, execution of the agreement on maintenance service is required as a general rule.
Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Hard disk drive (HDD)	Three (3) years	To be separately quoted	Data could be lost unless replaced timely.
Liquid crystal display (LCD)	Two to three (2-3) years		Brightness could be compromised unless replaced timely.

- 2) The suggested replacement timings are the guidelines assuming continuous operation in a normal environment.
3) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
2) The inspection (on-call) fee shall be free even after the first year of use.
3) The HDD will be delivered free of charge in the replacement timing (thus allowing mitigated failure risks)
4) Any failure shall be responded to according to the maintenance service packages below.

Name of the service	① Standard Package	② Full Maintenance
Term of the agreement	Five (5) years (to be extended automatically for successive periods of one year each, up to twice)	
Inspection (on-call) fee	Free	
Included services	- One replacement of HDD in the suggested third year from installation - Free provision upon failure: - HDD; LCD; and memory cards. - Repair cost will be quoted for other parts than above.	- Periodic inspections, once a year - One replacement of HDD in the suggested third year from installation - Free support for the failure of all units
Fees	Available on the quotation *Either ① or ② is quoted. Our staff in charge will detail the content. *Fees for the first year after the delivery is incorporated as free in the quotation.	
Payment	"Monthly, month-to-date payment" or "Once-a-year, 12-month advance payment"	

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

4 Management of "Image Data"

- 1) Image data that are recorded in the HDD or other devices of this product must be managed on the user's own responsibility.
2) For replacement of the HDD or other devices as well, the user has to work on that and dispose of the removed devices (employing a disposal service provider) as a general rule.

SECOM CCTV System

1 "Delivery and Installation Work"

1) Please be reminded of the following for delivery and installation work of the SECOM CCTV System.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the cameras For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in the camera installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of replacement or other associated works for any cabling failure unless we are liable for the cause.

2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

1) The following consumable parts need periodic replacement because of the product life span. Because of this, an application for the agreement on maintenance service is recommended.

Without the application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Hard disk drive (HDD)	Three (3) years	To be separately quoted	Data could be lost unless replaced timely.
Cooling fans	Three (3) years		The operation may fail unless replaced timely. High temperature may cause corruption of the HDD.
Liquid crystal display (LCD)	Two to three (2-3) years		Brightness could be compromised unless replaced timely.

2) The specified replacement timings are the guidelines assuming continuous operation in a normal environment.

3) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

1) The services below shall be provided if the maintenance service is applied for.

2) The inspection (on-call) fee shall be free even after the first year of use.

3) The HDD will be delivered free of charge in the replacement timing (thus allowing mitigated failure risks).

4) Any failure shall be responded to according to the maintenance service packages below.

Name of the service	① Convenience Package	② Full Maintenance
Term of the agreement	Five (5) years (no automatic extension)	Five (5) years (no automatic extension but can be renewed only once)
Inspection (on-call) fee	Free	
Included services	- Free provision upon failure: - HDD; cooling fans; and LCD. - Repair cost will be quoted for other parts than above.	- Periodic inspections (the cycle of which will be separately advised) - HDD replacements and device tunings (with cleaning) every three years. - Free support for the failure of all units
Fees	Available on the quotation *Either ① or ② is quoted. Our staff in charge will detail the content. *Fees for the first year after the delivery is incorporated as free in the quotation.	
Payment	"Monthly, month-to-date payment," "Once-a-year, 12-month advance payment," or "One-time, 5-year advance payment"	

4 Management of "Image Data"

1) Image data that are recorded in the HDD or other devices of this product must be managed on the user's own responsibility.

2) For replacement of the HDD or other devices as well, the user has to work on that and dispose of the removed devices (employing a disposal service provider) as a general rule.

5 Network Environment When Viewing Video on a PC or Smartphone

Please note that you may no longer be able to view video footage in the following cases:

- When network specifications are changed by the internet service provider
- When the user changes routers, internet service provider, or service plan

In some cases, the video may become viewable again by changing the product settings. Therefore, if you receive notice of changes to network specifications from your internet service provider, or if you are considering changing your router, internet service provider, or service plan, please contact your SECOM office in advance. Please note that any costs associated with changing the settings shall be borne by the user.

Surveillance Camera System

1 "Delivery and Installation Work"

- 1) Please be reminded of the following for delivery and installation work of the Surveillance Camera System.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the cameras For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in the camera installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of the replacement or other associated works for any cabling failure unless we are liable for the cause.

- 2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Hard disk drive (HDD)	Three (3) years	To be separately quoted	Data could be lost unless replaced timely.
Cooling fans	Three (3) years		Data could be lost due to the HDD corruption by the heat unless replaced timely.
Liquid crystal display (LCD)	Two to three (2-3) years		Brightness could be compromised unless replaced timely.

- 2) Some products may not allow independent removal of the applicable parts, with which a whole-unit replacement is required.
- 3) The suggested replacement timings are the general guidelines assuming continuous operation in a normal environment. The periods may vary by product type.
- 4) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Management of "Image Data"

Image data that are recorded in the HDD or other devices of this product must be managed on the user's own responsibility. For replacement of the HDD or other devices as well, the user has to work on that and dispose of the removed devices (employing a disposal service provider) as a general rule.

5 Network Environment When Viewing Video on a PC or Smartphone

Please note that you may no longer be able to view video footage in the following cases:

- When network specifications are changed by the internet service provider
- When the user changes routers, internet service provider, or service plan

In some cases, the video may become viewable again by changing the product settings. Therefore, if you receive notice of changes to network specifications from your internet service provider, or if you are considering changing your router, internet service provider, or service plan, please contact your SECOM office in advance. Please note that any costs associated with changing the settings shall be borne by the user.

SECOM IP Camera

1 "Delivery and Installation Work"

- 1) Please be reminded of the following for delivery and installation work of the SECOM IP Camera.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, the cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the cameras For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in the camera installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of replacement or other associated works for any cabling failure unless we are liable for the cause.

- 2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.
Because of this, execution of the agreement on maintenance service is required as a general rule.
Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Hard disk drive (HDD)	Three (3) years	To be separately quoted	Data could be lost unless replaced timely.
Liquid crystal display (LCD)	Two to three (2-3) years		Brightness could be compromised unless replaced timely.

- 2) The specified replacement timings are the guidelines assuming continuous operation in a normal environment.
3) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
2) The inspection (on-call) fee shall be free even after the first year of use.
3) The HDD will be delivered free of charge in the replacement timing (thus allowing mitigated failure risks).
4) Any failure shall be responded to according to the maintenance service packages below.

Name of the service	① Standard Package	② Full Maintenance
Term of the agreement	Five (5) years (to be extended automatically for successive periods of one year each, up to twice)	
Inspection (on-call) fee	Free	
Included services	• One replacement of HDD in the suggested third year from installation • Free provision upon failure (HDD, LCD) • Repair cost will be quoted for other parts than above.	• Periodic inspections, once a year • One replacement of HDD in the suggested third year from installation • Free support for the failure of all units
Fees	Available on the quotation *Either ① or ② is quoted. Our staff in charge will detail the content. *Fees for the first year after the delivery is incorporated as free in the quotation.	
Payment	"Monthly, the month-to-date payment" or "Once-a-year, 12-month advance payment"	

*Support hours (on-call/periodic inspections) are the same as in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

4 Management of "Image Data"

- 1) Image data that are recorded in the HDD or other devices of this product must be managed on the user's own responsibility.
2) For replacement of the HDD or other devices as well, the user has to work on that and dispose of the removed devices (employing a disposal service provider) as a general rule.

5 Network Environment When Viewing Video on a PC or Smartphone

Please note that you may no longer be able to view video footage in the following cases:

- When network specifications are changed by the internet service provider
- When the user changes routers, internet service provider, or service plan

In some cases, the video may become viewable again by changing the product settings. Therefore, if you receive notice of changes to network specifications from your internet service provider, or if you are considering changing your router, internet service provider, or service plan, please contact your SECOM office in advance. Please note that any costs associated with changing the settings shall be borne by the user.

6 Other

- 1) The AI image analysis function of the SECOM IP Camera ("the AI function") is intended to increase the possibility of transmitting detection information when a specified detection principle is met. SECOM does not guarantee the accuracy of the detection function, and is not liable for any damages arising from the accuracy of the detection function.
2) Considering the above, the AI function shall be used as a means for the customer to achieve their own objectives, with a complete understanding of the function and within the scope of the customer's responsibility. The customer shall be responsible for setting up the AI function themselves.
3) If SECOM configures the AI function in the presence of and under instructions by the customer, SECOM will charge the customer 10,000 yen (before tax) for each visit for such configuration.

[Back to TOC](#)

Cloud Camera (SECOM Image Cloud Service)

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the Cloud Camera.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the cameras For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in the camera installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of replacement or other associated works for any cabling failure unless we are liable for the cause.

2 Replacement of "Consumables"

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Inquiries on the Product

Please contact the point of contact below.

Nature of the inquiry	Contact (e-mail address)	Phone number	Business hours
All	Image Cloud Service Office, SECOM Trust Systems Co., Ltd.cloudcamera@secom.co.jp	03-5775-8565	09:00-18:00, Monday through Friday *Not in service on year- end and new year holidays.

*Contact the listed company as SECOM cannot provide the product repair or parts replacement service.

(The associated fees will be individually quoted following the results of the inspection by the manufacturer, to which the fees are directly payable.)

5 Network Environment When Viewing Video on a PC or Smartphone

Please note that you may no longer be able to view video footage in the following cases:

- When network specifications are changed by the internet service provider
- When the user changes routers, internet service provider, or service plan

In some cases, the video may become viewable again by changing the product settings. Therefore, if you receive notice of changes to network specifications from your internet service provider, or if you are considering changing your router, internet service provider, or service plan, please contact your SECOM office in advance. Please note that any costs associated with changing the settings shall be borne by the user.

6 "Image data" Management

Image data that are recorded through this product must be managed on the user's own responsibility.

Please be reminded that the user should avoid using this product for applications that cannot afford chopped video recording because continuous and solid recording may not be guaranteed due to a failure of network or equipment, or power supply.

7 Internet Connection

Connecting to the Internet is required to use the SECOM Image Cloud Service. Use of the Cloud Service "transfers about 5GB of data in 24 hours" per camera and "constantly performs about 500kbps to 1Mbps uploads." Please check the provider agreement, etc., to make sure that this volume of the data transfer is affordable

Thermal Camera (Tablet Type)

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the Thermal Camera.

Checkpoints	Reminders
Installation work	As a general rule, the installation will be performed utilizing the existing outlets. The cabling between a camera and an outlet will be exposed (with simplified cabling work using the floor cable covers). *If other cabling works are preferred, let our staff in charge know.
Delivery	• As a Thermal Camera is a device that visualizes the surface temperature of a target, there is a potential discrepancy from the subject's core temperature. *If a more precise measurement is required, be sure to use a contact-type thermometer. • If any person with abnormally high temperature is detected, a more precise measurement with a contact-type thermometer is recommended.

2 Replacement of "Consumables"

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Management of "Image Data"

Image data that are recorded through this product must be managed on the user's own responsibility.

5 Protection of Personal Information and Privacy

The data recorded by the product that may allow identification of individuals (including the face data quantifying the facial images) constitute the "personal data" stipulated in the Act on the Protection of Personal Information. Please be reminded that some purposes of use or applications of the "personal data" may have inherent risks of infringing the rights such as the subject's privacy or of arousing individual or public sentiment. Ensure to handle such data on the user's own responsibility with adequate care that complies with the relevant laws and regulations.

6 Disclaimer

In no event, SECOM shall be liable for damages caused to the user during the use of the product unless such damages are attributable to willful misconduct or gross negligence by SECOM.

Example 1. Such damages incurred by transformation/loss/leakage of the user's data that are recorded and stored using the product

Example 2. Such damages incurred by an inability to detect subject's disease infection: Because the product is not designed to determine if the subject is infected or not.

7 Manufacturer

The manufacturer of the product is subject to the National Defense Authorization Act of the United States.

8 Others

Since the Administrator ID and Password are required each time the settings are changed, they must be kept under strict control at the user's end.

*Because the settings change can be also authorized by the face authentication in addition to the foregoing ID and Password, registering more than one face as the administrator's during the initial setup session is recommended.

The procedure for forgotten password must be performed at our end, which incurs availability time loss and additional expense.

IC Tag System

1 "Delivery and Installation Work"

- 1) Be reminded of the following for delivery and installation work of the IC Tag System.

Checkpoints	Reminders
Delivery	Preparation of the Active IC Tag Controller for delivery may take about two weeks at most.
Setup and installation work	Before connecting to the user's network, our staff in charge shall check with the user for information such as the designated IP/gateway address to be used.
Reuse of existing cabling	When performing the work to reuse any existing cabling, the user shall bear the expense of the replacement or other associated works for any cabling failure unless we are liable for the cause.

- 2) Our staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.
In using the Active IC Tag Controller, an application for the agreement on maintenance service is recommended. Without the application for the agreement, the cost for a post-warranty replacement must be borne by the user.
Please be reminded that the user must place an order around the replacement timing.

(The button cell listed in the applicable parts must be purchased/replaced by the user in any case as a general rule.)

Applicable parts		Replacement timing (suggested)	Replacement cost (suggested)	Major risks
(1)	Button cell (for IC Tag operation)	One (1) year	-	If the battery runs out, the IC tag cannot be detected (causing different potential risks depending on the purpose of detection). For example, if the purpose is to monitor theft of important property, the theft cannot be detected.
(2)	Hard disk drive (HDD)	Two to three (2-3) years	To be separately quoted	Data could be lost unless replaced timely.
(3)	Liquid crystal display (LCD)			Brightness could be compromised unless replaced timely.
(4)	Dedicated battery			System may not operate properly in a blackout unless replaced timely.

- 2) The specified replacement timings are the guidelines assuming continuous operation in a normal environment.
- 3) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.
- 4) Parts (2) and (3) are the consumables for the PCs (major models) for use of the Active IC Tag Controller.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
- 2) The inspection (on-call) fee shall be free even after the first year of use.
- 3) The HDD will be delivered free of charge in the replacement timing (thus allowing mitigated failure risks).
- 4) Any failure shall be responded to according to the maintenance service packages below.

Name of the service	① Convenience Package	② Full Maintenance
Term of the agreement	Five (5) years (no automatic extension)	Five (5) years (to be newly quoted upon expiry of the original agreement for renewal)
Inspection (on-call) fee	Free	
Included services	- Free provision upon failure: HDD; and LCD. - Repair cost will be quoted for other parts than above. *No periodic inspections will be performed.	- Periodic inspections, once a year (with equipment cleaning) - Free support for the failure of all units
Fees	Available on the quotation *Either ① or ② is quoted. Our staff in charge will detail the content. *Fees for the first year after the delivery is incorporated as free in the quotation.	
Payment	"Monthly, the month-to-date payment," "Once-a-year, the 12-month advance payment," or "the 5-year advance payment"	

Key Box

1 "Delivery and Installation Work"

Be reminded of the following as these are large products to be transported/carried in/installed by dedicated providers.

Checkpoints	Reminders
Delivery date & time	The delivery term depends on the destination and product types. Ask our staff in charge.
Installation areas	Sufficient space and routes including elevators must be secured for the carry-in and installation work.
Cancellation	If the date and time of the delivery/installation should be changed, please contact our office in charge before the second preceding business day at the latest. Without a prior contact, actual expense in addition to the predefined cancellation fee shall be borne by the user.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span. Because of this, execution of the agreement on maintenance service is required as a general rule. Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Dedicated battery	Six (6) years	To be separately quoted	Abnormalities may not be detected in a blackout unless replaced timely.

- 2) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

No maintenance service is applicable.

Access Control System (SECURILOCK SESAMO IDj/SESAMO IDf/SESAMO TRII)

1 "Delivery and Installation Work"

- 1) Be reminded of the following for delivery and installation work of the Access Control System.

Checkpoints	Reminders
Delivery	Preparation of the Operator Console PC for delivery may take about two weeks at most.
Setup and installation work	Before connecting to the user's network, our staff in charge shall check with the user for information such as the IP/gateway address to be used.
Reuse of existing cabling	When performing the work to reuse any existing cabling, the user shall bear the expense of the replacement or other associated works for any cabling failure unless we are liable for the cause.

- 2) Our staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.

Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
2 x dedicated battery	6 (six) or 12 (twelve) years	To be separately quoted	System may not operate properly in a blackout unless replaced timely.
Hard disk drive (HDD)	Two to three (2-3) years		Data could be lost unless replaced timely.
Liquid crystal display (LCD)			Brightness could be compromised unless replaced timely.

- 2) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.
- 3) HDD and LCD are the consumables for the PCs (major models) for browsing/management of the history data.
- 4) The suggested replacement timings are the guidelines assuming continuous operation in a normal environment.
- 5) Batteries or cells other than above may be used depending on the product types. Please check with our staff in charge.

3 Agreement on Maintenance Service

No maintenance service is applicable.

1 "Delivery and Installation Work"

- 1) Please be reminded of the following for delivery and installation work of the SESAMO GII.

Checkpoints	Reminders
Power source work	One circuit breaker unit of AC100V/20A per outlet to be the dedicated power source for the gate equipment is required. The cabling and piping works including the breaker installation must be arranged by the user as a general rule. If the arrangement will not work, let us know in advance.

- 2) Our staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span.

Because of this, execution of the agreement on maintenance service is required as a general rule.

Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user.

*Be reminded that an order placement by the user is required for the replacement.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Two dedicated batteries (per the main unit)	Six (6) years	To be separately quoted	Abnormalities may not be detected in a blackout unless replaced timely.

*The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
- 2) The inspection (on-call) fee shall be free even after the first year of use.
- 3) The batteries will be replaced free of charge during the replacement timing.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	Six (6) years from the first day of the following month of the delivery (to be extended automatically for successive periods of three years each, up to twice)
Inspection (on-call) fee	Free
Included services	Periodic inspections (twice a year) and on-call support: Inspection work hours: 09:00-17:00, Monday through Friday Repair support to be provided by Nisshin-Bosai Ltd.: 09:00-17:00, Mon through Fri after the following day of the inspection *The primary on-call support call must be directed to the "Customer Service Center" of SECOM. • The fees for periodic battery replacement of the electronic lock controllers are included. • Equipment and replacement expenses due to an equipment failure will be additionally charged. *However, consumables and batteries within JPY10,000 will be replaced free of charge.
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Any support work at height shall be additionally quoted.

SECURILOCK Smart

1 "Delivery and Installation Work"

There are no special reminders for the delivery.

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span. The applicable parts must be purchased/replaced by the user as a general rule.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Four (4) size AA alkaline batteries or Four (4) size AA lithium batteries	One (1) year	-	Running out of the battery, the doors will not unlock.

*The replacement timing is a guideline assuming about 10 locking/unlocking operations a day.

3 Agreement on Maintenance Service

No maintenance service is applicable.

SECURIFACE Intercom SESAMO F Family

1 "Delivery and Installation Work"

1) Please be reminded of the following for delivery and installation work of the SECURIFACE Intercom SESAMO F Family.

Checkpoints	Reminders
Installation areas	Sufficient space and routes must be secured for the carry-in and installation work.
Reuse of existing cabling	When performing the work to reuse any existing cabling, the user shall bear the expense of the replacement or other associated works for any cabling failure unless we are liable for the cause. Because of potential operational errors when multiconductor cables are used for connection with other telecom equipment, cabling shall be worked using our dedicated cable lines,

2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span.

Be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Battery or nickel-metal hydride battery (for wireless handset with display) *Type of consumables varies by product	Depends on the operating environment.	To be separately quoted	The wireless handset (extension unit) will become unusable shortly after charging.

*The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

No maintenance service is applicable.

Face Recognition Detector System

1 "Delivery and Installation Work"

Our staff in charge will separately detail the content.

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span. *Be reminded that an order placement by the user is required for the replacement.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Hard disk drive (HDD)	Three (3) years	To be separately quoted	Data could be lost unless replaced timely.
Liquid crystal display (LCD)			Brightness could be compromised unless replaced timely.

*The suggested replacement timings are the guidelines assuming continuous operation in a normal environment.

*The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Management of "Image Data"

- 1) Image data that are recorded in the HDD or other devices of this product must be managed on the user's own responsibility.
- 2) For replacement of the HDD or other devices as well, the user has to work on that and dispose of the removed devices (employing a disposal service provider) as a general rule.

5 Protection of Personal Information and Privacy

The data recorded by the products that allow identification of individuals (including the face data quantifying the facial images) constitute "personal data" stipulated in the Act on the Protection of Personal Information. Be reminded that some purposes of use or applications of the "personal data" may have inherent risks of infringing the rights such as the subject's privacy or of arousing individual or public sentiment. Ensure to handle such data on the user's own responsibility with an adequate care that complies with the relevant laws and regulations (see the User Manual for more information).

6 Disclaimer

In no event, SECOM shall be liable for damages caused to the user during the use of the product unless such damages are attributable to willful misconduct or gross negligence by SECOM.

Example 1. Such damages incurred by the use or unavailability of the product

Example 2. Such damages incurred by transformation/loss/leakage of the user's data that are recorded and stored using the product

Example 3. Such damages incurred by an inability to detect because of the factors such as lighting environments, personal differences, face directions, hats, masks, or sunglasses

Environments including security protection and telecom/network must be arranged on/at the user's own responsibility and expense.

7 Warranty Extension Packages

When a Warranty Extension Package is applied for, the services below shall be provided. Fees including "inspections (on-call)" and "repair of failure/parts replacement" shall be free even after the first year of use.

Name of the service	① Warranty Extension Package (3-year)	② Warranty Extension Package (5-year)
Term	Three (3) years from the delivery	Five (5) years from the delivery
Inspection (on-call) fee	Free	
Warranties	Failures within the above terms shall be repaired free of charge (on the conditions that the products are used within the scope given in a document such as a User Manual).	
Fees	Available on the quotation (included in the product value)	
Payment	The one-time payment as scheduled in the order sheet following the product acceptance	

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

*Failures or damages caused by fire, earthquake, flood, lightning strike, other acts of God, public pollution, or abnormal voltage are subject to the charged repair.

Border System

1 "Delivery and Installation Work"

- 1) Please be reminded of the following for delivery and installation work of the Border System.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the sensors For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in the sensor installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of replacement or other associated works for any cabling failure unless we are liable for the cause.
External walls, etc.	As a general rule, the installation cannot be performed in the areas to which no physical regulation is applied. The installation areas must satisfy the condition that the surveillance target area is surrounded by a barrier or fence of 1.5m or higher.
Seasonal and elemental impacts, etc.	The existence of any obstacles in between the sensors (between the light emitters and receivers) will cause false detections or unsuccessful alarm setup. *The obstacles include seasonal (growth of plants) and elemental (accumulated snow or heavy fog) impacts. Please let our staff in charge know upfront about the surveillance area environment as well as the anticipated future developments, etc.

- 2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.
Because of this, execution of the agreement on maintenance service is required as a general rule.
Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Dedicated battery, 1 each (per the main unit)	Six (6) years	To be separately quoted	Abnormalities may not be detected in a blackout unless replaced timely.

- 2) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
2) The inspection (on-call) fee shall be free even after the first year of use.
3) The batteries will be replaced free of charge during the replacement timing.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	Six (6) years from the first day of the following month of the delivery (to be extended automatically for successive periods of three years each, up to twice)
Inspection (on-call) fee	Free
Included services	- Periodic inspections, once every three (3) years - Periodic battery replacements
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

Laser Sensor

1 "Delivery and Installation Work"

- 1) Be reminded of the following for delivery and installation work of the Laser Sensor.

Checkpoints	Reminders
Cabling work	The cables will be exposed (run on the external walls, etc.) as a general rule. If the areas will not allow exposed cabling, alternatives shall be separately arranged.
Work to install mount poles	Installation of mount poles may be required in the sensor installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
External walls, etc.	As a general rule, the installation cannot be performed in the areas to which no physical regulation is applied. The installation areas must satisfy the condition that the surveillance target area is surrounded by a barrier or fence of 1.5m or higher.
Seasonal and elemental impacts, etc.	The existence of any obstacles near the controlled areas will cause false detections or unsuccessful alarm setup. *The obstacles include seasonal (growth of plants) and elemental (accumulated snow or heavy fog) impacts. Please let our staff in charge know upfront about the surveillance area environment as well as the anticipated future developments, etc.

- 2) Out staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.
Because of this, execution of the agreement on maintenance service is required as a general rule.
Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Dedicated battery, 1 each (per the main unit)	Six (6) years	To be separately quoted	Abnormalities may not be detected in a blackout unless replaced timely.

- 2) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.
- 3) Battery replacement for the power unit may be necessary. This will be advised at quotation.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
- 2) The inspection (on-call) fee shall be free even after the first year of use.
- 3) The batteries will be replaced free of charge during the replacement timing.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	Six (6) years from the first day of the following month of the delivery (to be extended automatically for successive periods of three years each, up to twice)
Inspection (on-call) fee	Free
Included services	- Periodic inspections, once every three (3) years - Periodic battery replacements
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

Sensor Light

1 "Delivery and Installation Work"

1) Please be reminded of the following for delivery and installation work of the Sensor Light.

Checkpoints	Reminders
Delivery	The delivery term depends on the destination and product types. Ask our staff in charge.
Installation areas and seasonal impacts	Depending on where the sensors are installed and elemental factors such as the season and air temperature, sensing may fail or get affected by the surrounding plants, causing sensing errors.

2) Our staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span.

Be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Light bulbs (LED)	Depends on the operating environment. (About 40,000 hours)	To be separately quoted	Bulbs may fail to light up unless replaced timely. (The bulbs are not available at consumer electronics retail stores.)
Halogen lamps	Depends on the operating environment. (About 2,000 hours)		

3 Agreement on Maintenance Service

No maintenance service is applicable.

TOMAHAWK III (Halon)

1 "Delivery and Installation Work"

Be reminded of the following because the work includes transportation and carry-in of the fire extinguisher gas cylinders (same for carry-out and pickup as well).

Checkpoints	Reminders
Delivery	The delivery term depends on the destination and product quantity. Ask our staff in charge.
Installation areas	Sufficient space and routes including elevators must be secured for the carry-in and installation work.
Cancellation	If the date and time of the delivery/installation should be changed, please contact our office in charge before the second preceding business day at the latest. Without a prior contact, actual expense in addition to the predefined cancellation fee shall be borne by the user.

2 Replacement of "Consumables"

- The following consumable parts need periodic replacement because of the product life span. Because of this, execution of the agreement on maintenance service is required as a general rule. Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Dedicated battery, 1 each (per the main controller unit)	Five (5) years	To be separately quoted	Fire may not be detected/extinguished in a blackout unless replaced timely. (A blackout may occur before the fire detection depending on the origins of the fire.)
Initiator (Container valve opener)			The extinguisher gas spray may fail unless replaced timely.

- The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- The services below shall be provided if the maintenance service is applied for.
- The inspection (on-call) fee shall be free even after the first year of use.
- The batteries will be replaced free of charge during the replacement timing.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	Six (6) years from the first day of the following month of the delivery (to be extended automatically for successive periods of three years each, up to twice)
Inspection (on-call) fee	Free
Included services	- Periodic inspections, once every six (6) months - Periodic battery and initiator replacements
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

TOMAHAWK EX

1 "Delivery and Installation Work"

Please be reminded of the following because the work includes transportation and carry-in of the fire extinguisher powder chemicals (same for carry-out and pickup as well).

Checkpoints	Reminders
Delivery	The delivery term depends on the destination and product quantity. Ask our staff in charge.
Installation areas	Sufficient space and routes including elevators must be secured for the carry-in and installation work.
Cancellation	If the date and time of the delivery/installation should be changed, please contact our office in charge before the second preceding business day at the latest. Without a prior contact, actual expense in addition to the predefined cancellation fee shall be borne by the user.

2 Replacement of "Consumables"

- The following consumable parts need periodic replacement because of the product life span.
Because of this, execution of the agreement on maintenance service is required as a general rule.
Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Dedicated battery, 1 each (per the main controller unit)	Five (5) years	To be separately quoted	Fire may not be detected/extinguished in a blackout unless replaced timely. (A blackout may occur before the fire detection depending on the origins of the fire.)
Initiator (Container valve opener)			The extinguisher gas spray may fail unless replaced timely.

- The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- The services below shall be provided if the maintenance service is applied for.
- The inspection (on-call) fee shall be free even after the first year of use.
- The batteries will be replaced free of charge during the replacement timing.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	Six (6) years from the first day of the following month of the delivery (to be extended automatically for successive periods of three years each, up to twice)
Inspection (on-call) fee	Free
Included services	- Periodic inspections, once every six (6) months - Periodic battery and initiator replacements
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

TOMAHAWK JET (1)

1 Delivery and Installation

1) Please note the following regarding the delivery and installation of the TOMAHAWK JET.

Checkpoints	Reminders
Delivery date & time	The delivery time differs depending on the region and quantity, so please check with our staff in charge.
Installation areas	Adequate space, elevators, and other access routes must be secured for delivery and installation.
Cancellation	If you wish to change the delivery/installation date and time, please contact our office in charge at least two business days prior. If we do not receive said notice, in addition to the prescribed cancellation fee, the user will be charged the actual costs incurred.

2) Our staff in charge will explain the construction work included in the construction fee stated in the estimate.

*Because sensors require inspection and replacement, an inspection port needs to be installed nearby in advance.

2 Replacement of Consumables

1) The following applicable parts have a limited lifespan and, therefore, require periodic replacement.

Accordingly, we require a maintenance service agreement in principle.

If it is not applied for, replacement costs after the warranty period will be borne by the customer. Please note that replacement requires a customer order.

Replacement parts differ depending on the product's time of sale.

■ TOMAHAWK JET sold on or after October 2025

Applicable parts	Replacement interval (maximum)	Replacement cost (estimate)	Major risks
1 x dedicated battery (per main unit)	Five (5) years	Quoted separately	If not replaced, the system may fail to detect fires during a power outage. (Depending on the source of the fire, a power outage may occur before fire detection.)
Duct / Hood sensor			If not replaced, the fire extinguishing system may not function properly.
Initiator			
Controller unit	Ten (10) years		If not replaced, leakage or deterioration of the extinguishing agent may prevent the system from performing as intended.
Activation board / Manual activation switch			
Fire extinguishing agent container (cylinder)			

■ TOMAHAWK JET sold on or before September 2025

Applicable parts	Replacement interval (suggested)	Replacement cost (estimate)	Major risks
1 x dedicated battery (per main unit)	Five (5) years	Quoted separately	If not replaced, the system may fail to detect fires during a power outage. (Depending on the source of the fire, a power outage may occur before fire detection.)
Duct sensor			If not replaced, the fire extinguishing system may not function properly.
Initiator			
Manual activation switch	Ten (10) years		If not replaced, leakage or deterioration of the extinguishing agent may prevent the system from performing as intended.
Fire extinguishing agent container (cylinder)			

*The replacement interval (maximum) is only a guideline. Depending on the usage environment, replacement may be required sooner than indicated above.

2) Replacement costs are subject to change without notice. When required, estimates will be provided by our office in charge.

TOMAHAWK JET (2)

3 Maintenance Service Agreement

By applying for the maintenance service, you will receive the following services.

	Terms & Conditions of Maintenance Service Agreement	
	Sold on or before September 2025	Sold on or after October 2025
Term of the agreement	Five (5) years from the first day of the month following product delivery (Automatically renewed annually upon completion of the term)	Six (6) years from the first day of the month following product delivery (Up to two renewals of three (3) years each upon completion of the term)
Inspection (on-call) fee	¥5,000 / per visit (excluding tax)	Free
Included services	Periodic inspections once every six (6) months	Periodic inspections once every six (6) months Replacement of parts/consumables in the 5th/10th years (battery, sensor, initiator, controller unit, activation board, manual activation switch, fire extinguishing agent container [cylinder])
Fees	As stated in the estimate	
Payment method	Advance payment every six months	

*Service hours (for on-call/periodic inspections) are the same as those described in the transaction conditions above.

*For TOMAHAWK JET systems sold on or before September 2025, maintenance contracts for additional sales due to expansion, etc., will continue without change.

*For TOMAHAWK JET systems sold on or after October 2025, replacement of parts/consumables will be free of charge during the term of the maintenance service agreement.

*If work at height is required during service, a separate estimate will be provided.

Flame Checker

1 "Delivery and Installation Work"

- 1) Be reminded of the following for delivery and installation work of the Flame Checker.

Checkpoints	Reminders
Work to hide cables	Except for the following cabling works, the cables will be exposed (run on the external walls, etc.) as a general rule: (1) From the facility in which the main unit is being installed to the external walls, etc.; and (2) From the external walls, etc., to the sensors For cases 1 and 2, and for "soil ground" with "no human/vehicle traffic," buried cabling can be worked.
Work to install mount poles	Installation of mount poles may be required in the sensor installation spots. Let us know upfront if there is any place where such installation may hinder the traffic of vehicles or others.
Reuse of existing cabling	When performing work to reuse any existing cabling, the user shall bear the expense of the replacement or other associated works for any cabling failure unless we are liable for the cause.

- 2) Our staff in charge will explain the work detail that is included in the installation fee on the quotation.

2 Replacement of "Consumables"

- 1) The following consumable parts need periodic replacement because of the product life span.
Because of this, execution of the agreement on maintenance service is required as a general rule.
Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Dedicated battery, 1 each (per receiver)	Six (6) years	To be separately quoted	Fire may not be detected in a blackout unless replaced timely. (A blackout may occur before the fire detection depending on the origins of the fire.)

- 2) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- 1) The services below shall be provided if the maintenance service is applied for.
2) The inspection (on-call) fee shall be free even after the first year of use.
3) The batteries will be replaced free of charge during the replacement timing.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	Six (6) years from the first day of the following month of the delivery (to be extended automatically for successive periods of three years each, up to twice)
Inspection (on-call) fee	Free
Included services	- Periodic inspections, once every three (3) years - Periodic battery replacements
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

*In the case of installation in compliance with the Fire Service Act or the guidance of the jurisdictional fire station, please let our staff in charge know (as will be separately quoted due to the different required maintenance)

Home Fire Sensor

1 "Delivery and Installation Work"

- 1) Installation work of the Home Fire Sensor must be self-performed by the user as a general rule.
- 2) If the serviced installation work is preferred, the fee shall be separately quoted.

2 Replacement of "Consumables"

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 "Expiry"

Expiry of the product is as follows. The product may not be usable after the expiry. Please be reminded to ask us to quote the replacement before the product expires.

Subject unit	Expiry	Cost	Others
Sensor unit	Ten (10) years	To be separately quoted	No battery replacement should be necessary before the product expiry when used in a normal operating environment.

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the SECOM Anshin Film.

Checkpoints	Reminders		
Conditions for installation	Cannot be installed on	Will not be effective if installed on	
	(1) Glass windows or doors thinner than 3mm (2) Showcases or top lights (skylight windows) (3) Cracked or broken glass plates	(1) Frameless, sliding/leaning windows and doors (2) Curved/tempered glass or non-glass windows or doors (3) Windows or doors in a bath or a dewy place (4) Glass windows or doors with textured surface (e.g., figured or frosted glass)	
Delivery term	• Around a week is normally required as the product is measured/cut to fit the target window shapes. Please check with our staff in charge for more information.		
Installation work	• The film will be installed securing 1-3 mm clearance from the frame. *The same scheme applies to the configuration of two or more films on one glass plate. • Be reminded to move/remove the furniture and curtains near the installation spots upfront. • Since dust contamination or water residue during and after the work cannot be checked after sunset or when dark outside, please be kindly reminded to help allow the work in the daytime. *The film installation time per glass plate is normally around 40 minutes.		
Post-installation care	• Applying a strong force to the film after the installation may cause breakage or misalignment. Take great care when cleaning the surface, using the following curing periods as guidelines: [Summer] around 1-2 months; [Winter] around 2-3 months • Blisters or cloudiness may develop in the above periods. • Should they stand out past these periods, please contact our staff in charge.		
Cancellation or appointment change	The fees and expenses will be charged to the user-initiated cancellation or appointment according to the schedule below. *Case (3) applies to the corporate or sole proprietor users who have executed the agreement for or as their business (but will not apply to the Door-to-Door Sales stipulated in the Act on Specified Commercial Transactions).		
	(1) Change or cancellation after the films are cut (within three (3) days before the installation appointment date)	• Amount worth the materials-in-process cost	
	(2) Postponement of the fixed installation date for three (3) weeks or longer *Once cut, the shell life of the film is as short as three weeks.		
	(3) Sudden appointment change or postponement (changing installation/on-site check date) *With a call after 18:00 of the second preceding business day: Preceding-day cancellation *With a call after 18:00 of the first preceding business day: Same-day cancellation	Preceding-day cancellation	Amount worth the actual cost
	Same-day cancellation		

2 Replacement of "Consumables"

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

SECOM Better Living Film

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the SECOM Better Living Film.

Checkpoints	Reminders	
Conditions for installation	The product is not applicable as a general rule for installations on: (1) Glass windows or doors thinner than 3mm; (2) Showcases or top lights (skylight windows); (3) Windows or doors using wire-reinforced, heat-reflective, or advanced eco-glass (Low-E Glass); (4) Glass windows or doors with textured surface (e.g., figured or frosted glass); (5) Windows or doors in a bath or a dewy place; or (6) Windows or doors using non-glass materials (e.g., acrylic or polycarbonate).	
Delivery term	• Around a week is normally required as the product is measured/cut to fit the target window shapes. Please check with our staff in charge for more information.	
Installation work	• The film will be installed securing 1-3 mm clearance from the frame. *The same scheme applies to the configuration of two or more films on one glass plate. • Please be reminded to move/remove the furniture and curtains near the installation spots upfront. • Since dust contamination or water residue during and after the work cannot be checked after sunset or when dark outside, please be kindly reminded to help allow the work in the daytime. *The film installation time per glass plate is normally around 20 minutes.	
Post-installation care	• Applying a strong force to the film after the installation may cause breakage or misalignment. Take great care when cleaning the surface, using the following curing periods as guidelines: [Summer] around 1-2 months; [Winter] around 2-3 months • Blisters or cloudiness may develop in the above periods. Should they stand out past these periods, please contact our staff in charge.	
Cancellation or appointment change	The fees and expenses will be charged to the user-initiated cancellation or appointment according to the schedule below.	
	(1) Change or cancellation after the films are cut (within three (3) days before the installation appointment date) (2) Postponement of the fixed installation date for three (3) weeks or longer *Once cut, the shell life of the film is as short as three weeks.	• Amount worth the materials-in-process cost
	(3) Sudden appointment change or postponement *With a call after 18:00 of the first preceding business day	• Amount worth the actual cost

2 Replacement of "Consumables"

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the SECOM Anshin Glass.

Checkpoints	Reminders		
Conditions for installation	The product is not applicable as a general rule for installations in/as: 1) Frameless, sliding/leaning windows and doors; 2) Wooden-framed windows and doors; 3) Windows and doors of unusual specifications (e.g., imported); 4) Top lights (skylight windows); or 5) Non-square (purpose-made) glasses. 6) Windows and doors with existing glass made of single-pane glass (for SECOM Anshin Glass SG only)		
Delivery term	Around two weeks up to two months is normally required as the product is entirely made to order to fit the target window shapes. Please check with our staff in charge for more information.		
Installation work	- Since the existing glass will be removed for replacement, the window will be kept open during the installation work. - Please provide sufficient work space (e.g., a garage or garden) as the frame will be processed on a work table or the floor. - Please be reminded to move/remove the furniture and curtains near the installation spots upfront. *The replacement time per glass plate is normally around 40 minutes.		
Weight	Since the product weighs more compared with the replaced glass, operation of the sliding/open-type windows may feel heavier.		
Cancellation or appointment change	The fees and expenses will be charged to the user-initiated cancellation or appointment according to the schedule below. *Case (3) applies to the corporate or sole proprietor users who have executed the agreement for or as their business (but will not apply to the Door-to-Door Sales stipulated in the Act on Specified Commercial Transactions).		
	(1) Order detail change or cancellation after the glass production begins	- Amount worth the materials-in-process cost - Amount worth the warehouse storage	
	(2) (2) Postponement of the fixed installation date for one (1) month or longer		
	(3) Sudden appointment change or postponement (changing the installation/on-site check date) * With a call after 18:00 of the second preceding business day: Preceding-day cancellation * With a call after 18:00 of the first preceding business day: Same-day cancellation	Preceding-day cancellation Same-day cancellation	Amount worth the actual cost

2 Replacement of "Consumables"

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

SECOM Anshin Inner Window/SECOM Anshin Outer Window

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the SECOM Anshin Inner Window and SECOM Anshin Outer Window.

Checkpoints	Reminders		
Conditions for installation	The product is not applicable as a general rule for installations in: • SECOM Anshin Inner Window (1) Frames (window sills) narrower than 25mm; (2) Windows in a bath; (3) Inner opening/leaning windows or rotating windows; (4) Windows installing an air conditioner or ventilation fan; (5) Top lights (skylight windows); or (6) Non-square (purpose-made) glasses. • SECOM Anshin Outer Window (1) Fireproof glass cannot be installed; (2) Bathroom (*except for plastic sash windows); and (3) Top lights (skylight windows).		
Delivery term	Around the following periods are normally required as the products are entirely made to order to fit the target window shapes. Please check with our staff in charge for more information. • SECOM Anshin Inner Window: 1-2 months • SECOM Anshin Outer Window: 1.5-2 months		
Installation work	• Please provide sufficient work space (e.g., a garage or garden) as the frame will be processed on the work table or the floor. • Please be reminded to move/remove the furniture and curtains near the installation spots upfront. * The installation work per window takes about 40 minutes for SECOM Anshin Inner Window and 2 to 3 hours for SECOM Anshin Outer Window.		
Post-installation care	• SECOM Anshin Inner Window Since the watertightness is not considered, close the existing outer window as well to prevent rain or water to come in. • SECOM Anshin Outer Window If you have purchased the wooden sash, we recommend a repaint of the wood parts of the sash. Otherwise, the surface of the wood parts will gradually deteriorate in quality and color with compromised water-repellent property. We recommend ordering a professional painting service for repaints every 3-5 years, depending on the aging level.		
Cancellation or appointment change	The fees and expenses will be charged to the user-initiated cancellation or appointment according to the schedule below. * Case (3) applies to the corporate or sole proprietor users who have executed the agreement for or as their business (but will not apply to the Door-to-Door Sales stipulated in the Act on Specified Commercial Transactions).		
	(1) Order detail change or cancellation after the glass production begins	• Amount worth the materials-in-process cost • Amount worth the warehouse storage	
	(2) Postponement of the fixed installation date for one (1) month or longer		
	(3) Sudden appointment change or postponement (changing the installation/on-site check date) * With a call after 18:00 of the second preceding business day: Preceding-day cancellation * With a call after 18:00 of the first preceding business day: Same-day cancellation	Preceding-day cancellation Same-day cancellation	JPY5,000 JPY10,000

2 「Replacement of "Consumables"」

No consumables are used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

Pythagoras

1 "Delivery and Installation Work"

1) Be reminded of the following for delivery of the Pythagoras.

Checkpoints	Reminders
Delivery	• The delivery term depends on the destination and product types. Ask our staff in charge. • Delivery on Sundays/holidays or any scheduled-slot delivery (including 18:00-08:00 out-of-service hours) is additionally charged. * Scheduled deliveries for [Morning hours] or [Afternoon hours] from Monday through Saturday are available without additional charge.
Installation areas	• Sufficient space and routes including elevators must be secured for the carry-in and installation work. • The standard installation uses anchoring to the floor. The installation floor will be drilled.

2) Our staff in charge will check the details about the installation spots and carry-in route.

2 Replacement of "Consumables"

For products with a numeric keypad or LCD that require battery cells, please be reminded that they may need periodic replacements as follows.

Applicable parts	Replacement timing (suggested)	Others
Four (4) size AA alkaline batteries (for Control Panel)	One (1) year (assuming three times/day operations)	• The applicable parts must be purchased/replaced by the user. • The replacement is not applicable if the AC Adapter (option) is used.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Delivery fee

The delivery fee for Pythagoras is available in the installation work fee section on the order sheet.

5 Others

- 1) To prevent accidents, be sure to ask for a specialist service or ask our office in charge when moving the safe. Support will be provided as a paid service. Additionally, if the product is connected to the SECOM Online Security System, make sure to contact our office in charge before moving the safe.
- 2) Keys, cards, and PINs (that vary by product type) must be strictly kept and controlled. If the safe will not open due to a lost key/card or forgotten PIN, contact our office in charge. Support will be provided as a paid service.

Home Delivery Locker

1 "Delivery and Installation Work"

Please be reminded of the following as these are large products to be transported/carried in/installed by dedicated providers.

Checkpoints	Reminders
Delivery	The delivery term depends on the destination and product types. Ask our staff in charge.
Installation areas	Sufficient space and routes must be secured for the carry-in and installation work.
Cancellation	If the date and time of the delivery/installation should be changed, please contact our office in charge before the second preceding business day at the latest. Without a prior contact, actual expense in addition to the predefined cancellation fee shall be borne by the user.

2 Replacement of "Consumables"

- The following consumable parts need periodic replacement because of the product life span. Because of this, execution of the agreement on maintenance service is required as a general rule. Without an application for the agreement, the cost for a post-warranty replacement must be borne by the user. Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Ink (for Printer)	Depends on the use conditions.	To be separately quoted	The receiving/shipping history cannot be recorded/checked when the ink runs out.

- The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

- The services below shall be provided if the maintenance service is applied for.
- The inspection (on-call) fee shall be free even after the first year of use.
- Support for unlocking the safe will be provided upon a request by the user.

	Terms & Conditions of Maintenance Service Agreement
Term of the agreement	One (1) year from the delivery (to be extended automatically for successive periods of one year each, up to nine times)
Inspection (on-call) fee	Free
Included services	- Periodic inspections, once a year - Ink replenishment (for Printer)
Accessory insurances	- Movable property insurance covering the Home Delivery Locker itself and the delivered items - Facility damage liability insurance covering third-party assets, etc.
Fees	Available on the quotation
Payment	The semi-annual advance payment

*Support hours (on-call/periodic inspections) are the same as described in the foregoing business terms & conditions.

*Any support work at height shall be additionally quoted.

SECOM AED (Automatic External Defibrillator)

1 "Delivery and Installation Work"

Please be reminded of the following when purchasing products such as the AED storage box or the wall-hanging mount.

Checkpoints	Reminders
Delivery	- The delivery term depends on the destination and product types. Ask our staff in charge. - Delivery on Sundays/holidays or scheduled-slot delivery is additionally charged. * Scheduled deliveries for [Morning hours] or [Afternoon hours] from Monday through Saturday are available without additional charge.
Installation areas	- The product cannot be installed outdoors. - Sufficient space and routes including elevators must be secured for the carry-in and installation work. - The floor or wall will be drilled if anchoring is required.

2 Replacement of "Consumables"

- 1) The subject units below must be replaced when they "expire" or "are used."
- 2) Be reminded that the user must place an order for all relevant units around the replacement timing.
- 3) The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

Subject unit	Replacement cost
Electrode pads/battery	Different AED types require different pads and batteries. Please check them in the brochures. *They must be replaced by the user.
Rescue kit	

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Expiry

The subject units below have expiry dates and may not work when they expire. Please be reminded to ask us to quote the replacement before the product expires.

Subject unit	Expiry
AED body	Different AED types require different pads and batteries. Please check them in the brochures.
Electrode pads/battery	

5 Other reminders

- 1) Indications according to the "Guidelines for Appropriate AED Advertisements and Indications"

Checkpoints	Reminders
Contact to SECOM	Please contact SECOM in the case of an unexpected incident, a transfer to others (only transferable to a licensed provider of the specially controlled medical devices marketing), or disposal.
Regular inspections	An AED is a medical device for life-saving use. Once an AED is installed, it is critical to routinely perform inspections of the AED indicators and the expiry dates of the consumables to ensure mission-critical use.
Consumables maintenance	The "Maintenance Tag" for the administration of the electrode pads and batteries is attached to the main frame of AEDs. Record the expiry dates of the consumables on the tag as a guideline for the replacement. For your information, the pads are disposables and must not be reused.
Application on children	Please be particularly reminded to avoid overlapping of the two pads when applying AED to a preschool (around 6 years old) child.

- 2) EKG/ECG submission as a post-sale service
Upon request by an institution such as a healthcare provider, we may submit the electrocardiography (EKG or ECG) acquired and recorded by the device on behalf of the user. The fee for this submission is included in the order placement value.

Anshin Disaster Prevention Shelter (1)

1 "Delivery and Installation Work"

Please be reminded of the following for delivery and installation work of the Anshin Disaster Prevention Shelter.

Checkpoints	Reminders	
Conditions for installation	The product is not applicable as a general rule for installations: (1) On an area exposed to direct sunlight (e.g., outdoors or roof-top); (2) with no secured installation/carry-in space (Main frame size: 1,740 (W)×850 (D)×1,000 (H) mm; or * The actual measurements of the installed area and the carry-in route must be notified to the manufacture upfront. (3) on the floor lacking the required strength (for the main frame weight of approx. 200 kg).	
Delivery term	Around one month is normally required as the product is entirely made to order. Please check with our staff in charge for more information.	
Installation work	Please provide a space for work and temporary storage as the product will be assembled in the installation area.	
Cancellation or appointment change	The fees and expenses will be charged to the user-initiated cancellation or appointment according to the schedule below.	
	(1) Cancellation after the production begins	• Amount worth the materials-in-process cost
	(2) Postponement of the fixed installation date for one (1) month or longer	• Amount worth the warehouse storage
	(3) Sudden appointment change or postponement * With a call after 18:00 of the first preceding business day of the installation/on-site check date	• Amount worth the actual cost

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span.

Please be reminded that the user must place an order around the replacement timing.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Water seal packing	Ten (10) years	To be separately quoted	Adequate water sealing performance may not be secured unless replaced timely.
Waterproof butyl tape			
Strap			The transom window could be lost due to the torn strap unless replaced timely.

* The suggested replacement timings are the general guidelines assuming installation in a recommended (indoor) environment. The periods may vary by environmental circumstance.

* The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 "Expiry"

The expiry of the main accessories is as follows. The product may not be usable after the expiry. Please be reminded to ask us to quote the replacement before the product expires.

Subject unit	Expiry (suggested)	Cost	Others
Preservative water/foods	Five (5) years	To be separately quoted	Can be separately purchased and replaced by the user.
Portable oxygen			

Anshin Disaster Prevention Shelter (2)

5 Checkpoints

Checkpoints	Reminders	
Prerequisites	When a disaster hits, give priority to evacuating to the evacuation site designated by the local government. The product is made available for use as one of the options to raise the probability of physical protection when no outward evacuation is possible. DO NOT use the product as an (easy) alternative to evacuation. Understand the following primary features and risks upfront in determining to use the product depending on the actual disaster situations.	
Primary features and risks	Primary features	Risks
	(1) The product is designed to physically protect the user against the wash-away damage from flooding or impact from collapsing structures.	• If the product gets submerged under water without floating, be reminded that the water seal performance and the remaining oxygen reserve will be limited. • Since the product has no fireproof property, DO NOT use it when a fire hits the user's property. • If the hatch is blocked by an obstacle such as debris from the disaster, you may not be able to evacuate out of the shelter.
	(2) The product has a given level of water seal property.	When totally submerged under water, in particular, the chance of being flooded inside will be higher due to a stronger water pressure from outside.
	(3) With two adults inside, the air in the shelter using the supplied portable oxygen (1.8 L x 10 cylinders) is designed to sustain for three (3) hours. * Opening the hatch or transom window will allow inflow of the outside air.	Hours the user can stay inside the sealed shelter is limited. The hours described in the left cell are just a guideline and the usable time should vary depending on conditions such as sex, physical characteristics, and mental state of the user(s).
	(4) If used in combination with COCO-SECOM (which requires a separate agreement), the "Ground Positioning" and "Reporting" Services will be provided.	• Not available outside au's telecommunication area. • Use of the shelter is outside of the "On-site Responding Scrambling Service" (with the emergency support personnel rushing over to the site) coverage.

Xperia Hello!

1 "Delivery and Installation Work"

There are no special reminders for the delivery.

2 Replacement of "Consumables"

Please contact the point of contact described in [4. Inquiries on the Product].

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Inquiries on the Product

Please contact the point of contact below both before and after the delivery.

Nature of the inquiry	Contact point	Phone number	Business hours
All • Consultation before purchase • Consultation on how to use the product • Consultation on repairs	Sony Mobile/Smart Products Consultation	0120-671-772 (available from a mobile/PHS phone)	Monday through Friday 10:00-18:00 Saturday/Sunday/Holidays 10:00-17:00

* Contact the listed company as SECOM cannot provide the product repair or parts replacement service.

(The associated fees will be individually quoted following the results of the inspection by the manufacturer, to which the fees are directly payable.)

5 Functions Available through Apps or Cloud

The functions (such as voice recognition) made available on the product through respective apps (e.g., LINE and Skype) or cloud are the services provided by third parties outside of SECOM. Please be kindly reminded that SECOM is not in a position to guarantee that these services will continue to be available in the future.

6 Scope of Inspections by SECOM

Checking the SECOM App settings status	If the specified status is already checked, please call "Sony Mobile/Smart Products Consultation."
---	--

Disaster Stocks

1 "Delivery and Installation Work"

There are no special reminders for the delivery.

2 Replacement of "Consumables"

The products have respective expiries as described in [4. Expiry].

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 "Expiry"

The expiries of the products are as follows. The products may not be usable after the expiry. Please be reminded to ask us to quote the replacement before the products expire.

Subject item	Expiry (suggested)	Cost	Others
Preservative water/foods	Five (5) years	To be separately quoted	The expiries may vary by item. Please check with our staff in charge if not clear.
Gauze/cotton	Three (3) years		
First-aid adhesive tapes	Five (5) years		
Wet sheets	Two (2) years		
Sanitation disposal goods	Ten (10) years		

Condominium System

1 "Delivery and Installation Work"

Our staff in charge will separately detail the content.

2 Replacement of "Consumables"

The following consumable parts need periodic replacement because of the product life span.

*Be reminded that an order placement by the user is required for the replacement.

*During the online subscription term, SECOM sends notification of replacement.

Applicable parts	Replacement timing (suggested)	Replacement cost (suggested)	Major risks
Gas sensors	Five (5) years	To be separately quoted (Free for the first replacement only)	The unit may fail unless replaced timely. The unit may also malfunction. Because of this, we have to suspend the online monitoring of the corresponding sensors as a general rule.
Battery sets for wireless security sensors and emergency/first-aid buttons	Five to ten (5-10) years	To be separately quoted (Free for the first ten years)	

* The replacement cost is subject to change without notice and will be quoted by respective offices in charge at the order placement.

3 Agreement on Maintenance Service

No maintenance service is applicable.

4 Installation Work Using Existing Cabling and Equipment

Though the work using existing cabling and equipment may cost less, the risks of "delayed delivery" or "additional work required" as below can arise. Extra expenses including such additional work must be borne by the user. Please be kindly reminded of that.

Timing	Major risks	Anticipated impact
Before the installation work	During the on-site check, it may turn out that the existing cabling or equipment cannot be used.	• Delayed delivery • Additional installation expenses (costing more) • Additional equipment purchases (costing more)
During the installation work	During the installation work, defects in the cables or equipment may be identified.	• Delayed delivery • Additional work fee including cable repairs/re-cabling • Additional equipment purchases
After the installation work	Errors may occur after the work and defects in the cables or equipment may be identified.	• Additional inspection (on-call) fee • The product will not be usable until the errors are corrected. • Additional work fee including cable repairs/re-cabling • Additional equipment purchases

* SECOM shall bear liability for defect warranty, only if all the cables are newly installed.

5 Online Subscription

The services below shall be provided if the online subscription is applied for.

The SECOM Control Center will monitor the purchased sensors. When an abnormal incident is identified by the Control Center, SECOM responds to it by urgently dispatching emergency support personnel to the site, etc.

Coverage	① Common spaces/common & private spaces	② Private space (one block) only (optional Condominium System service)
Term of the agreement	Five (5) years (to be extended automatically for successive periods of one year each)	Term of the primacy subscription (① in the left cell) shall apply.
Provided services	[Security], [Fire], [Emergency], [First-aid], and [Facility], etc.	[Security], [First-aid], and [Safety Monitoring]
Fees	Available on the quotation, etc. *Either ① or ② is quoted. Our staff in charge will detail the content.	
Payment	The 3-month advance payment	
Others	For the first ten (10) years from the installation, the fees for adjustment, repair, or replacement of the purchased product due to a problem such as a product failure will not be charged. *Failures due to wrong use or acts of nature are excluded.	

* Case ② is an optional subscription for the Common Space Online Subscription (①) with the Optional Services Special Contract.

Without the subscription of ① or the Special Contract, the services cannot be subscribed. Please contact our staff in charge for such a case.

Apple Watch

1 Delivery and Installation

There are no special precautions for delivery.

2 Replacement of Consumables

There are no consumables.

3 Maintenance Service Agreement

No maintenance service is provided.

4 Manufacturer Warranty

We will explain Apple's AppleCare. Please check the following link for details.

<https://www.apple.com/jp/support/products/watch/>

If you wish to add warranty coverage, please follow the above link within 30 days after the product is shipped from Apple.



5 Product Inquiries

If you have any questions about this product before or after delivery, please contact us using the contact information below.

Inquiry details	Contact information	Telephone number	Operating hours
General • Pre-purchase consultation • Inquiries about how to use the product • Inquiries about repairs	Apple support	0120-277-535	Open from 9:00 a.m. to 9:00 p.m., 365 days a year

* We do not perform inspections of this product. In addition, since SECOM cannot carry out repairs, parts replacement, etc., please contact the above. (Costs will be quoted on a case-by-case basis based on the results of checks by the manufacturer, and payment will be made directly to the manufacturer.)

* If the product appears to have been damaged in transit (e.g., the box is damaged, the screen is cracked, etc.) or if the product appears to have an initial defect such as not turning on or not displaying images, please contact SECOM within 48 hours of delivery using the contact information listed on the order form.

6 Other notes

Requires iPhone 8 or later with iOS 16 or later.

This product does not come with a power adapter. Please obtain a USB-C power adapter separately