



Yacht Sentinel

User Guide

Firmware Version 5

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Welcome

Congratulations on receiving your Yacht Sentinel. This user guide will provide you with the full technical information to help you make the most of your device. For technical support of other queries please contact the customer service team at support@yacht-sentinel.com, call +44 (0)1932 506 173 or refer to the Getting Started guide included with the product.



About Yacht Sentinel

The Yacht Sentinel uses the very latest low consumption components to help you to monitor the safety and security of your vessel from wherever you are in the world. The device comprises of a GPS receiver, patch antenna, wireless GSM module, a LiPO back up battery, and 15 ports for attaching external inputs and outputs.

The device is designed to be directly linked to a 12v or 24v power supply whilst drawing very little power from it, enabling the device to be attached for long periods of time without draining the boat battery.

The Yacht Sentinel operates using a standard PAYG SIM which allows you to check your boat remotely. The phone number registered to the SIM is the contact number of the device, this is the number you should use to change the device settings and request status updates, as will be described in this user guide.

In the UK we provide a low cost SIM card, but the Yacht Sentinel accepts any standard 2G SIM card so international users can buy a local SIM.

Your device can communicate with up to three numbers pre-registered by the main user, sending alerts and alarms to these numbers to give you the best opportunity to respond in an emergency as well as to have full access to the number of enjoyable leisure features the device offers.

Set up and installation

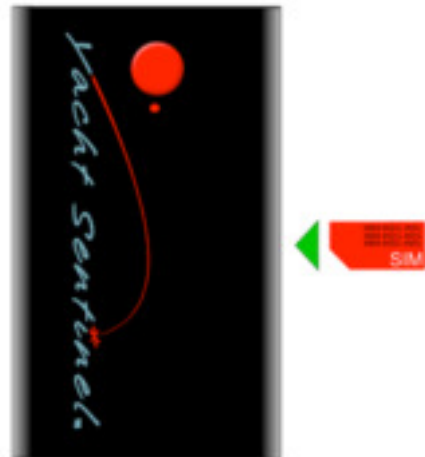
You can install the Yacht Sentinel yourself or you can contact an authorised installer as listed on our website (www.yacht-sentinel.com) or at the recommendation of the dealer. To install the Yacht Sentinel you will need:

- A 2.0mm flathead screwdriver
- A SIM card
- Double sided tape or Velcro

Step one – inserting the SIM

You will find a pay as you go SIM card included with your base unit, we recommend that you read the instructions in its packaging to top up the credit. Your Yacht Sentinel operates using standard SMS messages, each message sent by the Yacht Sentinel costs approximately 2 text messages so we recommend checking and topping up your credit regularly.

To insert the SIM turn the Yacht Sentinel so that the logo is upside down. On the side facing you there is a small slot – slide the SIM card into this slot, notched edge first, and press it in with your fingernail or the flathead screwdriver. There will be some resistance as the SIM hits the locking mechanism, push past this and the SIM will be held firmly in place. To remove the SIM press it in again and the lock will release it.



Step two – attaching the battery

To attach the internal battery, open the unit at the seam by gently inserting a flathead screwdriver or knife and twisting until the lid pops off. You will see a white plug on the end of a short wire, insert this into the adjacent white connector. The red LED will start to blink to indicate the device has been switched on, replace the front casing once you see the light.

To attach the battery lead to the external power supply (i.e. boat battery or shore power) you will need the power lead that was included with your Yacht Sentinel base unit. Attach the red wire to the positive side of the battery, and the black wire to the negative side, then insert the plastic plug into the socket on the top left side of the Yacht Sentinel base unit.



Step three – attaching the sensors

It is recommended that you attach the sensors to the area they are monitoring (e.g. the bilge sensors in the bilge, and the hatch sensor on the door) before you attach the wires to the Yacht Sentinel or attach the Yacht Sentinel base unit to the boat itself. This allows you to see how far the wires for each sensor will go which will inform your decision about where to put the base unit. Extended cables can be purchased separately. All sensors can be attached to the boat using tape or Velcro, please see the sensor information pages for details about each sensor.



Step four – installing the base unit

To attach the Yacht Sentinel to your boat you will need the double sided tape or Velcro. Attach the device to a non-metallic surface with the side with the logo on it and the antenna facing up. Do not install the device underneath a metal covering, as this hinders the GSM and GPS signal and may impair the function of your device. If you must install the base unit under a metal covering you should purchase an extended antenna to install away from the metal covering.

Step five – switching the device on and off

To switch on the device, briefly press the red button on the front of the casing. The red LED will start to flash to indicate that the device is powering up.

To switch off the device press and hold the red button on the front of the device until you see three long slow flashes of the red LED, this indicates that the device is powering down.

LED	GSM network	GPS connection
1 x flash	Registered	Registered
2 x flash	Registered	Not registered
3 x flash	Not registered	Not registered
Rapid flash	Registered	Registered
	The Yacht Sentinel is sending or receiving an SMS	
Slow flash	Not registered	Not registered
	The internal battery is low in power and needs to charge	

Power consumption

Battery:

The device will typically be powered by the shore power (230v) if the boat is located in a marina, but it was designed to be able to run on a typical boat battery (12v/24v) for many months. This means that boat owners on swing moorings, far from any shore power, can also take advantage of the features of Yacht Sentinel.

Yacht Sentinel was designed using the very latest in low-power electronic components to reduce average power consumption to an average of under 40mA. Yacht Sentinel can also operate up to 48 hours without any external power supply through its own internal battery in case of emergency if the boat's battery is flat.

The internal battery may become fully discharged in the device is switched off for long periods of time. When the device is next switched on it will enter charging mode to recharge the battery from the external power supply – during this time the GPS and GSM are not operational. The Yacht Sentinel automatically returns to normal operating mode once the battery reaches its threshold, typically after 2-3 hours.

The Yacht Sentinel is supplied with a battery supply lead, and there is an optional AC mains adaptor power supply lead. Both supply lead connectors are supplied with the appropriate supply lead socket, please do not remove the connectors from their leads as the connectors are designed to fit only the supply socket. If you wish to use a mains supply please purchase the mains adaptor unit. Failure to follow these guidelines may invalidate the warranty.



DO NOT AT ANY TIME connect the free end of the battery supply lead to 240vAC mains supply as this will damage the unit.

Power consumption:

The Yacht Sentinel requires a single power supply source in the range of 12v to 24v / 600mA. The following table gives an overview of which features are available at each level of current:

Average Current	Available Functions
Up to 20mA	<ul style="list-style-type: none">• GSM is registered and on standby• GPS is on standby• Move alarm and tracking mode are disabled
Up to 25mA	<ul style="list-style-type: none">• GSM is registered and on standby• GPS is on standby and active periodically to update the GPS position• Tracking more is disabled• Move alarm is enabled
Up to 45mA	<ul style="list-style-type: none">• GSM is registered and on standby• GPS is fully powered and constantly updating the GPS position• Move alarm and tracking mode are enabled

Note: the stated power consumption is an average taken over 10 days. The measured current can vary from the values in the table depending on the features that are enabled and the frequency of commands and alerts sent.

Core features

Many of the Yacht Sentinel's key features are integrated and need no external sensors to operate. You can set all of the following features simply by using the Yacht Sentinel app or by SMS command.

Battery and shore power monitoring	
<p>The battery alarm can be set to alert you if the boat battery level drops below a pre-set limit of either 12 or 24 volts, or if the shore power is lost. An alarm is sent 30 seconds after the shore power is removed or the boat battery drops below its pre-set limit. This is one of the core features of the device and it is highly recommended that you switch this feature on.</p>	
Geofence mooring	
<p>You can set a virtual perimeter around your boat and your Yacht Sentinel will alert you if your boat moves outside of this pre-set area. This feature is a core part of the Yacht Sentinels function as a security device, as an unexpected "move out" alarm could signify theft of your boat.</p>	
GPS tracking	
<p>You can turn on GPS tracking to send text updates of the course and location of your boat every few minutes. This has two uses: the first use is for leisure so that you can chart the course your boat has taken when you are on it. The second use is for security, as is your boat is moved without your authorisation you can activate the feature to track the location of your property.</p>	
Electronic flare	
<p>The Electronic Flare is the latest innovation in the Yacht Sentinel. If you experience an emergency when you are underway, for example total power failure, you can alert your three Yacht Sentinel contacts of your whereabouts.</p> <p>Simply press and hold the red button for three seconds to send the Emergency SMS, which includes key information such as location and SOG/COG.</p> <p>Note: The Electronic Flare should not replace standard emergency procedure, you should always take sensible precautions whilst underway and contact the coastguard through the usual means.</p>	

Attaching sensors

You can attach the sensors and install the device yourself or you can contact a Yacht Sentinel approved installer as listed on the Yacht Sentinel website. To attach your sensors to the Yacht Sentinel base unit and your boat you will need:

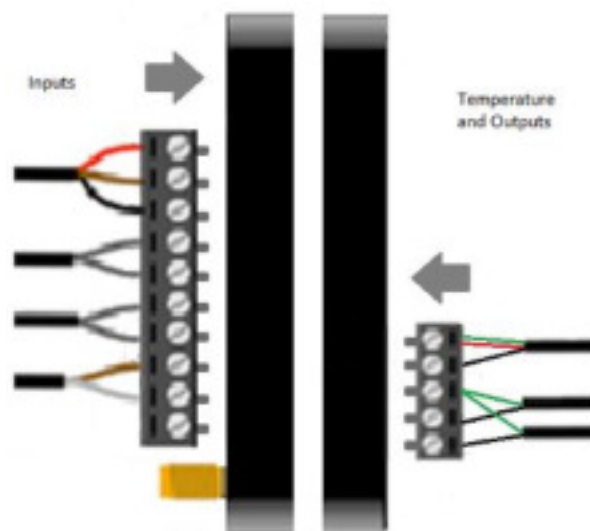
- 2.0mm flathead screwdriver
- Double sided tape or Velcro

Using the information in the sensor information section of this user guide, attach the sensors by inserting the wires into the appropriate slot of the removable connector. Tighten the screw by turning it clockwise until the wire is held firmly in place.

Once all sensors have been attached, simply press the removable connector into the base unit.

It is recommended that you place the sensor in the area it will be monitoring before you attach the wires to the base unit, as the length of cable may affect where you can install the base unit.

The base unit should be installed with the logo facing up and the unit secured to a surface using the tape or Velcro. It should not be installed under a metal covering, as this interferes with the GPS reception.



Sensor types

All sensors rely on an NC, NO or specialist Bilge circuit type to monitor your boat, you will need to know the circuit type when setting the alarms on your device. Please refer to the following table for the circuit type of our core range of sensors.

	NO	NC	Bilge	N/A
PIR	X			
Hatch	X			
Bilge			X	
Temperature				X
Outputs	Please see individual sensor			

An NO circuit is normally open, and an alarm will be triggered if it closes.

An NC circuit is normally closed, and an alarm will be triggered if it opens.

The specialist bilge sensors measure changes in resistance and is triggered if the change in resistance reaches the level expected with the presence of a liquid.

Sensor information

The Yacht Sentinel can accept a range of different sensors and outputs both from our own range and from third parties. Follow the instructions in the boxes below to install each type of sensor, taking care to insert the correct wires into each port of the removable connector, as some sensors cannot be connected to all ports.

PIR sensor

The Passive Infra-Red (PIR) sensor is the first part of the *Yacht Sentinel's* intruder alarms. Using PIR technology, the sensor can detect when a moving warm body enters its field of vision and raise the alarm immediately. To prevent multiple alarms the Yacht Sentinel will not send more than one PIR alarm every 10 minutes.

To attach the sensor to the base unit you must use the top three ports of the left hand side removable connector. Insert the red wire into port 1, the brown wire into port 2 and the black wire into port 3. You can only install one PIR sensor, you cannot insert multiple wires into the same slot.



Using the tape or Velcro attach the sensor to the wall with an unobstructed view of the area you wish to monitor, take care not to cover the white lens of the sensor. The sensor has a radius of 4m at an angle of 90°, ensure it has an unobstructed view of the area you want to monitor.

Bilge sensor (pair)

The bilge sensors are an invaluable tool for warning you if the water in the bilges is too high. By measuring the resistance between two metal prongs, the bilge sensor detects the presence of water and sends you an alert once they have been submerged for one minute or more.

To attach the two sensors to the base unit you must use ports 4 & 5, 6 & 7 or 8 & 9 of the left hand side removable connector. Insert one wire into each port, ensuring that wires from the same sensor are next to each other, you cannot place multiple wires in the same port.



Using the tape or Velcro attach the bilge sensor to the bilge wall above the normal waterline with the metal prongs facing down. We recommend placing the sensors far from one another and above the level at which the bilge pump is usually activated.

Hatch sensor

The hatch sensor is another key part of the *Yacht Sentinel's* function as an intruder alarm. Using a sensor with a detachable magnet attached to a door or window an alarm is immediately triggered if the two pieces are pulled apart by the hatch opening. To prevent multiple alarms the *Yacht Sentinel* will not send more than one hatch alarm every 10 minutes.

To attach the hatch sensor to the base unit you should use ports 4 & 5, 6 & 7, or 8 & 9 of the left hand side removable connector. Insert one wire into each port and tighten the screws until the wire is held firmly in place. You can install multiple hatch sensors in the same port if you need, but you will not be able to differentiate between any alarms you receive.

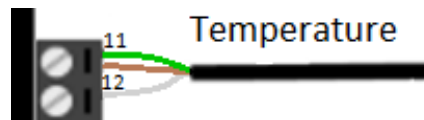


Using the tape or Velcro, attach the detachable magnet to the hatch door/window and the sensor to the frame. Make sure that both parts are aligned and sit flush or the sensor will not work properly.

Temperature sensor

The temperature sensor is an accurate piece of equipment that lets you know the exact temperature inside your boat. As well as requesting temperature updates you can set a maximum-minimum range of temperatures and the *Yacht Sentinel* will send you an alarm if the temperature goes out of these limits.

To attach the temperature sensor to the base unit you should use ports 11 & 12 of the right hand side removable connector. Insert the brown/black and the green/red/ wires into port 11 and the white/yellow wire into port 12.



Using the tape or Velcro attach the temperature to the wall where you want to measure the temperature, making sure not to cover the metal sensor end. You could place the sensor near the engine to warn of overheating, or in a cabin.

Outputs

You can attach a wide range of third party outputs to the *Yacht Sentinel*, such as sirens and strobe lighting. You can link these outputs to be set off if an alarm is triggered, for example if a PIR sensor is triggered a siren can start to alert marine staff to a potential break in.

To wire the output to the device, insert the ground wire to port 13 and the other wire to port 14 or 15 of the right hand side removable connector, you can insert two ground wires into port 13. You will need to know whether each output is an NC or NO circuit to set an alarm, this information should be on our website or in the description of a third party sensor.



As with the other sensors you can set the outputs using the app or SMS using the instructions on the App and SMS commands section of this user guide.

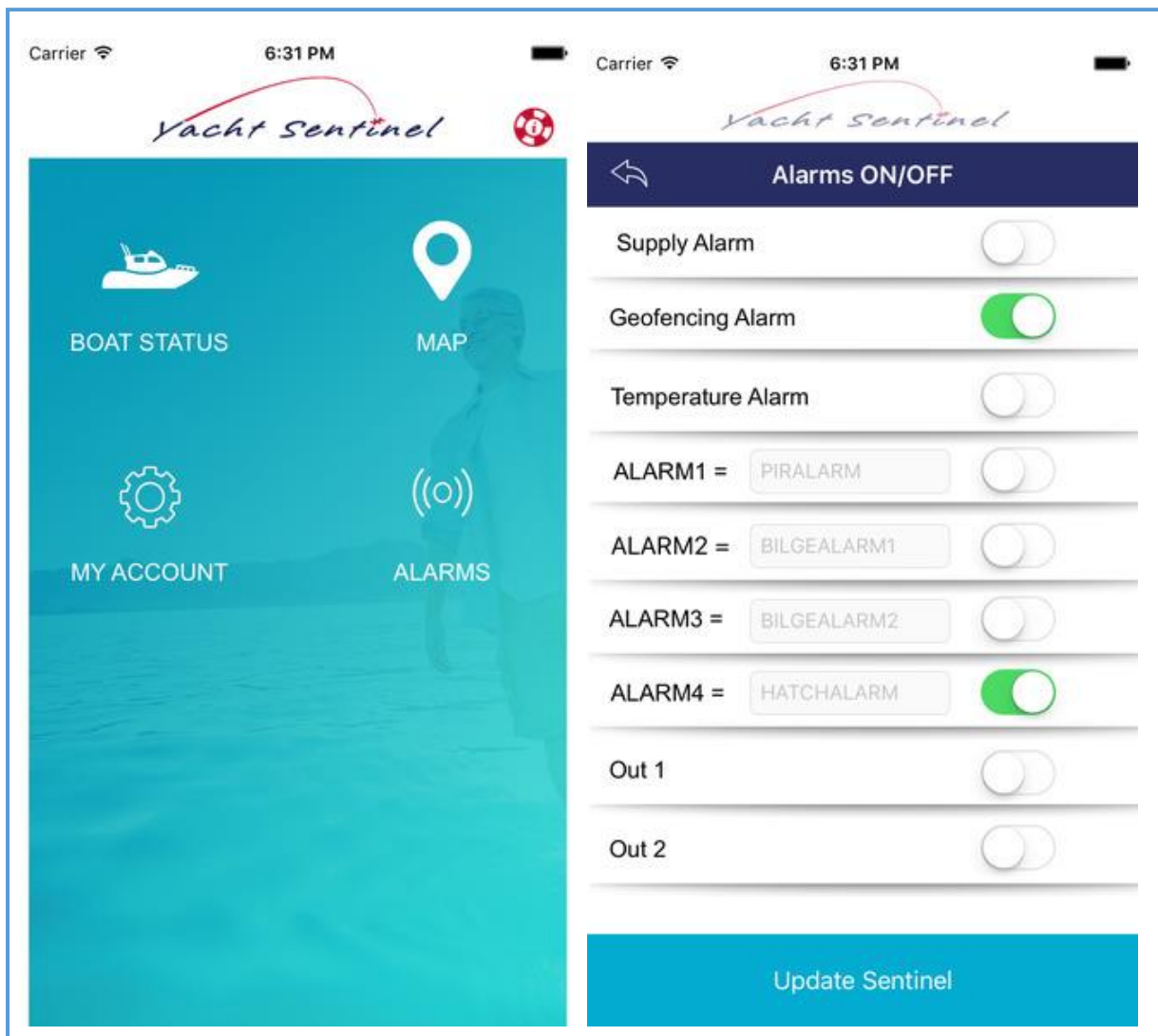
Yacht Sentinel App

The Yacht Sentinel is fully configurable through either the free App (available for Android and Apple phones) or by standard SMS texts.

Find the app on iTunes or GooglePlay by searching for “Yacht Sentinel”

To get started you will need your Yacht Sentinel contact numbers and the default password 4444. The getting started tutorial will explain how to set up your app and how to make the most out of it

You can also find the tutorial on GooglePlay, iTunes, and our website



SMS commands

For those without the App, the Yacht Sentinel is also configurable by SMS. You can send and receive the same information regardless of which method you use.

SMS Command	Description
PARAMETER?	Request for a parameter SMS outlining all the current settings of the device.
STATUS?	Request for a status SMS to let you know all the current sensor information.
MASTER1=[number] MASTER2=[number] MASTER3=[number]	Command to set the phone numbers for Masters 1 -3. Maximum 18 characters.
NAME=[name]	Set the name of your device. Maximum 12 characters.
MMSI=[number]	Set the Maritime Mobile Service Identity of your boat. Maximum 12 characters.
NEWPWD=[number]	Command to change the password of the device. Maximum 4 numerical characters.
SUPPLYALARM=[ON/OFF]	Command to enable or disable the battery alarm
BATT=[12/24/SP]	Set the power supply level to either 12v or 24v.
SUPPLYALARM=[ON/OFF]	Set the power supply to shore power if the boat battery is linked to an external power source.
MOVEALARM=[ON/OFF] RADIUS=[20-200]	<p>Command to enable or disable the geofence mooring alarm within the pre-set radius. A -=MOVE-OUT=- alarm will be sent if the boat moves outside the pre-set radius, and a -=MOVE-IN=- alarm will be sent when the boat moves back within 15m of the radius.</p> <p>Set the radius for geofence mooring to between 20 and 200m. The geofence perimeter will be drawn at this radius away from the current location of the boat.</p>
TRACKING=[n,d]	<p>Command to activate GPS tracking, where n=the number of tracking SMS you want to receive [0-20], and d=the minutes between each SMS [1-10]. To deactivate tracking type the command TRACKING=0</p>
TEMPALARM=[ON/OFF]	Enable or disable the temperature alarm.
TEMPMAX=[0-100]	Set the maximum allowed temperature, and recorded temperature above this figure will trigger a TEMP-ALARM
TEMPMIN=[-20-100]	Set the minimum allowed temperature, and recorded temperature below this figure will trigger a TEMP-ALARM
ALARM1=[ON/OFF],[NO/NC],[name] ALARM2=[ON/OFF],[NO/NC],[name] ALARM3=[ON/OFF],[NO/NC],[name] ALARM4=[ON/OFF],[NO/NC],[name]	<p>Command to set the parameters for alarm input 1-4, there are three variables: [ON/OFF] enables or disables the alarm [NC]NO/BILGE defines the circuit type [name] set the name of the alarm, e.g. cabin hatch</p>
OUT1=[ON/OFF],[0-86400],[ALARM1-4] OUT2=[ON/OFF],[0-86400],[ALARM1-4]	<p>Command to set outputs 1-2 [ON/OFF] enables or disables the output [0-86400] sets how long the output is active for, if 0 the output is permanently active [ALARM1-4] links output to the alarm, if the alarm is triggered so in the output</p>
OUT1DELAY=[0-86400] OUT2DELAY=[0-86400]	Command to delay the start of the output by 0-86400 seconds.

SMS command template

To send an SMS command to the Yacht Sentinel follow these instructions:

- Begin each SMS with your password (default password 4444)
- Separate each command parameter with a comma
- Separate each command type with a comma and a new paragraph
- Enter each command as it appears in this user guide

Example

```
4444,  
MASTER1=012345678901,  
ALARM4=ON,NO,cabin-hatch,  
OUT2=ON,90,ALARM4,  
OUT2DELAY=10
```

The above example sets the Master phone number, primes and labels a hatch sensor in the cabin, links an output (e.g. a siren) to the hatch sensor, and tells the output to start 10 seconds after it is triggered and to operate for 90 seconds.

Message types

There are five types of message the Yacht Sentinel can send to you, all of which can be read in SMS format or on the iOS app by using the 'paste boat message' button.

1 – Parameter message

This is sent to the user that requested a parameter update. The SMS contains information about all the settings of the Yacht Sentinel (e.g. which alarms are on and the radius for the geofence mooring).

Example:

```
YACHT SENTINEL
BOAT NAME
MMSI=012345678
MASTER1=+441234567890      = Master telephone number
MASTER2=+442345678901      = Master telephone number
MASTER3=NA
ALARM1=OFF,NO,PIR-ALARM     = PIR alarm is off
ALARM2=ON,BILGE,BILGE-ALARM = Bilge alarm is on
ALARM3=OFF,BILGE,BILGE-ALARM = Bilge alarm is off
ALARM4=ON,NO,HATCH-ALARM    = Hatch alarm in on
OUT2=ON,30,ALARM4          = Output 2 is linked to the hatch alarm
TEMPALARM=ON
TEMPMAX=70
TEMPMIN=-2
SUPPLYALARM=ON              = Boat is linked to shore power
BATT=12
MOVEALARM=OFF
RADIUS=20
```

2 - Status message

This is sent to the user that requested a status update. The SMS contains all the latest sensor information from the device (e.g. temperature and locations) to let you know how your boat is.

Example:

```
YACHT SENTINEL
BOAT NAME
MMSI=012345678
FW=20090720                = Firmware version
GSM=89dbm                  = GSM strength level
BOATBATT=11.7v             = Remaining boat battery voltage
VBATT=4.2v                 = Remaining internal battery voltage
TEMP=25
GPSFIX=YES                  = GPS signal found
TIME=10.51.13
DATE=21-09-15
LAT=52 06.4445N            = Latitude
LONG=008 39.8726E          = Longitude
SOG=33                     = Speed over ground in knots
COG=74                     = Course over ground in knots
```

3 - Alarm message

If an alarm is triggered on one of the sensors an Alarm SMS will be sent to all master numbers to alert you to the particular alarm triggered as well as other status information you may need. The alarm looks identical to the Status SMS but at the start it will define the type of alarm it is.

Alarm source	Description
-=HITEMP-ALARM=-	The temperature has exceeded the maximum limit
-=FROST-ALARM=-	The temperature has fallen below the minimum limit
-=BILGE-ALARM=- -=-HATCH-ALARM=- -=-PIR-ALARM=-	The default alarm names for Alarms1-4, if you change the alarm name (e.g. to CABIN-HATCH) this will appear instead.
-=SHOREPOWER-ALARM=-	Indicates the shore power has been removed
-=BATT-ALARM=-	Indicates the boat battery voltage is low
-=MOVE-OUT=-	The device has moved outside the geofence mooring perimeter
-=MOVE-IN=-	The device has moved back into the geofence mooring perimeter

4- Error message

An error message will be sent if there is an issue with the physical connection between the sensor and the Yacht Sentinel base unit. If an error is found the sensor it relates to may be inoperable or unreliable, so it is recommended that you check your unit as soon as you can.

Error type	Solution
SENSOR 1-4 NOT CONNECTED	Check the connection between the Yacht Sentinel and the sensors on input 1-4. Check that the removable connectors are properly inserted into the device.
SHORT CIRCUIT ON SENSOR 1-4	Check that the wires on the sensor are attached to the correct input

5 - Tracking message

The tracking SMS will be sent to the user that requested it at the length of interval and total number of messages defined when activating the feature. The text will include all the relevant status information but focus on the latitude, longitude, SOG and COG so that you can effectively track your boat.

To draw a chart of where your boat has been simply enter the latitude and longitude from the Tracking SMS into any map or chart software (e.g. Google maps, Openseamap.org) and plot the points between each set of coordinates.

FAQs and troubleshooting

Can I install sensors bought from another company?

Yes you can. As long as the connection end comprises of wires and not a plug or insert, and you know whether the circuit is NO or NC you should be able to install any third party sensor. Please see the section on third party sensors in the Wiring chapter of this user guide.

Can I buy an extended warranty for my unit?

Yes, provided that your unit is less than 12 months old when you purchase the extended warranty. Please contact the customer service team on +44 (0)1932 506 173 or sales@yacht-sentinel.com for a quote or to buy the extended warranty.

My Yacht Sentinel is not sending alerts

- Ensure that the unit is switched on with sufficient power, checking that the connection to the power supply is not loose.
- Check that the SIM is properly inserted and has enough credit.
- Test that the SIM card is working properly by inserting into a mobile phone.
- Stand by the Yacht Sentinel and send a status request, check to see that the LED flashes to confirm that the command has been received.

My Yacht Sentinel is not holding its charge

- Ensure that the internal battery is properly connected.
- Check that the power lead is connected properly, what the boat battery voltage is above 12vDC or that you have shore power.
- Switch the Yacht Sentinel off and leave overnight to charge fully.

I received an ERROR NOT CONNECTED message

- Check the length of the wire for any breaks and that the cable is securely connected to both the sensor and the base unit.
- Check that the removable wire connector is fully inserted into the base unit.
- Check the parameter of the device, making sure that the correct circuit type has been specified.

My Yacht Sentinel cannot find a GPS or GSM signal

- Ensure that the SIM card has credit.
- Check that the base unit has sufficient charge.
- Test the unit in an area where you know you have good signal (e.g. near a phone mast)
- Make sure that the device is not installed under a metal covering.

Technical specification

General

- Casing measures approx. 120mm x 70mm x 30mm
- Determination and transmission of GPS coordinates, speed and additional information from inputs
- Determination and transmission of GSM cell data and provider information
- Parameter configuration via SMS or App
- Current state is indicated via a red LED
- Ambient temperature 0 – 50
- Storage temperature 0 – 70

GSM

- Integrated Telit GE865 GSM module
- Suitable for all networks.
- Frequencies: GSM850, E-GSM900, DCS1800, PCS1900
- UMTS not supported
- Usable with a prepaid or contract SIM from any provider
- No SIM lock

GPS

- Integrated SiRFstarIII receiver
- 20-channel GPS receiver
- Internal patch antenna

Legal information

Disclaimer

Use of the Yacht Sentinel is at the users own risk, we are not liable for any loss or damage arising from a faulty unit. Please see the Yacht Sentinel website (www.yacht-sentinel.com) for full terms and conditions.

Warranty

All news goods supplied by an approved vendor have a 12 month warranty period from the date of delivery (unless otherwise stated). This warranty does not affect your statutory rights as a consumer. If new goods develop a defect during the 12 month Warranty period please contact your national distributor who will advise the returns procedure.

The warranty does not cover for from any defects in the goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than in accordance with its intended use, failure to follow the manufacturers or suppliers instructions, or any alteration or repair carried out without Intelligent Devices Limited's prior written approval.

Terms and conditions

1. Format of the Contract: Any order placed by you for goods advertised by us on our website is an offer by you to purchase the goods selected in your order. No contract exists between you and us for the sale of any goods until we have received your order and accepted it (which we may do at our discretion). We will send you an order acknowledgement shortly after you place your order, notifying you that we have received your order. This acknowledgement is not notification that we have accepted your order. The contract is subject to your right of cancellation (see clause five).

We have the right to terminate the contract if the price of the contract is not received from you in cleared funds. Intelligent Devices Limited may change these terms of sale without notice to you in relation to future sales.

2. Description and price of the goods: We have taken care to describe and show Yacht Sentinel products as accurately as possible. If there is anything which you do not understand, or if you wish to obtain further information, please contact us. Every effort is made to ensure that prices shown on yacht-sentinel.com are accurate at the time of placing your order, if, by mistake, we have under-priced an item we will contact you and offer you the following three options:

- a) placing a new order at the correct price for those goods.
- b) cancelling the whole of your order.
- c) cancelling your order for the miss-priced goods and reconfirm your order for the correctly priced goods.

If you do not choose one of those three options within 14 days, your order will be cancelled or the under-priced item will be removed from your order with any payment made by you for the miss-priced goods being credited back with your original payment method.

If within 14 days of accepting your order we discover that all of the goods are unavailable you will have the option of cancelling your order with a full refund or waiting until the items are back in stock. If within 7 days of accepting your order we discover that some but not all of the goods are unavailable, we will contact you and offer you the option of cancelling the whole order or amending your order to a substitute alternative. If you do not choose a substitute alternative within 14 days, the unavailable item will be removed from your order and we will deliver the available goods. If any payment has been made by you, you will be credited back to your original payment method.

The price of an item includes standard 3-5 working day delivery, we reserve the right to charge for next day or named day delivery at the same rate as our preferred courier.

3. Payment: Payment can be made by any of the options described on our website. If payment fails your order will be cancelled. There will be no delivery until cleared funds have been received.

4. Delivery: Delivery will be made to the address specified when you completed your order. If you refuse the delivery of your order for reasons under the Distance Selling Regulations or you fail to take delivery because you have cancelled your contract under the Distance Selling Regulations, Intelligent Devices Limited will refund or re-credit you within 30 days for the sum that has been paid by you for the goods. By exercising your right to cancel you are required to return the goods to Intelligent Devices Limited.

If you fail to return the goods to Intelligent Devices Limited we reserve the right to deduct any costs incurred by retrieving the goods from you. Every effort will be made to deliver the goods as soon as possible after your order has been accepted. Intelligent Devices Limited will now however be liable for any loss or damage suffered by you through reasonable or unavoidable delay. Upon receipt of your order you will be asked to sign for the goods received. If the package does not appear to be in good condition then please refuse the delivery. If you are unable to check the contents of your delivery please sign for the parcel as UNCHECKED. Failure to do so may affect any warranty claims that you make thereafter. Ownership of an item will not pass to you until we have delivered the item to you (either directly, or by leaving in a safe place with a neighbour). When an item has been delivered the risk of damage or loss of the item passes to you.

5. Your right of cancellation: You have the right to cancel your contract with Intelligent Devices Limited at any time up to 10 days after you receive the goods, in line with the Distance Selling Regulations. To cancel your contract in this time frame you must notify us in writing. Should you wish to cancel your contract after the goods have been delivered to you, you will be responsible for returning the goods to Intelligent Devices Limited at your own cost. You will be credited for the goods within 30 days of notifying Intelligent Devices Limited of the cancellation.

6. Refund policy: If you are eligible for a refund, we will refund you back to the payment method you used when you originally paid for your order. Please note that it is your responsibility to notify us of any changes to your card details, i.e. you no longer have that account. Refunds can take up to 30 days to process.

7. Warranty: All new goods supplied by Intelligent Devices Limited have a 12 month warranty period from the date the goods were delivered (unless otherwise stated). This warranty does not affect your statutory rights as a consumer, if new goods develop a defect during that 12 month warranty period please contact us and we will advise of the returns and replacement procedure. Please note that the warranty does not cover you for any defects in the goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than in accordance with its intended use, failure to follow the manufacturer or suppliers instructions, or any alteration or repair carried out without prior written approval from Intelligent Devices Limited.

8. Faulty goods: If you receive goods that are faulty or incomplete on arrival you must notify us within 28 days of receipt of the item. If the goods are less than 28 days old you have the option of a full refund or direct replacement. If the goods are over 28 days old we will test the product for a fault. If the fault is verified we will try to repair the item, if we are unable to repair the item a replacement or full refund will be issued in line with our refund policy. If the goods you have returned are not found faulty by our trained technicians the goods will be returned to you at your cost.

9. Limitation of liability: Intelligent Devices Limited will not be liable to you for any loss or damage in circumstances where: there is no breach of a legal duty owed to you by the Supplier or by its employees or agents; such loss or damage is not a reasonably foreseeable result of any such breach; any increase in loss or damage resulting from breach by you of any term of this contract. Nothing in these conditions excludes or limits the liability of Intelligent Devices Limited for death or personal injury caused by our negligence or fraudulent misrepresentation.

10. Data protection: Intelligent Devices Limited will take all reasonable precautions to keep the details of your order and payment secure, but unless Intelligent Devices Limited is negligent, we will not be liable for unauthorised access to information supplied by you.

11. Images: Product images are for illustrative purposes only and may differ slightly from the actual product.

12. Governing Law and Jurisdiction: These terms of sale and the supply of goods will be subject to English law and the English courts will have jurisdiction in respect of any dispute arising from the contract.

13. Protecting your security: To ensure that your credit, debit or charge card is not being used without your consent, we will validate name, address and other personal information supplied by you during the order process against appropriate third party databases. By accepting these terms and conditions you consent to such checks being made. In performing these checks personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. This is only done to confirm your identity, a credit check is not performed and your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 1988.