

EliteSuite Eclipse LED Keypad
User Manual

ICTEliteSuite®.

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Introduction

Your building has been equipped with the EliteSuite Security System to give you peace of mind by providing reliable security protection.

The EliteSuite system is an advanced technology security system specifically designed to enhance the functionality of condominium and apartment security with flexible local monitoring and offsite communication.

The elegant and user friendly EliteSuite keypad maintains complete control of your residence providing easy to understand information.

All actions performed in your security system are executed and displayed through the keypad. Before using your EliteSuite system, we highly recommend you read this manual carefully and have your security professional or property manager explain basic system operation to you.

Document Conventions



Indicates a warning or cautionary message



Indicates an important note or advisory information



Indicates a hint or suggestion

[TEXT]

Bold text enclosed in brackets is used to show a section number or address of a programmable option or information on programming shortcut sequences

Operation

The following instructions provides you with information on how to use the EliteSuite keypad.

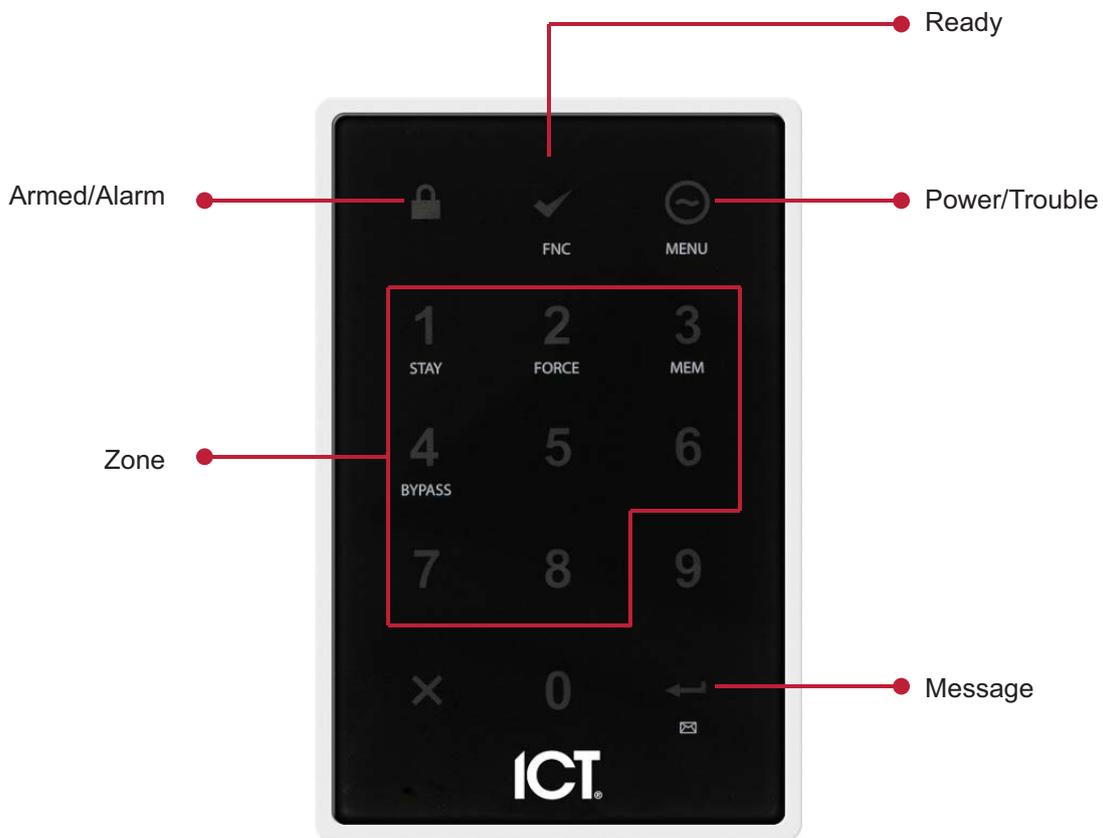


When the text [USER CODE] is shown, it indicates that you are required to enter your user code. The default Master Code to gain access to your system is [1234]. For security reasons, this code must be changed. Refer to Programming User Codes for details on changing codes.

Certain features and options must be enabled by the installation company or property manager. If the feature is not programmed or an option is not enabled, the system will generate a rejection tone. Refer to the Configuration section (see page 21) for details on the options that have been enabled.

Indicator Lights

The keypad features several status indicator lights showing the condition of the system.



Indicator Lights

Arm/Armed Indicator

State		Description
	Off	The system is disarmed.
	On	The system is armed and you may enter your user code to disarm.
	On with keypad emitting a continuous tone	The system is armed and has entered the entry delay state. You must enter your user code to disarm.
	Flashing regularly	The system is in exit delay. You have a limited time to leave the area before it is armed.
	Flashing 3 times then pausing	The system is in an alarm state caused by activation of fire zone(s). You must enter your user code to acknowledge the alarm.
	Flashing a brief pulse every 2.5 seconds	The last alarm that occurred has been stored in the system memory (see page 19). This indicator will be cleared the next time you arm your system or clear the memory via the system menu.
	Flashing 200ms on, 600ms off	The system menu is currently active.

Ready Indicator

State		Description
	Off	One or more zones in the system are open and the system cannot be regular armed
	On	All zones are closed and the system is ready to be armed
	Flashing	The system has begun arming and is in exit delay mode

Power/Trouble Indicator

State		Description
	Off	Complete power failure
	On	The system is powered and operating normally
	Flashing	There is a trouble condition present

Message Indicator

State		Description
	Off	You have no pending messages
	Flashing	The building manager or concierge is requesting your attention

Zone Display

The EliteSuite keypad features an easy to use 8 zone display, which allows you to monitor your system at a glance.

When not using the menu system for programming options or modifying user accounts, your keypad will display the status of each programmed zone by lighting the corresponding number on the display. The 3 status options shown are:

State		Description
	Off	The zone is closed
	On	The zone is open
	Flashing	The zone is operating incorrectly. Contact your building manager or security company for assistance.

Audible Tone

When you press any key, a short audible tone is generated. Other tones are generated when certain functions are used. You should be familiar with the following audible tones.

Confirmation Tone

When an operation (arming/disarming) is successfully entered on the keypad, or when the system switches to a new status/mode, the keypad generates a series of four audible tones.

Entry Request Tone

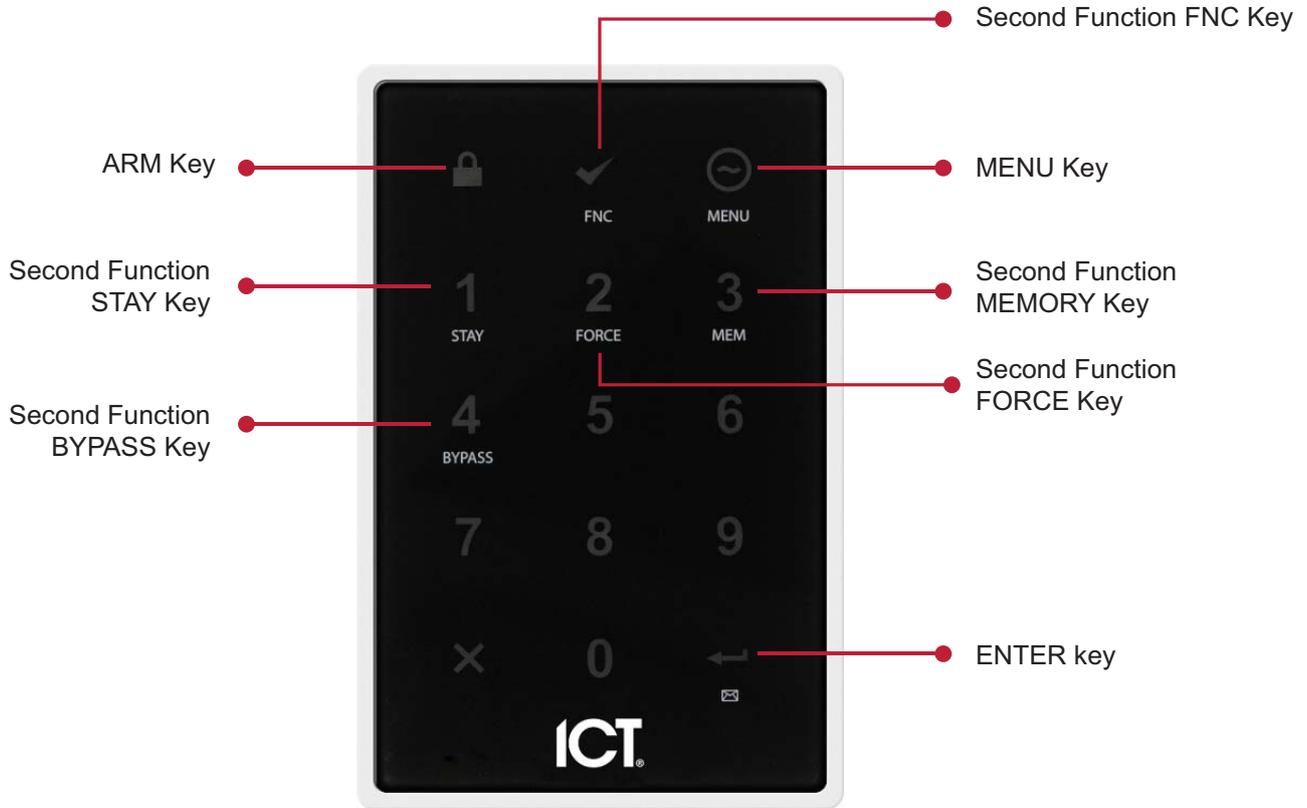
When navigating the menu structure a series of two audible tones will sound when you are expected to enter a value. For example, entering a zone number, user number, user code, or change a setting.

Rejection Tone

When the system times out or when an operation is incorrectly entered on the keypad, it generates a continuous audible tone for three seconds.

Keypad Operation

The EliteSuite Keypad features 15 keys. Four of these keys have a second function associated with them.



Keypad Operation

Key	Function
 ARM	When regular arming is enabled, the arm key is used to arm the system
 FNC	The second function key enables the second function of four of the number keys. Refer to the following section for details
 MENU	To unlock key can be configured to unlock an associated door
0-9	NUMBER
 CLEAR	The Clear key is used to cancel a partially typed user code, or partially entered system setting
 ENTER	Enter is used to confirm a entry when altering system settings

Second Function Keys

Four of the number keys have a second function assigned.

1. To access the second function, press the FNC key. Keys 1, 2, 3 and 4 will light up.
2. Press the desired key to select the second function:
 - 1 = STAY
 - 2 = FORCE
 - 3 = MEMORY
 - 4 = BYPASS.

Pressing any other key will cancel second function mode.

Certain actions require you to press and hold the keys for two seconds (such as fast force arming). In this case you do not need to press the FNC key first. For example, pressing and holding the (2) key for two seconds will select fast force arming (if this option has been enabled).

User Codes

User codes are personal identification numbers that allow you to enter certain programming modes, as well as arm or disarm your EliteSuite System. The EliteSuite System supports one Master code and seven User codes.

Master Code

By default User 01 has the master code for your system.

A Master code can perform the arm or disarm functions and modify and delete any User code and change User options. Other users can be given a Master code by enabling User option 2 for each new master user. Take care not to disable the master option for all users as this will prevent any future management of user codes until a full reset is performed by your property manager or security company.

Duress Code

If you are forced to arm or disarm your system, entering the User code assigned to User 08 will arm or disarm the system as normal and immediately transmit a silent message (duress code) to the property management system or security company. This feature must be enabled by your property manager or security company.

User Setup Menu

To Enter the Setup Menu:

- Press the [MENU] key then enter your [USER CODE].
The ARMED status LED will begin to flash once you have successfully logged in, informing you that you are in programming mode.

To Exit the Setup Menu

- To exit programming mode, press the [CLEAR] key until the ARMED status LED stops flashing.
Alternatively, if do not press any key for 20 seconds you will be automatically logged out.

Viewing, Editing, and Deleting User Codes

Your EliteSuite system uses four digit user codes, where each digit can be any value from 0 to 9. Avoid programming simple or obvious user codes, such as part of your telephone number or address and codes such as 1234, 1111 or 1212.

To view an existing code

- From the User Setup menu, press [MENU], 5, [USER NUMBER], , 1,
- If the user has a valid code it will be displayed as a sequence of four number LEDs lighting one after the other. If the User code is blank then no code will be displayed when you press the ENTER key (↵) and the rejection tone will sound.

To program a new code, or modify an existing code

- From the User Setup menu, press [MENU], 5, [USER NUMBER], [ENTER], 1, [USER CODE], [ENTER]
The keypad will beep twice and the ARMED status LED will flash quickly
- Confirm the user code by pressing [USER CODE], [ENTER]
 - If correct, the confirmation tone will sound and the ARMED LED will return to a slow flash.
 - If incorrect, a rejection tone will sound and the confirmation process must be repeated.

To delete a user code:

- From the User Setup menu, press [MENU], [5], [USER NUMBER], [ENTER], 1, [FNC], 2, [ENTER], [FNC], 2, [ENTER]
- The keypad will beep four times to confirm that the code has been deleted.

Modifying User Options

From the User Setup Menu, press [MENU], 5, [USER NUMBER], [ENTER], 2

You will be presented with numeric LEDs that are lit to correspond with the current user options that are enabled. To toggle an option on or off, press the number corresponding to the option required. Once all options are correct press the ENTER key to confirm the selection. At any stage, press the MENU key to abort the operation without saving any changes.

The available options are:

Option 1 - Arm Only Code

- Enabled, allows the User code to be used only for arming the EliteSuite System
- Disabled, allows the User code to arm and disarm the EliteSuite System

Option 2 - Master User

- Enabled, allows the selected User to access the User Setup menu and modify the codes and options of all other Users
- Disabled, prevents access to the User setup menu

Trouble Conditions

The EliteSuite Security System continually monitors four system trouble conditions that can occur on your system.

When a trouble condition occurs the keypad can be programmed to generate an audible tone every 60 seconds. The trouble tone is canceled when the trouble condition is viewed or the condition is returned to normal.



All trouble conditions are cleared automatically by the system. It is recommended that you inform your property manager or security company if a trouble condition occurs.

Viewing System Trouble Information

1. From the Setup menu, press [MENU], 4
2. The numbered LED corresponding to the trouble condition(s) present will be lit, and can be identified by the numbered item in the TROUBLE LIST.
3. To choose another menu option, press the MENU key or to exit press the CLEAR key.

Trouble List

Troubles	Description
Trouble 4 - Fire Loop	The fire detection wiring or a fire detector has become faulty. Contact the property manager or security company to arrange for your system to be serviced.
Trouble 6 - Cover Tamper	The cover of the keypad is open or may have been damaged. Contact the property manager or security company to arrange for your system to be serviced.
Trouble 7 - Zone Fault	A zone in the system is faulty or the wiring has been damaged. Contact the property manager or security company to arrange for your system to be serviced.
Trouble 8 - Host Comms	Communication with the host system is currently offline. This may be due to maintenance or a system fault. Contact the property manager or security company if the problem persists.



Fire zones and fire loop trouble detection must be enabled by your property manager or security company.

Arming/Disarming

To take full advantage of your system, you should familiarize yourself with the different arming methods.

Entry Delay

To avoid the alarm triggering immediately once a zone is disturbed, it is possible to have some zones set with an Entry Delay. An entry point, such as the front foyer, will be programmed with an entry delay time. When an entry point is opened, the keypad will emit a continuous audible tone until you disarm the system. Your EliteSuite system will not generate an alarm until this timer elapses.

The zones that have an entry delay are configured by your property manager or security company.

Exit Delay

After entering a valid arming sequence, the exit delay time will provide you with enough time to exit the protected area before the system arms. The keypad will generate a beep-beep tone repeatedly during the exit delay period. The tone will increase in frequency to indicate that only ten seconds remains.

Disarming

To disarm an armed system or an alarm, enter your user code. An entry point, like the front door, will be programmed with an entry delay time. When an entry point is opened, the keypad will emit a continuous audible tone until you disarm the system. The system will not generate an alarm until this timer elapses. All user codes can be used to disarm the system.

Deactivating Alarm

To deactivate an alarm, enter your [USER CODE]. This will also disarm the system if it was armed.

Disarming Your System

1. Enter through a designated entry point (Entry Door), the entry delay time will start and the keypad will emit a continuous audible tone.
2. Enter your [USER CODE].

Regular Arming

Regular arming arms your system.

Arming Your System

1. Check that the system is ready to arm and all zones are closed (the Ready indicator is green).
2. Enter your [USER CODE].
3. The exit delay will start and you can now leave your premises.

Quick arming can be used by pressing and holding the ARM key. This option must be enabled by your property manager or installation company.

Stay Arming

This method allows you to remain in the protected area while partially arming the system. Stay zones are zones that are bypassed when the system is stay armed. For example, when you go to sleep at night, doors and windows can be armed without arming other zones like motion detectors.

Stay Arming Your System

1. Check that all zones that are not stay zones are closed and ready to arm.
2. Press the FNC key then the STAY key (1), and enter your [USER CODE].
3. The exit delay will start.

Fast Stay Arming

To Fast Stay Arm your system press the FNC key then press and hold the STAY key (1) for two seconds.

Fast Stay Arming must be enabled by your property manager or security company.

Switching from Stay to Regular/Force Armed

If you need to leave your premises and want to arm the system fully you can use the fast exit arming method.

- Press the ARM key or press the FNC key then press and hold the FORCE key (2) to switch to exit delay and arm in either Force or Regular arming.

For this feature to operate, either Fast Force Arming or Fast Regular Arming must have been enabled by your property manager or security company.

Instant Arming

Instant Arming will arm all zones immediately, ignoring any exit delay.

1. With the system disarmed, press the FNC key then press and hold the STAY key (1) for 4 seconds.
2. After two seconds the Exit Delay will begin as per Stay Arming, but after four seconds the Exit Delay is canceled and the system will be fully armed.

Force Arming

Force Arming allows you to rapidly arm the system without waiting for all zones in the system to close. During force arming, a forced zone is considered deactivated until it closes, then the system will arm that zone. Force arming is commonly used when a motion detector is protecting the area occupied by a keypad. For example, when arming and the motion detector is programmed as a force zone, the system will allow you to arm even if the zone is open.

1. Check that all zones that are not force zones are closed and ready to arm.
2. Press the FNC key then press the FORCE key (2) and enter your [USER CODE].
3. The Exit Delay will start.

To Fast Force Arm your system, press the FNC key then press and hold the FORCE key (2) for two seconds. Fast Force Arming must be enabled by your property manager or installation company.

Bypassing Zones

Bypassing zones allows you to program the alarm system to ignore (deactivate) specified zones the next time the system is armed. For example, you may wish to bypass certain zones when workers are renovating part of your establishment. Once the system is disarmed, the bypass settings are erased.

1. Press the FNC key then the BYPASS key (4) and enter your [USER CODE].
2. Select the zones to bypass by pressing the numeric keys. When a zone is selected for bypass, the corresponding number LED will remain lit.
3. Press the ENTER key to store the bypass settings and exit, or press the CLEAR key to exit without making changes.

Bypass Zone Recall

After disarming the system, the bypass entries are erased. The bypass recall feature reinstates the previous bypass entries saved in memory. This eliminates the need to manually re-program the bypass entries every time you arm the system if you are always bypassing the same zone(s).

1. Press the FNC key then the BYPASS key (4) and enter your [USER CODE].
2. Press the FNC key then press and hold the BYPASS key (4) for two seconds. The previously assigned settings will be loaded. You may then change these settings if required.
3. Press the ENTER key to store the bypass settings and exit.
4. Press the CLEAR key to exit without making changes.

One Key Arming

One key arming can be used to arm the system in regular, force, stay and instant arming modes. You can use this feature to allow specific individuals like service personnel (i.e. cleaners) to arm without giving them access to any other alarm system operations.



One key arming must be enabled by your property manager or installation company.

Function	Key Sequence	Description
Fast Regular Arming	Press and hold ARM for two seconds	Arms the system with all zones enabled and begins the exit delay
Fast Stay Arming	Press and hold STAY (1) for two seconds	Arms the system with stay zones disabled and begins the exit delay
Fast Instant Arming	Press and hold STAY (1) for four seconds	Arms the system immediately with all zones enabled
Fast Force Arming	Press and hold FORCE (2) for two seconds	Arms the system with any open zones disabled until they close, and begins the exit delay

Special Features

The EliteSuite System offers many unique features.

Alarm Memory

All zones that generate an alarm will be stored in the memory of the EliteSuite Security System. If an alarm has occurred on your system the device will show this by flashing the ARM LED once every 2.5 seconds.

Viewing Alarm Memory

1. Press the FNC key then press and hold the MEMORY key (3) for two seconds or press the FNC key then press the MEMORY key (3) and enter your [USER CODE].
Zones which generated an alarm will be displayed using the numeric LEDs of the keypad.
2. Press the CLEAR or ENTER key to cancel the display.

Clearing Alarm Memory

The alarm memory is cleared automatically next time you arm your EliteSuite System. To manually clear the alarm memory use User menu option 3.

1. From the User Setup menu, press [MENU], 3
The current alarm memory, if any, will be displayed.
2. To clear the alarm memory press the FNC key then press the FORCE key (2).

If there was memory the device will emit a confirmation tone (four quick beeps) to indicate that it is now cleared. If there was no memory then the device will emit a rejection tone

Chime Zones

A chime enabled zone will generate an audible tone every time that the zone opens, and is ideal for a front door.

Selecting Chime Zones

- From the User Setup menu, press [MENU], 1
- Toggle chime mode on any zone by pressing the number corresponding to the required zone.
The zone LED will be lit for each chime zone.
- Press the ENTER key to store the chime settings and exit, or press the CLEAR key to exit without making changes.

Disabling the Audible Output

You may choose to disable the audible tone on your keypad. This will prevent the beeper from generating any notification of alarms, exit delay or entry delay. The keypad will continue to generate a tone when a key is pressed and to provide audible confirmation.

1. Press and hold the [CLEAR] key.
2. The keypad will generate one long audible (rejection) tone to signify that the audible output is disabled.

To enable the audible output again, repeat the steps above. The keypad will generate four audible tones to indicate that the audible output has been enabled.

Messages

The EliteSuite system message handling capabilities to allow communication with a property or facility manager.

When a new message has been sent to your system, it is announced by an audible tone and the ENTER key will begin flashing. It is up to you to then contact the property manager for further communication.

1. To clear the Message LED, log in to the Setup menu and press [MENU], 2,
2. To choose another menu option press the MENU key, or to exit press the CLEAR key.

Panic Alarm

The EliteSuite system can provide three panic alarms that immediately generate an alarm after simultaneously pressing and holding two specific buttons for three seconds. Based on your needs, these panic alarms can generate audible alarms (sirens or bells) or silent alarms and can communicate specific messages to your monitoring station or property manager.

- Press and hold keys [1] and [3] for the panic alarm.
- Press and hold keys [4] and [6] for a medical alarm.
- Press and hold keys [7] and [9] for a fire alarm.



All Panic Alarm activations must be enabled by your property manager or installation company.

Fire Alarm

When a fire alarm occurs, the keypad will emit three audible tones at 2 second intervals until reset by entering a valid user code. If the zone is a delay fire zone, there is a delay of thirty seconds before the system contacts the security company or property manager.

A delayed fire zone will prevent unnecessary reporting of false alarms allowing you to reset the fire alarm before a report is sent. If there is no fire condition, contact your property manager or security company immediately to avoid an unnecessary response.

A delayed fire zone will automatically cancel if the smoke detector is reset within 30 seconds. Pressing any key on the keypad during the first 30 seconds will silence the alarm for 90 seconds.



Fire Alarm functions must be enabled by your property manager or installation company.

Configuration

The EliteSuite system has many options that are enabled by your installer. The following lists the options and how your system is configured. Use this location to write your user names and any information about your system.

Zone Description

The following lists the zones in your system and how each zone is configured.

ZONE	ZONE NAME	FORCE	STAY	BYPASS
01	ZONE 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
02	ZONE 2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
03		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
04		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
05				
06				
07				
08				

Fire Zone

The following lists the fire zone configuration for your system.

	Enabled	Disabled
Fire Zone	<input type="checkbox"/>	<input type="checkbox"/>
Delayed Fire Zone	<input type="checkbox"/>	<input type="checkbox"/>

Your fire zone is located on zone _____ and operates with a delay of _____ seconds.

One Key Arming

The following lists the one key arming method(s) that are enabled on your system

	Enabled	Disabled
Regular Arming	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stay Arming	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Force Arming	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Instant Arming	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Panic Keys

The following lists the panic key configurations that are enabled on your system

	Enabled	Disabled
[1] + [3] Panic Alarm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[4] + [6] Medical Alarm	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[7] + [9] Fire Alarm	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Timers

Your entry time is programmed to be 30 seconds. This is the time that you have before an alarm is generated if you enter through the zone ZONE 1.

Your exit time is programmed to be 30 seconds. This is the time that you have to exit before the system arms.

If an alarm occurs the siren/beeper will activate for 05 minutes unless disarmed.

Users

The following table should be used to keep a record of the users programmed in your system. Record the name of the user only. **Do not write the user code.** All users can arm and disarm the system.

USER	USER NAME	DURESS	ARM ONLY
01	MASTER	<input type="checkbox"/>	<input type="checkbox"/>
02	_____	<input type="checkbox"/>	<input type="checkbox"/>
03	_____	<input type="checkbox"/>	<input type="checkbox"/>
04	_____	<input type="checkbox"/>	<input type="checkbox"/>
05	_____	<input type="checkbox"/>	<input type="checkbox"/>
06	_____	<input type="checkbox"/>	<input type="checkbox"/>
07	_____	<input type="checkbox"/>	<input type="checkbox"/>
08	_____	<input type="checkbox"/>	<input type="checkbox"/>

Warranty

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