

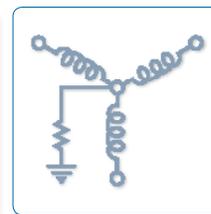
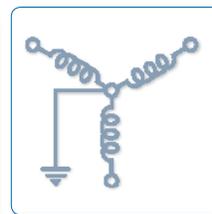
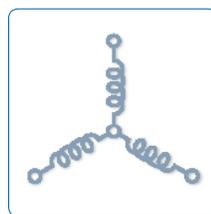
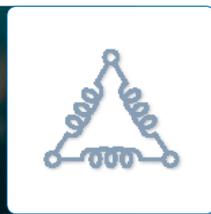
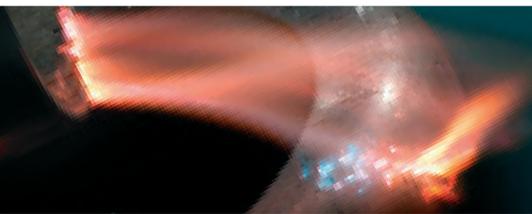


Unparalleled Protection



SLEUTH

HIGH RESISTANCE GROUNDING
HIGH RESISTANCE GROUNDING



ABOUT I-GARD

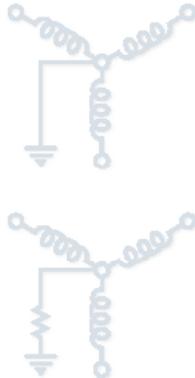
I-Gard's commitment to electrical safety provides both industrial and commercial customers with the products needed to protect their electrical equipment and the people that operate them.

As the only electrical-safety focused company whose product portfolio includes neutral grounding resistors, high-resistance grounding systems and optical arc mitigation, we take pride in our technologies that reduce the frequency and impact of electrical hazards, such as arc flash and ground faults.

For those customers who have purchased from us over the last 30 years, you know us for the quality and robustness of our products, our focus on customer service and technical leadership. We build on this foundation by investing in developing new products in electrical safety education - including EFC scholarship program - by actively participating in the IEEE community programs on technical and electrical safety standard, and working with local universities at discovering new technologies. We remain unrelenting in our goal of improving electrical safety in the workplace.

Our commitment to excellence is validated by long-standing relationships with industry leaders in fields as diverse as petroleum and gas, hospitals, automotive, data centers, food processing, aerospace, water and waste water plants, and telecommunications. We provide our customers with the product and application support required to ensure that their electrical distribution system is safe and reliable.

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1. GENERAL DESCRIPTION

Sleuth – Protecting your equipment and processes from damaging ground faults, a resistor connected to the wye point of the transformer or generator feed to the plant, limits ground fault currents to non-damaging levels under a single line-to-ground fault condition. Alerting personnel of a ground fault immediately, the Sleuth system features a ground fault sensing transformer and relay that provides indication of a fault through visual alarm or optional audible horn.

I-Gard Sleuth is a neutral grounding device. The Sleuth limits ground fault current to non-destructive levels allowing normal operations to continue and preventing over voltage damage. It is the ideal tool for sensing and locating ground faults quickly and easily. Ground faults are the most common form of electrical fault, accounting for a minimum of 85% of all electrical faults in a distribution system. When a ground fault occurs: I-Gard Sleuth controls and limits the fault current. Sleuth provides alarms that indicate an active fault, enabling plant electrical personnel to follow a simple sequence to locate and isolate the fault without interrupting or opening circuit breakers. This allows process equipment to continue operations uninterrupted.

I-Gard Sleuth announces the ground fault by means of lights on the panel front. In addition I-Gard Sleuth provides relay contacts which may be wired to a wide variety of alarm or annunciation devices. I-Gard Sleuth is available in a variety of voltages. I-Gard Sleuth systems rated for 480 V and 600 V line-to-line systems are available for WYE or Delta systems. The latter make use of an artificial neutral. I-Gard Sleuth is also available for 2,400 V and 4,160 V systems. This manual is intended specifically for 277 V and 347 V systems.

I-Gard Sleuth PS-277-2 through to PS-347-10 are wall mounted, high resistance, ground fault protection and location devices. PS-2400-5 and upwards are floor mounted units. The numbers 277 and 347 in PS-277-2 and other part numbers refer to the system line-to-neutral voltage and correspond to the system voltages of 480 V and 600 V respectively. The last number in the part number refers to the maximum let through ground fault current. For instance a unit with the final number 2 will limit the ground fault current to less than 2 amps.

The I-Gard Sleuth pulsing system, when activated, will cyclically limit the ground fault current to 100%, 75%, and 50% of the available ground fault current. The user can modify the duration of this pulse to suit the requirements of his sensing device. The cyclic pulsing combined with the hand held current sensor, and a single line diagram can be used to rapidly locate a ground fault even in a very complex power distribution system.

Sleuth Features:

- NEMA 2 enclosure containing current limiting resistor and ground fault relay. Available with artificial neutral for use on delta systems (NEMA 3R enclosure available upon request)
- Visual indication of system normal, active ground fault and pulsing active for easier fault location
- Available for 480 V, 600 V and 4160 V distribution systems
- Over-temperature alarm contact
- Current limiting resistor
- Integral ground fault relay. Harmonic filter and time/current adjustments to reduce false trips

2. HIGH-RESISTANCE GROUNDING

Both the Canadian Electrical Code, Part 1, C22.1-98 and the National Electrical Code, NFPA 70 1999, approve the use of high-impedance grounding neutral systems up to 1000 V AC where the ground fault current is limited to 5 amperes or less. These new changes to the electrical code allow users of the I-Gard Sleuth to maintain a ground fault current of 5 amperes or less on their electrical distribution system without shutting down because of a single ground fault, thereby avoiding unscheduled down times. I-Gard Sleuth users can locate, isolate and repair faulty equipment at convenient time.

The reason for limiting ground fault current by resistance grounding may be one or more of the following, as indicated in IEEE Std. 142-1991, IEEE Recommended Practice for Grounding of Industrial and Commercial Power Systems. pp. 25-26:

- 1) To reduce burning and melting effects in faulted electric equipment, such as switchgear, transformers, cables, and rotating machines.
- 2) To reduce mechanical stresses in circuits and apparatus carrying fault currents.
- 3) To reduce electric-shock hazards to personnel caused by stray ground-fault currents in the ground return path.
- 4) To reduce arc blast or flash hazard to personnel who may have accidentally caused or who happen to be in close proximity to the ground fault.
- 5) To reduce the momentary line-voltage dip occasioned by the occurrence and clearing of a ground fault.
- 6) To secure control of transient over voltages while at the same time avoiding the shutdown of a faulty circuit on the occurrence of the first ground fault.

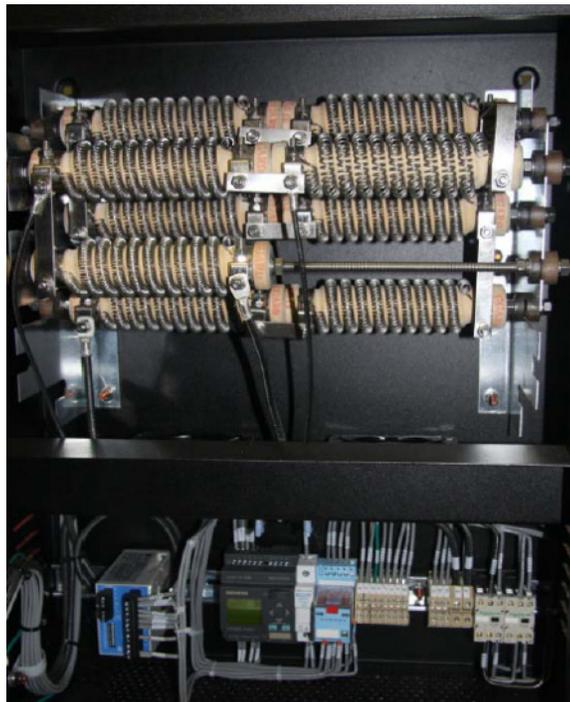


Figure 1: Interior View

3. INSTALLATION

The Sleuth is housed in a NEMA 2 indoor solid top drip proof enclosure and is to be mounted in accordance with local regulations.

The unit requires a 120 VAC supply connected to terminal blocks 1 and 2. The neutral for the system needs to be connected to the point identified as N on drawing 6090 and the system ground is connected to the point identified as G on the same drawing.

Upon receipt of the unit, carefully open the protective shipping carton, remove all packing material and visually inspect the unit. If the unit is damaged do not proceed with installation. Contact I-Gard at the numbers listed on the final back cover page of this document.

Loosen the two door bolts and open the front door to access the mounting holes. Mounting dimensions for units utilizing an artificial neutral are indicated in Figure 4.

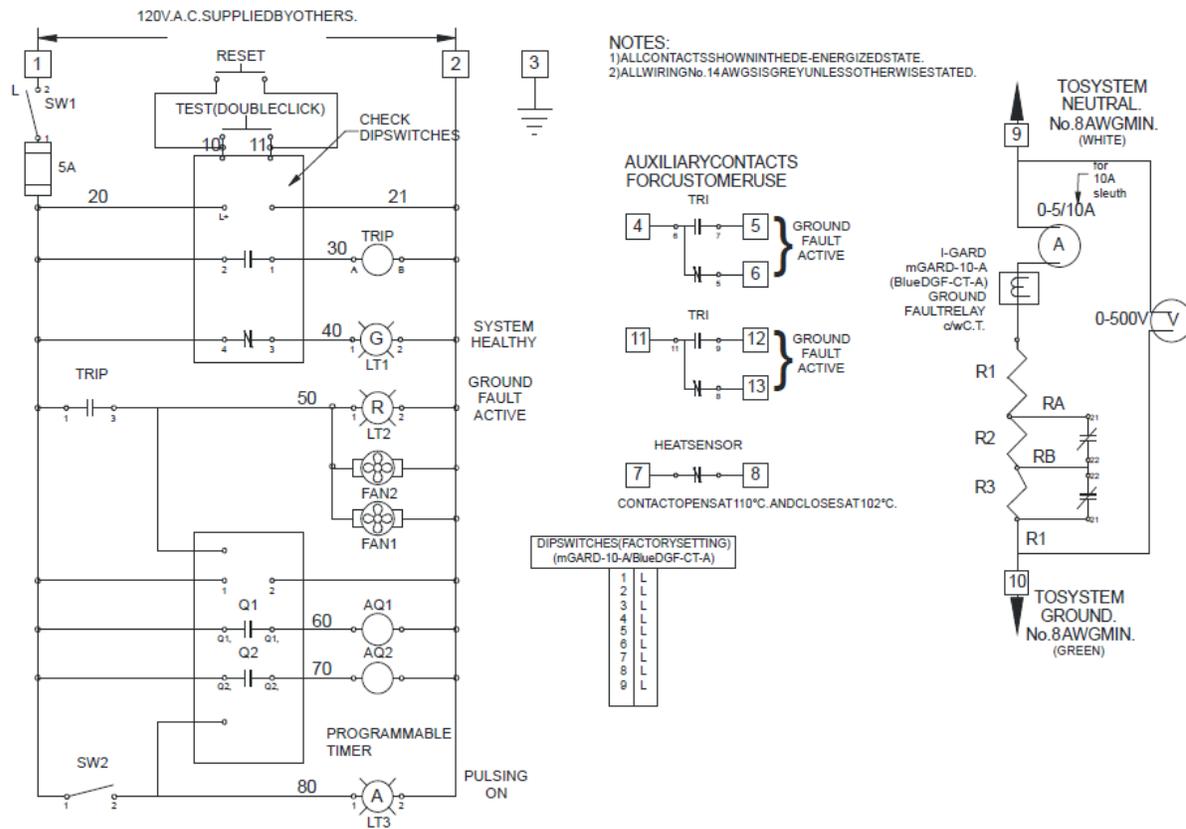


Figure 2: Sleuth Schematic

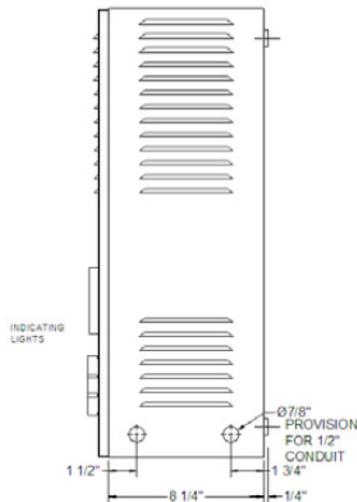


Figure 3: Knock-Out Locations

The wall mounting holes are located in the rear corners of the cabinet (Figure 4). The distance between mounting holes is 20 3/4" or 527 mm in the vertical direction and 16 5/8" or 422.3 mm in the horizontal direction. Mounting holes are 3/8" or 9.5 mm wide allowing for the use of 5/16" or 9 mm. diameter fasteners.

Mount the Sleuth securely to the wall in accordance with local codes. Once the Sleuth is securely mounted, proceed to the connections. Electrical access to the interior is provided by means of eight knock out openings (See Figure 3) suitable for 1/2" conduit. Two are located near the bottom of each side and two are located in the bottom near each sidewall. The Sleuth requires a 120 V AC supply. Connect to the appropriately numbered terminal blocks. Connect line to terminal 1, neutral to terminal 2 and ground to terminal 3. Recommended supply cable size is 14 or 12 AWG. Connect the system neutral (neutral bushing of the transformer) to the point identified as N (#9 on terminal block) on drawing 6090 and the system ground to the point identified as G (#10 on terminal block) on the same drawing. Both the Canadian Electrical Code and the National Electrical Code require a minimum size of 8 AWG if conduit is used and size 6 AWG if exposed wiring is used.

IMPORTANT NOTE: System neutral (N) must be connected to a single point only. All conductors must be insulated to the full system voltage.

The Sleuth with an artificial neutral are connected differently. Four cables are required, three (3) phase connections and one ground connection as specified in drawing 6822-4.

- Connect phase A to terminal #9
- Connect phase B to terminal #10
- Connect phase C to terminal #11
- Connect ground to terminal #12

Always perform a final inspection. All foreign objects must be removed. All conductors must be secured in the proper positions before closing the door and energizing the system. **DO NOT ENERGIZE** the Sleuth unless the door is closed and secured by the two bolts provided.

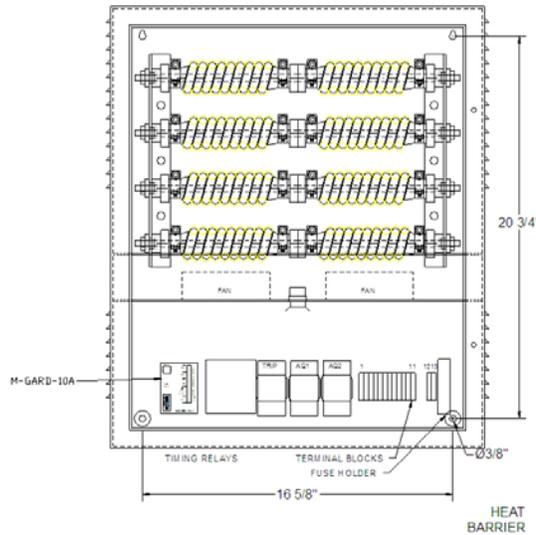


Figure 4: Mounting Holes Dimensional Details

4. OPERATION



Figure 5: Sleuth Control Panel

The Sleuth is energized by turning the rotary “POWER” switch to the ON position. The “POWER” switch is located on the panel door.

Upon energizing the control panel the “SYSTEM NORMAL” green light turns on signifying that no ground faults are on the system and the Sleuth is receiving control voltage.

Verify the Sleuth condition by pushing the “TEST” button TWICE. This causes the mGard-10A to trip. The green light turns off, the red “GROUND FAULT ACTIVE” light turns on and the fans activate. This confirms that control voltage is available, the mGard-10A is functioning and the fans are operational.

Push the “RESET” button to reset the system to normal operational status. The red “GROUND FAULT ACTIVE” light goes off, the green “SYSTEM NORMAL” light turns on and the fans stop. The Sleuth is now ready to monitor the distribution system.

When a ground fault occurs the potential between the system neutral and ground elevates to the line to neutral voltage. This is reflected by the deflection of the NEUTRAL TO GROUND voltmeter needle on the front door control panel. In addition to the voltage, the current is also being monitored. A deflection of the FAULT CURRENT ammeter needle will indicate the magnitude of the fault current on the system. If the fault current magnitude is greater than the pickup setting of the mGard-10A and the duration is greater than the time delay setting on the mGard-10A, the mGard-10A will trip changing the state of the “TRIP” contacts. The green light turns off, the red light turns on and the fans activate.

The “GROUND FAULT ACTIVE” red light indicates the presence of a ground fault. Deflection on the voltmeter and ammeter on the Sleuth indicate the magnitude of the neutral to ground voltage and the ground fault current available.

The ground fault pickup level can be set from 5% to 100% of the Sleuth let-through current. The time delay can be adjusted from 0.5s to 10s; this allows the user to adjust the Sleuth settings to the unique requirements of his system in order to avoid nuisance tripping.

Both ground fault pickup level and time delay are adjusted using the dipswitch located on the front plate of the DGF-CT-A (Fig.6). The mGard-10A is located inside the Sleuth enclosure. The settings are indicated by Table 1. Refer to Manual C-417EM for complete details of the mGard-10A. Dipswitches 7&8 in the Sleuth are set to R&R for manual setting.



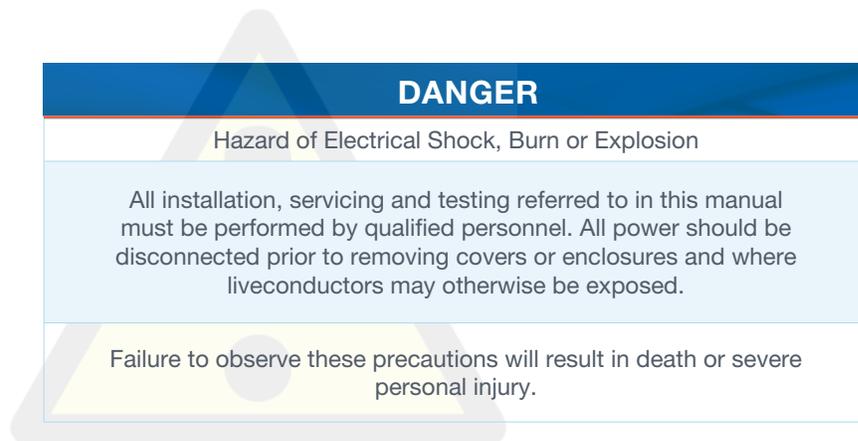
Figure 6: Ground Fault Detector mGard-10A

I-GARD PRODUCTS	FUNCTION	SET TO	MEANING
1	Harmonic filter	L R	Disabled Enabled
2	Trip contacts	L R	Non-Failsafe Failsafe
3	Auto reset	L R	Disabled Enabled
4, 5, 6	Ground fault trip current limit	LLL LLR LRL LRR RLL RLR RRL RRR	5 percent 10 percent 15 percent 20 percent 25 percent 50 percent 75 percent 100 percent
7, 8, 9	Trip time delay	LLL LLR LRL LRR RLL RLR RRL RRR	0.5 seconds 1.0 seconds 1.5 seconds 2.0 seconds 2.5 seconds 5.0 seconds 7.5 seconds 10 seconds

IMPORTANT NOTE: Although the ground fault pickup level can be adjusted up to 100% of the let-through current, it is not recommended. Adjusting to a setting higher than 50% of the let-through current may prevent the mGard-10A from detecting a fault.

The Sleuth can only pulse when tripped by an active ground fault. If ground fault current is available, pulses are visible on the ammeter.

To initiate pulsing, rotate the “PULSING” switch to the “ON” position. The “PULSING ACTIVE” light turns on and the ground fault current changes from 100% to 75% and 50% of available ground fault current.



DANGER

Hazard of Electrical Shock, Burn or Explosion

All installation, servicing and testing referred to in this manual must be performed by qualified personnel. All power should be disconnected prior to removing covers or enclosures and where liveconductors may otherwise be exposed.

Failure to observe these precautions will result in death or severe personal injury.

The Sleuth creates a pattern of step pulses in the ground fault current. The pulses only appear in the faulted circuit. Use the TS-SENSOR current sensor and voltmeter to follow the pulse trail directly to the fault site. Check for the presence of pulses by viewing the ammeter needle deflection. The needle will cycle between 100%, 75% and 50% of the available ground fault current. After confirming that the pulses are active, trace the source of the ground fault by:

- a) Comparing readings of the front panel ammeter and the remote meter. Both meters will display the same step time pattern.
- b) Attach the TS-SENSOR current sensor to a standard voltmeter as described below.
- c) Use a single line diagram for the electrical distribution protected by the Sleuth. Locate the pulsing ground fault current on the ground or neutral line as close to the Sleuth as possible. Familiarize yourself with the values of the pulses on the hand held meter.
- d) Check for the presence of pulses at branch points. Place the current sensor around the 3 phase conductors of each outgoing circuit. If you see no pulses, this is not the faulted circuit. Move on to the next circuit.
- e) If current pulses are found, move down the circuit to the next branch point and repeat the procedure.
- f) Follow the pulses. The pulsing ground fault signal will lead to the equipment or to the section of conductor containing the ground fault.
- g) Isolate the equipment or conductor from the circuit. Check the Sleuth ammeter and voltmeter. If the voltage and current reads zero on these meters, the ground fault has been removed.
- h) At this point the I-Gard Sleuth may be reset by rotating the “PULSING” switch to the “OFF” position and pushing the “RESET” button.
- i) Repair or replace the equipment or conductor that was the source of the ground fault. The equipment or conductor may now be reconnected to the circuit.
- j) Confirm that the ground fault has not returned by viewing the Sleuth front panel.



Figure 7: TS-Sensor with DMM

5. FAULT LOCATION WITH THE TS-SENSOR

The Sleuth comes with a TS-SENSOR current sensor loop (OPTIONAL). The TS-SENSOR loop is supplied with a dual banana to BNC adapter for easy connection to most standard meters. The TS-SENSOR will pick up and facilitate the display of the ground fault current pulses.

SAFETY NOTE: Read all safety and use information packaged with the TS-SENSOR before use.

Set the selector switch on the TS-SENSOR transducer to 10mV/A. The “POWER ON” light will flash on and off. A deflection of 0.25mV on the voltmeter with the transducer set to 10mV/A translates into a ground fault current of 2.5 amps.

The TS-SENSOR requires a 9 volt battery. Ensure that a fully charged battery is in place. The unit incorporates a flashing “Battery Low” light to indicate the battery is too low for correct measurement results. Wrap the TS-SENSOR loop around all phases of the conductor. Any imbalance will be evident in meter deflection when the range is set to the appropriate setting. The ground fault current pulses will be visible in the meter deflection. Analogue meters provide easier reading during rapid pulsing. The pulse rate may be programmed to facilitate easier readings on digital meters.

When placing the sensor around the three phase conductors make sure that the arrow moulded into the sensor loop points downstream (toward the load) in order to provide proper readings.

Ensure that the junction point of the loop is held a minimum of 1” away from the conductors in order to 1 inch “ or minimize interference.

Additional information on the TS-SENSOR is available on the TS-SENSOR data sheet and at the address located at the end of this manual.



Figure 8: Location of LOGO Pulsing Relay

Pulse Duration

Pulse time duration may be varied by programming the LOGO logic controller located beside the mGard-10A. On the front of the LOGO are four arrow shaped buttons and two square buttons labeled “ESC” and “OK”. Modify the pulse time settings by following this procedure:

- a) Simultaneously press both the “ESC” and “OK” buttons.
- b) The display shows two choices “SET CLOCK” and “SET PARAM”. Press the bottom arrow key to highlight “SET PARAM”.
- c) Confirm your choice by pressing the “OK” button twice.
- d) The display will now show a cursor between available pulse delay settings. Determine which direction you wish the cursor to move in order to set the parameters of your choice.
- e) There are three steps in one pulsing cycle. The entire cycle will take six times the number you program in seconds. If you program .5, the cycle will consist of three steps each 1 second long for a total of 3 seconds.
- f) Push the UP and DOWN arrow buttons to move the cursor. Continue to press the arrow buttons until your chosen parameter is reached.
- g) Confirm your choice by pushing the “OK” key. The cursor disappears and I-Gard Sleuth will pulse using the newly set time duration.
- h) Leave the programming mode by pushing the “ESC” button twice. I-Gard Sleuth will now return to normal operation.

I-Gard Sleuth will now remember and use the newly set pulsing times. In the event of a power failure to the control circuit, the I-Gard Sleuth will reset to the original factory set pulse times.

6. MAINTENANCE

The Sleuth is designed and constructed to reduce maintenance needs to a minimum. The functionality of the Sleuth can be tested by performing the following procedure:

Test Procedure:

Double-press the “TEST” button, which is located on the front of the panel. The following changes take place.

- a) The red “GROUND FAULT ACTIVE” light turns on.
- b) The green “SYSTEM NORMAL” light turns off.
- c) The internal fans turn on.
- d) Auxiliary contacts change state.

This change confirms that your Sleuth is functioning normally. Return the Sleuth to normal operating mode by pushing the “RESET” button.

- If a lamp fails to function, check the bulb. If a bulb is blown, change it.
- If the fans fail to start, remove power and check the electrical connections.
- If all power fails, check the internal fuse and replace it if necessary.

To clean the Sleuth, first disconnect the resistor from the X0 point of the system and isolate from control power. Exercise caution when performing maintenance on the unit. Using compressed air, blow away any accumulated dust and foreign material. The exterior may be cleaned using a slightly damp cloth. Ensure that the I-Gard Sleuth is completely dry before energizing. Close the front door and reconnect electrical power. Test the unit again before

7. DEFINITIONS AND APPLICABLE STANDARDS

Grounding means a permanent and continuous conductive path to the earth with sufficient ampacity to carry any fault current liable to be imposed on it, and of a sufficiently low impedance to limit the voltage rise above ground and to facilitate the operation of protective devices in the circuit.

Bonding means a low impedance path obtained by permanently joining all non-current-carrying metal parts to assure electrical continuity and having the capacity to conduct safely any current likely to be imposed on it; NEC 1999 pg. 70-87-88 250-36. High-Impedance Grounded Neutral Systems.

High-impedance grounded neutral systems in which a grounding impedance, usually a resistor, limits the ground-fault current to a low value shall be permitted for 3-phase AC systems of 480 V to 1000 V where all of the following conditions are met.

- 1) The conditions of maintenance and supervision ensure that only qualified persons will service the installation.
- 2) Continuity of power is required.
- 3) Ground detectors are installed on the system.
- 4) Line-to neutral loads are not served.

High-impedance grounded neutral systems shall comply with provisions (a) through (f):

- a) **Grounding Impedance Location:** The grounding impedance shall be installed between the grounding electrode conductor and the system neutral. Where a neutral is not available, the grounding impedance shall be installed between the grounding electrode conductor and the neutral derived from a grounding transformer.
- b) **Neutral Conductor:** The neutral conductor from the neutral point of the transformer or generator to its connection point to the grounding impedance shall be fully insulated. The neutral conductor shall have an ampacity of not less than the maximum current rating of the grounding impedance. In no case shall the neutral conductor be smaller than No. 8 copper or No. 6 aluminum or copper-clad aluminum.
- c) **System Neutral Connection:** The system neutral connection shall not be connected to ground except through the grounding impedance.
- d) **Neutral Conductor Routing:** The conductor connecting the neutral point of the transformer or generator to the grounding impedance shall be permitted to be installed in a separate raceway. It shall not be required to run this conductor with the phase conductors to the first system disconnecting means or overcurrent device.
- e) **Equipment Bonding Jumper:** The equipment bonding jumper (the connection between the equipment grounding conductors and the grounding impedance) shall be an unspliced conductor run from the first system disconnecting means or overcurrent device to the grounded side of the grounding impedance.
- f) **Grounding Electrode Conductor Location:** The grounding electrode conductor shall be attached at any point from the grounded side of the grounding impedance to the equipment grounding connection at the service equipment or first system disconnecting means.

10-1100 Scope Rules 10-1102 to 10-1108 apply to the installation of neutral grounding devices used for the purpose of controlling the ground fault current or the voltage-to-ground of an alternating-current system.

10-1102 Use

- (1) Neutral grounding devices shall be permitted to be used only on systems where all neutral conductors are insulated to the nominal system voltage.
- (2) Where line-to neutral loads are not served, provision shall be made to automatically de-energize the system on the detection of a ground fault unless the electrical system is operating at 5 kV or less, in which case it shall be permitted to remain energized on the detection of a ground fault provided that;
 - (a) The ground fault current is controlled at 10 A or less; and
 - (b) A visual and/or audible alarm is provided to indicate clearly the presence of the ground fault.
- (3) Where line-to-neutral loads are served, provision shall be made to automatically de-energize the system on the occurrence of;
 - (a) A ground fault;
 - (b) A grounded neutral on the load side of the neutral grounding device; or
 - (c) A lack of continuity of the conductor connecting the neutral grounding device from the neutral point through the neutral grounding device to the system grounding electrode.

10-1104 Neutral Grounding Devices

- (1) Neutral grounding devices shall be specifically approved for the application.
- (2) Only neutral grounding devices with a continuous rating shall be permitted where provision is not made to de-energize the system on the detection of a ground fault.
- (3) Neutral grounding devices not having a continuous rating shall be permitted where
 - (a) Provision is made to automatically de-energize the system on the detection of a ground fault; and
 - (b) The time rating of the device is coordinated with the time/current rating of the protective devices of the system.
- (4) Neutral grounding devices shall have an insulation voltage rating at least equal to the system line to neutral voltage.

10-1106 Location of Neutral Grounding Devices and Warning Signs

- (1) All live parts of neutral grounding devices shall be enclosed or guarded in compliance with Rule 2- 202.
- (2) Neutral grounding devices shall be placed in a location that is accessible only to qualified persons to perform inspection, testing, and maintenance of the neutral grounding device.
- (3) Neutral grounding devices shall be placed in a location so that heat dissipation from the device underground fault conditions will not damage or adversely affect the operation of the device or other equipment.
- (4) Where neutral grounding devices are used, warning signs indicating that the system is impedance grounded and the maximum voltage at which the neutral may be operating relative to ground shall be placed at the;
 - (a) Transformer or generator, or both;
 - (b) Consumer's service switchgear or equivalent; and
 - (c) Supply authority's metering equipment.

10-1108 Conductors Used with Neutral Grounding Devices

- (1) The conductor connecting the neutral grounding device to the neutral point of the transformer, generator, or grounding transformer shall be;
 - (a) Insulated for the nominal system voltage;
 - (b) Identified white or grey;
 - (c) Sized to conduct the rated current of the neutral grounding device, and in no case less than No. 8 AWG; and
 - (d) Installed in accordance with other appropriate Rules of this Code.
- (2) The conductor connecting the neutral grounding device to the neutral point of a transformer, generator, or grounding transformer shall not be grounded.
- (3) The conductor connecting the neutral grounding device to the system grounding electrode shall be
 - (a) A copper conductor which shall be permitted to be insulated or bare;
 - (b) Identified green if insulated;
 - (c) Sized to conduct the rated current of the neutral grounding device, and in no case less than No. 8 AWG in size; and
 - (d) Installed in accordance with other appropriate Rules of this Code.
- (4) Where line-to-neutral loads are served, the conductors connecting to the neutral grounding device shall be sized to conduct the rated current of the neutral grounding device, and they shall in no case be smaller than No. 12 AWG.

CAN/CSA M421-93 Use of Electricity in Mines

Neutral-grounding Devices: The neutral grounding device shall be continuously monitored by a device that will trip the supply if an open circuit in the neutral grounding device occurs.

4.7.3.4.1 Resistance Grounding

Where on-board three-phase, isolation power transformers larger than 20 kVA and operating at voltages in excess of 300 V are used, the following requirements shall apply:

- a) Except as permitted by item (g), either a direct or derived neutral shall be grounded through a resistor at the power source to limit the prospective ground-fault current to 25 A or less.
- b) A grounding circuit shall originate at the grounded side of the resistor and extend along with the power conductors to ground the frames of all electrical apparatus supplied from the circuit, except where the steel structure provides the ground-return path as permitted by Clause 4.7.5 (b).
- c) The size of the grounding conductors may be reduced provided the ampacity exceeds the prospective ground-fault current.
- d) Neutral-grounding resistors shall be isolated by elevation or guarded in accordance with Clause 4.7.4.1.
- e) Neutral-grounding resistors shall be rated and protected in accordance with Clause 3.6.2.
- f) Ground-fault protection with a minimum tripping ratio of 5 shall be provided, except as permitted by items (g) and (h).
- g) Acceptable ungrounded systems with ground-fault detection may be used for specialized drive circuits.
- h) Ground-fault detection, which alerts the operator to the ground fault, may be used instead of ground fault protection where de-energizing a circuit can create a machine-operation hazard.

8. ADDITIONAL INFORMATION

If you require more information or experience problems with your equipment that persist after taking the steps identified in this manual, contact I-Gard customer service.



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