

# EliteControl App

## End of Life Notification



### EliteControl App Server will be permanently shut-down on 29th February 2024

Dear valued customer,

It is unfortunate but after nearly 10 years since its inception, we have to close down the EliteControl app server. Due to the age of the server it can no longer be maintained to suit the current cloud operating systems and the challenges associated with cyber crime in 2024. By I.T. standards EliteControl has lasted a long time however with the rapidly changing external environment and cyber crime on the rise, security has become our absolute priority.

Due to the nature of cyber crime and the changes we have seen in recent years, we have decided to heavily invest in an internal team of expert engineers. This now provides bank level encryption with our new EliteCloud platform. Our team of experts are working full time on our app here at our Head Office to ensure we are keeping you and your assets safe in this constantly changing environment.

Having our team of engineers in-house has allowed us to pivot at a rapid pace when faced with new 3rd party products entering the New Zealand market.

We want to recognise any inconvenience this upgrade may cause and apologise for this however safety is our priority.

Kind Regards,  
The Team at Arrowhead Alarm Products

[Click here](#) To return your EliteControl module to become EliteCloud compatible



**Arrowhead Alarm Products**

1A Emirali Road, Silverdale, 0932, Auckland, New Zealand  
[www.aap.co.nz](http://www.aap.co.nz)

# SPECIAL OFFER!



Are you getting the most out of your Smart Home System?

## An exclusive offer to anyone moving to EliteCloud

We are offering the following add on products at a hugely discounted price!

*\*Special offer pricing listed below is for a limited time only and expires on 31st March 2024\**

### Touch Screen Interface

Order Code: EC-TOUCH W



Order Code: EC-TOUCH B

**\$249.00**  
+ GST

**\$149.00**  
+ GST

### Garage, Gate & Alarm Remote Control Kit



Order Code: INFINITY REMOTE KIT

### 4 Button Remote



Order Code: INFINITY REMOTE

**\$69.00**  
+ GST

### To redeem this offer:

- You will need to provide the Serial Number from your module.
- Email your order to [sales@aap.co.nz](mailto:sales@aap.co.nz)

**\*Please note you will need an installer to add these products to your system\***



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# Returning your EliteControl module for update



**Important to note:** Although the EliteControl server is closing, your current hardware is still compatible with the new EliteCloud service. You will simply need to send the hardware back to us for a software update where we will update it free of charge and supply back to you.

There are several options you can consider, one being if you have a family member or friend that is certified to handle 230V mains, they can remove the module and send it back to us for a free update. If you choose to get an Alarm Company out to your property please note they will charge you for this service. It is recommended that you get your alarm serviced every 1 - 2 years and some installers may provide the software update for free as part of a general service. Please consult your installer first about your options.

[Click here](#) To find a recommended installer in your area

*Please note: The above Installer List are all independent tradesman who are not employed or affiliated with Arrowhead Alarm Products.*

**Please note:** If you are using both EliteControl AND 3rd party monitoring you will need to get your Alarm Technician to update your module. **Important to note:** Arrowhead does not cover any potential costs incurred.

Complete the following and send a copy with your module:

Full Name	<input type="text"/>
Return Address	<input type="text"/>
Contact Number	<input type="text"/>
Contact Email	<input type="text"/>

- Important:**  
Please send your EliteControl module to our Head Office:
- Arrowhead Alarm Products, 1A Emirali Road, Silverdale, 0932, Auckland, New Zealand.  
Please keep a record of your courier ticket number when sending the goods back to us.

# For Information on how to remove your module



**Reminder:** If you are not certified to handle 230V mains, do not remove your module yourself. Check out the below link to find an installer in your area who can assist further.

[Click here](#)

To find a recommended Installer in your area

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## ESL-2 Control Panel

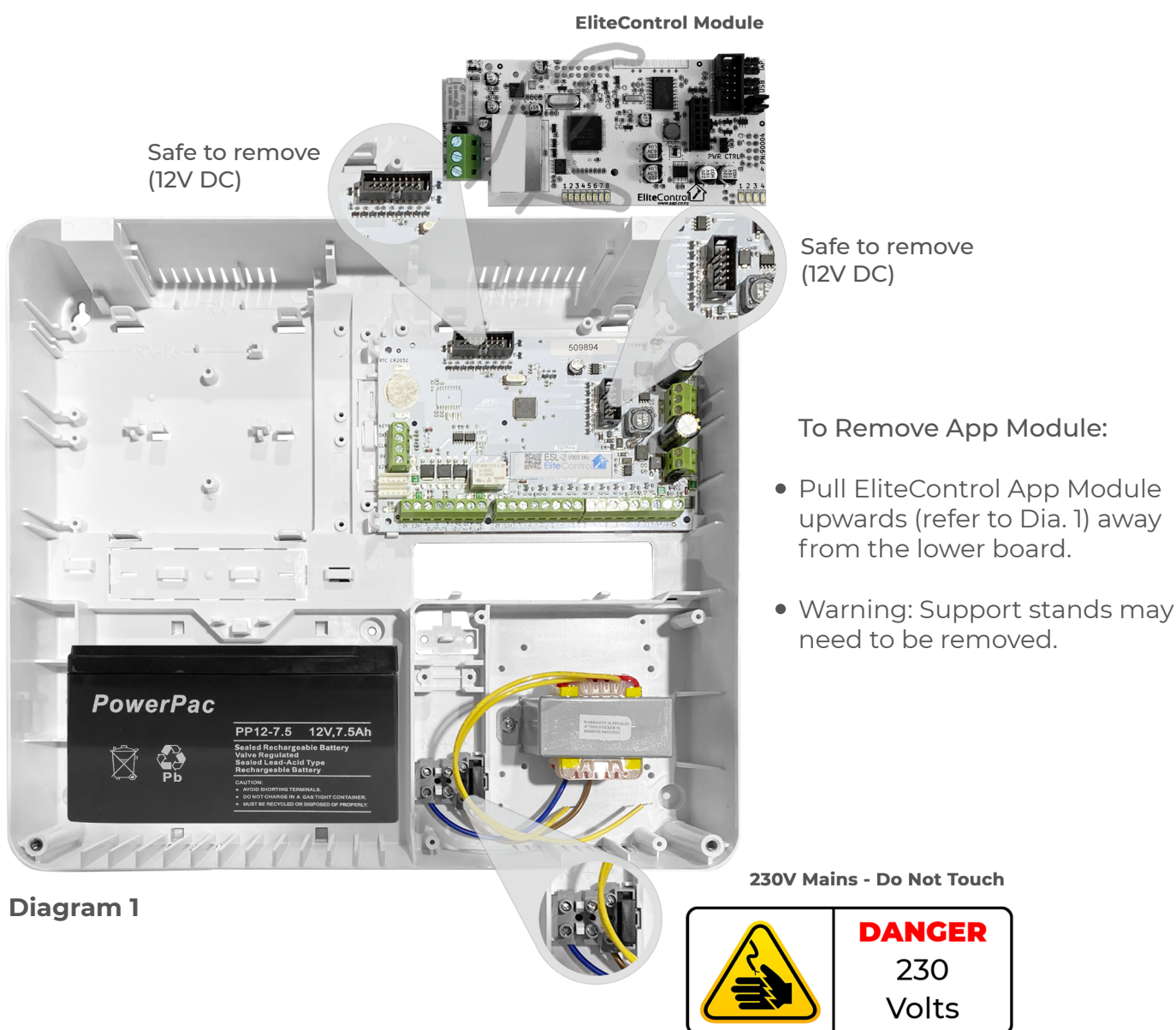


Diagram 1



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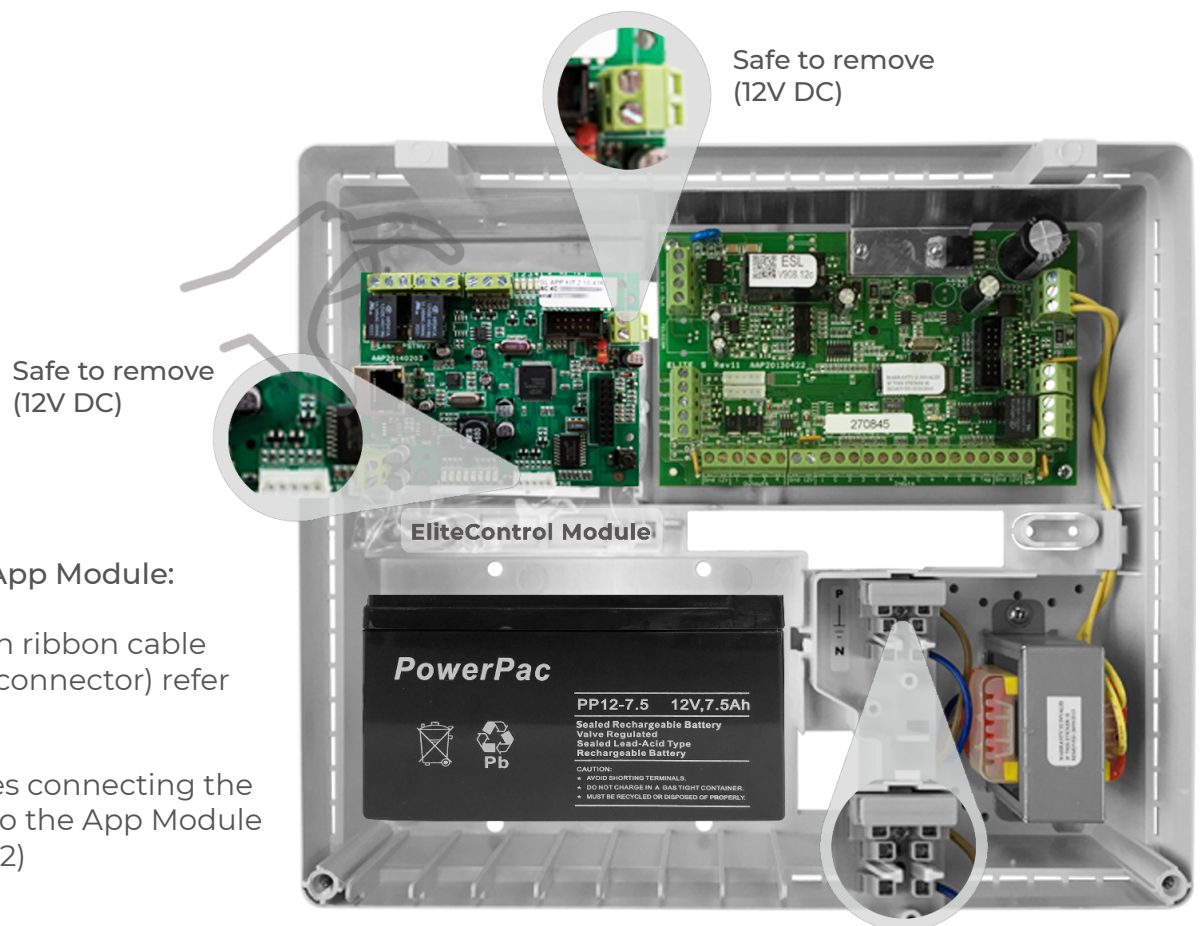


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## Elite S Control Panel



### To Remove App Module:

- Remove 5 pin ribbon cable (from white connector) refer to Dia. 2).
- Remove wires connecting the main panel to the App Module (refer to Dia. 2)

Diagram 2



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