

Technical Services

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Entry Security

Perimeter Security

Expert services for peace of mind

Technical services is a comprehensive suite of services designed to maximize uptime and performance of Fastlane optical turnstiles.

Overview

Smarter Security, the North American leader in optical turnstile sales, provides a comprehensive range of on-site technical services in many major cities throughout North America, including:

- > Preventive Maintenance
- > Technical Support
- > On-site Support
- > Remote Support
- > Site Certification and Training

Our goal is to assist integrators so they can efficiently utilize their resources while best caring for their customers. Our technicians can rapidly diagnose and repair Fastlane optical turnstile systems, spot component issues before they occur, and ensure optimized performance and aesthetics to benefit all parties involved.



Preventive Maintenance

This program consists of a fixed price per day whereby a trained technician provides an annual visit to ensure optimal performance and appearance. The technician will:

- > Ensure the Fastlane turnstiles operate as intended using the access control equipment
- > Check for obvious signs of damage to the pedestal enclosure and power supply units
- > Remove the pedestal side panels and inspect for the accumulation of dust and debris. Clean as required
- > Inspect the printed circuit boards, cable assemblies and power supplies for loose connections
- > Check that the pedestal mounting hardware is secure, and tighten if necessary
- > Measure and record the supply voltage at the respective power supplies
- > Measure and record the supply voltage at the CPU card
- > Test the optical beams, lane status indicators, and CPU functionality
- > On models with barriers, measure belt tension or gear meshing. Make adjustments as required so tolerances are within specification
- > Make adjustments on the motor controller to achieve proper alignment of barriers in all positions, as well the optimal operating speed
- > Compile a list of damaged and or faulty components
- > Replace any minor parts, such as side panel screws, as needed. Submit to customers a list of major components that require replacement
- > Reassemble chassis

If, during the course of Preventive Maintenance, the technician encounters damaged or defective components that prohibit the completion of the maintenance procedures, the labor for the repair and/or replacement of said components will be billed at the On-Site Technical Support hourly rate.

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Technical Support

Smarter Security offers lifetime remote support on every Fastlane product. For issues that cannot be resolved remotely, on-site assistance is available from a Smarter Security technician with specialized Fastlane diagnoses and repair skills.

Smarter Security utilizes an online trouble ticket system accessed via our website. Once a support ticket number is assigned to the event, our support technicians will diagnose the issue and enter this information onto the support ticket. Smarter Security representative will work with the client to schedule the earliest dates and times for the site visit based on the availability of the technicians.

By ordering this service, the customer agrees to pay for all parts and labor not covered by warranty. Once the Smarter Security technician has completed the assignment, he or she will complete the sign-off sheet and obtain a signature indicating the work performed was satisfactorily completed.



Site Certification and Training

Smarter Security highly recommends that customers order our standard Site Certification and Training services. Purchase of Site Certification also extends our standard warranty two additional years (for a total of three years). This service includes:

- › Verifying proper installation, wiring, and integration with access control and fire alarm systems
- › Assisting customer in setting up how they want to use the turnstile systems (e.g. card in, free egress, etc.)
- › Inspecting power supplies...location, wiring gauge, voltage at the turnstiles, etc.
- › Ensuring all lane status lights and sounders are functioning as desired
- › Ensuring all barriers are aligned and adjusted properly
- › Turnstile technical training: recommendations for how to service, adjust, maintain, and troubleshoot Fastlane systems
- › Turnstile operational training: to help end user security managers better understand how Fastlane systems work and learn of adjustments they may make to tailor the lanes to their environment. Includes guidance on usage with bags, strollers, etc.

With thousands of systems installed on 6 continents, Fastlane is a world leader in elegant and intelligent optical turnstiles.

Manufactured by Integrated Design Limited. Fastlane is a registered trademark of IDL, 1995.

