



## Technical Service

# Expert Services: Post-Installation

## Optimize Your Investment with Professional Services from Smarter Security

Following the installation of your Fastlane® turnstiles from Smarter Security, we offer maintenance and support options designed to extend the life of your advanced entrance control solution. To fully optimize your investment, Smarter Security recommends Preventative Maintenance and Premium Technical Support to ensure maximum product lifetime and peak product performance.

### Preventative Maintenance

Smarter Security provides a Preventative Maintenance program where a trained Smarter Security technician visits the facility to inspect the turnstile equipment on a semi-annual or annual basis. The technician will meet with the security integrator on-site to provide a comprehensive review of the equipment and make any adjustments or minor repairs as necessary.

### Service Highlights:

- Ensure the Fastlane turnstiles operate as specified
- Identify damage to pedestal enclosures, power supply units and PCB components
- Remove, inspect and clean pedestal side panels
- Inspect the printed circuit boards, cable assemblies and power supplies for loose connections
- Confirm that the pedestal mounting hardware is secure
- Measure and record the supply voltage at the respective power supplies and CPU card
- Test the optical beams, lane status indicators, and CPU functionality
- Measure belt tension or gear meshing on barriers
- Adjust motor controller to achieve proper barrier alignment and operating speed
- Compile a recommended replacement parts or spares list
- Replace minor missing parts such as side panel screws
- Provide a performance report after the conclusion of the service



**Smarter Security offers 24/7 technical support  
services for all Fastlane products.**

## Premium Technical Support

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

### Service Highlights:

- Technical support available 24/7
- Online support portal available to log issues
- Technicians preliminarily diagnose issues remotely
- On-site visits scheduled based on earliest availability of regional technicians

### Going the Extra Mile

When you invest in Fastlane turnstiles from Smarter Security, you've chosen a partner who will be there from the time of purchase to long after installation. Unlike many turnstile companies, Smarter Security will always go the extra mile—even after your warranty expires. Our customers agree: 98% rank our service as better than the competition.



From top to bottom: great people, staff, and product line. Smarter Security is my go-to when it comes to turnstiles.

- *Timothy Money Penny, Director of Business Development, at Securitec One*

## About Smarter Security

Smarter Security markets the world's most intelligent Entrance and Access Control solutions. Fastlane turnstiles, Door Detectives and SmarterAccess harness the power of neural network technology to provide unrivaled intelligence to pedestrian access control. We secure more than half of the Fortune 100, providing security solutions known globally for high reliability at a lower total cost of ownership.

Visit [www.smartersecurity.com](http://www.smartersecurity.com).

For more information, email us at [info@smartersecurity.com](mailto:info@smartersecurity.com) or call us at **800.943.0043**



[www.smartersecurity.com](http://www.smartersecurity.com) | 800.943.0043

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



©Copyright 2019, Smarter Security. All Rights Reserved.  
Smarter Security is a registered trademark of Smarter Security, Inc.  
Fastlane and Door Detective is a registered trademark of Integrated Design, Ltd.