



Technical Service

Fastlane Site Certification & Training

Transform your security investment with Smarter Security's Site Certification and Training program. This premium service extends your standard one-year parts warranty to three years, with options available for up to five years of coverage. Our program combines expert certification, comprehensive training, and dedicated support to ensure your security system operates at peak performance.



INDUSTRY-LEADING EXPERTISE

Trust security professionals

- Certified field technicians with Fastlane expertise
- Knowledgeable, friendly support staff
- Expert turnstile system integration



ROUND-THE-CLOCK SUPPORT

We're always here for you

- 24/7 technical assistance
- Lifetime remote support
- On-site technician visits



COST-EFFECTIVE SOLUTIONS

Smart investment brings lasting value.

- Minimize system downtime through preventive maintenance
- Reduced total cost of ownership through expert care and maintenance

Site Certification: Ensuring Excellence from Day One

Our Site Certification service provides complete peace of mind by sending a qualified technician to your location to verify proper installation and optimal system configuration. The certification process includes:

- Comprehensive installation verification, including wiring and integration with access control and fire alarm systems
- Custom configuration of customer use cases (card-in, free egress, etc.)
- Full testing of lane status lights and alarm sounders
- Professional barrier alignment and adjustment
- In-depth operational training for end-users
- Technical training for system integrators

Professional Training Program

Our flexible training program adapts to your needs, delivering comprehensive knowledge transfer from our expert trainers. Sessions cover:

- Complete system wiring inspection and understanding
- Detailed configuration and feature exploration
- Gate breakaway mechanisms, alarm systems, and response protocols
- Advanced reader operations and traffic flow management
- Common challenges and solutions
- Remote console operation
- Preventative maintenance best practices

Getting Started

Before scheduling your Site Certification, please complete our Pre-Site Certification checklist. Submit your information through:

- 1 Our online form at [<https://smartersecurity.com/technical-services/site-certification-and-training/#site-certification>]
- 2 Download the Pre-site Certification Checklist form complete and email to support@smartersecurity.com

About Smarter Security

Smarter Security markets the world's most intelligent Entrance and Access Control solutions. Fastlane turnstiles and Door Detectives 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.

For more information, email us at info@smartersecurity.com or call us at **800.943.0043**



www.smartersecurity.com | 800.943.0043

24/7 Technical Support

With thousands of systems installed on six 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.



©Copyright 2025, 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.

DS-44-2