



## On-Site Project Support Services

Support from a Smarter Security technician begins prior to the installation and extends throughout the finalization of the project. Customers can choose for the technician to be on-site when the turnstile lanes are actively being installed or are installed but not yet wired.

- Full technical support before and during installation
- On-site technician presence at critical phases
- Expert advisory during wiring and mounting
- Union project compatible
- Complete site certification

## Technical Verification Services

Every system component is tested to ensure peak performance.

- Installation and wiring verification
- Power supply checks
- Functionality testing
- Barrier alignment
- Fire alarm integration
- Access control setup

## Training Components

Get hands-on training for your entire security team.

- Technical maintenance training
- Security manager operations training
- System customization guidance
- Special case handling
- Basic troubleshooting

## Technical Service

# Fastlane Installation Support

When investing in Fastlane® turnstiles from Smarter Security, customers receive comprehensive installation support to ensure optimal system performance. Our support services combine on-site technical expertise with hands-on training to maximize your investment.



Visit [www.smartersecurity.com/technical-services/site-certification-and-training/#site-certification](http://www.smartersecurity.com/technical-services/site-certification-and-training/#site-certification) to download our Pre-Site Certification checklist.



### INDUSTRY-LEADING EXPERTISE

#### Trust security professionals

- Certified 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



## Key Benefits

Reduce costs and improve system performance from day one.

- Reduced labor costs and installation time
- Minimized installation errors
- Decreased risk of equipment damage
- Enhanced project efficiency
- Improved system performance from day one
- Extended warranty coverage (additional two years)
- Increased team confidence for future installations
- Direct access to Smarter Security technical expertise

## 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 pre-sale engineering through certification training [to the] delivery of product, technical support, and site certification—Smarter was on the job and stayed with us all the way to ribbon cutting.

- E.J. Young, Integrator,  
at Bernhard Brothers Mechanical  
Contractors, LLC

## 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](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

24/7 Technical Support

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

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