



Technical Service

Installation Support

What You Can Expect Before and During Installation with Smarter Security

When you invest in Fastlane® turnstiles from Smarter Security, you've chosen a premium, advanced entrance control solution. To fully optimize your investment, Smarter Security recommends Site Certification and Training as well as On-Site Project Support to ensure maximum product lifetime and peak product performance.

Site Certification and Training

Smarter Security offers Site Certification and Training which extends the standard one-year parts warranty by an additional two years for a total of three years. This service ensures a technician is on-site to verify that the turnstiles have been installed correctly and that there are no issues with the equipment or configuration upon start-up. Additionally, the technician trains the integrator and end-user security manager on proper usage of the system to certify that the equipment is being used as intended.

Service Highlights:

- Verify proper installation, wiring, and integration with access control and fire alarm systems
- Assist in establishing customer use cases (card-in, free egress, etc.)
- Inspect and verify power supply
- Confirm all lane status lights and alarm sounders are functioning
- Align and adjust all barriers
- Provide turnstile operational and technical training

On-site Project Support

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. This service allows a technician to serve in an advisory capacity while another solution provider runs the wire, installs the conduit, and mounts the turnstile. This service also complies with union projects.



Visit www.smartersecurity.com/fastlane-turnstile-installation-support to download our [Pre-Site Certification checklist](#)

Installation Support Benefits:

We stand behind our product, and Fastlane turnstile customers agree. In fact, 98% of our customers rank our service as better than the competition.

Benefits include:

- Labor savings, less integrator time spent on the turnstiles
- Happier end-users when systems function well on day one
- Fewer installation errors
- Less chance of turnstile damage
- Greater project timeliness and overall productivity
- Greater turnstile knowledge for the project team
- Greater confidence for future Fastlane installations
- Better acquaints project managers with Smarter Security technicians
- Two extra years of warranty coverage
- Hands-on turnstile operational and technical training



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, 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.

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



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



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