



Technical Service

Fastlane Preventative Maintenance

The Preventative Maintenance Program from Smarter Security is designed to extend the life and optimize the performance of your Fastlane® turnstile investment. Through scheduled maintenance visits conducted by certified technicians, this program ensures your entrance control system operates at peak efficiency while minimizing potential downtime.

Service Frequency Options

- Semi-annual inspections
- Annual inspections (recommended)
- Custom scheduling available based on usage patterns

Service Components
Equipment Inspection & Testing

- Complete pedestal and enclosure examination
- Power supply and PCB component evaluation
- Cable and connection verification
- Optical beam and lane status testing
- Belt tension and barrier alignment checks
- Motor controller optimization

Performance Optimization

- System calibration and alignment
- Operating speed adjustment
- Voltage measurement and recording
- Minor repairs and parts replacement
- Component cleaning and maintenance
- Hardware security verification

Documentation & Support

- Comprehensive performance report
- Recommended replacement parts list
- Future maintenance recommendations
- Access to 24/7 technical support
- Direct coordination with security integrators

Key Benefits

- Extended 5-year warranty coverage
- Reduced unexpected downtime
- Early issue detection
- Professional system optimization
- Lower total cost of ownership
- Detailed maintenance records


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



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 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**



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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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