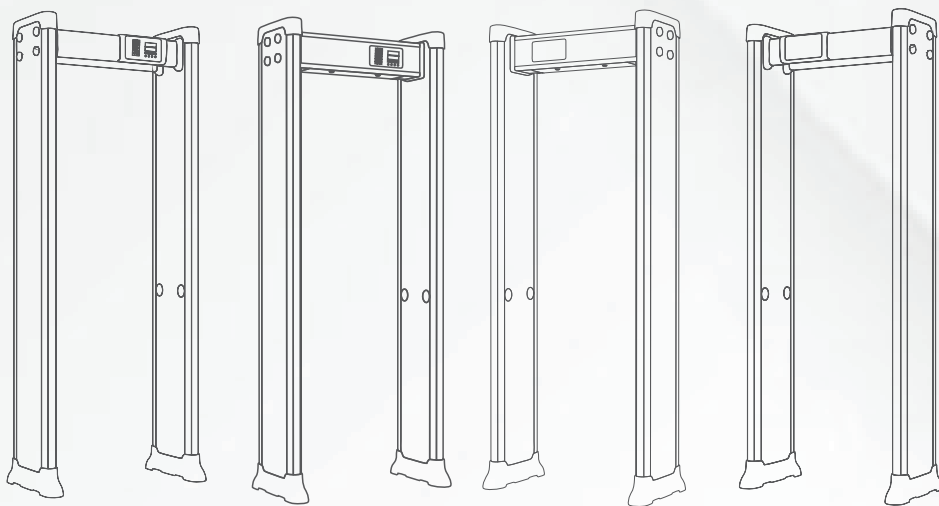




User Manual

Door Frame Metal Detectors



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****Specifications are subject to change due to improvements in design.**

COMPANY PROFILE

HOPE SECURITY EQUIPMENTS PVT. LTD. The idea of HOPE (House of Progressive Engineers) was conceptualized on 20th July 1993 and was converted into a company HOPE on 30th June 2002, after 10 years of experience in Bomb Detection & Disposal field by our Founder & Director.

After 10 successful years of HOPE, it was taken over by Hope Security Equipments Private Limited & now its progress is witness to the whole world because we HOPE to move towards “Terror-free World”.

We, **HOPE SECURITY EQUIPMENTS PRIVATE LIMITED**, an ISO 9001:2015 certified company are one of the leading Manufacturer, Exporter, Wholesaler, and Importer of different kinds of high-quality Security Equipment. The product range offered by us is inclusive of Metal Detector, various Search Light & Bomb Detection, and Disposal Equipments. At the vendors' end, these products are manufactured in compliance with the industry set norms by using cutting-edge machinery. Offered by us at reasonable prices, these products are known in the market for their rich attributes such as robust design, longer operational life, impeccable finish and minimum maintenance.

Being a quality conscious organization, the best possible quality of the offered product range is never compromised and is attained through various quality assurance checks conducted by our team of skilled and diligent quality controllers. We have been able to gain a commendable position in this domain due to our ethical business practice coupled with our ability to meet the bulk orders within the assured time frame. With the aid of our excellent transportation facility, the offered product range is delivered within the assured time frame at the customers' end. We provide products under our trademark “Scorpion”.

We work with various prestigious end users from MNC's to Government & Semi-Government Organizations like Military, Paramilitary Forces (BSF, ITBP, CRPF & CISF), Ministry of Defence (MOD), NSG, SPG, Parliament House, Supreme Court Public Sector Units (PSU's) like IOCL, NTPC, NPC, ISRO, & Various States Police etc.

We are currently operating under the expert supervision of our mentor, Mr. Anoop Sahu. Owing to his excellent management skills, we have been able to gain a huge clientele across the domestic markets. We export our products in South Africa, Europe & Gulf countries and import from USA, Europe & UK.

Product Introduction

Product Description

Intelligent walk through metal detector with high performance meanwhile, it has higher sensitivity, light weight, best resistance of interference and perfect stability. These models adopt high strength material, lighter and more convenient transportation, and installation. Intelligent walkthrough metal detector is widely used in a athletic meeting, conference, school etc. Its detection theory is to use electromagnetic field to detect metal object, and even detect Metal quantity by acousto-optic alarm mode. It consists of with elegant shape, super detection, unique operation network system, portable feature.

Excellent Features Which are as Following:-

Exact Positioning

The SCORPION[®] DFMD is a multi-channel metal detector with multi detection zones. The zones create a sequential sine-wave magnetic field within the detection area of the WTMD (Walk-through Metal Detector)/DFMD (Door Frame Metal Detector). The product has a unique configuration of the transmit-receive coil. This provides double-side transmission and double-side reception performance. Then the equipment can position the detected object exactly and indicate the alarm position directly.

Microprocessor Technology

Scanning speed of the electromagnetic wave created by microcomputer control circuit can be controlled exactly. According to requirements, user can set program by using control panel, which makes sure that sensitivity setting is flexible, reliable, and stable.

Compound Circuit Design

The equipment has a counter that registers the number of persons passed through and the number of alarms. The counter, which can respond quickly and sends the identifiable signal to computer, then decreases the false alarms, the unwanted alarms and false counting.

Excellent Features

DSP technology

The DSP in the metal detector processes the signals to ensure reliable detection of metals, offers versatile features, and makes the device easy to use. This technology helps improve accuracy and sensitivity, allowing the metal detector to differentiate between different types of metals and reduce false alarms.

Adjustable sensitivity

There is 0-500 adjustable sensitivity in each detecting zone, and user can define the sensitivity of each individual zone and system-level sensitivity according to application required.

Password protection

System password, which can be set by user. ONLY the password has been inputted correctly that user can change program, sensitivity, and other parameters

Serial communication (Optional)

The equipment can connect to computer through the retained data communication interface.

Modular design

With modular design, the equipment is installed easily, and user can remove the faults quickly.

Electromagnetic sine wave field technology

The transmitter generates a sinewave that creates decaying eddy currents in metal objects within the sensing area of the WTMD (Walk-Through Metal Detector). The eddy currents induced in the metal objects generate a signal that is picked up by the receiver, sampled, and processed by the electronics unit. This equipment operates based on weak electromagnetic field technology.

Technology advantages

- Adaptive debugging system : the system can be adaptive debugging standard when entering the debugging system
- Start-stop technology : the infrared device has automatic start-stop technology, and its life extended 100 times.
- Recording sensitivity of each detection area can be adjusted arbitrary (with adaptive regulation technology)

- The detection defense area can be divided by self-adjustment (the number of detected defense areas can be complied by itself)
- Sound and light alarm, alarm tone and alarm duration can be adjusted.

Features

- Easy to operate.
- Auto Calibration.

Application occasions

- Walkthrough metal detector/Door frame metal detector is used to detect metal object in the body.

Typical application occasions as following:

- Airport, port, travelling check point
- Court, visiting checking point
- Conference, stadium, access control
- Power plant, factory, hotel, restaurant, entertainment

Application occasions

- Equipped with an 85 scene settings feature, the door frame metal detector adjusts its sensitivity and frequency to the surrounding environment for optimal detection accuracy

Keywords

The following are definition for some special name mentioned in this manual :-

Sensitivity

Sensitivity is used to define parameters for alarm metal object size. Raise the sensitivity; smaller metal objects can be detected.

Discriminating

The ability for DFMD to distinguish metals (especially metal weapon) and other articles. DFMD alarm rate can indicate the ability to DFMD discriminating. It is affected by many factors, such as sensitivity levels, passengers' body shape, season (temperature) and so on.

Useless alarm

Alarm caused by carrying harmless metal objects

False alarm

Alarm caused by the reasons other than by a metal object (such as electronic interference). For DFMD, the alarm caused by the metal objects (useful or useless) is not false alarms.

Alarm rates

Alarm times (caused by metal objects) / Passengers *100%. Alarm rate is affected by DFMD discriminating ability. If discriminating ability is poor, for example: there are many alarms caused by harmless metal objects, the alarm rate will be higher. Alarm rates don't include alarms caused by electronic interference and other reasons.

Pass rate

At a given time, maximum number of passengers allowed. Pass rate shows the DFMD recover ability after the former detect. In practice, due to the check process and the maximum walk speed and other factors, while the maximum rate is only for theoretical

Speed response

The ability for DFMD to maintain the same level of sensitivity, while inspecting passenger walk at different speed.

Calibration

To achieve optimum performance; set the parameter values for DFMD at the installation site.

Side by side use

If two or more DFMD work side by side, their electromagnetic field will affect each other. Choose different frequency to reduce the interference.

Operating Frequency

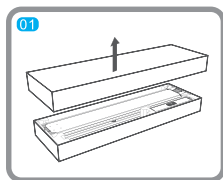
Frequency generated by DFMD electromagnetic field. During the calibration at site, choose different frequencies at the lowest interference level. DFMDs can be installed side by side.

Installation instructions

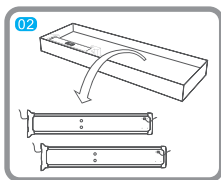


Please first read
this section before
installing device.

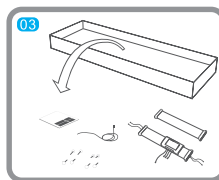
| Crossbeam series Installation instructions



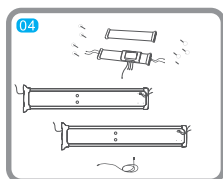
01 Open the top cover
of the carton upward



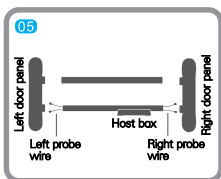
02 Take out left and right door
panels from packing carton



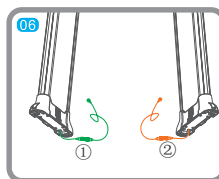
03 Take out the manual, controlbox,
crossbar, bolt, power cable from
the packing box.



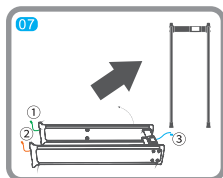
04 Prepare door panels, crossbar,
bolts, and power cables according
to the above instructions.



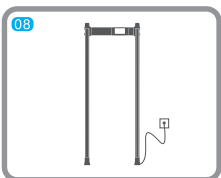
05 Connect the control box cables
on the crossbar to the left and
right door panels.



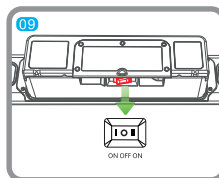
06 Select the bottom of one side
of the left or right foot cover to
access the power cable



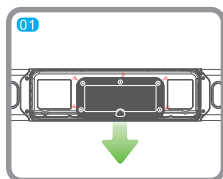
07 Use bolt to lock the beam
and upright the security gate.



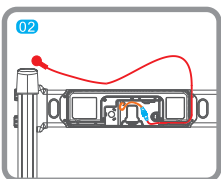
08 Connect the power supply to
the device and the device starts.



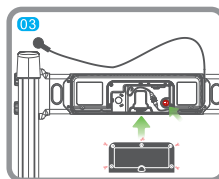
09 Connect the switch to the
power access terminal, and the
device starts.



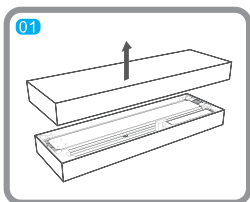
01 Unscrew the rear cover of
the control box and remove
the rear cover



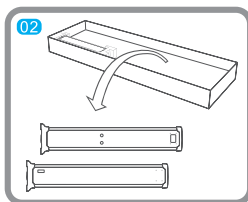
02 Insert the power cable into
the cable slot and connect it
to the connecting cable in
the control box.



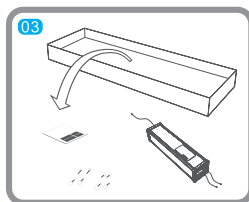
03 Switch on the power supply,
press the power switch in the
control box, and reinstall the
back cover to use.



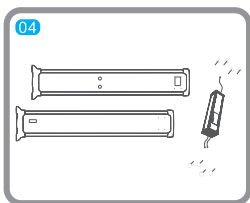
01 Open the top cover of the carton upward



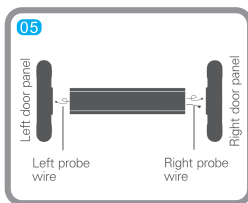
02 Take out left and right door panels from packing carton



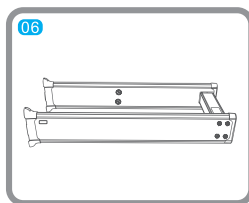
03 Take out user manual, mainframe box, power cable



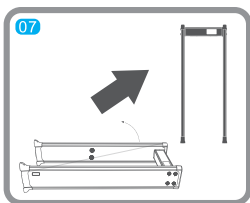
04 Prepare door panel, mainframe box, screws according to above diagram



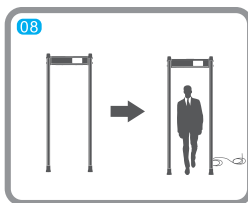
05 Connect the left and right probe wire of mainframe box to the left and right door panel



06 Connect the left and right probe wire of mainframe box to the left and right door panel



07 Install mainframe box and door panel according to above diagram, and tighten screws



08 Stand the door upright and finish installation



Please first read this section before installing device.

- if need our technology supporting when installing and operating or setting specification, please call our service hotline. (refer to cover service card)

if have any doubt and advice regarding our product, please send email to our email address. When we received your email, will reply you immediately. Appreciate your supporting and understanding.

Please read the follow introduction before installation Supplier is not response for damages caused by disobedience of follow instruction.

- Read this manual carefully before installation and operation. Take away of this manual for future reference.
- Manual has a detailed description of the installation, debugging method. Supplier is not responsible for the damage caused by human.
- Sensitivity and detection method are selected by the end user. The user should do commissioning work under supervision by professional and technical personnel for debugging.
- Whenever the DFMD has problem, the user must keep the DFMD in safe place to avoid accident, and requests for assistance.

The following problems are considered:

- A visual signal display of DFMD is not normal.
- The DFMD does not work well.
- DFMD was stored in unsatisfactory condition for a long time.
- DFMD suffered high pressure during shipment.
- Liquid has been spilled inside the DFMD.
- Carefully select the installation site.
- Do not install the DFMD in a location near a heat source.
- Preferred to install the DFMD under a shade, not in direct contact with the sun and metal free location.
- Installation must be performed by specially trained person. Keep enough space to do the installation job, to avoid hurting anybody. Keep the site in tidiness.

- Install the DFMD away from the location, where could emit electromagnetic interference, such as a location with transformer or motor.
- For best performance, the DFMD should be fixed on the ground. All connection between DFMD and power supply or other external line must be properly secured and protected in order to avoid unexpected accidents and injuries to passengers.
- Before power equipment, make sure the power supply voltage is accordance to the voltage indicated on the DFMD. Different voltage may cause damage. Only after the completion of all required connections, user can connect DFMD to electricity power.
- Power line connect to the DFMD, must have switch or any other component which can autocut the power in case of accident.
- If the DFMD is powered through an external autotransformer to normal voltage, ensure that the autotransformer common terminal is connected to the power supply circuit hub. Socket must be grounded. Disconnect the ground without permission is strictly prohibited. If the DFMDs are not grounded, in exceptional circumstances may cause damage
- Disconnect the power supply with a closing pull of the plug, not the wire.
- Standard configuration of the power adapter for non- waterproof type: Keep it in ventilated and dry place. Once get wet, there is the danger of electric shock and damage to DFMD.
- Electronics parts of DFMD may cause a fire. Do not install at flammable explosive location. In case of fire, don't use water or foam extinguisher to the power on DFMD
- In case; thunderstorms, disconnect the power. Do not use DFMD in an explosive place. Avoid contact with flammable substances and explosive.
- Maintenance the DFMD in periodic (Refer to "Maintenance" chapter). Do not use water, detergents, or chemicals for cleaning. Use a damp, smooth cloth.
- Disconnect the DFMD power before maintenance, cleaning or moving.
- Please read the "Maintenance" chapter. No matter what kind of problems encountered, only the factory qualified engineer is permitted to do maintenance
- Any necessary replacement parts must be factory original.
- Avoid maintained DFMD while power on. If have to, the engineer must be professional and fully understand the risks.

- Recommendations about the battery inside the DFMD:
- When replacing batteries, use the factory supplied battery.
- Do not throw used batteries in normal trash. Throw to the use battery collection facility, according to local regulations; or return to supplier.
- When handling the problem of DFMD, remove the battery from DFMD in advance. Supplier is not responsible for damage caused by incorrect using of batteries.

Only professional engineer are allowed to maintain components with follow marks.



When work side by side, walk through metal detector will interfere each other in certain extent. Interference level is decided the distance between the devices, working frequency, sensitivity. There is many different working frequencies chosen for walk through metal detector, so can reduce the interference between device in order to work side by side. Please note, when work side by side, all devices should set different working frequency.

Before working, device setting

Operator passes through walk through metal detector with need to be detected metal in the meantime adjust sensitivity and security level, so that achieve customer's demands.

- Before opening the package, please carefully read the following introduction.
If not follow the installation procedure specification, supplier will not responsible for any problems that may occur.

Use and application

- Security Departments like public security, armed police, fire fighting, customs. Widely used in criminal investigation, explosive removal, security checking, search for smuggler, search & rescue and other relevant detection work.
- It can be real - time observing narrow space and dark area, taking pictures and videos as well as long distance transmitting image to provide intuitive image information for the site of criminal investigation and security checking.



Kind attention

The following are installation and daily operating instructions for our DFMD :

- In addition to these instructions, this should be in accordance with local laws and regulations and government requirements.
- Before installing or using DFMD, please read and learn this manual.
- This manual includes information required by the user about the structure, installation and operation.
- Follow the proper operation and maintenance procedures to keep the DFMD in reliable status.
- Total DFMD include two parts by the electronic control unit and two detectors. The electronic control unit includes a variable magnetic field generator, receivers, signal processors and process controllers; the door frame contains two transmitting and receiving SENSOR, which are pre-installed on the inner side of the two door panels. Among the above parts are connected via cables (electronic control unit out lead two pcs of cables, these cables connect control unit to the two detectors).
#EXCEPT SINGLE POLE DFMD

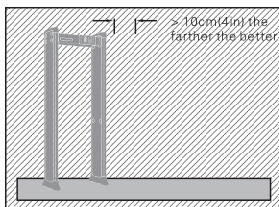


Kind Attention

| Installation environment

Shaking Ground

Ground should be flat, with a solid support, to prevent vibration. Especially when there is presence of vibration of the metal structure under the surface, people walk through the detector may cause unnecessary alarms.

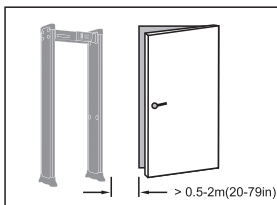


Fixed the metal objects

The distance between fixed or a large metal object should be at least 10cm (4in) away from the WTMD to detect large metals. It has little effect on the sensitivity, but it may make WMD more susceptible to vibration.

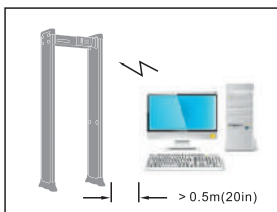


The distance of this section is recommend distance, the actual distance should be decided upon the installation site conditions.



The moving metal objects

The moving metal objects outside the WMD should keep a distance of 0.5-2m (20-79in) away from the door, thus to avoia false alarms. According to the size of metal objects, the distance between metal objects and the WMD may be different.



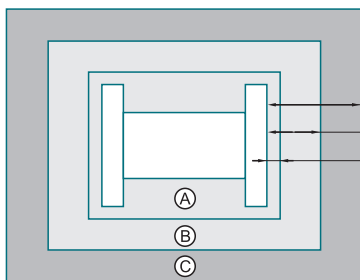
Radiated electrical interference

The distance between electronic interference source and the receiving coil is the largest. The recommended minimum distance should be 0.5-4m™ (20-157in). However, the actual distance should be depended on the real conditions. For example, you can move the WMD and the interference source to find the best position.

Interference may be provided by electronic control panel, radios and computers, image display, high-power motors and transformers, AC cord, thyristor control circuits, flash welding equipment fluorescent tubes and other equipment.

Conductivity electronic interference

Connect the power cord to which is not connected to other large load (such as high-power motors, etc). They may result in a large power line or voltage shocks.



The recommended minimum distance between the interference source.

- > 0.5m-4m(20in-157in)
- > 0.5m-2m(20in-79in)
- > 0.1m(4in)



Please first read this section before installing device.

- A: The distance between the fixed metal objects**
- B: There must be no movable metal objects**
- C: There must be no electrical interference sources**

| Multiple devices work side by side

Work side by side means multiple devices work close to each other. When it works side by side, walk through metal detector will interfere each other in a certain extent. Interference level is decided the distance between the devices, working frequency. sensitivity.

There is many different working frequency chosen for walk through metal detector,so can reduce the interference between device in order to work side by side. Please note,when it works side by side ,all device should set different working frequency.

| Before working, device setting

Operator passes through walk through metal detector with need to be detected metal. In the meantime adjust sensitivity and security level, so that achieve customer's demands

Attention

Ground should be flat, with a solid support, to prevent vibration.

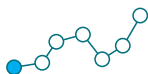
The distance between fixed or a large metal object should be at least 10cm (4in) from the DFMD to detect large metals.

The moving metal object outside the DFMD should keep a distance of 0.5-2m (20-79in) away from the door, thus to avoid false alarms.

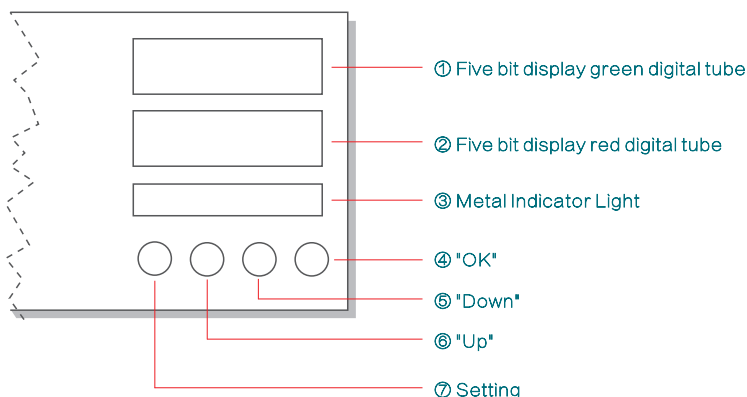
There must be no electrical interference sources, DFMD should keep a distance of 0.5-4m (20-157in) away from the electrical interference sources, thus to avoid false alarms

Multiple device work side by side

Work side by side to point multiple devices work close to each other.



Control Panel Settings for LED



Input password

Boot and press key to change the program bottom, display P 0000, enter the password, the initial password is P 0000, press 6 corresponding selection number (from 0 to 9 cycle), press 5 key to change selection (can cyclic shift, choose corresponding bit twinkle), if password fault (CERR), can't enter the system, press 6 key to re-enter the password, until the correct password, then press 7 key setting bottom) access the interface of setting specification.

Revising password

To change the password, press the 7 key (setting key) to switch to the screen display P 0000, press the 7 key (setting key) for 5s, and then the corresponding selection position will start flashing. Press the 6 key to change the value of the corresponding selection bit (0-9 cycles), and press the 5 key to change the selection bit (cyclic shift, and the corresponding selection bit will flash). At this time, you can enter a new password, and press the 7 key to save and enter.



Please read the manual carefully and thoroughly before operating the equipment.
Users keep this manual for reference at any time



Function Settings



① Pass counter



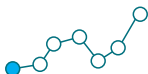
② Alarm counter



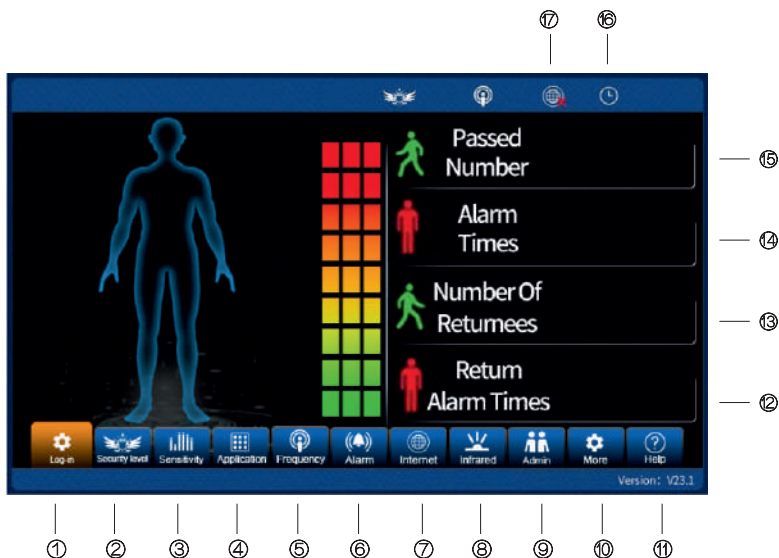
Before revising device specification, please read this section carefully.



Note: when enter into next interface, spec value of last interface equal to the last operation value



Control Panel Settings for LCD



① Home

② Security level

③ Sensitivity

④ Application

⑤ Frequency

⑥ Alarm

⑦ Internet

⑧ Infrared

⑨ Admin

⑩ More

⑪ Help

⑫ Return Alarm Times

⑬ Number Of Returnees

⑭ Alarm Times

⑮ Passed Number

⑯ Clock

⑰ Networking status

Functional Selection

Spec Setting

Press ⑦ Keyboard Can Select Circularly at Following Functions		Under Corresponding Functional Interface, Pressing ⑥ Keyboard Corresponding “+” Pressing ⑤ Keyboard and Corresponding “-”	
Function	Code		
Working frequency setting	F	1~100	100 levels can be adjusted
Security level setting	H	0~99	100 levels can be adjusted
Partition setting	FL	N1/N2/N3	Three kinds detection zones conversion
Left each zone sensitivity setting	1L	0~500	1 detector sensitivity 400 level
	2L	0~500	1 detector sensitivity 400 level
	3L	0~500	1 detector sensitivity 400 level
	4L	0~500	1 detector sensitivity 400 level
	5L	0~500	1 detector sensitivity 400 level
	⋮		⋮
Right each zone sensitivity setting	1R	0~500	1 detector sensitivity 400 level
	2R	0~500	1 detector sensitivity 400 level
	3R	0~500	1 detector sensitivity 400 level
	4R	0~500	1 detector sensitivity 400 level
	5R	0~500	1 detector sensitivity 400 level
	⋮		⋮
Alarm volume setting	yL	0~99	Volume 100 levels
Alarm tone setting	yd	0~99	100 levels
Alarm time length setting	yc	0~99	Alarm time length 100 levels
Scene setting	CJ	1~72	72 scenes option (changing security level, each zone sensitivity mode)
LED lights display setting	Ld	LD 0	When left and right panel are installed wrong (when detecting metal object, left and right panel alarm light will display in the opposite side) changing the value into 1
battery level	dc	1~100	Indicate the battery level
automatic frequency adjustment	CF	0/1	Choose suitable working frequency automaticly
Infrared setting	LR		4 kids infrared made (infrared mode:0/1/2/3/) 0: double infrared both close; 1: only front infrared open; 2: only back infrared open; 3: double infrared both open
Revise password	C0	***	Revise password (refer to first manual)

Fault Code

Left 1 Zone Fault

L.L.	-.E.A.A.
------	----------

Left 2 Zone Fault

2.L.	-.E.A.A.
------	----------

Right 1 Zone Fault

1.R.	-.E.A.A.
------	----------

Right 2 Zone Fault

2.R.	-.E.A.A.
------	----------

SD Card

Error

S.D.	-.E.A.A.
------	----------

Infrared Count Fault

L.A.	-.E.A.A.
------	----------

Battery Low Power

L.C.	-.2.0.
------	--------

TROUBLESHOOTING

FAQ(Frequently asked Questions)

NO.	Fault name	Fault Description	Check Failure	Fault Judgement	Maintenance Tools
1.	Cannot Boot	Can't be normally used after installation and connect the power.	1. Check whether the power line between main chassis and the door panels has been plugged in with AC220V power cord. 2. Check whether the power cord is damaged, broken, poor contact, and the main chassis power supply is normal.	1.Motherboard fault 2. Circuit fault	Visual, Manual, operation
2.	Boot does not show	The LCD screen does not light Digital board is not bright	Check whether the motherboard connector panel is inserted properly	Replace connecting line or display and digital board.	Visual, Manual, operation
3.	No count	the through number shows 0001 or 0000 or even not counting.	We picked up a phone, turn on the camera, the lens on the dot at the door will emit a glowing red dot, which means the infrared emission is normal, if not, the infrared is broken.	Replace the infrared component.	Visual, Manual, operation
4.	Disorderly Alarm	It may appear automatic alarm when there is no staff through the detector	1. Check the surrounding environment, or try to change the frequencies. 2.When the sunlight direct to the infrared component, it may also appear automatic alarm.	1. Replace the infrared component. 2.Change the installation location to avoid the sun.	Visual, Manual, operation
5.	Omission	There is no alarm when walking through the detector with metals on.	Normally it is because the sensitivity is too low,try to increase the sensitivity of each zone.	Debugging capture card.	Visual, Manual, operation

Maintenance, Service, Storage

Maintenance & after service

DFMD is high-tech electrical device. The operator is requested not only to understand the technical performance, structural principle and operating procedures, but also good at doing the daily maintenance and maintenance work. This is to guaranty working efficiency and extend device life, and to ensure safety.

Routine maintenance

- To ensure the good working condition, DFMD should be checked and adjusted regularly.
- Maintenance job must be done by qualified people.
- Cut the electricity, in case of checking hardware.
- Daily maintenance work:
The device should be installed in the ventilation, dust clear, dry environment, avoid high temperature, high humidity and direct sunlight.
- Clean the dust inside device.
- Tighten the loosen components or wiring plug, if any.
- If any parts damaged, please find out the reason and solve the trouble first, and then replace it. After replacement you need to adjust sensitivity again.
- Don't leave another object inside DFMD. This may course electricity accident.

Maintenance attentions

- Don't leave other object or water inside DFMD
- Cut the electricity and then check the device. If have to be on power, please know the risk well, and operator should be professional qualified.
- Before repair, prevent electrostatic damage to the precision electronics.
- Before power on, make sure that all cables are connecting right.

Storage conditions, storage period and attentions

- Device should be stored in a clean and dry place, excessive heat and moisture can damage the system components. If the device will not use for a long time, it should be stored in the original packaging box.

The storage conditions of the equipment :-

- In the transport or storage packing condition, the device must be set in follow condition
- Storage temperature: - 20 ~ + 60 (condensate)
- Humidity: 20% ~ 95%
- The storage time cannot exceed 15 weeks.

If need long-term storage, device should have good storage conditions. The warehouse should be clean and dry, well ventilated, there shall not be corrosive gas, the relative humidity is not more than 80%, and the equipment should be in the packaging box.

Maintenance and modification :

This product has not any spare part which can be repair by users. Any disassemble, refit or maintenance is not allowed. If damage and losses caused by this. Hope Security Equipments Pvt. Ltd does not assume and responsibility. The product maintenance is only affordable by HSEPL.

Service/Customer Support



Scan the QR code for support on your phone :

www.hopesecurity.org

Warranty Terms & Condition (Please Read it Carefully)

HOPE Security Equipments Pvt. Ltd., the owner of brand Scorpion, guarantees good quality and proper functioning of the purchased device if used in the manner appropriate for the purpose thereof and in accordance with the operation manual, and shall provide warranty services subject to the following

Conditions:

1. This Warranty covers the defects resulting from defective parts, materials, or manufacturing, if such defects are revealed during the period of 12 months since the date of purchase.
2. The device is considered defective if it fails to perform the functions as indicated in the operation manuals, technical specifications or any other similar documents supplied with the equipment, and the failure is due to internal device characteristics.
3. The Warranty does not cover consumables or parts of limited regular functionality due to their natural wear and tear.
4. The Warranty does not cover any software by third party manufacturers or vendors, that is installed on the device under repair and delivered along with the device to the Guarantor Service Center.
5. The Guarantor shall not be held responsible for the loss and restoration of any software or data.

The defects and damages revealed during the Warranty period shall be removed free of charge exclusively by the Guarantor Service Center located at B-102, Sector 65, Noida, Uttar Pradesh, within 14 working days since the date of delivering the device to the Service Center.

Repairing and Troubleshooting time could be extended in case a replacement part is unavailable or the defected or damaged device will be shipped to producer's service center.

Warranty services will be provided under the following conditions:

- (a) Immediately and effectively notify service center about determined device's defects and cease any using of it.

- (b) The marked device along with copy of commercial invoice/ bill should be delivered to the Service Center.
- (c) The serial number of the delivered defective device must match the serial numbers old to Customer.
- (d) The Service Center should be notified in writing of any additional accessories installed in the device.
- (e) The device should be delivered together with a detailed and readable description of the technical problem.
- (f) The delivered device should have intact seals with production date or serial numbers of the Guarantor or the Manufacturer and should be appropriately packaged during its loading, transportation and unloading.
- (g) The shipment to the Guarantor Service Center must be arranged and paid by the Customer.

The Guarantor reserves the right to charge the Warranty beneficiary with the costs of service, transportation, insurance, and customs clearance if the defect does not fall within the scope of this Warranty or the device has not been proven defective.

The Warranty Does Not Cover:

- (a) Mechanical or electric damages resulting from incorrect installation, configuration, usage, or other activities inconsistent with the operation manual or contradictory to technical specifications attached to the device.
- (b) Extraneous practical entering the product or damaging its physical property like water, dust, soil, bun, or extreme temperature.
- (c) Damages caused by acts of God, floods, fires, lighting or other natural disasters, wars, unexpected events, inappropriate voltage, defective supply materials or other external factors.
- (d) Incidental expenses incurred towards transportation & Installation, etc., Use of sub- standard/un-stabilized power supplies and power fluctuations.

- (e) The device that has been tampered with by the Warranty beneficiary or any other person in any way, including reconfiguration, repair, willful constructional variations, modifications, and adjustments.
 - (f) The device with serial numbers and/or the Guarantor seals damaged or illegible. Warranty is Void if Hologram, warranty sticker or barcode label is Missing or Tampered in Product.
 - (g) The activities specified in the operation manual, which remain the sole responsibility of the Customer in his own capacity and at his own expense.
 - (h) Defects resulting from the usage of Improper or unprofessional handling or non- genuine supply materials at the dealer end or by the person installing the product example of one such is giving improper input other than what the product had been designed to withstand for.
 - (I) Damages due to the user's fault or lack of knowledge, Using improper tools, damaging, or defacing the physical attribute of the product.
 - (j) Defective functioning of the device caused by a conflict or incompatibility between software applications installed on the damaged device or on the equipment, which the device permanently cooperates with in accordance with the intended purpose of the device.
11. The Company reserves the right to replace the defective device or its component with a free-of-defects equivalent thereof, provided that such equivalent ensures efficiency and functionality equal to or higher than the original device or component. The replaced defective device or components shall become the property of the Guarantor. And warranty terms & condition can be changed as per Govt./Company's policy in any circumstances.
12. The Guarantor shall not be held responsible for any failure in performance of the obligations as stipulated in this Warranty, whenever such failure is caused by a force majeure afflicting the Guarantor or the manufacturer of the device. Force majeure means any event or circumstance beyond reasonable control of the Guarantor which prevents the Guarantor from performing the obligations stipulated in this Warranty, or results in the performance of the Warranty services that is inconsistent with the conditions stated herein, and which could not have been foreseen by the Guarantor acting with the professional accuracy at the moment of assuming obligations under this Warranty.

13. The Guarantor reserves the right to refuse to provide any Warranty services if it would result in a breach of applicable laws. All disputes are subject to the jurisdiction of the U.P. High Court. This warranty is NON-TRANSFERABLE.
14. The rights granted by this Warranty shall not include the right of the Warranty beneficiary to claim any lost profits in connection with defects of the device. The Guarantor shall not be held responsible for any material losses caused by the defective product.
15. This Warranty Terms and Conditions may be changed if the Buyer and the Guarantor establish different conditions in a separate agreement, and the provisions there of supersede the respective provisions of the Privacy and Terms and Conditions.



WARRANTY CARD

Product Model Name :

Product Sr.No. :

Date of Purchase :
.....

Store Location :

Customer Name :
.....

Address :

Phone :

Email :

Warranty Start Date :

Warranty End Date :

Signature

Stamp



Corporate Address : LGF-3, Plot No.16, Rishabh Corporate
Tower, Community Centre, Karkardooma,
Delhi - 110092

Factory Address : B-102, Sector- 65, Noida, Gautam Buddha
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