

SafePASS – Perimeter Security System

Customer - Frequently Asked Questions

How reliable is SafePASS biometric recognition?

SafePASS is virtually 100% reliable for most people. However, the very elderly, children under 2, and people who regularly handle abrasive chemicals, can sometimes have trouble being recognized by the system. These individuals can be given a bypass code to enter – if you prefer. Aside from that, biometrics is the most reliable method of identification. Unlike PIN code systems which depend on what you know, or Key card systems which depend on what you have, Biometrics truly depends on who you are. There is no easy way to fool a biometric system.

What is the return policy and warranty on SafePASS?

All scanners (door and desktop) come with an unconditional 30 day return policy. Equipment is also warranted against manufacturer defects for 90 days. Of course, this does not cover damage from vandalism, misuse, lightning damage, or other similar acts.

Are the door scanners water proof?

The SafePASS scanners are water resistant but not water proof. They use a sealed membrane for the keypad and front face which prevents water from entering the electronics. However, the unit must be protected from direct rain. Ideally, you want this device installed in a vestibule area. If that is not available, ensure you have it under a roof structure such as a car port or porch. If that is not an option, then you will need to provide some sort of weather resistant “housing” to protect the unit from direct rain and sun. It is important to keep the general environment near the scanner dry because moisture on the scanner and your hands can hinder the ability for SafePASS to obtain an accurate finger image.

Can the units withstand extreme temperatures?

Like most electronic devices, the internal electronic components will begin to become unreliable at temperatures above 110F or below 32F. Although the unit will not be damaged, it may not function properly at these temperatures. Regardless, ensure the unit can be installed out of direct summer sun. Surface temperatures can easily exceed 130F and damage the unit. If you are in a climate where daytime temps regularly stay below 32F, recommend that the unit be installed in a protected housing. If daytime temps regularly stay below 20F, we recommend you mount this system in an interim vestibule rather than directly outside.

The equipment is being handled by many people every day. How do we keep it clean?

The scanner cleans easily; however, the finger sensor surface is specially coated and can be damaged with some household cleaning agents. Do not use chlorine or alcohol based cleaners such as Windex™, also, surface cleaners such as 409™ or Fantastic™ use powerful detergents that can be damaging. To be safe, ONLY use a standard soap and water mix to clean your scanners. You can use antibacterial soap if you prefer.

What if my installer doesn't know how to hookup the SafePASS scanners?

We are here to assist your installer with setup questions. Your starter kit includes all the necessary technical support to get SafePASS up and running. Eventhough the hookups for our door controller use industry standard connections, we are here to assist them and answer any questions they have during the installation phase.

Where should I locate the unit?

Install the scanner on the wall on the latch side of the door at a height where the average person can look DOWN to place their finger on the glass. A common mounting mistake is to install it to high. It will be easier for the user to properly place their finger on the glass if they can see it. Set the top of the unit no higher than 5ft (60 in). The keypad is not used by the customer and is only needed for occasional programming steps.