



# CONTROL-AfterCare

## POST-INSTALLATION GUIDE



# PRODUCT OVERVIEW



# SAM-I™

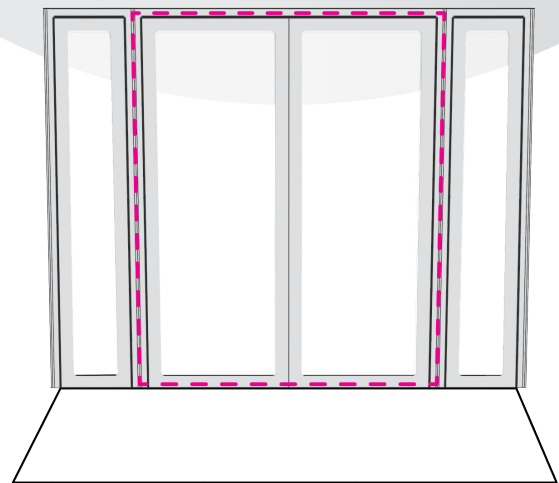
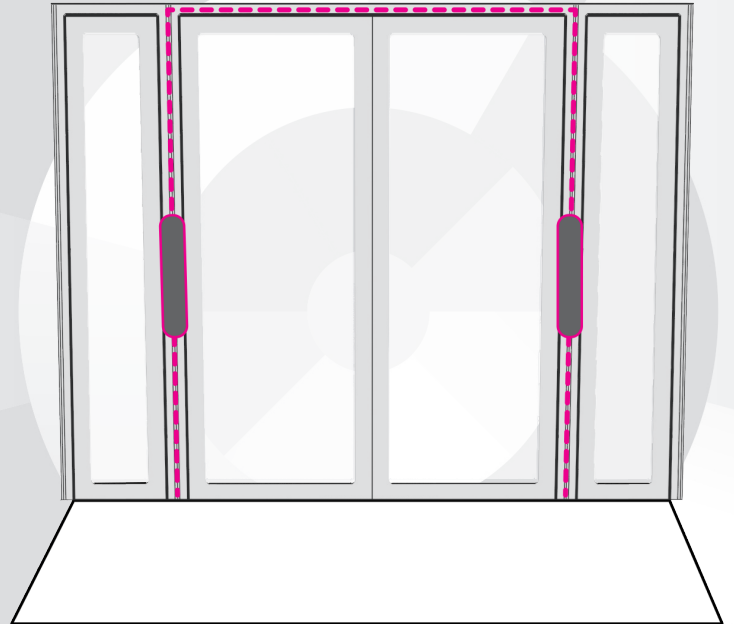
## Discrete Design with Proven AM Technology

### Key Benefits

- Discrete AM system installed around door frame
- Optional “invisible” concealed installation
- High detection of hard tags and labels
- Dual relay alarm outputs for external triggering
- Optional IP-managed remote maintenance and tuning
- Optional jamming detection with distinct alarm
- Energy efficient
- 5 year warranty option: 2 years parts and labor + 3 additional years on parts only (w/ remote connectivity).

### Specifications

- Can be installed to fit most door sizes; contact us if you have an atypical door size



*Optional concealed installation*



# EAS OVERVIEW



## General Information

1. The EAS (Electronic Article Surveillance) system is here as a visual deterrent. However, it will also provide detection of protected items within the store.
2. Not every item is tagged with a security label or hard-tag but patrons of the store do not know this.
3. The EAS system is not a metal detector and will not activate on guns, keys, phones, hearing aids, etc.

4. Hard-tags are removed and security labels are deactivated at the point of sale.
5. If patrons of the store ask what the new EAS system is, simply let them know it is an “inventory control system”. If they would like to know how the system works, ask them if they would like to speak to the store manager.

## What is RFID/EAS and how does my new system work?

The pedestals at the front of your store send out and listen for a radio signal. This signal is created when a security tag or label passes under the detection field of the antenna. When the system senses this radio signal it sounds the alarm indicating a live tag is passing through. In most cases a tag remains live because it was not removed properly. Of course, sometimes the tag is live due to a customer trying to leave the store with the item and has not paid for the item.

## Tagging Merchandise and Deactivating/Detaching

### Tagging your Merchandise with EAS Labels

Here are some best practices to follow when tagging your merchandise with EAS Labels.

1. Place EAS labels on flat surfaces.
2. Do not cover bar codes or other important information.
3. Do not place the tag directly on metal or foil.
4. Place the EAS label as close to the UPC code for deactivation ease.



### Tagging your Merchandise with EAS Hard Tags

Here are some best practices to follow when tagging your merchandise with EAS hard tags.

1. Place the pin through an existing stitch point on the garment whenever possible.
2. Press the pin firmly into the tag for a secure fit.



### Detaching EAS Hard Tags

To avoid triggering an EAS system alarm, ensure all hard tags are removed after purchase.

1. Detach the tag by placing it in the detacher and pushing down on the pin and then lifting it up.
2. The hard-tags are reusable, as well as the pins. Store them in a secure place near the POS.
3. Do not use bent or damaged pins.

### Deactivating EAS Labels

To avoid triggering an EAS system alarm, ensure labels are properly deactivated after purchase.

1. Pass all merchandise being purchased across the deactivation area, within an inch of the counter/scanner/pad surface.
2. When scanners are utilized, the deactivation field is around the main scanner housing. Every item must be individually scanned – do not use the quantity key or a tag may be missed and not properly deactivated.



### EAS System Activations

1. ALWAYS FOLLOW YOUR COMPANY'S SECURITY PROCEDURES.
2. An EAS system activation results in an alarm.
3. CONTROLTEK recommends a friendly and sincere customer assistance approach to a system activation by a store patron.
4. It is important to address incoming system activations as well as activations while patrons are exiting.
5. Always assume a tag may not have been properly deactivated or removed.
6. Assist the store patron with the purchase/deactivation or return of the product activating the EAS system.



# TROUBLESHOOTING AND MAINTENANCE



### Equipment Operation and Maintenance

- Test the EAS system on a regular basis with a known, good working EAS tag.
- Ensure each device is plugged in and operational.
- Do not place tagged merchandise or display racks within six feet of the EAS system.
- If the EAS system experiences false activations – keep a log of the events (time of day, number of times the units activate, etc.). This is helpful for the service technician to properly troubleshoot the system issues.
- Do not decorate the technology with foil or lights (e.g. Christmas lights). These may interfere with the overall effectiveness of system.
- Do not spray the technology directly with cleaning solution. Instead, spray the cleaner on a towel and wipe down the system.
- Do not place liquids in an area where they would spill and short-circuit deactivation units.



### What Are False Alarms and What Causes Them?

Most alarms are generated by failure to deactivate a soft or hard EAS tag or if antenna reads tags inside the store that are too close to the antenna unit(s). Here are some common causes of these issues:

- The security tag has not been removed at the point of purchase.
- The antenna is picking up signals from tags close to the door that are not leaving the store. It is ideal to keep all tagged merchandise at least eight feet from the system(s).
- Metal Shutters/Rolldown Gates affect signals of the antenna by reflecting them inside the store. The system will adjust itself within few minutes after these are closed and false alarms will diminish/stop.
- Newly tagged products are placed up front near the door, close to the antenna. Check to ensure these tagged items are not too close to the system(s).

What to do: Check for loose tags or tagged merchandise within 3 feet of systems and verify that your cash register is not closer than 3 feet from systems. If you are getting more alarms than usual, please contact the CONTROLTEK Technical Support line.

### How Do I Test the System?

- Make sure you completely walk out of the store with tagged merchandise instead of just waving the tags under the system.
- If you are testing with products from the closest table to the door, make sure you pick up a few items.
- Do not test with the same tag more than 2-3 times. The tag needs to be out of the antenna range for 2 minutes before it can be used again.
- It is required that the system be tested every day prior to store opening and properly report any issues.



## TROUBLESHOOTING AND MAINTENANCE

### Poor Detection

If the system is not alarming at normal intervals:

1. Check the system with a designated "Test Tag".
  - If system detects properly with the "test tag", the problem is due to incorrect tagging or defective tag.
  - If system does not detect properly. System needs to be serviced.

### No Detection

If the system is not detecting or reading tags:

1. Check the wall outlet for power.
2. Make sure the switch on the control module is in the "ON" position.
3. Check the circuit breaker on the control module, is a green light on?

## CONTROLTEK Support

If you need additional support with your EAS labels, tags, or systems, please contact CONTROLTEK's Support Team at [support@controltekusa.com](mailto:support@controltekusa.com) or call 888.808.6970.

## ABOUT CONTROLTEK

For over 45 years we've been helping customers solve their business problems in new, efficient and secure ways. CONTROLTEK's inventory protection and visibility solutions help retailers protect their merchandise better and run their operations more efficiently. As a second-generation family owned business, with a history of stable growth and a reputation for strong customer focus, CONTROLTEK continues to deliver on its core promise every day: provide solutions that protect and always be the people that deliver.

