

Security Tags Wholesale (STW)

Electronic Article Surveillance User Manual



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Introduction:

Thank you for purchasing your new Electronic Article Surveillance (EAS) products from STW. These advanced anti-shoplifting products will significantly help your battle against shoplifters. If you have any questions about the products please contact us.

For an EAS system to be most effective please tag and label all of your merchandise correctly. There are suggested spots for tags in the tagging guideline in this manual.

In addition, make sure you respond to every alarm. EAS systems sold by STW are made specifically to minimize any unwanted and phantom alarms, meaning that if the system goes off it is most likely from a tag. Cell phones, keys and various other common “excuses” do not alarm the system. Create a store policy on what your staff should do when an alarm goes off and stick with it. Consistent and applied response will dramatically reduce theft in your store.

Self Installation Guide:

When the system is shipped to you it is already set up with the most common settings and all you need to do is figure out where you wish to place it, secure it to the floor and connect it to a power source. If you need assistance we highly recommend you contact us to help you walk through the steps. Otherwise the following quick guide should provide some tips to overcome the most common issues. **NOTE: DO NOT FASTEN THE SYSTEM TO THE FLOOR UNTIL YOU HAVE FOLLOWED THESE STEPS.** The steps for installing the system are:

Step 1 - Connect power supply to board.

The power cord if not already connected should be wired into the board on the terminals labeled 20VAC IN. See diagram below.

Step 2 - Determine where to locate the system.

The system should be on the same side as the door handle to provide the best coverage as the detection is best the closer you are to the system itself. If installing two systems position them on either side of the entrance. Position the system about 12 inches (30cm) away from the door itself. The system will self-adjust over the course of about 5 minutes. After the 5 minutes you can test the system and see the range.

Step 3 - Test System and Adjusting Sensitivity

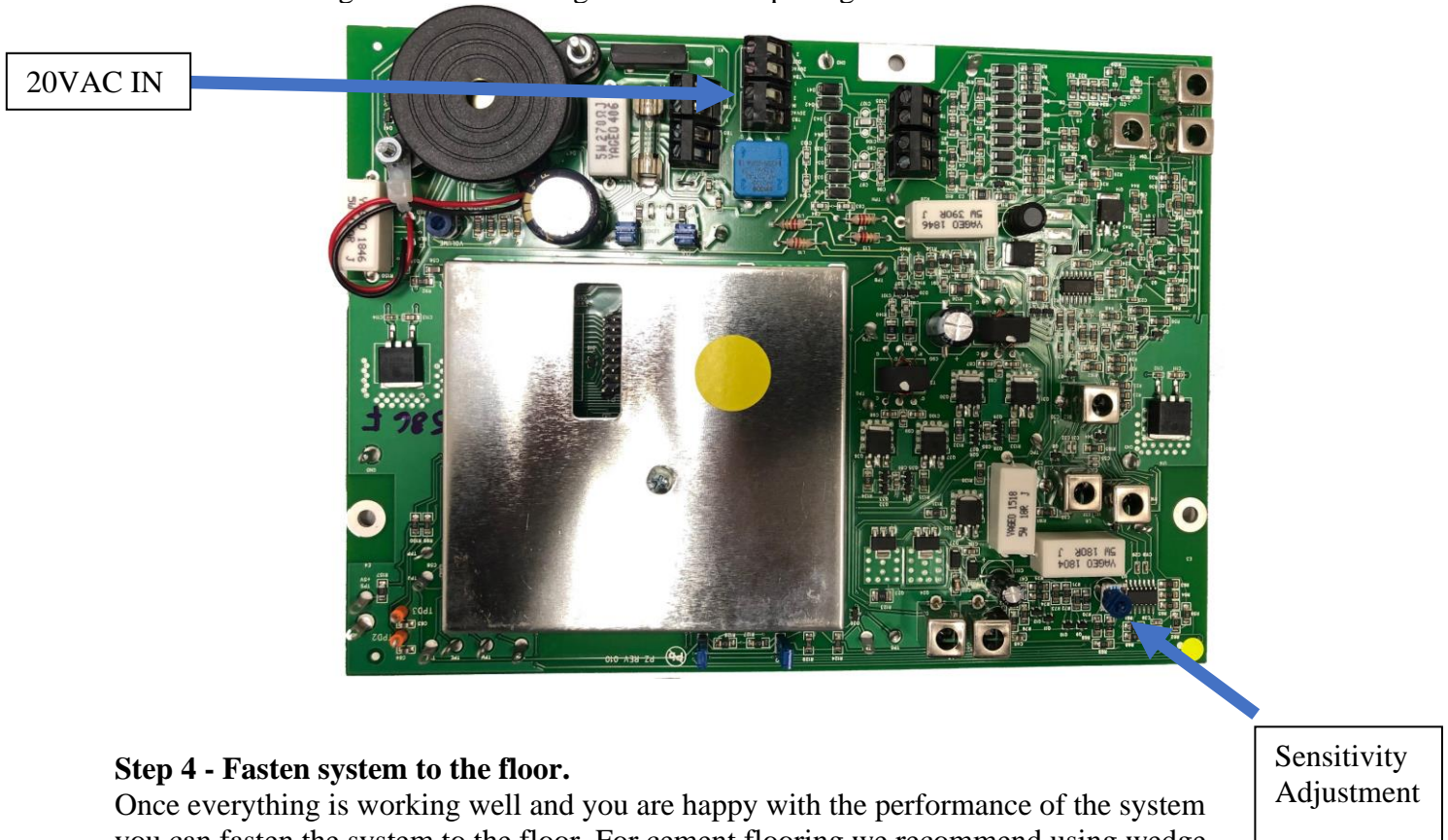
Test system with a tag or label. If there is a clean signal and limited environmental noise you should let the system operate for 20-30 min and test again. If all is good, proceed to step 4 and fasten it to the floor. If the range is poor or there are constant false alarms we need to do some adjustments and try to figure out what the cause of the alarm is.

If the system is giving a lot of false alarms you need to try to find the source of it. Ensure all tags are at least four feet away from the system when testing. First try to move the system around

slightly. Sometimes moving the antenna a bit one way or another will move it out of the way from any interference. The most typical movement which helps is to move it away from the door another few inches. In fact, 18 inches (45cm) away from the door is ideal as there is typically metal in the door or door frame which can amplify ambient radio noise which will impact the system.

You can also sometimes discover the source of the interference using the antenna itself. If the alarm starts going off as you move the antenna close to something it is most likely the interference that is causing the false alarms. Items such as large metal structures and spools of wire are very likely to cause interference. Electrical lines in the walls may impact the system as do things like motors in automatic door openers, LED lights and older style halogen lights.

You can also adjust the sensitivity of the system if needed to reduce the amount of ambient radio noise the system will respond to. For these steps it is recommended to phone for technical support if you have any concerns. Be sure not to touch any other components while the system is on as you may damage or short circuit the board. To adjust the sensitivity, take a small slot screwdriver and insert it into the blue sensitivity adjustment dial at the bottom right of the board. Turn the dial, gently, counter-clockwise to decrease the sensitivity. Turning the dial all the way counter-clockwise will make the system unable to detect tags. For reference, the normal setting is about halfway between the low and high end of the turning radius of the adjustment dial. You will want to find a setting that stops the system from picking up the ambient radio noise but still is able to detect tags over the full range of the door opening.

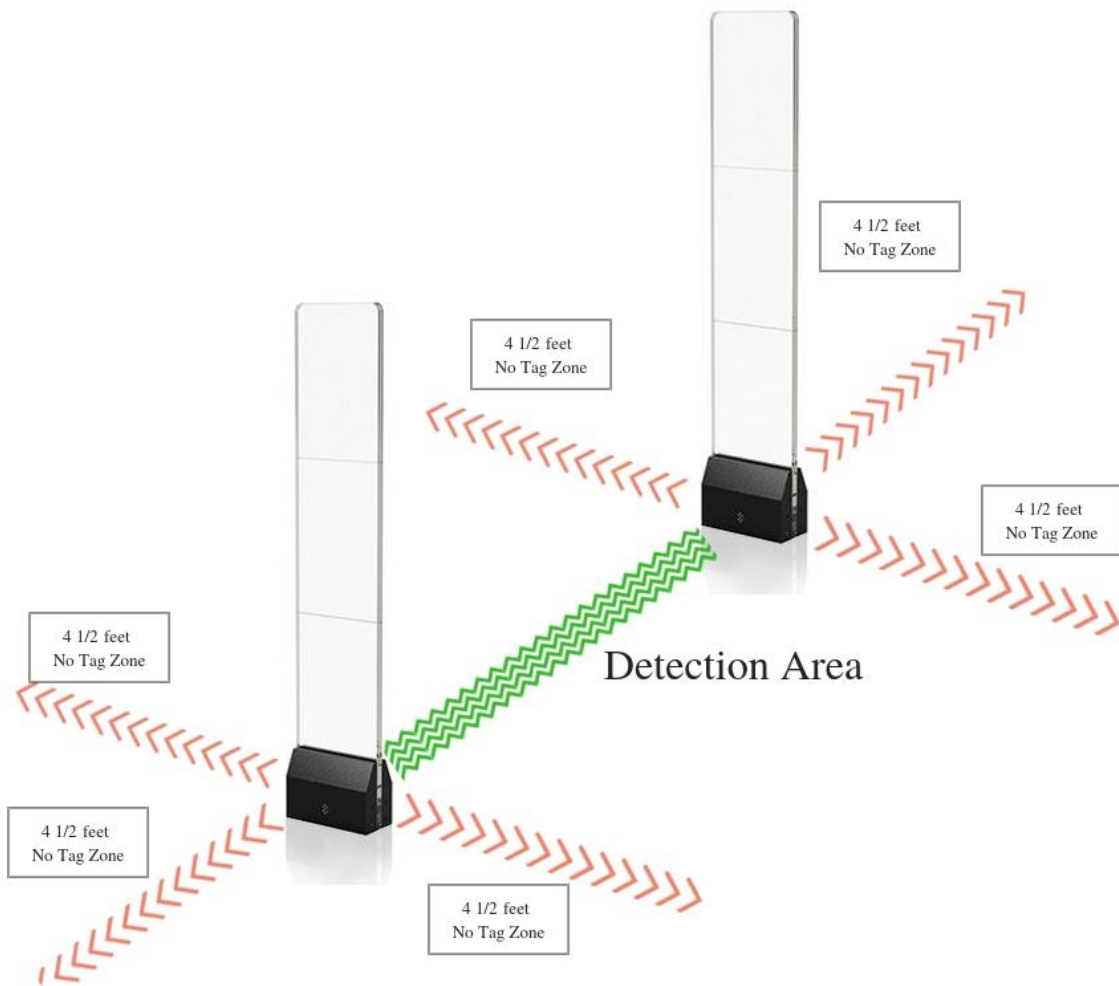


Step 4 - Fasten system to the floor.

Once everything is working well and you are happy with the performance of the system you can fasten the system to the floor. For cement flooring we recommend using wedge anchor bolts or Tapcon screws for easy and fast installation.

Detection Area

The Flashgate Clarity systems sold by STW can detect the hard tags within 4 feet from the front and back of the antenna (up to 5ft with a large hard tag) and 2 feet from the side of the antenna. We recommend that you keep all merchandise with the hard tags a minimum of 4-1/2 feet from the front and back of the system and 2 ½ feet from the sides of the system. This will reduce the possibility of the system being alarmed by the displayed merchandise. If you need to have clothing near the system or outside the store we recommend using Ink tags which do not cause an alarm but if a shoplifter tries to forcefully remove a tag it will detonate ink over the shoplifter and clothing.



Tagging Guidelines

1. The tag should be visible to the customer.
2. Tag uniformly as it speeds up removal.
3. Tag near a price label. It assists in the removal.
4. Place the tag as high as possible when tagging silks & light or stretchy fabrics.
5. Except for leather goods we don't recommend locating the tag at the seams. The seams are easily cut open to remove the pin.
6. Avoid placing tags on waistbands, cuffs, hems or perimeters. They can be cut off more easily.
7. Insert pins through the garment then gently push into the tag.
8. Never force the pin into the tag.
9. Never use bent pins.



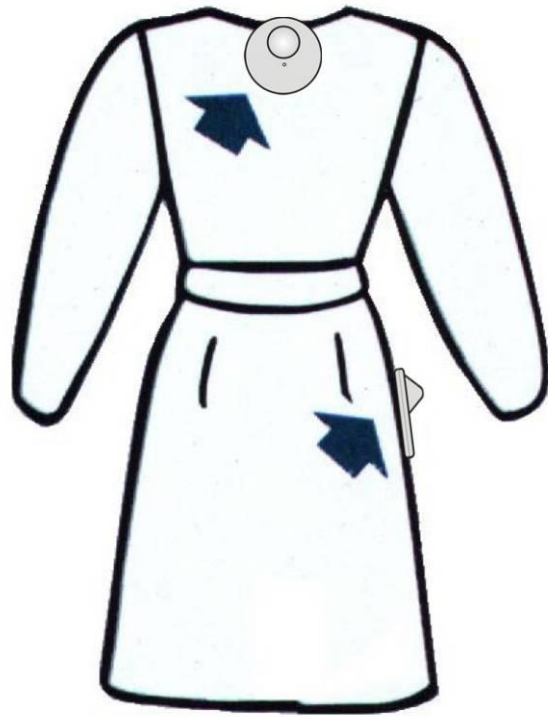
Shirts / Blouses / Jackets



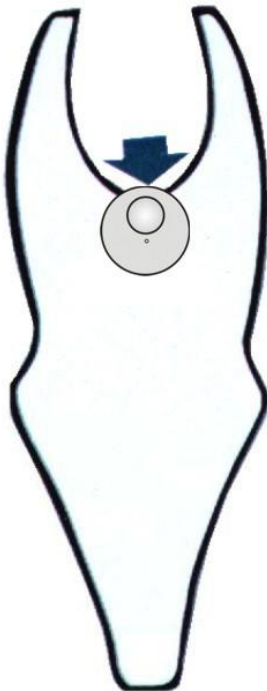
Pants



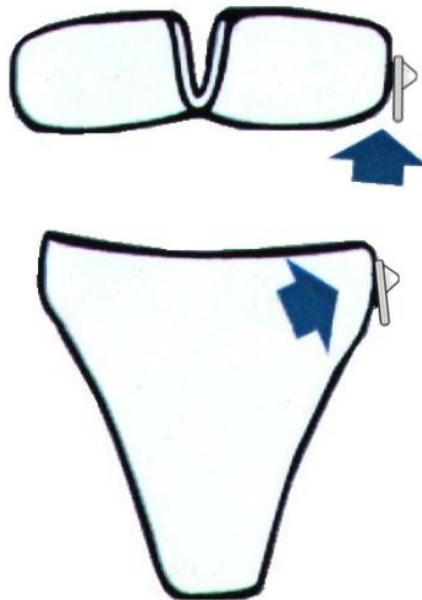
Skirts



Dresses



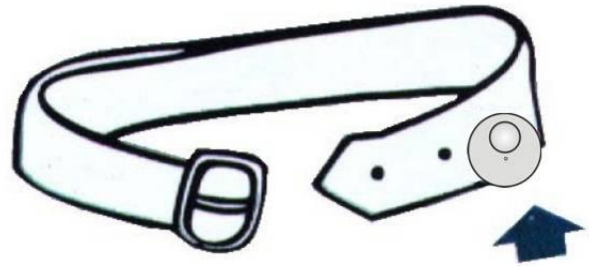
One Piece



Bikini



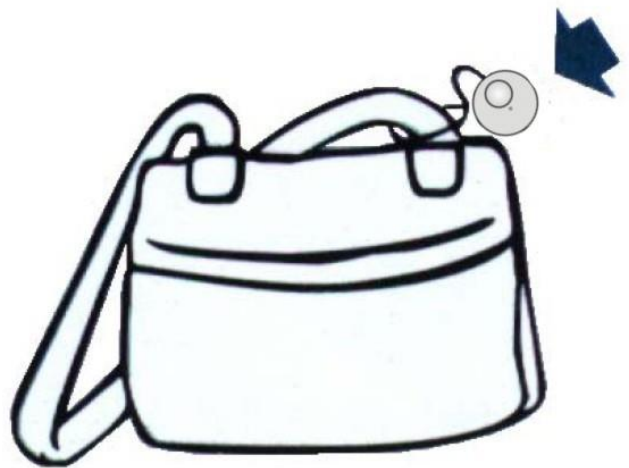
Shoes



Belts



High heeled shoes



Purse, using a lanyard

Label Placements & Guidelines

EAS Labels are available in sizes of 40x40mm (1.5"x1.5") and 30x30mm (1.125"x1.125"). The larger the label the better the detection. Handling and placement of the label is very important. Keep the following items in mind when labelling merchandise:

- Make the label look natural and inconspicuous on products. Place labels on the back or side of products.
- Do not cover up important instructions, contents, or date/lot information.
- Apply the label to a flat surface of the product. Try not to bend the label. Note that bending the label may hinder detection.
- **Never cut the label to fit merchandise.**
- **Do not attach a label on top of another label – a label on top of another label deactivate both labels.**
- On merchandise that is placed in stacks, stagger labels so that no two are back to back.
- Do not place labels directly on leather or vinyl merchandise. The adhesive may damage the product.
- Store labels at normal room temperature and humidity.
- Do not place the label over the existing UPC code if used.
- Apply labels neatly, lining up corners/sides with those of the product.
- Do not label directly against metal or foil lined products such as batteries.

Label Deactivation

EAS labels are deactivated using the deactivator. Deactivators can be installed flat on a countertop or attached directly against the underneath of a counter top not more than 4cm (1.5") in thickness (the system will project through the counter top and deactivate tags placed on top of the counter). Simply position the deactivator pad where you wish it to be and plug it into the control unit. The control unit in turn needs to be plugged into a regular 120V wall outlet. Deactivation pads may also be installed vertically next to your bagging area IF your bagging process ensures every item is inserted into a bag in a tightly controlled space.

DEACTIVATION

While ringing up purchases, cashiers should pass **each** product across the full width of the Deactivation Pad. Items should be held low and horizontally to make sure the target label is within the deactivation field. A simple slow pass over the pad should be sufficient to deactivate the label. If a label is hidden in a product or not on the surface then setting the product on the pad for a second or swirling the product on top of the pad will make sure the label is deactivated.

Removing Hard Tags

1. Place the hard tag into the detacher with the pin facing up.



Example showing tag only on the left and the tag on clothing to the right

2. Remove the pin by holding the hard tag to the detacher and pulling straight up on the pin or garment.



Example showing tag only on the left and the tag on clothing to the right

3. Remove the pin and hard tag from the detacher and store for future use.

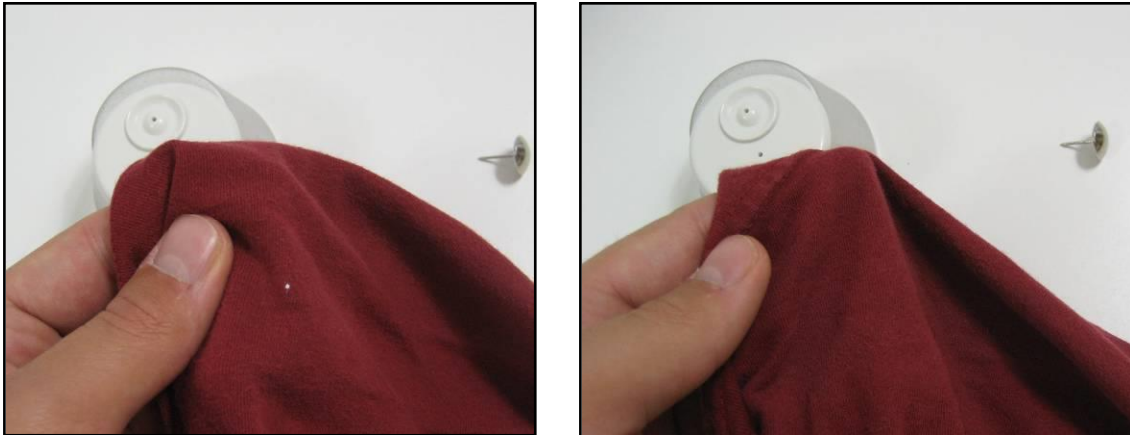
It is possible for the locking mechanism to become jammed when the pin is pulled extremely hard or pushed all the way into a tag without it being on clothing. To un-jam pins please follow

these directions. If the pin was bent when it was inserted into the tag this may not be possible.

The first step is to place the hard tag into the detacher then press on the head of the pin. This should release the pressure on the locks allowing you to remove the pin.

If you are still unable to release the pin you can tap the locking mechanism (raised area of the tag) on the corner of the sales counter, then put the tag back into the detacher. The pin should now release. You can normally hear a small “click” sound when the pin is released.

Never use excessive force when pulling on the pin. It should come out easily without any effort when using the detacher. If the pin is bent do not use it as it may permanently jam in the tag.



When you remove the pin you may see a small hole in the fabric, do not worry. It is merely the fibers in the fabric that has separated to accommodate the pin. Merely rub the fabric with your finger and the hole will disappear.

Alarm Handling

There are three reasons for the system to alarm:

1. The **REAL** alarm:

The occurrence of a shoplifting attempt.

2. The **ACCIDENTAL** alarm:

- a) Personnel neglected to remove or deactivate a tag or label at the point of sale.
- b) Customer moving too closely to the system, e.g. inside the “no tagging zone”
- c) A previously purchased product, with an active tag, from another store using a similar system. (This used to be very rare occurrence but has increased of late do to certain clothing brands inserting tags inside of their merchandise during the manufacturing process and retailers not deactivating them when they sell them).

3. The **PHANTOM** alarm:

The alarm sounds for no apparent reason. (e.g. no one is around the system). This can be caused by sudden electrical interference either inside or outside the store. For example, if construction is being done nearby. This should not occur very often. If the system is in constant alarm because of this interference you can unplug the system until it has passed.

If an alarm occurs follow your company policies and procedures for the alarm event.

Be sure to remove all tags before handing the merchandise to the customer. All alarms should be checked. It is extremely rare that a person making an alarm does not have an active tag on them.

****NOTE: Cell phones, keys and various common electronic goods do not set off the alarm!**

Trouble Shooting

The following will give you some basic guidelines and tips. If you are having problems with the system please contact us. We can many times diagnose and fix the problem over the phone.

No Detection:

1. Verify the system is plugged into a working power jack. If you just plugged the system in, give it 5 minutes to adjust itself.
2. Check system with a different tag.
3. If the lights flash when testing and a “click sound” is heard the system is working but there is no alarm or a faint alarm sound, the volume is either set low or off.

Weak Detection:

1. Most likely something is interfering with the system. It can be a new electrical sign put in the window, a new display rack in the detection field or physical damage to the antenna frame. If something new is installed (or even unplugged) try retracing your steps back to when the system was working.

Constant Phantom Alarms.

1. The number 1 reason for this is tags inside the “no-tagging zone” verify no merchandise with a tag is around the system. Remember customers often move merchandise around and could have put a tagged item near the system.
2. Double-check again to make sure no tags are around the system. Then unplug the antenna and wait approximately 1 minute before plugging it in again. The system will start a self-adjust which takes about 5min.
3. Ask yourself if anything has changed in your store. Has a new display been put up? Did you plug something in or unplug something? A change in the environment can cause false alarms.
4. If alarms continue to occur please go through this checklist:
 - Are there tags within 4 feet of the antennas?
 - Are there any new metal displays nearby?
 - Is there anything nearby that may be carrying a tag? For example: tagged window displays.
 - Are there any tags near the power supply box?
 - Are there any big metal objects nearby? For example: strollers, umbrella holders, wastebaskets, etc.
 - Has a vertical (running floor to ceiling) power line been installed nearby? For example: extension cord or Christmas lights. Vertical AC power lines cause strong interference and will almost 100% of the time cause noise in the antennas and excessive false alarming.

- Are there LED lights within 8 feet of the antenna? Some LED lights emit a frequency the same as tags.
- Are there aluminum doors close by and have they been recently damaged? If so, loose metal contact may be acting as a tag and setting off the system when the doors move or vibrate.
- Do the doors have electric motors?
- Are the door handles secured tightly?
- Has the store next to you recently installed a new Electronic Article Surveillance system within 25 feet of your system?
- For mall locations, are the sliding, metal security curtains pushed full back into the wall? Securing them tightly with a bungee cord will help prevent false alarms.
- Are there any displays being held by aircraft cable (steel rope) making contact with metal?
- Are the antennas securely bolted to the floor?
- Is there any damage to the electrical connections leading to the antenna?

Equipment Care

- Do not spray the sensing pedestals with cleaning solution. Instead, spray the cleaner on a towel and wipe down the antennas.
- Do not place anything on the deactivation unit's electronic housing that would interfere with air circulation.
- Do not place liquids in an area where they would spill and short-circuit deactivation units.
- Turn the system off if there is remodeling or electrical work being done in your store. Otherwise, the system may alarm for no apparent reason.

Warranty

The system is warranted for 1 year comprehensive from any defects on the system and 2 years parts and labour. Physical damage and abuse to the system voids this warranty. In case of a problem we will help diagnose the problem and dispatch a technician if needed.

If the problem with the system appears to be caused by abuse (e.g. cut wires, bent antenna) a fee will be charged to dispatch the technician together with the cost of replacing the part. If the problem is due to constant alarms and the problem is a tag in the no tagging zone a fee will also be charged to dispatch the technician.

If you have any problems with the system feel free to contact us and we will be more than happy to assist.

The physical boards are replaceable should the need ever arrive to either upgrade the board to a new version or a new antenna.

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