

Trouble Shooting and Repair Guide

Description of the Fault	Possible Cause	Recommended Action
The device does not work even if the power is on.	<ul style="list-style-type: none"> ➤ Faulty power supply unit. ➤ Damaged the wires. 	<ul style="list-style-type: none"> ➤ Replace power supply unit. ➤ Change the wires.
Infrared sensor cannot count.	<ul style="list-style-type: none"> ➤ The probe cable were not well connected with the door panel. ➤ Dust covered Infrared sensor. ➤ There are some infrared interference beside the device. 	<ul style="list-style-type: none"> ➤ Check probe cable and door panel. ➤ Cleaning dust of the infrared sensor. ➤ Far away the infrared interference.
The device false alarm.	<ul style="list-style-type: none"> ➤ There are large metal objects and frequency conversion devices beside the device. ➤ The wind cause shaking in installation location. ➤ The sensitivity and frequency are faulty. 	<ul style="list-style-type: none"> ➤ Change the installation location. ➤ Reduce the sensitivity of all zones and change the frequency.
Alarming time is too long.	<ul style="list-style-type: none"> ➤ Alarm delay set wrong. ➤ Infrared sensors are faulty. 	<ul style="list-style-type: none"> ➤ Change the settings of Alarm delay. ➤ Change the infrared sensors if it faulty.
Two devices influence each other.	<ul style="list-style-type: none"> ➤ The distance of two devices less than 50 cm. ➤ There are Setting same working frequency. 	<ul style="list-style-type: none"> ➤ Make the distance of two devices more than 50 cm. ➤ Setting different working frequency.