

## Reporting Faults

Before contacting us, please ensure that you have read the relevant Installation documents to ensure that the fault is genuine and not as a result of incorrect installation or misapplication. Also, please check that the apparent fault with the product cannot be attributed to any other apparatus within the same installation. Historically, most faults can be attributed to four main factors:-

### 1. INCORRECTLY CONFIGURED PRODUCT

Especially true if some degree of programming is required of the installer and/or end-user.

### 2. POOR INSTALLATION

In particular, specific siting and wiring details have not been adhered to resulting in a failure of the product's performance. For example, EMC failure.

### 3. UNDER SPECIFIED POWER REQUIREMENT

More often than not, where our equipment is powered by a third-party system, the ability of the power source to reliably support our products may be at fault. Examples are, low current sourcing, excessive ripple, the wrong voltage etc.

### 4. END-USER INSTRUCTION

The installer has not fully instructed the end-user on all relevant aspects of the product. For example, the user may not have been told how to arm/disarm the product in the correct manner.

By giving us as much information as possible with regard to the nature of the fault, we will be able to resolve the problem quicker and advise on the best course of action to take. Listed below are some general questions that we may ask you:-

- What product is it? If possible, let us know our Product Item Code. This usually starts with a JS prefix such as, JS140.
- Give a general description of the installation where the product is installed. This will give us some indication of any environmental effects that we may need to take into account.
- We will need to know the product serial number for traceability. This is a white label with a six digit number usually found inside the product housing or on the printed circuit board.
- You may be asked for the electrical and mechanical details of other equipment connected to our product. This will help us establish any possible interface incompatibility problems.
- If the fault is intermittent, a history of the problem is essential, we will need to know data such as the frequency, times and duration of the failures especially if false alarms are being generated.