WARRANTY CARD

| Customer Name		Phone	
Address			
User ID		Order Number	
Product Model		Purchase Store	
Purchase Date		Service Center	
Service Records			
Date	Fault Reason		Resolution

Retail Anti-Theft System

Product User Manual
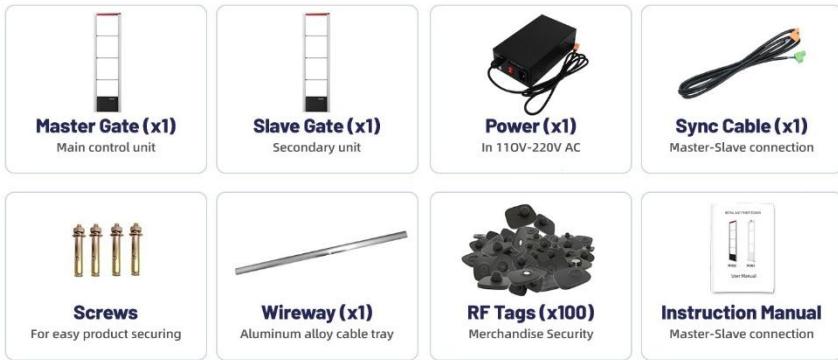
RF-003
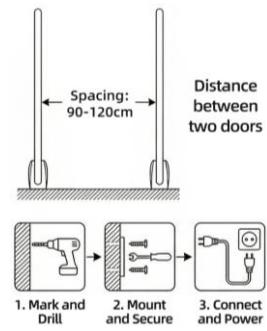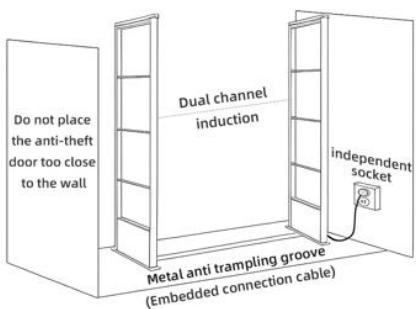
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Package Contents

Master Gate (x1)
Main control unit

Slave Gate (x1)
Secondary unit

Power (x1)
In 110V-220V AC

Sync Cable (x1)
Master-Slave connection

Screws
For easy product securing

Wireway (x1)
Aluminum alloy cable tray

RF Tags (x100)
Merchandise Security

Instruction Manual
Master-Slave connection

Installation Steps

1.Position the security door at the designated installation location, then remove the bottom cover panel of the door.
2.Insert one end of the connection cable into the main unit's port and the opposite end into the secondary unit's port. Next, plug the power cable into a power outlet.
3.Arrange the security gates in the configuration shown in the diagram below. Do not fasten them in place yet—test the system functionality with a security tag/label.
4.Once the system is verified to be working properly, secure the gates using screws or adhesive. Finally, replace the base cover and tighten it firmly.

Installation Distance

Sensoring Range

Soft Label:70cm/max90cm 27in/max 35in
Small Tag:150cm/max160cm 59in/max 62in
Big Tag:190cm/max200m 74in/max 78in
(Different tags have different sensing distances)

Installation of multiple security doors

The recommended installation distance varies for different types of anti-theft tags and is determined by the tag's detection sensitivity, size, and operating frequency. Typically, smaller or low-sensitivity tags require a shorter installation distance to ensure reliable detection, while larger or high-sensitivity tags can work with a longer gap between security gates.

In addition, the number of security gates needed will increase with the width of the entryway or doorway.

For narrow entrances (such as standard single-door widths), one pair of security gates—a main unit plus a secondary unit—is usually enough to cover the full detection area.

However, for wider doorways or open passages (such as double doors, mall entrances, or checkout lanes), multiple pairs of security gates must be installed side by side. This setup allows the detection fields to overlap and fully cover the entire passage, eliminating blind spots and preventing tagged items from passing through undetected.

Product Parameters

Product name	EAS RF Detection System
Model Number	RF-002
Induction Frequency	8.2MHz
Working voltage	AC 110-220V 50/60Hz
Rated power	≤30W
Detecting range	0.7 – 2.0 meter
Main material	ABS
Color	White
Usage	Supermarket/Retail Shop etc.
Place of Origin	Guangdong, China

Safety Instructions

1.System Components
- Detection System: Transmitter, receiver, power supply, detacher/demagnetizer.
- Tags: Soft (decodable, one-time) for books/CDs; Hard (non-decodable, reusable) for clothing, shoes, alcohol, etc.
- Decoder / Demagnetizer: Demagnetizes soft tags; removes hard tags mechanically.

2.Working Principle
- The transmitter emits a 7.5–8.5 MHz RF signal, creating an electromagnetic field.
- When a tag enters the field, it triggers an audible and visual alarm.
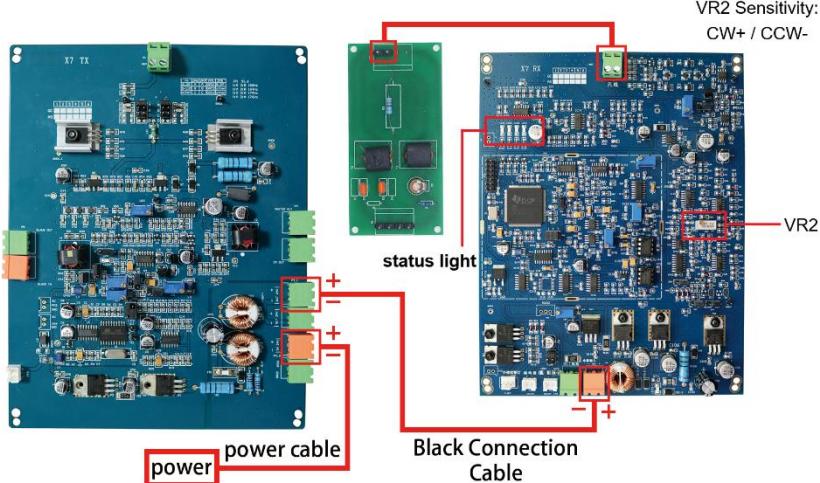
3.Tag Types & Usage
Soft tags: One-time use, demagnetized at checkout, avoid metal/foil surfaces.
Hard tags: Reusable, removed with detacher, suitable for durable goods.

4.Environment & Interference
- Keep >1.5 m from metal, AC wires, strong lights; decoder >1.5 m from system; avoid concrete/metal walls.
- Active interference: motors, drills, LED screens, air conditioners, sparks.
- Passive interference: metal surfaces, coiled wires, POS/printer cables.

Troubleshooting

Phenomenon	Solution
System does not alarm when tags pass through	① Check power connection, fuse, and indicator lights. ② Ensure antenna, buzzer, and alarm indicator plugs are firm. ③ Adjust sensitivity: turn VR2 clockwise/counterclockwise until only one status light blinks and tag detection is stable.
System alarms with no tag passing	① Ensure no tags are placed in detection zone. ② Do not share power with other devices. ③ Check antenna and sync cable connections. ④ Check alarm light and board status lights. ⑤ For soft-tag issues: verify decoder board connections; ensure power; avoid placing decoder on metal surfaces.
Tag not detected / weak detection	① Check if product has metal/foil packaging. ② Adjust VR2 clockwise to stabilize detection.

Please contact our after-sales service before attempting any adjustments.

WARRANTY

Dear Customer,

Thank you for purchasing our product. To better serve you, please read, fill out, and keep this warranty card carefully after purchasing the product.

Warranty Terms
1. Please keep this warranty card safe as proof for repairs.
2. The product is covered by a warranty for 1 years from the date of purchase.
3. During the warranty period, under normal use and maintenance conditions, if the motherboard encounters a problem or a fault is confirmed upon inspection, we will provide free repairs and replacement of parts.
4. The company reserves the right to refuse service or charge material and service fees in the following cases during the warranty period:

   ① Failure to present this warranty card & valid purchase proof.
   ② Malfunctions or damages due to improper usage.
   ③ Damage resulting from abnormal external force.
   ④ Damage caused by unauthorized repair or disassembly by non-qualified personnel.
   ⑤ Malfunctions or damages arising from natural disasters or other force majeure events.
   ⑥ Other deliberate damages inflicted by human actions.
5. The company reserves the right to amend and interpret all content in this warranty.