Retail Anti-Theft System

Product User Manual
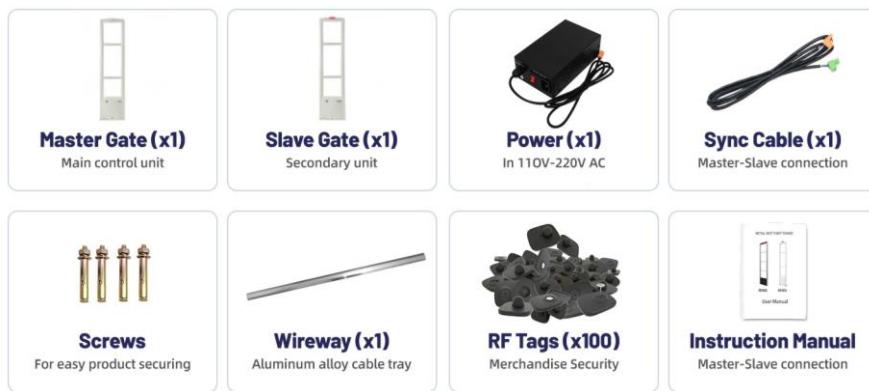
RF-003
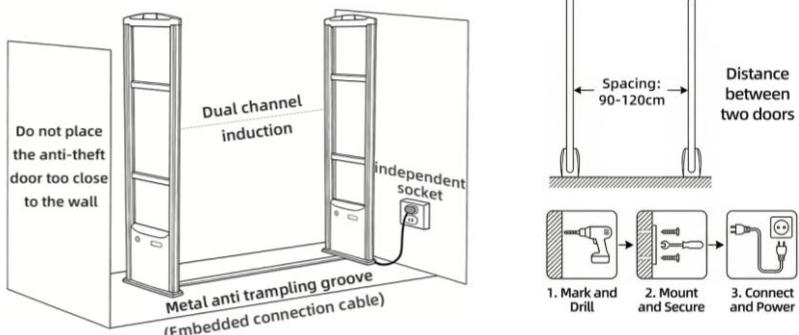
After-sales service
Contact: +8617129967775 (Whatsapp)
E-mail: secureyvill@outlook.com

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.

WARRANTY

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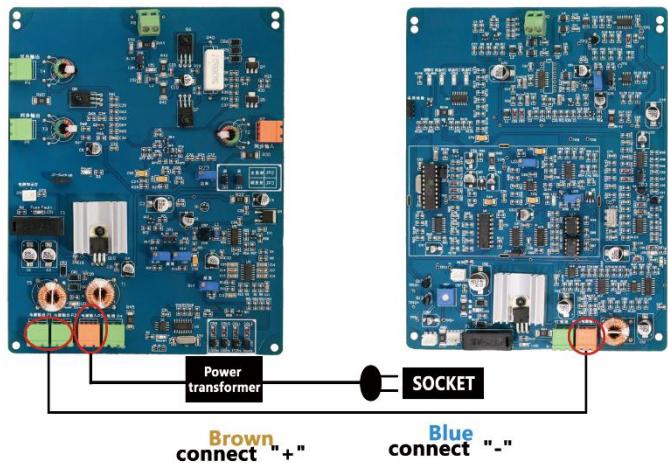
Thank you for purchasing our product. To better serve you, please read, fill out, and keep this warranty card carefully after purchasing the product.

Warranty Terms
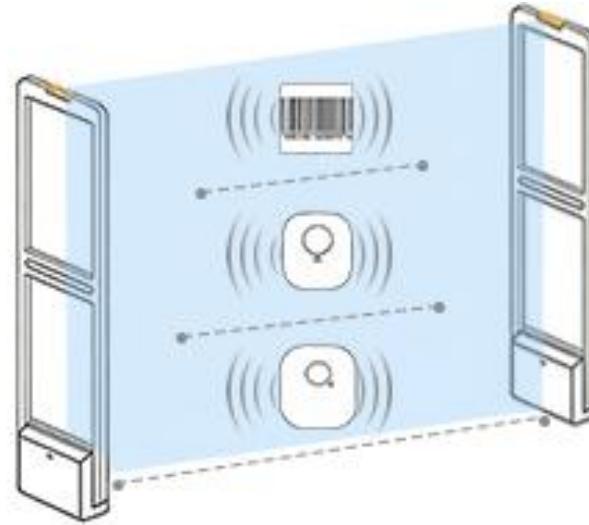
1. Please keep this warranty card safe as proof for repairs.
2. The product is covered by a warranty for 1 years from the date of purchase.
3. During the warranty period, under normal use and maintenance conditions, if the motherboard encounters a problem or a fault is confirmed upon inspection, we will 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.

How To Connect

Power transformer — SOCKET

Brown connect "+"   **Blue** connect "-"

Troubleshooting

Fault Phenomenon	Possible Causes	Solution
No power on	Damaged adapter; faulty socket; switch off	Replace adapter; check socket; turn on switch
Cannot log in	Wrong IP; incorrect credentials; network disconnect	Confirm IP; reset credentials; check network cable
False alarm	High sensitivity; electromagnetic interference; foreign objects	Reduce sensitivity; avoid interference; clean gate
Card not recognized	Unregistered card; damaged card; faulty reader	Re-register; replace card; check reader connection

Installation Distance

Sensoring Range

Soft Label:70cm/max90cm 27in/max 35in
Small Tag:100cm/max120cm 39in/max 47in
Big Tag:130cm/max150cm 51in/max 59in
(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-003
Induction Frequency	8.2MHz
Working voltage	AC 110-220V 50/60Hz
Rated power	≤30W
Detecting range	0.7 – 1.5 meter
Main material	ABS
Color	White
Usage	Supermarket/Retail Shop etc.
Place of Origin	Guangdong, China

Safety Instructions

Environment Requirements
•Temperature: 0°C - 45°C; Humidity: 20% - 85% (non-condensing)
•Avoid sunlight, rain, and strong electromagnetic interference
•Flat location with ≥30cm space around for wiring/maintenance

Safety Precautions
Do not disassemble without authorization (voids warranty, safety risks).
Ensure voltage matches rated value (avoid short circuit/burn).
Keep away from water, flammable and explosive materials.
Regularly check wiring (firm, no aging).
Turn off power immediately for severe faults; contact after-sales.

Technical Specifications
Working Frequency: 8.2MHz
Power Supply: AC 220V ± 10%, 50Hz
Working Temp/Humidity: 0°C - 45°C / 20% - 85% (non-condensing)
Detection Distance: 0.8m - 1.2m
Communication Interface: RJ45 (Ethernet)

After-sales Service
Warranty: 1 year (excludes man-made damage/consumables).
Contact: **secureyvill@outlook.com**
Service Hours: 24H