



## FREQUENTLY ASKED QUESTIONS – FAQ'S

### How long is the warranty?

- The limited warranty for the product is 1 year from the date of original purchase by the customer.

### Is the handheld unit waterproof?

- No. The handheld unit is water resistant and can come into contact briefly with water, snow, mud etc. but has no water proofing and as a result a certain degree of care must be taken to prevent water from entering the handheld unit.

### Does the system interfere with other radio signals?

- This system complies with part 15 of the FCC Rules and with Industry Canada specification RSS-210. Operation is subject to the following two conditions:
  - (1) This system may not cause harmful interference, and
  - (2) this system must accept any interference received, including interference that may cause undesired operation.
- To sum up this information, no, it shouldn't interfere with other radio signals and as it stands low-frequency RFID tags are known to cause minimal to no interference with other signals.

### How long do the batteries last, and are there plans to have a rechargeable unit?

- The scanners battery (CR123A) will last 2 years, and the data loggers' battery (CR2032) will last 1.19 years. We recommend changing the batteries every 12 months. We are looking into making future versions rechargeable, but currently it is not.

### Can the units be integrated with the new electronic logbooks in the trucking industry?

- Normally, no. We are looking into making this compatibility possible in the future. Though feel free to contact us and we can show you how you can do this.

### How many tags can the audible system take?

- The audible system can take a maximum of 15 tags.

### How many tags can the NFC system take?

- As many as needed, though there can only be one system.

### How many tags can the disabling system take?

The disabling system can take a maximum of 15 tags.

### How many units will the Multi-Point Inspection System (MIS) scan?

- MIS is capable of scanning and processing 200 Tags or more.

### What is the decibel reading for both Systems alarms?

- The audible system emits between 80 and 85 decibels, while the disabling system emits between 100 and 105 decibels.

**Where can the RFID be placed? What locations can they be placed in? And what are the restrictions on scanning (0 to 1 inch)?**

- The tags are applied using an industrial adhesive, and thanks to that it can be placed in most locations. The scanner must be able to get within 0 to 1 inch of the RFID tag. Material such as metal, ice, snow water or dirt will not interfere with the signal if the scanner can get within this range.
- There are 3 sizes of RFID tags available. 1" is the smallest then 1 3/8" and the largest is 2". ALL tags have the same scanning abilities. Please note: the 1" RFID tags will not omit a signal if the scanner is placed on a stainless steel, brass and chrome material. Please email [info@nsslca.com](mailto:info@nsslca.com) to have any questions or concerns answered.

**How often do you have to do the walk around?**

- The 360 Walk Around can be programmed for a variety of different time delays until the next required scan. This time can be as short or if required, and the time starts once the vehicle is turned off. As explained on page 30.

**Reprogramming the system?**

- The system is programmed to your specifications prior to sending it to you, so that when you receive our product is it ready to install with no delay. However, should you want to reprogram the system for a different time setting we reprogram the systems for a fee of \$25 each.

**My Start Right system no longer waits the preprogrammed time before requiring another walk around. Why is this?**

- The reason for this is that the battery inside the data logger has died, and as a result there is nothing powering the internal clock when the vehicle is powered off. To fix this, replace the battery inside the system.

**What happens when the scanner locks up and nothing happens when you push the button?**

- Should the scanner lock up and become unresponsive, the solution is to remove the back cover from the scanner, remove the batteries and reinsert them. This will cycle the system.

**What is the difference between the Safety Walk App and the START Right 360 App?**

- The Safety Walk App is a one-time purchase of \$9.99
- Safety Walk App shows the level of compliance in real time on the worksite.
- The Safety Walk App can record and retain the last 200+ successful or non successful 360° walk around inspections.
- The START Right 360 App is free from the app store and is soon to be available for IOS.
- The START Right 360 app has in-app purchases depending on your needs.
- START Right 360 app can produce a very detailed report electronically.
- START Right 360 app can identify a user, job, client, location of job, and much more. We are also able to customize your companies needs!
- START Right 360 will provide real time information which is Date and Time stamped for your records or will meet legal requirements.

- (Contact us, we would be happy to give you pricing on the many data packages we have available)

**What is the difference between the NFC tag and the RFID tag?**

- NFC system requires mobile device while the RFID system is an industrial based system suitable for higher risk of drops, impacts, and device being run over by machinery.
- NFC can scan unlimited tags at a time, but only 1 equipment at a time. (Equipment limitation)
- RFID can scan up to 200 tags at a time, but unlimited equipment. (Tag limitation)
- NFC does not require a central logging station but does require persistent internet. (Network dependant)
- RFID does not require internet but does require central logging station. (Network only required for pushing info to dashboard.)