

Product FAQ

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 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 device 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 device may not cause harmful interference, and
 - (2) this device 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?

- 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.

Can the units be integrated with the new electronic log books in the trucking industry?

- Currently, no. We are looking into making this compatibility possible in the future.

How many tags can the audible device take?

- The audible device can take a maximum of 15 tags by default. This can be increased by using custom programming.

How many tags can the disabling device take?

- The disabling device can take a maximum of 15 tags by default. This can be increased by using custom programming.

What is the decibel reading for both Devices alarms?

- The **Audible Device** emits between 80 and 85 decibels, while the **Disabling Device** emits between 100 and 105 decibels.

Where can the RFID be placed, and what locations can they be placed in?

- 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 as long as the scanner can get within this range.

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 as long as required, and the time starts once the vehicle is turned off.

Reprogramming the device

- The device 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 device for a different time setting we reprogram the devices for a fee of \$25 each.

My Start Right device 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 device.

What should you do if the scanner locks up and nothing happens when you push the scan 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 device.