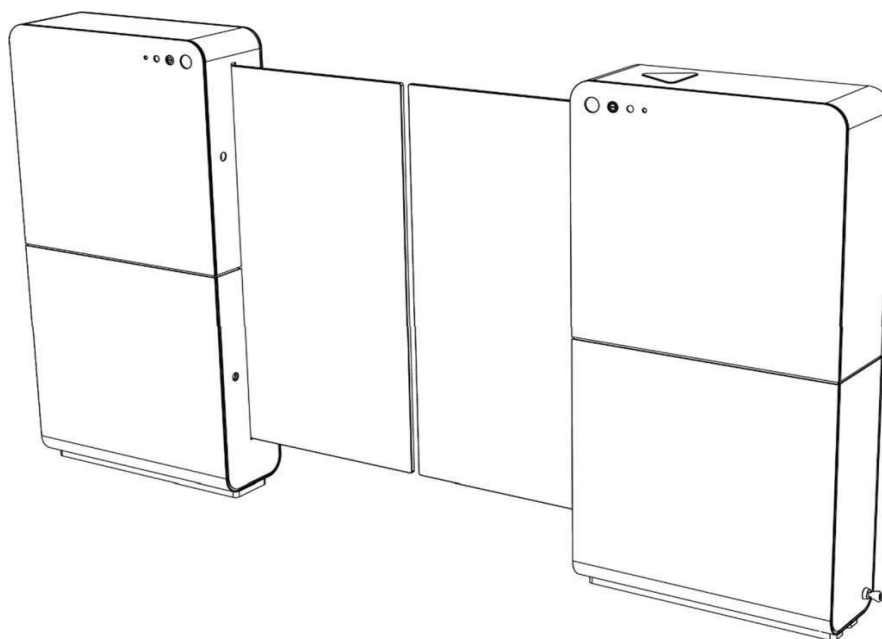


# SigmaGate & Sesame 2

## EXIT SOLUTION

Foodstuffs Sesame Sigma Commissioning Manual

STANDALONE NETWORK SETUP



## Version Control

Version	Date	Comments	Issued by
1.0	23-03-2026	<ul style="list-style-type: none"><li>• First version</li></ul>	Jonathan Gunnarsson
1.1	13-04-2026	<ul style="list-style-type: none"><li>• Chapter 15, page 19: Added information about how to connect the gate with MPB to fire alarm to open in terms of an emergency.</li></ul>	Jonathan Gunnarsson

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## Table of Contents

1.	Sesame/SigmaGate system introduction.....	4
2.	Contact Information .....	5
3.	Shipment content with MPB .....	6
4.	Install drop down poles .....	7
5.	Install data cables to Xovis sensors.....	8
6.	Installing the Store Tracker & Spider Device.....	9
7.	Internet connectivity kit installation.....	10
8.	Routing of cables through the floor .....	11
9.	Mounting of gates (MPB) .....	12
10.	Securing MPB bracket into position .....	14
11.	Connection of Power (MPB from floor).....	15
12.	Connection of Power (only if the gate does not have the MPB bracket) .....	16
13.	SigmaGate isolation switch installation .....	17
14.	Connection of GateCom/Crossover cable/Saloon Cable through MPB junction box .....	18
15.	Connect gate to fire alarm (If required).....	19
16.	Install split junction box cover .....	20
17.	Connection of Ethernet .....	21
18.	Adjustment of Gate PEC .....	22
19.	Adjustment of Glass Door .....	23
20.	Newton Meter Setting and Testing of the Panic Break-out Force.....	24
21.	Configuration of GateMaster 2.0.....	25
22.	Master & Slave Dip Switch Settings .....	26
23.	Master & Slave Potentiometer settings.....	27
24.	Check SigmaGate timing using the GateMaster board.....	28
25.	Receiver/Remote Installation (Gen3) .....	29
26.	Remote monitoring cable .....	35
27.	Commissioning sign-off checklist .....	36
28.	Store manager declaration .....	37
29.	Troubleshooting Schedule.....	38

## 1. Sesame/SigmaGate system introduction

The Itab Sesame/Sigma system is a unique system fully developed by Itab Ab Sweden that incorporates patented software.

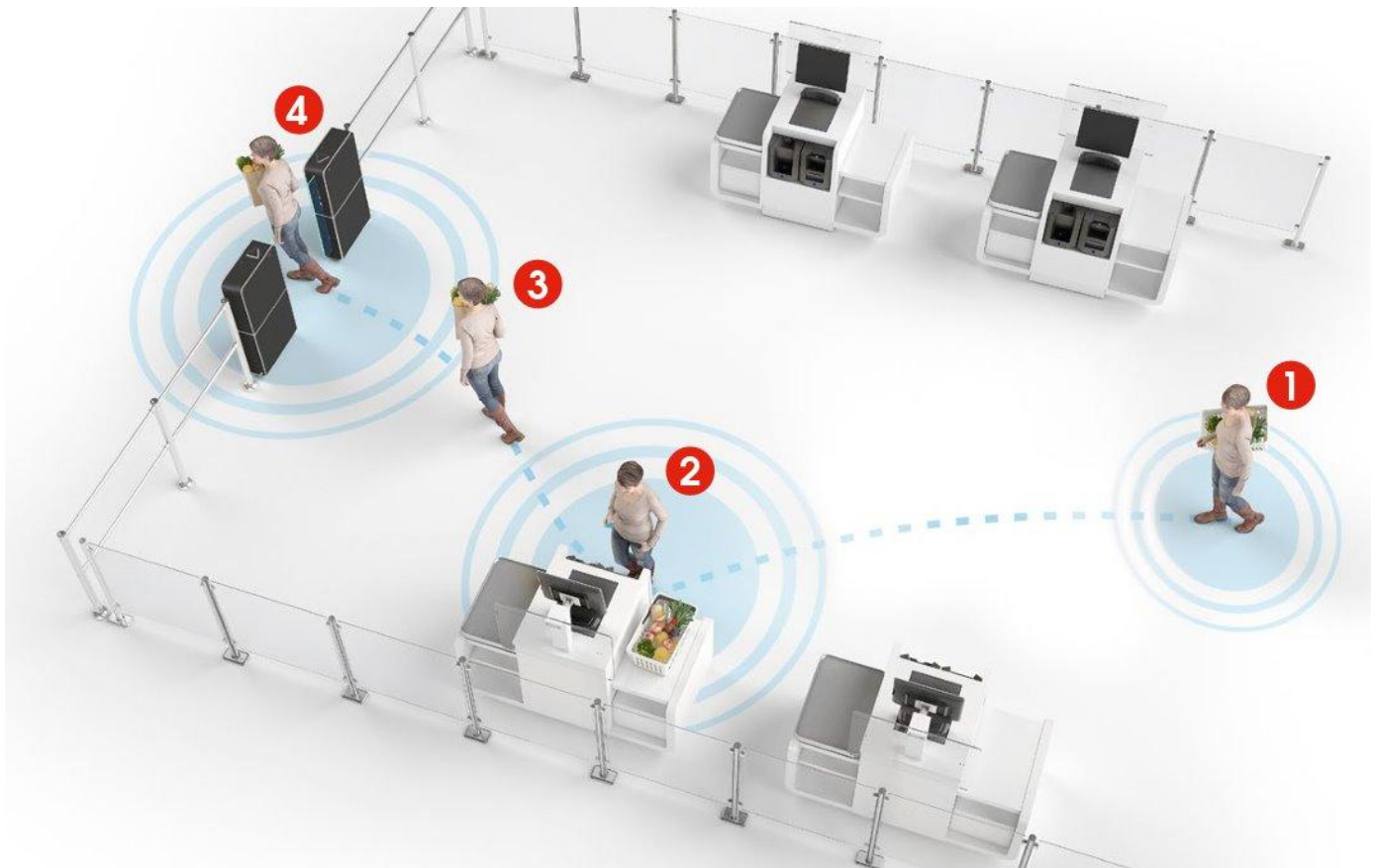
Sesame is designed to identify the customer who has fully completed a payment for the purchase of goods at the checkout POS terminal.

This payment confirmation achieved via a series of overhead camera sensors (loaded with Itab IP software) profiling the people standing next to the payment terminal at the same moment their payment has been validated through the same checkout payment terminal.

Upon validation by the store POS payment terminal a signal is instantaneously sent to a device (usually installed at the back end of the store) known as a storetracker (also loaded with Itab IP software) and validates a customer using the overhead mounted camera sensors.

At the physically controlled exit point, a set of SigmaGates are installed to create a physical barrier to non-paid customers and only opening for the paid and validated customer as they approach a pre-set distance to the SigmaGate.

After the paid customer passes through the gates, they return to their normally closed position thereafter awaiting the next paid customer to approach.



## 2. Contact Information

Shipping address: Unit 6/ 5-7 Malta St Fairfield East

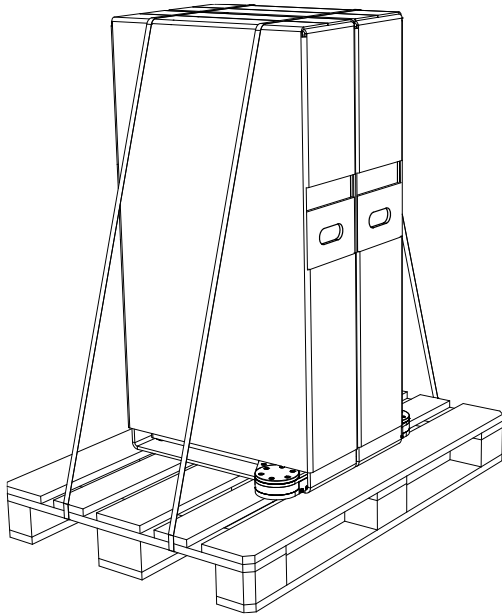
See our knowledgebase for installation & troubleshooting guides: <https://radfordretail.zendesk.com/hc/en-au>

Support – [support@radfordretail.com](mailto:support@radfordretail.com)

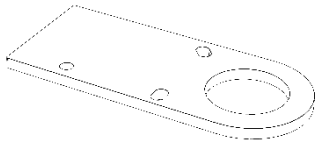
Parts – [parts@radfordretail.com](mailto:parts@radfordretail.com)

Service – [peter@tardis.nz](mailto:peter@tardis.nz)

### 3. Shipment content with MPB



2X SigmaGate MPB



2X 10mm floor shims



2X forth fixing

#### 4. Install drop down poles

Install drop down poles and mount camera sensors, precisely as located from store drawing – store drawing to be provided by the builder.

***Important notes on installing Xovis sensors onto the drop-down poles:***

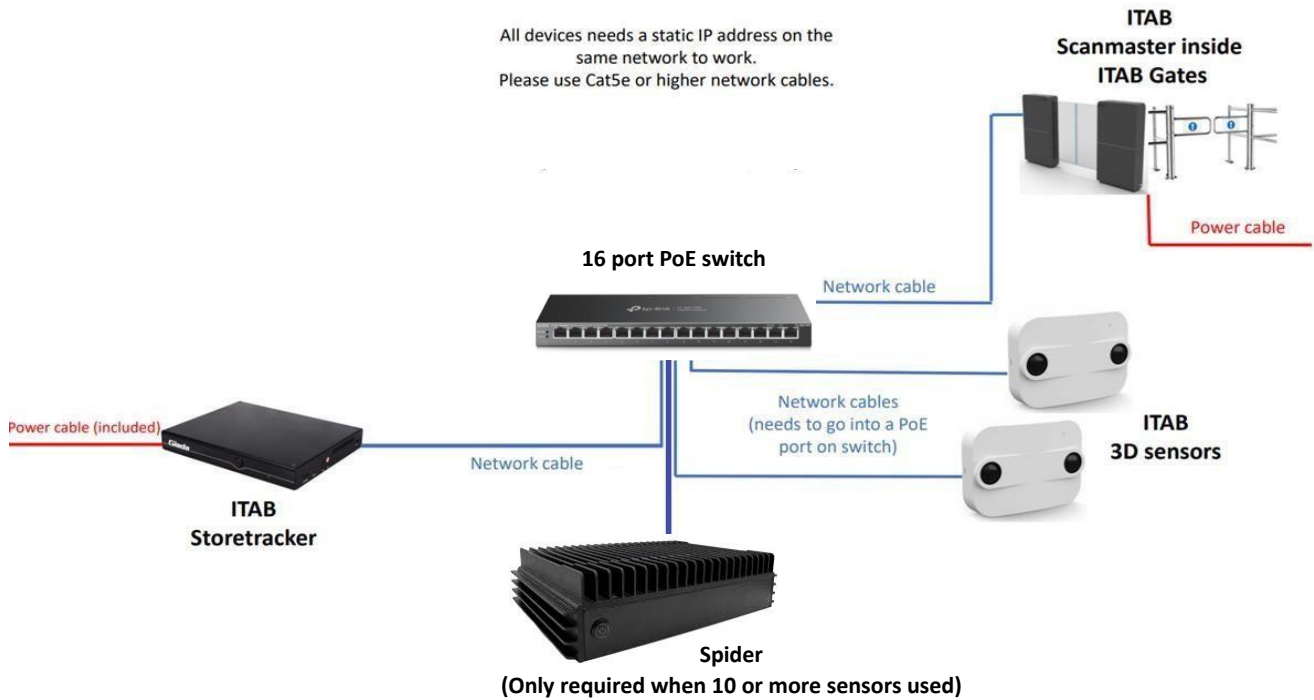
- a) Must be installed as per matching ID as each sensor will have its own IP address and location above the floor – check with to ensure the correct Xovis sensor match the overhead floor location.
- b) Must be installed at a specific height.
- c) Must be installed level.
- d) Must be installed rigidly to prevent movement.
- e) Must be installed as per individual store drawing – check with builder as dimensions (floor location & height from floor) are critical and will vary from site to site.
- f) Must be kept free from dust and grease.



## 5. Install data cables to Xovis sensors

Install data cables as plug & play cables to each Xovis and store tracker to Foodstuffs network (Xovis sensors front-end coms cabinet and store tracker and spider (if included) the Foodstuffs network via the backend coms cabinet.

**Note: If more than nine Xovis sensors are used, and additional device (spider) will also be attached to the store tracker. See drawing below showing a typical schematic of the sesame hardware.**



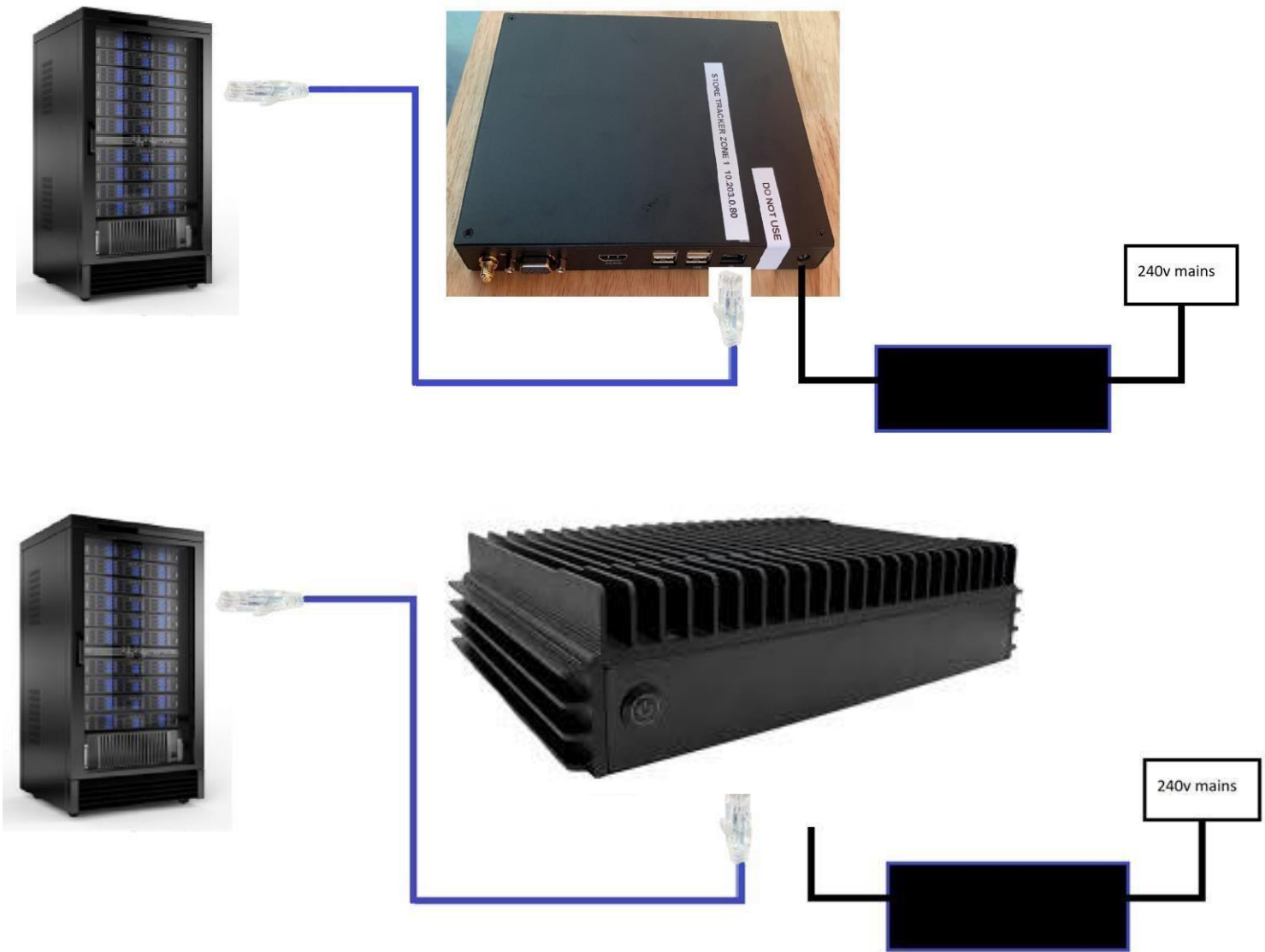
**Note: This setup is not connected to the local store network in any way. Therefore, this setup will run based on assumptions that someone has paid for their items if they have been dwelling in front of a checkout for x seconds.**

### 6. Installing the Store Tracker & Spider Device

Store trackers and Spider devices are to be placed in the comms cabinet (see site manager for cabinet number) and be plugged into a 240-v outlet using the power cables provided.

Connect store tracker and Spider to the switch using a cat7 or higher network cable. Plug one end of network cable into the programmed port (the one with the IP address next to it) and the other end of the network cable into the designated port in the comms cabinet.

**Please note that a spider is only needed if more than 10 or more sensors are being used in the same zone.**



## 7. Internet connectivity kit installation

The Sesame 2 solution requires internet connectivity for initial setup, software updates and remote support. If the Sesame 2 devices and the gates cannot be connected to the store network for different reasons an Internet connectivity kit is required to provide internet access.

### Internet connectivity kit Content

The kit will always include the following:

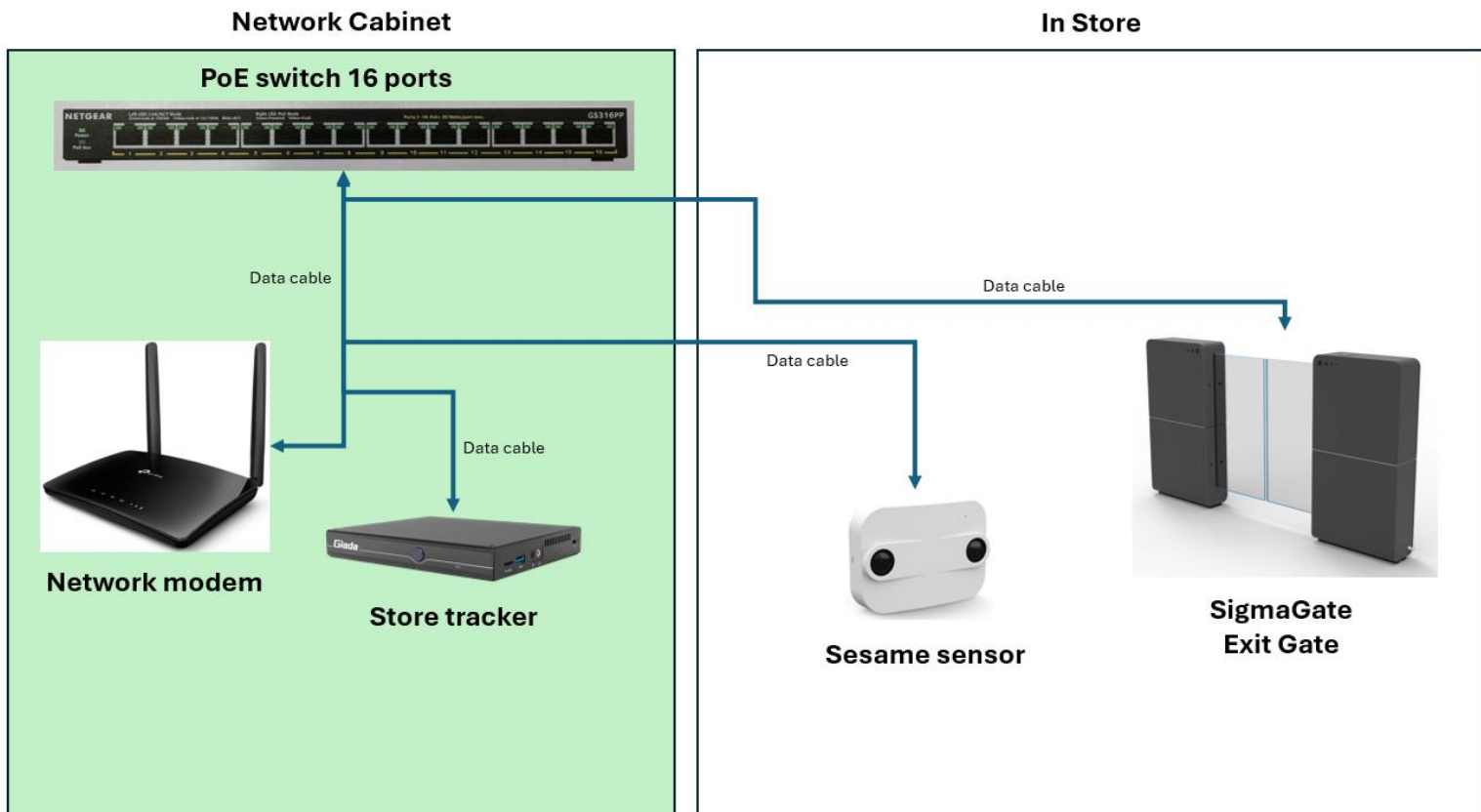
- 1 x Network modem (PC-PREMIUM)
- 1 x PoE switch 16 ports
- 5 x Cat6 network cables

### Setup Internet connectivity kit

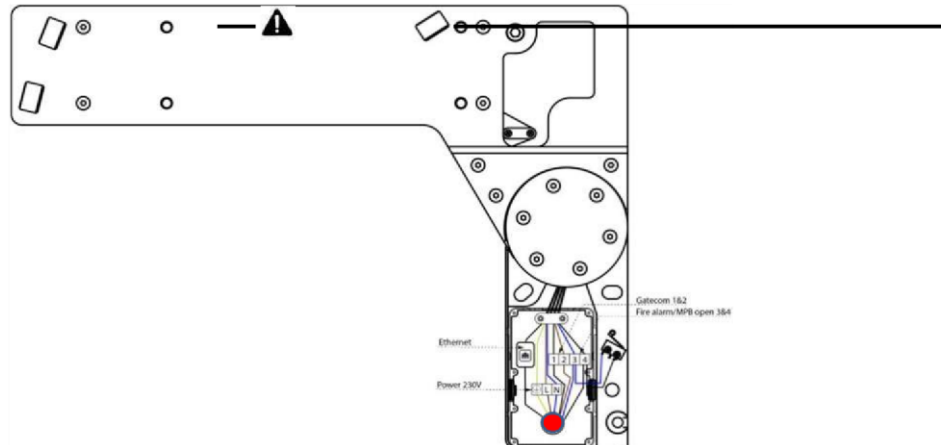
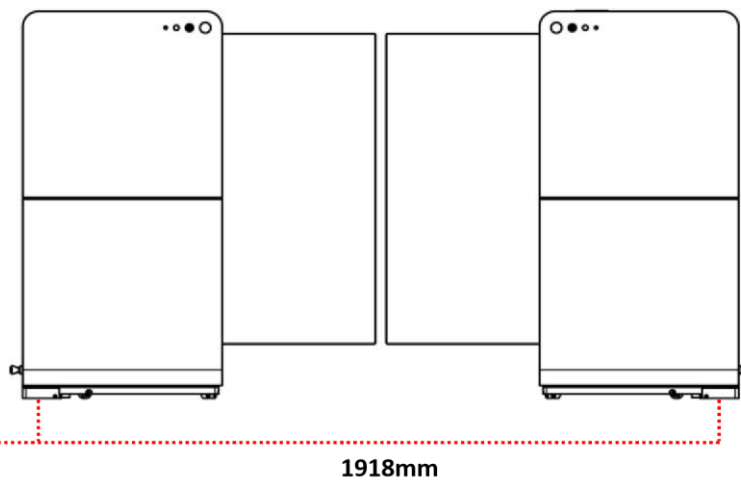
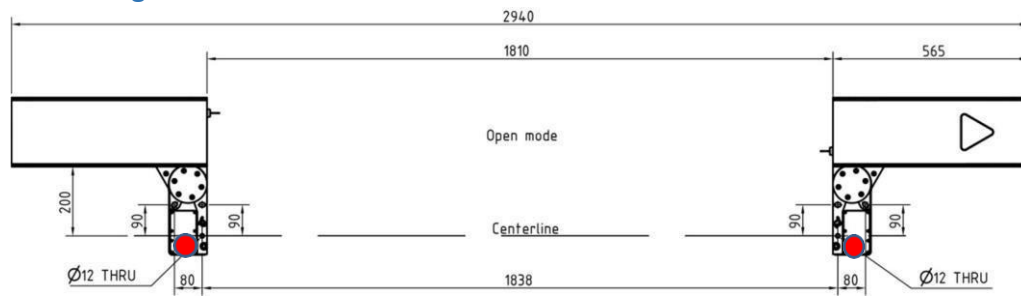
All devices part of the kit should be stored in a sufficiently enclosed network cabinet at the service desk area in the store. All data cables from the Sesame sensors and the exit SigmaGates must be routed to this network cabinet. When all devices are plugged in and connected to power the system should be remotely accessible remotely without any further actions.

If you need to provide a SIM card, please install it into the network modem and set it up as per standard instructions that came with the modem.

**NOTE: Use the included Cat6 network cables to connect the Network modem and store tracker to the PoE switch. The data cables for the gates and Sesame sensors will have to be provided by the installer.**



## 8. Routing of cables through the floor



**Note:** Radford recommend that the ethernet port in the breakout bracket should now be redundant. Radford suggests that the data cable is to be routed directly from the store switch/coms cabinet to the ScanMaster board directly with no breaks in the cable.

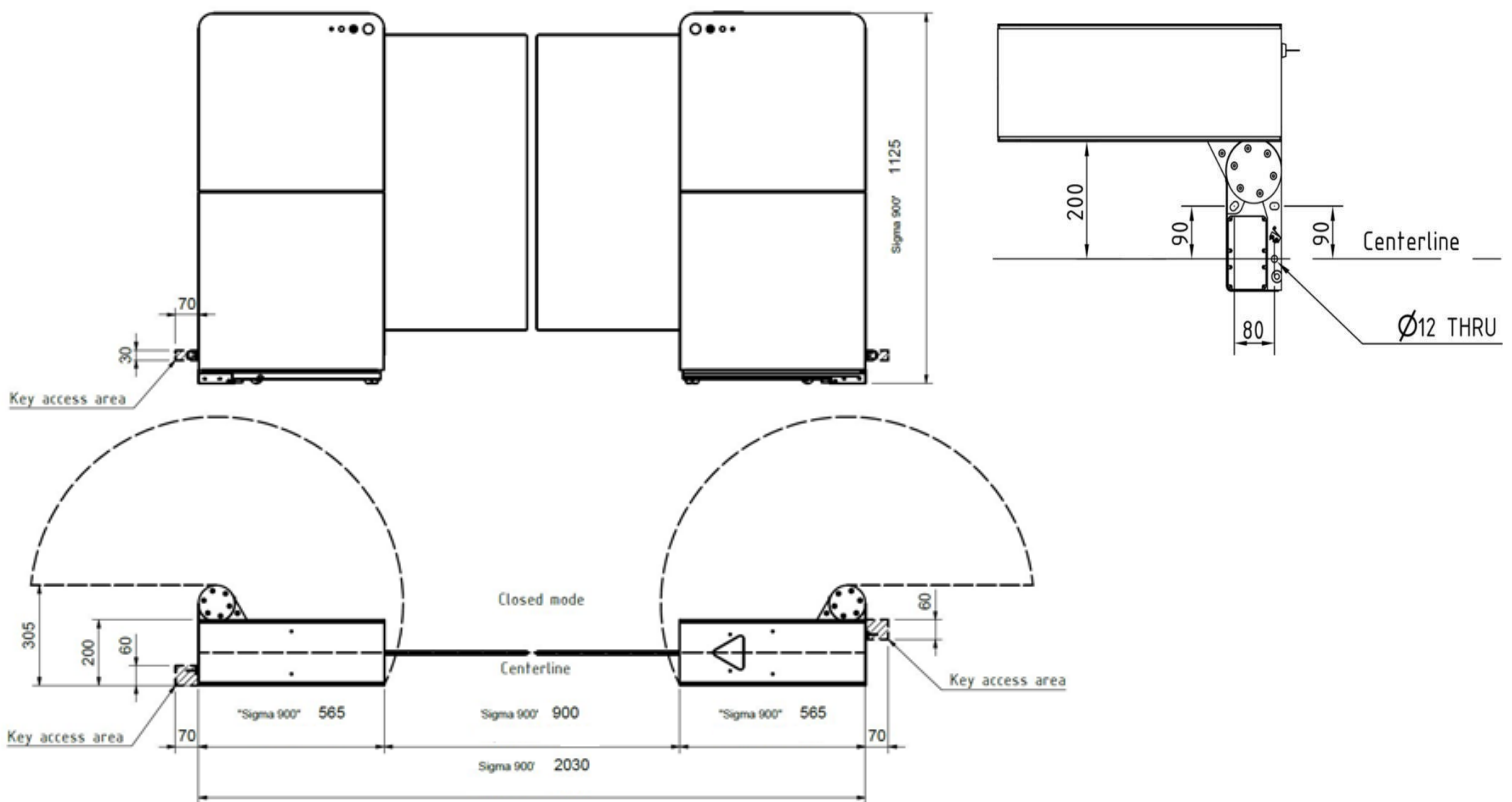
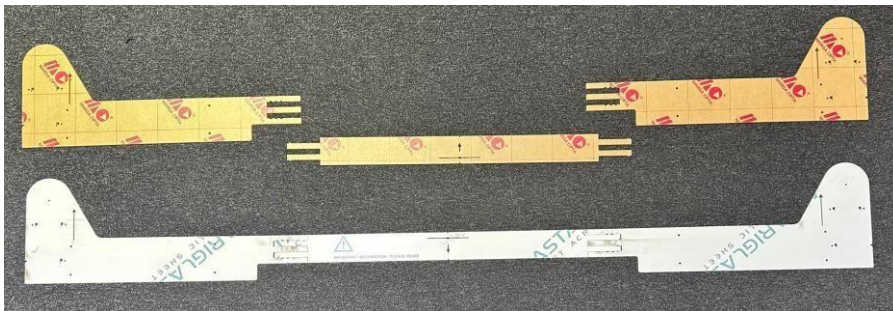
Open circular plate and run data cable through the MPB bracket, ensuring that the data cable is within the metal cable protector then plugged directly to the ScanMaster board.

**NOTE:** Radford recommend that the power feed cable to be reticulated from an approved isolator.

**NOTE:** The MPB is designed for use in the event of system malfunctions or emergencies and is not intended for stock feed purposes or any other similar activities.

### 9. Mounting of gates (MPB)

1. **Lay our SigmaGate using floor drilling-template provided:** Mark the floor for the three main ground fixings, then mark power and data aperture for floor chasing (including the data cross-over cables) before drilling the three main fixing holes.  
**Note: Both SigmaGate individual units require a 240V power supply chase to them – see below drawing.**
2. Mark out the centerline of where the gates will be installed.
3. Mark out two lines perpendicular to the centerline,  
  
c/c 1838 mm. Make sure the lines are placed in the center of the entrance or exit.
4. Use the drilling templates to mark out the six drilling holes.
5. Holes must not be bigger than  $\varnothing 10$ .
6. Make sure the floor is flat. If it is not, use shims to make it flat.
7. Fix bracket to the floor using appropriate fasteners. The manufacturer recommends fastening the mounting plates to the ground with chemical fixings. Please note that the final responsibility lies with the builder/architect.



### Important notes on floor assessment for SigmaGates

1. Before any fixings holes are drilled, it's very important to establish if the ground is level (max floor bowing of 10mm can be accommodated) by installing the base-plate-lifter (BPL) provided with the kit.
2. For the sake of clarity: it's important to note if a Base Plate Lifter is required it will be most likely required on both gate boxes, otherwise the height of the gate arms may not align.
3. mark out the total arc of the gate of approx. 1000mm to a 90-degree position from centre of MPB bracket to establish **break out area** of the individual gate box and check the floor is flat and level. Fit the baseplate lifters as required.
4. The fourth (smaller and precise fixing hole) front-mounted fixing hole needs to be precisely drilled (drill bit to penetrate Manual Pushout Bracket hole during the drilling process) and only installed **AFTER** all three main fixings have been fully installed into the ground with the SigmaGates **fully aligned and locked** into the ground with Chemset – this provides the best chance of alignment retention thereafter.

(Tip: drill with a slightly smaller drill bit to begin with and then drill with the precise size drill bit)

**Disclaimer:** The ultimate responsibility as to whether a base plate lifter is required lies solely with the installer.

The base plate lifter is needed:

- If the uneven floor prevents the gate breakout function from fully opening.
- The uneven floor is exerting excessive pressure on the wheel, causing significant marks to form on the floor.

**IMPORTANT:** The position of the cable penetration from the floor may **differ** if the base plate lifter is used.

### The Baseplate Lifter Kit Contents

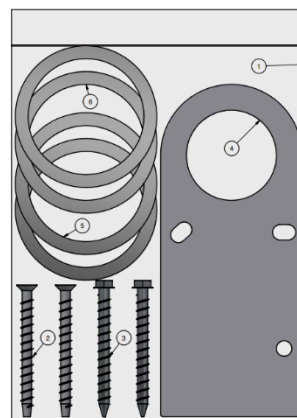
2x 10mm base plate lifter plates(solid)  
 2x sets of 2.4mm retrofit base plates  
 2x sets of 4mm retrofit base plates  
 2x sets of circular shims for bracket  
 2x locator screws  
 1x left MPB "L" corner bracket  
 1x right MPB "L" corner bracket

#### Notes:

- 1) It is extremely important to note that if you have assessed that a lifting bracket may be required, that there has been sufficient allowance of thread left for the gates to be bolted onto.
- 2) If this kit is being used in a return visit to site for any reason, it will need to be assessed if the use of this kit will result in gate relocation due to the lack of thread left on the floor fixings. (As noted above)
- 3) It is also very important that the floor is tiled underneath the gates and that the floor is of sound structural integrity.
- 4) When using the lifter plates start with the smallest thickness first and reassess if a thicker plate is required.

#### Shims, base plate lifter and fixings kit

**Please note that the inclusion of shims is part of the BOM which can be used to pick up any play within the MPB swivel assembly**



Item	Qty	Description	Spec	Material	Finish	Part number
6	2	Sliding washer Ø110xØ90x0.2 DIN988				13668-00
5	2	Sliding washer Ø110xØ90x1.0 DIN988				13668-09
4	1	Sigma drilling template outer				13650-01
3	2	Concrete screws Ø6x100				090001
2	2	Concrete screws FFS 7.5x110				090000
1	1	Slip seal polybag 230x320mm				030109

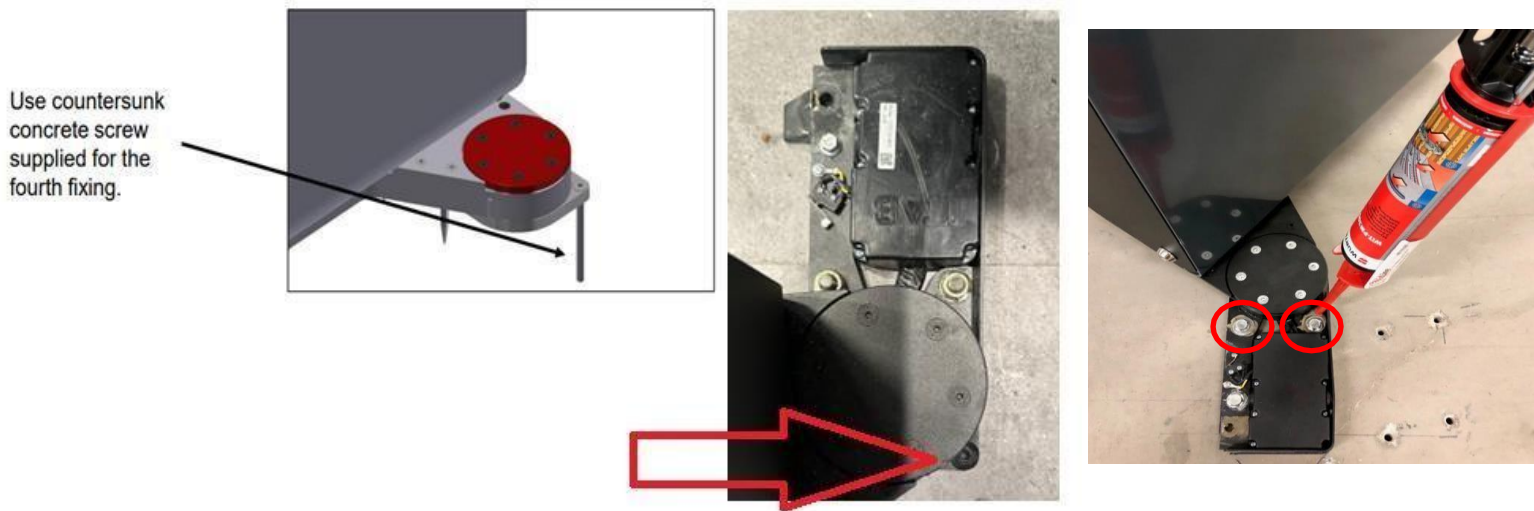
Rev	Drawn	Checked	When no tolerance is specified	Scale	Kit length	Weight	Date
1	gpk/klr		ISO-ISO 2768-m	1 : 1.5		2.06 kg	2023-11-03

ITAB Accessory kit  
 ITAB Group Products Ltd MPR  
 Drawing: 090111

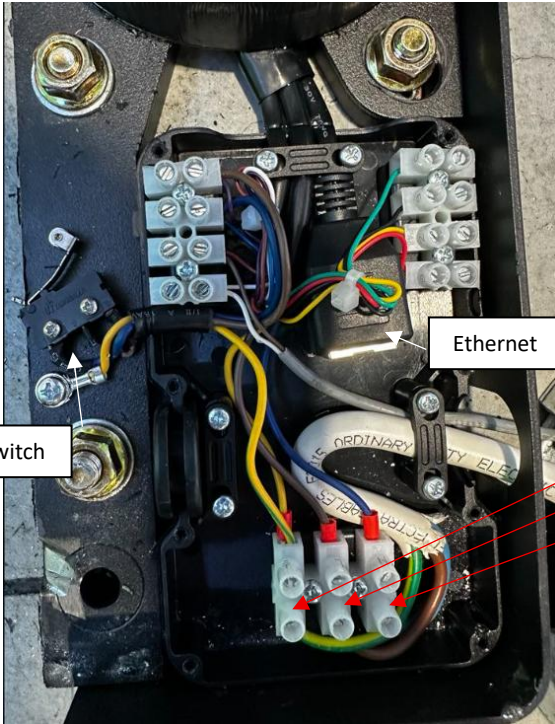
## 10. Securing MPB bracket into position

**NOTE:** It is very important to ensure base plates sits above floor tile level.


Two of the four holes for fastening the MPB block to the floor are made larger to allow adjustment when installing the gates. If the fasteners are not holding the MPB block strong enough to the floor, the gate position can be incorrect leading to interrupted photocell signals and faulty behaviour of the gates. To prevent this, the two larger holes can be filled with chemical anchoring to lock the position after making sure the gates are in line with each other.



11. Connection of Power (MPB from floor)

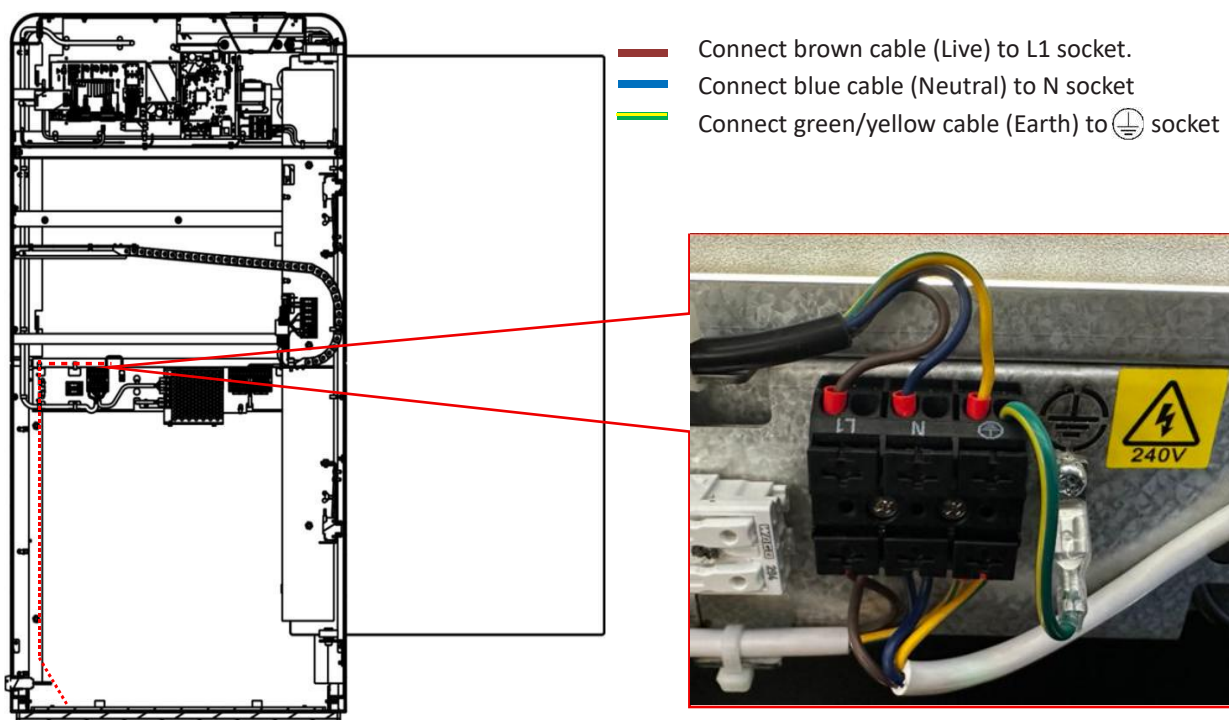


• Connect earth, live/phase and neutral cables to the connection terminal according to the markings on the terminal.

- Connect green/yellow cable (Earth) to  socket.
- Connect brown cable (Live) to L socket.
- Connect blue cable (Neutral) to N socket.

## 12. Connection of Power (only if the gate does not have the MPB bracket)

1. Pull the 230V cable through the cable ties in the lower corner section of the gate. Tighten the cable ties.
2. Do not store any excess cables or ties inside the gate.
3. Adjust the cable length.
4. Connect earth, phase and neutral cables to the connection terminal according to the markings on the terminal.
5. Fasten the cable to the strain relief.



### 13. SigmaGate isolation switch installation

The isolation switch provides a dedicated means to disconnect power to the exit gate for servicing, maintenance, or emergency shutdown.

**Requirements:****Switch type:**

- 10A minimum grey isolator, *Clipsal IP56 Series 56SW110-GY* (or equivalent).

**Labelling:**

- Must be clearly labelled "EXIT GATE POWER."

**Ingress protection:**

- Minimum IP56 rating for moisture and dust protection.

**Circuit connection:**

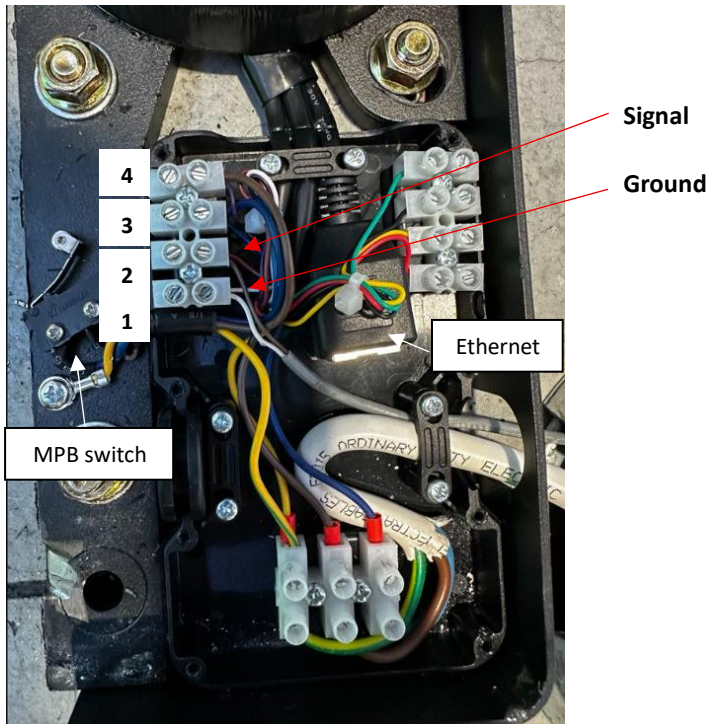
- Install a dedicated UPS circuit if necessary.
- Ensure total gate load (120 W max per gate) does not overload the circuit.

**Installation notes**

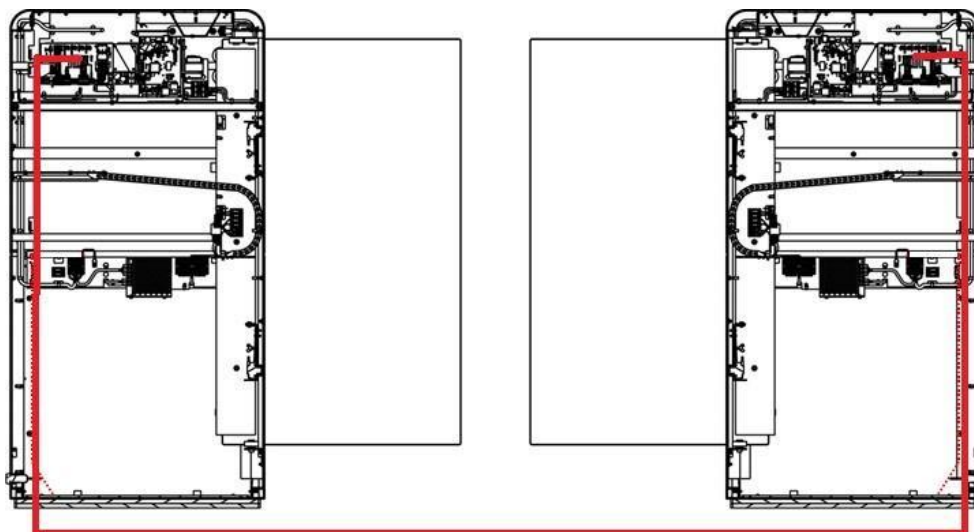
- All wiring must comply with AS/NZS 3000 electrical standards.
- Coordinate location and connection with the electrical contractor responsible for gate power routing.
- Verify isolator function as part of commissioning and handover testing.

## 14. Connection of GateCom/Crossover cable/Saloon Cable through MPB junction box

1. Connect ground to socket marked 1.
2. Connect signal to socket marked 2.
3. Route the cable to the other gate via the floor chase and terminate at the opposing gates junction box using the same method.
4. This completes the loop between the main PCB boards and can now be tested using the test button on the main PCB board.
5. **Check operation of GateCom** before connecting data cables using test switch on the SigmaGate main PCB.



Example of the full connection that the above process creates.



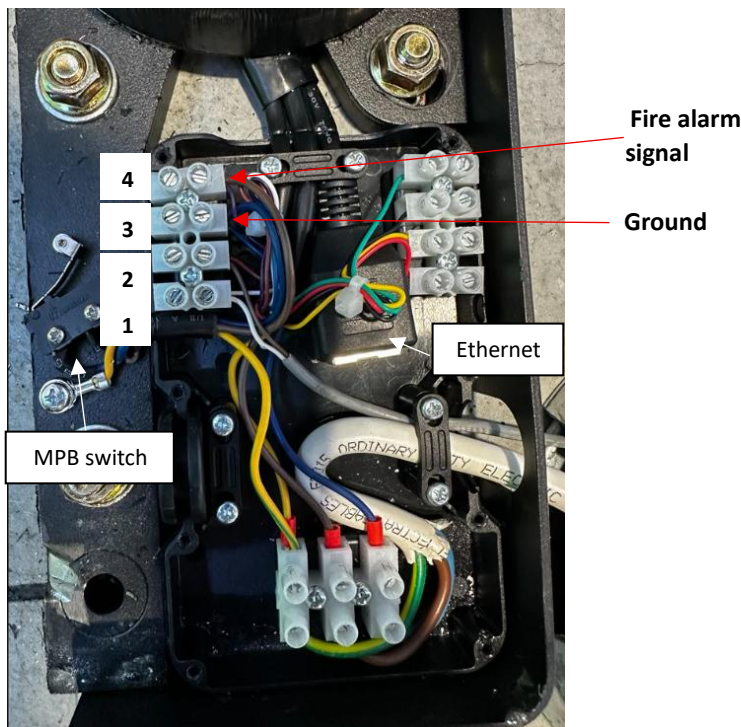
## 15. Connect gate to fire alarm (If required)

If the SigmaGate is required to be connected to the fire alarm to open in terms of an emergency, you will need to run 2 signal cables from the fire panel to the SigmaGate.

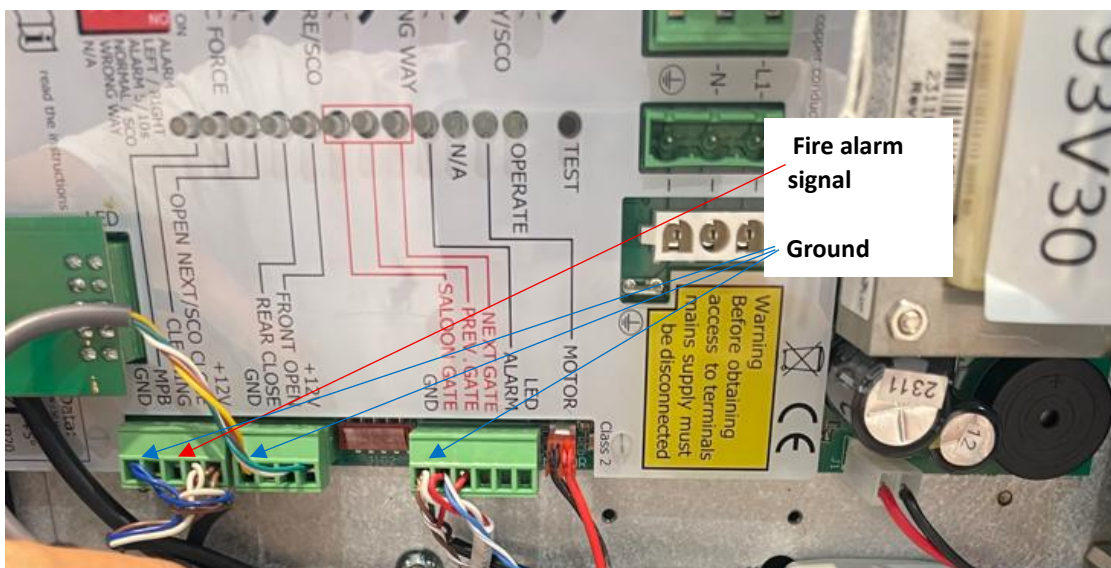
If you got an MPB bracket you can connect the 2 signal cables down in the junction box.

**Note: you will only have to connect the fire alarm cable to one of the gates and both will still open when activated.**

Connect the signal from the fire alarm panel to socket marked **4** and connect ground to socket marked **3**.



Make sure that the cables from socket 3 & 4 goes all the way into the Main power circuit board of the gate. Cable from socket **4** must go into **CLEANING** port and cable from socket **3** must go into one of the **GND** ports.



## 16. Install split junction box cover

After wiring in all cables in the gates junction box you will have to replace the junction box cover with another cover who isolates the high and voltage cables in the junction box. This will have to be done on both sides.



## 17. Connection of Ethernet

The SigmaGate is equipped with a ScanMaster on the right-hand side gate (right from when exiting through the gate) and is intended to be connected to the store POS system. An Ethernet cable (CAT7 recommended) needs to be connected to the ScanMaster 2.0.

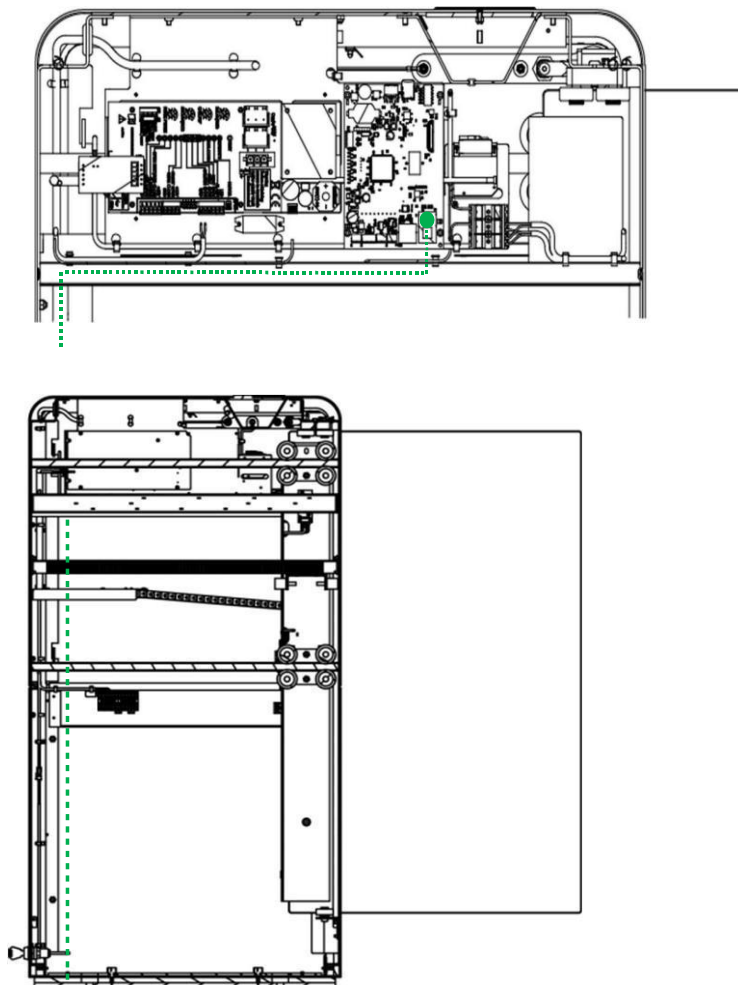
**NOTE:** It is highly recommended to install an external isolation switch to the high voltage power supply.

### Cable termination

Radford recommends the following:

Data cable is to be run from comms cabinet directly to the ScanMaster board with no breaks in the cable. Technicians must bypass the data cable in the MPB bracket at the base of the gate (see green dotted line below of how to route the cable inside the gate).

**Disclaimer:** The ultimate responsibility of the cable terminations of this equipment lies with the licensed installers.



## 18. Adjustment of Gate PEC

Make sure the two photoelectric cells (PEC) are pointing at the reflectors on the other gate. Adjust by using 2mm Allen keys through holes next to PEC sensor on outside of gate.

### Step 1

Turn Allen key all the way LEFT until yellow connection light turns off.

### Step2

Turn Allen key all the way RIGHT until yellow connection light turns off, counting the amount of turns in between

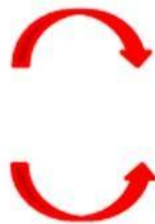
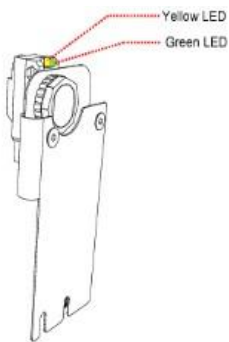
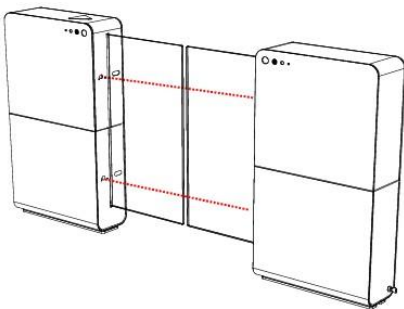
### Step3.

Wind Allen key back to mid position.

EG. If it takes 6 full turns from left position to right position, then turn back 3 full turns.

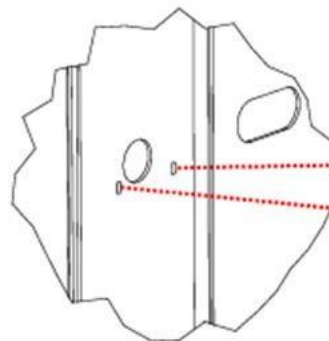
### IMPORTANT NOTE:

This must be done to both vertical and horizontal directions.



PEC down

PEC up



Horizontal adjustment

Vertical adjustment



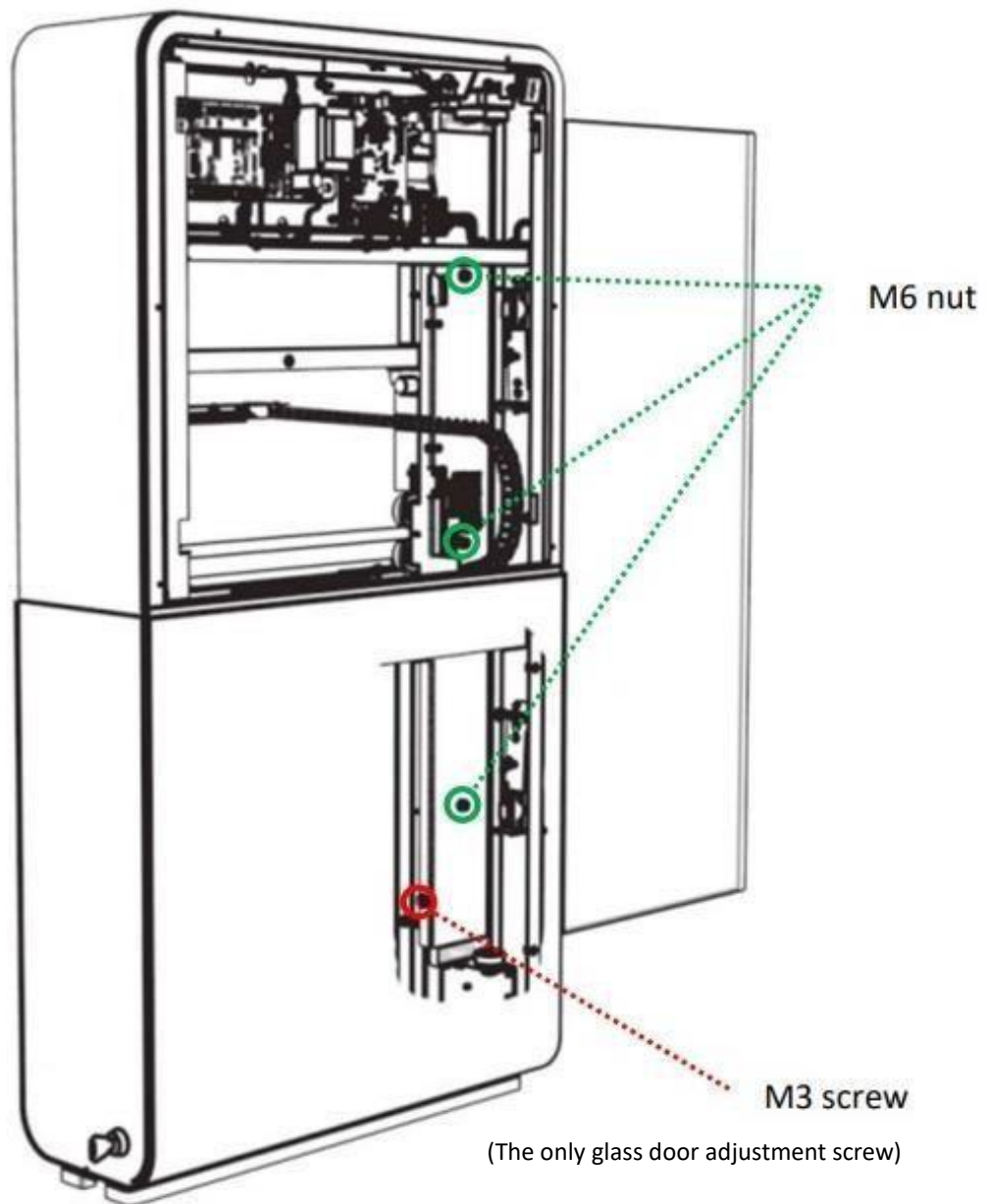
PEC to right

PEC to left

To adjust the PEC, use Allen key 2.5 mm.

### 19. Adjustment of Glass Door

If the glass doors need to be adjusted an adjustment screw (Allen screw M3) located on the lower section of the glass door can be adjusted (marked in red). Before adjustment, three M6 nuts need to be loosened (marked in green).



**NOTE: After adjustment, make sure to tighten all three M6 nuts.**

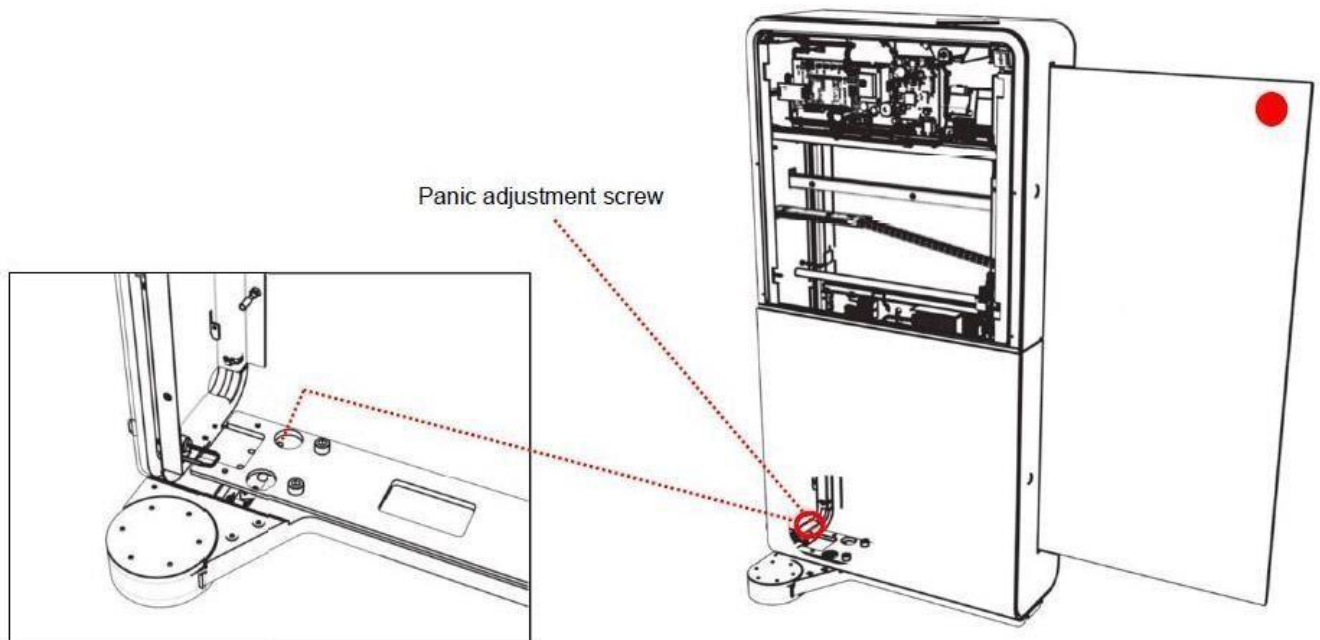
## 20. Newton Meter Setting and Testing of the Panic Break-out Force

To test the force required to break the gate free from the bracket you will need to use a force gauge. The panic break-out force needs to be set to not exceed 90NM.

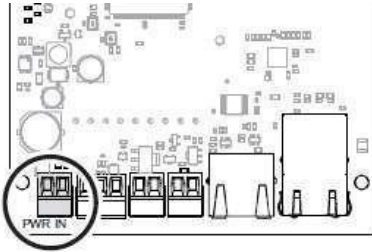
This is measured at 0.95m across from the rotation point of the bracket and 1.0m up from the levelled floor (see red mark on image below)

To calibrate, you will need an 8mm hex key to adjust the tension of the Panic adjustment Screw. Clockwise to increase force and anticlockwise to decrease the force.

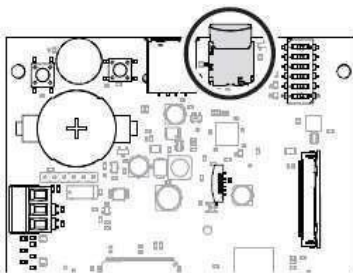
**Disclaimer: The ultimate responsibility to nominated the actual break-out force settings lies with Foodstuffs.**



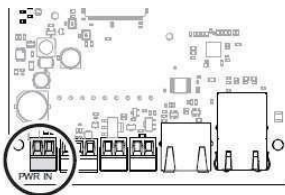
21. Configuration of GateMaster 2.0



- 1 Disconnect the 12V power supply cable to cut the power.



- 2 Put the Micro SD card for specific gate to the GateMaster board.  
*PLEASE CHECK THAT THE SD CARD IS THE CORRECT CARD FOR THE CORRECT GATE.  
Check against floor plan and IT Tracker.*



- 3 Connect the 12V power supply cable.



- 4 The ScanMaster board will now go through an initialising process (allow 90 seconds). Once initialising is complete the LEDs should look the follow:

LED number 1 should be flashing **green**

LED number 10 should be solid **red**

LED number 5 should be solid **amber** (only if Sesame2 is fully installed)

**NOTE:** IF any other LEDs it lit or if LED 1,5 or 10 shows any other coloured light than listed above, the SD-card might not be installed in its holder properly or de SD-card might have to be replaced.

22. Master & Slave Dip Switch Settings

The purpose of the Master and Slave function is to make it easier to set the timer functions on the main board. In a saloon configuration the right-hand gate (in direction of the customers travel) is ALWAYS the Master.

LEFT GATE



**LEFT GATE (Slave)**

1. ALARM = Right
2. LEFT/RIGHT = Left
3. ALARM 5/10s = Left
4. NORMAL/SCO = Right
5. WRONG WAY = Left
6. N/A = Left

RIGHT GATE



**RIGHT GATE (Master)**

1. ALARM = Right
2. LEFT/RIGHT = Right
3. ALARM 5/10s = Left
4. NORMAL/SCO = Right
5. WRONG WAY = Left
6. N/A = Left

### 23. Master & Slave Potentiometer settings



**DELAY:** This sets the amount of time the gates will stay open after a customer has left through the gates and broke the PEC sensor beam. Range 0-8 seconds.

**Note:** This timer will override the securetimer when triggered - see below.



**WRONG WAY:** This timer is used to detect movement through the gates in the wrong direction. Please set to full right to avoid picking up a customer's swinging arm. Range 0.1-2 seconds



**SECURE:** This timer will keep the gates open until the customer has passed through in the gates. Once the customers pass through the gates this timer is gets override by the DELAY timer. Range 0-30 seconds.



**PANIC FORCE:** This dial sets the force required to slide the glass arm back into the body of the SigmaGate

#### **LEFT GATE – Slave (Left gate when exiting through the gate)**

1. Set DELAY, WRONG WAY, SECURE on the left-hand gate to maximum/clockwise. (100%)
2. Set PANIC FORCE to minimum/anticlockwise (0%)

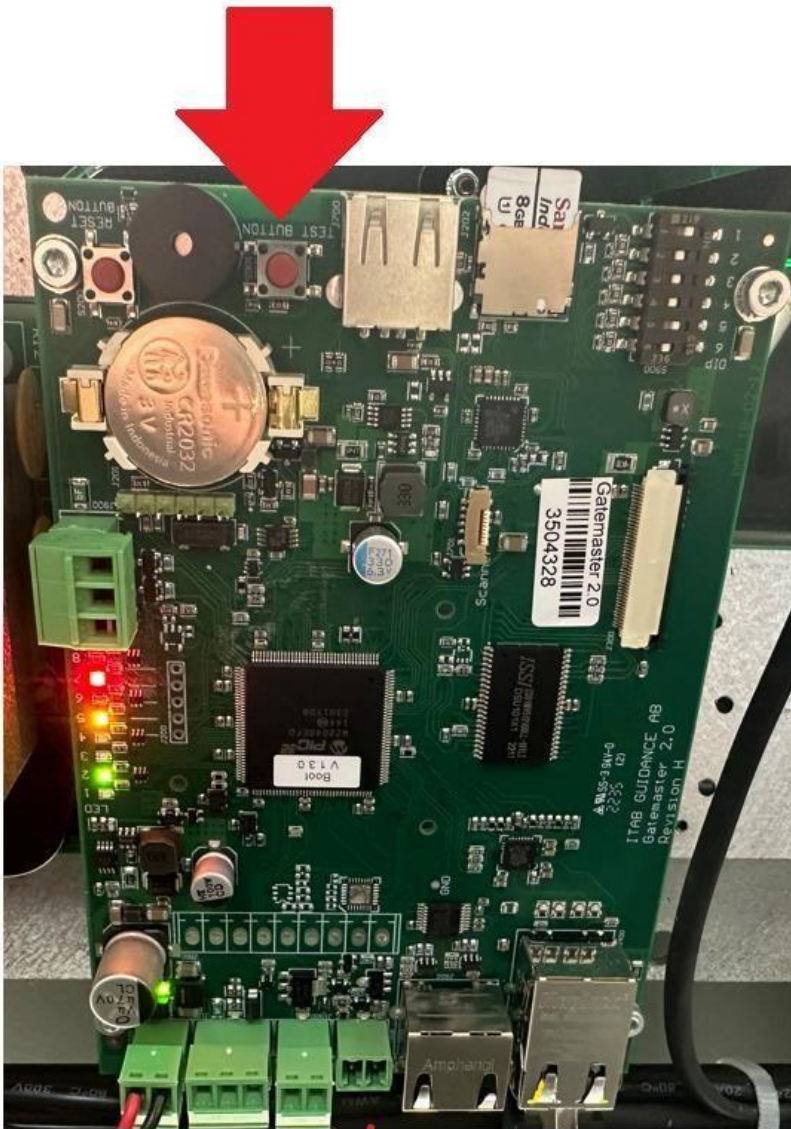
#### **RIGHT GATE – Master (Right gate when exiting through the gate)**

1. Set DELAY to halfway. (50%) (4 seconds)
2. Set WRONG WAY to maximum/ fully clockwise. (100%) (2 Seconds)
3. Set SECURE to halfway. (50%) (15 Seconds)
4. Set PANIC FORCE to minimum/ fully anticlockwise. (0%)

Hint = turn all the way left (0%) then all the way right (100%) to work out where 50% is.

**Note: For the Master and Slave function to be operational the gate configuration must be connected with GateCOM crossover cable (Saloon) to the opposing gate \*See page 16.**

## 24. Check SigmaGate timing using the GateMaster board



Use the test button on the ScanMaster/GateMaster to trigger the gate. This will send an open gate signal to help check the timing of the gate. Please note that this will only trigger the gate and start the **SECURE** timer until the PEC sensor is broken.

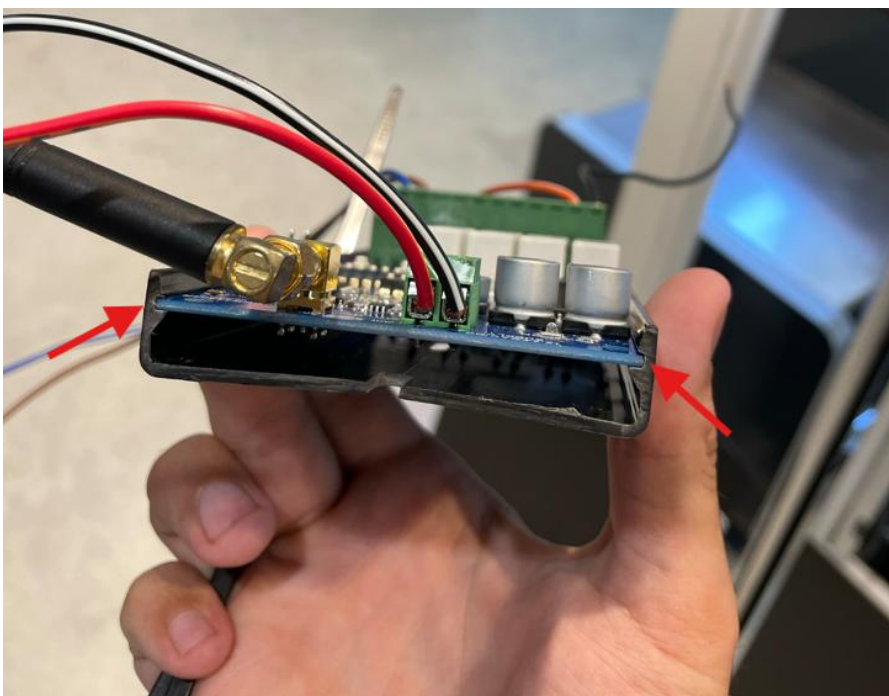
**Hint:** Use your hand to break the PEC beam to start the DELAY timer.

**NOTE:** Adjust the potentiometer settings on the master gate as required.

- Secure timer = 15 seconds
- Delay timer = 4 seconds
- Wrong way timer = 2 seconds

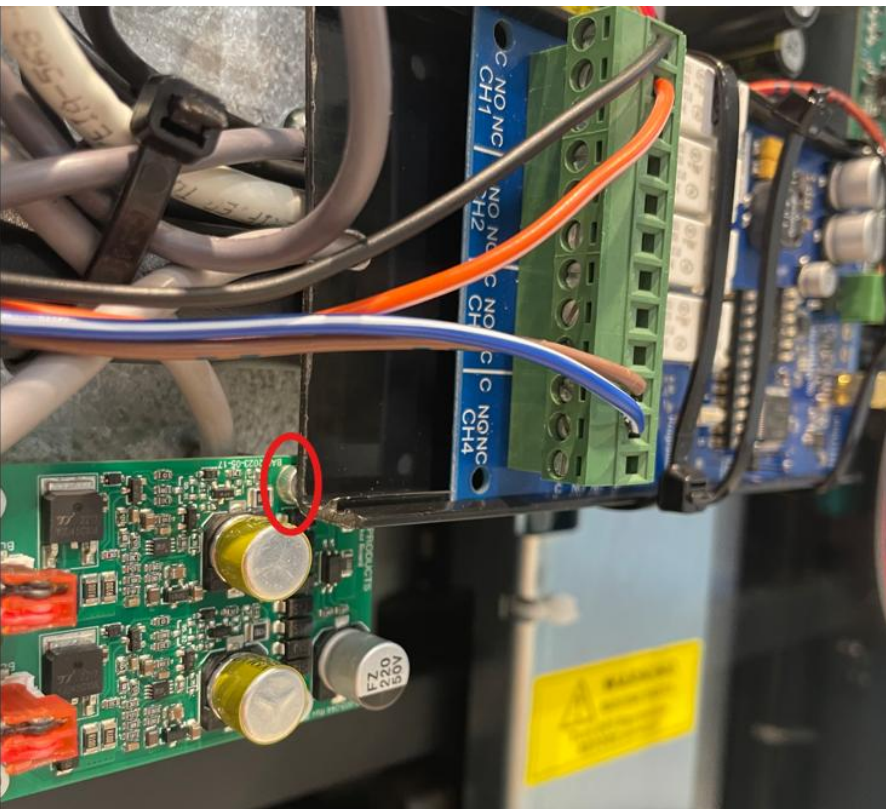
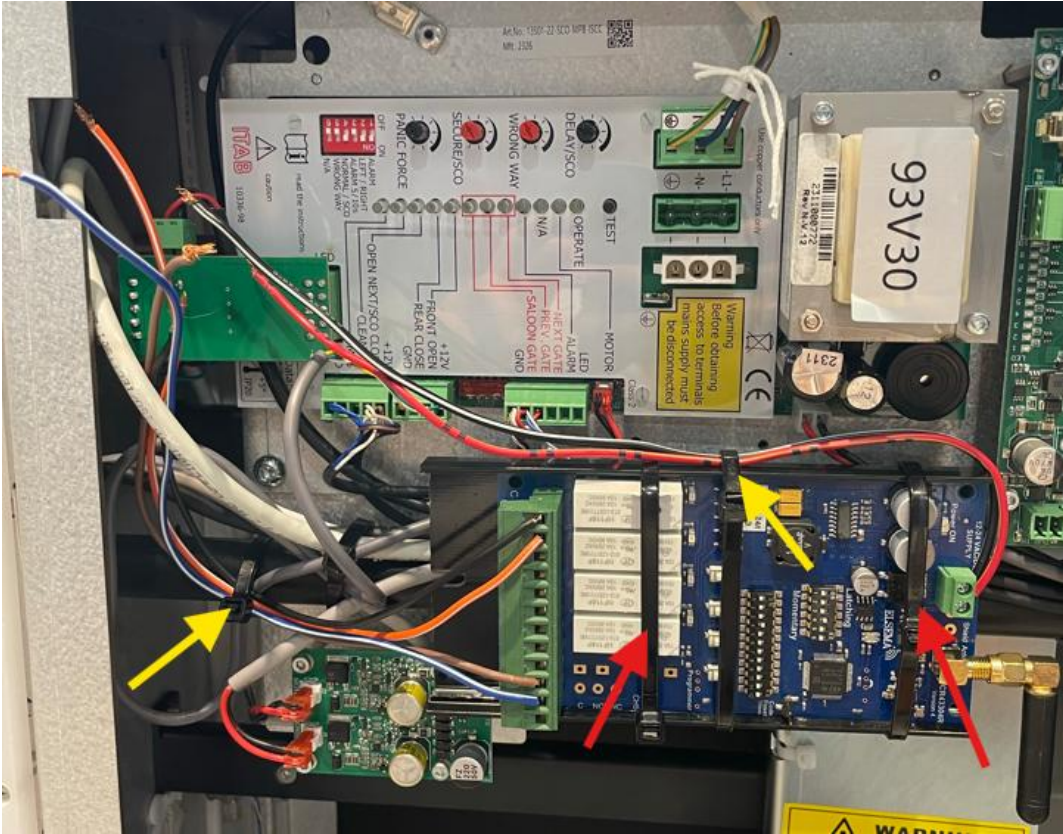
25. Receiver/Remote Installation (Gen3)

Fit the receiver into the plastic bracket. Fit it into the trace, see second picture.





Let the bottom left corner "rest" on the screw to make it more stable (see second picture). Secure the receiver with two cable ties (red arrows). Securing cables with two cable ties (yellow arrows).



## Wire the receiver to Sigma Gate Control Board

\*Please note that the terminals are misaligned to the labels on the blue face, it is important to count the terminals as displayed above.

### Connecting Power

1. Open the Sigma gate panel.
2. Connect **Supply +** to **12v** on the Sigma control board.
3. Connect **Supply -** to **Ground** on the Sigma control board.

### Relay 1 (Auto-Close)





1. Connect **Ch1 NO** to **Front Open** on the Sigma control board.
2. Connect **Ch1 C** to **Ground** on the Sigma control board.

\*Please note, if the store for example has 3 pair of gates and 3 receivers. Use relay 1 on the first pair. Relay 2 on the second pair. Relay 3 on the third pair.

### Relay 4 (Latched/Cleaning Mode)

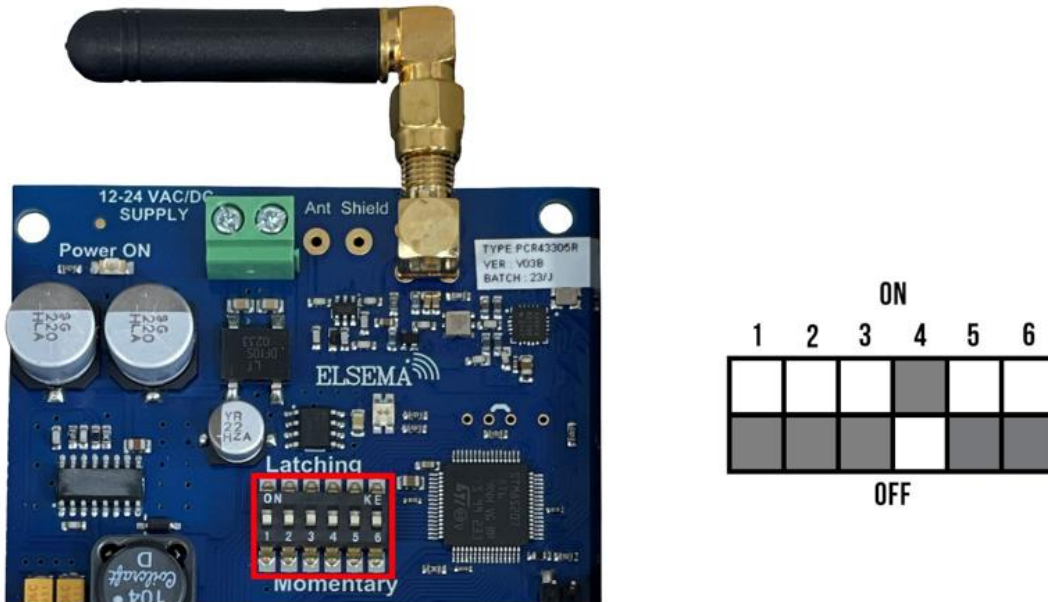
\*Please note that on a 3 gate store this will only be required on one receiver, otherwise all gates will be hold open at the same time.

1. Connect **Ch4 NO** to **Cleaning** on the Sigma control board.
2. Connect **Ch4 C** to **Ground** on the Sigma control board.

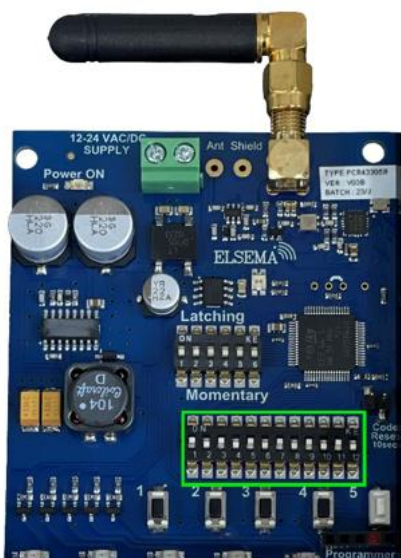
Receiver	Sigma Gate Control Board
Supply + 	12V
Supply - 	Ground
Ch1 NO 	Front Open
Ch1 C 	Ground
Ch4 NO 	Cleaning
Ch4 C 	Ground

### Set the DIP Switches & Pair Remotes

1. Change Mode Selection on the 6 DIP switches (outlined in red below) to OFF OFF OFF ON OFF OFF or Down Down Down Up Down Down.



2. On all receivers set switches 1-10 (outlined in green below) to match the postcode using the examples in the table below. As an example, if the store has a number 8 in the postcode set DIP switch 8 to the ON/Up position. Ignore any zeros in the postcode. If the store has the same number more than once like 8888 only switch 8 must be set to ON/Up and rest will be down/off.



Store #	DIP Switches 1-10									
0043	ON									DIP
	1	2	3	4	5	6	7	8	9	10
0333	ON									DIP
	1	2	3	4	5	6	7	8	9	10
3571	ON									DIP
	1	2	3	4	5	6	7	8	9	10
3344	ON									DIP
	1	2	3	4	5	6	7	8	9	10
1364	ON									DIP
	1	2	3	4	5	6	7	8	9	10

If the store has two sets of remotes, one for the entry gates and one for the exit gates below needs to be done to avoid triggering all gates at once.

- **Entry gates** should use the postcode with **DIP 10 up**.
- **Exit gates** should use the postcode with **DIP 10 down**.

- The table below explains Dip switch 11 and 12. The first receiver should always have Off/Off. If you the store has two receivers. The first should have Off/Off and the second should have On/Off. Follow the table for all the different set ups.

	Receivers Dip Switch 11	Receiver Dip Switch 12
<b>Receiver 1</b>	Off	Off
<b>Receiver 2</b>	On	Off
<b>Receiver 3</b>	Off	On
<b>Receiver 4</b>	On	On

- Set DIP switches 1-10 in the remote exactly the same as the receiver. Dip switch 11 and 12 should always be Off/Off.
- Lastly insert the battery in the remote and test.

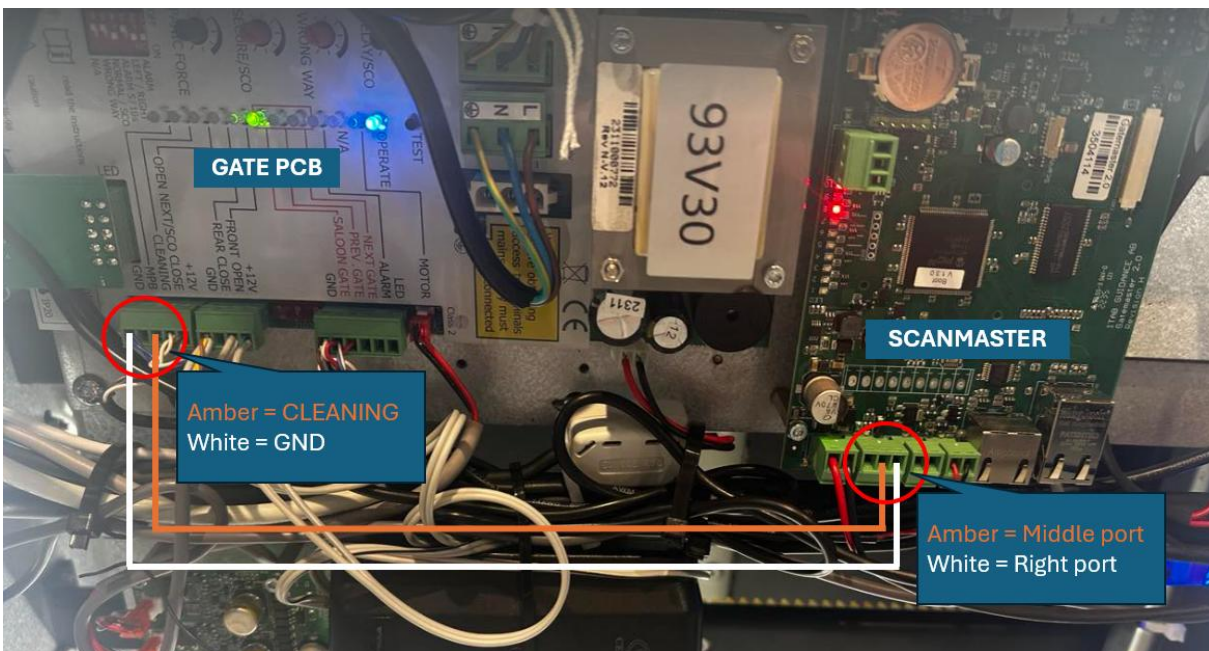


## 26. Remote monitoring cable

The purpose of the remote monitoring cable is to help the Sesame 2 software to monitor the use of the remote control for statistical purposes.

Please link two signal cables between cleaning and GND on the Gate control board and the middle port and the right port on the 3-pin connector on the ScanMaster 2.0 control board in every gate as shown below.

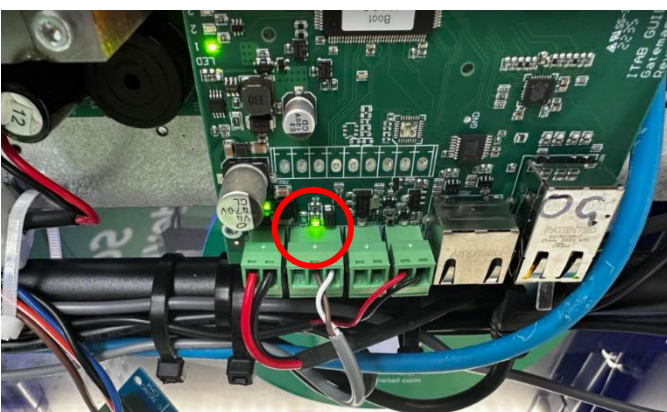
**Note: The remote-control receiver must be installed on the same gate side as the ScanMaster, or the latched/cleaning signal will not be detected by the ScanMaster.**



After connecting the signal cables between the ScanMaster and the Gate control board you need to verify that the ScanMaster board is picking up the latched/cleaning signal from the receiver/Gate control board. To do that you will first have to activate the latched/cleaning mode using one of the remotes. (Make sure the green LED light of the cleaning port is solid green on the GATE CONTROL BOARD. That means the latched/cleaning signal is active.

To know if the ScanMaster is picking up this signal, check the small LED above the middle port connector where the cable from the cleaning port is going into.

The LED should be solid green when latched/cleaning mode is activated and off when latched/cleaning mode is deactivated.



27. Commissioning sign-off checklist

Complete the following check list when installation is complete:	✓	✗
	Yes	No
<b>Site manager to check that gates are fully operational by ticking the boxes and signing below:</b>		
Pictures of the cables coming through the brackets measured at 1918mm.		
Picture of 6 Chemset threaded rods (m10) through the bracket.		
Picture of Chemset filled bolt holes in gate brackets.		
Picture of earth, power and neutral connected to terminal in middle of gate.		
Pictures of 2core cross over cable connected to gate terminal in middle of gate and then connected to GND and saloon on gate control board with saloon LED illuminated.		
Picture of Ethernet connection into ScanMaster on master gate (right when you exit through the gate).		
Picture of gate PEC sensors are aligned. picture of both lights on (4 sensors per gate set)		
Picture of ScanMaster SD card installed into ScanMaster.		
Picture of dipswitch settings on gate control board.		
Video of gates closing behind customers after 4 seconds.		
Video of gates being open when triggered for 15 seconds.		
Video showing button 1 triggering the auto-close feature on Gate 1 and if there are 2 or 3 gates in the store, a video of button 2 triggering the auto-close feature on Gate 2 and button 3 triggering the auto-close feature on Gate 3.		
Video showing button 4 triggering the latched/cleaning mode on the nominated gate in the store.		
Picture of remote monitoring cable connected to the gate control board and with the remote-control receiver connected to the same gate control board. (For all gates if multiple)		
Video of the small green LED light of the ScanMaster being solid green while the remote control triggered the gate to latched/cleaning mode. (For all gates if multiple)		
Picture of gate body clear of debris (no excess cables, no cable ties etc.).		
Fluke test results.		
Gates are to be left keyed off and remotes are to be handed to the store manager and declaration signed.		
Images of all gates serial numbers used in the store. (There is one sticker on each gate side with a unique serial number located above the power key switch.)		
Are you satisfied that the <b>finished</b> works are <b>compliant</b> , and the layout is suitable to perform its intended operations?		
Are there groundwork fixings <b>follow up</b> required?		
Are there any screws or rubber/plastic bungs needing <b>replacing</b> ?		
Are there any covers needing <b>replacement</b> ?		
Are there any <b>keys</b> needed to be <b>supplied</b> to the store?		
Is there any equipment <b>left behind</b> for Cole’s perusal (if yes please was the store manager notified of location)?		

**Please send a copy of the completed commissioning sign-off checklist to Radford on [service@radfordretail.com](mailto:service@radfordretail.com) for record keeping purposes.**



## 29. Troubleshooting Schedule

Please read through the following steps:

**Gates do not open:**

- Check that there is power to the gate.
- Check the motor key switch is turned ON.
- Check if the gates are being held open on the remote controls.
- Check that the data cable is plugged into the ScanMaster 2.0
- Check the connections of GateCOM cross over cable.

**Gates do not close:**

- Check that the motor key switch is turned ON.
- Check that CLEANING MODE is not activated by checking for illuminated LED on main PCB
- Check that the photoelectric cells are pointing directly at the corresponding reflector. See page 16 for adjustment of PEC.
- If the gates are equipped with Mechanical Panic Breakout, check that the gates are in normal position.
- If the problem is still not solved, switch off the mains power to the gate and turn it back on.

**The gate alarm is activated:**

- Check that the motor key switch is turned ON.
- Check that the photoelectric cells are pointing directly at the corresponding reflex. See page 16 for adjustment of PEC.

**The gates do not behave as intended:**

- Check the configuration of the gates concerning MASTER & SLAVE on page 28.
- Check that the photoelectric cells are pointing directly at the corresponding reflex.
- If problems continue, contact Radford Support.

