

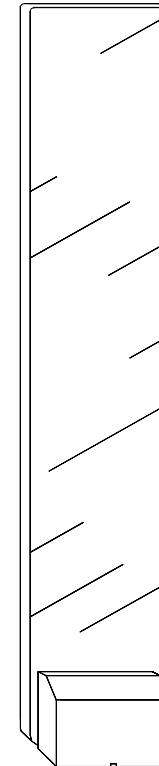
**WARRANTY INFORMATION**

Without prejudice to other rights whether implied by statute or otherwise which the Buyer may have, Manufacturer undertakes, at the Manufacturer's option, forthwith, either to repair, replace or refund the cost of any Products which are, or become defective within a period of twelve (12) months from the date of shipment unless such parts have been obviously misused or abused. Freight and transportation charges paid by Buyer for defective products under warranty returned to Manufacturer shall be refunded under a credit memo to Buyer by Manufacturer. Freight and transportation charges for products repaired or replaced not under warranty shall be paid by Buyer. The aforementioned warranty is explicitly limited to the electronic circuit boards manufactured by Manufacturer.

- Ketec products are warranted only to the extent of any express warranties, which may be given by Ketec with respect to any particular model or unit. Any such warranty given is in lieu of any and all warranties, expressed, implied, or statutory, including, without limitation, any warranties or merchantability or fitness for any particular purpose. All warranties shall become null and void in the event of improper installation of equipment or if any change or alteration is made without the express written authorization by Ketec.

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**USERS GUIDE**



**KETEC  
CLEAR  
SYSTEM**

# CLEAR SYSTEM USERS GUIDE INDEX

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# TROUBLESHOOTING

If a problem develops with the system it is usually caused by common occurrences. The following is a basic troubleshooting guide to be used prior to contacting your supplier if the need arises. **DO NOT MAKE ANY INTERNAL ADJUSTMENTS TO THE SYSTEM PRIOR TO CONTACTING YOUR SUPPLIER.**

## NO DETECTION

1. Insure that the power supply is plugged into an AC with the proper voltage.
2. Feel the case of the power supply for warmth. Warmth indicates the power supply is generating low voltage.
3. Check system detection with more than one hard tag.
4. Turn system 90 degrees and check for detection.
5. Move system to different area of store to check for detection.

## WEAK DETECTION

1. Turn system 90 degrees and check detection.
2. Move system to different area of store and check detection.

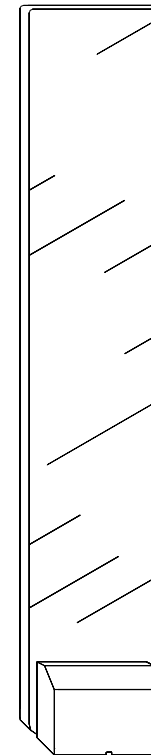
## PHANTOM ALARMS

1. Insure that no tags are within 6 feet of the system.
2. Turn system 90 degrees and monitor phantom alarms.
3. Move system to different area of store and monitor phantom alarms.

Contact your supplier for further instructions.

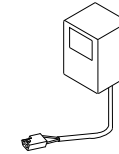
# PARTS LIST

Remove all contents from packaging. Compare products with the example. If you are missing any parts please contact your supplier immediately. The carton should contain:

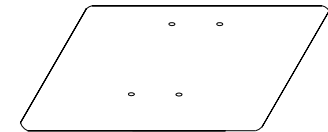


**CLEAR ANTENNA**

**POWER SUPPLY WITH  
10' OF CORD**



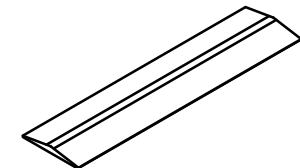
**BASEPLATE  
(OPTIONAL)**



**SCREWS  
(ONLY WITH  
BASEPLATE)**

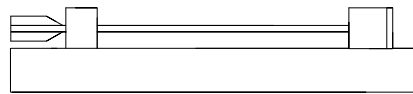
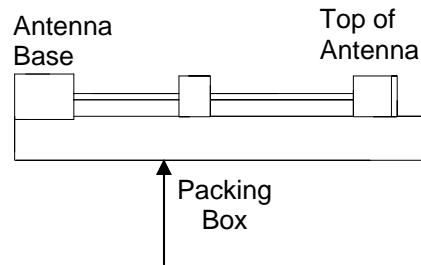


**5' RUBBER MOLDING &  
DOUBLE SIDED TAPE  
(ONLY WITH BASEPLATE)**

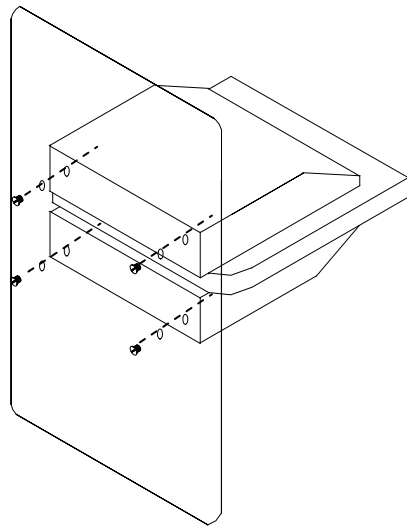


# BASEPLATE INSTALLATION

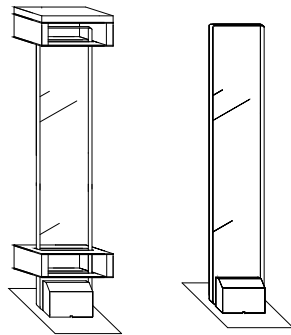
1. Lay the system down flat on top of the packing box.
2. Remove foam from the bottom of the antenna, then slide the center foam down towards the bottom of antenna.



3. Take the baseplate and line the holes up with the outer holes on the antenna base.
4. Place the screws through the baseplate (Rubber Side facing out) first and then the antenna base. Do not tighten until all screws are in place.



5. Once screws are tight take the system off the box standing it upright and removing the protective foam.



# ALARM HANDLING

There are three reasons for the system to alarm:

1. The **REAL** alarm:  
The occurrence of a shoplifting attempt.
2. The **ACCIDENTAL** alarm:
  - a) Personnel neglected to remove a tag at the point of sale.
  - b) An electronic security access card has been carried into the store by a customer, or
  - c) A previously purchased product, with an active tag, from another store using a similar system.
3. The **PHANTOM** alarm:  
The alarm sounds for no apparent reason.

**If an alarm occurs follow your companies policies and procedures for the type of alarm event.**

## REMOVING HARD TAG

It is possible for the locking mechanism to become jammed when the pin is pulled extremely hard. It is possible to un-jam the pin so that you will be able to remove it when needed.

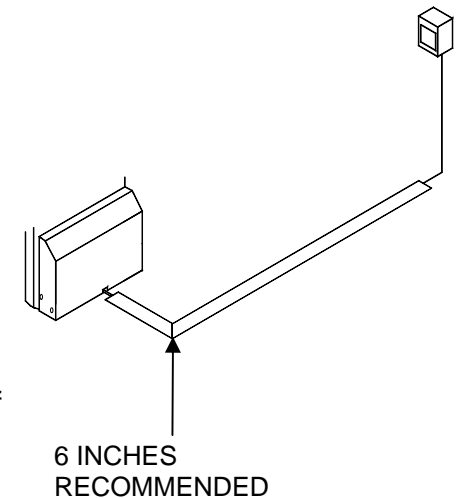
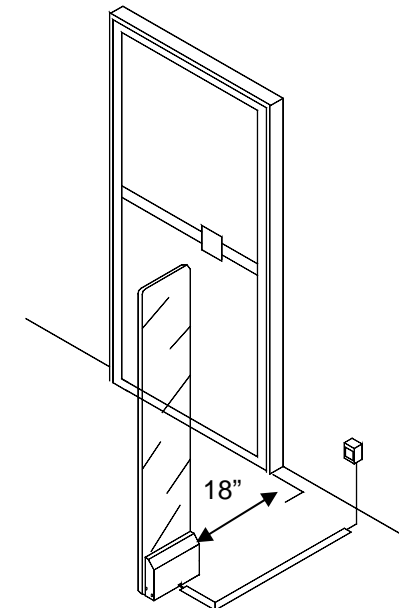
The first step is to place the hard tag into the detacher then press on the head of the pin. This should release the pressure on the locks allowing you to remove the pin.

If you are still unable to release the pin you can tap the locking mechanism (raised area) on the corner of the sales counter, then put the hard tag back into the detacher. The pin should now release.

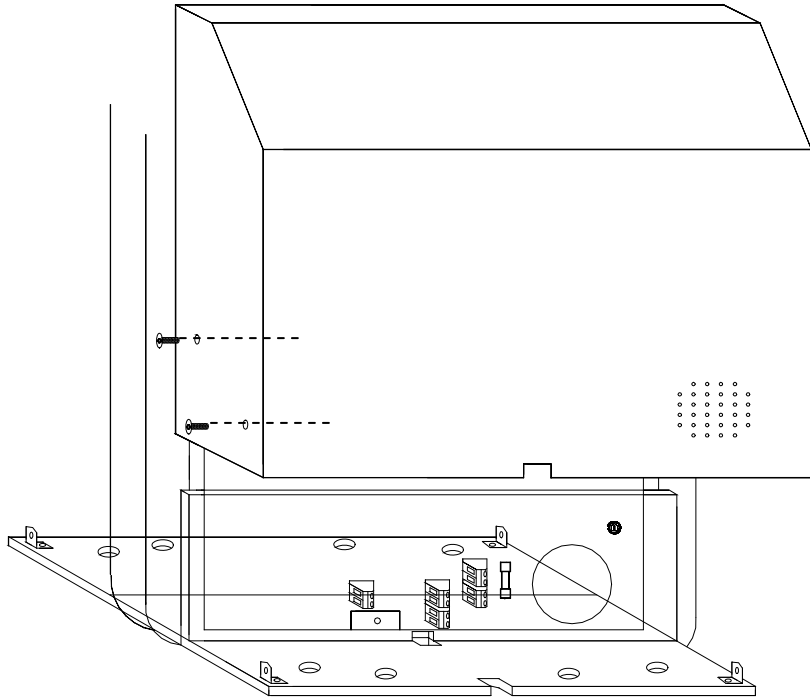
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## POSITIONING THE SYSTEM

1. Position the system a minimum of 18"(inches) from the doorframe.
2. You must cover the wire using a metal pancake molding(NOT INCLUDED) or rubber molding(INCLUDED ONLY WITH A BASEPLATE) if the wire is in an area where it will be walked upon.
3. Plug the power supply into the closest outlet. We do not recommend using an extension cord for the system.
4. Test the system by placing a single hard tag or paper label into the system. The system will beep approximately 1-1/2 seconds then reset. If a hard tag or paper label is held in the system it will continue to alarm.



## PERMANENT INSTALLATION

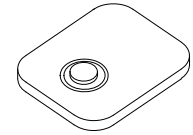


STEP 1- Remove the screws from the circuit board covers at the bottom of the antenna, then pull up and out. Place the antenna in an upright position on the floor in the approximate position where they are to be installed. This should be done carefully as the antenna has a narrow base and could easily fall over. As indicated previously, the antenna should be positioned at least 18 inches or more from the doorway and should not interfere with traffic flow.

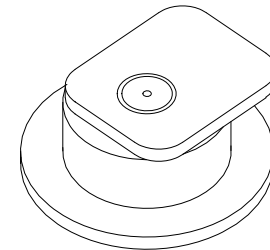
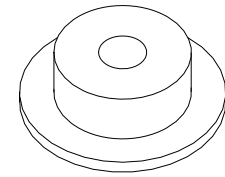
**NOTE: THERE ARE FOUR SCREWS PER COVER**

## REMOVING HARD TAG

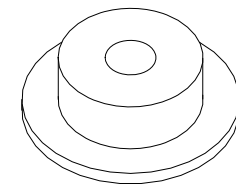
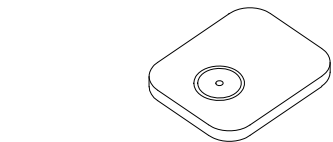
1. Place the hard tag into the detacher with the pin facing up.



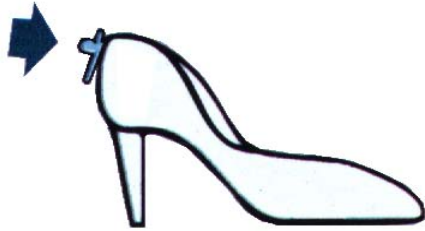
2. Remove the pin by holding the hard tag to the detacher and pulling straight up on the pin or garment.



3. Remove the pin and hard tag from the detacher and store for future use.



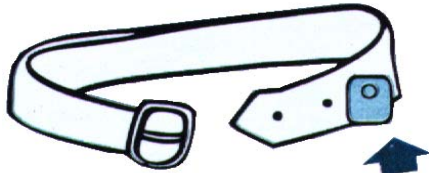
# HARD TAG GUIDELINES



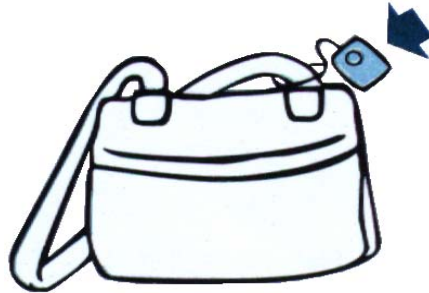
Shoes



Tennis Shoes



Belts

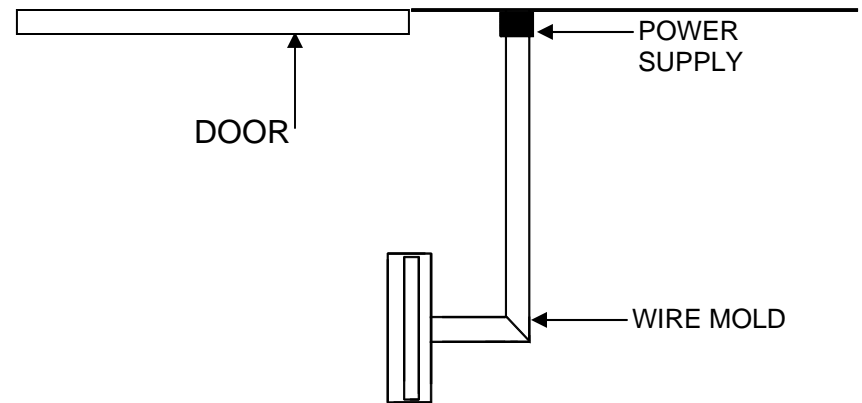


Purses

# PERMANENT INSTALLATION

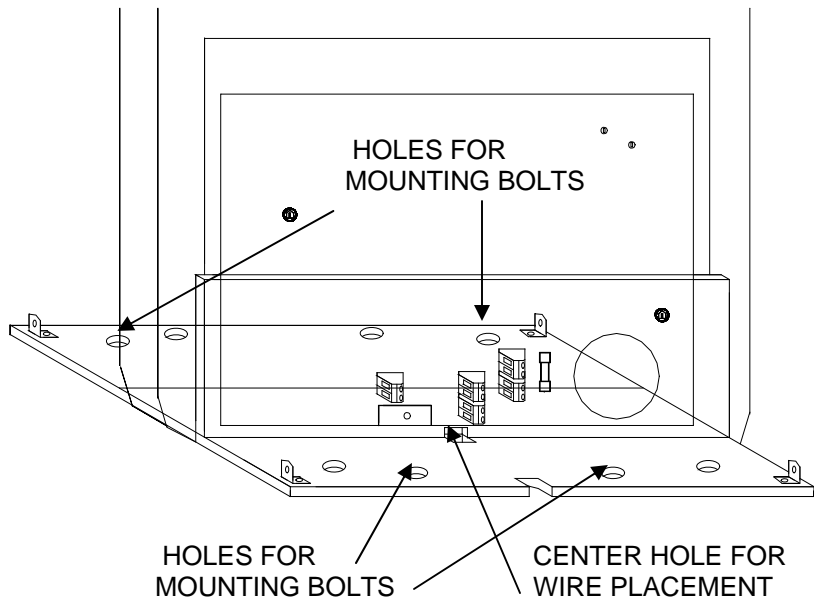
Step 2- Measure the distance from the center of the antenna to across the doorway and make sure that the aisle width is appropriate for the installation site and the size of the detection tag.

<u>Label/Tag Type</u>	<u>Tag Detection</u>
1.5" Paper Label	36" (91.4cm)
2" Paper Label	48" (122cm)
Flap Label	36" (91.4cm)
Small Hard Tag	48" (122cm)
Large Hard Tag	66" (168cm)



Square up the antenna to the aisle path. **IMPORTANT: BEFORE DRILLING HOLES FOR BOLTING THE ANTENNA TO THE FLOOR, THE INSTALLER SHOULD TEST THE SYSTEM IN THE LOCATION IT IS TO BE PLACED.**

# PERMANENT INSTALLATION

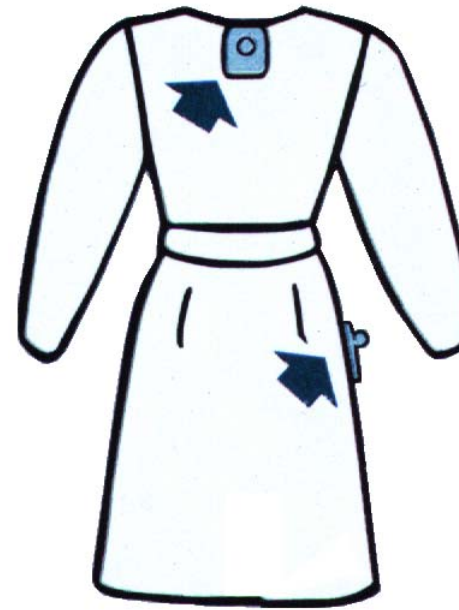


NOTE: CIRCUIT BOARD IS SHOWN AS TRANSPARENT TO SHOW HOLES ON THE BACK SIDE OF THE ANTENNA.

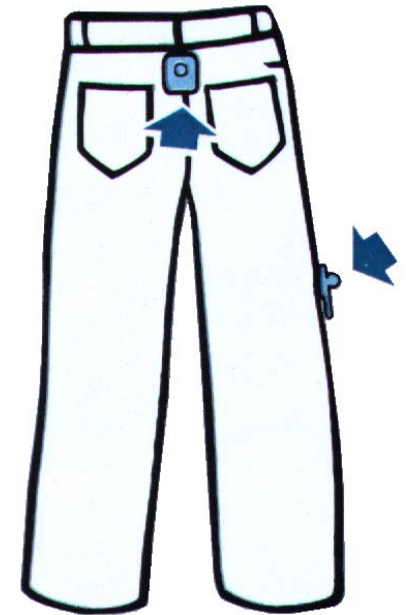
Step 3- Mark the floor through the two inside holes on the front of the antenna base. Mark the outside holes on the back side of antenna base. Center hole is for wires coming into the antenna circuit board. After marking the hole positions, move the antenna out of the way.

**IMPORTANT: IF THE SYSTEM IS TO BE INSTALLED ON CARPET, HOLES APPROXIMATELY 1 INCH SQUARE MUST BE CUT IN THE CARPET BEFORE HOLES ARE DRILLED. DRILLING WITHOUT CUTTING THE CARPET MAY CAUSE DAMAGE TO THE CARPET. MARK HOLE POSITION ON CARPET BEFORE CUTTING.**

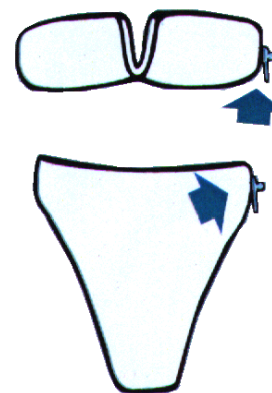
# HARD TAG GUIDELINES



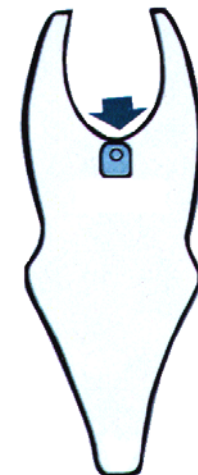
Dresses



Pants



Bikini Bathing Suit

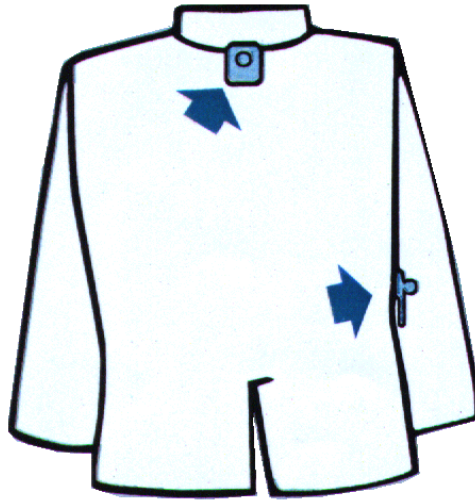


One Piece Bathing Suit

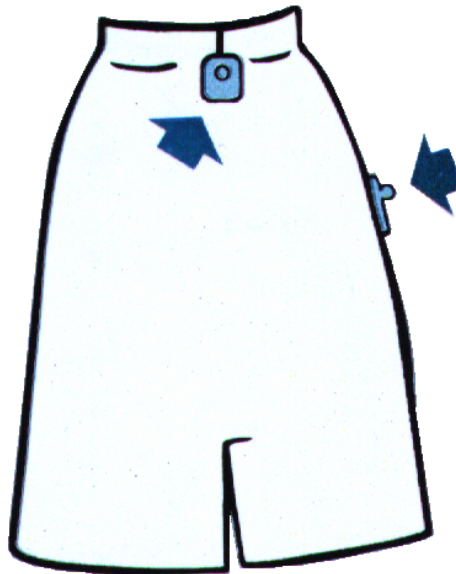


# HARD TAG GUIDELINES

1. The tag should be visible to the customer.
2. Tag uniformly, it speeds up removal.
3. Tag near a price label. It assists in the removal.
4. Place the tag as high as possible when tagging silks & light or stretchy fabrics.
5. Except for leather goods we do not recommend locating the tag at the seams. The seams are easily cut open to remove the pin.
6. Avoid placing tags on waistbands, cuffs, hems or perimeters. They can be easily cut off.
7. Insert pins through the garment then gently push into the tag.
8. Never force the pin into the tag.
9. Never use bent pins.

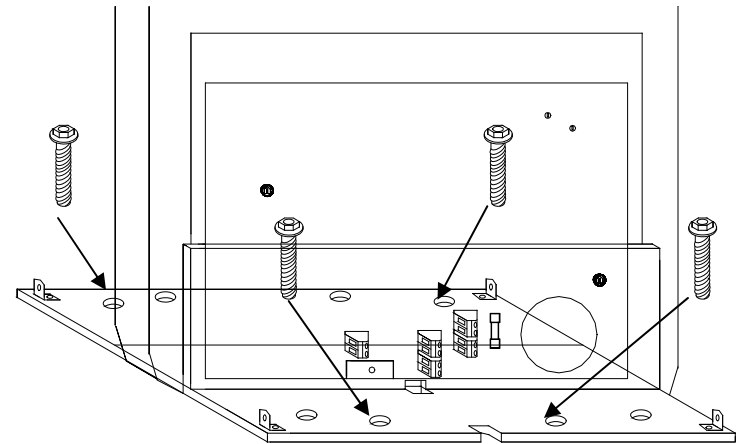


Shirts/Blouses/Jackets



Skirts

# PERMANENT INSTALLATION

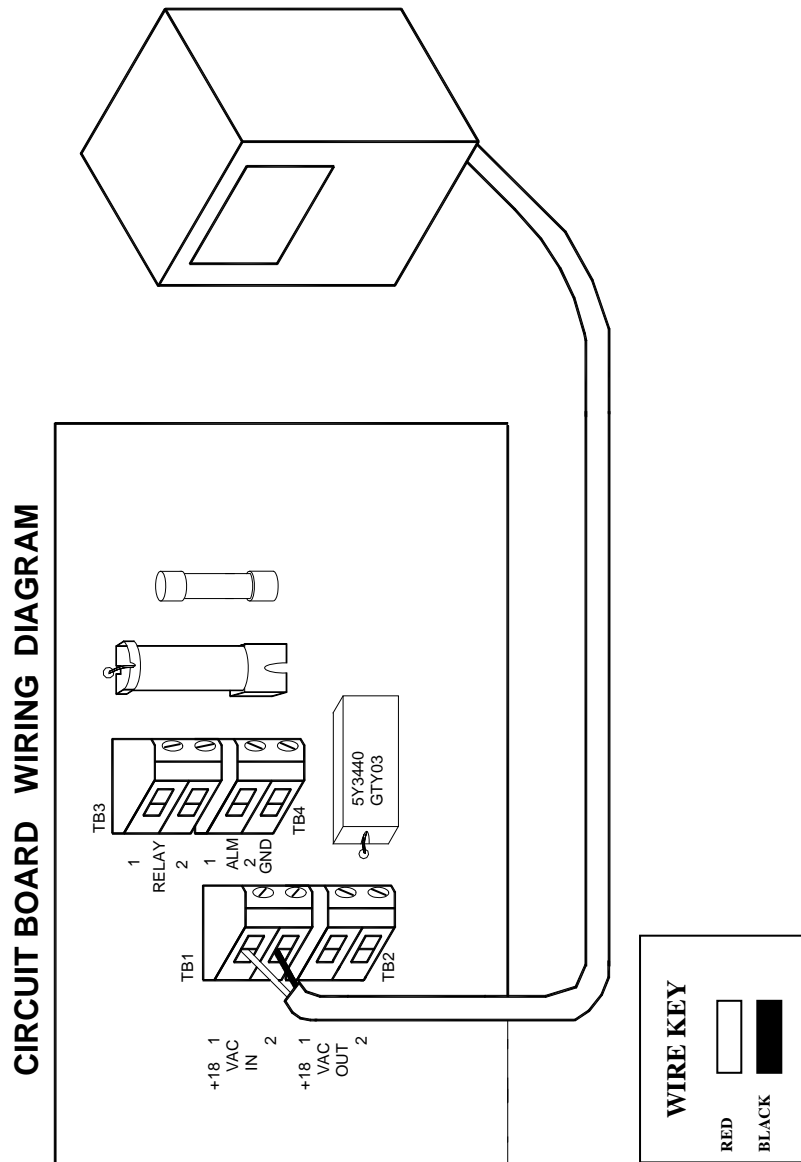


Step 4-Drill the antenna mounting holes using a heavy duty rotary hammer. Drill the holes the size and depth appropriate for the anchors being used and the type of floor being installed on. If the system is being installed on a wooden floor we recommend the use of lag bolts to anchor the system.

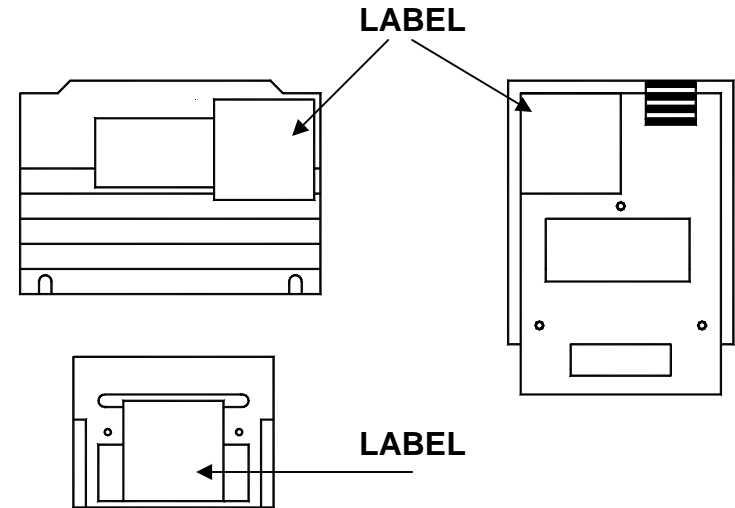
Step 5-Clean out holes, install anchors, and bolt antenna in place loosely (this will allow the cables to be placed on top of the antenna base).

# WIRING INSTRUCTIONS

1. Connect the red wire from the power supply to TB1 terminal 1(+18 VAC IN).
2. Connect the black wire from the power supply to TB1 terminal 2(+18 VAC IN).



# PAPER LABEL GUIDELINES

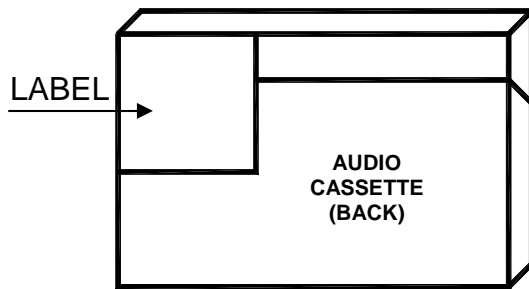


GAME CARTRIDGES – Place the label on game cartridges as illustrated. Same guidelines apply for PlayStation games.

# PAPER LABEL GUIDELINES



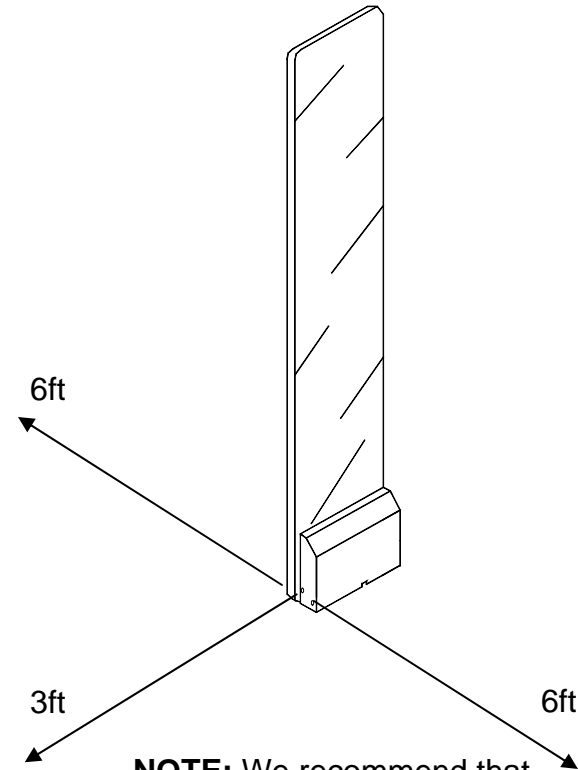
**AUDIO CASSETTES** – For audio book place a 1 ¼" x 1 3/8" bar code tag on the cassette between the reel holes, then fold the tag over the top of the cassette. Note: Bar code tags can only bend once exactly as shown in side view.



**AUDIO CASSETTE BOX-** Place a 1.5" x 1.5" (4cm x 4cm) tag on the back of the Norelco Box or cardboard sleeve, on the rewind (empty) side, where there is no tape.

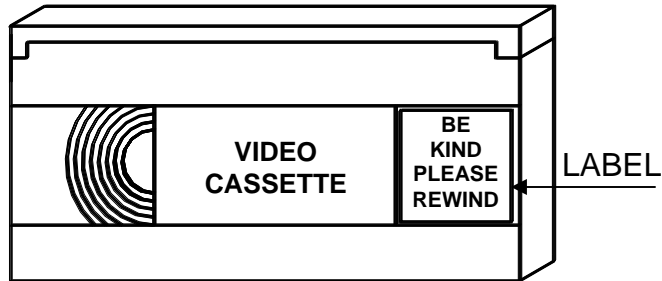
# DETECTION AREA

The Clear system will detect hard tags or paper labels on either side of the antenna and up to 3 feet on the outside of the antennas.

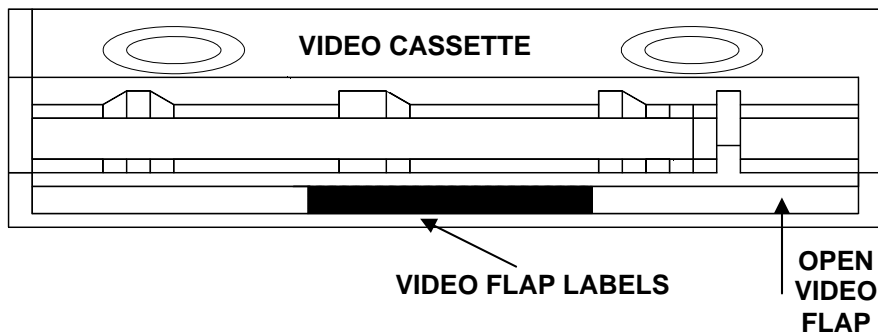


**NOTE:** We recommend that you keep all merchandise with tags or labels a minimum of 6ft from the sides of the system and 3 feet from the front and back of the system. This will reduce the possibility of the system being alarmed by the displayed merchandise.

# PAPER LABEL GUIDELINES

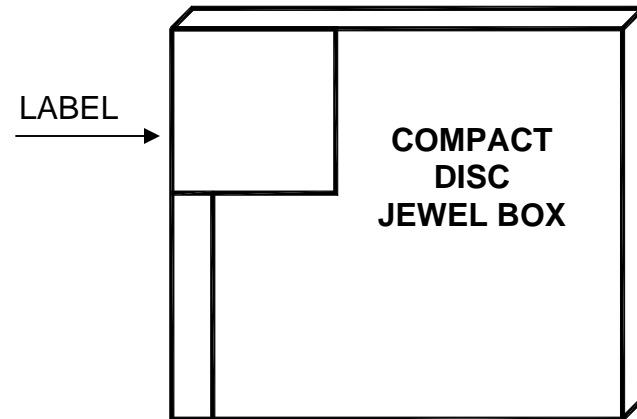


**VIDEO TAPES** – Tags are placed on the window of the video that is clear when the video is fully rewound.

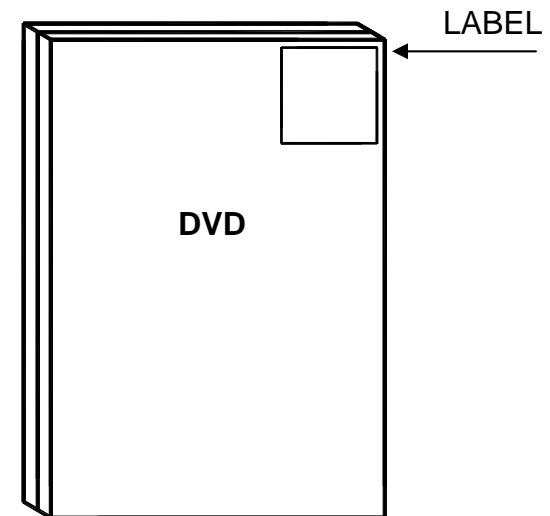


**VIDEO TAPES** – The Black Flap tag is designed to be a back-up or secondary tag to the primary tag on the window of the video. It should be used on the more expensive and often pilfered videos such as New Releases or certain adult videos. When applying, simply open the flap of the video cassette and carefully apply the label to the inside of the flap making certain that it is even and does not overlap the edges of the flap. This eliminates the possibility of the label catching on anything once inside the VCR.

# PAPER LABEL GUIDELINES



**CD BOX** – Place the label on any of the four corners. The tag will slightly overlap the actual CD, but your system will work effectively.



**DVD BOX** – Place the label in the upper or lower corner on the back side of the DVD case.