Instruction Manual

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Introduction

Security and surveillance technology
for museums, exhibitions, private collections and luxury goods trade

Thank you for choosing the **Human Detector Flex** alarm system.

A powerful, compact and quick-to-install security and surveillance system, it supports you in protecting your exhibits and valuables. Whether paintings, sculptures or automobiles, the **Human Detector Flex** system features a wide range of applications.

Sensors and alarm modules are available for almost every task. These are extremely small and can be operated with inexpensive lithium batteries, which last for up to 10 years.

(HDF - Human Detector Flex)

HDF-3D PROTECT	The **HDF-3D PROTECT** module detects the slightest vibrations (structure-borne sound) and movements. This provides for the effective protection of showcases, pedestals, technical exhibits and vehicles.
HDF-TOUCH	Approaching and touching objects can be easily detected with the **HDF-TOUCH** module. The system is ideal for securing metallic objects, but can also be used for other purposes.
HDF-HANG	**HDF-HANG** secures pictures and hanging objects on gallery rails.
HDF-OPTICAL	Pictures, paintings and other hanging objects can be secured sustainably, simply and contact-free with **HDF-OPTICAL**.
HDF-EXTERN	External sensors with an alarm output (NO or NC) can be connected directly to the **HDF-EXTERN** module. This allows the **Human Detector Flex** System to be extended as required.
HDF-WIRE	Securing with tear-off wires is in many cases the cheapest and quickest way to secure "small items" against theft. The **HDF-WIRE** module supports up to two signalling circuits.
HDF-DOOR	**HDF-DOOR** secures doors, flaps and inspection hatches.
HDF-SHOCK	The **HDF-SHOCK** module detects heavy blows, position changes and vibrations.
HDF-REMOTE	The **HDF-REMOTE** panic button allows for alarm messages to be easily and invisibly sent by supervisors.

All alarm modules, with the exception of the **HDF-REMOTE** panic button, can additionally be operated with an external power supply unit. The connection to the alarm centres (**HDF-BUZZER** and **HDF-SPEECH**) and the **HDF-AMD** alarm management system is wireless via radio. The communication that takes place in the 868 MHz range uses a special modulation method that easily penetrates solid walls and large buildings. The ranges achieved here are often several times greater than those that can be achieved with conventional systems.

The HDF-BUZZER and HDF-SPEECH alarm centres

Two systems with different extension levels are available with the **HDF-BUZZER** and **HDF-SPEECH** alarm centres.

The basic system **HDF-BUZZER** enables the output of a loud alarm via a built-in piezo siren (buzzer). In addition, three potential-free relay outputs are available. These can be individually controlled by the alarm modules. Alarm messages are acknowledged and the system is armed and disarmed via an external input using a key switch.

The **HDF-SPEECH** alarm centre also has a voice output. Voice and sound messages are stored as .mps3 files and used as alarm messages.

The **HDF-AMD** unit (**AMD** = **A**larm **M**anagement **D**evice) enables targeted forwarding of alarm messages to digital terminal devices (e.g. Android tablets and smartphones) and to external services. A precise distinction is made here as to who is responsible for which alarm. Likewise, the **HDF-AMD** in combination with the **HDF-ANTIJAM** monitors the radio network for interfering signals. The **HDF-AMD** is an open system. Future projects - such as the transmission of measurement data (temperature, humidity, etc.), but also the connection to video control centres - can be implemented.

Safety Instructions

The **Human Detector** *Flex* systems are designed and manufactured according to the latest quality and safety standards. The following installation and usage instructions must be adhered to:

1. Get information about safety instructions

Read the entire instruction manual before operating the devices. Keep the instruction manual in a safe place. Observe all safety instructions and notes in this instruction manual.

2. Penetration of objects or liquids

Avoid inserting or penetrating objects or liquids into the housings of the **Human Detector** *Flex* systems. Should this nevertheless occur, immediately disconnect the unit from the power supply (mains adapter or batteries) and send the unit to an authorised dealer or to the manufacturer for inspection.

3. High temperatures

Keep the systems away from fire, heaters or other heat-producing devices. Never install the **Human Detector** *Flex* sensors and devices in or on highly flammable objects such as fuel tanks.

4. Climate

The units have been designed for use at temperatures between -10°C to +50°C. Operating the devices outside this temperature range must be avoided and cause permanent damage.

5. Cleaning

Do not use aggressive detergents or apply excessive moisture when cleaning the**Human Detector** *Flex* sensors. Follow the recommendations for the individual products.

6. Power supply

Do not connect the **Human Detector** *Flex* units directly to a 230 volt mains supply. Only use a suitable power supply (as included in the scope of delivery) or battery (type CR2450 or equivalent).

Important safety note!

The installation, programming and set-up must be carried out by trained and qualified personnel. Subsequent changes during normal operation (such as the relocation of**Human Detector** *Flex* modules) can be carried out by trained staff (not qualified personnel). However, the above-mentioned safety instructions and general rules of electrical engineering must be observed. If unsure, ask your dealer or a qualified electrician.

heddier electronic GmbH does not guarantee or assume any responsibility for installations carried out by third parties. This also applies if personnel was trained or in contact beforehand.

Human Detector Flex Alarm Centers and Management

The **Human Detector** *Flex* alarm system has a larger number of sensors. These detect threats and monitor a wide variety of situations. In the event of an alarm, they send a coded radio signal. To ensure that this is noticed by the operator, various alarm control centers and an alarm management system are available.

In the following chapters, the operation of the various systems is described.

HDF-BUZZER	Alarm centre with piezo siren and three switching outputs
HDF-SPEECH	Alarm centre with piezo siren, three switching outputs and voice output
HDF-AMD	Alarm-Management-Device
HDF-ANTIJAM	Jammer detection system

HDF-SPEECH

Use and Operation Principle

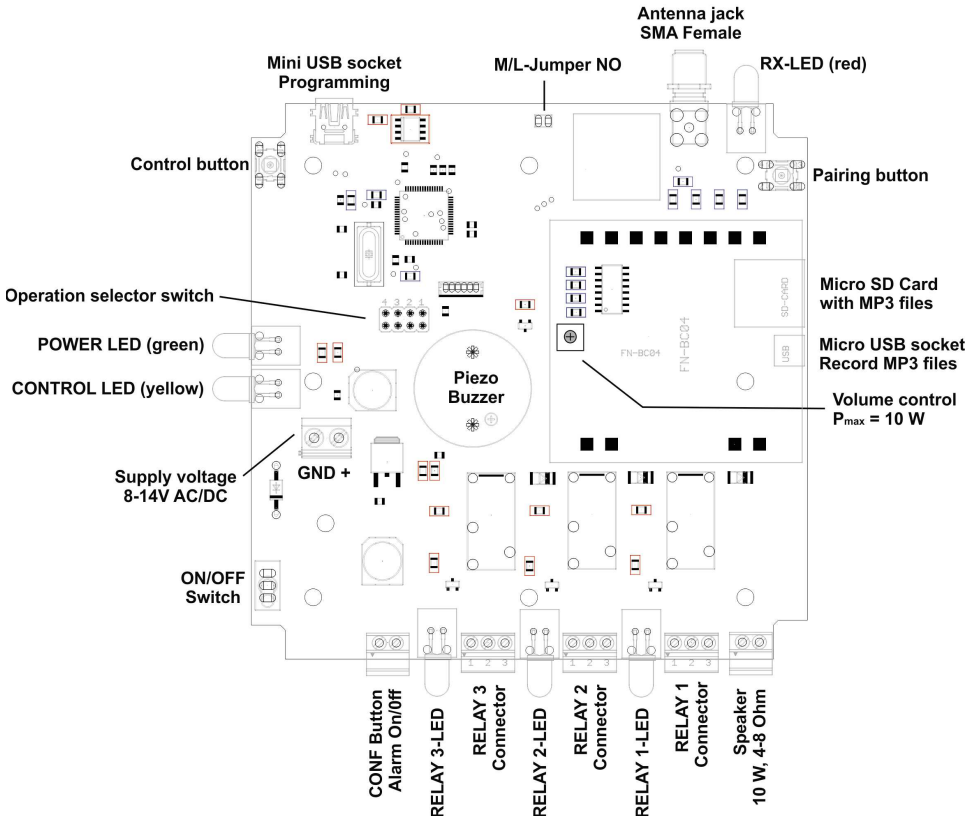
The **Human Detector** *Flex* alarm centre **HDF-SPEECH** was developed for the use in museums and exhibitions. Due to its functionality, however, it can also be used for other protection tasks. The compact housing contains a powerful receiver for the frequency range of 868 MHz. A sufficiently high reception strength is achieved by the external ¼ lambda antenna. It can be detached and bent. It can be placed remotely from the alarm centre or replaced by another antenna, if required.

The alarm signals received by the **HDF-SPEECH** can be output to an integrated piezo siren or a loud voice module. Three freely programmable relays with potential-free changeover outputs (NC = Normally Closed and NO = Normally Open) are also available. If the **HDF-SPEECH** is operated in **MULTI mode**, programming is performed with the **HDF-CONFIGURATOR** software. There is a USB socket internally in the unit for this purpose, which can be accessed by opening the housing. New language files can be replaced in MP3 format via a USB socket located on the language module or via micro SD card. The required USB cables are included in the scope of delivery of the **HDF-SPEECH**.

The **HDF-SPEECH** is the central unit for the output of acoustic and spoken alarm messages. It can be used in all operating modes **(EASY, MULTI** and **PROFI**). It can be easily integrated into a wide variety of exhibition situations due to its compact design. The long range of the radio network allows a largely free choice of location.

Design and Connections

The electronics of the **Human Detector Flex** alarm centre **HDF-SPEECH** are located on a printed circuit board inside the housing. Open the housing cover by removing the four locking screws. **Do not remove the four screws that connect the circuit board to the base plate of the housing.** There are no connecting elements or controls below the circuit board that are necessary for operating the sensor electronics. If you have opened the housing, please handle the sensor electronics with extreme care.



Terminal Operating Voltage	**Operating voltage 8-14 V, AC or DC, current 2000 mA min.** Ensure correct polarity. Reverse polarity protection is provided. **Only use rigid connection cables or flexible cables with wire end ferrules and a cross-section of 0.75 mm². The use of cables with larger cross-sections may cause damage to the terminal.**
On/Off switch	Slide switch for switching on and off Use a pointed object (e.g. a biro) to operate the switch.
Relay 1 connection **Relay 2 connection** **Relay 3 connection**	Pluggable 3-pole potential-free switching outputs, switching capacity 30 V AC/DC, 5 A max. NO, NC, COM connections
Relay 1 LED **Relay 2 LED** **Relay 3 LED**	Red LED illuminates when relay is energised
OPERATION LED	Green LED illuminates when alarm centre is switched on
CONTROL LED	Yellow LED illuminates when: a) data is transferred during programming by the **HDF-CONFIGURATOR** software. b) an alarm is confirmed via the external CONF button.
RX LED	Red LED illuminates to indicate that alarm data has been received.
Pairing button	Pressing the pairing button briefly initiates pairing mode. Pressing the test button on a sensor module automatically connects the sensor module in **EASY-Mode**. The pairing button is only required in **EASY-Mode**.
Control button	Prolonged pressing the control button (at least 10 seconds) triggers a **factory reset** and restarts

	the alarm control panel. **The existing programming and all data will be completely deleted.**
Mini-USB socket programming	The alarm centre is programmed via the mini-USB socket. The **HDF-CONFIGURATOR** software is required for programming.
SMA antenna socket SMA Female	Connection for 1/4 lambda antenna
M/L Jumper NO	No function (jumper is open - NO)
CONF button, alarm On/Off	Connection for external multifunctional button or key switch with push-button functionality. a) Short press buttons (duration < 1 second) alarm centre armed/disarmed (confirmation via piezo siren) b) Long press buttons (duration > 3 seconds) alarm acknowledgement (confirmation via piezo siren)
Micro SD card with MP3 files	Optional slot for the use of micro SD cards to store up to four MP3 sound files.
Micro USB socket Recording MP3 files	Up to four MP3 files can be recorded, deleted or exchanged via the micro SD socket using e.g. Windows Explorer. **File names:** 001.mp3 002.mp3 003.mp3 004.mp3
Volume control	You can adjust the volume with the potentiometer on the circuit board of the sound module. Create a test alarm for this purpose and turn the potentiometer until you have reached the desired volume. Please note that the output volume may change depending on the MP3 recording level. It is therefore advisable to save the sound files with a homogeneous level.
Loudspeaker 10W, 4-8 ohm	Two-pole connection for connecting a loudspeaker with an impedance of 4-8 ohms and a maximum power of 10 watts.
Operating mode selection switch	Different operating modes of the **HDF-SPEECH** can be set via the operating mode selection switch. A function is activated by plugging in a jumper (plug-in contact). **Operation mode selection switch POS1:** Jumper 1 ON deactivation **Heartbeat Monitoring** **Operation mode selection switch POS2:** not in use, free for extensions **Operation mode selection switch POS3:** not in use, free for extensions **Operation mode selection switch POS4:** not in use, free for extensions

Important note:

The **HDF-BUZZER** and **HDF-SPEECH** alarm centres are able to monitor the presence and availability of the alarm modules. This applies to all alarm modules with the exception of the HDF-REMOTE panic transmitter. Monitoring is only possible in **PROFI-** and **MULTI-Mode**. Monitoring in **EASY-Mode** is excluded. The alarm modules regularly send vital signs (Heartbeats) to the connected alarm centres for monitoring purposes. If the vital signs are not received by the alarm centres, a **Heartbeat Alarm** (short double tone) is issued.

In this case, the malfunctioning alarm module must be identified by the operator. This is done by checking the alarm modules registered with the alarm centre. It would make sense in some cases to switch off**Heartbeat Monitoring**. This is done by **Jumper 1** at the mode selection switch.

Useful cases are, for example, the suppression of **heartbeat alarms** when working on exhibits and individual alarm modules are temporarily switched off. **Heartbeat Monitoring** should then be switched on immediately after the work has been completed in this case. It is not possible to switch off the monitoring of individual alarm modules. In general, **Heartbeat Monitoring** is witched off for the entire alarm centre.

Mounting Location and Installation

The power and flexibility of the **Human Detector** *Flex* alarm system lies in its wireless radio connection. Due to the transmission frequency and protocol, a high level of security is ensured. The modulation process contributes to an increased range compared to products from various competitors. To ensure unrestricted wireless radio operation, a few basic rules should be observed:

- Do not install the alarm control panels and the alarm management systems directly on metal surfaces.
- If this is not possible, a minimum distance of approx. 40 cm should be kept from the metal surface. This is important to ensure proper radiation of the high frequency.
- Choose the installation position of the alarm control panels and the alarm management system to avoid the presence of large metal parts between these and the sensor modules, if possible. The further away the sensor modules are, the more critical large metal parts become to the path of transmission.
- Choose the installation location to provide access to the alarm control panels and alarm management systems.
- **Under no circumstances may unauthorised persons have free access to the alarm control centres and alarm management systems. This also applies to any connected cables.**

Choosing the location for installation

When choosing the location for the installation of the **HDF-SPEECH** alarm control panel, you need to ensure that the alarm can detected. There are several requirements for this.

- The alarm control panel should be installed in such a way, that the sound of the alarm or voice message can be heard at the desired location.
- The alarm control panel should also be installed in such a way that the sound of the alarm sound disturbs people in more distant locations as little as possible.
- If several alarm sensors access an **HDF-SPEECH** alarm control panel, it must be installed at a central location. It should be detected in all positions of the alarm sensors.

After a suitable position has been found, provide an operational power supply line. Ensure,therefore, that the cables are installed in such a way that they cannot be tempered with, dismantled or get damaged by others.

The ideal position normally is:

- Elevated and not accessible without a ladder.
- Elevated and exposed, so that it can be easily reached by all alarm sensors via radio.
- Hidden in furniture or behind panels so that it can not be tampered with or get damaged.

Note:

The **HDF-SPEECH** alarm control panel offers output of voice and sound messages to external loudspeakers as an option. A maximum audio power of 10 watts is available for this purpose. Due to the impedance of the audio amplifier in the alarm centre, the connected passive speaker should not be further away than approx. 15m. Suitable line drivers and additional audio amplifiers can be connected.

Aligning the antenna with the alarm centre

For maximum reception range the 1/4 lambda antenna should be vertically aligned. This means that the antenna points vertically up or down. Deviating from this is possible, but results in a reduction of reception quality.

Connecting external devices and sensors

The **HDF-SPEECH** has 3 power relays which are limited to 30 V AC/DC and a maximum of 5 A due to its the compact installation. Each relay can be controlled individually.

The following settings are possible:

- Selection of sleep mode (NC = Normally Closed or NO = Normally Open)
- Alarm duration in seconds
- Alarm behaviour (permanent switching or alternating switching)
- Alarm until alarm acknowledgement

All settings are done in the **HDF-CONFIGURATOR** software. These settings can be used in **EASY** and **MULTI mode**.

Example 1: **Connecting an external alarm siren**

- Connecting operating voltage switched via NO and COM screw contact
- Sleep mode NO = Normally Open
- Alarm duration, e.g. 2 seconds
- Alarm behaviour (permanent switching)
- Alarm until alarm acknowledgement (no)

Example 2: **Connecting an intruder alarm system (EMA)**

- EMA connected to NC and COM screw contact
- Sleep mode NC = Normally Closed
- Alarm duration, e.g. 0.5 seconds
- Alarm behaviour (permanent switching)
- Alarm until alarm acknowledgement (no)

End of installation test

Perform a function test after completing all assembly work. Switch on the alarm centre and trigger an alarm at a linked sensor module. If this is not possible at this time due to the installation of the sensor module, press the test button on the sensor module. The alarm centre should output the alarm in the required way.

Check the complete set-up again, if an alarm cannot be triggered.

Possible causes for faults are:

- The alarm centre is not switched on.
- The power supply to the alarm centre is faulty.
- The sensor module is not switched on.
- Pairing of sensor module and alarm centre has not been performed.
- The programming of the alarm centre is faulty.
- The alarm module is out of range of the alarm centre.
- Metal in the immediate vicinity or other shielding interferes with the alarm module.

The **Human Detector** *Flex* security system has three operating modes with different levels of performance.

EASY-Mode	operating modes for simple, small and medium size installations
MULTI-Mode	operating modes supported by powerful software
PROFI-Mode	high-end system with transmission to digital terminals

Switching between the operating modes is possible at any time. All components are upward compatible. This means that you can switch to a higher operating mode at any time and use the previously purchased units without restriction. You can also downsize larger security installations at any time or transfer theses into several, independent smaller installations. The **Human Detector** *Flex* Technology offers maximum return on your investment.

Registration of alarm sensors in EASY-Mode

EASY-Mode is the most simple operating mode. Due to its performance, it meets the demands of a wide range of users. Up to 30 alarm sensors incl. hand-held transmitters can be connected in **EASY-Mode** to an **HDF-BUZZER** or **HDF-SPEECH** alarm centre. However, it is also possible to connect one alarm sensor with several alarm centres. This is useful in applications where an alarm is to be output at several locations.

Pairing is done by pressing the pairing and test buttons. When these buttons are pressed, the system operating data and identifiers are automatically shared. No additional configuration is required.

(+) Advantages EASY-Mode:

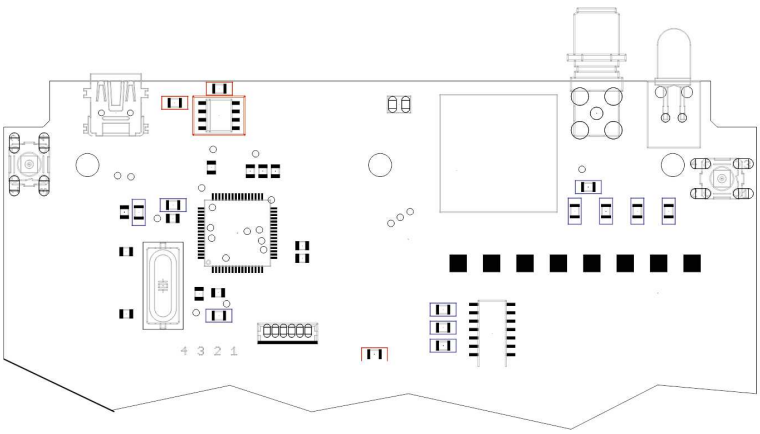
- Pairing in seconds at the touch of a button
- Fast training for inexperienced users

(-) Disadvantages EASY-Mode:

- Limited to 30 alarm sensors max. per alarm centre
- Deletion only in complete blocks (no individual deletion)
- All paired sensors offer the same alarm behaviour at the respective alarm centre. This may vary at the individual alarm centres.
- Project documentation must be created manually by the user
- No active monitoring of vital signs (Heartbeat Monitoring, HBM)

To log in in **EASY-Mode**, proceed as follows:

- Open the housing of the **HDF-BUZZER** or **HDF-SPEECH** alarm centre by unscrewing the 4 screws on the back.
- Switch on the alarm centre.
- Switch on the alarm sensor to be registered.
- **Press the pairing button on the alarm centre once.** The RX LED next to the pairing button flashes once to indicate pairing readiness.



- **Also press the test button on the sensor module once.** Successful pairing is indicated by a double flash of the red RX LED next to the pairing button.
- Press the test button repeatedly. Each time it is pressed again, an alarm is triggered.

You can now register more sensors by repeating the process. Close the housing of the alarm centre after completion of the work.

Important note:

The alarm centre has a maximum of 30 memory locations for identifiers of alarm modules. If all memory locations are already occupied by older installations, you should first reset the alarm centre to its original state. All 30 occupied memory locations are then deleted. Individual memory locations cannot be deleted. All alarm sensors must be re-registered after a reset to the original state.

Attention - this procedure deletes all previous logins to this alarm centre!

To reset the alarm centre to its original state, proceed as follows:

- Open the housing of the **HDF-BUZZER** or **HDF-SPEECH** alarm centre by unscrewing the 4 screws on the back.
- Switch on the alarm centre.
- **Press the pairing button for at least 10 seconds.** The RX LED next to the pairing button illuminates continuously during the delete process. The RX LED flashes three times when the delete process is finished. You can now stop pressing the pairing button. All connections to the previously paired sensors are now deleted. The alarm centre is reset to its original state.

Note:

Please do not forget to provide documentation of the work you carried out. This is necessary in order to completely understand the functionality of the security system.

Registration of alarm sensors in MULTI- and PROFI-Mode

Registration in **MULTI-** or **PROFI-Mode** is only possible with the **HDF-CONFIGURATOR** software, which is available free of charge. The operating modes provide for maximum flexibility and performance. Up to 200 alarm sensors can be connected to one alarm centre.

The entire security network is designed on the PC with the **HDF-CONFIGURATOR** Windows software. Once the design is complete, the module identifiers are transmitted to the software. The control files for the alarm centres (**HDF-BUZZER** and **HDF-SPEECH**) and the **HDF-AMD** alarm management unit are generated from this. These are then transferred to the relevant units (**HDF-BUZZER**, **HDF-SPEECH** or **HDF-AMD**) via USB interface or WLAN.

(+) Advantages MULTI or PROFI mode:

- Support of up to 200 alarm sensors per alarm centre
- Easy configuration with the **HDF-CONFIGURATOR** Windows software
- Variable setting of alarm behaviour and networking
- Automatic generation of complete project documentation
- Forwarding of alarm messages to portable digital terminals of supervising staff

(-) Disadvantages MULT-I or PROFI-Mode:

- Familiarisation with **HDF-CONFIGURATOR** software required
- More complex installation of the **HDF-AMD** alarm management system

The exact procedure for registering sensors in **MULTI-** and **PROFI-Mode** is described in the chapter "**Human Detector Flex Software**".

Maintenance and Care

The **Human Detector Flex** alarm centres **HDF-BUZZER** and **HDF-SPEECH** require no special maintenance and care. However, as these are safety-relevant systems, regular checks are recommended. The following functions should be checked:

Regular testing of the alarm centres

It is recommended to check the functionality of the respective alarm centre at regular intervals. To do so, trigger an alarm at one or more sensor modules and check whether they are reported in accordance with the alarm control panel settings.

Coordinate the test frequency with the security plan of your institution. **At least one test should be carried out per year. Record the test and archive the documentation.**

The following work should be carried out:

- Trigger one or more alarms and check the message at the alarm centre.
- Check that the alarm control panel is properly mounted.
- Check that the alarm control panel shows no sign of external damage.
- Check that the external antennas on the alarm control panel are correctly mounted and adjusted.
- Check that no shielding objects have been retrofitted near the alarm control panel.
- Check all cable connections and the power supply to the alarm control panel.

It is important that the inspection work is carried out diligently by instructed personnel. We can carry out this work on request.

Please contact our sales department should you be interested in this service.

Cleaning the alarm control panel housing

Normally, it is not necessary to clean the housing. Should it become necessary, we recommend the use of a mild glass cleaner.

Please proceed as follows:

- Take a sufficiently large piece of kitchen paper and spray the glass cleaner onto the paper once or max. twice.
- Spread the cleaning liquid on the kitchen paper and carefully wipe the surface of the housing with the paper.
- Then check the function of the alarm centre by triggering a test alarm.

Note!

Do not use solvents to clean the housing. Do not spray the housing directly. Moisture must not penetrate the housing of the alarm control panel. In case of moisture penetration, dry the housing and check its correct function.

In case of dirt or moisture in the housing of the alarm control panel and its function is permanently compromised, please contact our technical customer service immediately.

Terms of Warranty

The warranty period is 2 years from the date of purchase shown on the invoice. Different warranty conditions for commercial customers result from the General Terms and Conditions of **heddier electronic GmbH**. In the event

of a warranty claim, the user is entitled to send the unit to their authorised dealer for repair. For each repair within the warranty period, a proof of purchase needs to be presented to the authorised dealer. The services included in the warranty cover all spare parts and labour costs necessary for repair.

Improper use or faulty installations are not covered by the terms of this warranty. In addition, technical modifications to the unit by unauthorised persons will render any claim invalid. The manufacturer is not liable for damage caused during transport to the service workshop.

The statutory warranty rules are not affected by the guarantee scheme. No guarantee or warranty claim exists for units where the serial number labels have been removed or the prescribed conditions of use and operation have been violated.

Procedure in Case of Warranty Repair

Defective **Human Detector** *Flex* components should be delivered to the authorised dealer in the original box or equivalent packaging. Attach a copy of the purchase invoice. No responsibility can be assumed for safe delivery by the carrier. It is therefore recommended to take insurance against loss, theft and damage during transit.

The **Human Detector** *Flex* components supplied cannot be returned after the original cardboard box has been opened or the seal has been damaged. Devices without a serial number decal are excluded from the warranty and guarantee agreement.

Miscellaneous

Changes to technical specifications and errors are possible. The manufacturer reserves the right to change the technical specifications of individual devices and components at any time and without providing reasons. The copyright of this document is owned by **heddier electronic GmbH.** The production of copies for work support or maintenance of the **Human Detector** *Flex* security systems is permitted at any time. The production of copies for distribution to third parties, even in excerpts - by whatever means - is only permitted after written approval.

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Help & Support

Despite its simple operation, many users find modern security technology quite complex and can grasp the concept to some extend only. The diversity of museums and collections requires an expert and the task-related installation of the **Human Detector** *Flex* technology. The aim is to create a security system that is optimized to customer needs. If you are in charge of the installation, we would like to make the following suggestions:

Suggestion	Thoroughly read the operating instructions to understand the various functions and special features of the individual components. Compare the delivered systems with the documentation.
Suggestion	It often is beneficial to try out an installation outside the exhibition first. Build small functional units and put them into operation. Change the settings of the various components and observe the outcome.
Suggestion	Plan your security system in advance. Create a diagram of which sensors collaborate with which alarm devices. Use your diagram as a guide during the installation. If you make changes to your concept - which is very likely - enter them immediately in your diagram. **Remember, accurate project documentation is a prerequisite for all future work on your security system.**
Questions	Please direct any questions to your retailer first. They should be trained and be able to answer your questions. If not, they will receive the necessary support from us.
Training	Take advantage of our training opportunities. We will train you and your colleagues in the installation and use of the **Human Detector** *Flex* security technology. The training courses can take place at your premises or at our training centre in Coesfeld (near Münster in North Rhine-Westphalia, Germany). Training can be combined with the initial installation of your security system, if required. Our sales department will be happy to inform you about costs, conditions and dates for technical training.
Support	Do you need help quickly? Our technical support can be reached by phone **Monday to Thursday between 8.00 and 17.00 or on Friday until 15.00**. Training and technical support can be provided by email, phone or video conference (Microsoft Teams). **Technical Support:** **heddier electronic GmbH** support@heddier.com Phone: +49 2864 95 178-0
Important!	**Check the functions of all installed components at regular intervals.** This is important in order to detect deviations from normal operation and possible errors at an early stage. Prepare and archive a test protocol. The tests can range from triggering a test alarm to checking the radio links and battery voltages. We will tell you about the exact procedure in our training courses.

heddier electronic GmbH reserves the right to make different service agreements with museums, collections, private collectors and other institutions. These agreements may include special services, response and repair times. All such agreements shall be in writing and signed. Verbal agreements outside the scope of the normal use of our systems and support are only valid after written confirmation.