



## General EAS Usage Guide

Customer Training Guide  
for Essentials and  
Electronic Article Surveillance

**tyco**  
Retail Solutions

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## Introduction

Controlling shoplifting while continuing to provide an enjoyable shopping experience is a daily challenge all retailers face. At Tyco Retail Solutions we understand retail and always stay on top of retailers' evolving merchandising protection needs. As the leading global provider of retail performance and security solutions, we are in the ideal position to share our extensive knowledge and technical expertise with independent retailers like you.

According to the Global Retail Theft Barometer, in 2011 shoplifters stole \$119.1B worth of merchandise.

Global Retail Shrinkage 2011			
	Total Shrinkage U.S. \$ billion*	Shrinkage as percentage of sales	Change in Shrinkage Rate 2010-2011
North America	\$45.321	1.58%	6.0%
Latin America	\$6.053	1.67%	4.4%
Middle East / Africa	\$0.815	1.71%	5.6%
Asia-Pacific	\$18.288	1.22%	0.8%
Europe	\$48.615	1.39%	7.8%
<b>Global</b>	<b>\$119.092</b>	<b>1.45%</b>	<b>6.6%</b>

\* 'U.S. \$1 billion' is U.S. \$1,000 million  
Note: figures may not compute exactly due to rounding

As shown in the table, shoplifting represents the source of retailers' largest percentage of shrink in high-growth countries. When a retailer experiences a loss, the cost of these losses directly impacts their bottom line. Did you know that, on average, a retailer would have to sell more than three items to make up the profit dollars for one stolen item? Our Sensormatic Essentials suite was designed to address these key challenges.

Through our Essentials Electronic Article Surveillance (EAS) systems, value conscious retailers around the world have access to a basic product suite whose benefits go beyond traditional loss prevention to positively impact operational efficiency.

Now that you have installed our Sensormatic Essentials solution suite, you can enjoy the following benefits:

#### Increased Sales

- Reduce lock-ups with open displayed, protected merchandise
- Reduce lost sales due to out-of-stocks

#### Decreased Operational Costs

- Promote a centralized business-wide loss prevention strategy
- Improve ROI with a long-term loss prevention solution

#### Enhanced Shopper Experience

- Drive shopper purchase intent through open merchandising

#### Reduced Shrink

- Deter potential shoplifters with a strong visual deterrent
- Improve profits

To achieve maximum performance, it is important to understand how the system works and recognize your role in the overall effectiveness of the Sensormatic EAS System.

With highly effective Ultra•Max<sup>®</sup> acousto-magnetic (AM) technology, the Essentials solution features unique options for protecting a wide selection of items from apparel to accessories, a low-profile deactivator to enhance throughput at the front end , and a modern open-framed detection pedestal that blends seamlessly into a variety of retail formats.

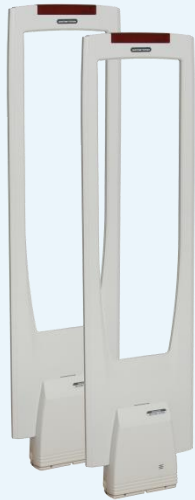
Once the EAS system is installed in your store, it offers a strong visual deterrent for potential shoplifters. They will notice the pedestal systems, labels and/or tags at your store and move on - rather than take the risk of shoplifting and activating the EAS system.

Sensormatic EAS systems are unique; they are designed to help sales and protect profits. Electronic tags and labels are placed on selected merchandise throughout the store. The goal of the EAS system is to provide maximum security for your merchandise. If someone does not pay for merchandise at the register, or tries to steal an item, the pedestal system triggers an alarm as they pass through the pedestals when exiting.

## System Components

### Detection Systems

A Sensormatic EAS system consists of two or more pedestals positioned at the entrance, exit or other points of interest throughout the store. The pedestals emit a signal which operates on a low acoustic magnetic (AM) frequency. This signal creates a detection zone - an invisible electronic field or “barrier.” When an active label or tag enters the system’s detection zone, a visible and audible alarm is triggered. The system continues to alarm as long as there is an active label / tag in the detection zone. To prevent purchased items from triggering an alarm, labels must be properly deactivated and tags removed at the point-of-sale (POS).



#### **AMS-1140 Detection System**

- Protects 1.8m (6ft) between pedestals.
- Sleek modern design blends seamlessly into all retail formats while providing a strong visual deterrent.
- Constructed from ABS material, the pedestals offer long lasting durability.
- Audio and visual alarms are integrated into the primary pedestal to notify store personnel of theft attempts.
- Standard “tags-too-close” feature provides easy management of store front.



#### **AMS-1150 Dual/Split (3-pedestal) Detection System**

- Protects 1.8m (6ft) between pedestals.
- Transparent modern design complements virtually any store setting, while providing a strong visual deterrent.
- Each pedestal fully illuminates to provide visual notification of any alarm event.
- Integrated audible alarm in the base of each pedestal provides notification of events.
- Standard “tags-too-close” feature provides easy management of store front.
- Service connection port in the base of each pedestal allows remote system service access, reducing in-store service costs.

*\* For additional information / questions; please contact the Customer Response Center at the number noted at the end of this document.*



## Hard Tags

Sensormatic hard tags are trusted by retailers all over the world for their performance, high defeat resistance, durability and versatility. The Ultra•Max® AM technology, provides a high rate of detection in all orientations. The lightweight construction and small footprint allow the AMT-42, AMT-3200, and AMT-5000 tags to be applied to a wide variety of high theft products. These tags provide a strong visual deterrent without adversely affecting merchandise on display.

The one-piece lanyard versions within the AMT-42 and AMT-3200 hard tag families allows the tag to be used with a wide array of product. The adjustable plastic lanyard is perfect for protecting an assortment of merchandise. The multi-strand stainless steel cable lanyard is ideal for protecting shoes and handbags, while the one piece accessory tag is ideal for jewelry, optical products, and other small accessories. The light-weight delicate apparel tag is ideal to safeguard specialty apparel including lingerie, blouses, scarves, sarees, and bathing suits – products that are easily damaged by standard EAS tag pins and sensor weight.

All Essentials tags can be used repeatedly if handled correctly.

### Lanyard Tag



### Standard Apparel Tag



### Accessory Tag



### Delicate Apparel Tag

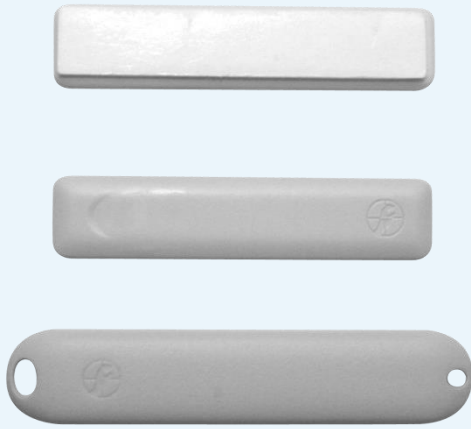


### AMT-42 and AMT-3200 Hard Tag Families

- Available in four different designs:
  - 1) One piece nylon plastic lanyard tag (no metal reinforcement)\*
  - 2) One piece steel lanyard tag
  - 3) Standard apparel tag
  - 4) One piece accessory tag
  - 5) Delicate apparel tag
- Delivers proven high performance acousto-magnetic technology in a small sleek footprint.
- Non-deactivatable, re-usable hard tag.
- Allows you to customize the tagging portfolio to fit your needs.
- Provides a strong visual deterrent without adversely affecting merchandise on display.
- One piece design of the accessory tag includes a U-shaped steel clasp with multiple locking locations.
- Defeat resistant design combined with its sleek shape minimizes the opportunity for thieves to attack.

*\*Important Note: If the Nylon Plastic Lanyard Tag is used in conditions <30% humidity for extended period of time, security will be compromised.*

*\*\*For additional information on the one piece nylon plastic lanyard tag (AMT-3200PL-G), please contact the Customer Response Center at the number noted at the end of this document. Request the "AMT3200PL-G Hard Tag with Lanyard User Guide – 8200-2707-01"*



### ***AMT-5000 Hard Tag Family***

- Available in three different designs:
  - 1) Eyelet version
  - 2) Non-adhesive design
  - 3) High bond adhesive version
- Delivers the high performance AM technology in a small hard tag design.
- Non-deactivatable, re-usable hard tag helping retailers preserve their bottom line.
- Lightweight small design provides a strong visual deterrent without distracting from merchandise.
- Sealed, water resistant housing allows use in high moisture applications.

The three designs within the AMT-5000 hard tag family include: 1) an eyelet version for attachment with a cable-tie or lanyard; 2) a non-adhesive design ideal for drop in applications, such as handbags or wallets, and 3) a high bond adhesive for quick application to any flat surface - perfect for protecting store assets such as display items.

The high bond adhesive tag remains on/with the merchandise, while the eyelet and non-adhesive tag can be used repeatedly if handled correctly.

### ***Labels***



Sensormatic EAS labels use the same technology as hard tags, offering a more discreet way of protecting products. They are applied to hardline merchandise to be protected within the store. EAS labels are not removed from products, but are simply deactivated at the POS during the checkout process.

#### **Please Note:**

To avoid accidental deactivation, store labels away from all deactivators and magnetic material.

## Detacher

The MKD31 separates the AMT-3200 hard tag from the pin and lanyard, enabling the tag to be removed from the merchandise. This detacher takes up minimal space at the POS and can be mounted either on or flush mounted in the countertop.



### ***MKD31-BL Detacher (with lock shown) Or MKD31-B (no lock)***

- Removes magnetic clutch-type hard tags.
- Optional security lock (pictured here) to prevent unauthorized use.
- Does not require electrical power.

## Deactivators

Label deactivation is an extremely important, yet simple procedure. The deactivation pad deactivates a label automatically when the labeled merchandise moves smoothly through the deactivation zone. For optimal deactivation, pass the product over the full width of the deactivation pad in the direction indicated by the red line arrows on product photos. The deactivator pad emits a single beep sound and the green LED light blinks orange (may appear yellow) to indicate detection and deactivation of the EAS label.

It is imperative that all labels be deactivated by cashiers at the POS. Labels that are not deactivated will trigger pedestal alarms when the product(s) pass through the systems. This causes unnecessary inconvenience and embarrassment to both staff and customers.

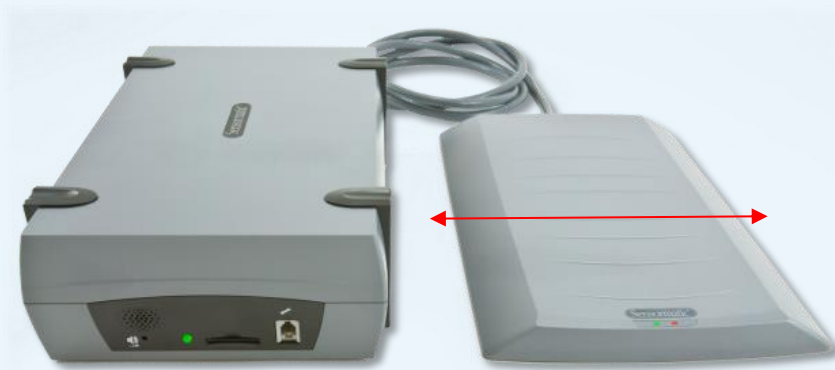


### ***AMB-1200 Deactivator***

- Deactivates labels up to 10.4-13cm (4-5in).
- Detection range up to 15.6-20cm (6-8in).
- Scan-enable functionality helps prevent internal theft by allowing deactivation only after a valid barcode scan.
- Ultra-thin design blends perfectly into any POS.
- Designed as a tabletop solution to install directly on top of a counter.
- Allows cashiers to seamlessly pass items over the antenna, expediting the checkout process and improving customer satisfaction.
- Audible and visual indicators provide confirmation that labels have been detected and deactivated.
- Compatible with Local Device Manager II (LDM), enabling capture of store data at the POS through detailed reports.
- The systems “double-checker” capability helps ensure seamless deactivation by alerting cashiers if a label has been detected but not deactivated.



### **AMB-1200M Deactivator**



- Design allows for installation directly to a metal countertop without cutting the POS counter.
- Acoustic magnetic technology.
- Built-in audible and visual indicators provide immediate feedback when label is detected and deactivated.
- Deactivation in a single pass regardless of security sensor orientation, maximizing POS throughput.
- Compatible with Local Device Manager II (LDM), enabling capture of store data at the POS through detailed reports.
- Deactivates labels up to 10.4-13cm (4-5in).
- Detection range up to 15.6-20cm (6-8in).

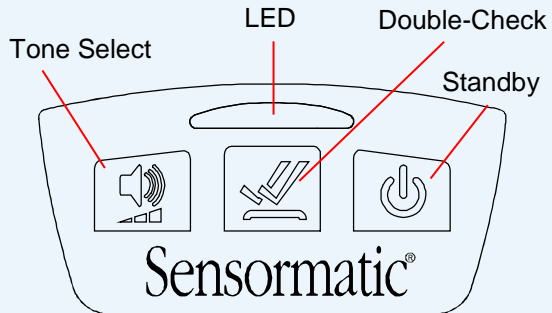


### **AMB-2011 Deactivator**

*\*Not available in all countries*

- Deactivates labels up to 10cm (4in).
- Detection range up to 15.2cm (6in).
- Scan-enable functionality helps prevent internal theft by allowing deactivation only after a valid barcode scan.
- Remote alarm security lock-out allows cashiers to disable the deactivator via a key-switch when the checkout is closed to prevent unauthorized use.
- Audible and visual indicators provide confirmation that labels have been detected and deactivated.
- Small compact design fits easily in the POS area, maximizing counter space.
- Compatible with Local Device Manager II (LDM), enabling capture of store data at the POS through detailed reports.
- Double-Checker capability helps ensure successful deactivation by alerting the cashier if a label has been detected but not deactivated.
- Available in tabletop, flush mount or vertical mounting options.

## AMB-2011 Deactivator



### AMB-2011 Key pad view

#### Key pad functionality

- Tone Select – Indicate status for deactivator function: power on sequence, label detected but not deactivated and deactivation.
- Double-Check – Press and hold for four seconds to activate the “detect only” mode (used to verify labels are deactivated). Indicated by the LED flashing green at a FAST rate.
- Standby – Press and hold for four seconds to disable deactivation. Press and hold again for four seconds to enable deactivation. Indicated by the LED flashing green at a SLOW rate.



### AMB-1101 Deactivator

*\*Not available in all countries*

- Deactivates labels up to 10cm (4in).
- Detection range up to 15.2cm (6in).
- Audible and visual indicators provide confirmation that labels have been detected and deactivated.
- Small compact design fits easily in the POS area, maximizing counter space.
- Remote alarm security lock-out allows cashier to disable the deactivator via a key-switch when the checkout is closed to prevent unauthorized use.
- Multiple mounting methods – tabletop, vertical and flush mounting providing flexibility of install at the POS.

*\*For additional information / questions on either the AMB-2011 or AMB-1101; please contact the Customer Response Center at the number noted at the end of this document.*

## Visual Merchandising

### Product hard tagging guidelines

Hard tags allow merchandise to be openly displayed. Communicate to your staff the product tagging criteria ensuring no high risk product is displayed without being tagged. Tags should be applied as soon as the product is delivered to the store and then moved to the selling floor. If immediate tag application is not possible, products should be placed in a secure location until hard tags can be applied.

Once products are protected with the hard tag, they should be displayed with the hard tag visible to customers. Proper merchandising maximizes the deterrent to would-be thieves. Walk your store on a daily basis, reviewing the merchandise presentation and display with the same vision as the prospective customer.

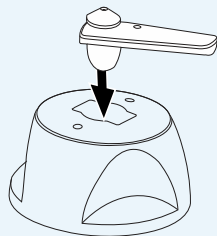
To improve efficiency at the POS and help keep the customer lines short, be consistent in placing tags. Always place tags in the same location on similar product.

### Tagging Tips:

1. All components of multiple garment pieces should be tagged individually. Example – each piece of a suit (jacket, skirt and/or pant) should be tagged.
2. Tag consistently to ensure an easier removal process.
3. Be sure the tag is easily accessible for removal.
4. Tag garments in seams to avoid any possible damage.
5. Always ensure the tack is lined up with the tag hole before closing.
6. Always close the tag with your thumb on the tack and your fingertips on the dome area of the tag.
7. Make sure the tag is secured tightly to the tack or lanyard.
8. Remove and recycle tags at the POS.
9. Tag returned merchandise before placing back on the selling floor.



**CAUTION:** To maintain a tag's optimum performance, avoid direct contact between the tag body and the surface of the detacher.



## How to apply the standard tack version:



Insert the tack (from the inside of the garment) through the seam or stitching of the merchandise. The “main body” of the tag should be on the outside of the garment.



Align the tack with the tag hole.



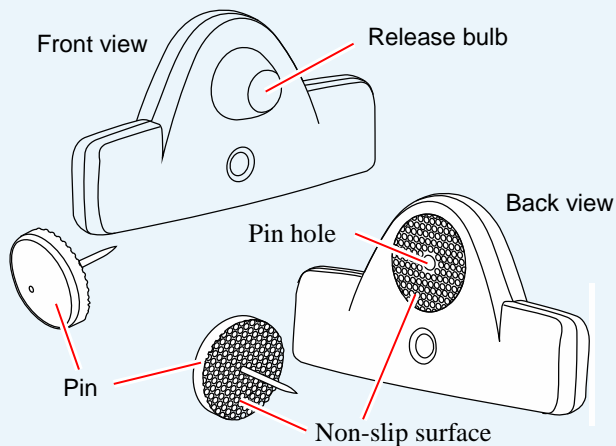
With the thumb securely on tack, place finger tips on either side of the dome and press firmly to close.

## Delicate Apparel Tag

This tag is designed for use on fabrics up to 0.3mm (0.01in) thick as generally used in sarees, pashminas, lingerie, and other delicate apparel. Tag placement is a critical step in the installation process. It affects how well the merchandise is protected and how easily the tag can be removed at the POS. Use on thicker fabrics may compromise the security of the tag.

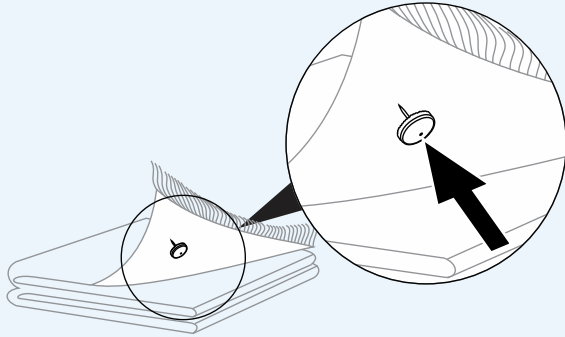
Consider these guidelines to obtain optimum tag placement:

- Whenever possible, attach the tag through a single layer of fabric.
- Ensure the release knob has enough clearance to be inserted in the detacher tag nest.

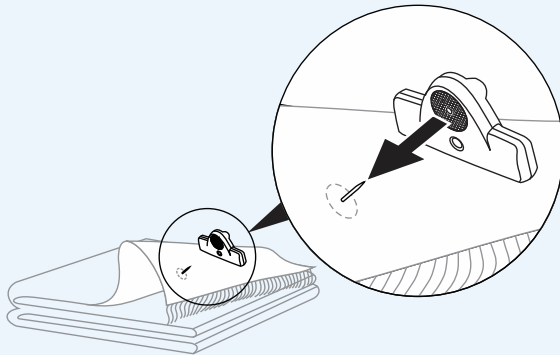


## How to attach the Delicate Apparel Tag:

1. Insert the pin through the item at the designated location. Insert the pin from the INSIDE so that when the tag is attached it will be visible on the outside.

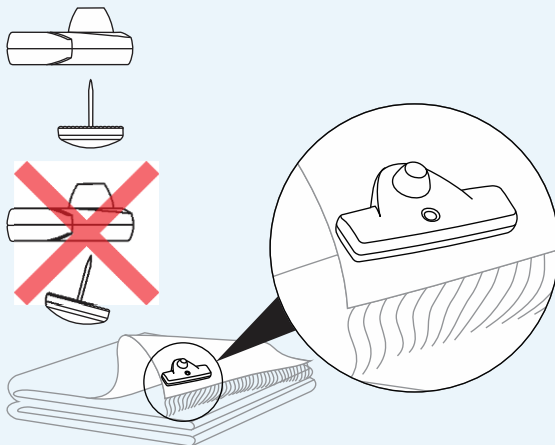


2. On the outside of the item, align the pin hole in the back of the tag with the pin.



3. Push the pin into the tag until the non-slip surface is slightly compressed. This compression protects the fabric from damage.

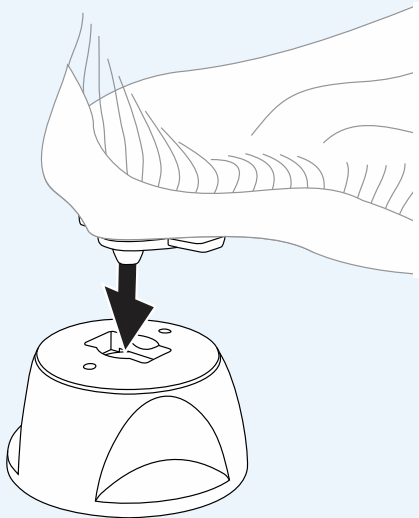
**IMPORTANT:** Insert the pin straight into the tag, NOT at an angle.



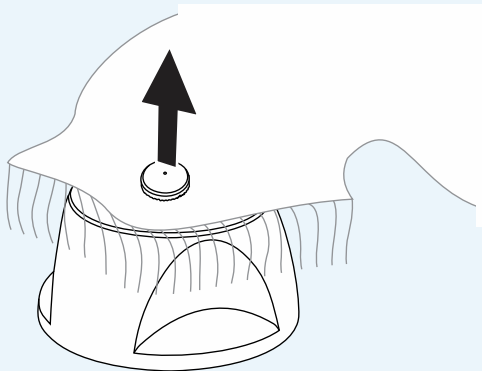
## ***How to detach the Delicate Apparel Tag:***

1. Insert the tag's release bulb into the detacher tag nest.

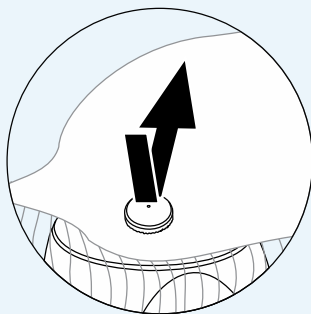
Ensure that the tag's release bulb is not obstructed by the merchandise.



2. Carefully remove the pin from the tag and the merchandise.



If the pin does not release from the tag, push it in and then pull it out.



3. Remove the tag from the detacher.
4. Place the tag and pin in containers for re-use.



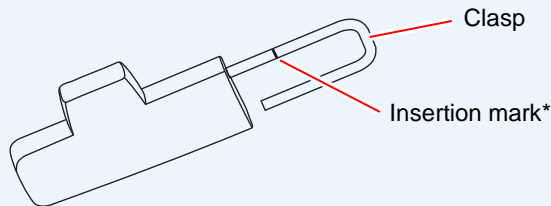
## One Piece Accessory Tag

Tag placement is a critical step in the installation process. It affects how well the merchandise is protected and how easily the tag can be removed at the POS. NEVER bend or twist the tag's metal clasp. This may damage the tag. Consider these guidelines to obtain optimum tag placement:

- Install the tag where it cannot be slipped off.
  - Place the tag through an enclosed portion of the merchandise such as through the links in a chain or footwear eyelets.
  - Place it on an open portion of the merchandise that is bonded on each side by wider areas such as an electric cord.
- Ensure that merchandise does not extend beyond the tag's release bulb. The release bulb must be inserted into the detacher tag nest to unlock the tag.
- To accommodate different sized items, the clearance between the clasp and a locked tag ranges from 1mm (0.04in) to 18mm (0.71in).

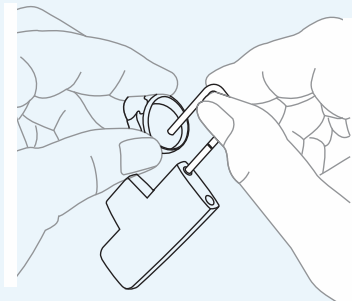
### How to attach the Accessory Tag:

1. Pull the clasp out of the tag until it is fully extended. The tag rotates around the clasp for easy access.

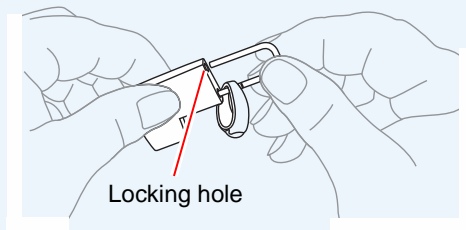


\* Some tags do not have an insertion mark.

2. Insert the open end of the clasp through the selected site on the merchandise.

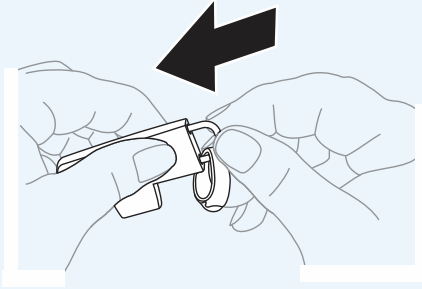


3. Turn the clasp and tag so the open end of the clasp aligns with the locking hole in the tag.

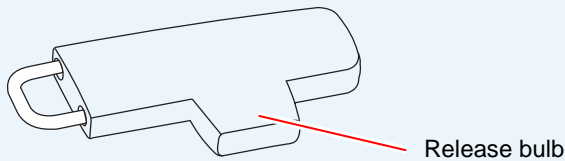


4. Push the clasp into the tag until the lock is engaged. The tag is most secure when the merchandise is held firmly between the clasp and the tag.

**IMPORTANT:** The tag is NOT locked if the insertion mark is visible. If the tag does not have an insertion mark, it is locked when the clasp is engaged.

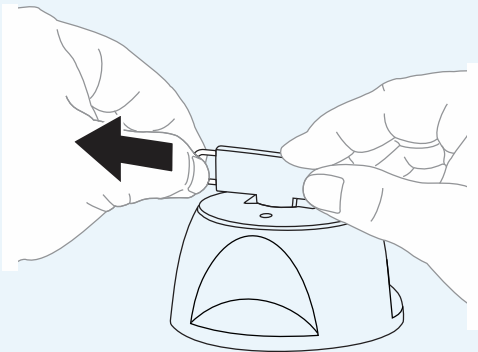


### ***How to remove the Accessory Tag:***



AMT3210 accessory tags are compatible with the MKD31 and MKD400 detachers.

1. Place the release bulb of the tag into the detacher tag nest and pull the clasp out of the tag.



**CAUTION: DO NOT** remove the tag from the detacher until the clasp is fully extended. If the free end of the clasp is in the locking hole, the tag may relock when it is removed from the detacher.



**CAUTION: NEVER** bend or twist the tag's metal clasp. This may damage the tag.

2. Remove the tag and merchandise from the detacher. Then remove the tag from the merchandise.
3. Place the tag in a designated container for reuse.

## Possible applications for the AMT-5000 Hard Tag Family:



### Non-Adhesive Version



L x W x H:..... 42mm x 9mm x 4mm  
(1.65in x 0.35in x 0.16in)  
Weight: .....1.4 g (0.05oz)



### Adhesive Version



L x W x H:..... 42mm x 9mm x 5mm  
(1.65in x 0.35in x 0.20in)  
Weight: ..... 1.5g (0.05oz)



### Eyelet Version



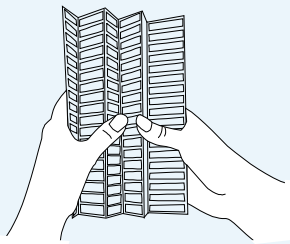
L x W x H:..... 52mm x 10mm x 4mm  
(2.0in x 0.39in x 0.16in)  
Weight: ..... 1.7g (0.06oz)  
Hole 1: ..... 2mm x 2.5mm  
(0.08in x 0.10in)  
Hole 2: ..... 2.7mm x 4.2mm  
(0.11in x 0.17in)

## ***Label Application:***

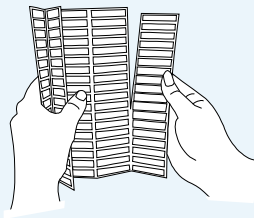
### **Label Tips:**

- Apply the label as close to the product barcode as possible - no farther than 3 inches from the center of the bar code.
- Place the label neatly on a flat, smooth, clean, dry surface.
- Do not apply labels over metal portions of packaging, on a curved surface or over important product information.
- Do not bend the label.

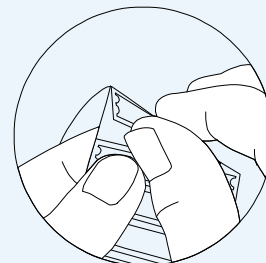
### ***How to apply a label to a flat surface:***



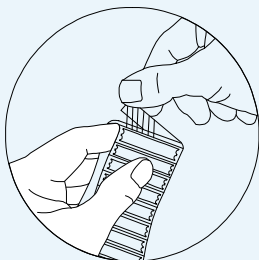
1. Fold the label sheet along the perforations.



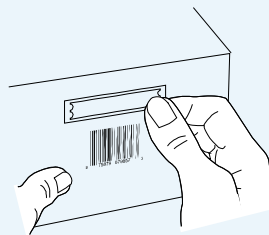
2. Tear each individual label strip along the perforation, to separate.



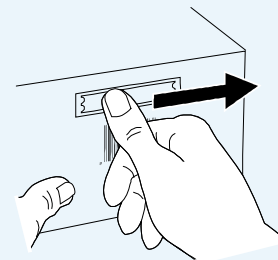
3. Peel off the label, horizontally.



4. Adhesive stringing is normal.



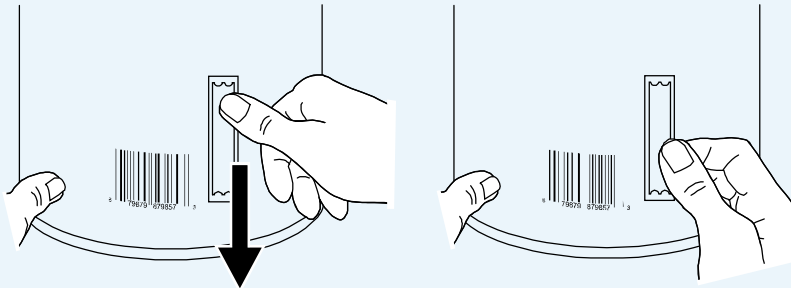
5. Place the adhesive side of the label against a flat, smooth surface, near the product barcode.



6. Use your thumb to gently press the label onto the surface.

## How to apply a label to a cylindrical surface:

Same process as shown in steps 1 – 4 within the “How to apply a label to a flat surface” diagram; however, steps 5 & 6 have changed to show application of a label onto a cylindrical surface (see below).

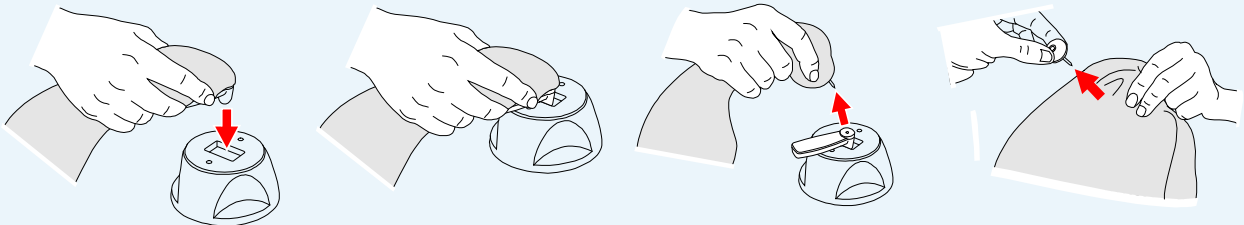


5. Place the adhesive side of the label against a smooth surface, near the product barcode.
6. Use your thumb to gently press the label onto the surface.

*\* Not all cylindrical products are suitable for label application. Please contact the Customer Response Center at the number noted at the end of this document with any questions.*

## Detacher guidelines

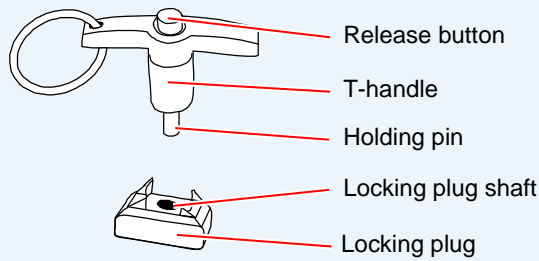
The hard tag detacher enables you to remove hard tags from merchandise.



1. Hold the garment with the AMT-3200 Apparel Tag with one hand.
2. Place the release knob face down into the tag nest in the detacher.
3. Carefully remove the tack and merchandise from the tag in the detacher.
4. Remove the tack from the merchandise and the tag from the detacher.
5. Place the tack and tag in a pre-determined location to be reused.

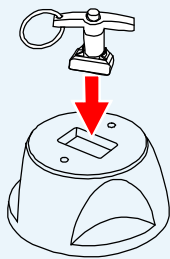
## Detacher Locking Feature (Optional)

The optional locking feature uses an access denial plug to help prevent an unauthorized user from detaching a tag. The locking key is required to remove the plug from the detacher.

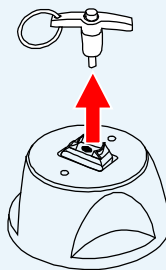


When the T-handle is inserted in the locking plug shaft and the release button is not depressed, the two parts cannot be separated. Press and hold down the release button to insert or remove the T-handle from the locking plug.

### Locking the Detacher

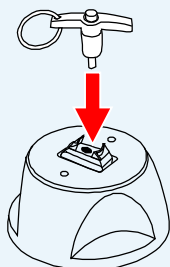


1. Press the T-handle with locking plug into the magnetic decoupler tag nest.

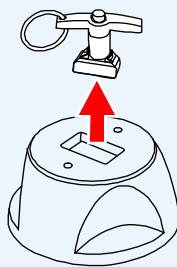


2. Press and hold the release button to remove the T-handle from the locking plug. Store the T-handle in a secure location

### Unlocking the Detacher



1. Press and hold down the release button on the T-handle and place the holding pin into the locking plug shaft.



2. Release the release button and remove both the locking plug and T-handle from the magnetic decoupler tag nest. Store the T-handle with locking plug in a secure location.



## Managing your EAS Detection Pedestal System

It is imperative that all tags be removed and all labels be deactivated by cashiers at the POS. Active labels and tags will trigger pedestal alarms when the product(s) passes through the systems causing unnecessary inconvenience and embarrassment to both staff and customers.

Failure to remove hard tags or deactivate labels at the POS is the single largest cause of alarms. Consistency with tag placement on the product is crucial in helping the cashiers to locate and detach quickly and accurately.

### Maximize Your System's Performance

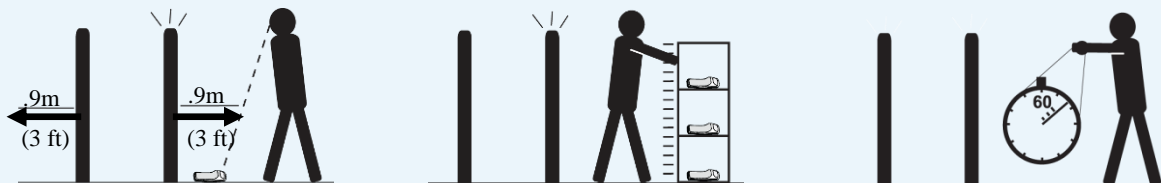
Your system can affect and can be affected by nearby electronic equipment. Steps you can take to maximize your system's performance are:

1. **Use a dedicated AC outlet** – Use of outlets shared by other electrical equipment may inject noise into the system and affect its operation.
2. **Check for system interaction with POS equipment** – If you install equipment such as a cash register or credit card reader near the system, check for interaction (i.e. exit system alarms, deactivator turns on without tags present.).
3. **Move electrical displays away from the system** – Halogen lights, neon signs and compressor motors such as those found in soda machines are examples of electrical equipment that can affect system operation.
4. **Keep active security tags and labels away from the system** – The system has a feature that lets you know when tags are too close. See the “Tags-Too-Close” section.

### Tags-Too-Close

If tagged merchandise is too close to the pedestal, the pedestal closest to the tagged merchandise will flash for a minute or more. If this happens:

1. Search for tags placed within .9m (3 ft) of the system and remove them.
2. If you do not find any tags within this perimeter, move any tagged merchandise close to the pedestal, further away (the sensitivity of the system can vary).
3. After the silent alarm stops (pedestal stops flashing), wait another minute, if the silent alarm resumes repeat step 1. The silent alarm will always last one minute, even if you remove the tags during that time period. If you failed to remove the tagged merchandise causing the silent alarm, the tags-too-close indicator will repeat each minute until the tagged merchandise has been successfully removed.



## Daily Tests

The purpose of daily testing is to establish that the system is performing properly. These tests should take place before the store opens.

1. Check the pedestal power cord to ensure the system is connected to the AC power source. If not, plug the system into the AC power source and move onto step 2.
2. Move a hard tag between the pedestal systems; if an alarm activates, the system is operational. Repeat this action at different heights and distances from the pedestals. Normal environmental electrical noise or interference may affect the performance of your pedestal system and an EAS tag may not alarm the system in all tag orientations. This is normal; however, the EAS tag should alarm the system in MOST tag orientations. If the system is not operating, check the circuit breaker in the store's breaker box. If the breaker tripped, reset it and check system performance. If the breaker will not stay on, call an electrician for service.
3. Document all system tests for your records.

## Alarm Response Procedures

When the pedestal system detects a tag not yet removed or label that has not yet been deactivated; an alarm will sound (for approximately four seconds) to alert the staff. It is very unlikely for anything other than a live tag or label to alarm the system. Once the tag or label has been removed from the detection field, the system will automatically reset.

It is important for your entire staff to fully understand the correct procedures in the event of alarm activation. The activation may have been triggered in error – as opposed to a deliberate act of theft. It is vital that a customer who has activated an alarm is approached in the correct manner – **alarm activation does not necessarily mean a product has been stolen.**

### What to do when an alarm sounds

When approaching a customer who might have caused an alarm at the pedestal, please consider the following questions: 1) is the customer carrying a purchase from your store? Or 2) are they carrying a purchase from another retailer?

If the customer is carrying a bag from your store - please express the following:

**“Good morning/afternoon Sir/Madam. Please allow me to check your purchases to ensure deactivation of any security tags.”**

If the customer is carrying another retailer's bag - please express the following:

**“Good morning/afternoon Sir/Madam. May I assist you by trying to identify what is causing the alarm?”**

Ensure the customer offers you his/her purchases to check.

Be careful not to touch the customer during this period as this action may be misunderstood.

**Never** place your hands inside the customer's bag. If you need an item to be removed from their bag, ask the customer to remove it for you.

### ***Store Receipt Item Determined***

Take each purchased item and pass it **individually** through the pedestals to identify what could possibly cause the alarm. If an item purchased from your store is identified as causing the alarm and the customer **has** the receipt, remove the tag or deactivate the label. Apologize to the customer for any inconvenience and thank him/her for assistance.

### ***No Store Receipt Determined***

If an item from your store is identified as having caused the alarm and the customer **does not** have a receipt for that item, request the Customer Manager to assist in determining if a receipt can be retrieved or if other means can be determined to confirm purchase of item.

### ***Purchase from another retailer***

If an item is identified as having caused the alarm and was not purchased from your store **and the customer has a receipt**, you can offer to deactivate the label or remove the hard tag if the hard tag is the same or similar to your tag.

If the hard tag requires a different detacher than your store uses, or the customer does not have a receipt, recommend to the customer that he / she return to the store from which the item was purchased and ask to have the tag removed.

## Contact Information

### Customer Response Center

If your EAS system requires the services of an engineer, customer service is provided 24 hours per day, 365 days per year. You can contact the Customer Response Center at the numbers noted in the chart below. Please have your contract number available for the operator when scheduling a service call. An engineer will report onsite within 24 hours of the scheduled service call.

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#### North America Headquarters

1501 Yamato Road  
Boca Raton, FL 33431  
United States  
Phone: +1 561 988 7200

#### Latin America Headquarters

6600 Congress Ave.  
Boca Raton, FL 33487  
United States  
Phone: +1 561 912 6000

#### United Kingdom/Ireland Regional Headquarters

Security House, The Summit  
Hanworth Road  
Sunbury-on-Thames  
Middlesex. TW16 5DB  
United Kingdom  
Phone: +44 1932 743 432

#### Continental Europe Headquarters

Am Schimmersfeld 5-7  
40880 Ratingen  
Germany  
Phone: +49 2102 7141 0

#### Asia-Pacific Headquarters

31 International Business Park,  
Creative resource Building #03-02  
Singapore 609921  
Phone: +65 63898000

#### South Africa Headquarters

1 Charles Crescent  
Eastgate Ext 4, Sandton  
South Africa  
Phone: +086 12 12 400

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