

EVOLIS VISION

INSTALLATION MANUAL



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Thank you for choosing the Evolis Vision radar speed sign. The sign will encourage drivers to slow down by displaying:

- their speed,
- a flashing "danger" symbol for excessive speeds (optional),
- 5 (modifiable) messages according to their speed.

The system also records traffic statistics (option: average speeds, maximum speeds, number of vehicles, distribution by speed range and percentiles, and data for one direction or both directions of traffic).

Our Evocom/Evograph software is used to set up the system and download the statistics via USB cable (standard), Bluetooth (standard), Smartphone/tablet (Evomobile app) and via a cellular connection (optional Evoweb system).

This installation manual covers the following models:

Please note that depending on the model, some options may not be available

EVOLIS VISION



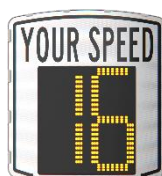
Displays speed and messages

EVOLIS MOBILITY



Displays speed but no messages.

EVOLIS VISION XL



Displays speed in large size numbers but no messages

EVOLIS VISION OVER



Displays messages on top and speed below.

1. PACKAGE CONTENTS

Upon delivery, check the contents of the box against the packing list. You must report any errors or damage incurred during transport to us within 2 working days.

The box should contain six items:

- The Evolis Vision radar speed sign,
- A vertical mounting bar,
- A USB cable (5m),
- This installation manual,
- The Bluetooth code to use on your product,
- A set of keys for the battery compartment.



During the 2-year warranty period, keep the original box and packaging materials.

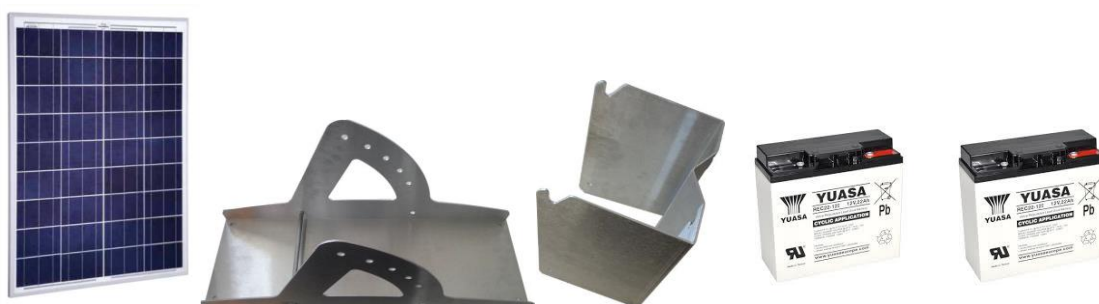
Depending on the model, other accessories may be included:

AC power



- A set of male/female electrical connectors for connection to the electrical grid or street lighting,
- A 12V/22Ah battery.

Solar power



- A solar panel with the mounting kit,
- Two 12V/22Ah batteries.

Battery power



- An external battery charger,
- Two 12V/22Ah batteries.

Dual power



- A set of male/female electrical connectors for connection to the electrical grid or street lighting,
- Two 12V/22Ah batteries.
- Optional when ordering:
 - o A solar panel with the mounting kit,

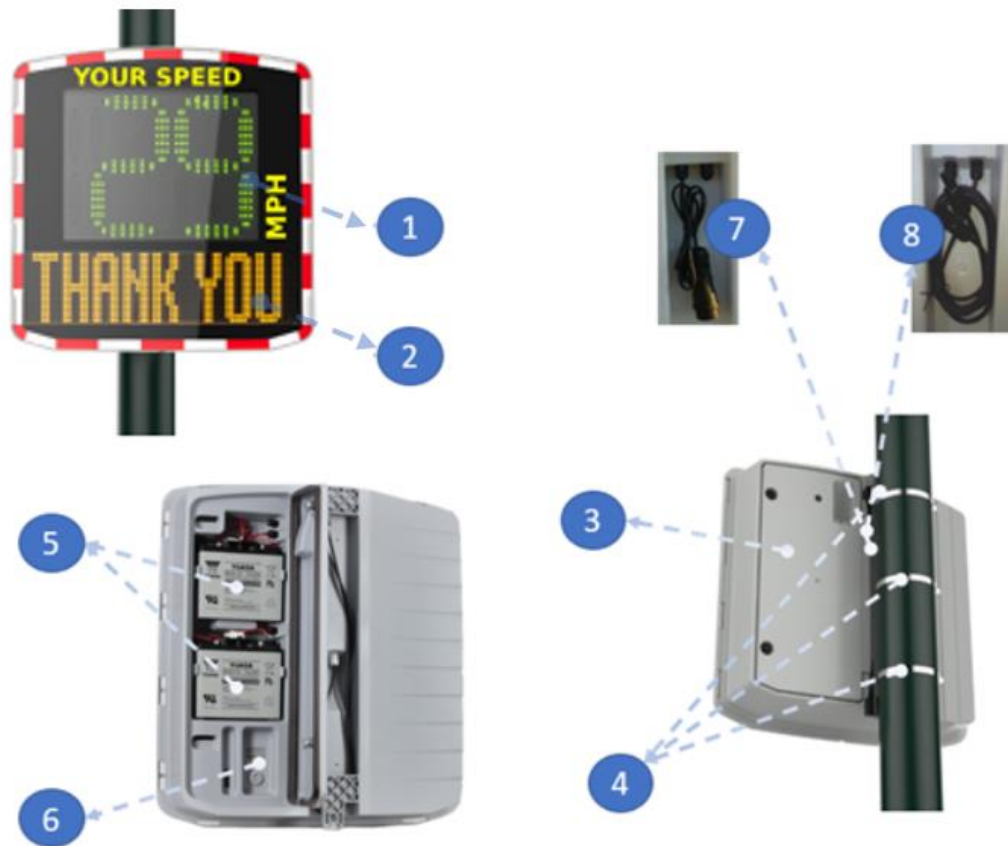


Batteries, solar panels, solar panel mounting kits and external chargers* are delivered separately.

Our batteries come charged and ready to use.

**The external charger is only supplied with the battery-powered version.*

2. DESCRIPTION



1	Two colour speed display (green/amber) + red
2	Message display (amber)
3	Battery holder
4	Clamps or straps (not included)
5	Battery compartments
6	Pre-programmed speed limit selector, waterproof USB connector
7	Electrical connector and solar connector for connection to the electrical grid or solar panel (for devices equipped with the dual power option)
8	Solar cables for connection to the solar panel (for devices with the solar power option)

3. INSTALLATION



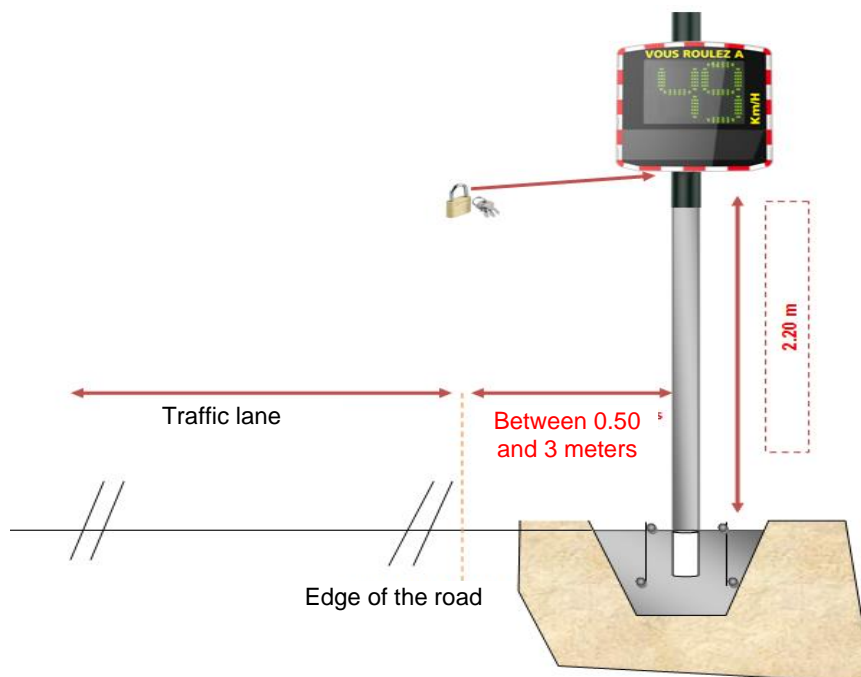
Before installing your radar speed sign:

- Make sure you comply with local laws concerning work at height, and always ensure your own safety and that of those around you.
- Also be sure to comply with local laws on road work signage.
- Mount the radar sign on a sturdy, stable pole of sufficient diameter. If in doubt, please contact our sales department or customer service.
- Work on live electrical equipment requires certifications. Remember to comply with local laws in this matter.

3.1 LOCATION

To get the best range, select the location of the radar based on the following criteria:

- A clear field of view of at least 150 meters in front of the sign. The line of sight from the radar sign should be uninterrupted, in other words, no trees, poles, parked cars, etc.

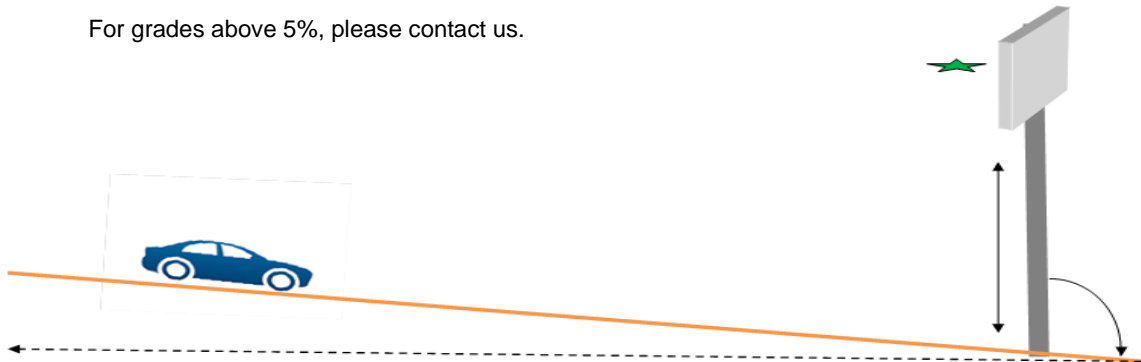


- Do not install your sign at intersections or on bridges. It should be at least 150 meters away from cross traffic, since vehicles arriving from the side may be recorded as oncoming vehicles.
- The sign must be more than 65 meters away from large road signs, as they may interfere with the radar beam.
- Do not install the sign where it may obstruct the view of existing road signage.

Installation height: Between 2.30 and 5 meters (from the bottom edge of the sign).
Distance from road: The sign can be placed up to 3 meters from the road.

Horizontal orientation	The Evolis Vision speed sign must be perpendicular to the road. Even if the sign is placed at some distance from the road, it should not be tilted in either direction, in order to maintain the maximum range.
Vertical orientation	The sign must be installed straight, unless there is a very steep grade (+/- 5%). In this case, the sign can be tilted up or down to match the angle of the grade by placing a wedge behind the top or bottom of the mounting bar, so the radar beam can "follow" the slope.

For grades above 5%, please contact us.



3.2 INSTALLATION USING THE MOUNTING BAR

A mounting bar is supplied with the radar sign. Strap the bar to a pole that is at least 90 mm in diameter using clamps or straps (not included), in the correct orientation. Insert the hooks on the back of the sign into the bar mounted on the pole. There is an eyehole where you can install a padlock to further secure the sign. (Padlock not included). For safety reasons, we strongly recommend using an aerial lift when installing the sign.

Installation recommendations

For solar powered signs, install the solar panel on the pole first before installing the radar sign.
(See solar panel manual supplied with the item)

1. Secure the mounting bar to the pole with the straps. (Caution: do not tighten completely so that the sign position can still be adjusted)
2. Install the sign (without the batteries) on the mounting bar.
3. Adjust the position of the sign and fully tighten the pole straps.
4. Install the batteries, and/or connect the sign to the AC power supply.



Verification

Once the sign is installed, the range should be between 100 and 250 meters. The range can be obstructed if the sign is not installed perpendicularly, or if there are obstacles, fog, etc.

3.3 POWER SUPPLY AND CONNECTIONS

Power supply

The Evolis Vision radar speed sign is powered by 12 volts and is designed to operate either:

- by connection to the electrical grid or the street lighting grid coupled with a 12V/22Ah rechargeable battery,
- by solar panel with two rechargeable 12V/22Ah batteries,
- by two rechargeable batteries with external 12V/4A charger.

Power consumption

The Evolis Vision sign is protected against deep discharge of the batteries. Average power consumption in watts of the Evolis Vision:

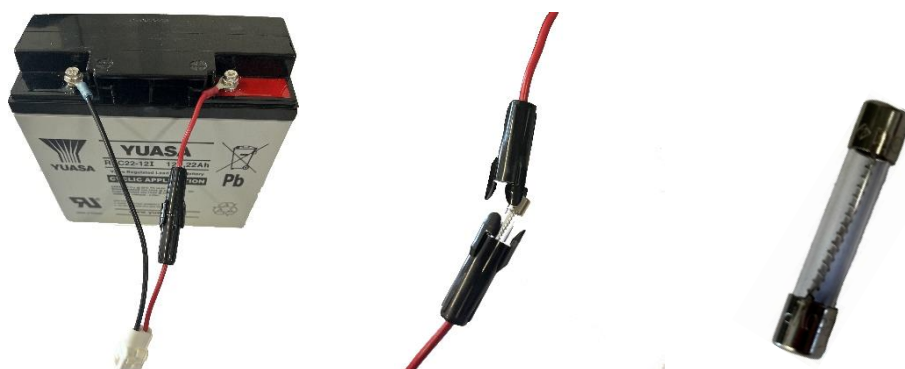
- Speed: 0.3A (3.6 watts at 12V),
- Speed + Message: 0.8A (9.6 watts at 12V),
- Standby: 0.1A (1.2 watts at 12V).

Safety system

The Evolis Vision has an intelligent protection process based on battery voltage:

- Critical limit 1: at 11.5V: The message display will shut off and the number display will switch to lower brightness.
- Critical threshold 2: at 11.3V: The number display will shut off (two-coloured square displayed).
- Critical limit 3: at 11.1V: Sign switches to standby.

Electrical protection



An 8x32 8A time-delayed fuse is positioned at the battery output to protect the unit if the power supply polarity is reversed. A second fuse located inside the box also protects the unit.

Please note that the EVOLIS VISION can only be used with a battery with a fuse-protected connecting cable.

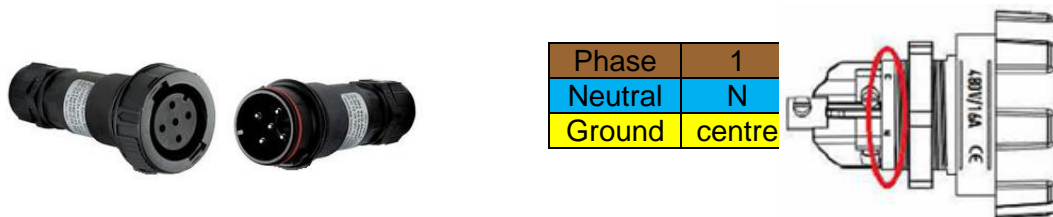
3.3.1 AC powered version

For recharging on the street lighting grid, the Evolis Vision is equipped with:

- An internal 8Ah charger,
- A 12V/22Ah lead battery,
- A set of IP68 male- female electrical connectors for connection to the grid.

When connecting the female connector, follow these instructions:

- Connect the neutral wire to the terminal marked "N"
- Connect the phase cable to the terminal marked "1"
- Connect the ground to the central terminal

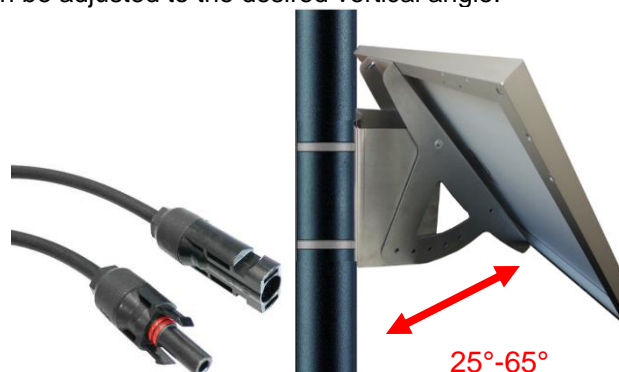


We strongly recommend adding a 30mA calibre 16A type AC circuit breaker between the mains current & the radar speed sign. ÉlanCité cannot be held liable for damage caused by improper installation. If there is no circuit breaker, the warranty will not apply if the internal electrical charger fails.

3.3.2 Solar version

For optimal performance of your solar panel, ideally orient it towards the South. We recommend an inclination of 25 degrees, effective for year-round use, both in summer and winter. Choose a location with a clear view of the sky to maximize the charging capacity of the panel. Be vigilant: nearby trees or buildings can cast shadows on the panel, significantly reducing the efficiency of solar cells and, consequently, the charging of your batteries.

Before connecting the solar panel to the sign, the battery must first be installed and connected to the sign. The solar panel can be adjusted to the desired vertical angle.



Connect the solar panel cables to the sign cables.

Installation: Refer to the installation instructions provided with the solar panel.

The location must have a clear view of the sky for maximum charging capacity. Trees and buildings can cast shadows on the solar panels, significantly reducing the performance of the solar cells.

3.3.3 Battery version

Mobile operation

For mobile use, the Evolis Vision is designed to operate with one or two batteries on a tripod for occasional use or on a mast for semi-permanent use.

A single battery (without recharging) will power the sign for 3 to 8 days. For safety reasons, do not move your Evolis Vision with the batteries inside, due to the total weight of the unit.

When the two-coloured square appears on the Evolis Vision display (low battery warning), replace the two batteries with charged ones.



A charged battery will gradually discharge even when not in use. To make sure you are installing a fully-charged battery, remember to charge the battery before using it: connect the battery terminals to the external charger we supplied and plug the power cable into the 220V wall socket.



Charge indicator

Solid red light	Charging is starting
Solid orange light	Charging in progress
Solid green light	Charging complete

It takes approximately 5 hours to fully charge the battery. The charging time may vary depending on the remaining charge of the battery and the conditions under which the charging is performed. The battery can be charged even when it is not completely discharged. The charging time indicated above corresponds to the charging of a battery (supplied by us) discharged to 11.1V.

3.4 CONNECT OPTION

To activate the cellular Connect option on your sign you must first insert the Sim card into the Connect module. Then open the back door of the sign and insert the module into the connector.







4. OPERATING YOUR SIGN



Before turning on your Evolis Vision radar speed sign, please read paragraph **9.8** concerning the regulations in force in your country.

4.1 STARTING UP

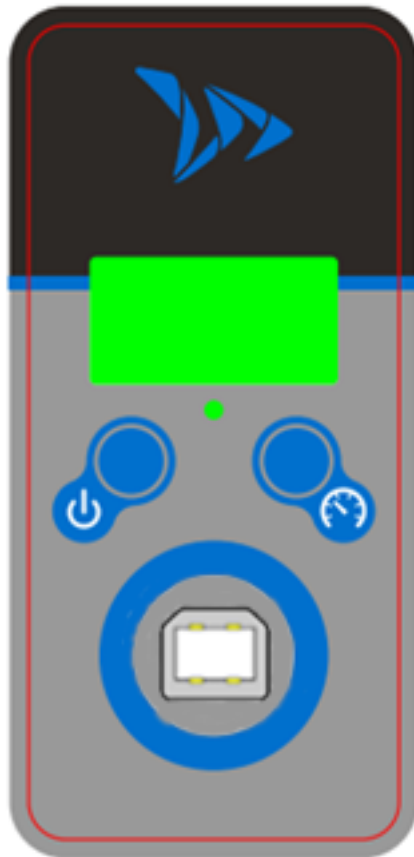
As soon as it is powered on, the Evolis Vision performs a quick self-check:

1	Number display	188 in green and red Number display LED test	
2	Number display	### in green Battery voltage test (Example: 132 = 13.2 Volts)	
	Text display	init... in amber Message test	
3	Number display	8 in red Bluetooth test	
4	Number display	1 in green Cellular and Bluetooth test <i>*only appears if you have installed the Connect option.</i>	

4.2 SPEED LIMIT SELECTOR

For quick start-up, the common speed limits are already pre-programmed in the sign.


Use the selector in the battery box to select the speed limit at the sign location.




Press the  key to display the status of the product:

- "ON" indicates that the product is active.
- "OFF" signals that the product is deactivated.
- "Lb" means the product is in low battery mode.
- "SL" indicates that the product is in deep sleep mode.

Press and hold the  key to turn the sign on or off




Press the  key while the sign is on to show the current setting

A long press of the  button when the radar is turned on selects the speed setting recorded on the radar.

The preset speeds will appear on the screen one by one, once the desired speed appears on the screen release the button so that the speed is selected and taken into account by the radar.

EVOLIS VISION:

Pre-programmed speed positions for Norway, Sweden, Estonia, Australia, Canada, Denmark, Poland, Greece, Croatia, Ireland and Finland.

Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a colour change	Speed triggering flashing numbers	Speed triggering danger warning symbol
	Visual				
20 km/h		15 km/h	21 km/h	26 km/h	31 km/h
30 km/h		15 km/h	31 km/h	36 km/h	41 km/h
40 km/h		15 km/h	41 km/h	46 km/h	51 km/h
50 km/h		15 km/h	51 km/h	56 km/h	61 km/h
60 km/h		20 km/h	61 km/h	66 km/h	81 km/h
70 km/h		20 km/h	71 km/h	76 km/h	91 km/h
80 km/h		20 km/h	81 km/h	86 km/h	101 km/h
90 km/h		20 km/h	91 km/h	96 km/h	111 km/h
100 km/h		20 km/h	101 km/h	106 km/h	121 km/h
SP / 110 km/h		20 km/h	111 km/h	116 km/h	131 km/h




* Text display not available on Mobility and Vision XL models

The "SP" positions corresponds to the factory settings for the 110 km/h zone

The speed selection dial or the speed limit selector must be set to "SP" to be able to programme the different specific configuration modes defined below.

EVOLIS VISION:

Pre-programmed speed positions for Mexico, Serbia, Ecuador, New Zealand, Romania and Uruguay.

Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a colour change	Speed triggering flashing numbers	Speed triggering danger warning symbol
	Visual				
30 km/h		15 km/h	31 km/h	36 km/h	41 km/h
40 km/h		15 km/h	41 km/h	46 km/h	51 km/h
50 km/h		15 km/h	51 km/h	56 km/h	61 km/h
60 km/h		20 km/h	61 km/h	66 km/h	81 km/h
70 km/h		20 km/h	71 km/h	76 km/h	91 km/h
80 km/h		20 km/h	81 km/h	86 km/h	101 km/h
90 km/h		20 km/h	91 km/h	96 km/h	111 km/h
100 km/h		20 km/h	101 km/h	106 km/h	121 km/h
110 km/h		20 km/h	111 km/h	116 km/h	131 km/h
SP / 120 km/h		20 km/h	121 km/h	126 km/h	141 km/h




* Text display not available on Mobility and Vision XL models

The “SP” positions corresponds to the factory settings for the 120 km/h zone

The speed selection dial or the speed limit selector must be set to “SP” to be able to programme the different specific configuration modes defined below.

EVOLIS VISION:

Pre-programmed speed positions for Switzerland.

Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a colour change	Speed triggering flashing numbers	Speed triggering danger warning symbol
	Visual				
20 km/h		15 km/h	21 km/h	26 km/h	31 km/h
30 km/h		15 km/h	31 km/h	36 km/h	41 km/h
40 km/h		15 km/h	41 km/h	46 km/h	51 km/h
50 km/h		15 km/h	51 km/h	56 km/h	61 km/h
60 km/h		20 km/h	61 km/h	66 km/h	81 km/h
70 km/h		20 km/h	71 km/h	76 km/h	91 km/h
80 km/h		20 km/h	81 km/h	86 km/h	101 km/h
90 km/h		20 km/h	91 km/h	96 km/h	111 km/h
100 km/h		20 km/h	101 km/h	106 km/h	121 km/h
SP / 120 km/h		20 km/h	121 km/h	126 km/h	141 km/h




* Text display not available on Mobility and Vision XL models

The "SP" positions corresponds to the factory settings for the 120 km/h zone

The speed selection dial or the speed limit selector must be set to "SP" to be able to programme the different specific configuration modes defined below.

EVOLIS VISION:

Pre-programmed speed positions for Slovakia

Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a colour change	Speed triggering flashing numbers	Speed triggering danger warning symbol
	Visual				
30 km/h		15 km/h	31 km/h	36 km/h	41 km/h
40 km/h		15 km/h	41 km/h	46 km/h	51 km/h
50 km/h		15 km/h	51 km/h	56 km/h	61 km/h
60 km/h		20 km/h	61 km/h	66 km/h	81 km/h
70 km/h		20 km/h	71 km/h	76 km/h	91 km/h
80 km/h		20 km/h	81 km/h	86 km/h	101 km/h
90 km/h		20 km/h	91 km/h	96 km/h	111 km/h
100 km/h		20 km/h	101 km/h	106 km/h	121 km/h
110 km/h		20 km/h	111 km/h	116 km/h	131 km/h
SP / 130 km/h		20 km/h	131 km/h	136 km/h	151 km/h




* Text display not available on Mobility and Vision XL models

The “SP” positions corresponds to the factory settings for the 130 km/h zone

The speed selection dial or the speed limit selector must be set to “SP” to be able to programme the different specific configuration modes defined below.

EVOLIS VISION:

Pre-programmed speed positions for Chile

Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a colour change	Speed triggering flashing numbers	Speed triggering danger warning symbol
	Visual				
20 km/h		15 km/h	21 km/h	26 km/h	31 km/h
25 km/h		15 km/h	26 km/h	31 km/h	36 km/h
30 km/h		15 km/h	31 km/h	36 km/h	41 km/h
40 km/h		15 km/h	41 km/h	46 km/h	51 km/h
50 km/h		15 km/h	51 km/h	56 km/h	61 km/h
60 km/h		20 km/h	61 km/h	66 km/h	81 km/h
70 km/h		20 km/h	71 km/h	76 km/h	91 km/h
80 km/h		20 km/h	81 km/h	86 km/h	101 km/h
100 km/h		20 km/h	101 km/h	106 km/h	121 km/h
SP / 120 km/h		20 km/h	121 km/h	126 km/h	141 km/h


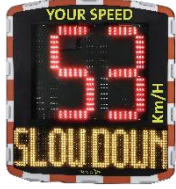

* Text display not available on Mobility and Vision XL models

The “SP” positions corresponds to the factory settings for the 120 km/h zone

The speed selection dial or the speed limit selector must be set to “SP” to be able to programme the different specific configuration modes defined below.

EVOLIS VISION:

Pre-programmed speed positions for Bulgaria

Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a colour change	Speed triggering flashing numbers	Speed triggering danger warning symbol
	Visual				
20 km/h		15 km/h	21 km/h	26 km/h	31 km/h
30 km/h		15 km/h	31 km/h	36 km/h	41 km/h
40 km/h		15 km/h	41 km/h	46 km/h	51 km/h
50 km/h		15 km/h	51 km/h	56 km/h	61 km/h
60 km/h		20 km/h	61 km/h	66 km/h	81 km/h
70 km/h		20 km/h	71 km/h	76 km/h	91 km/h
80 km/h		20 km/h	81 km/h	86 km/h	101 km/h
90 km/h		20 km/h	91 km/h	96 km/h	111 km/h
120 km/h		20 km/h	121 km/h	126 km/h	141 km/h
SP / 140 km/h		20 km/h	141 km/h	146 km/h	161 km/h

* Text display not available on Mobility and Vision XL models

The "SP" positions corresponds to the factory settings for the 140 km/h zone

The speed selection dial or the speed limit selector must be set to "SP" to be able to programme the different specific configuration modes defined below.

5. MAINTENANCE



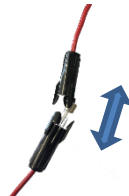
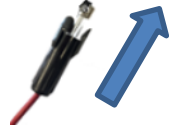
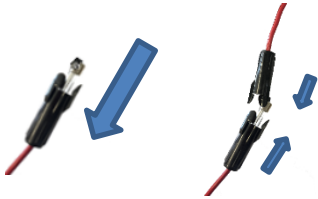
Batteries and solar panel



Make sure that the solar panel is not located in a shady area (under trees, near tall buildings, etc.), or covered with snow or dust. Regularly clean the surface exposed to the sun and check the condition of the batteries with a multimeter.



Electrical connection components, such as plugs, connectors, battery cables, etc. can be replaced by a qualified electrician.

Fusible replacement

Fusible Replacement	Open the battery compartment door of the radar.	
	Disconnect the battery or batteries present in the compartment.	
	Press and turn the fuse holder a quarter turn to access the fuse	
	Remove the fuse.	
	Insert and lock the new fuse.	

	Reconnect the battery.	
	Close and lock the battery compartment door	

Vandalism

The Evolis Vision is designed to withstand minor vandalism just like road signs. For more significant damage requiring repair or replacement, contact our customer service department for an appraisal before repair.

Any damage to the external parts (such as the box, front panel, battery holder, mounting bar) must also be repaired by qualified technicians.

6. TECHNICAL DATA

TECHNICAL DATA

POWER SUPPLY	Battery (Type, Voltage, Capacity)	Lead; 12V; 22 Ah
	Electric regulator	15 VDC; 8 A; 120 W
	Solar panel	100 W
	Dual power	AC + Solar

UNIT & LOCK	Material (box)	ABS / PC
	Dimensions	766 x 708.5 x 161 mm
	Weight	4.34 kg
	Material (front face)	UV resistant polycarbonate
	Dimensions	760 x 702 x 2 mm
	Packaging size	850 x 790 x 250 mm
	Weight	9.2kg (solar) 9.6kg (hybrid)
	Lock	Padlock on lower hook

DISPLAY	NUMBER DISPLAY	
	Dimension	Dim.: 490 x 399 mm
	Colour	Red - Green
	Quantity	Green: 318 LEDs / Red: 402 LEDs
	TEXT DISPLAY	
	Dimension	Dim.: 160 x 320 mm
	Colour	Amber
	Quantity	512 LEDs

COMMUNICATION & CONNECTIVITY	Interface	Lexan Digital
	Bluetooth	Bluetooth 5 Low Energy
	PC	EvoCom software
	PC Operating system	Windows 7 / 8 / 10 / 11
	Smartphone	EvoMobile mobile app
	Phone OS	iOS / Android

DETECTION	Antenna	Doppler IPS-937-F
	Type of modulation	CW Doppler
	Frequency	24.125 GHz
	Maximum range	250 m (cars)
	Speed tolerance	± 1 km/h

OPTION	Connect option	3G or 4G cellular connection
	Relay option (dry contact and controlled power supply)	External device (dry contact) Flash lamp (controlled power supply)
	GPS option	Geolocation of the unit.

STANDARDS	EUROPE	
	Electromagnetic Compatibility (EMC)	Directive 2014/53/EU
	Exposure to electromagnetic fields (EMF)	Directive 1999/519/EC
	Radio Equipment (RED)	Directive 2014/53/EU
	Treatment and recycling of electronic products (WEEE)	Directive 2012/19/EU
	Hazardous Substances in Electronic Products (ROHS)	Directive 2011/65/EU

SOFTWARE & APPLICATION	CONFIGURATION	
		Default settings
		Custom settings
		Message management
		Display management
		Calendar management
	STATISTICS	
		Count (number of vehicles)
		Speeds (maximum, average, etc.)
		Data charts (percentiles, distribution, etc.)
		Statistics reports
	STORAGE	
		16 MB
	SUPERVISION	
		Hardware status
		Health status
		Memory available

7. TROUBLESHOOTING

Should you experience problems with your Evolis Vision, you can often find the solution in our troubleshooting guide. Otherwise, please contact our customer service department.

Tools required



Symptom	Potential causes	Parts involved
No display at all	Power supply	Batteries / Electrical connectors / Solar panel
Solutions:		
1. Turn the sign OFF and back ON and check the display self-test.		
2. Try to connect to Evocom via USB or Bluetooth.		
3. Check if the spy mode is enabled on Evocom. If it is enabled, disable it in the Settings tab.		
4. Check the power supply to the unit by measuring the voltage at the battery, the solar panel, or the 220V street lighting power supply.		
5. Check the fuse in the battery compartment.		
6. Check the condition of the external mobile connectors (PNC16 or male/female Maréchal connectors).		

Symptom	Potential causes	Parts involved
Detects vehicles late	Installation / Use	Topography / Configuration / Settings
Solutions:		
1. Check the installation of the unit.		
2. Check the settings of the unit on Evocom		
3. Move the unit if the location does not fully comply with our recommendations.		

Symptom	Potential causes	Parts involved
Display shows a three-colour square	Battery charge	Batteries / Electrical connectors / Solar panel
Solutions:		
1. Check the voltage at the battery terminals (if < 11.3V replace battery).		
2. Incorrect connection of battery cables, electrical connectors or solar panel.		
3. Check the condition of the external mobile connectors (PNC16 or male/female Maréchal connectors).		
4. Very high traffic volume. Use a second battery.		
5. Low solar panel power. Check the orientation and location to make sure it is not in the shade.		

Symptom	Potential causes	Parts involved
Statistics not recording	Installation / Use	Settings / Management of functions
Solutions:		
1. Vehicles not detected due to improper use / installation.		
2. Check the installation location and alignment (see profile drawing).		

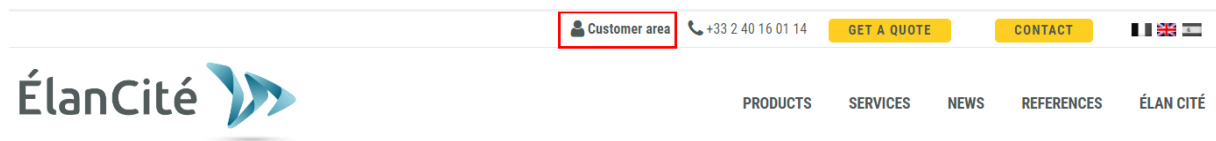
Symptom	Potential causes	Parts involved
Faulty Evocom USB connection	Software Installation / Use	Software download
Solutions:		
1. Check that the software and the USB Setup driver (contained by default in Program files/Evocom/tools/ftdi/driver/windows) are installed on your PC		
2. Check that the unit is powered on (battery voltage greater than 11.3 volts).		
3. Check that the sign is not set to OFF position.		
4. Make sure the USB port on your computer is working. Try a different USB port or another computer.		



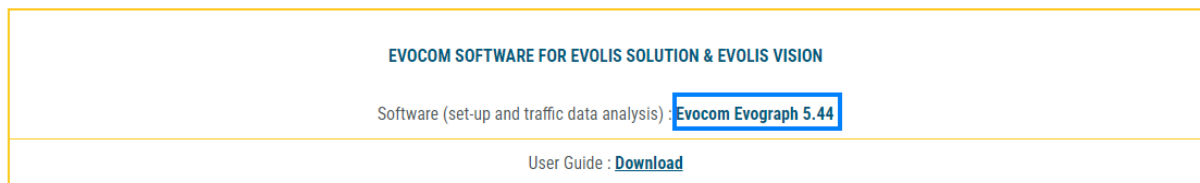
8. SOFTWARE AND USER MANUALS

8.1 EVOCOM/EVOGRAPH

Our software and user manuals are available on our website <https://en.elancity.com/> in the "Customer area" tab



Click on the Evocom Evograph link



8.2 EVOMOBILE

The app is available from the Google Play Store and the App Store. Search for "EvoMobile" and install the app.



[EVOMOBILE - App on Google Play](#)



[Evomobile in the App Store \(apple.com\)](#)

9. CUSTOMER SERVICE

Customer Service for devices under warranty or not, spare parts, software and installation / user manuals, etc., is handled by our Tech Team:



Any questions?

Contact us Monday to Friday from 9:00 am to 12:30 pm and from 1:30 pm to 5:30 pm (Central European Time)

Email: support@elancite.com

9.1 TERMS AND CONDITIONS

In addition to the legal guarantee of conformity, for defects and/or hidden faults (articles 1641 to 1649 of the French Civil Code), ÉlanCité Technologies provides an additional 12 month-warranty, i.e. a total warranty of 24 months from the date of delivery of the product.

This warranty includes the spare parts.

As an exception, the warranty period for accessories is:

- Two (2) years for the solar panels, including round trip transport
- Six (6) months for other consumables, including batteries.

9.1.1 Warranty exclusions

- Breakdowns due to vandalism, falls or impact.
- Abuse and mishandling or unauthorized modifications.
- Damage cause during transport arising from negligent packaging that does not comply with our customer service return requirements.
- Malfunctions due to improper connection or reversed polarity of the battery cables.
- Problems arising from installation that does not comply with our installation recommendations, a lack of maintenance or modifications.
- Wear parts and accessories (including batteries over 6 months old)
- If the radar sign or the front face are opened and any parts removed.

Any repairable device that is excluded from the warranty shall be returned to the dealer's service department, and a repair estimate will be submitted to the end customer.

9.2 FAILURE DURING THE WARRANTY PERIOD

9.2.1 Definition

Any unit that fails during the 24-month warranty period will be considered a product that has broken down under the manufacturer's warranty.

9.2.2 Returns Procedure

The dealer informs our service department by email, explaining in detail the symptoms encountered. Our technician will perform a remote assessment. The dealer agrees to provide the resources needed to carry out these first level tests (electrical, computer, etc.).

In the event of a proven equipment failure, the spare part(s) will be provided by ElanCité for products under warranty.

Incomplete requests cannot be processed quickly.

9.2.3 Average processing time (indicative)

Requests will be processed within 48 business hours, depending on the opening hours of ElanCité customer service.

9.3 FAILURE OUTSIDE THE MANUFACTURER'S WARRANTY PERIOD

9.3.1 Definition

Any device that fails after the 24-month contractual warranty period or that is excluded from the warranty will be considered a product that has broken down outside the manufacturer's warranty period. The dealer must pay for shipping costs and spare parts.

9.3.2 Returns Procedure

The dealer informs our customer service by email, providing details about the defect. A technician will provide information on the repair options.

You will receive a quote for the shipping and spare parts.

9.3.3 Extended Warranty

Definition

You can purchase an extended warranty at the end of the initial 24-month warranty. This extends the warranty of your product up to 72 months beyond the initial warranty.

9.4 SPARE PARTS

All spare parts and accessories can be ordered from our customer service department. The customer must pay for shipping costs.

9.5 USER MANUALS / SOFTWARE

All the user manuals and software for our units are available on our website www.elancite.fr in the "Customer Zone" tab.

9.6 STANDARDS

9.6.1 Directive 2014/53/EU – Radio Equipment

☑ Directive **2014/53/EU** of the European Parliament and of the Council of 16 April 2014 on the harmonization of the laws of the Member States relating to the making available on the market of **radio equipment (RED)**.

The conformity of the designated product(s) with the provisions of this European Directive is given by the compliance with the following European Standard(s):

Essential requirements of article 3.1a) of RED: (Safety, electrical)	- EN 60950-1 (2006+A11/2009+A1/2010+A12/2011+A2/2013) - EN 60950-22 (2006) - EN 62368-1 (2014+A11/2017)
Essential requirements of article 3.1a) of RED: (Safety, health)	- EN 62311 (2008) / EN 50385 (2017)
Essential requirements of article 3.1b) of RED: (Electromagnetic Compatibility)	- ETSI 301 489-1 (V2.2.3) - ETSI 301 489-3 (V2.1.1) - ETSI 301 489-17 (V3.2.4) - ETSI 301 489-52 (Draft V1.1.0) - EN 61000-3-2 (2014) - EN 61000-3-3 (2013)
Essential requirements of article 3.2) of RED: (Efficient use of radio spectrum)	- ETSI EN 300 440 (V2.1.1 / V2.2.1) - ETSI EN 300 328 (V2.2.2) - ETSI EN 301 511 (V12.5.1) - ETSI EN 301 908-1 / ETSI EN 301 908-2 (V11.1.2) - ETSI EN 301 908-13 (V11.1.1 / V13.1.1)

9.6.2 Directive 2011/65/EU - Hazardous substances in electronic products

☑ Directive **2011/65/EU** of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances (**ROHS**) in electrical and electronic equipment.

9.6.3 Directive 2014/53/EU - Treatment/Recycling of electronic products

☑ Directive **2012/19/EU** of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (**WEEE**).

9.7 WARNING

9.7.1 ALL

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause interference to radio communications.

If this equipment does cause interference to radio or television reception, (which can be determined by turning the Evolis off and on), the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

RF Emission

Warning: The Evolis contains radio-frequency transceivers and antennas which emit and receive in the 24GHz frequency band. It can interfere with, and its functionality can be impacted by, other nearby equipment operating in the same frequency band.

RF Exposure

Warning: Exposure to Radio Frequency Energy: The radiated power output of the radar module is below the RF exposure limits. This device should be operated with a minimum distance of at least 20 cm between the antenna and a person's body.

Other warnings

(EN) Warning: Changes or modifications made to this equipment not expressly approved by ELANCITE TECHNOLOGIES may void the FCC authorization to operate this equipment.

(FR) ATTENTION : Toute modification sur ce produit, n'étant pas expressément validée par ELANCITE TECHNOLOGIES peut annuler l'autorisation FCC d'utiliser cet équipement.

9.7.2 USA



Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

9.7.3 Canada



(EN) Warning: This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device must not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

(FR) Attention : Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.