

# 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,
- 5 (Customizable) 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) or via a cellular connection (optional Evoweb system).

This installation manual covers the following models:

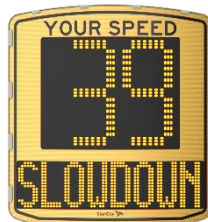
Please note that depending on the model, some options may not be available.

### EVOLIS VISION



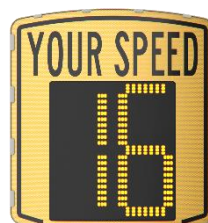
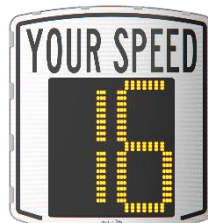
Displays speed and messages.

### EVOLIS VISION AMBER



Displays speed and messages Amber.

### EVOLIS VISION XL



Displays speed in large size numbers but no messages.

# 1. WARNING

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.

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.

## RF Emission

Warning: This module contains radio-frequency transceivers and antennas which emit and receive in the 24GHz frequency band. This module 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 for uncontrolled exposure. This device should be operated with a minimum distance of at least 8 inches between the antenna and a person's body.

## Other warnings

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

## 2. 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 (16ft),
- 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.**

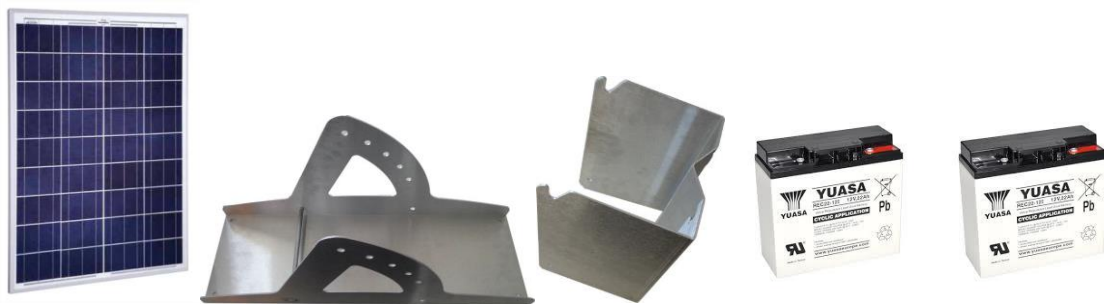
Depending on the model, other accessories may be included:

## 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,
- Four 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.*

### 3. DESCRIPTION



1	Two color 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)



## 4. INSTALLATION



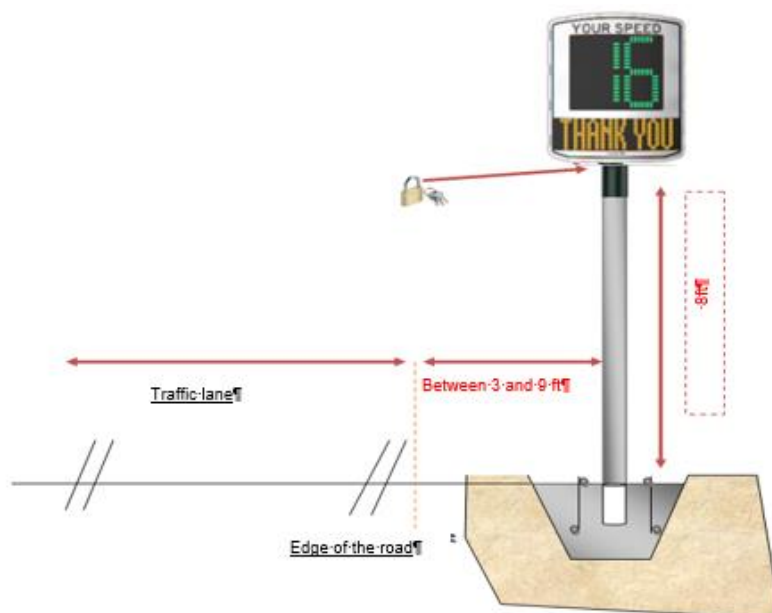
### Before installing your radar speed sign:

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

### 4.1 LOCATION

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

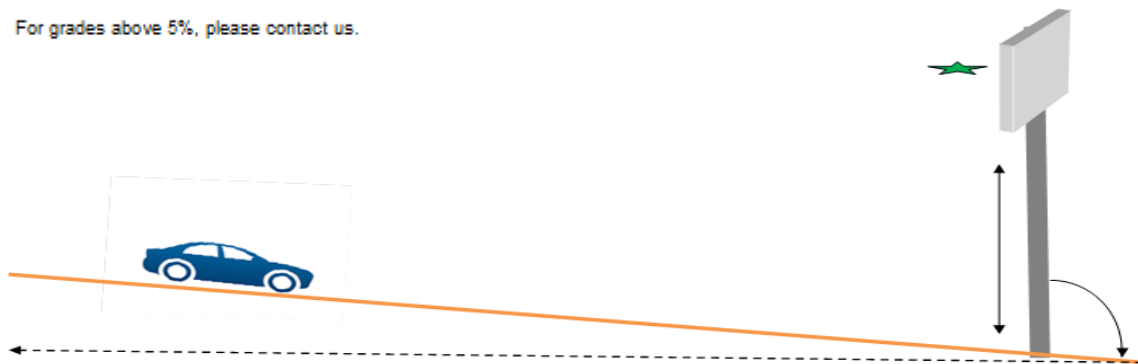
- Choose a straight section road with at least 400ft of unobstructed vision. This area and the radar beam should be free of any objects (trees, poles, parked vehicles, other road signs...) as they may disturb the radar's beam.



- Do not install your sign at intersections or on bridges. It should be at least 500 ft away from cross traffic, since vehicles arriving from the side may be recorded as oncoming vehicles occasioning an issue with the traffic data.
- The sign must be more than 215 ft away from large road signs, as they may interfere with the radar beam.
- Verify that the radar sign does not block the visibility of existing road signs.
- Ensure that the bottom edge of the radar sign is no lower than 8 ft and no higher than 16ft from ground level. (Too low: collision risk for pedestrians or cyclists).
- To avoid accidental collision, ensure that you leave a gap of at least 3ft between the radar screen and the road. We recommend a gap of between 3ft and 9ft.

Horizontal orientation	<b>The Evolis Vision speed sign must be perpendicular to the road.</b> 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.



## 4.2 INSTALLING THE MOUNTING BAR

A mounting bar is supplied with each sign. Strap the bar to a pole that is at least 3.5 inches 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).

### 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 300 and 820 ft. The range can be obstructed if the sign is not installed perpendicularly, or if there are obstacles, fog, etc.

## 4.3 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:

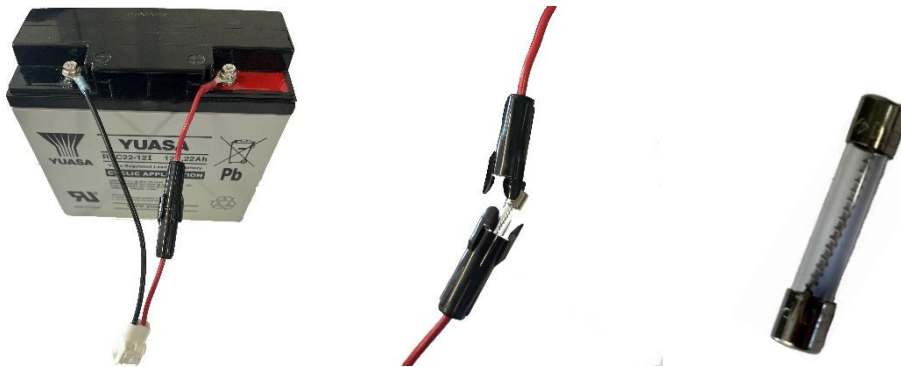
- Speed: 0.3A (3.6 watts at 12V),
- Speed + Message: 0.8A (9.6 watts at 12V),
- Standby: 0.1A (1.2 watts at 12V).

### 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-colored 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.**

### 4.3.1 AC powered version

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

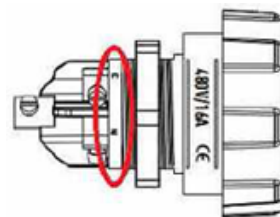
- An internal 8Ah charger,
- A 12V/22Ah lead battery,
- A set of IP68 male-female electrical connectors for connection to the grid.

When connecting the female connector, follow these instructions:

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



Phase	1
Neutral	N
Ground	center



**We strongly recommend adding a 30mA caliber 16A type AC circuit breaker between the mains current & the radar speed sign. Elan City 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.**

### 4.3.2 Solar version

Ideally, the panel should face south. We recommend padlocking the unit through the eyehole at the bottom.

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.

### 4.3.3 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-colored 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 120V 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.

## 4.4 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.









## 5. OPERATING YOUR SIGN




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

### 5.1 STARTING UP

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

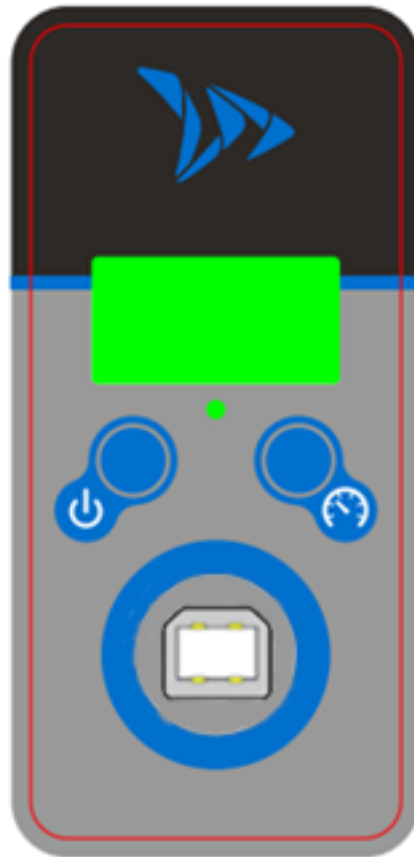
1	Number display	<b>188</b> in green Number display LED test	
2	Number display	<b>###</b> in green Battery voltage test (Example: 132 = 13.2 Volts)	
	Text display	<b>INIT...</b> in amber Message test	
3	Number display	<b>8</b> in red Bluetooth test	
4	Number display	<b>1</b> in green Cellular and Bluetooth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

It is possible to launch the start cycle by pressing and holding the button  until " rS " appears on the screen, then release the button.

## 5.2 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"
- "OFF"
- "Lb" low battery
- "SL" 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 considered by the radar.

### Evolis Vision pre-programmed settings



Speed limit selector	Description	Minimum speed triggering the display	Speed triggering a color change	Speed triggering flashing numbers
	Visual			
20 mph		9 mph	21 mph	26 mph
25 mph		9 mph	26 mph	31 mph
30 mph		9 mph	31 mph	36 mph
35 mph		9 mph	36 mph	41 mph
40 mph		9 mph	41 mph	46 mph
45 mph		9 mph	46 mph	51 mph
50 mph		9 mph	51 mph	56 mph
55 mph		9 mph	56 mph	61 mph
60 mph		9 mph	61 mph	66 mph
SP / 65 mph		9 mph	65 mph	71 mph

The “SP” position corresponds to the factory settings for the 65-mph zone.

\* Text display not available on Mobility and Vision XL models

To change these settings, please refer to the Evocom software user manual.

## Evolis Vision AMBER pre-programmed settings

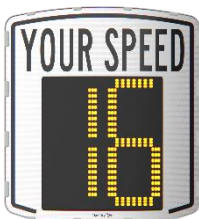
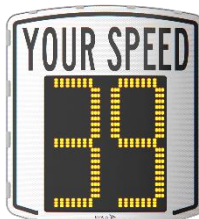
Speed limit selector	Description	Minimum speed triggering the display	Maximum speed displayed	Speed triggering flashing numbers
	Visual			
20 mph		9 mph	21 mph	21 mph
25 mph		9 mph	26 mph	26 mph
30 mph		9 mph	31 mph	31 mph
35 mph		9 mph	36 mph	36 mph
40 mph		9 mph	41 mph	41 mph
45 mph		9 mph	46 mph	46 mph
50 mph		9 mph	51 mph	51 mph
55 mph		9 mph	56 mph	56 mph
60 mph		9 mph	61 mph	61 mph
SP / 65 mph		9 mph	66 mph	66 mph

The “SP” position corresponds to the factory settings for the 65-mph zone.

\* Text display not available on Mobility and Vision XL models

To change these settings, please refer to the Evocom software user manual.

## Evolis Vision XL pre-programmed settings

Speed limit selector	Description	Minimum speed triggering the display	Maximum speed displayed	Speed triggering flashing numbers
	Visual			
25 mph		9 mph	26 mph	26 mph
30 mph		9 mph	31 mph	31 mph
35 mph		9 mph	36 mph	36 mph
40 mph		9 mph	41 mph	41 mph
45 mph		9 mph	46 mph	46 mph
50 mph		9 mph	51 mph	51 mph
55 mph		9 mph	56 mph	56 mph
60 mph		9 mph	61 mph	61 mph
65 mph		9 mph	66 mph	66 mph
SP / 70 mph		9 mph	71 mph	71 mph

The “SP” position corresponds to the factory settings for the 70-mph zone.

\* Text display not available on Mobility and Vision XL models

To change these settings, please refer to the Evocom software user manual.

## 6. 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 VOM.



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

### Vandalism

The Evolis Vision is designed to withstand minor vandalism just like road signs. For more severe damage requiring repair or replacement, contact our customer service department for an appraisal before repair. Any damage to the external parts (such as the case, front panel, battery holder, and mounting bar) must be repaired by qualified technicians.



## 7. 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	30.1in x 27.8in x 6.3in
	Weight	9.56 lb.
	Material (front face)	UV resistant polycarbonate
	Dimensions	29.9in x 27.6in x 0.07in
	Packaging size	33.4in x 31.1in x 9.8in
	Weight	20.2lb (solar) 21.1lb (hybrid)
	Lock	Padlock on lower hook

DISPLAY	NUMBER DISPLAY	
	Dimension	Dim.: 19.2in x 15.7in
	Color	Red - Green
	Quantity	Green: 318 LEDs / Red: 402 LEDs
	TEXT DISPLAY	
	Dimension	Dim.: 6.2in x 12.5in
	Color	Amber
	Quantity	512 LEDs

<b>COMMUNICATION &amp; CONNECTIVITY</b>	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

<b>DETECTION</b>	Antenna	Doppler IPS-937-F
	Type of modulation	CW Doppler
	Frequency	24.125 GHz
	Maximum range	820ft (cars)
	Speed tolerance	± 0.62 m/h

<b>OPTION</b>	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.

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

## 8. 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
<b>Solutions:</b>		
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 of the battery, the solar panel, or the 120V street lighting power supply.		
5. Check the fuse on the battery.		
6. Check the condition of the external mobile connectors (PNC16 or male/female connectors).		

Symptom	Potential causes	Parts involved
Detects vehicles late	Installation / Use	Topography / Configuration / Settings
<b>Solutions:</b>		
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-color square	Battery charge	Batteries / Electrical connectors / Solar panel
<b>Solutions:</b>		
1. Check the voltage at the battery terminals (if < 11.3V replace battery).		
2. Incorrect connection of battery cables, electrical connectors, or solar panels.		
3. Check the condition of the external mobile connectors (PNC16 or male/female 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.		

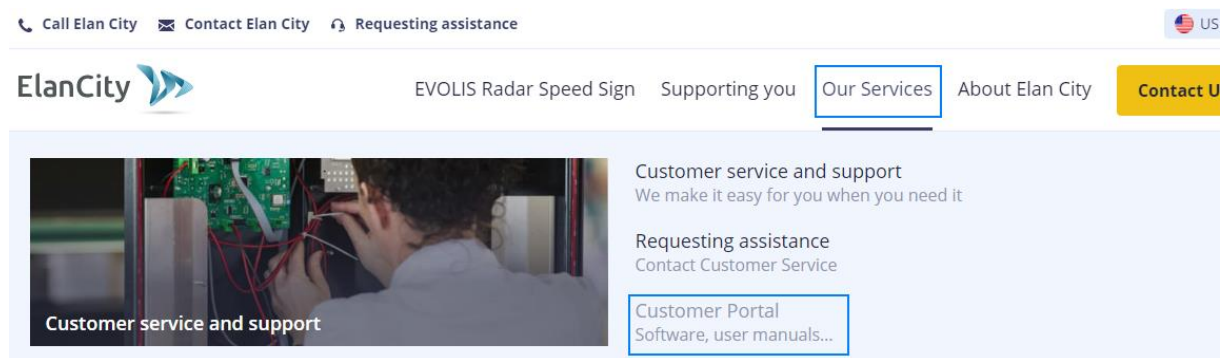
Symptom	Potential causes	Parts involved
Statistics not recording	Installation / Use	Settings / Management of functions
<b>Solutions:</b>		
1. Vehicles not detected due to improper use / installation.		
2. Check the installation location and alignment (see profile drawing).		

Symptom	Potential causes	Parts involved
Faulty Evocom USB connection	Software Installation / Use	Software download
<b>Solutions:</b>		
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.		

## 9. SOFTWARE AND USER MANUALS

### 9.1 EVOCOM/EVOGRAPH

Our software and user manuals are available on our website [www.elancity.net](http://www.elancity.net) in the "Our services" tab.



Click on the Evocom Evograph link

### The EVOLIS radar speed sign

- Evolis User Guide: [Download](#)
- Evolis Amber User Guide: [Download](#)
- Evolis XL User guide: [Download](#)
- Software (Set-up and Traffic Data management): [Evocom Evograph 5.36](#)
- Evomobile User Guide: [Download](#)

### 9.2 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 \(apple.com\)](#)

## 10. CUSTOMER SERVICE



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



**Elan City**

**450 7th Avenue**

**Suite 1501**

**New York, NY, 10123-1591**

**United States**

**Direct number: (646) 878-6259 / Fax: (646) 770-3906**

**Contact: [tech@elancity.net](mailto:tech@elancity.net)**

### 10.1 WARRANTY

The terms and conditions as cited in this document apply to any and all sales of radar speed signs supplied by Elan City Ltd. Accessories, such as batteries, are covered by a separate and different warranty labeled “battery warranty”, included below.

#### 10.1.1 Delivery of goods

Upon delivery of all goods, the client is required to verify the external condition of each package. The client must refuse the entire delivery if the package(s) are not in good condition. In such a case the client must contact Elan City Ltd. immediately. The client is required to verify that the quantities noted on the packing list are in accordance with those delivered. If packages are in good condition but the quantity is incomplete as compared to the packing list, the client must indicate this anomaly on the transporter's copy of the delivery-note and must immediately inform Elan City Ltd. The liability of potential damage to delivered goods and / or missing packages cannot be attributed to the carrier nor to Elan City Ltd. after delivery if the client does not follow the above guidelines.

The quantity & condition of the contents of the package(s) must be verified within 2 days of delivery. The device must also be tested within 5 days of delivery to establish its correct functionality. Beyond these 5 days' delay, payment cannot be contested by the buyer if the device and its accessories are subsequently found to be malfunctioning and/or missing. Full payment of the complete order must be fulfilled by the buyer, within the time frame previously established on the signed contract (the quotation).

#### 10.1.2 Retention of Ownership

Delivered goods shall remain the property of Elan City Ltd. until all goods received have been fully paid for by the buyer. Payment must be made within 30 days of receiving the invoice as indicated on the signed contract (quotation). In the event of late payment, a certified notice for account delinquency will be sent to the buyer, which will then allow the buyer 8 days to make full payment. Beyond this time frame, Elan City Ltd. retains the right to remove the material from the buyer.



### 10.1.3 Warranty

Delivered goods (the device and its components) are fully covered by the warranty, including the labor and transport costs associated with its repair and/or replacement. This is conditional upon a diagnosis of malfunction either by, or approved by, Elan City Ltd. The warranty is valid for 24 months from the date of delivery, except for batteries that are not covered by this warranty. (see "Battery Warranty")

In the case of a perceived device malfunction, Elan City Ltd. will carry out remote diagnostic checks with the client in order to identify any defective components (power supply, software, etc.) prior to proceeding with eventual factory repairs.

### 10.1.4 Warranty disclaimer

The Warranty does not apply to any damage caused by:

- Vandalism, fire or impact damage
- Abuse or mishandling
- Unauthorized modifications and / or unauthorized use of additional / replacement accessories or products
- Damage caused during transportation (see clause "Delivery of Goods")
- Malfunctions due to improper electrical connection or battery cable polarity inversion
- Malfunctions imputable to improper installation non-compliant to our recommendations
- Malfunctions/damage attributable to worn parts and/or accessories including, but not necessarily limited to batteries over 6 months old, broken/worn pole straps, broken/worn pole, etc.

The above list is not necessarily exhaustive.

A Device that is not or is no longer covered by the warranty can still be returned to our after-sales service for repair. In such a case it will automatically undergo a refurbishment / repair quote, which will subsequently be submitted to the customer for acceptance. In case of rejection, the client will be liable for delivery and diagnostic testing costs incurred by Elan City Ltd.

### 10.1.5 Returns Procedure

The client must inform the Customer Service department and describe in detail the problem encountered. An Elan City technician will assist the client and attempt to identify the problem by performing a remote telephone diagnosis. If remote testing concludes that the device or its components are defective, Elancity will then attribute a Claim Number to the customer, authorizing the product return to the Customer Service department. This Claim number will be transmitted to the client by email, along with a document outlining the Customer Service Return Policy. This document must be signed and dated by the client and returned to the Elan City logistics department which will then process the return request. A transportation request will then be sent by email to the customer and the removal of the package will be organized through an Elan City Ltd. authorized carrier.

In the case of customer refusal of the initial remote diagnostic testing, resulting in an independent and unauthorized sending of the product(s), any product(s) found not to be defective will not be covered by the warranty. In such a case the customer will be invoiced for the in-shop diagnostic tests as well as the delivery and retrieval costs; the subsequent re-delivery of the goods will not be affected until the invoice is settled in full.

### **Important: Transportation/Return of Goods to Elancity:**

Our terms of transportation are detailed below; failure to comply with these will invalidate the return procedure and the package will be returned to the sender.

- Batteries should under no circumstance be transported or returned to Elancity
- The device must be sent back in its original packaging. This implies preparing the device in the original foam packaging and the original box.
- Protective foam must protect all four corners of the device, as per the packaging when initially received.
- The package must be sealed with security tape at both ends.
- If the original packaging has not been retained or has been lost, a quote for replacement packaging will be sent to the client.
- If the package is being transported by pallet, the package must be placed upright and film-wrapped before shipment. Average repair time (indicative)

#### **10.1.6 Battery Warranty**

The batteries are under warranty by Elan City Ltd. for 6 months. The same conditions of “delivery of goods” and “retention of title” are true for the batteries as for the device. Replacement batteries must be purchased from Elan City Ltd. Use of non-Elan City Ltd. Batteries and/or accessories can annul the warranty(s), including the device’s warranty. (See clause “warranty disclaimer”). Battery wires cannot be sold separately and must be purchased as a battery pack.

#### **10.1.7 Terms and conditions of returns and reimbursement**

All sales are final: no returns, exchanges and / or reimbursements. Elan City Ltd. is not liable and will not reimburse or exchange goods under the following circumstances: This list is not necessarily exhaustive.

- Product’s non-accordance with current and / or future local laws and / or regulations regarding the following but not exclusive
- to radar speed sign specifications, road / zone placement, installation / mounting
- Product’s non-accordance with Department of Transportation’s regulation or choice of approval / authorization.
- Customer’s dissatisfaction with product and / or customer service, company policies, etc.
- Change of personnel.
- Purchase made by unauthorized personnel.

The Warranty is activated upon delivery of goods.

### **10.2 SPARE PARTS**

Spare parts and accessories can be ordered by contacting [tech@elancity.net](mailto:tech@elancity.net)

### **10.3 USER MANUALS / SOFTWARE**

All the user manuals and software for our units are available on our website [www.elancity.net](http://www.elancity.net) in the "Customer Portal" tab.