Metal Defender FAQ's:

What is does the signal strength indicator mean?

This is how the unit detects metal. This indicates the density and presence of metal. Sometimes if there are any overhead pipes, hvac vents, metal doors, metal cabinets or florescent light fixtures this may trigger this indicator to light up. Ideally you would want to keep 2-3 feet from these items and find a location where this indicator is not light up continuously.

What if I cannot put in a location where the signal strength indicator will not go off?

If you cannot find a fitting location where the signal strength indicator will not turn off, that is ok, it will just make the unit less sensitive. It will still pick up metal from passer bys, but the sensitivity levels will have to be adjusted higher. A good indication is to adjust your sensitivity 2 points higher for every LED that remains lighted on the signal strength indicator. If your desired sensitivity setting is 70, and if your units signal strength indicator continuously has 2 LED's lit at all times, adjust your sensitivity to 74 to accommodate for the surrounding metal around the unit. Sometimes, even moving the unit a few inches or even 90 degrees can help decrease the LED indicator.

What is the right sensitivity setting for me?

The best way to determine what sensitivity setting would work best for you, is to start on the lowest sensitivity setting – 01 and find an article of metal that you wish to pick up. Walk through with the object and increase gradually until the detector picks up the metal. Start with a smaller piece of metal you wish to detect and work from there. If set for smaller traces of metal, the unit will alarm for larger pieces too. (The unit is defaulted at a 65 sensitivity)

Examples of minimum sensitivities settings and what will set unit off:

99 – Paper clip, 90 – Coin cell batteries, 75 – Ring, Zippers, Buttons

70 – Box cutter, 65 – Cell Phone, 60 – Belt Buckles, Set of Keys

I set up my unit, but it will not sound when I walk through with metal?

Always remember that the control panel with the buttons and LED should always be facing away from the people walking through. Continue with the flowchart and make sure that your alarm time length is not set at y-00. If set at y-00, the unit is on mute mode and will not give an audio alarm when metal is detected. Secondly, please make sure that the internal AC plug is plugged into the panel where the internal power source is plugged in.

Where does each of the 6 zones start?

The zones range about every 12 inches, starting from the bottom of the unit to the top. Zone 1 starts at the bottom and goes up about 12 inches, zone 2 starts 12 inches to 24 inches from the bottom, zone 3 is 25 inches to 36 inches, etc…

There seems to be a lot of alarms detections occurring, more than we want or expected. Why is this?

Before implementing a metal detector into your security, one must have a plan as to how is this equipment going to best work for them. The best way is to consult who is going to be monitoring the unit and what is the purpose of the unit. For example, if you are looking to catch people stealing small computer IC chips in their pockets, you are going to need a high sensitivity to detect them. False alarms can be sensed if larger items like belt buckles and purses are not worn when passing through. One must have a plan as to which items are needed to be put aside before walking through. If you are not sure, or would like a product specialist to assist creating a plan, feel free to contact us at 888-30-POWER.

Do you set up and install units?

We are located in Chicago and can set up and install units for an additional fee. For a quote for installation and setup in areas outside of Chicago, please call 888-30-POWER for a quote.

The passerby units are not adjusting or are continuously increasing. What should I do?

The black circular discs on the inside of the panels are the infrared sensors. These pick up when a person walks through the unit. If the unit is not picking up the passerby's, the sensors can have fingerprints or dirt on them. With a cloth towel with rubbing alcohol or window cleaner, rub around the sensor to clean.