



# GATEKEEPER PaC30 Passenger Counting Sensor Installation Guide

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**GATEKEEPER**  
MOBILE VIDEO SOLUTIONS FOR BUILDING SAFER & SMARTER COMMUNITIES



**PaC30 Passenger Counting Sensor  
User Manual & Install Guide**

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## Introduction

### 1.1 Welcome to Your New PaC30

Gatekeeper's Passenger Counting Sensor PaC30 uses Artificial Intelligence (AI) to accurately record the number of passengers getting on and off at each bus stop. When the PaC30 is connected to Gatekeeper's DVR, the counting data is securely stored in a hard drive or can be wirelessly uploaded to Gatekeeper's G4 Vision server via WIFI or cellular network.

The PaC30 consists of two components – a Primary PaC30 and a Secondary PaC30. The Primary PaC30 is mounted at a vehicle's front door. The Secondary PaC30 can be mounted at a vehicles' rear door if present. Both the Primary and the Secondary can be mounted vertically (top mount) or horizontally (side mount). The recording can be viewed live using G4 Connect or the counting data is saved into log files. The camera image view is 1080p resolution and goes into night mode (black and white) during low light situations. The IR's will illuminate to overcome the low light levels.

With passenger counting data, customers can improve route scheduling, dispatching, and planning based on actual passenger volume and demand. Customers can use the data to perform statistical analysis such as comparing the passenger counting data to fare revenue.






Gatekeeper offers software applications integrated with 3rd party partners to present the passenger data. Customers can use Gatekeeper's Open Platform API to develop their application to process the data.

Passenger Counting Sensor PaC30 is a compact device that is easy to install and can be conveniently set up with Gatekeeper's G4 Connect software.

### 1.2 Important Safety and Handling Information

Before using the product, please ensure that you observe the safety precautions described below.

Always ensure that the product is used correctly and by the listed instructions. Be sure to also check the manuals included with any other product accessories that you may use.

SAFETY AND INFORMATION SYMBOLS USED IN THIS MANUAL	
	This symbol is intended to alert the user to the presence of uninsulated “dangerous voltage” that may be of sufficient magnitude to constitute a risk of electric shock to persons.
	This symbol is intended to alert the user to the presence of important operating and maintenance instructions in the literature accompanying this product. Failure to heed these warnings or instructions may damage the product or cause it to operate incorrectly.
	This symbol indicates the text of importance or special significance in the accompanying product literature. These may be important operating instructions or supplemental information.
	This symbol draws the user’s attention to time-saving tips and helpful guidelines for using the product’s features.
	This symbol draws the user’s attention to recommended best practices which should be observed when installing and using the product.

## CAUTION

### RISK ELECTRIC SHOCK

The battery must be disconnected from the vehicle before working on the electrical system of the vehicle when installing, servicing or removing Gatekeeper products.



#### Preparing to Install

- Customers shall be responsible for addressing any systems on the bus that require attention as a result of disconnecting the bus battery. This includes, but is not limited to, entering a radio theft code, programming radio stations, etc.




#### Installing the product

- All Gatekeeper Systems employees or contractors who perform electrical work (e.g., installing, servicing or removing a PaC30, installing a backup camera system, etc.) on a customer vehicle shall ensure that the battery in the vehicle is disconnected before work commences.

#### Operating the product

- The PaC30 has an operating temperature range of -22°F to +155°F (-30°C to +70°C). It is good practice to ensure that the product is mounted in a suitable location that does not exceed acceptable temperature ranges during normal operations.
- Do not remove the cover of the product as this will void the warranty.
- When a system has shipped with a GPS antenna, please ensure that the GPS antenna is mounted externally on the roof of the bus with a clear view of the sky, and with the magnetic side facing down.

#### Updating the product

-  Firmware updates (available from [www.gatekeeper-systems.com](http://www.gatekeeper-systems.com)) are system and product model specific. These firmware updates must be applied to the PaC30 system only.



### Repairing the product

- Your PaC30 doesn't have any user-serviceable parts. Do not open or disassemble it or attempt to repair it or replace any components.
- Disassembling the PaC30 may damage it or may cause injury to you. If your product needs service, is damaged, or malfunctions, contact Gatekeeper Systems for assistance.

If you attempt to open it, you risk damaging your product, and such damage isn't covered by the warranty on your PaC30.

If at any time there is a question about how to proceed, please contact Gatekeeper Systems immediately at either 1-888-666-4833 or 1-604-864-6187 for assistance. Review all available installation documentation, including technical bulletins. Additional resources, technical bulletins and product tutorials can be found at <https://www.gatekeeper-systems.com/support>

### What's Included

The following items are included as part of your basic product package.



### PaC30 Passenger Counting Sensor

Accurately records the number of passengers that can be viewed live or save the counting data into log files. There are two PaC30 components:

- Primary PaC30
- Secondary PaC30

**CAT5 Cable**

15ft or 30ft cable lengths are available.

- GSWHCAT5-15MLD (BLUE -15')
- GSWHCAT5-30MLD (GREEN – 30')

The cable connects from LAN on Primary PaC30 to LAN connection on DVR.

**Standard Camera Cable**

15ft or 30ft cable lengths are available.

- GSWHC2N-15MLD
- GSWHC2N-30MLD

The cable connects from Primary PaC30 to Secondary PaC30.

There are numerous customizable options and accessories which can tailor the product installation to fit your unique operating environment and requirements.

Please contact Gatekeeper Systems for information on optional download kits and other accessories for use with your product.

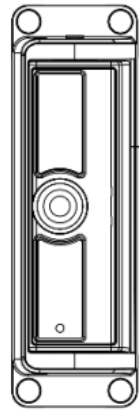
**2.1 System Specifications**

Video	
Image sensor	1/2.8" 2M pixel CMOS
Lens Size	2.7mm
Field of View (FOV)	120°
Video Compression	1-1.265 / H.264
Video Resolution	PaC30 Primary: 1080p @ 30 FPS (IP camera) PaC30 Secondary. 1080p @ 30 FPS (AHD camera)
Dual Stream	Main stream: 1080p @ 30 FPS Sub-stream: VGA/QVGA/CIF @ 15 FPS or D1 @ 15 FPS
Network	
LAN Function	10/100 Mbps Ethernet
Serial Interface	1 RS485 port
Alarm I/O	2 channels alarm I/O
Power	
Input Voltage	BV to 16V DC
Power Consumption	< 5W
Temperature	
Operating temperature	-22°F to +158°F (-30°C to +70°C)
Mounting	
Top Mount	7" x 1.75" x 2.25" (178mm x 45mm x 57mm)
Side Mount	7" x 2.18" * 1.56" (178mm x 56mm x 40mm)
Mounting Options	Top Mount or Side Mount

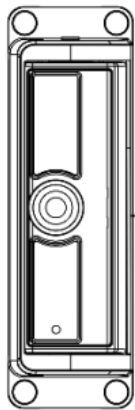
## Hardware Installation

### 3.1 Quick Reference Guide for Installation

### PaC30 PRIMARY



### PaC30 SECONDARY



CABLE LENGTH DETERMINED  
BY LOCATION OF DVR

TO LAN CONNECTION  
ON DVR

CAT 5 CABLE:  
GSWHCAT5-15MLD (BLUE -15')  
GSWHCAT5-30MLD (GREEN - 30')

STANDARD CAMERA CABLES:  
GSWHC2N-15MLD  
GSWHC2N-30MLD

## 3.2 Installation

The device has an operating temperature range of -30°C to +70°C. Please ensure that the device is mounted in an area in which acceptable temperature ranges are experienced.



Please take a moment to read and understand the following important installation conditions to ensure the Customer Warranty will not be voided.

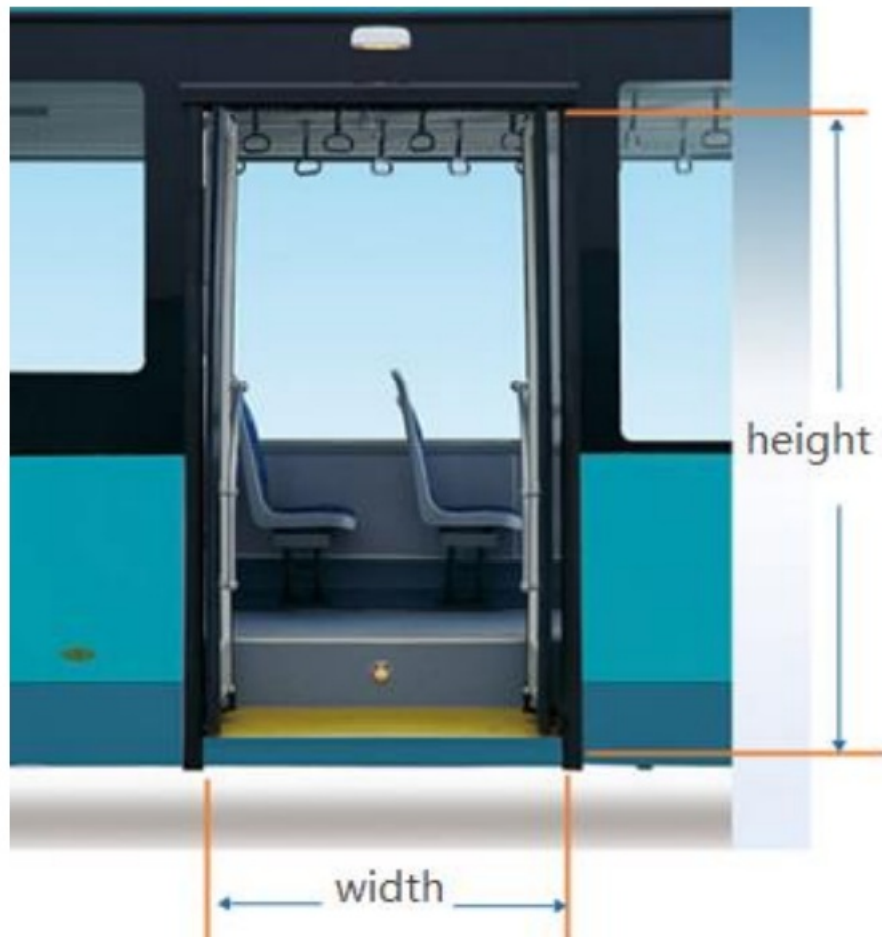
- DO NOT remove any enclosures/covers associated with the device as this will void the warranty.
- Remove the In-Line Power fuse before jump-starting the vehicle.
- Select a solid ground connection for the device.
- DO NOT use any third-party accessories, unless approved by Gatekeeper Systems.
- Ensure that ALL provided Split Loom are used around exposed cables. Grommets are to be used as directed by the install sheet. Failure to use provided Split Loom and Grommets will void the warranty.
- Gatekeeper Systems provides Tek Screws with which to mount the PaC30 – these have been tested and are approved for mounting.
- DO NOT plug in the cable to the processor until the wires have been connected

### 3.2.1 Installation Instructions

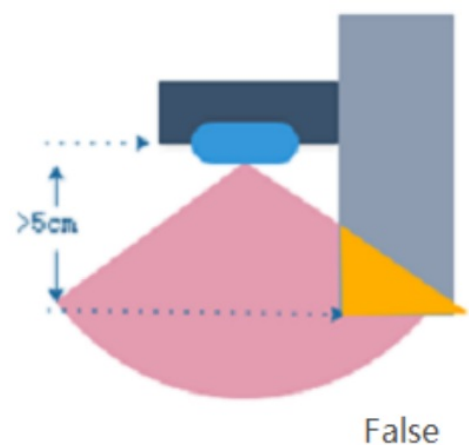
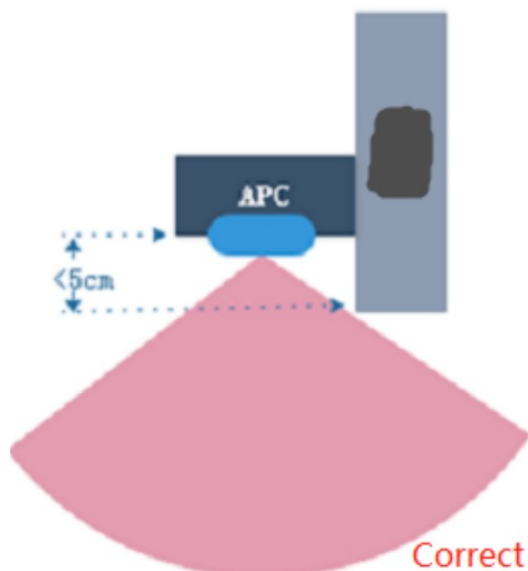
PaC30 has a Primary PaC30 and a Secondary PaC30. Primary PaC30 is for vehicles that have a single door. Secondary PaC30 can be installed on vehicles that have two doors.

- Only one passenger counter can be installed per door.
- The direction of installation is indicated by the sticker on the passenger counter.
- The height and width of the door where the passenger counter is installed should be 74.8" – 94.4" (1.9 m – 2.4

m) and 27.5" – 62.9" (0.7 m – 1.6 m) respectively.



- If the distance between the edge of the vehicle and the installed PaC30 is  $\geq 30\text{cm}$ , please contact a Gatekeeper technician.
- The distance between the installed PaC30 passenger counter sensor and the bottom of the vertical wall should not exceed 5cm.



o Top Mount Bracket:



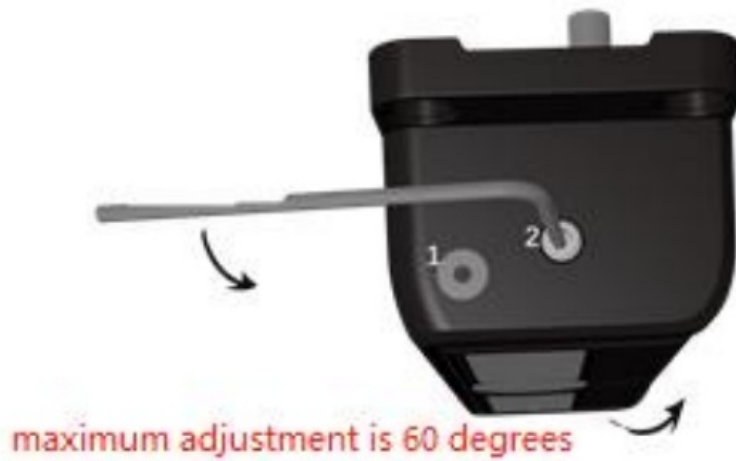


o Side Mount Bracket:



**NOTE:** The installation location of PaC30 devices determines the types of mounting brackets are used. When the PaC30 is installed vertically, the maximum range of error is  $\pm 5$  degrees.

- 4 installation options to install Primary PaC30 and Secondary PaC30:
  - o Primary PaC30 uses top mount and Secondary PaC30 uses side mount.
  - o Primary PaC30 uses side mount and Secondary PaC30 uses top mount.
  - o Both PaC30 sensors use top mount.
  - o Both PaC30 sensor use side mount.
- Primary PaC30 should be mounted directly above and in the centre of the passenger boarding door.
- Primary PaC30 must be perpendicular to the floor (use a leveller to adjust the angle of the device).
- Center screw allows hex key to make adjustment to level installed camera. Small set screws on each side of housing need to be tightened to ensure camera does not shift angle from vehicle movement.



Set screw 1: Fixes the main body of the camera.

Set screw 2: Adjusts the angle of the camera body.

- Primary PaC30 installation height should be in the range of 78.7" – 94.4" (2m to 2.4m).
- Secondary PaC30 installation height should be in the range of 78.7" – 94.4" (2m to 2.4m).



- Secondary PaC30 can be mounted using any of the brackets.
- Top mount for Secondary PaC30: Secondary PaC30 can be mounted vertically on the side of the door. (Use the leveller to adjust the angle of the device.)
- Center screw allows hex key to make adjustment to level the installed PaC30. Small set screws on each side of housing need to be tightened to ensure PaC30 does not shift angle from vehicle movement.

### 3.2.2 Connecting PaC30 to Gatekeeper DVR

Please follow the steps and the Wiring Diagram to connect PaC30 to Gatekeeper DVR.

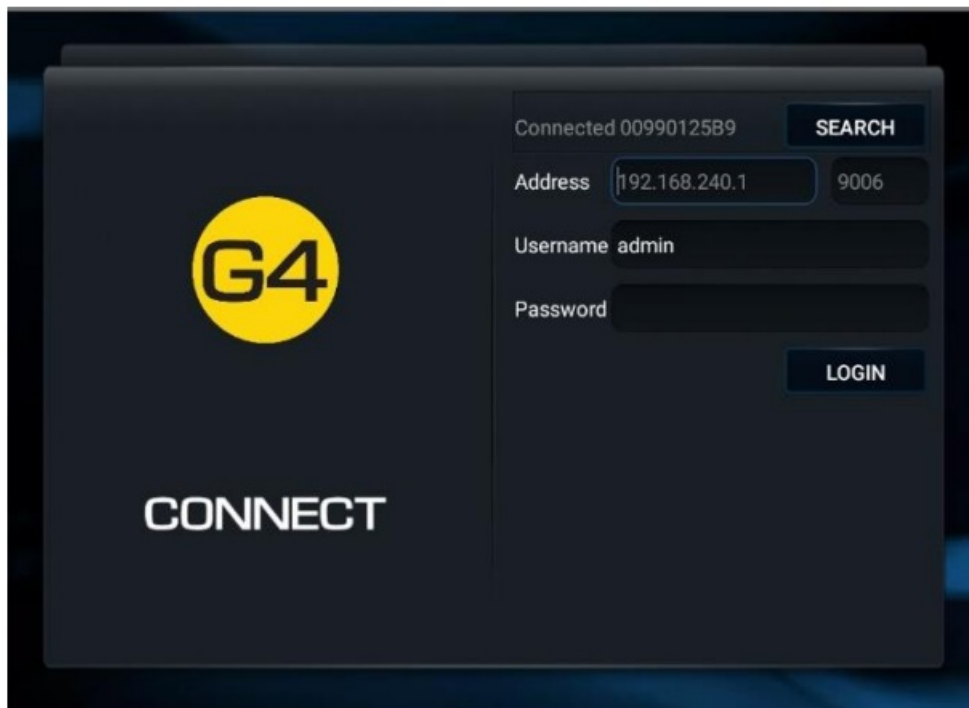
- Connect the CAT5 cable to the Primary PaC30 from the DVR LAN port.
- Connect the standard camera cable to the Secondary PaC30 from Primary PaC30.
- Connect sensor 4 from DVR to the door switch.

If Secondary PaC30 is being used, connect another sensor from the DVR to the door switch.

For example: sensor 4 for door switch 1, and sensor 7 for door witch 2.

GND	(Black)	Connect to the negative terminal of the battery, -12V. Typically, grounds are established in the fuse panel, and installers would need to connect there.
IGNITION	(Yellow)	Connect to the vehicle ignition, +12V, the signal required to activate the device. Ensure that the supplied 3 AMP fuse is used. Ignition is obtained from the “cold” side of the solenoid.
POSITIVE	(Red)	Connect to the positive terminal of the battery, +12v. Ensure that the supplied 15 AMP inline fuse is used. +12V is obtained from the “hot” side of the solenoid, or the cables that connect directly to the battery from the fuse panel

## Setup PaC30 and DVR using G4 Connect



- Open Gatekeeper's G4 Connect on your mobile phone or tablet.
- Input credentials to login.

### 4.1 DVR Configurations

Open the DVR configurations and follow the steps below.

Navigate to: Preferences → General → Sensor

Change the settings in the DVR to trigger the PaC30 to determine the door is open or closed.

For Primary PaC30, please follow the steps below:

Sensor

Serial Port

Speed

Mileage

Network

Flow Limit

Unit

Sensor Number

4

Sensor Name

DOOR

OSD Name

DR

Trigger Source

Source Voltage

Sensor Uses

Door1

Copy

Sensor1

To

All

Copy

Default

Save

Sensor	Sensor Number	DEFAULT SETTINGS: ▪ 4
	Sensor Name	DEFAULT SETTINGS: ▪ Door
	OSD Name	DEFAULT SETTINGS: ▪ DR
	Trigger Source	DEFAULT SETTINGS: ▪ Source Voltage
	Sensor Uses	DEFAULT SETTINGS: ▪ Door1

For Secondary PaC30, please follow the steps belo

00990125  
B9

General

Preview

Playback

Preferences

Basic Setup

Regist Info

Time Setup

Startup

User Setup

Network

Application

Other Setup

Surveillance

Live View

Record

IPC Setup

Camera Setup

Collection

General

Advanced

Snap Setting

Sensor

Serial Port

Speed

Location

Mileage

Network

Flow Limit

Unit

Sensor Number

Sensor Name

OSD Name

Trigger Source

Sensor Uses

7

DOOR 2

DR2

Source Voltage

Door2

Copy

Sensor1

To

All

Copy

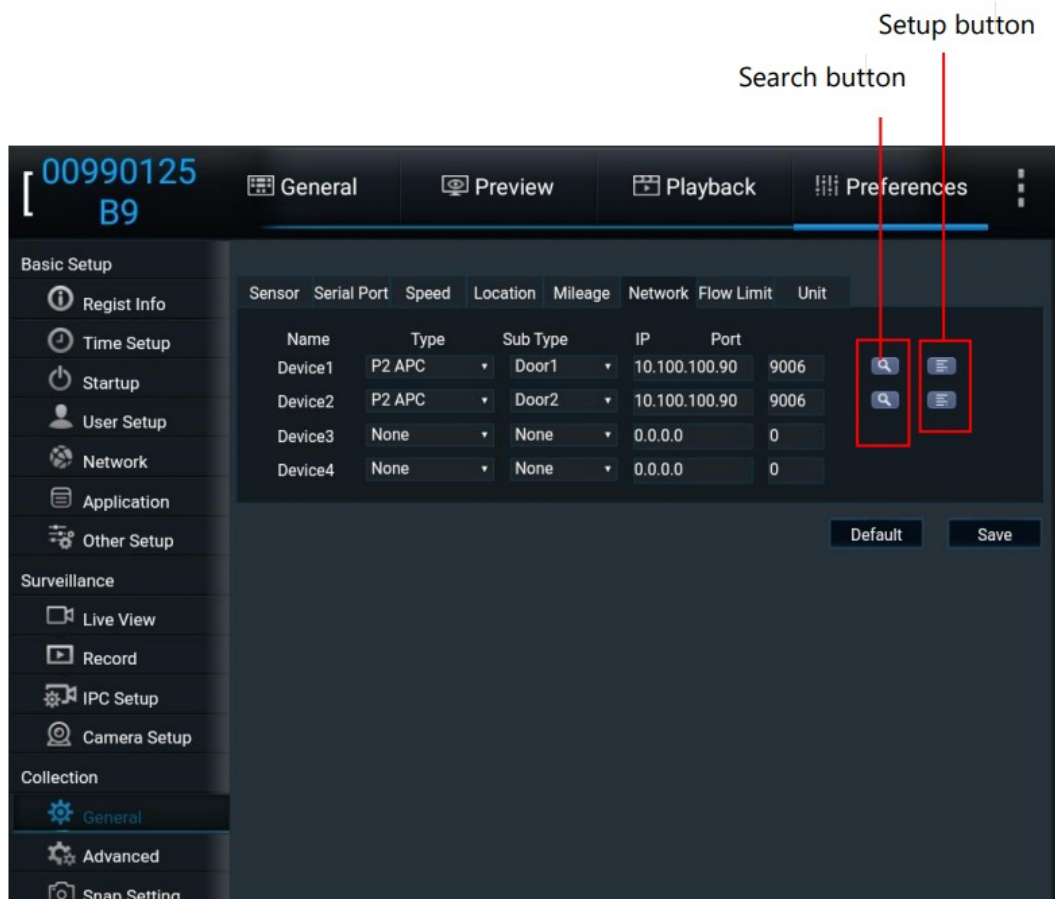
Default

Save

Sensor	Sensor Number	DEFAULT SETTINGS:
		•7
	Sensor Name	DEFAULT SETTINGS:
		•Door2
	OSD Name	DEFAULT SETTINGS:
		•DR2
	Trigger Source	DEFAULT SETTINGS:
		•Source Voltage
	Sensor Uses	DEFAULT SETTINGS:
		•Door2
Click on the Save button to save the settings.		

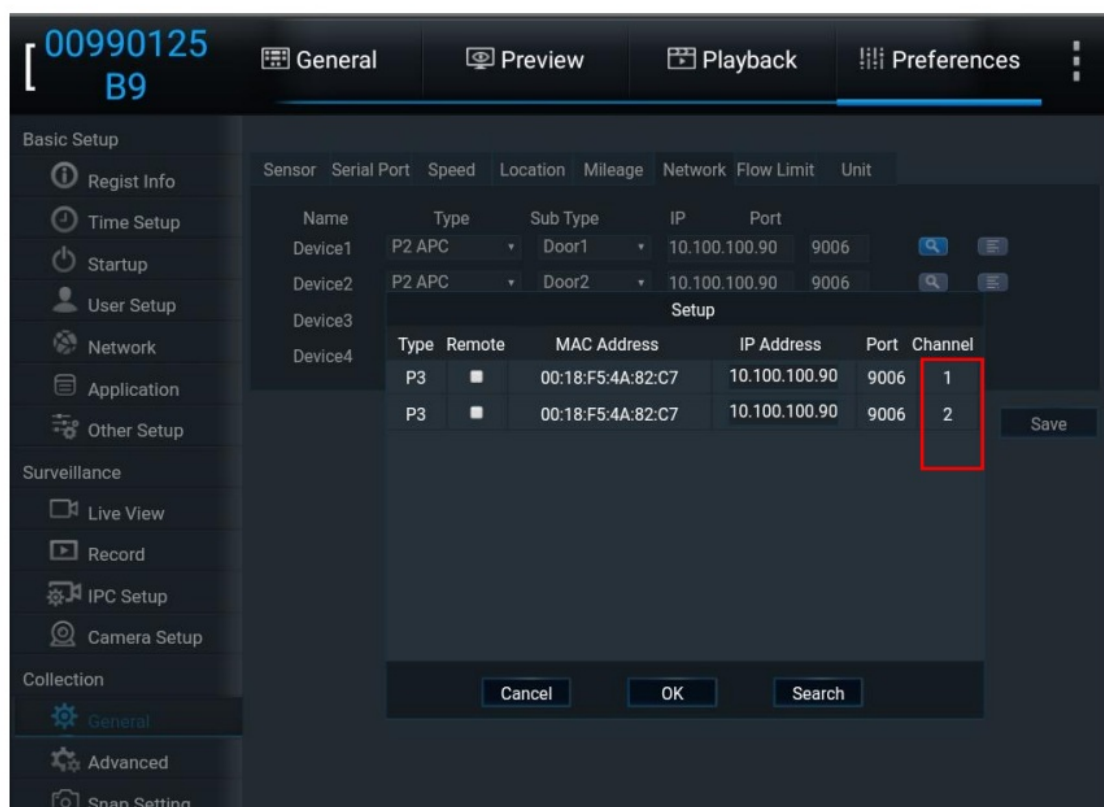
Navigate to: Preferences → Collection → General → Network

- Under Network tab, change Device 1 and Device 2 type to P2APC.
- Click on the button Save to save the settings.



**Navigate to:** Preferences → Collection → General → Network

- Click on the Search button.
- Check the MAC address of the PaC30 for channel 1 and channel 2.
- If MAC address appears in this field, the PaC30 device is configured with the DVR.





## 4.2 Binding IP cameras

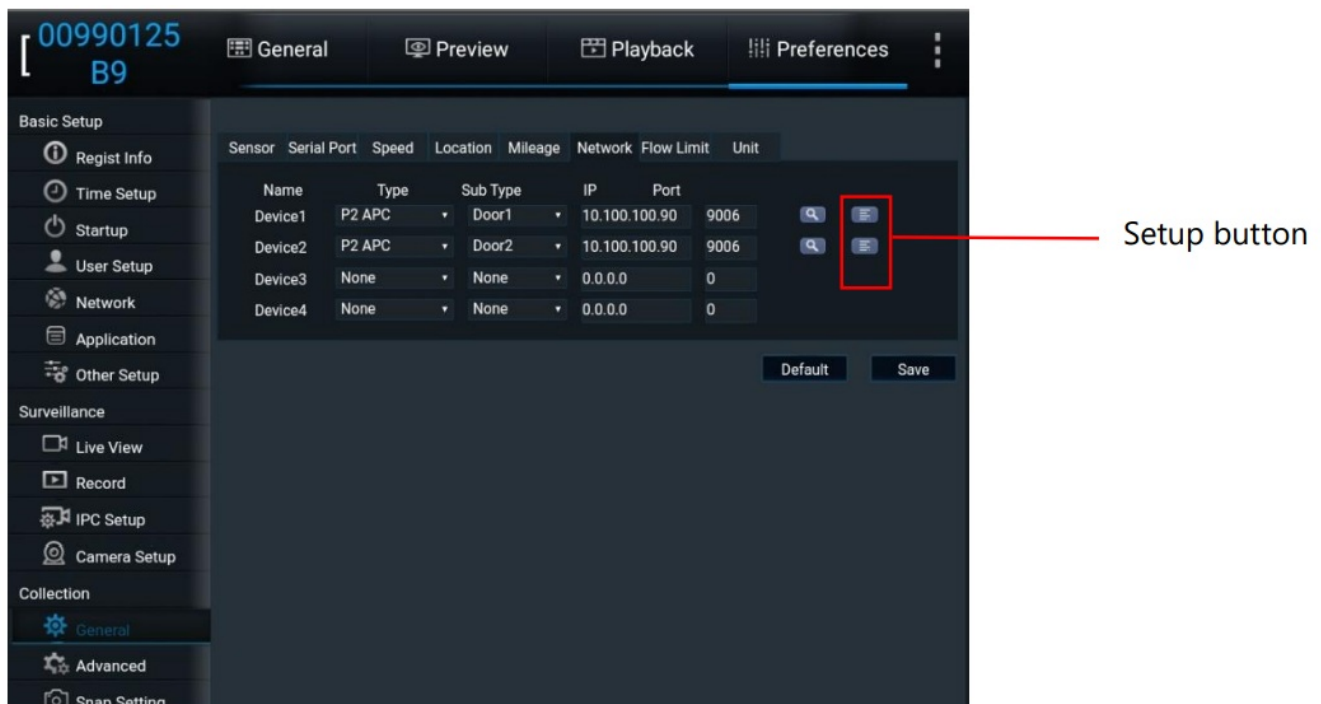
Navigate to: Preferences → IPC Setup



- Click on the Search button for the Device Channel to bind with the PaC30.
- Select Primary PaC30.
- Click on OK.
- Select another channel to bind Secondary PaC30.
- Enable both channels for Primary PaC30 and Secondary PaC30.

## 4.3 Configuration of PaC30 using G4 Connect

Navigate to: Preferences → Collection → General → Network



- Click on the Setup button.
  - o Go to Preview tab to do calibration.
  - o Go to Preference tab to change settings.

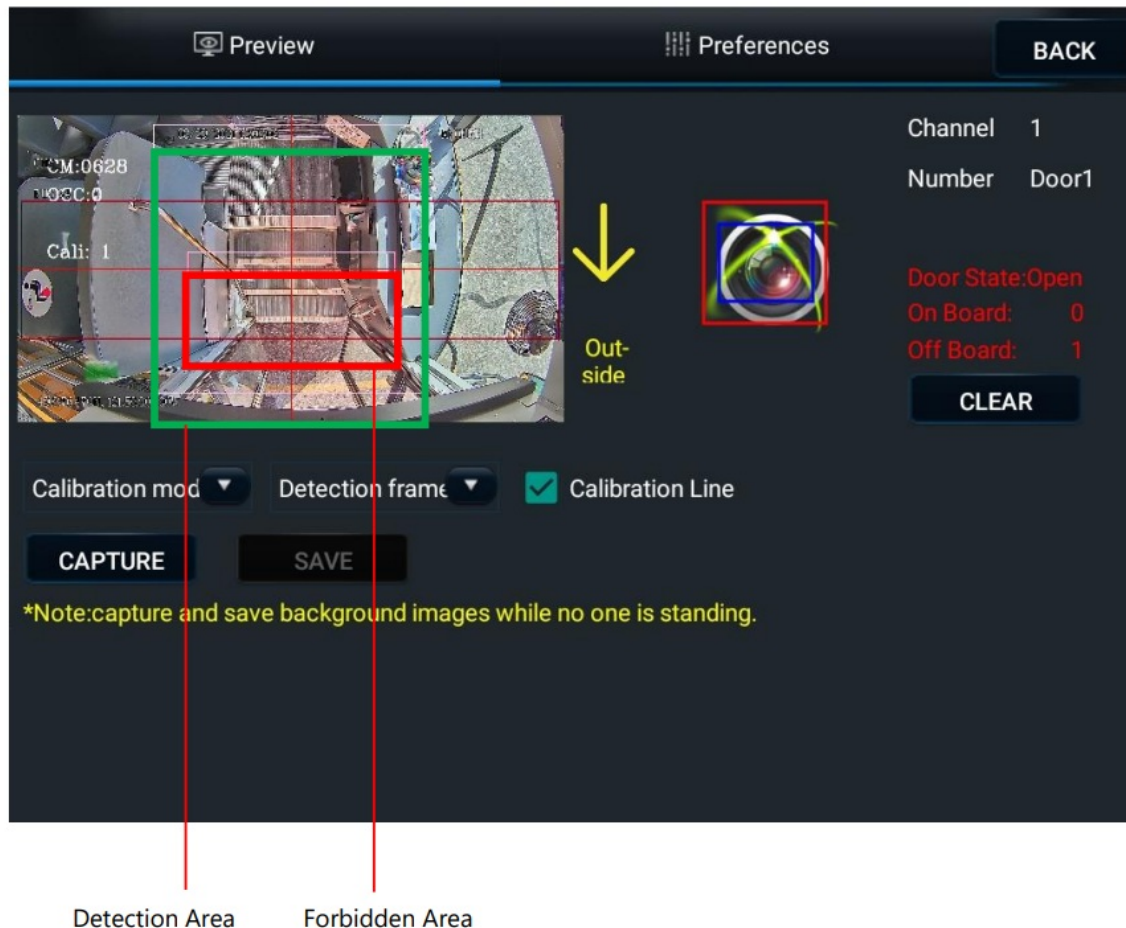
#### 4.4 PaC30 Calibration

Navigate to: Preferences → Collection → General → Network → Setup→ Preview

**NOTE:** Before calibration, make sure all cables from PaC30 are connected.

The bus door must be closed. The system will not pick up the door sensor if the bus door is not closed.

Please follow the following steps to start calibration:



1. Select "Calibration Mode".
2. Click on the Capture button.
3. Draw a forbidden area. The forbidden area is the area where a person is not allowed to stand in a moving vehicle.
4. Click on Save to save the prohibited area.
5. Draw a detection area. Detection area is bigger than the forbidden area.
6. Click on Save to save the detection area.
7. Click on Save.
8. Select the Normal mode to apply the settings.

**NOTE:** Similarly, setup the Secondary PaC30 by clicking on setup button for device 2.

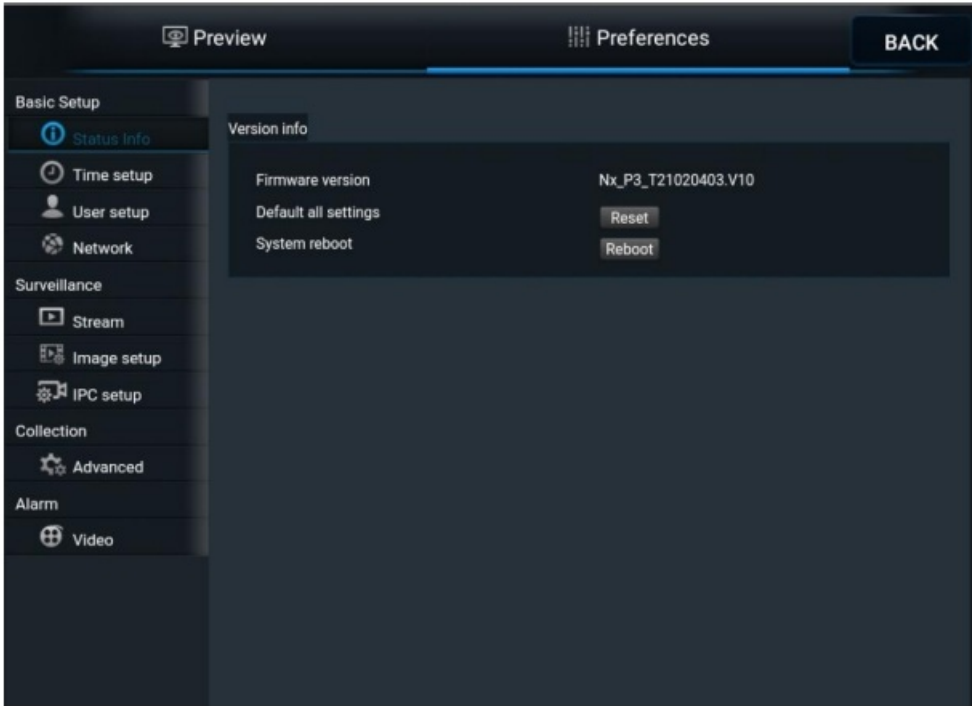
#### PaC30 Configuration

Navigate to: Preferences → Collection → General → Network → Setup→ Preferences



5.1 Status Info

Navigate to: Status Info



Version	Firmware Version	Displays the current version of PaC30 firmware.
	Default all settings	Reset settings to the default.
	Reboot	To restart the system.

5.2 Time Setup

Navigate to: Time Setup

5.2.1 General

Navigate to: Time Setup → General

General	Date Format	To select the date formation. DEFAULT SETTINGS: ▪ MONTH/DAY/YEAR
	Time format	To select the time formation. DEFAULT SETTINGS:
	Time zone	Select the time zone. DEFAULT SETTINGS: ▪ (GTM -8:00) PACIFIC TIME (US & CANDADA)
	Default	To reset the setting to the default.
	Save	To save the current changes.

5.2.2 Time Sync

Navigate to: Time Setup → Time Sync

Time Sync	Date/time	<ul style="list-style-type: none"> <li>▪ Change time Enter the time and date. Click on the change button to change the time.</li> <li>▪ Sync with PC Click on the button to match the time and date with your PC.</li> </ul>
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### 5.3 Network

Navigate to: Network

#### 5.3.1 Local

Navigate to: Network → Local

Local	DHCP mode	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ Checkbox Unselected</li> </ul>
	Static IP	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ Checkbox Selected</li> </ul>
	IP address	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ 10.100.100.90</li> </ul>
	Subnet mask	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ 255.255.255.0</li> </ul>
	Gateway	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ 192.168.1.1</li> </ul>
	Auto get DNS	DEFAULT SETTINGS: Checkbox Unselected
	Use following DNS	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ Checkbox Selected</li> </ul>
	Preferred DNS server	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ 192.168.1.1</li> </ul>
	Alternate DNS server	DEFAULT SETTINGS: <ul style="list-style-type: none"> <li>▪ 192.168.1.1</li> </ul>

**NOTE:** Similarly, setup the Secondary PaC30 by clicking on the setup button for device 2.

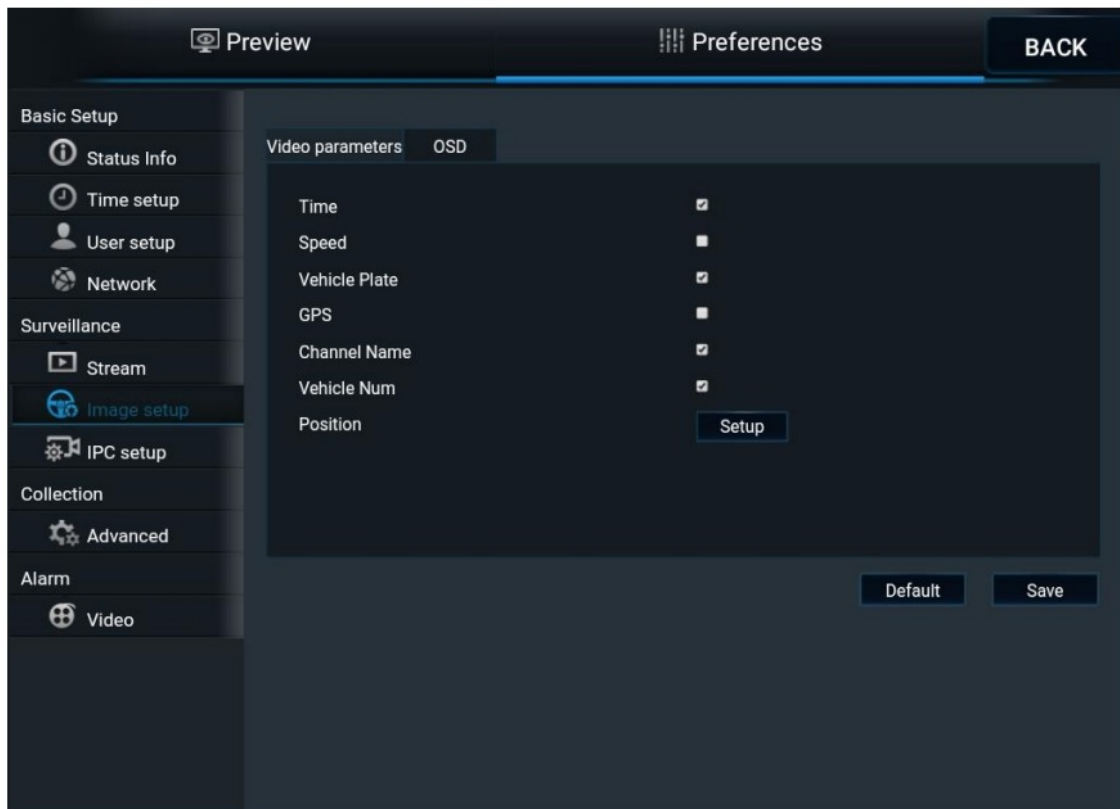
### 5.4 Image Setup

Navigate to: Image Setup

#### 5.4.1 OSD

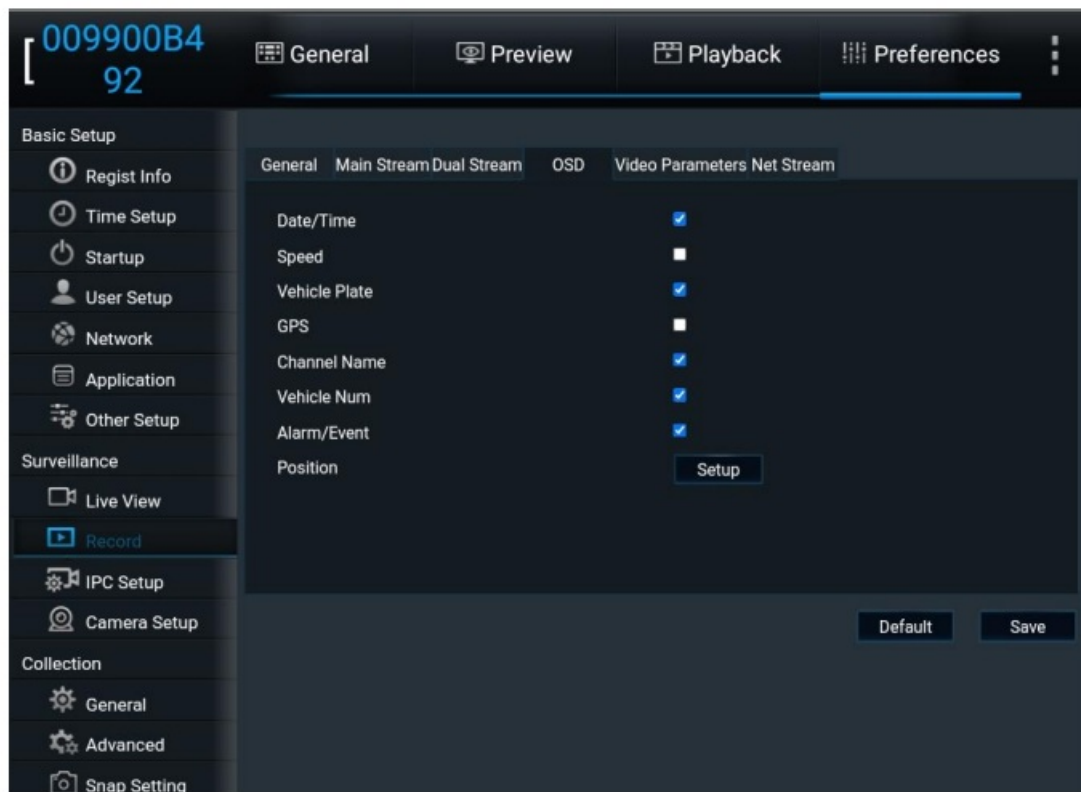
Navigate to: Image Setup → OSD

On Screen Display (OSD) is an image superimposed on a screen commonly used to display information such as channel names, date/time, device status, GPS coordinates, and etc.



OSD	Time	Displays time. DEFAULT SETTINGS: ▪ Checkbox – Selected
	Speed	Displays speed of the vehicle DEFAULT SETTINGS: ▪ Checkbox – Unselected
	Vehicle Plate	Displays the count (UP and DOWN) of the passengers on/off the vehicle.
	GPS	Displays location of the vehicle. DEFAULT SETTINGS: ▪ Checkbox – Unselected
	Channel Name	Displays the channel name. DEFAULT SETTINGS: ▪ Checkbox – Selected
	Vehicle Num	Displays the vehicle number. DEFAULT SETTINGS: ▪ Checkbox – Selected

**NOTE:** To view the up and down count on the recorded video, also enable vehicle plate under Record section.  
Navigate to: Preferences → Surveillance→ Record→ OSD



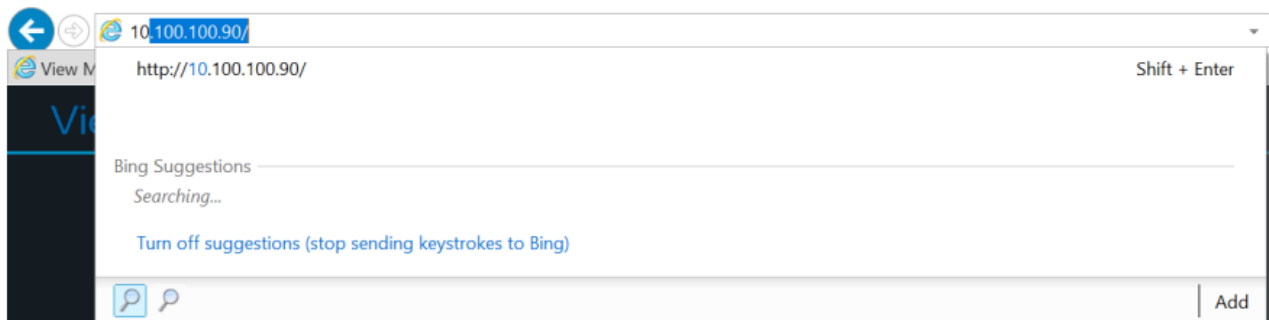
OSD	Date/Time	Displays date and time on the screen. DEFAULT SETTINGS: ▪ Checkbox – Selected
	Speed	Displays speed of the vehicle on the screen. DEFAULT SETTINGS: ▪ Checkbox – Unselected
	Vehicle Plate	Displays the count (UP and DOWN) of the passengers on/off the vehicle. DEFAULT SETTINGS: ▪ Checkbox – Selected
	GPS	Displays location of the vehicle on the screen. DEFAULT SETTINGS: ▪ Checkbox – Unselected
	Channel Name	Displays the channel name on the screen. DEFAULT SETTINGS: ▪ Checkbox – Selected
	Vehicle Num	Displays the vehicle number on the screen. DEFAULT SETTINGS: ▪ Checkbox – Selected
	Alarm/Event	Displays the triggered alarm on the screen. DEFAULT SETTINGS: ▪ Checkbox – Selected



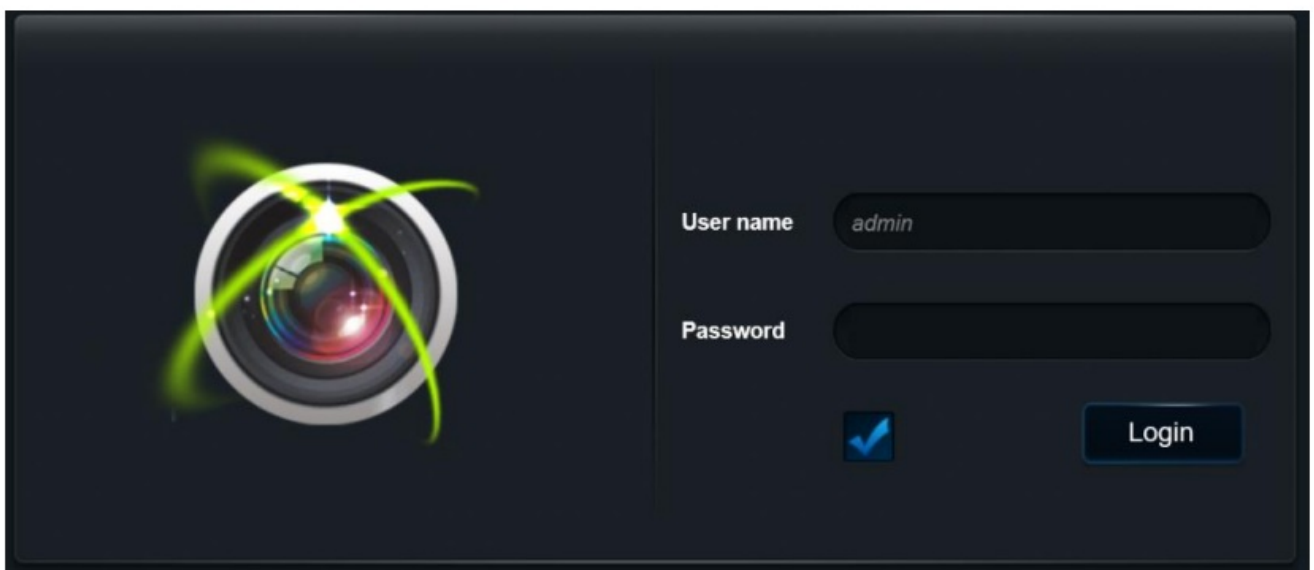
## Setup PaC30 using Internet Explorer

Please follow the steps to connect PaC30 from your tablet or the PC.

- Open the Internet Explorer and enter the 10.100.100.90 into the address bar.



- A login screen appears after you entered the IP address.



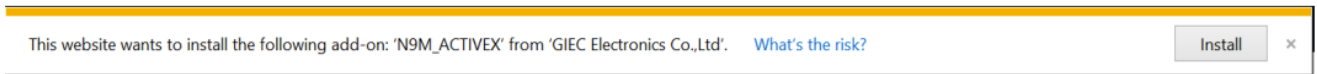
User Name admin

Password Check with Gatekeeper Customer Care Team

Checkbox If selected, the browser will remember your login details

Login Button to login

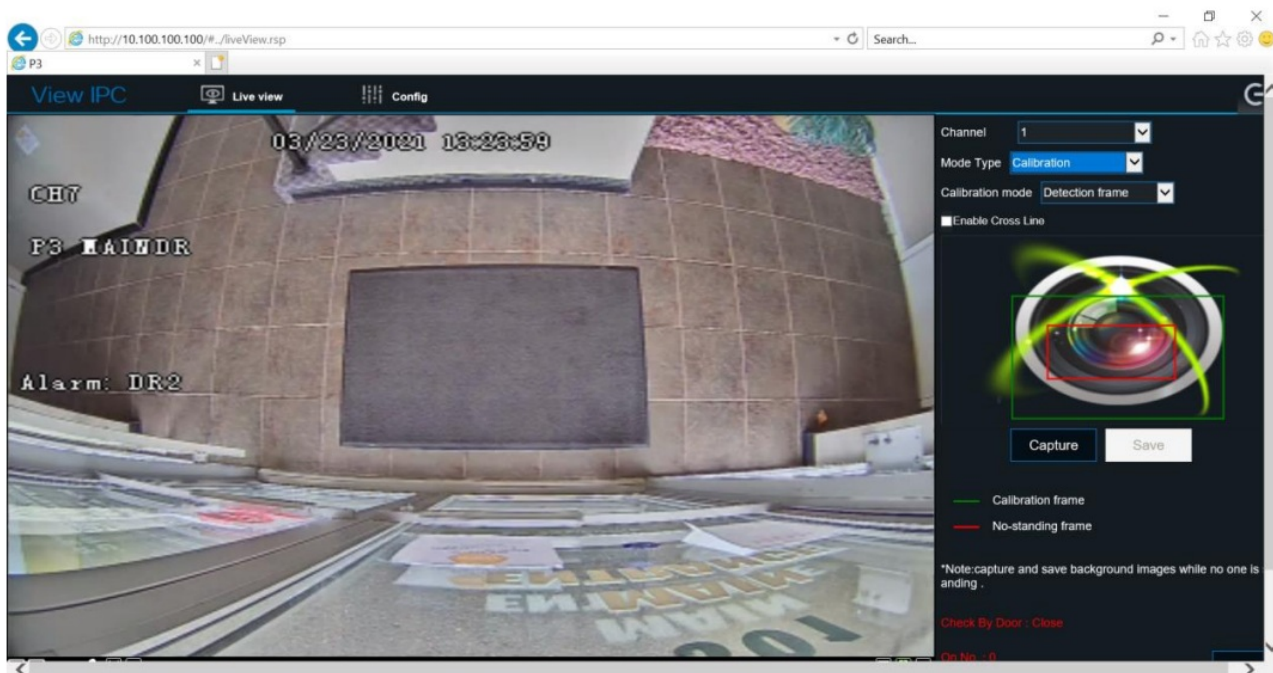
- After logged in to the PaC30 from the browser, a message pops up for plugins installation. Click on the Install button.



**NOTE:** Must install the plugins. This configuration method is only available by using Internet Explorer.

## 6.1 Calibration

Navigate to: Live view



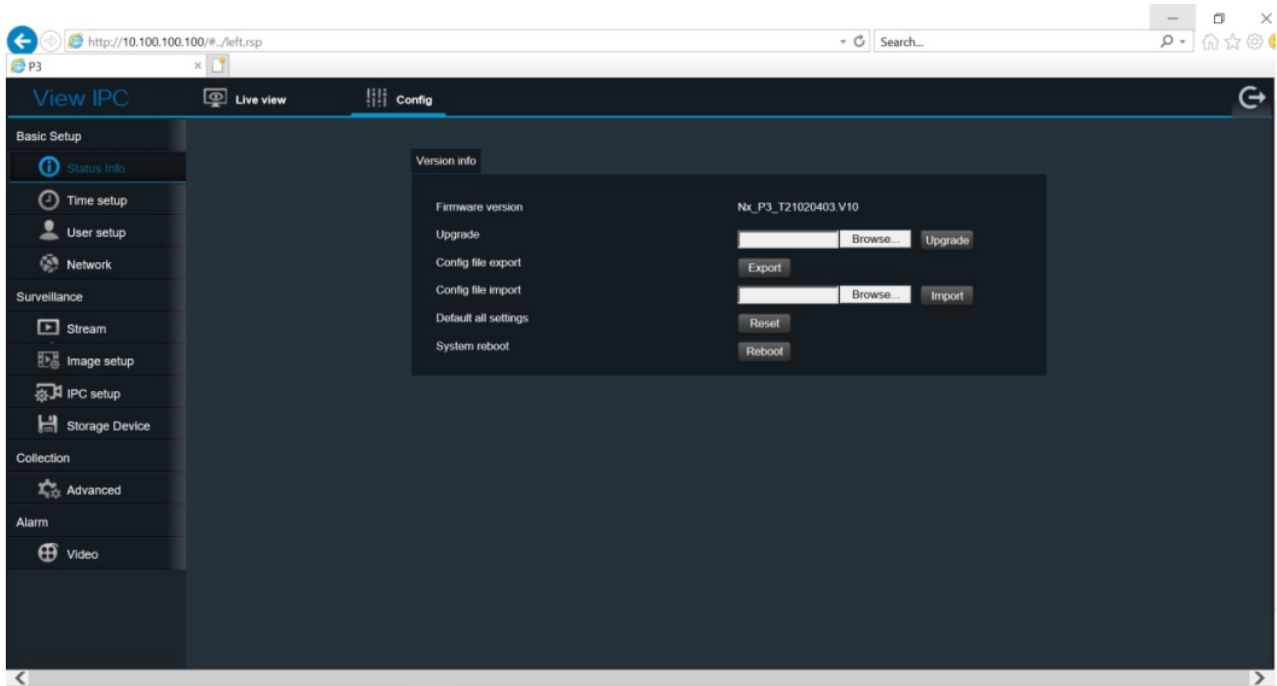
1. Select channel:
  - o Channel 1: Primary PaC30
  - o Channel 2: Secondary PaC30
2. Select Calibration Mode under Mode Type.
3. Click on Capture.
4. Draw a forbidden area (red box). The forbidden area is the area where a person is not allowed to stand in a moving vehicle.
5. Draw a detection area (green box). The detection area is bigger than the forbidden area.
6. Click on Save.
7. Select the Normal mode to apply the settings.

## 6.2 Configuration Settings

Navigate to: Config

### 6.2.1 Status Info

Navigate to: Config → Status Info



Version	Firmware Version	Displays the current version of PaC30 firmware.
	Upgrade	For upgrading the firmware of PaC30. <ul style="list-style-type: none"> <li>• Click on the browse button</li> <li>• Select the firmware file</li> <li>• Click on the Upgrade button</li> </ul>
	Con fig file export	To export the current settings to a file.
	Con fig file Import	To import the settings to the system.
	Default all settings	Reset settings to the default.
	Reboot	To restart the system.

**NOTE:** Refer to Section 5.2 and Section 5.3 for time and network setup settings.

## Maintenance and Troubleshooting

### 7.1.1 Maintenance

Whilst the PaC30 is a dependable and robust piece of equipment, it is still a complex electronic device and as such, will require maintenance occasionally. To ensure optimal performance, Gatekeeper Systems strongly recommends that a proper Preventive Maintenance Schedule be set up and adhered to.

Besides that, it is recommended that the following seven basic maintenance steps be performed at least twice a year:



No.	Maintenance Item	Check
1	Check that there are no loose mounting screws and that the PaC30 is still securely mounted.	
2	Wipe down the PaC30 and cameras using a clean microfiber cloth.	
3	Check cables on the back of the PaC30 to ensure they have not vibrated loose. Make sure that the cables do not show signs of wear, cracks, etc. If so, contact your Gatekeeper Systems sales representative to arrange for replacements.	
4	Check that the cameras are still positioned properly by playing back the recorded video.	
5	Check the system clock to ensure the proper date and time are shown. Be sure to check that daylight savings time is set properly and the system time is not out by an hour.	
6	Verify that the settings for the PaC30 and the cameras are still set properly.	
7	The DVR should provide the time/date when recording and OSD. These settings should be turned off so it should be the same as the rest of the cameras on the DVR.	
8	Make sure the IP address is same for the PaC30 under IPC Setup and Network Settings to log the ups and down count for the door.	

## Customer Limited Warranty

**GATEKEEPER SYSTEMS INC.** warrants that any product manufactured or supplied by Gatekeeper Systems Inc and found in the reasonable judgment of Gatekeeper Systems Inc to be defective in material or workmanship will be repaired or replaced by Gatekeeper Systems Inc without charge for parts and labour.

This warranty shall cover the following periods and Gatekeeper equipment:

Interior Cameras – 5 Years

- Exterior Cameras – 1 Year
- G series DVR's – 3 Years
- Gatekeeper Branded SD Cards – 3 Years
- Hard Drives & SSD – 1 Year
- 360° Surround Vision Camera System – 1 Year
- ITSS – Health Monitoring Panel – 1 Year

All Accessories and Other Products Not Identified above – 1 Year The warranty periods commence on the date of shipment. During the period of the warranty the Company, at its discretion will repair and/or replace all improperly functioning equipment caused by a manufacturing defect. This warranty does not protect against accidental or intentional damage, vehicle electrical systems generating steady state or transients, voltages or currents exceeding product specification, loss, acts of nature, water damage, or any other event that did not originate during the manufacture of the product.

The Gatekeeper Systems product including any defective part must be returned to Gatekeeper Systems within the warranty period. The expense of delivering Company product to Gatekeeper Systems for warranty work will be paid by the customer. The expense of delivering Company product back to the customer will be paid by Gatekeeper Systems. Gatekeeper Systems' responsibility in respect to claims is limited to making the required repairs or replacements and no claim of breach of warranty shall be cause for cancellation or rescission of the contract of sale. Proof of purchase complete with the serial numbers of the products purchased will be required by the customer to substantiate any warranty claim. All warranty work must be performed by an authorized Gatekeeper Systems service representative.



This warranty does not cover any Gatekeeper Systems' product that has been subject to misuse, neglect, negligence, or accident, or that has been operated in any way contrary to the operating instructions as specified by Gatekeeper Systems either verbally, in writing, by instructions written on the product or in the Gatekeeper Systems Installation and Operating Manual. This warranty does not apply to any damage to the Gatekeeper Systems product that is the result of improper maintenance or to any Gatekeeper Systems' product that has been altered or modified so as to adversely affect the products' operation, performance or durability or that has been altered or modified so as to change its intended use.

Gatekeeper Systems Inc is not responsible for lost or missing video.

The warranty does not extend to repairs made necessary by normal wear or by the use of parts or accessories which are either incompatible with the Company product or adversely affect its operation, performance or durability.

Gatekeeper Systems reserves the right to change or improve the design of any Company product without assuming any obligation to modify any product previously manufactured.

ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE SPECIFIED PERIOD FOR EACH PRODUCT CATEGORY AS LISTED IN THIS DOCUMENT. ACCORDINGLY, ANY SUCH IMPLIED WARRANTIES INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, ARE DISCLAIMED IN THEIR ENTIRETY AFTER THE EXPIRATION OF THE APPROPRIATE WARRANTY PERIOD. GATEKEEPER SYSTEMS' OBLIGATION UNDER THIS WARRANTY IS STRICTLY AND EXCLUSIVELY LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS, AND GATEKEEPER SYSTEMS INC. DOES NOT ASSUME OR AUTHORIZE ANYONE TO ASSUME FOR THEM ANY OTHER OBLIGATION.

GATEKEEPER SYSTEMS INC ASSUMES NO RESPONSIBILITY FOR INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES INCLUDING, BUT NOT LIMITED TO THE EXPENSE OF RETURNING THE COMPANY PRODUCT TO GATEKEEPER SYSTEMS INC. CORPORATE HEAD OFFICE, MECHANIC'S TRAVEL TIME, CUSTOMER LABOR EXPENSES, TELEPHONE OR TELEGRAM CHARGES, RENTAL OF LIKE PRODUCT DURING THE TIME WARRANTY SERVICE IS BEING PERFORMED TRAVEL, LOSS OF USE OF THE PRODUCT, LOSS OF TIME OR INCONVENIENCE.

## **WARRANTY SERVICE**

To obtain warranty service, the purchaser must notify the Company during the warranty period. The Purchaser will discuss the defect or problem with a Company technician, and once the problem has been verified the Company will issue a return material authorization number (RMA) authorizing the purchaser to return faulty merchandise to the Company for repair or replacement as determined by the Company. It may be necessary for the customer to assist Gatekeeper Systems in assessing failed product.

Gatekeeper Systems may require the customer to remove hardware, manipulate software and/or perform other diagnostic activities.

Failure to assist in and allow remote diagnostic activities may result in a service fee being charged.

Advance replacements will be issued for the first 90 days from the date of shipment.

This Warranty applies to all Company products manufactured by Gatekeeper Systems and sold in the United States and Canada.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### **CANADA OPERATIONS:**

Gatekeeper Systems Inc.  
301-3 1127 Wheel Avenue  
Abbotsford BC V2T 6H1  
Tel. 1.604.864.6187  
Fax. 1.604.864.8490  
Toll Free (N.A.) 1.888.666.4833

## **Contact Information**

### **GATEKEEPER SYSTEMS INC.**

301-31127 Wheel Avenue  
Abbotsford BC V2T 6H1  
Tel – 1 604 864 6187  
Fax – 1 604 864 8490  
Toll Free – 1 888 666 4833

## GATEKEEPER SYSTEMS USA INC.

7-200 Rittenhouse Circle  
Bristol, PA 19007  
Tel – 1 604 864 6187  
Fax – 1 604 864 8490  
Toll Free – 1 888 666 4833


## SALES & TECHNICAL SUPPORT

For technical support, contact Gatekeeper's Customer Care Group at Toll Free (N.A.) 1-888-666-4833 or email [customercare@gatekeeper-systems.com](mailto:customercare@gatekeeper-systems.com)

Gatekeeper also provides additional online training and support tools at: <https://www.gatekeeper-systems.com/support/>

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## Documents / Resources

	<p><a href="#">GATEKEEPER PaC30 Passenger Counting Sensor</a> [pdf] Installation Guide PaC30 Passenger Counting Sensor, PaC30, Passenger Counting Sensor, Counting Sensor, Sensor</p>
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## References

- [G Gatekeeper Systems - Comprehensive Intelligent Video Solutions for Transit and School Buses | US & Canada](#)
- [G Gatekeeper Systems - Comprehensive Intelligent Video Solutions for Transit and School Buses | US & Canada](#)
- [G Support - Gatekeeper Systems](#)
- [G Support - Gatekeeper Systems](#)

[Manuals+](#)