

# **FREQUENTLY** ASKED **QUESTIONS**



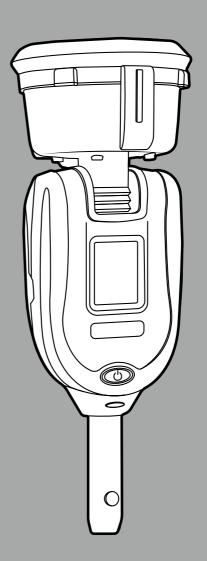
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detectortesters.com

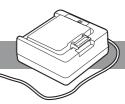








#### 1 // BATTERY AND CHARGER



## How long does it take to fully charge the battery?

2 hours at 23°C

## How long does it take to charge the battery to 50%?

Less than 1 hour

### When charging the battery for 30 minutes, to what % is it charged?

Between 25-50%

# How many smoke only tests do you get from a full battery?

550+ (20 seconds test)

# How many standard heat only tests do you get from a full battery?

125-150 (30 seconds test)

# How many high heat only tests do you get from a full battery?

65-70 (50 seconds test)

# How many combined smoke-heat only tests do you get from a full battery?

300-320 (10 sec heat + 20 sec smoke)

# How can you check the battery charge level on a battery?

- 1. View battery level on the screen of the unit or the App.
- 2. Click the button on the battery and view the LED feedback:

O LEDs = flat battery

1 LEDs = 0-25%

2 LEDs = 26-50%

31FDs = 51-75%

4 LEDs = 76-100%

## How do I know when the battery needs charging?

- 1. View battery level on the screen of the unit or the App.
- 2. Click the button on the battery and view the LED feedback:

0 LEDs = flat battery

1 LEDs = 0-25%

2 LEDs = 26-50%

3 LEDs = 51-75%

4 LEDs = 76-100%

# How many charge cycles do you get out of a battery before it needs replacing?

300 cycles ~ 70% of capacity

# Can you plug the USB-C from the charger directly into a laptop to charge? Do you need the wall PSU?

It must be plugged into a wall using our charger. A USB port does not have the correct voltage output to charge our battery

# Can you use any car PSU to charge the battery?

No. Only approved chargers from Detectortesters are compatible (Part No. TESTIFIRE-CHA-001)

### How do you know the charger is charging the battery?

The status LED on the charger dock will flash green every 1 second to indicate a battery is connected and charging

### How do you know when the battery is faulty?

The status LED on the charger dock will flash red every one second to indicate a battery fault. Try removing and reinserting the battery

#### 1 // BATTERY AND CHARGER



into the charger dock. If the problem persists the battery may be faulty

## How do you know when the charger is faulty?

The LED pattern for a charging fault is a red flashing LED. Please note that the charger will also show this when charging is suspended due to high temperatures, and will resume when temperatures have naturally cooled. If the fault LED persists when the charger and battery have cooled to room temperature, there is a fault with the charger and/or battery.

Please note that the charger will also indicate if the power source is incompatible, by alternating the LED red and green.

### How quickly does the battery discharge if not in use?

- In the unit it will last several months 100%-0%. There is a small power requirement from the drop detection function.
- Out of the unit the battery will last ~24 months 100%-0%. 9% reduction in first month and reducing after each month.

### When should you charge the battery? At what level?

The battery can be charged at any level. It will not effect its lifespan.

# How do you care/look after the battery? And safely.

From Safety Data Sheet:

#### HANDLING AND STORAGE

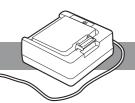
When used correctly, Lithium-Battery-Packs

/ Rechargeable Lithium-Batteries provide a safe and dependable source of power. However, if they are misused or abused, leakage, venting, or in extreme cases explosion and / or fire may result.

#### Storage

- Store unused batteries in their original packaging and keep them away from metal objects which may short circuit them.
- Storing unpackaged cells together could result in cell shorting and heat build-up
- Store and display batteries in their original packaging in well ventilated, dry and cool conditions
- Avoid storing or display batteries in direct sun or in places where they get exposed to rain
- The normal storage of Lithium-ion Polymer Battery Pack is made at temperature between +10°C and +25°C, never exceeding +30°C In this way the maximum shelf-life (i.e. max retention of cell performances after storage periods) of Lithium-Ion-Battery Pack is achieved
- Storage temperatures above room temperature will increase the rate of self-discharge, reducing the available capacity of the cell. Humidity above 95% R.H. and below 40% R.H. should also be avoided for sustained periods, as these extremes are detrimental to batteries
- Storing the cells / batteries at low temperature is also suggested, but attention must be paid when transferring

#### 1 // BATTERY AND CHARGER



the cells to warmer environments, because of the possibility of having water condensing on to the cells (risk of short circuits)

 Do not stack battery cartons on top of each other exceeding a specified height. The height is clearly dependent on the strength of the packaging. As for general rule this height should not exceed 1.5 m for cardboard packages or 3 m for wooden cases. The above recommendations are equally valid for storage conditions during prolonged transit. Thus, batteries should be stored away from ship engines and not left for long periods in unventilated metal box cars (containers) during summer.

#### What type of battery is it?

Lithium-Battery-Pack

#### Can I use any other batteries?

No. Only approved battery packs from Detectortesters are compatible (Part No. TESTIFIRE-BP-001)

#### Can I buy a spare battery?

Yes. Spare batteries can be purchased directly from Detectortesters or your local authorised retailer

(Part No. TESTIFIRE-BP-001)

#### Why don't you include a spare battery?

The XTR2 battery pack will deliver a full day of testing across a combination of smoke and heat tests

#### Can I use any USB Cable?

No. Only USB-C Power Delivery PD cables can be used. USB-C PD cables are specifically designed to handle higher power levels and ensure safe, efficient charging. Using a non-PD cable will prevent charging shown by the charger flshing Green / Red.

#### Can I use any USB power supply?

No. Only USB-C Power Delivery PD power supplies can be used. These power supplies are specifically designed to deliver higher power levels and ensure safe, efficient charging. Using a non-PD power supply will prevent charging.

#### 2 // FIRMWARE UPDATE

### Why would you need to update the firmware?

By choosing to update your firmware your XTR2 will benefit from performance and stability improvements, new features and bug fixes

### When do you have to update the firmware? Will you be notified?

The DT ConnectApp will issue a notification to your mobile device when a new firmware update is available for your XTR2. In addition, email addresses registered with a DT Connect account will receive email notification.

### How do you update firmware? What is involved?

XTR2 firmware can be updated using the DT Connect App. The update is downloaded to the connected smart phone device and installed on XTR2 wirelessly over Bluetooth. Mobile data charges apply. Do not disconnect from the App or power off your XTR2 during the firmware update.

#### How long does a firmware update take?

Firmware updates typically takes about 10-30 minutes.

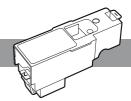
# How do I know when the update is complete and it is safe to disconnect or power off my tester?

The DT Connect App will confirm when the update is complete and the LCD display on XTR2 will return to the test selection screen

#### Do I have to update my firmware?

Firmware updates are strongly recommended to ensure your tester maintains optimal performance and compatibility with DT Connect

#### 3 // SMOKE GENERATOR



# How many smoke tests do you get out of the generator before it needs replacing?

120,000 seconds of smoke per generator. This gives 8000 tests for 15 seconds of smoke with a 30 seconds test cycle duration. XTR2 will inform you when the generator should be changed and the DT Connect App will give an accurate percentage reading of remaining life

# When do you need to replace the smoke generator? How do you know?

XTR2 will display the low smoke generator icon along the top of the LCD display when the smoke generator has 10% capacity left and the DT Connect App will give an accurate percentage reading of remaining life

# The smoke generator looks like a Solo371 generator? Is it the same, can you use it in this new tester?

No. Despite their physical similarities XTR2 uses a unique Smoke Generator. This new smoke generator supports the higher capacity TES3 smoke cartridges that are only compatible with XTR2 (Part No. TESTIFIRE-GEN-001)

## Can I fit a replacement smoke generator myself?

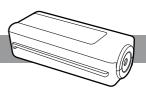
Yes. The XTR2 smoke generator can be replaced as follows:

- 1. Ensure the unit is switched off and the battery is removed
- 2. Remove the TES3 smoke cartridge from the smoke generator
- 3. Disengage Clip 1 and lift. Repeat for Clip 2 to remove the used generator
- 4. Insert the new generator firmly into the recess, engaging clips 1 and 2
- 5. Insert the TES3 smoke cartridge and battery pack
- 6. Note that the XTR2 device will PRIME on startup when it recognises a new generator.

# Can I purchase a replacement smoke generator?

Yes. A spare smoke generator can be purchased directly from Detectortesters or your local authorised retailer (Part No. TESTIFIRE-GEN-001)

#### 4 // SMOKE CARTRIDGE



# The cartridge looks like a Solo ES3 cartridge, is this the same cartridge?

No. Despite their physical similarities XTR2 uses a unique smoke cartridge. The new TES3 cartridge features a larger test capacity providing 800 bursts of smoke and can be purchased in packs of 3 from Detectortesters or your local authorised retailer (Part No. TES3-3PACK-001, TES3-6PACK-001)

### Can you use the Solo ES3 cartridge in this tester?

Yes. Solo ES3 smoke cartridges can be used in the XTR2 you would get the same test capacity as when using the cartridge in a Solo 365.

## Can I use my existing Testifire smoke capsules?

No. XTR2 uses a unique smoke cartridge and is not compatible with older TS3 capsules

#### How long will my TES3 last if unopened?

The shelf life of TES3 varies depending on the storage conditions it is exposed to. If stored within the recommended temperature range, the shelf life of a TES3 cartridge will extend to several years. The specified range is -10°C to 50°C (+14°F to 122°F)

# I've left my smoke cartridge inserted and not used for a while, will it still work?

Partially used cartridges can continue to be used but may require a manual purge before use

#### Are smoke cartridges re-fillable?

No. Empty smoke cartridges cannot be refilled and should be recycled accordingly to local waste disposal guidelines

#### How do the cartridges generate smoke?

Fluid is passed over a hot element, vapourizing the fluid into particles mimicking behaviour of real smoke to a detector

#### Are the TES3 cartridges hazardous?

No. Unlike aerosol smoke cannisters, TES3 cartridges are non pressurised and non-hazardous, supporting safe storage and transportation

# Why do I need to activate each new cartridge?

Registering each new cartridge using the DT Connect app is essential to ensure optimal performance and smoke quality from your XTR2 device. By registering, the app can configure the cartridge settings to deliver the intended smoke quality for accurate testing.

We understand that connecting to the DT Connect app may not always be possible at the time of use. Therefore, 10% of the cartridge's total capacity can be used without registration to minimise the risk of poor configuration. However, you will be reminded to register the cartridge each time the device is powered up until the registration is completed.



# With the smoke only setting, how long does it take before detectors go into activation?

Test times will vary based on detector type, age, condition and integration mode. In a controlled lab environment XTR2 typically takes between 6 and 30 seconds to activate a wide range of smoke detectors from industry leading manufacturers

# With standard heat testing setting, how long does it take before detectors go into activation?

Test times will vary based on detector type, age, condition and integration mode. In a controlled lab environment XTR2 typically takes between 10 and 50 seconds to activate a wide range of heat detectors from industry leading manufacturers

# With a combined smoke-heat setting, how long does it take before detectors go into activation?

Test times will vary based on detector type, age, condition and integration mode. In a controlled lab environment XTR2 typically takes between 10 and 45 seconds to activate a wide range of multi-sensor detectors from industry leading manufacturers

## When should you use the hi-heat setting?

Hi-Heat mode is intended to test heat detectors with an activation point of 90 degrees or higher only

### Is testing now faster compared with the current Testifire?

Smoke generation on XTR2 is significantly faster and more efficient than older Testifire models, however activation time will vary

based on detector type, age, condition and integration mode.

## Is heat testing faster with the hi-heat setting?

Both settings increase the heat output at a similar rate. Applying excess heat beyond the detectors configured mode will not necessarily result in faster activation.

Using the hi-heat setting unnecessarily will significantly reduce the XTR2 battery life. Heat detectors configured in ""rate-of-rise"" mode will not benefit from a higher maximum heat output.

Heat detectors configured with an integration period wait a predefined amount of time before entering alarm and will not necessarily benefit from a higher maximum heat output. Using the hi-heat setting incorrectly will risk melting standard detectors.

## With a black cup, how do you know that the detector has gone into activation?

XTR2 features optical LED recognition technology. When the detector is activated, the optical LED reader inside the tester cup will sense the detector activation LED and automatically end the test. The status LED's will flash triple green to signify the test has been successful and you should remove XTR2 by gently lowering it. If after two minutes the test has not completed, XTR2 will time-out and the test will be recorded as failed. The status LED will flash triple red to signify the test has been unsuccessful and you should remove XTR2 by gently lowering it.



# Can you lower the tester from the detector so see/check if the detector has gone into activation (rather than rely on the LEDs)?

XTR2 can be lowered from the detector for up to 3 seconds during a test. This is known as the "peek" period and allows a quick view of the detector without aborting the current test. Note that removing the detector from the test cup for 3 seconds or longer will abort the current test

#### What is clearing?

Clearing mode reduces reactivations by blowing clear through the detector to remove any lingering smoke following a test

### When does the automatic clearing come on?

Clearing will begin automatically after a successful Smoke, Combined or Sequential test. XTR2 does not need to be lowered and replaced over the detector for clearing to begin. Simply continue to hold XTR2 over the detector and Clearing will begin

#### How do you stop clearing?

Clearing will stop automatically when the detector is removed from the XTR2 test cup

#### Is there a clearing only setting?

Yes. A manual clearing function is available via the DT Connect App

# How long is the delayed start timer and can I make it longer/shorter?

By default, the delayed start timer is set to 20 seconds. This can be decreased to 5 seconds or increased to 40 seconds via the DT Connect App only

### I have an Error 20 message to clean ToF sensor, what do I do?

Solution = Power off device and clean the ToF lens with a soft cloth. This is best done by removing the membrane, then gently wiping the ToF sensor lens with a dry lint-free cloth. If the contamination on the lens does not wipe away, then use a damp cloth followed by a dry lint-free cloth to make sure the lens is dry and clean.

# How is smoke produced when using the delayed start function and can I make it longer/shorter?

Smoke is produced for 20 continuous seconds after the delayed start timer reaches zero and cannot be increased/decreased at this time

# Can I test CO detectors and can I use my existing TC3 cartridges?

No. XTR2 is a Smoke and Heat detector tester only and cannot be used to test CO detectors. TC3 cartridges are not compatible

# Can I use my existing Solo poles or do I need to buy new ones?

Yes. XTR2 is compatible with all existing Solo access poles

# Are battery batons from the existing Testifire compatible, or can I use a Solo 370 battery pack?

No. Existing Solo battery batons and Solo 370 battery packs are not compatible with XTR2

### On the device display, what do the icons stand for?

Refer to user manual for a full description of each icon on the XTR2 LCD display



#### What temperature is standard heat?

Standard heat delivers up to 95 °C at centre of cup and takes approximately 20 seconds to reach this temperature.

#### What temperature is hi-heat?

Hi-Heat delivers up to  $115\,^{\circ}\text{C}$  at centre of cup and takes approximately 20 seconds to reach this temperature.

#### Can I change testing status via the App?

Yes. Using the DT Connect App, the test mode can be selected from the job screen by tapping the "Change Test" option in the top left hand corner

### Why won't the tester activate my detector?

Verify that smoke or heat is being produced by placing your hand in the test cup before repeating the test. Check XTR2 for errors, then verify if the detector is faulty by testing an alternative Detector.

#### Can I test ASD systems?

Yes. Delayed Start mode can be used with the XTR2 ASD adaptor to test Aspirating Smoke Detection systems (Part No. TESTIFIRE-ADAP-001)

#### What do the LED colours mean?

**Solid Blue** - Smoke Standby - Indicates the next test will be Smoke

**Solid Red** - Heat or Hi-Heat Standby - Indicates the next test will be Heat or Hi-Heat

Alternate Solid Blue-Red - Combined Smoke-Heat Standby - Indicates the next test will be a Combined Smoke and Heat **Solid Orange** - Smoke or ASD Standby -Indicates the next test will be a Delayed Start smoke test (for ASD and flat detectors)

**Solid White** - Clearing Standby - Indicates the next operation will be Clearing

Flashing Blue - Smoke or ASD Testing - Indicates Smoke or ASD test is being performed

Flashing Red - Heat or Hi-Heat Testing -Indicates Heat, Hi-Heat or sequential test is being performed

Flashing Blue-Red - Combined Smoke-Heat Testing - Indicates a dual Smoke and Heat test is being performed

**Flashing White** - Clearing Testing - Indicates Clearing is being performed

**Flashing Orange** - Smoke or ASD Delayed Start Timer period before test commences

**Triple Green Flash** - Smoke, ASD, Heat, Hi-Heat Test Result Pass Result when detector LED is sensed. Shown until head is removed from detector

**Triple Red Flash** - Pause Smoke, ASD, Heat, Hi-Heat Test Result Fail Result at test time-out. Shown until head is removed from detector

**Solid Purple** - All Error Indicates an error has occurred. Shown until user acknowledge or shut-down



### What can I do if I can't get a seal around the detector?

The XTR2 will still create smoke and/or heat without a perfect seal. The automated detector LED detection may not function if too much ambient light is present in the test cup. In this case, use the DT Connect App to override the rest result with a manual pass/fail.

# What type of detectors should I use a sequential test on?

Sequential testing is to be used on multisensor detectors that do not have dual channel notification. This enables you to test each sensor (heat and smoke) one after the other and receive a separate notification for each activation at the fire panel.

#### How does a sequential test work?

The sequential test mode will perform a heat test followed by a smoke test, and then clearing mode. Between tests, XTR2 will wait a maximum of 30 seconds for the detector to auto-reset and the test cup to become dark before proceeding to the smoke test. If 30 seconds is exceeded, the tester will end the Sequential test

# What can I do if the detector doesn't reset during a sequential test?

Put the fire panel into test mode to ensure the detector automatically resets after a test. If testing in fire mode, another person is required at the panel to manually reset the system

#### 6 // WARRANTY

#### How long is the warranty period?

2 year warranty this is for the head unit and charger kit.

## What are the warranty periods for spares / consumables?

12 months

# What do I do when the product fails during the warranty period?

Contact product support on <a href="mailto:support@detectortesters.com">support@detectortesters.com</a> to raise an RMA

# Is accidental damage or theft covered in the warranty?

No. Refer to warranty terms and conditions

# How do you know the product has been dropped? Dropped from height?

The product will display error 24 Drop Detected. The warranty team can view information on drops for each unit by serial number on the cloud database.

#### This will include information such as

- Total number of drop events captured
- Average severity seen in its life

#### 7 // SERVICE AND REPAIR

#### Can you repair the product yourself?

Users can clean, maintain and change serviceable items in the field only. Self repairs will invalidate the warranty

#### How much is it to repair the testers?

Go to our Website for Repair Bundle prices

### What's the process for getting the product replaced?

User raises an RMA with Product Support and return the product to their nearest authorised service centre

### Do you issue loan units whilst the product is being replaced?

Unfortunately we are unable to provide loan units during a repair

### How can I keep my tester in top working order?

Refer to user manual for cleaning guides and help video in DT Connect App

### Does the product need an annual service?

No. There is no need to return XTR2 for an annual service or calibration

### My tester is asking me to clean the IR sensor. What does this mean?

This message appears when the infrared sensor inside the test cup is too dirty and cannot self-calibrate. You should clean the sensor with a lint free dry cloth



### How do I register as a new company and user?

Please go to <u>detectortesters-connect.com</u> and click on "create account" and follow the instructions.

# How do I add a new technician to my company?

Portal: Login to portal with admin account credentials - go on technicians tab - add new user - insert new user details - add user - this will send a link to new user's email - new user can then claim their account through link and set up their password

# Is my password the same the same as for the App?

Yes the account credentials are the same across App and Portal

#### How do I request a new password?

"Login to portal - go to settings - click on change password - insert old password and new password

Select forgot password insert account email and get a reset password link"

# Can I send someone their new password via the portal?

No

# Can everyone use the portal and access the test reports?

Admin access users can access the portal and all test reports. Non admin users cannot access portal.

### What is the Admin Access tick box? What does it do?

Admin access allows you to manage the company portal account:

- set up new devices
- set up new technicians
- access all reports
- edit details; company or profile details

# For how long do I have access to the portal and the test reports?

Admin users have indefinite access to the portal as long as the subscription is maintained. Some features may only be available subject to a monthly subscription.

### What does the web portal do? What is it used for?

Portal holds records of all the job reports produced by location and technician (digital record of all your reports) All devices and technicians can be set up and managed from the portal.

#### Who has access to the web-portal?

Anyone with an admin access account This can be done by setting up as a technician and granting them admin access.

# How can you brand the test report with your own brand?

Log in to cloud portal - go to settings - upload logo

# Do you need to register the tester to a company in the portal? Why and how is it done?

Yes testers need to be registered on the portal. This is to ensure any testers are registered to one company only so that only the users from that company can use the tester.



# Do you need to register your technicians to your company in the portal? Why and how is it done?

Yes technicians need to be set up on the company portal or else they would not be able to use the App. Technicians can set themselves up through the App and link their profile to a company via Company ID, this is for contractor job purposes.

# When a technician leaves a company, can you stop them accessing the test reports?

Yes - When a technician leaves a company their account can be disabled by a user with account admin access to ensure that they are not able to access the reports.

#### Can I sell on the tester? Do I have to deregister the tester first?

Tester can be sold on however, you would need to unsubscribe and then delete the device from the cloud portal so that the device is no longer linked to your company and new user can add device to their account.

# Can you assign technicians to teams? Group them into teams?

Currently cannot group technicians into groups or teams.

### Can you control who (technicians) can use the tester?

No all technicians registered to your company can use any of the devices registered to your company

# Can you edit the test reports in the portal? For example, incorrect spelling.

Only final notes can be edited in the cloud portal, the individual tests part of the report cannot be edited.

#### Where can you see the company ID?

Company ID can be found under settings next to your company name

#### What is the company ID for?

Company ID is used to link a user to said company for contracting purposes linked user will show up under technicians marked as contractor on the portal

# Can I chose who to send the report to when using the portal?

No portal will automatically send the report to the technician that carried out the job. They can then forward it on. Via the App you can choose who to send the report to.

#### How do I access CSV format reports?

Click on reports - view - email report CSV

# What happens to a technician's profile if they are inactive for a prolonged amount of time? Would profile be automatically disabled?

No - it will not be automatically disabled, admin user would need to disable or delete profile if needed

# Can I customise the dashboard of the portal?

No - customisation is not currently possible

# If technician profile gets set up on wrong company account, how can the profile be transferred to the correct company account?

Either an admin can delete the profile from the wrong company account or you can contact support so that the technician profile can be deleted from the wrong company. The technician would then need to be re set up to the correct company.



# How do you close a company account? In case of duplication or shut down.

Contact support to deactivate a company account. Data for that account would be held for compliance purposes.

### Can I access the service portal with technician account credentials?

Only accounts with admin rights can access the portal.

# What happens when I scrap my unit? Do I need to de-register?

Yes - it is good housekeeping to remove the device from your portal, so you don't unecessarily try looking for it in the future as a company asset.

### Can I upload my assets to the DT Connect?

Yes - assets can be uploaded individually or in bulk using the online Portal. Uploading in bulk is done using CSV template which is downloadable from the portal. Once an asset is created, it can be edited or deleted within the Portal.

# I have been using DT Connect pre-V3.0 and I have lots of test rerorts, what will happen to them?

Historic test reports will be transferred over. Here is a quick guide on what will happen: https://youtu.be/cCIVratVGRc

#### What assets can I create?

The list is growing, but the current lists of assests are:

- Panel Battery
- Smoke Detector
- Heat Detector
- Multi Detector

- CO Detector
- ASD
- Flush Detector
- Flame Detector
- Beam Detector
- Linear Heat
- Call Point
- Sounder
- Beacon
- Emergency Lighting
- Extinguisher
- Signage
- Doors

# During a repeat visit, can I see what was tested last visit and what needs to be tested this visit?

You can see what assets were last tested in the Job Reports section of the Portal or when on the App. Currently there is no function to show what needs to be tested at the next visit.

#### Can I filter by date of last visit?

Not currently, but DT Connect is constantly evolving and improving.

# Can I create a site and upload assets before I go to site?

Yes - sites can be created in the Portal and Assets assisgned to that site prior to visiting. Once done, when a Job is started on the App it will be visible along with all the Assets.

#### Can I send reports from the Portal?

Yes - reports can be sent in PDF and CSV formats, straight from the portal.

#### 9 // PORTAL



# Can I download the panel Configuration File (Config File) and upload the assets into the portal?

Yes - Assets from the panel can be downloaded and then formatted into the 'Upload Assets CVS' file format to then be uploaded onto the portal. Note: a site must have already been created and a panel asset created for that site. Instructions and the upload template is accessible on the DT Connect portal =>'Sites' tab =>'View' tab of the site =>Asset List => Upload Assets

### Can I add, Edit and Delete assets of a site?

Yes - when viewing Asset List of a site, you can delete and edit each asset. New Assets can be created using 'Create Assets' tab

#### 10 // SUBSCRIPTIONS

#### How do I buy a subscription?

Visit https://detectortesters-connect.com/ to register your new device and purchase a subscription. If this is your first XTR2, you will need to create an account and register your company first.

#### Do I need a subscription?

You can use DT Connect and the free reporting functions of the app at no cost. However, to access features such as in-depth reporting, asset management and report sharing, a monthly subscription is required. The subscription is per device.

#### What do I get with my subscription?

The features and functions are offered at part of the Premium Subscription are improving and growing all the time so it's best to look at DT Connect on our website for the current offereings.

### Can I cancel my subscription if I don't want it anymore?

Yes. A subscription can be cancelled at any time and it will terminate and the end of the current billing period. Once a subscription ends, XTR2 will require a new subscription to enable functionality again

#### How do I cancel my subscription?

Go to cloud portal - click on "manage subscriptions" - identify subscription you would like to cancel by finding correct serial number - click on "cancel plan"

## How many subscriptions do I need for my XTR2? (Is it one per site or per device?)

XTR2 subscriptions are one per device. Every tester will need its own individual subscription.

#### How much does a subscription cost?

Subscription prices vary from region to region. Contact sales@detectortesters.com for more information.

### How often do I need to pay my subscription?

Subscriptions to DT Connect are either a monthly recurring payment or yearly. Monthly payments will be taken on the same date in each month following initial subscription activation.

#### How do I pay for a subscription?

A subscription can be paid using a credit or debit card. The following payment methods are accepted: Visa, Mastercard, American Express, Discover, Diners Club, China UnionPay payments, BACS, SEPA Direct Debit. Alternatively contact Sales@ Detectortesters.com for other methods of payment.

#### How do I change my payment method?

Go to the cloud portal - click on "manage subscriptions" - here you can add payment methods



#### detectortesters.com