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1. Is it UL Listed?

Yes, all Grand Dunes Entry Systems products are UL listed.

2. Do your products have a recurring cost?

No, once you buy the product, you own it outright and the only ongoing cost are for Internet access and/or VoIP/POTS lines.

3. What is required at entry point to install?

- For the all-in-one system:

- 120V AC Power
- (1) CAT5E cable (Or cellular 4G if video app is in use)
- (1) 18/2

- For the distributed system:

- (1) CAT5E cable
- (1) 18/2
- (1) 16/2

4. What colors styles does it come in?

System comes in platinum grey although additional colors and stainless steel are available at an extra cost.



5. What do we put on the back or side door?

You can add as many networkable (via CAT5E) 4 door controllers as you need. You may also add controllers for up to 40 floors of elevators.

6. How do we add screensaver images?

Log into the secure webpage and upload your image, you may also easily manage these images there and control the screen saver timeout.

7. What options for dial tone?

Cell card, SIP/VoIP account, Landline or all 3

8. Does it have a good camera?

Yes, an 8Megapixel camera is in the unit and capable of tying into most NVR systems under basic HTTP or ONVIF license.

9. Will it integrate with access control?

Yes, almost all currently on the market with the easiest method being through the request to exit input.



10. Do you sell to the public?

No, we do not share pricing or sell to the public, only to our awesome VAR's.

11. Where are they manufactured?

USA (Marysville, WA)

12. Lead time for orders?

Two weeks to assemble and test in the lab; when they arrive at your warehouse, they are 100% ready to go. Simply mount it to the wall, hook up power, network/phone, and door control and power it on and it is fully functional and programmed to your specifications.

13. Setup for tenants?

Send us a CSV and we will preconfigure and test the entry system, so it is ready on arrival.



14. Suggested pricing for install?

Suggested markup is 30% and suggested labor is \$1,500. Typical install times are less than two hours onsite.

15. How many are currently installed and where are they?

16 systems installed and working in Seattle Market.

16. How many have failed since install?

None

17. What happens if a part fails?

Modular quick and affordable replacement, system restores, and backups are only a matter of minutes. A failed component can be replaced for a few hundred dollars.

18. What if someone vandalizes the screen?

If they spray paint or mark the screen, just peel the protective layer off and put on a new one. If they manage to smash the vandal resistant screen, you can easily replace it by removing (4) mounting brackets.



19. How do you handle Postal Locks?

We recommend Knox boxes with timed keycards/fobs or coded entry.

20. Can you fabricate a custom pedestal?

Yes, \$750 typically for a custom pedestal based on design.

21. Does it have a code for mobile phone loss?

Yes, a 6-digit code is required, so users that lose their phones do not compromise security and this can be requested from the entry system manager. The code can be single use, or multiple use based on time, etc.... per the managers determination.

22. Bluetooth?

No, not recommended because proximity and security risk.

23. Can you make move adds changes from remote locations?

Yes, our easy secure access allows you to login and make changes in a matter of minutes.



24. Do you need training/certification for the backend?

No, it is so simple a volunteer could do it. We also provide our VARS with GREAT 24/7 support for no extra charge.

25. How many users per model?

50 include with GD1200, 100 included with GD1900, 150 included with GD2400 and all expandable to whatever is needed on a one-time additional cost.

26. How much for more users?

\$100 one-time charge per 50 additional names/unit numbers on the screen.

27. How many users can each unit scale too?

Infinite scalability

28. How much are they and how do you compare price wise in the market?

Please contact our sales rep to discuss: sales@gdentry.com



29. How do you handle package delivery?

Button on the screen dials whoever you assign and video authentication for door access. Residents may also request a single time code through the GD app to give to a delivery driver.

30. How much are the smartphone apps?

FREE for Android & iPhone

31. How do people authenticate the apps?

Once added to the systems backend a code authenticates app and will download a provisioning file to the resident's phone. All a resident need is the server address and a one-time, unique code and their app is set up and automatically added to the dial plan.

32. What happens to the app when someone moves out?

Once a user is deleted it will remove their access to the system and camera.

33. What do we do in bright environments?

The screen has 1000 nits of brightness and is easily readable in direct sunlight.



34. How do you stand up in harsh hot/cold environments?

System is tested to operate smoothly in -10F to 110F environments. In hot environments, we strongly recommend the distributed system.

35. Can we install them in single occupancy environments?

Yes, although the system is designed for MDU's.

36. What other applications can they be used for?

Assisted living, commercial spaces, Storage, Hospitality, Office Buildings, Gated Communities, etc....

37. What happens if Power fails?

Many installations connect our units to UPS systems or connect to other critical systems that are UPS/Generator backed. If for instance power is lost, the system will restore it self within 180 seconds of power being restored and function like normal.



38. What happens if Broadband drops?

Our systems have 3 ways to dial out:

- Broadband via Ethernet
- Cellular card
- landline

If one fails, the others engage automatically if they are available.

39. Can it control other doors, garages, elevators?

Yes, with the addition of our 4 door access control boards and elevator control boards.

40. What if I do not have a smartphone?

Our systems dial either the app or a landline/cellphone, the only caveat is a landline will not display video. Residents with a standard telephone will simply press “1” to accept the call and “##” to open the door.