



Electronic Lockset Operation and Maintenance Manual

CONTENTS

Disclaimer	2
Operation Manual	3
Credentials	3
Standard Use Light Sequence	4
Credential Feedback	4
Battery Status	5
Product Diagram	5
Override Procedure	7
Maintenance Manual	9
Types of Maintenance	9
Maintenance Schedule	10
Override	11
Lubrication	11
Battery Replacement	12
Troubleshooting	14
Pairing	16
Safety Information	18
Safety Notices	18
Electrical Safety Information	18
Battery Precautions	18
Support	19
Reporting a Fault	19
Spares	19
Manufacturer's Warranty	19

Disclaimer

All products must be fitted as per the directions detailed in the individual product Installation Instruction Document. Hipac takes no responsibility for incorrect installation/operation of the product. By purchasing this product, you are confirming that the product will be fitted as per the instructions.

Please note that Hipac offers a range of measures designed to reduce the risk of self-harm or suicide and does not offer any guarantee that it will not take place. The solutions have been designed as a deterrent only.

Operation Manual

Credentials

The Electronic Lockset is compatible with the following Mifare Credentials:

- Ultralight.
- Classic 1K.
- Classic 4K.
- DESFire EV1 AND EV2.

Hipac can provide the following Classic 1K credentials.



Smart Card

Part No.: 137 037

Technology: Mifare Classic 1K



Adjustable Wristband

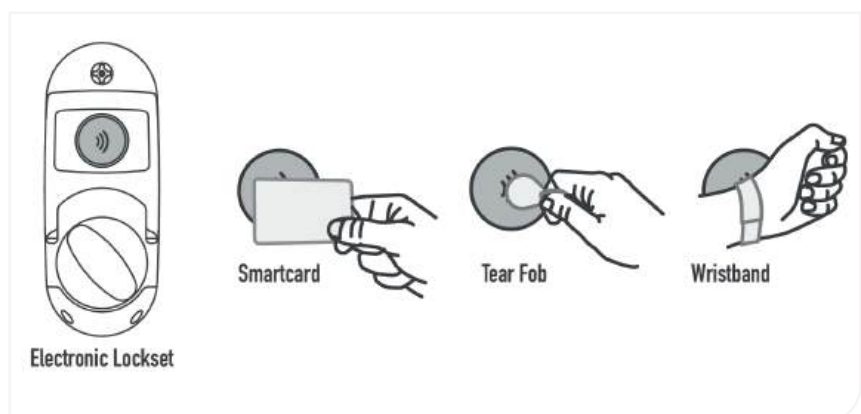
Part No.: 138 661

Technology: Mifare Classic 1K

The adjustable wristband has a 4.8kg break force and is recommended for service users.

Using Credentials

To use the credentials, hold them to the contact area of the lockset until access has been granted or denied (green or red). Aim for the centre of the contact area to ensure reliable reading.



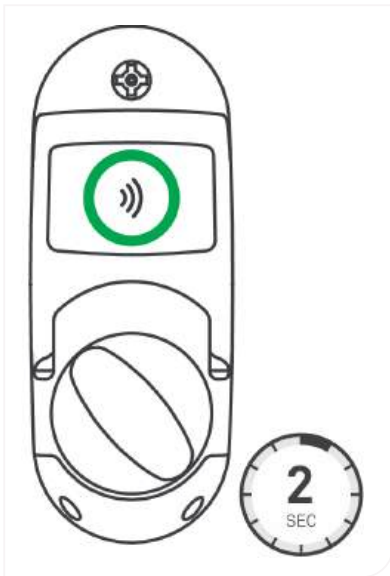
Standard Use Light Sequence

Once the credential has been correctly presented to the contact area, indicated by a **solid white light for 0.5 seconds**, a series of light sequences will be displayed. The diagram below shows the possible responses from the Electronic Lockset during standard use.

Credential Feedback

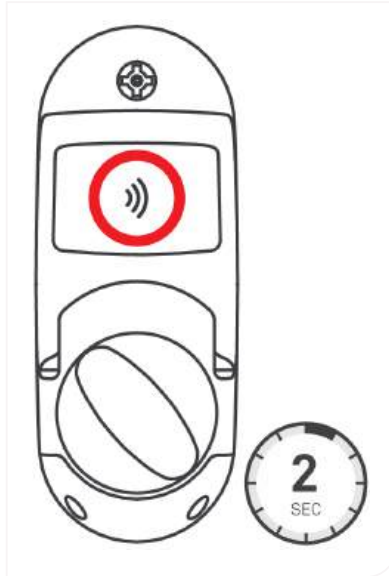
Green - Access Granted

A solid green light for 2 seconds indicates that the credential has been granted access to the room.



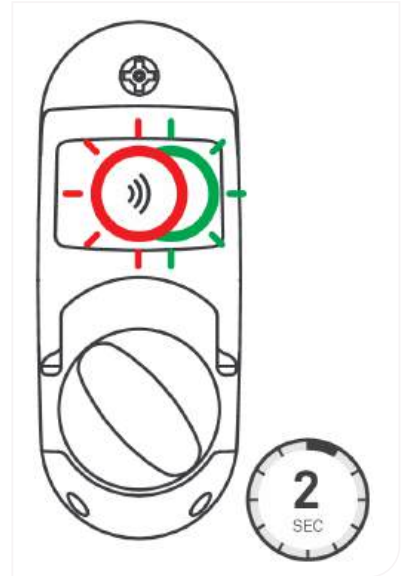
Red - Access Denied

A solid red light for 2 seconds indicates that the credential has been denied access to the room.



Red/Green - Invalid Credential

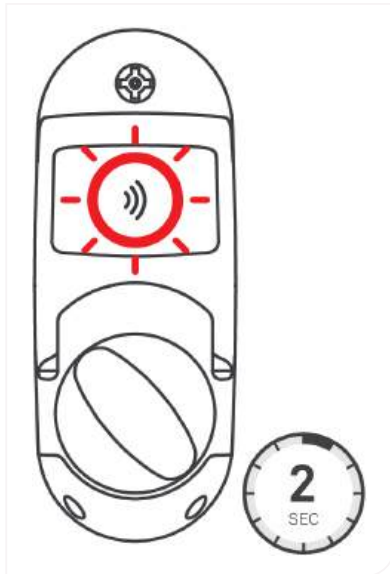
A flashing red and green light for 2 seconds indicates that the credential type is not recognised.



Battery Status

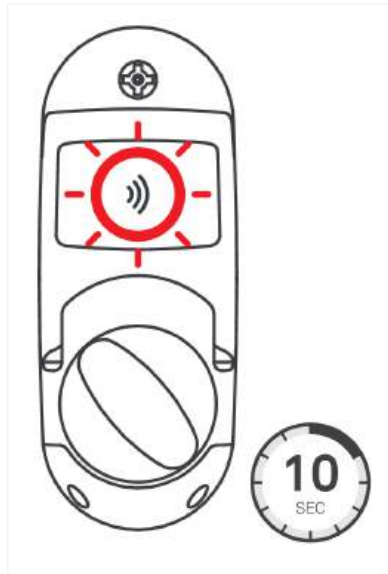
Red - Battery Low

A flashing red light for 2 seconds indicates that the battery level is low (<30%).



Red - Battery Critical

A flashing red light for 10 seconds indicates that the battery level is critical (<15%).

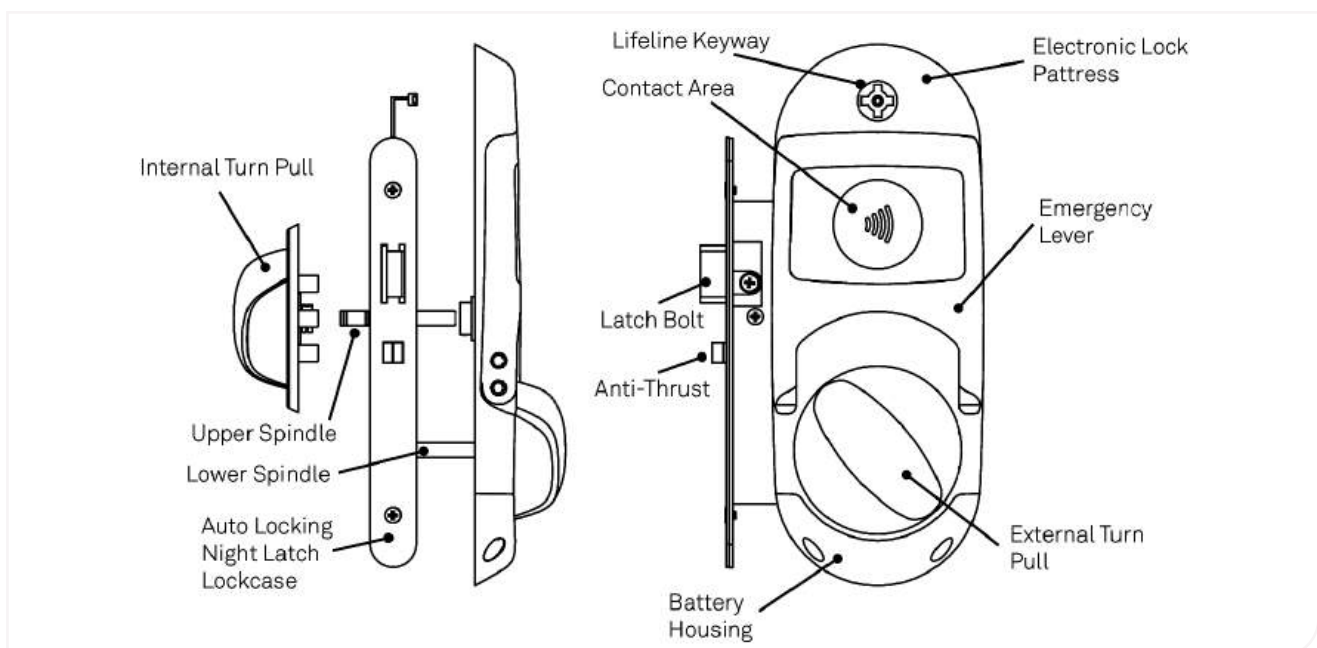


Battery Status

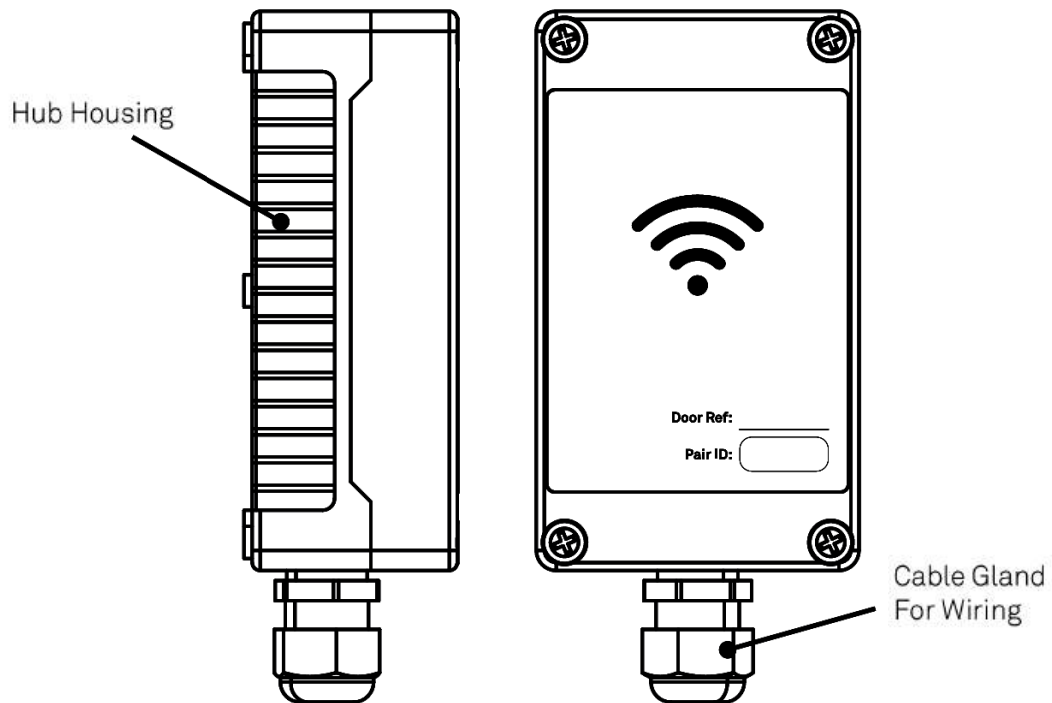
The battery status warnings will show after the credential feedback has been displayed.

Product Diagram

Electronic Lockset

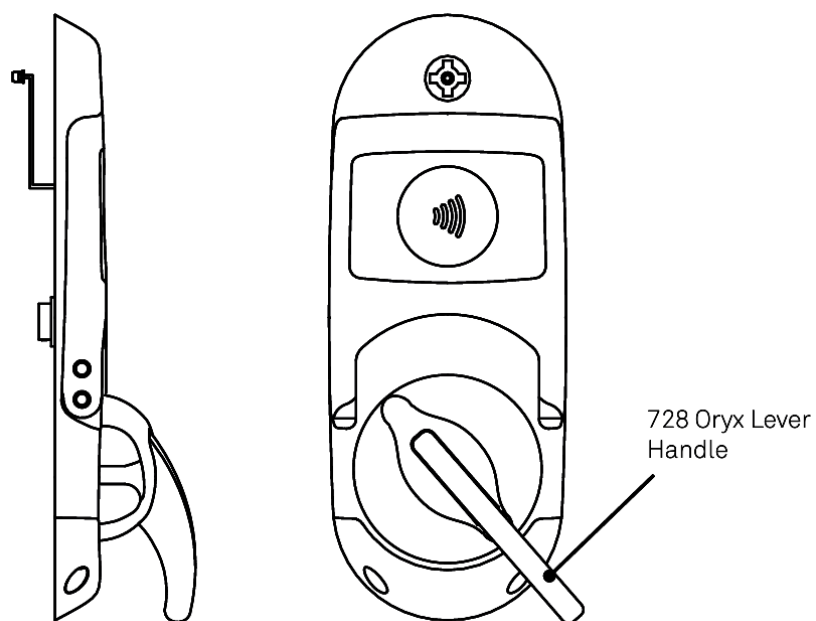


Hub



Oryx Lever Handle

Suitable for low risk or dementia wards only.

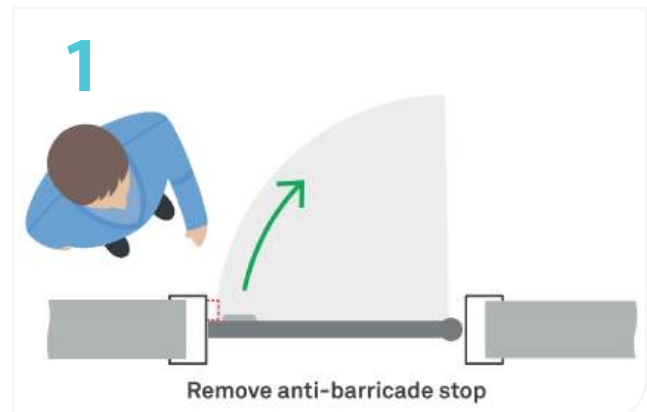


Override Procedure

The Electronic Lockset has an integrated override system allowing entrance into the room against even the most determined barricades. Training should be provided to all staff members on how to use the override feature. The override feature is only to be used in anti-barricade situations, or in the rare event of electronic failure.

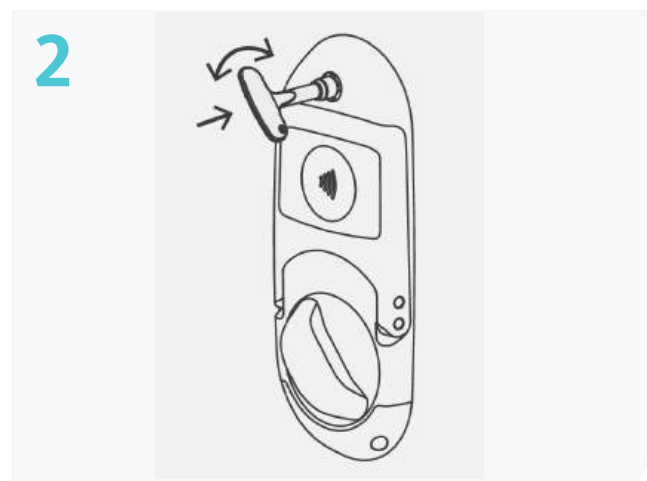
1. Before activating the emergency override, ensure the outward opening swing of the door is clear.

If the door has an anti-barricade stop, this must also be removed before activating.



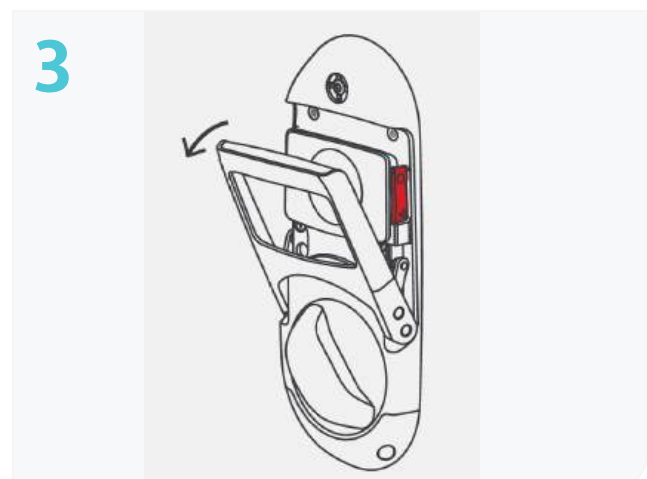
2. **Using your staff-only Lifeline key, activate the emergency lever. The key can be rotated 15 degrees clockwise or anticlockwise.**

If the handle does not automatically deploy check for any obstructions. Manually pull down the handle - but only whilst using the Lifeline key.



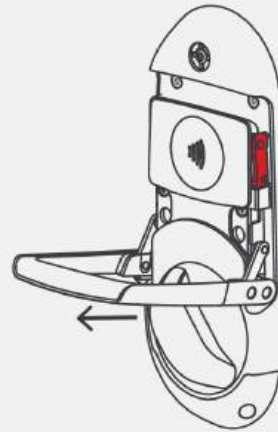
3. **Once the handle has been released, push it down to a horizontal position to unlock the door.**

A ratchet mechanism locks the lever in position, deactivating the internal turn pull.



4. **Use the emergency lever to pull the door open.**

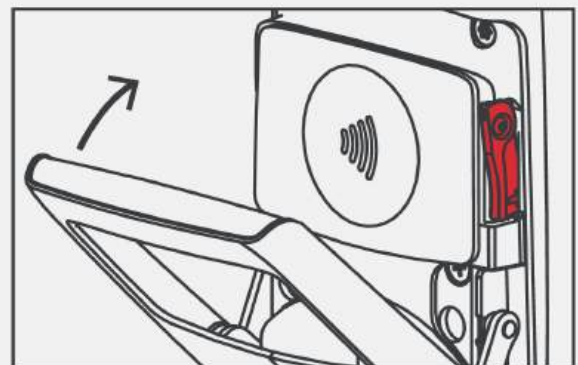
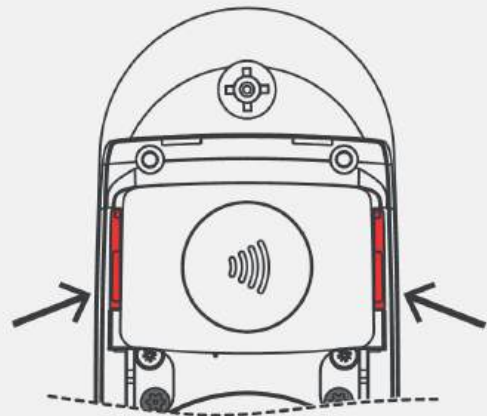
4



5. **To reset the emergency lever, first press down the two red switches. The lever is then free to be pushed back to its stored position.**

Ensure the handle is fully secured in place before vacating the area.

5



Maintenance Manual

The maintenance of Hipac products is essential to proper function and safety and must be completed as specified. Any maintenance work must be carried out by suitably qualified and competent individuals.

If any installed Hipac product is removed/changed at any time it may impact the performance of the system. It must be recommissioned and tested by an approved technician.

Types of Maintenance

It is important that all products are installed correctly as per the instructions to ensure safe and effective performance. To maintain this level of performance our products require a range of different checks to ensure they continue to meet the highest safety standards.



Visual Inspection

Visual checks on the product and surrounding door, frame, and environment, looking for wear, damage, and general condition.



Mechanical Checks

Consists of checking that the product's mechanical elements function properly without any binding or undue force required. Check that parts can move freely without abnormal resistance or binding.



Electronic Checks

General tests on the electronics to check products are connected and communicating correctly with relevant systems and battery levels are acceptable.



Fixings Check

Fixings need to be checked regularly and tightened when necessary to ensure products do not become loose and provide potential ligature/weaponisation risks. This also checks that no projection of fixings prevent components from moving freely.



Cleaning

Build-up of grease, dust, and harmful chemicals (e.g., from floor cleaning) should be removed to prevent corrosion and maintain the product finish and function.

The correct cleaning method should be used to ensure products are not damaged.



Lubrication

Some products will benefit from periodic lubrication using RS High Specification Dry Lubricant only (RS part number 251-3794) B700241.







NOTE: We cannot endorse the use of any other lubricants.

Maintenance Schedule

It is essential that the customer implements a regular maintenance regime to support the correct function of all our products. **The frequency of checks recommended is a guideline and should be commensurate with frequency of use/severity of the environment in which it is installed.**

The following section outlines checks that should be carried out on the Electronic Lockset. **If any product fails any of these tests, please contact your maintenance provider.**

	Product	Maint. Type	Maintenance
Weekly These items should be checked weekly, and adjustments made where necessary.	Electronic Lockset		Visual Inspection - A visual inspection of the product and the surrounding environment to check there are no signs of damage. Check that all hardware is flush to the wall with no ligature risks.
	Electronic Lockset		Cleaning - All parts should be cleaned with mild detergent only with a damp cloth. Avoid contacting these components with aggressive cleaning fluids or excessive fluids of any kind.

	Product	Maint. Type	Maintenance
Monthly In addition to the weekly schedule, these items should be checked on a monthly basis, and adjustments made where necessary.	Electronic Lockset		Override Test - Complete a full cycle of the override system to check it is functioning correctly
Quarterly In addition to the weekly and monthly schedule, these items should be checked on a quarterly basis, and adjustments made where necessary.	Electronic Lockset		Fixing Checks - Ensure the fixings are holding the product securely in place.
	Night latch lockcase		Lubrication - Regular lubrication is essential for lock function. See the following section of this document for the application of lubricant.
Annually In addition to the weekly, monthly and quarterly schedule, these items should be checked on an annual basis and adjustments made where necessary.	Electronic Lockset		Battery Replacement - The batteries are recommended to be changed annually. The Electronic Lockset will flash red for 2 seconds when the batteries need replaced.

Override

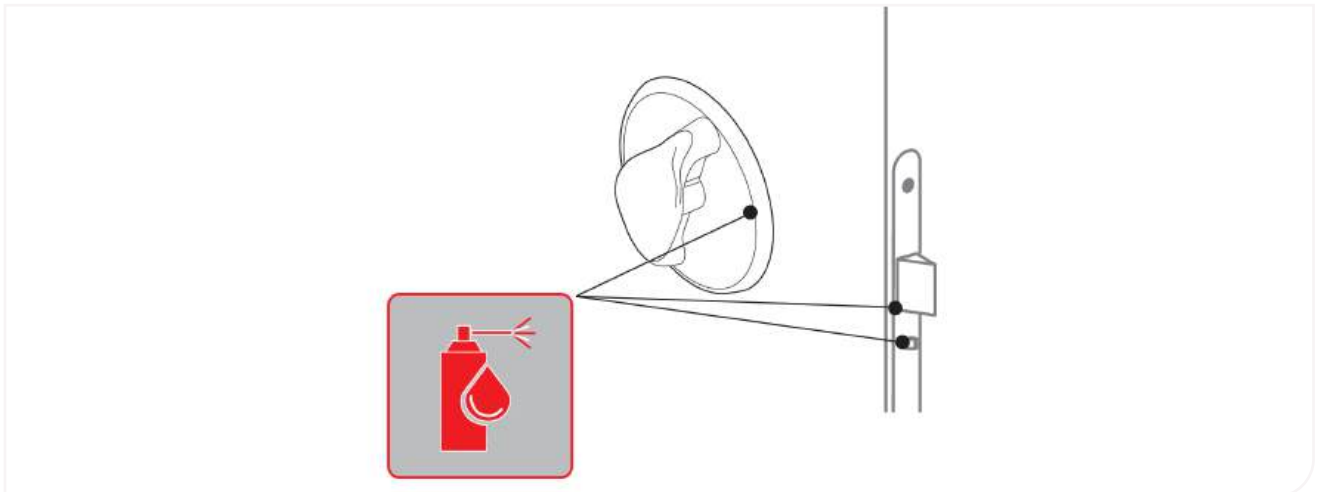
To test the override, follow the complete override instructions within the operation manual. Check that the Lifeline keyway has not been tampered with and the emergency lever releases when activated.

Lubrication

Moving parts should be regularly lubricated with High Specification Dry Lubricant only.

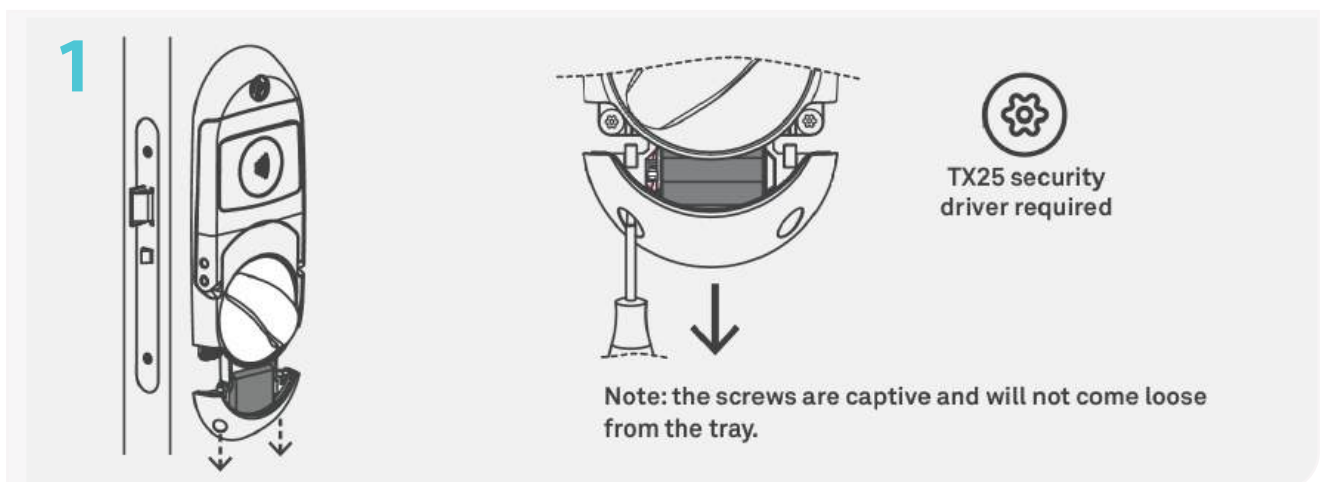
To lubricate Hipac Night latch lockcases, push the latch in and spray into the lockcase then repeat this with the anti-thrust.

Hipac products are supplied with anti tamper security screws. These must not be substituted with any other fixings. Any missing screws should be replaced with identical anti-tamper fixings.

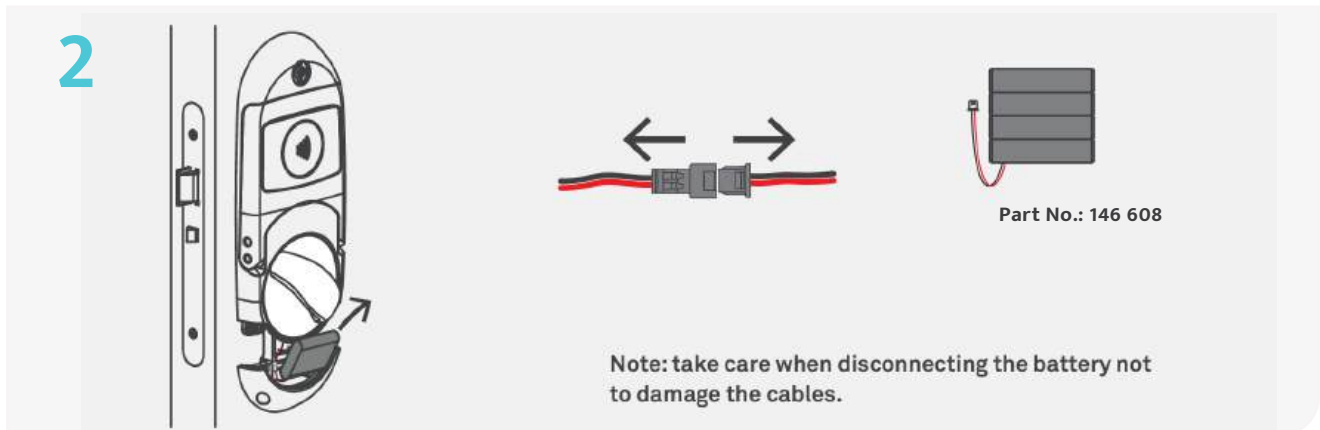


Battery Replacement

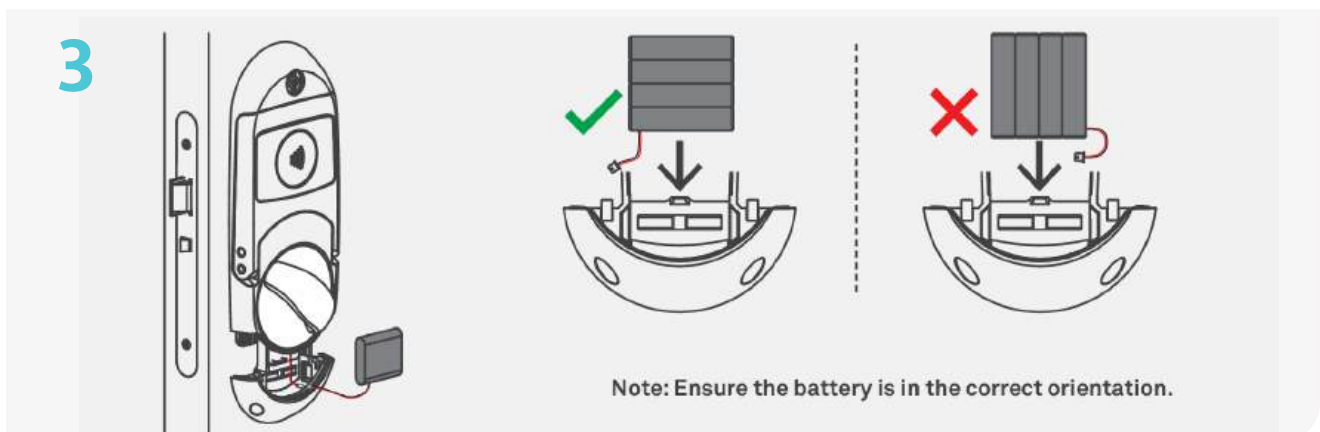
1. Undo the two fixings at the bottom of the pattrass and slide the tray downwards.



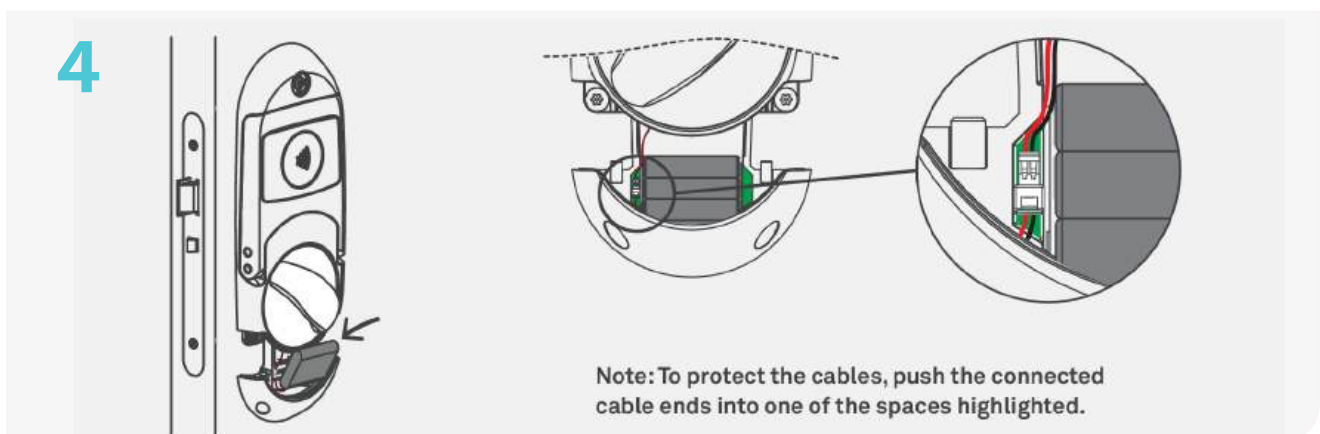
2. Remove the battery pack and disconnect the cable. Dispose of the old battery pack responsibly.



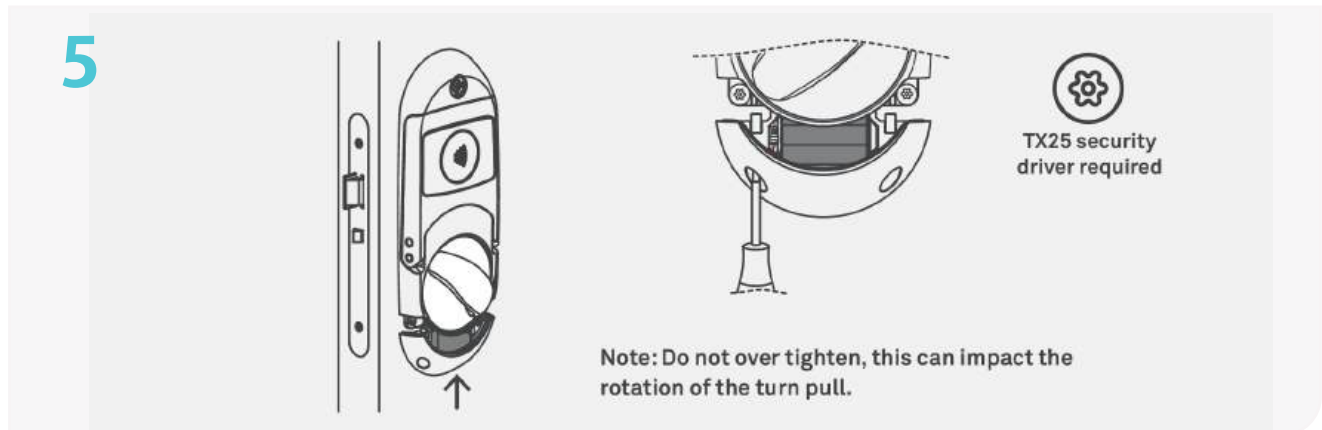
3. Connect the new battery pack. Rotate the batteries to the correct orientation (as shown below).



4. Angle the battery pack into the battery tray.




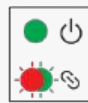













5. Once the battery and cable are in the correct location, slide the battery tray upwards. Using a TX25 security Torx screw driver, tighten the two captive fixings.





Troubleshooting

The following troubleshooting guide provides a basic diagnostic of potential issues.

Action	Lock LED Display	Lock LED Behaviour	Hub LED Display	Hub LED Behaviour	Resolution
No response		No response		No response	Ensure Lockset and Hub have power
Power on		Green on 2s		Green on permanently	
Successful boot sequence		Green flash 2s		Green flash 2s	
Card Read		White on 0.5s			
Access Granted		Green on 2s		Green on 2s	
Access Denied (unauthorised credential)		Red on 2s		Red on 2s	Check credential access rights

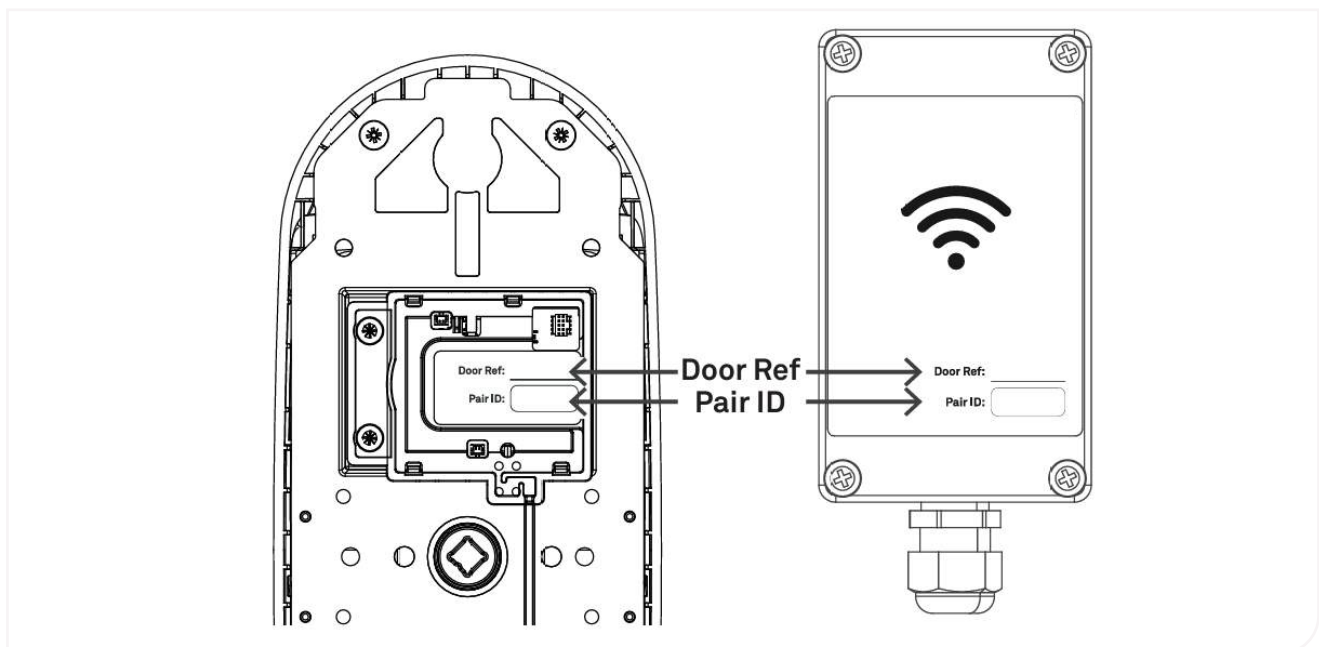
Action	Lock LED Display	Lock LED Behaviour	Hub LED Display	Hub LED Behaviour	Resolution
Access Denied (invalid credential)		Green + red flash 2s		Green + red flash 2s	Use a Mifare family credential
Battery Low		Red flash 2s			Replace battery
Battery Critical		Red flash 10s			Replace battery
Paired, trying to communicate, no RSSI		Blue on 2s		Blue on 2s	Check Hub is powered on. Move Hub closer to lockset
Low RSSI		Blue flash 2s			Move Hub closer to Lockset
Pairing - Lockset pairing open		Blue flash 10s			
Pairing - Hub pairing open				Blue flash 30s	
Pairing - Identify paired unit		Green flash 2s		Blue flash 5 minutes, or until pair button pressed	
Pairing - Not Paired		Blue + Red flash 2s		Blue + red permanently on	Pair Lockset to Hub
Entered Install Mode		Green flash 2s White on 1s			
Exit Install Mode		White flash 2s Red on 1s			

Action	Lock LED Display	Lock LED Behaviour	Hub LED Display	Hub LED Behaviour	Resolution
Hub to Door controller communication error		Purple flash 2s		Purple flash 2s	Check the Hub to door controller connection and check the settings within the access control software.

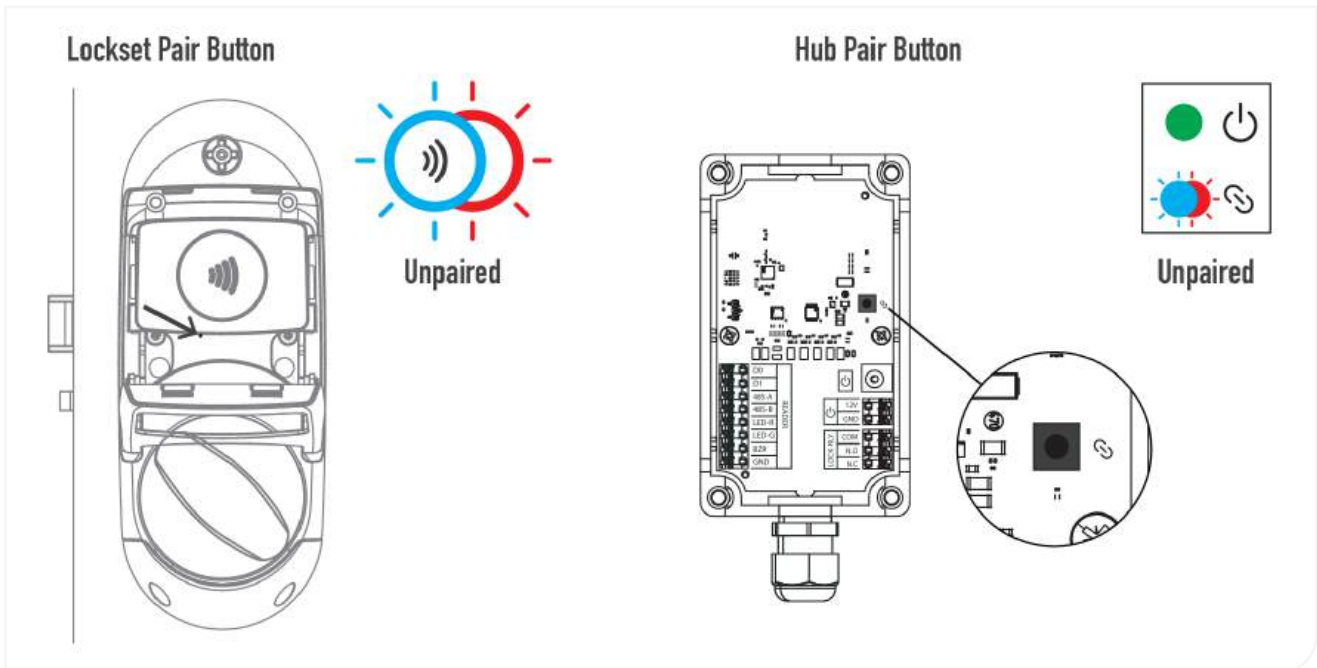
Pairing

All Electronic Locksets will come factory paired and this will be shown on the pair ID. In the unlikely event of a product failure, you may need to re-pair to a new Lockset or Hub.

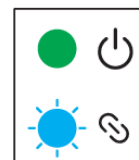
1. The replacement device pair ID will not match the original device. Write the door reference on the replacement device.



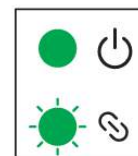
- Power on both devices that need to be paired. The pairing data must be removed from the original device before it can be re-paired. For a replacement Lockset the original Hub needs to be unpaired, for a replacement Hub the original Lockset needs to be unpaired. To unpair the original device, press and hold the pair button on the device for 10s. Once the button is released the lights on the device will flash red and blue to indicate successful unpairing.



- Press the pair button on the Hub to open pairing. The red and blue light will change to flash blue. Pairing on the hub will remain open for 30s.
- Within these 30 seconds press the pair button on the Lockset. It will start to flash blue. If it pairs successfully, the Lockset and Hub will flash green for 2s. If the devices do not pair the Lockset will time out after 10s and flash red and blue for 2s.



Pairing open



Successful Pairing

Safety Information

Safety Notices

1. Read, follow and keep these instructions.
2. Heed all warnings.
3. Only use attachments/accessories specified by Hipac.



Ensure the product has been installed correctly and signed off before use.



Do not use this product in a location that can be submerged/come into contact with water.

Electrical Safety Information

- all electrical equipment should be installed, serviced and maintained by an approved technician.
- compliance is required with respect to the voltage, frequency and current requirements. Connection to a different power source than specified by Hipac may result in improper operation, damage to the equipment, or pose a fire hazard.

Battery Precautions

- only Hipac approved batteries/battery packs can be used for any the Electronic Lockset.
- do not attempt to repair, disassemble or modify the battery. Do not place or use battery near fires, heaters, direct sunlight, or other heat sources. Prolonged exposure to heat may cause battery leakage, explosions, or fires.
- do not dispose of the battery as General waste. Please refer to local regulations.
- do not place pressure on or pierce the battery with hard objects. Damaging the battery could cause battery leakage, overheating, or fires.

Support

Reporting a Fault

Issues should be reported to your maintenance provider. If you need manufacturer's support please contact info@hipac.com.au or 1800 75 93 93.

Spares

Replacement battery packs are available from Hipac. Further spares are available on request, contact Hipac: info@hipac.com.au or 1800 75 93 93.

Manufacturer's Warranty

Refer to the Hipac Product Warranty for details of Hipac product warranties. Contact Hipac to obtain the warranty document at info@hipac.com.au or 1800 75 93 93.

ABOUT HIPAC

Operating at the forefront of healthcare, we strive to redefine what's possible. We provide superior products, design expertise and total solutions to help create environments where nothing stands in the way of patient care.

Contact information



1800 75 93 93



info@hipac.com.au



www.hipac.com.au

