

Sirit 4100 Transponder System Frequently Asked Questions

1. Where to I install the new transponder tag.
See Instructions. *The property manager is provided specific installation instructions based on the design of your community Sirit 4100 Antenna location.*
2. Will the windshield transponder tag work on any vehicle.
No. *There are some European vehicles that manufacture their windshields with RF blocking films, which block the transponder from communicating. There is no list of such vehicles, but if you are concerned please consult your vehicle owner's manual or dealership as some of them leave a specific space for transponders.*
3. Will the windshield tags work if they are just taped to the inside of the windshield?
Not well. *The tags are actually engineered to use the glass as an antenna and must have the backing removed and be adhered to the windshield to work consistently. The tags also have a small chip inside that can be damaged if not properly installed.*
4. Will a drive through car wash damage the external headlamp transponders?
No. *However, you must wait 48 hours to wash your car after the initial installation.*
5. If my transponder is not working, what should I do?
Provide detailed report. *Sufficient and accurate information is crucial for quickly analyzing problems with these systems, which includes the following:*
 - Time and date of problem
 - Tag number and type (windshield or headlamp)
 - Gate location (street or gate name and which lane is generally sufficient)
 - Picture of tag location on vehicle (this is very helpful for the technician)
6. How long will the new passive transponders work?
Approximately 10 years if not abused or damaged.
7. How does the transponder open the gate?
Radio Waves. *The Sirit Reader Antenna sends radio waves to the transponder tag that power a small chipset, which then sends back a response with the unit number of the transponder. The transponder number is sent from the antenna to the access control database to verify the specific tag number is allowed into the community.*
8. How far away from the antenna will the transponder open the gate?
Varies. *The Sirit transponders must be powered by the Antenna so placement of the tag on the vehicle, angle of the tag, and also proximity to metal or other inhibitors vary the read distance. The advertised maximum distance is 25' (Without arming loop near gate to activate antenna)*
9. My transponder worked perfectly the first few weeks but now only works part of the time....why?
Damaged Chip. *The Sirit transponders all have a small internal electronic chip with small wires connected to act as antennas. If during the installation the tag was not handled gently or bent too hard the wires become disconnected from the chip and as the tag expands and contracts the damaged wires disconnect from the chip and the Sirit Reader Antenna can no longer power the transponder. Damaged transponders must be replaced.*
10. My transponder worked perfectly for many months but now is intermittent....why?
Various Possibilities. *Check to see if there are others having problems as it may be a 4100 Antenna system problem or access control programming problem. For windshield tags, also consider whether you have installed any new items in the vehicle such as: FastTrak transponder (these are also made by Sirit but must be 6" away from other tags or they interfere with signal), radar detectors can cause interference, any other metallic objects or antennas near the tag. If you don't find a resolution report the issue with information noted in **item 5** above.*
11. My transponder works perfectly but one time didn't open the gate?
RF Interference. *99% first read is considered excellent but some areas experience radio frequency interference from time to time that can affect the transponder communications. High Voltage overhead power lines, military base radio activity, mobile TV station vans and similar RF activity can cause interference.*
12. I accidentally install my sticker transponder in the wrong location, can I move it?
No. *The sticker tags cannot be removed and reinstalled....they are destroyed upon removal for security purposes.*
13. If I sell my car can the transponder be turned off?
Yes. *Please provide the tag number to the property manager and they can de-activate the tag in the access control system.*