



Driveway Alert & Free Exit Systems

A smart home starts at your driveway

Product Catalog

Table of Contents

Explore our full line of Vehicle Detection and Free Exit systems for the security, home automation, electrical, building, landscape, and automatic gate industries.

- An Open Letter 02
- The Cartell Difference 03
- Our Story 04
- A Connected Experience 05
- Safety & Convenience 06
- DriveGuard Radio 07
- DriveGuard 09
- DriveGuard Ultra 10
- DriveGuard Integrator 11
- DriveGuard Sensor Probes 12
- DriveGuard Sounders 13
- DriveGuard Components 14
- Free Exit Products 15
- Why Cartell 17
- Join the Team 19
- What People Are Saying 20
- Product Warranty and Return Policy 21



510 W King Street
Shippensburg, PA 17257



Dear Friend,

As a manufacturer, it is difficult to create one publication suitable for the wide range of customers Cartell enjoys. One catalog to meet everyone's needs is not an easy thing.

However, we want all our customers—distributors, installers, and end users—to feel part of one family: the Cartell family.

There will be things in this catalog that is appropriate for one or other of our customers, so ignore what isn't applicable to you, and enjoy what is.

If you have further questions, please email us at info@cartell.com or call us at 717-532-0033. We're here to help any way possible.

And if you happen to be in south central Pennsylvania, please stop by for a visit. I'd love to give you a tour and show you how we take a multitude of raw materials and create a quality-rich product.

Thank you for your interest in Cartell. I hope this catalog will help meet your needs.

Sincerely,

A handwritten signature in black ink that reads "Jonathan Bohannon".

Jonathan Bohannon
President/CEO

CARTELL.COM



The Cartell Difference



At Cartell, we see beyond home security. Our driveway alert and free exit systems take security to the next level. They give customers peace of mind, extra time, and a companion who welcomes them home. They're easy to install, and don't need much else to keep going.

Our products easily integrate with existing systems, from smart lights to alarm systems. They're backed by over 40 years of quality, reliability, and service – exactly the things you'd want from a company you trust with the things that matter most.



Our products are made in the USA and have a 5-year warranty.

Our Story

An engineer & an idea

Our founder, Dave, started this business over 40 years ago, powered by stubbornness and grit. He set out to build a company that helps people feel good, and he was determined to never compromise his values along the way.



True value's not on a blueprint

Our customers and installers trust us to create products that put peace of mind first. We always liked knowing when people arrived at our house, so making a smarter driveway seemed like a pretty good place to start.

A conviction for quality

Before anything else comes quality. We believe in the work we're doing, and just as importantly, we believe in the way we do it. Our products are designed to function well and last long. We have systems that have been in use for decades, and still working flawlessly.

Family is our foundation

Family is one of the reasons we decided to pursue our passion to keep people safe. It is our family that has built a lasting foundation on which Cartell is built. From our family to yours, we know what's important, and deliver it every day.

Integrity here is everything

Integrity defines all we are and drives all we do. You'll see it in our offices (please come visit us!), hear it in our people, and find it in our products. Competitors may try and imitate our ideas, but they can't come close to replicating the pride we put in our process. Some things just can't be found on a blueprint.

A Connected Experience

Our products are designed to be both intuitive and invisible. They stand alone or integrate with leading home security and home automation systems, installing quickly and easily.

1 *A car enters or leaves your driveway.*

That causes interruptions to the Earth's magnetic field. Our vehicle detection systems sense that disturbance.



2 *A signal is sent.*

Our control unit or your home automation/security system receives an activity notification.



3 *Lights and other alerts are triggered.*

Our system activates your indoor and outdoor lights, cameras, audible devices, and any function your security/home automation system supports. Your customer will never drive up to a dark home again.



Safety & Convenience

With five wired systems to offer, Cartell can meet the need of virtually every home. All systems and components carry a five-year warranty.



DRIVEGUARD™

The DriveGuard system provides a trigger and one relay closure to trip sounders, cameras, and other devices. It includes everything necessary for a basic vehicle detection system. It also supports a variety of sensing devices, not just our sensor probe.



DRIVEGUARD™ ULTRA

The DriveGuard Ultra System provides a trigger and one relay closure to trip sounders, cameras, and other devices. It includes a second 15 amp relay to control 1800 watts of lights. Cartell supports a variety of sensing devices, not just our sensor probe.



DRIVEGUARD™ INTEGRATOR

With just two components, you can add vehicle detection to any home automation, security, or lighting system. The DriveGuard Integrator system offers a trigger and relay output. It easily connects to two zone inputs to trigger features supported by every security, home automation, or lighting system.



DRIVEGUARD™ SOUNDERS

Three sounders can be purchased for use with DriveGuard and DriveGuard Ultra. All three sounders are compatible with every DriveGuard system.



DRIVEGUARD COMPONENTS

Individual components can be bought separately in order to customize any system. This includes differing lengths of cable on the sensor, multiple sounders, control units, and splice kits.



FREE EXIT SYSTEMS

GateMate

Self-contained system installed in dirt beside driveway features an external circuit board and is solar-friendly.

Pioneer

Sensor probe installed in dirt beside driveway with an external circuit board installed in gate operator. Adjustable time and sensitivity.

Coming soon -- the Radio Cartell!

Coming soon -- the Radio Cartell!



DRIVEGUARD™

The DriveGuard system has one relay contact that will activate audible devices or cameras when used with our vehicle detection sensing device. Also accomodates any sensing device with a N.O., dry, floating relay contact.

System Features

BENEFITS

- Never be surprised by drive-up visitors again
- See who's arrived before they reach the front door
- Be alerted with multiple sounders
- Trip cameras on

APPLICATIONS

- Stand alone--can be used with or without security/H.A. systems
- Use in homes with longer driveways (75 feet)
- Protect large estates
- Farm store
- Protect construction/farm machinery
- Commercial applications

FEATURES

- Magnetometer technology
- Sensor buried beside driveway
- Invisible system
- Supports up to 4 sensor probes
- Supports up to 12 sounders
- Sensitivity and relay time adjustable
- Supports other sensing devices
- 5-year warranty

Technical Specifications

Power Required	8-31 VAC; 10-41 VDC (Issue 4) 12 VAC or 11-18 VDC (Issue 3)
Stand-By Current	Under 1 mA
Alarm Current	45 mA max (with one sounder)
Relay Contact Rating	Double Pole, Double-Throw 1st Pole: 12 VDC, 200 mA for remotes 2nd Pole: SPDT, 5 amps, 30 VDC
Relay Time	½ to 15 seconds
Temperature Range	0° F. - 140° F.
Dimensions (With Case)	5½" x 5½" x 2"
Dimensions (Board Only)	4 ⅛" x 3¼"
Weight (With Case)	2.5 lbs.
Weight (Board Only)	¼ lb.



DRIVEGUARD™ ULTRA

The DriveGuard Ultra system activates lights, audible devices, CCTV, etc. when used with our vehicle detection sensing device. Also accomodates any sensing device with a N.O., dry, floating relay contact.

System Features

BENEFITS

- Automatically flood your driveway with light when you drive up
- Create a lighted pathway into your home
- Make your home look occupied while away
- Never be surprised by drive-up visitors
- See who's arrived before they reach the front door
- Be alerted with multiple sounders
- Trip cameras on

FEATURES

- Magnetometer technology
- Sensor buried beside driveway
- Invisible system
- 15 amp light relay with photocell
- Supports up to 100 sensor probes
- Supports up to 12 sounders
- Sensitivity and relay time adjustable
- Supports other sensing devices
- 5-year warranty

APPLICATIONS

- Stand alone--can be used with or without security/H.A. systems
- Use in homes with longer driveways (75 feet)
- Protect large estates
- Use on vacant lots to thwart vandalism and theft
- Protect construction/farm machinery
- Commercial applications

Technical Specifications

Power Required	12 VAC or 12 - 15 VDC
Stand-By Current	35 mA
Alarm Current	180 mA max with one sounder
Relay Contact Rating	Double Pole, Double-Throw 1st Pole: 12 VDC, 200 mA for remotes 2nd Pole: SPDT, 5 amps, 30 VDC
Relay Time	½ to 30 seconds
Floodlight Contact Rating	SPST, 15 amp, 125 VAC CSA (1800 watts)
Floodlight Time 1	5 seconds to 15 minutes
Floodlight Delay	1 second to 2½ minutes
Battery Charger	13.5 VDC, 5 mA min. charge (w/ voltage cut-off)
Temperature Range	0° F. - 140° F.
Dimensions & Weight	7½" x 12¾" x 3" at 5 lbs.



DRIVEGUARD™ INTEGRATOR

The DriveGuard Integrator system is supported by any security, home automation, or lighting system. Its control unit (CT-2B) has a relay contact, allowing it to seamlessly integrate with any home automation, security or lighting system. Simply connect the CT-2B to two zone inputs to trigger any and all features supported by the accompanying system. With just two components, professional vehicle detection can be added to any automated or security system.

System Features

BENEFITS

- Add vehicle detection to any security or home automation system
- Trip any feature mother system supports when vehicles drive up
- Never be surprised by drive-up visitors again
- See who's arrived before they reach the front door
- Be alerted at keypads, turn system lights on, interact with email and smartphones
- Trip cameras on

APPLICATIONS

- Seamlessly integrates with any and all security, home automation, and lighting systems
- Use in homes with longer driveways
- Use in home with other systems
- Commercial applications

FEATURES

- Magnetometer technology
- Sensor buried beside driveway
- Invisible system
- Supports up to 4 sensor probes
- Supports up to 12 sounders
- Sensitivity and relay time adjustable
- Supports other sensing devices
- 5-year warranty

Technical Specifications

Power Required	8-31 VAC; 10-41 VDC (Issue 4) 12 VAC or 11-18 VDC (Issue 3)
Stand-By Current Under	1 mA
Alarm Current	30 mA max. (board only)
Relay Contact Rating	Double Pole, Double-Throw 1st Pole: 12 VDC, 200 mA for remotes 2nd Pole: SPDT, 5 amps, 30 VDC
Relay Time	½ to 15 seconds
Temperature Range	0° F. - 140° F.
Dimensions (With Case)	5½" x 5½" x 2"
Dimensions (Board Only)	4 1/8" x 3¼"
Weight (With Case)	2.5 lbs.
Weight (Board Only)	¼ lb.

DRIVEGUARD™ SENSORS

CT-6A Sensor Probe



CT-6A Detached Sensor Probe for connection to burial cable already installed in the field. This is for those who prefer to install cable first and sensor probe later. It is weatherproof and allows for easy solder and weatherproof connection of cable. (Order CT-5 cable from Cartell.)

SYSTEM FEATURES

- Use with DriveGuard, Ultra, and Integrator systems and with Pioneer Free
- Exit system (which use the CT-2B, CF-2C and CT-3BG control units respectively)
- Covers 12-foot-wide driveway when buried beside driveway
- Sealed and weatherproof
- Built-in spark gap protection
- Sealed chamber to attach wire in field

CT-6 Sensor Probe



CT-6 Sensor Probe has a custom length of direct burial cable attached at the factory. Attached cable comes in increments of 50', from 100' to 500'; cut in increments of 100', from 500' to 3000'. Direct burial cable makes conduit unnecessary. Cable is polyurethane coated, making splicing in the field possible.

SYSTEM FEATURES

- Use with DriveGuard, Ultra, and Integrator systems and with Pioneer Free
- Exit system (which use the CT-2B, CF-2C and CT-3BG control units respectively)
- Covers 12-foot-wide driveway when buried beside driveway
- Maintenance-free, solid construction, sealed and weatherproof
- Sensor probe and wire do not require conduit
- Tough polyurethane coated for maximum protection
- May be spliced in the field with an underground splice kit (see page 17)
- Fully shielded to avoid false alarms caused by RF noise
- Custom length of continuous cable from 10 ft. to 3,000 ft.
- Attached cable in 50 ft. increments up to 500 ft.; in 100 ft. increments from 500 ft. up to 3,000 ft.

Technical Specifications

	CT-6A	CT-6
Temp. Range	-40° F. - +250° F.	-40° F. - +250° F.
Dimensions	9¾" x 1 3/8" dia.	16½" x 1 3/8" dia.
Weight	2 lbs.	3.5 lbs. with 100 ft. of cable
Other	1100 to 1300 ohms coil resistance	500 to 800 ohms coil resistance depending on wire length

DRIVEGUARD™ SOUNDERS



CT-A1 Indoor Sounder

The CT-A1 Sounder is an indoor sounder that installs in a single-gang electric box. Works with DriveGuard and DriveGuard Ultra systems (which use CT-2B and CF-2C control units respectively, see pages 8 & 9).

Three buttons on plate interact with lights and sensor when used with the DriveGuard Ultra (CF-2C control unit, see page 8):

- ON** Turns lights on, putting them on timer
- RESET** Turns lights off if they have not timed out
- EXIT** Turns sensor probe off so car can pass by and not trip the system

Note: these three buttons are non-functional when used with the DriveGuard system

- Full function with added features
- Mounts in single-gang elec. box
- Triple zone allows multiple monitoring
- Decorative cover hides screws
- Steady, fast-pulse, slow-pulse tones
- Screw terminal hook up
- Volume control with muting
- Includes set of screws



CT-11 Outdoor Sounder

This is a weather-proof sounder with a piezo-type Mallory Sonalert® for mounting in an outdoor single gang electric box. It is excellent for areas such as pools, greenhouses, barns, etc. Length of tone can be adjusted; manual volume control.

- Weather-proof for outdoors
- 90 dB with manual volume control
- Mounts in single-gang elec. box
- Screw terminal hook up
- Pulsating tone
- Includes gasket seal and screws
- Manual volume control
- Be alerted anywhere on the property



AA-1 Alarm Alert

This is a universal sounder that has a piezo-type Mallory Sonalert® audible signal device. It is suitable for any security alarm panel, home automation panel, etc. Requires just two wires: power positive and power negative. It has volume control; may be muted.

Technical Specifications

	CT-A1	CT-11	AA-1
Req. Power	10 - 20 VDC	10 - 20 VDC	10 - 20 VDC
Alarm Current	20 mA max.	25 mA max.	20 mA max
Temp. Range	0° F. - 140° F.	0° F. - 140° F.	0° F. - 140° F.
Dimensions	4½" x 3" x 1"	4½" x 3" x 1"	4½" x 3" x 1"
Weight	1 lb.	1 lb.	1 lb.
Max. Volume	70 dB	90 dB	70 dB

DRIVEGUARD™ COMPONENTS

FC-6 Indoor Photocell



The FC-6 is a photocell block with double sided tape for attachment to an inside window. When wired to CF-2C control unit, will keep lights from coming on when system is tripped during daylight hours. It is for indoor installation only.

- Use with CF-2C Control Unit only
- Saves money by keeping lights off during daylight hours
- Includes double sided tape on back

- Screw terminal hook up
- Fully adjustable at CF-2C control unit
- Included with every CF-2C Control Unit, but may be purchased separately

FC-12 Outdoor Photocell



The FC-12 is an outdoor photocell, sealed and mounted in an LB electrical junction box. When wired to the CF-2C control unit, it will keep lights from coming on when system is tripped during daylight hours. It is for outdoor installation. May be used as a conduit through which to bring sensor probe wires into the house.

- Use with CF-2C control unit only
- Saves money by keeping lights off during daylight hours
- Photocell sealed in LB junction box

- Weatherproof for outside mounting
- Fully adjustable at CF-2C control unit
- Screw terminal hook up
- Bring probe wire safely into house

CA-5 & CA-6 Transformers



The CA-5 and CA-6 are replacement 12 VAC plug-in transformers used with Cartell control units. When integrating Cartell with other systems, it is best to use this transformer rather than relying on other systems (security, home automation, etc.) to power Cartell.

- Made of durable, molded plastic
- Plug into 115 VAC power supply
- Provides 12 VAC out
- Provides 4 ft. leads with pigtailed

- Use CA-5 with CT-2B control unit
- Use CA-5 with CT-GATE control unit or power CT-GATE via gate operator
- Use CA-6 with CF-2C control unit

Technical Specifications

	FC-6	FC-12	CA-5 / 6
Req. Power	—	—	115 VAC in / 12 VAC out
Current	—	—	300 mA max (CA-5) 700 mA max (CA-6)
Temp. Range	-40° F. - +250° F.	-40° F. - +250° F.	-40° F. - +250° F.
Dimensions	1" x 1" x 7/8"	4 1/2" x 2 3/4" x 1 1/4"	2" x 1 1/2" x 1 1/2"
Weight	1/10 lbs.	1.5 lbs.	1.5 lbs.

GATEMATE™ FREE EXIT



The GateMate is a self-contained vehicle detection system that triggers automatic gate operators to open for a hands-free exit.

System Features

BENEFITS

- Hands-free exit
- No having to let visitors out
- Device-free exiting
- Less battery maintenance
- Can be used with security or home automation systems to alert home occupants of drive-up visitors as well

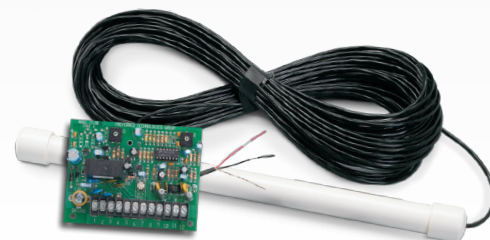
FEATURES

- Magnetometer technology
- Self-contained
- Universal voltage
- Lowest stand-by current in industry
- Works with electric or solar gates
- Comes in 3-wire and 5-wire models
- 5-year warranty

APPLICATIONS

- Residential gate operators
- Residential gate operators
- Drive-through windows
- Parking barriers
- Adding vehicle detection to security or home automation systems

PIONEER™ FREE EXIT



The Pioneer free exit system is a two component system that includes an output board to be installed in the gate operator.

System Features

BENEFITS

- Hands-free exit
- No having to let visitors out
- Device-free exiting

APPLICATIONS

- Residential gate operators
- Commercial gate operators
- Drive-through windows
- Parking barriers

FEATURES

- Magnetometer technology
- Universal voltage
- Variable cable length (up to 3000 ft)
- Adjustable relay time and sensor probe sensitivity on external output board
- Does not require enclosure
- 5-year warranty

Technical Specifications

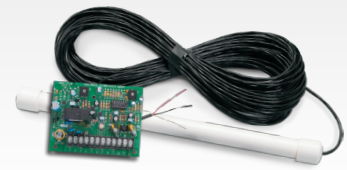
	GateMate	Pioneer
Power Required	6 - 31 VAC or 10 - 40 VDC	8-31 VAC; 10-41 VDC
Stand-By Current	150 Microamps (µA) max.	Under 1 mA
Alarm Current	25-30 Milliamps (mA) max.	30 mA max.
Relay Contacts	3 Wire: SPST, Trip to GROUND 5 Wire: SPDT, floating, N.O. or N.C. (Form C)	Double Pole, Double-Throw
Relay Contact Rating	1 amp/24 VDC (1 mA at 5 VDC min. load)	1st Pole: 12 VDC, 200 mA for remotes 2nd Pole: SPDT, 5 amps, 30 VDC
Relay Time	2-3 seconds	½ to 15 seconds
Temperature Range	-25° F. - +125°	0° F. - 140° F.
Dimensions	20 in. long x 3/4 in. diameter	5½" x 5½" x 2" (with case) 4 1/8" x 3¼" (board only)
Weight	5 lbs. with 100 ft. cable	2.5 lbs. (with case); ¼ lb. (board only)

COMPARE FREE EXIT SYSTEMS

GATEMATE™ FREE EXIT



PIONEER™ FREE EXIT



Power Required	6 - 31 VAC or 10 - 40 VDC	8-31 VAC; 10-41 VDC (Issue 4)
Stand-By Current	80 Microamps (µA)	Under 1 mA
Alarm Current	25-30 Milliamps (mA) max.	30 mA max.
Relay Time	2-3 seconds	½ - 15 seconds (adjustable)
Mechanical Relay Rating	3 Wire: SPST, Trip to GROUND 5 Wire: SPDT, floating, N.O. or N.C. (Form C) 1 amp/24 VDC (1 mA at 5 VDC min. load)	Double Pole, Double Throw 1st Pole: 12 VDC, 200 mA for remotes 2nd Pole: SPDT, 5 amps at 30 VDC 5 amps/30 VDC
Magnetometer Technology	×	×
For Home, Farm, & Business	×	×
Buried Out of Sight	×	×
Electronics Installed Outdoors	×	×
RFI/EMF Protection	×	×
Lowest Power Consumption	×	
Adjustable Probe Sensitivity		×
Adjustable Relay Time		×
Manual Trip Test Button		×
Solar Power Capability	×	×
Universal Voltage	×	×
Transient Suppression		×
Triggers Additional Accessories		×
Self-Contained System (no output board)	×	
Additional Safety Required	×	×
Cable Lengths (in Feet)	3-wire: 100 5-wire: 100, 200, 300, 500	100 - 3000
External Board Dimensions	No external board	Board only: 4 ¹ / ₈ " x 3 ¹ / ₄ " Optional hinged case: 5 ¹ / ₂ " x 5 ¹ / ₂ " x 2"
FIVE YEAR WARRANTY	×	×



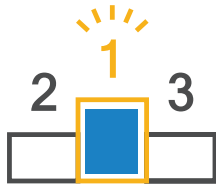
Why Choose Cartell

We've been manufacturing vehicle detection systems for over 40 years. Our customers and installers trust us to create innovative products that put peace of mind first. Here are a few more reasons why Cartell is the leading name in quality, safety, and reliability.



Market Innovator

Cartell was the first to use magnetometer technology in a commercial vehicle detection product when it launched vehicle detection systems in 1975. Since then, creating the market's best vehicle detection systems has been our singular focus.



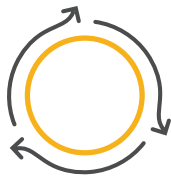
Superior Technology

With Cartell, false alarms are virtually eliminated. Our magnetometer-based systems and advanced technology are the best on the market. Ongoing research and refinements keep Cartell on the leading edge.



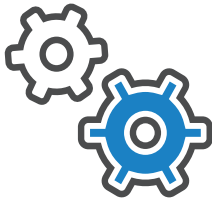
Leading Features

Cartell's highly flexible systems can be set up to sound alerts, turn on inside and outside lights, activate cameras, actuate communication devices, trigger alarm or home automation systems, open automatic gates, and more.



Easy Integration

Cartell provides a trigger and relay output for easy and seamless integration with existing security and home automation systems.



Dependability

Cartell vehicle detection systems lead the market with an average field life of 12-15 years. Service calls are virtually eliminated with our top quality design, manufacturing, and materials, such as polyurethane-coated, spliceable direct-burial cables.



User Friendly

Our systems are easy to install, and don't need much else to keep running. There's no need to memorize manuals, adjust settings, or learn programming.



Best Warranty

Cartell systems are backed by a industry-leading five-year warranty.



Made in the USA

Cartell products are made in the USA to ensure quality and support local communities.

Join the Cartell Team of Professionals

| *Certified Installer*

Cartell Certified Installers

Since 1975, Cartell has been installed by independent installers. Our Certified Installer Program is designed to put installers first.

Benefits include:

- Exclusive listing on our website
- Minimum requirements
- Direct leads to you
- National & local advertising
- Free marketing literature
- Joint marketing ventures
- Regular updates
- Deal directly in repair situations

| *Distributor*

Cartell Distributors

As a Cartell distributor, you'll make the industry's leading vehicle detection systems available to homeowners, businesses, government, and other end-users through a host of Certified Installers.

Advantages include:

- No stocking requirement
- No minimum ship requirement
- Drop shipping available
- Prepay discount, per approval
- Professional technical service
- Fast repair turnaround
- Free media and literature
- National advertising
- Cooperative marketing
- Listing on Cartell website
- Periodic incentive discounts
- Award-winning customer service
- Direct sales in repair situations
- Five-year warranty

What People are Saying...

I had a Cartell at my second rural home. The drive was very long, about 1/4 mile. It was still working when we moved after 17 years. We put one at our new home. We have a 300 foot drive. After 28 years, it is still working.

– Charles in NE Kansas,

We have sold Cartell products since 1984 and will attest to their stellar performance. I also use a free exit device on my own home gate system with complete satisfaction.

– Martha in Cumming, Georgia

Our Long Range RFID Company has used Cartell products for many years as an accurate and reliable “arming device” to turn on the power to our hands-free vehicle ID readers for our Dealers’ residential, commercial and government access control. We’ve been very pleased with Cartell products and their superior customer service.

– Pete in Peachtree City, Georgia

Our driveway alarm has performed flawlessly for over ten years. We feel most secure in knowing when someone is approaching our home. Thanks for a great product.

– Bob in Harwich Port, Massachusetts

Living in a rural area, (at the end of a long lane), Cartell provides a great sense of security. It is like a door bell that provides an opportunity to investigate who is arriving before he/she gets to the door. Also, when my wife is home alone, it provides security to make her aware people are arriving before they get to the house. We’ve had it since 1982 and rely on it heavily.

– Don in Wooster, Ohio

Your products are fantastic. We offer them on every job we sell and it is a well sought-after option...You are a company with great products and service.

– Craig in Northampton, Pennsylvania

Cartell is truly my favorite feature in our automated home. Not only does Cartell provide a convenience by alerting me to visitors when I am in the house, but I always feel safe when I return home alone at night because Cartell turns on the outside lights as soon as I enter the driveway. I used to feel uncomfortable coming home to an empty house, but with Cartell I am completely at ease returning to my well-lit home.

– Emily in Paupack, Pennsylvania

We have enjoyed the Cartell system since 1995. It rings all over our house and one outbuilding and to our backyard. We don’t even have a doorbell anymore. We love it!

– Alan in Bryn Athyn, Pennsylvania

Cartell is the best security device available. It is reliable and hidden from view. We know if someone has driven into our driveway every time. Great peace of mind.

– Ernest in Kennett Square, Pennsylvania

Product Warranty & Return Policy



The Best Warranty in its Class

All products made by Cartell are warranted against defects in material and workmanship for five years. This warranty does not cover defects caused by, but not limited to: acts of God, improper installation, abuse, fire and water damage, electrical surges, and damage to cable caused by slicing, pulling, tangling, or improper splicing. Cartell reserves the right to determine the cause of malfunction when the defective product is returned for testing.

There are no obligations or liabilities on the part of Cartell for consequential damages arising out of, or in connection with, the use or performance of this product or other indirect damages with respect to loss of property, revenue, profit, cost of removal, installation, or reinstallation. This warranty is in lieu of all other warranties expressed or implied.

RETURNING MERCHANDISE

CALL 717-532-0033 BEFORE DIGGING UP OR REMOVING ANY INSTALLED PRODUCTS.

Credit for—or replacement of—defective products will not be issued without the installer or distributor first contacting Preferred and allowing our technician to troubleshoot the unit over the phone. Upon the technician's suggestion, a Return Merchandise Authorization (R.M.A.) number will then be issued, authorizing the return of the product. Any returned merchandise without an R.M.A. may be rejected.

When returning merchandise, write the R.M.A. number on the shipping package and any correspondence included. Then, at sender's expense, send a complete explanation of malfunction(s) along with the product to:

Cartell
510 West King Street
Shippensburg, PA 17257

Credit cannot be issued and products cannot be advance-replaced if the distributor or installer does not call Preferred before the product is removed in order to troubleshoot the defect with our technician. Credits must have prior approval. Customers may be charged a 15% restocking fee when products are returned for credit.

CREDITS & ADVANCE-REPLACEMENTS

Advance-replacements, including shipping must be prepaid with credit card. The credit card will be credited in full (shipping excluded) when product is returned and the proven defect is covered under warranty. Shipping must always be paid by the customer in advance-replacement situations. Distributors advance-replace at their own risk. Preferred is not bound to honor distributor advance-replacements without prior approval.

BAD-OUT-OF-THE-BOX

Distributors: In bad-out-of box situations, do the following:

- In your client's presence, call Preferred at 717-532-0033 to determine if a product is bad-out-of-box. Do not assume it is defective. Preferred reserves the right to render a decision for each case that comes before you.
- You will be asked to check the first two numbers of the serial number label for the year of manufacture.
- You will be given an R.M.A. number from Preferred with permission to return the product.
- If the CT-2B, CT-2BG or CF-2C is involved and a new circuit board is needed (given our permission), take a new board from a new unit in stock and put the new board in the customer's old enclosure. Put the customer's defective board in the new enclosure and send it and all new accessories (photocell and/or transformer) to Cartell.

Note: Bad-out-of-box is defined as a product that has proven defective either after the initial bench test prior to installation or immediately upon installation. It does not apply to products that have been installed and working for any amount of time.

REPAIR POLICY

We do not repair circuit boards. Rather, boards are replaced with the most current issue board at a special repair replacement cost. A five-year warranty is included with the new replacement board.

SHIPPING COSTS

Sender must pay for shipping when returning defective products. Cartell will only pay for return GROUND shipping for products under warranty. Advance-replacement and repair customers must pay for all shipping.

INSTALLERS DEAL DIRECTLY

In repair situations and technical calls, Cartell's policy is to bypass the distributor and deal directly with the installer. In all other concerns, the installer should contact his distributor.



cartell[®]