

*AC-C31V*  
*Stand-Alone Access Control Unit*

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*Installation Manual*



**October 2009**

**ROSSLARE**  
SECURITY PRODUCTS



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# Introduction

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## 1. Introduction

The AC-C31V is keypad access control unit. The unit accepts up to 500 users and provides entry via the use of PIN codes.

### 1.1 Equipment

The following equipment is provided in every AC-C31V package:

- AC-C31V Access Control Unit
- Installation Kit
- Installation and Operating Instructions

### 1.2 Additional Equipment

The following additional equipment is required:

- **Electric Lock Strike Mechanism** - Fail Safe (Power to Lock) or Fail Secure (Power to Open)
- **Power Supply with Backup Battery** - 12 to 24V DC/AC (from a regulated power supply)
- **Request to Exit (REX) button** - Normally Open Type; Switch is closed when pressed.
- **BL-D40 External Sounder** (optional) - Provides siren, bell, and chime functions to AC-C31V

Other Rosslare accessories can be found at Rosslare's Web Site:  
<http://www.rosslaresecurity.com>

## 2. Technical Specifications

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### Electrical Characteristics

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**Operating Voltage Range:** 12-24V DC/AC  
From transformer or power supply

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**Input Current** Standby: 35mA (excluding attached devices)  
Max: 80mA (excluding attached devices)

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**Relay Outputs:** Lock Strike Relay -2A form-C with built-in suppressor protection

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**Inputs:** REX – N.O., Dry Contact

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**LEDs** Two tri-colored LEDs

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### Environmental Characteristics

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**Operating Temperature:** 32°F to 145°F (0°C to 63°C)

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**Operating Humidity:** 0 to 95% (Non-Condensing)

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### Mechanical Characteristics

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**Dimensions** 5.12 x 1.65 x 0.7 Inch

**Length x Width x Depth** 130 x 42 x 18 mm

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**Weight** 2.47 oz. (70g)

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## Key Features

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### 3. Key Features

The following are some of the AC-C31V key features:

- Built-in Keypad for PIN code entry
- Internal Buzzer
- Comes with security screw and security screw tool
- Two Status / Programming Interface LEDs
- Three User Levels (Normal User, Secure User, Master User)
- Three Modes of Operation (Normal Mode, Bypass Mode, Secure Mode)
- "Code Search" feature simplifies maintaining user codes
- Input for Request to Exit (REX) button
- Lock Strike Electronic Relay with built-in suppressor protection.
- Comes with mounting template for easier installation
- Built-in Case Tamper
- Bell, Chime, Siren, and Strobe features available with BL-D40
- Programmable Siren Time
- Programmable Lock Strike Release Time
- Comes with Suppression Diode (1N4004)

### 4. Installation

#### 4.1 Mounting

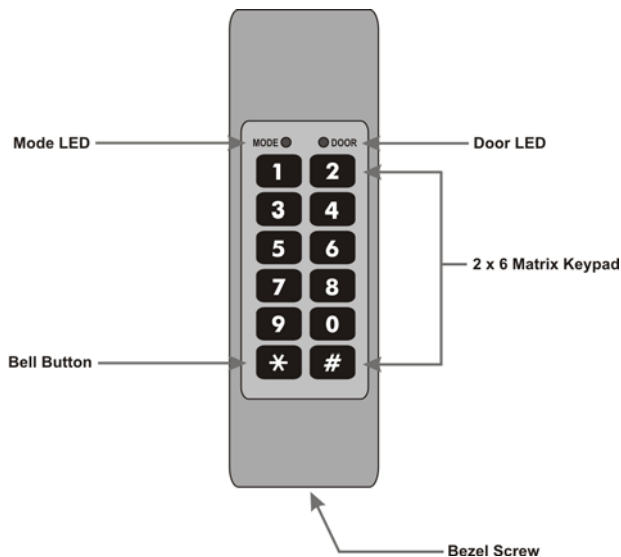
The AC-C31V is designed to be easily mounted onto a US Gang Box.

1. Before starting, select the location to mount the AC-C31V controller. This location should be at shoulder height and on the same side as the door handle.
2. Remove the Bezel Screw from the AC-C31V (see Figure 1).
3. Screw the AC-C31V controller onto a US Gang Box through the two Mounting Holes provided (see Figure 2).
4. Pass the wires through the exit/entry holes and attach them to the controller's terminal blocks, as shown in the wiring diagrams. (See Figure 3 and Figure 4 in Wiring Diagrams for wiring diagrams of common installations.)
5. Replace the controller's bezel, and replace the factory default screw with the security screw that is provided in the Installation Kit. A security screw tool is also provided in the Installation Kit.

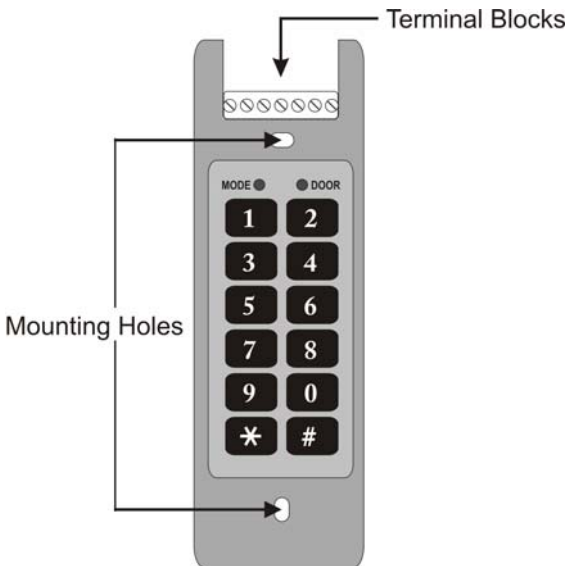


## Installation

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**Figure 1: AC-C31V Controller - Labeled Diagram**



**Figure 2: AC-C31V Controller – Mounting Holes and Terminal Blocks**

## 4.2 Wiring

Two of the typical wiring diagrams are illustrated below (see Figure 3 and Figure 4 in Wiring Diagrams).

For other wiring diagram examples, refer to the support section of the Rosslare Web Site: <http://www.rosslare.com.hk/support>.

## Wiring Diagrams

### 5. Wiring Diagrams

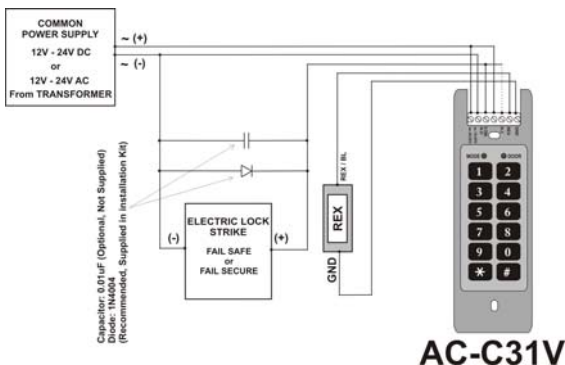


Figure 3: Wiring the Lock Strike Relay and REX

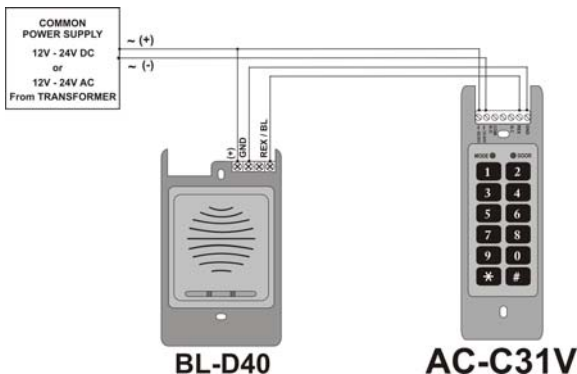


Figure 4: Wiring the BL-D40 External Sounder

### 6. Normal, Secure, and Master Users

The AC-C31V accepts up to 500 users and provides entry via the use of PIN codes. Each user is provided with two code memory slots: Memory Slot 1 (Primary Code) and Memory Slot 2 (Secondary Code).

The way that the two memory slots are programmed determines a user's access level and also determines the way that the AC-C31V grants access in its three modes of operation.

There are three user levels:

**Normal User** - A Normal User only has a Primary Code and is only granted access when the AC-C31V is in Normal or Bypass mode.

**Secure User** - A Secure User must have a Primary and Secondary Code programmed; the two codes must not be the same. The Secure User can gain access when the AC-C31V is in any of its three modes of operation. In Normal mode, the Secure User must use a Primary Code to gain entry. In Secure Mode, the Secure User must present both a Primary and Secondary Code in order to gain entry.

**Master User** - A Master User must have both Primary and Secondary Codes programmed with the same PIN code. The Master User can gain access during any mode of operation by entering the PIN code. (The Master User is convenient, but is less secure than a Secure User).

## Modes of Operation

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### 7. Modes of Operation

The AC-C31V has three modes of operation:

- Normal mode - Mode LED is green. Normal Mode is the default mode. In Normal Mode, the door is locked until a Primary Code is presented to the controller. Special codes such as "Open Code 1" and "Open Code 2" are active in Normal mode (see Changing Open Code 1 and Changing Open Code 2).



- Bypass mode - Mode LED is orange. In Bypass Mode, access to the premises is dependent on whether the controller's Lock Strike Relay is programmed for Fail Safe Operation or for Fail Secure Operation.



When the Lock Strike Relay is programmed for Fail Secure Operation, the door is locked until the Door Bell Button is pressed. When the Lock Strike Relay is programmed for Fail Safe Operation, the door is constantly unlocked.

- Secure mode - Mode LED is red. Only Secure and Master Users can access the premises during the Secure Mode.



A Secure User must enter a Primary and a Secondary Code in order to gain entry. After entering the Primary Code, the Door LED flashes green for 10 seconds, during which time the Secondary Code must be entered. A Master User only needs to enter a PIN code once in order to gain entry.

### 8. Changing the Modes of Operation

#### 8.1 Changing from Normal to Secure Mode

For the Normal Mode, the Mode LED is green.

The default factory setting for the Normal/Secure Code is 3838.

1. Enter the 4-digit Normal/Secure Code.  
The Mode LED flashes red.
2. Press the # key to confirm the mode change.  
The Mode LED turns red.



#### 8.2 Changing from Secure to Normal Mode

For the Secure Mode, the Mode LED is red.

1. The default factory setting for the Normal/Secure Code is 3838.
2. Enter the 4-digit Normal/Secure Code.  
The Mode LED flashes green.
3. Press the # key to confirm the mode change.  
The Mode LED turns green.



#### 8.3 Changing from Normal to Bypass Mode

For the Normal Mode, the Mode LED is green.

See Changing the Normal/Bypass



## Changing the Modes of Operation

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Code and Door Chime Settings to create/modify the Normal/Bypass Code.

1. Enter the 4-digit Normal/Bypass Code.  
The Mode LED flashes orange.
2. Press the # key to confirm the mode change.  
The Mode LED turns orange.



### 8.4 Changing from Bypass Mode to Normal Mode

For the Bypass Mode, the Mode LED is orange.

See Changing the Normal/Bypass Code and Door Chime Settings to create/modify the Normal/Bypass Code.

1. Enter the 4-digit Normal/Bypass Code.  
Mode LED flashes green.
2. Press the # key to confirm the mode change.  
Mode LED turns green.



### 9. The Request to Exit (REX) Button

The REX Button is used to open the door without the use of a PIN code, and must be located inside the premises in order to be secured. It is usually located in a convenient location, such as inside the door or at a receptionist's desk. The function of the REX Button depends on whether the Lock Strike Relay is programmed for Fail Safe Operation or for Fail Secure Operation. The door chime in the BL-D40 does not sound when the REX Button is used to open the door.

- Fail Secure Operation: From the moment the REX Button is pressed, the door remains unlocked until the "Lock Strike Release Time" has passed. After this time, the door is locked even if the REX Button has not been released.
- Fail Safe Operation: From the moment the REX Button is pressed, the door remains unlocked until the REX Button is released and the "Lock Strike Release Time" has passed. In this case, the "Lock Strike Relay" only begins its countdown once the REX Button has been released.



### 10. Case Tamper

If the case of the controller is opened, a tamper event is triggered and a coded tamper signal is sent to a BL-D40, PS-X41 Series, or PS-X42 Series Power Supply, or to another compatible device.

If the BL-D40 External Sounder, PS-X41 Series, or PS-X42 Series Power Supplies receives a Tamper Event Signal, it activates a Siren, and if available, a Strobe Light. The Siren time can be easily programmed in the AC-C31V from zero to nine minutes.

You can clear a tamper event by entering a valid User or Open Code to open the Lock Strike Output in the current Mode of Operation. For example, while in Secure Mode, you cannot use the Open Code to clear the tamper event, because the Open Code does not work in Secure Mode. However, you can apply a Master Code or Secure Code to clear the tamper event in Secure Mode.

### 11. The BL-D40 External Sounder

The BL-D40 External Sounder is compatible with the AC-X31, AC-X32, AC-X41, and AC-X42 series Standalone Controllers. (For a more up-to-date list of compatible products, check the Rosslare Web Site at [www.rosslaresecurity.com](http://www.rosslaresecurity.com)) It is designed to operate indoors and is installed within the premises to be secured. The Sounder can be powered by a 12V DC power supply.

The BL-D40 is capable of emitting four different types of alerts, both audible and visual: Bell, Door Chime, Siren, and Strobe Light.

- The Bell always sounds when the controller's doorbell button is pressed.
- The Door Chime can be programmed to sound whenever the controller unlocks the door (the Door Chime does not sound when the REX Button is used to open the door).
- The Siren can be programmed to sound when the case of the controller is opened or when the controller is removed from the wall. The controller can also program the length of the Siren in the BL-D40.

The Controller communicates with the BL-D40 using a coded proprietary Rosslare communications protocol. This provides a more secure link between the Controller and the BL-D40. If the BLD40 receives any unrecognized codes on its communication line, or communication between the controller and the BL-D40 are severed, the Strobe flashes repeatedly until the communication problem is resolved.

## Programming the AC-C31V

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### 12. Programming the AC-C31V

You can program the AC-C31V solely via the unit's keypad-driven Programming Menu System. To reach the Programming Menu System, first place the AC-C31V into Programming Mode (see Entering Programming Mode for more information).

During the AC-C31V manufacturing process, certain codes and settings are preprogrammed. These settings are called the "Default Factory Settings".

The table below shows the names of all the AC-C31V Menus. It also shows all the AC-C31V default factory codes and settings.

**Table 1: Programming Menu**

Menu Number	Menu Description	Factory Settings
1	Change Open Code 1	2580
2	Change Open Code 2	0852
3	Change Program Code	1234
4	Change Normal/Secure Code	3838
5	Change Normal/Bypass Code	N/A
6	Change Door Release Time	0004
7	Enroll PIN Code	
8	Delete PIN Code	
0	Return to Default Factory Setting	

A complete description and instructions for each of the above menu items is detailed on the following pages.

# Programming the AC-C31V

## 12.1 Entering Programming Mode

1. Press the # key for two seconds.  
The Mode LED turns off and the Door LED turns red.
2. Enter your 4-digit Programming Code.  
If the Programming Code is valid,

the door LED turns green and the AC-C31V goes into Programming Mode.



### Note:

The AC-C31V must be in Normal Mode in order to enter the Programming Mode.  
The factory default Programming Code is 1234.  
If a Programming Code is not entered within five seconds, the AC-C31V returns to Normal Mode.

## 12.2 Exiting Programming Mode

To exit the Programming Mode at any time:

- Press the # key for two seconds.

Three beeps are emitted.

The Door LED turns off.

The Mode LED turns green, indicating that the AC-C31V has returned to Normal Mode.



### Note:

Wrong entries may reset the controller back to Normal Mode.  
While in Programming Mode, if no key is pressed for one minute, the AC-C31V exits programming mode and returns to Normal Mode.  
In certain Programming Modes, a quick press on the # key may also return the system to Normal Mode.

## Programming the AC-C31V

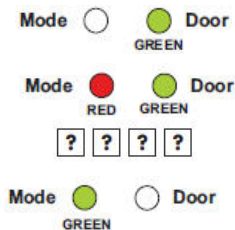
### 12.3 Changing Open Code 1

Open Code 1 is mainly used as a method to quickly test the Lock Strike Relay during installation.

The Default Factory Setting for Open Code 1 is 2580.

When the first user is added to the controller, the default Open Code is automatically deleted, and is ready for a new Open Code 1 to be reentered.

1. Enter Programming Mode.
2. Press "1" to enter Menu 1.  
The Mode LED turns red.
3. Enter the new 4-digit code that you want to set as Open Code 1.  
The system returns to Normal Mode:
  - o The Door LED turns off.
  - o The Mode LED turns green.



#### Note:

Open Code 1 does not function in Secure Mode.  
Wrong entries return the controller to Normal Mode.  
Code 0000 erases and deactivates the Open Code.

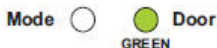
### 12.4 Changing Open Code 2

Open Code 2 is mainly used as a method to quickly test the Lock Strike Relay during installation.

The Default Factory Setting for Open Code 2 is 0852.

When the first user is added to the controller, the default Open Code is automatically deleted, and is ready for a new Open Code 2 to be reentered.

1. Enter Programming Mode.



## Programming the AC-C31V

- Press "2" to enter Menu 2.  
The Mode LED turns orange.
- Enter the new 4-digit code that you want to set as Open Code 2. The system returns to Normal Mode:
  - Three beeps are emitted.
  - The Door LED turns off.
  - The Mode LED turns green.

Mode   Door  
ORANGE GREEN

Mode   Door  
GREEN



### Note:

Open Code 2 does not function in Secure Mode.  
Wrong entries return the controller to Normal Mode.  
Code 0000 erases and deactivates the Open Code.

## 12.5 Changing the Programming Code

- Enter Programming Mode.
- Press "3" to enter Menu 3.  
The Mode LED turns green.
- Enter the new 4-digit code that you want to set as the Programming Code. The system returns to Normal Mode:
  - Three beeps are emitted.
  - The Door LED turns off.
  - The Mode LED turns green.

Mode   Door  
GREEN

Mode   Door  
GREEN GREEN

Mode   Door  
GREEN



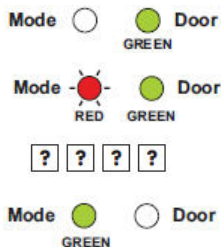
### Note:

Programming Code cannot be erased, code 0000 is invalid and doesn't erase the Programming Code.

## Programming the AC-C31V

### 12.6 Changing the Normal/Secure Code

1. Enter Programming Mode.
2. Press "4" to enter Menu 4.  
The Mode LED flashes red.
3. Enter the new 4-digit code that you want to set as Normal/Secure Code.  
The system returns to Normal Mode:
  - o Three beeps are emitted.
  - o The Door LED turns off.
  - o The Mode LED turns green.



### 12.7 Changing the Normal/Bypass Code and Door Chime Settings

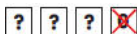
The Normal/Bypass Code is also used to turn the Door Chime off and on.

1. Enter Programming Mode.
2. Press "5" to enter Menu 5.  
The Mode LED flashes orange.
3. Program the Normal/Bypass Code and Door Chime in one of the following four different ways:
  - o Disable the Bypass Mode and disable the Door Chime:  
Enter the 4-digit code **0000**.
  - o Disable the Bypass Mode and enable the Door Chime:  
Enter the 4-digit code **0001**.
  - o Enable the Bypass Mode and disable the Door Chime:  
Enter any 4-digit code ending with **0**.



## Programming the AC-C31V

- o Enable the Bypass Mode and enable the Door Chime:



Enter any 4-digit code not ending with 0.

The system returns to Normal Mode:

- o Three beeps are emitted.
- o The Door LED turns off.
- o The Mode LED turns green.



### Note:

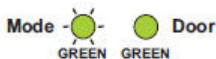
The Door is only generated when the Lock Strike Relay is activated due to a valid code entry.

## 12.8 Setting Fail Safe/Secure Operation, Tamper Siren Time, and Lock Strike Release Time

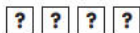
1. Enter Programming Mode.



2. Press "6" to enter Menu 6.  
The Mode LED flashes green.



3. Construct the 4-digit code using the following instructions.



- o First digit: For Fail Secure Operation, enter a "0"; For Fail Safe Operation, enter a "1".
- o Second digit: Tamper Siren Time; enter the number of minutes (from "1" to "9").
- o Third and fourth digits: Lock Strike Release Time; enter the number of seconds (from "1" to "99") after which you want the Lock Strike to be released.

For example: **0 5 1 2** means Fail Secure Operation, with a 5 minute Tamper Siren Time, and a 12 second Lock Strike Release Time.

The system returns to Normal Mode:

- o Three beeps are emitted.
- o The Door LED turns off.
- o The Mode LED turns green.





# Programming the AC-C31V

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## 12.9 Enrolling Primary and Secondary Codes

### 12.9.1. Primary Codes

- Primary Codes can only be enrolled to an empty User Slot, meaning a slot where there is no existing Primary Code.
- Primary Codes must be unique, meaning that one user's Primary Code cannot be the same as another user's Primary Code.
- Primary Codes cannot be the same as any system codes, such as the Normal/Secure Code or Open Code.
- Users who hold a Primary Code can gain entry only during Normal Mode.

### 12.9.2. Secondary Codes

- Secondary Codes can only be enrolled to a User Slot that already has a Primary Code enrolled, but no Secondary Code.
- Secondary Codes do not have to be unique, meaning that multiple users can all hold the same Secondary Code.
- Secondary Codes cannot be the same as any system codes, such as the Normal/Secure Code or Open Code.
- Users who hold Secondary Codes can gain entry in any Mode of Operation.

### 12.9.3. Enrolling Primary and Secondary Codes

There are two methods to enroll Primary and Secondary codes:

- The Standard Method: Mainly used when the User Slot number for the user that you want to program is known. You can program both Primary and Secondary Codes using the Standard method (see Enrolling Primary and Secondary Codes Using the Standard Method).
- The Code Search Method: Mainly used when enrolling a user's Secondary Code and the User Slot Code is unknown. The Code Search method only works if a user's Primary Code is already enrolled but the Secondary Code is not (see Enrolling Secondary Codes Using the Code Search Method).

## Programming the AC-C31V

### 12.9.4. Enrolling Primary and Secondary Codes Using the Standard Method

1. Enter Programming Mode.
2. Press "7" to enter Menu 7.



The Door LED turns orange.

3. Enter a 3-digit User Slot number

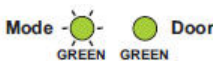


between 001 and 500 to indicate the user to whom you want to enroll a Primary or Secondary code.



For example, the User Slot 003 represents User #3.

- o If the selected slot does not have a Primary Code, the Mode LED flashes green, indicating that the controller is ready to accept a Primary Code.
  - o If the selected slot already has a Primary Code but does not have a Secondary Code, the Mode LED flashes red, indicating that the controller is ready to accept a Secondary Code.
  - o If the selected slot already has a Primary and Secondary Code, a long beep is emitted and the controller returns to Normal Mode.
4. Enter the 4-digit PIN that you want to assign as the Primary or Secondary Code for this slot number.
  5. If the PIN entered is valid, the Mode LED stops flashing and the controller is now ready.



You can either continue or stop enrolling codes.

- o To enroll a code, enter the next 3-digit slot number that you want to assign a code to, or press the # key to move to the next slot number.
- o To stop enrolling codes, press the # key for two seconds to return the controller to Normal Mode.

## Programming the AC-C31V

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### 12.9.5. Enrolling Secondary Codes Using the Code Search Method

The Code Search feature enables you to quickly enroll a Secondary Code to a user who already has a Primary Code.

1. Enter the Programming Mode.
2. Press "7" to enter Menu 7.  
The Door LED turns orange.
3. Enter the 3-digit User Slot number 000.  
The Door LED flashes orange.  
The controller is now waiting for the Primary Code of the User for whom you want to add a Secondary Code.
4. Enter the 4 Digit PIN Code of the Primary Code belonging to the user for whom you want to add a Secondary Code.  
The Mode LED flashes red.  
If the Primary Code entered is not valid, a long beep is emitted and the AC-C31V continues to wait for a valid Primary Code.
5. Enter the 4-digit PIN Code to be used as the Secondary Code.
  - o If the Secondary Code is valid, the controller beeps three times and returns to Normal Mode.
  - o If the Secondary Code is invalid, the controller emits a long beep, and then the AC-C31V continues to wait for you to enter a valid Secondary Code.



### 12.10 Deleting Primary and Secondary Codes

There are two methods to delete Primary and Secondary codes: the Standard Method and the Code Search Method.

When deleting a User Slot, both the Primary Code and the Secondary Code are erased.

## Programming the AC-C31V

### 12.10.1. Deleting Primary and Secondary Codes Using the Standard Method

1. Enter Programming Mode.



2. Press "8" to enter Menu 8.  
The Mode LED turns red.



3. Enter the 3-digit User Slot codes that you want to delete.

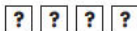


The Mode LED flashes red indicating that the controller is waiting for the Programming Code to confirm the deletion.



If the User Slot is empty, a long beep is emitted and the AC-C31V returns to Normal Mode.

4. Enter your Programming Code to confirm the deletion.



- o If the Programming Code is valid, three beeps are emitted, and the AC-C31V returns to Normal Mode.
- o If the Programming Code is invalid, a long beep is emitted, and the AC-C31V returns to Normal Mode.



#### Note:

It is recommended that a record be kept of added and deleted users, so that it is easier to keep track of which user slots are empty and which user slots are not.

### 12.10.2. Deleting Primary and Secondary Codes Using the Code Search Method

1. Enter Programming Mode.



2. Press "8" to enter Menu 8.  
The Mode LED turns red.



3. Enter the 3-digit User Slot "000".  
The Door LED flashes orange, indicating

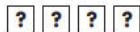


## Programming the AC-C31V

that the controller is now waiting for the Primary Code of the user that you want to delete.



4. Enter the 4-digit PIN Code of the Primary Code belonging to the user that you want to delete.



The Mode LED flashes red. Enter programming code to confirm.

- o If the Programming Code is valid, three beeps are emitted, and the AC-C31V returns to Normal Mode.
- o If the Programming Code is invalid, a long beep is emitted, and the AC-C31V returns to Normal Mode.



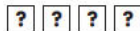
### Note:

It is recommended that a record be kept of added and deleted users, so that it is easier to keep track of which user slots are empty and which user slots are not.

## 12.11 Return to Factory Default Settings

**WARNING!!!** Be very careful before using this command as it will erase the entire memory, including all User and Special Codes, and will return all codes to their factory default settings.

1. Enter Programming Mode.
2. Press "0" to enter Menu 0.  
The Mode LED and the Door LED flash red.
3. Enter your 4-digit Programming Code. If the Programming Code is valid, all memory is erased, three beeps are emitted, and the controller returns to Normal Mode.
  - o If the Programming Code is invalid, a long beep is emitted, and the controller returns to Normal Mode without erasing the memory of the controller.



### 12.12 Replacing a Lost Programming Code

**Note:**

In order to be able to replace a lost programming code, the AC-C31V must be in Normal Mode. Before proceeding, verify that the Mode LED is green.

1. Remove power from the AC-C31V.
2. Press the REX button.
3. Apply power to the unit while pressing the REX button.
4. Release the REX button.
5. Program a new Programming Code into the unit using the initial default code 1234. You have 15 seconds to do so, before the controller reverts to the existing code.

### 12.13 Replacing a Lost Normal/Secure Code

**Note:**

In order to be able to replace lost normal/secure code, the AC-C31V must be in Secure Mode. Before proceeding, verify that the Mode LED is red.

1. Remove power from the AC-C31V.
2. Press the REX button.
3. Apply power to the unit while pressing the REX button.
4. Release the REX button.
5. Program a new Normal/Secure Code into the unit using the initial default code 3838. You have 15 seconds to do so, before the controller reverts to the existing code.

## Limited Warranty

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### Appendix A. Limited Warranty

ROSSLARE ENTERPRISES LIMITED S (Rosslare) TWO YEARS LIMITED WARRANTY is applicable worldwide. This warranty supersedes any other warranty. Rosslare's TWO YEARS LIMITED WARRANTY is subject to the following conditions:

#### **Warranty**

Warranty of Rosslare's products extends to the original purchaser (Customer) of the Rosslare product and is not transferable.

#### **Products Covered By This Warranty and Duration**

ROSSLARE ENTERPRISES LTD. AND / OR SUBSIDIARIES (ROSSLARE) warrants that the AC-C31V Stand-Alone Access Control Unit, to be free from defects in materials and assembly in the course of normal use and service. The warranty period commences with the date of shipment to the original purchaser and extends for a period of 2 years (24 Months).

#### **Warranty Remedy Coverage**

In the event of a breach of warranty, ROSSLARE will credit Customer with the price of the Product paid by Customer, provided that the warranty claim is delivered to ROSSLARE by the Customer during the warranty period in accordance with the terms of this warranty.

Unless otherwise requested by ROSSLARE ENTERPRISES LTD. AND / OR SUBSIDIARIES representative, return of the failed product(s) is not immediately required. If ROSSLARE has not contacted the Customer within a sixty (60) day holding period following the delivery of the warranty claim, Customer will not be required to return the failed product(s). All returned Product(s), as may be requested at ROSSLARE ENTERPRISES LTD. AND /OR SUBSIDIARY'S sole discretion, shall become the property of ROSSLARE ENTERPRISES LTD. AND /OR SUBSIDIARIES.

To exercise the warranty, the user must contact Rosslare Enterprises Ltd. to obtain an RMA number after which, the product must be returned to the Manufacturer freight prepaid and insured

In the event ROSSLARE chooses to perform a product evaluation within the sixty (60) day holding period and no defect is found, a minimum US\$ 50.00 or equivalent charge will be applied to each Product for labor required in the evaluation.

Rosslare will repair or replace, at its discretion, any product that under normal conditions of use and service proves to be defective in material or workmanship. No charge will be applied for labor or parts with respect to defects covered by this warranty, provided that the work is done by Rosslare or a Rosslare authorized service center.

### **Exclusions and Limitations**

ROSSLARE shall not be responsible or liable for any damage or loss resulting from the operation or performance of any Product or any systems in which a Product is incorporated. This warranty shall not extend to any ancillary equipment not furnished by ROSSLARE, which is attached to or used in conjunction with a Product, nor to any Product that is used with any ancillary equipment, which is not furnished by ROSSLARE.

This warranty does not cover expenses incurred in the transportation, freight cost to the repair center, removal or reinstallation of the product, whether or not proven defective. Specifically excluded from this warranty are any failures resulting from Customer's improper testing, operation, installation, or damage resulting from use of the Product in other than its normal and customary manner, or any maintenance, modification, alteration, or adjustment or any type of abuse, neglect, accident, misuse, improper operation, normal wear, defects or damage due to lightning or other electrical discharge. This warranty does not cover repair or replacement where normal use has exhausted the life of a part or instrument, or any modification or abuse of, or tampering with, the Product if Product disassembled or repaired in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim.

ROSSLARE does not warrant the installation, maintenance, or service of the Product. Service life of the product is dependent upon the care it receives and the conditions under which it has to operate.

In no event shall Rosslare be liable for incidental or consequential damages.

### **Limited Warranty Terms**

this warranty sets forth the full extent of rosslare enterprises ltd. and its subsidiaries' warranty

the terms of this warranty may not be varied by any person, whether or not purporting to represent or act on behalf of rosslare.

this limited warranty is provided in lieu of all other warranties. all other warranties expressed or implied, including without limitation, implied warranties of merchantability and fitness for a particular purpose, are specifically excluded.

in no event shall rosslare be liable for damages in excess of the purchase price of the product, or for any other incidental, consequential or special damages, including but not limited to loss of use, loss of time, commercial loss, inconvenience, and loss of profits, arising out of the installation, use, or inability to use such product, to the fullest extent that any such loss or damage may be disclaimed by law.

this warranty shall become null and void in the event of a violation of the provisions of this limited warranty.



## Technical Support

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### Appendix B. Technical Support

#### Asia Pacific, Middle East

Rosslare Security Products Headquarters  
905-912 Wing Fat Industrial Bldg,  
12 Wang Tai Road,  
Kowloon Bay Hong Kong  
Tel: +852 2795-5630  
Fax: +852 2795-1508  
E-mail: support.apac@rosslaresecurity.com

#### United States and Canada

1600 Hart Court, Suite 103  
Southlake, TX, USA 76092  
Toll Free: +1-866-632-1101  
Local: +1-817-305-0006  
Fax: +1-817-305-0069  
E-mail: support.na@rosslaresecurity.com

#### Europe, Africa

Global Technical Support & Training Center  
HaMelecha 22  
Rosh HaAyin, Israel 48091  
Tel: +972 3 938-6838  
Fax: +972 3 938-6830  
E-mail: support.eu@rosslaresecurity.com

#### South America

Pringles 868, 1640 Martinez  
Buenos Aires  
Argentina  
Tel: +54 11 4798-0095  
Fax: +54 11 4798-2228

Web Site: [www.rosslaresecurity.com](http://www.rosslaresecurity.com)



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