PSA PRODUCT SCORECARD

The PSA Product Scorecard is a tool that contributes to the evaluation of a manufacturer or their product. Some evaluations will be comprehensive and based upon extensive bench-testing; some evaluations will not. The goal is to provide PSA integrators with a common means to aggregate evaluative information.

PRODUCT: Securitron |R100 Wireless Reader   **Average Star Rating: 2.8**

Company: California Commercial Security   Testing Environment: Field
Tester Name: Charlie Baker   Testing Period: 3 months

Star Rating System
5 = Excellent (exceeded expectations)
4 = Pretty Good (better than other similar products)
3 = Acceptable (nothing to clearly differentiate it from similar
       products)
2 = Not so Good (poorer than other similar products)
1 = Unacceptable (did not meet minimum expectations
0 = No opinion / Not applicable / Undetermined
* Only questions with a rating greater than zero are used to determine average rating.

Using the key above, rate the following:	Star Rating
Product's initial performance	4
Product's performance after 6 months	0
Product's performance after 12 months	0
Product's overall build quality	2
Product's feature set	0
Rate the product's "ease of use"	3
Quality of the product's documentation	3
Quality of the product's technical support	3
Availability of the product's technical support	1
Product's use of industry standards	4
Product's manufacturer rep. support	0
Product's price compared to value	0
Product's Warranty	0
Product's RMA process	0

Additional Comments:

Failed twice in three months.

This is a "special use" product, needed when a hard-wired card reader is simply not possible. Most of these situations are likely to be outdoors. The product is not designed to resist tampering in an outdoor environment, and consequently has been vandalized and tampered with several times since initial installation.

Great idea. Installed as advertised. But not made to really endure in an outdoor environment.

Tech Support: Apparently only one person familiar with the product, and we had to wait quite a while until that person "was available" to assist with troubleshooting.