

CounterShield

The Safetell CounterShield protects staff against physical violence at the open-plan service counter.

Now available up to 2000mm wide

INTRODUCTION

CounterShield is designed to meet a requirement for an open transaction counter whilst retaining protection for staff against physical attack.

The risk of staff being attacked at the public/staff interface faces retailers such as Petrol Forecourts, Betting Shops, Convenience Stores and Off-Licences and public services such as Local Authorities, Housing Associations and Medical Centres.

CounterShield consists of a moving, attack resistant screen that can be used either protectively, to reduce the opportunity for violence, or reactively, as protection against spontaneous violence. Staff members have individual push-button, for direct control over the level of protection that makes them comfortable.

SAFETY

The purpose of CounterShield is to protect staff members from physical attack.

In Reactive mode, CounterShield will close in approximately one second following activation.

The steel, glass and polycarbonate anti-physical attack materials and the structure as a complete assembly withstand the attack forces specified in BS EN 356:2000 "Glass in building - Testing and classification of resistance against manual attack" to Class P3A.

Safetell's installation of CounterShield complies with BS5357:1995 "Installation of security glazing".

CounterShield has a fail-safe, safety device across the leading edge of the moving screen which prevents any possibility of being hit by the moving screen. In Reactive mode, the screen will continue to close as soon as the obstruction is removed, if the obstruction is removed within a given time period.

The moving screen has been tested to withstand a lever opening force of 140kgf (22 stone or 308lbs). In the fully closed position, the moving screen is flush with the counter surface to prevent lever tools being inserted.

DESCRIPTION

1. Screens

The moving screen is made of 8mm thick polycarbonate, treated with a scratch resistant coating.

The fixed, upper screen is made of 11.5mm thick, 5-ply laminated, attack-resistant glass with low-spall characteristics on the staff side. An electric motor drives the lower screen downwards from behind the fixed screen, closing the open space and leaving a minimum screen overlap of 12mm.

All vertical edges of the screens are fitted into the mullions and the horizontal screen edges are polished.

2. Controls and Power

The moving screen is controlled by three push buttons – Up, Down and Reactive Close - with an optional Foot Kick activator for Reactive close.

The motor and controller use battery power that is continuously trickle-charged from a 5A fused mains supply. In the event of mains failure the unit's battery will provide at least 20 full open and close operations.

Multiple screen installations can be arranged so that Reactive activation of one CounterShield simultaneously closes all the others.

3. Mullions and Framework

Powder coated steel mullions with rounded edges provide the finished appearance on both the staff and customer sides of the CounterShield. The mullions are set on the counter surface and are continuous up to a structural ceiling fixing. All moving parts of the screen are recessed behind safety covers and the motor/control circuitry is housed in a steel case above the fixed screen.

4. Dimensions

Standard Overall Widths 900, 1200, 1600 or 2000mm

Bespoke Min/Max Widths 750-2000mm

Standard Heights above Counter 1300, 1500 or 1700mm

Bespoke Min/Max Heights 1200-2000mm





COUNTERWORK

CounterShield is normally fitted directly onto existing counterwork.

Some counterwork may require strengthening to provide the prescribed level of attack resistance or load bearing.

Safetell can provide bespoke counterwork, or reinforcing of existing counterwork, to suit customer specifications.

FLANKING STRUCTURES

CounterShield should form part of the perimeter of a protected area.

Adjacent solid or glazed panels, including doors, can be provided to match CounterShield and provide the same level of attack resistance.

Safetell FlexiGlaze UJ is designed to complement CounterShield with matching, fixed glazing, side panels



INSTALLATION

CounterShield is delivered as a single unit, which is fitted to the counter and bolted to the structural ceiling.

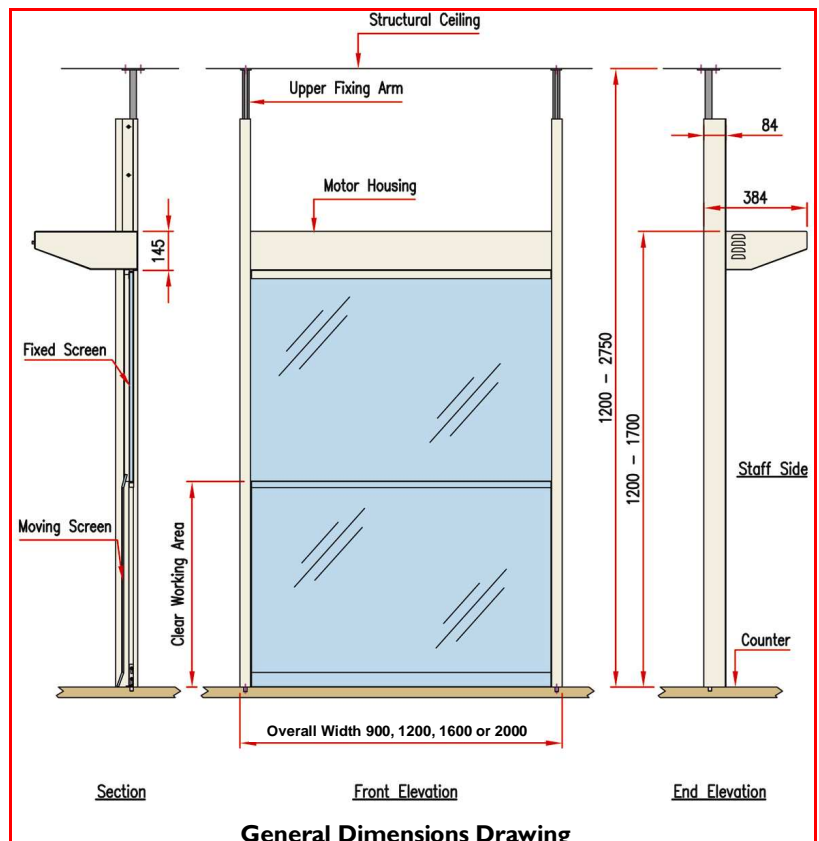
Access to the structural soffit for this critical fixing is required. Any flanking structures are then fitted to complete the secure area.

The control unit is connected to a 240V AC, 5A fused, unswitched, spur power supply.

TRAINING

Staff training in the use and operation of CounterShield is normally provided by Safetell immediately after installation.

An Operator's Quick Reference Guide and a fully detailed manual are provided with each unit.



SERVICE/MAINTENANCE

CounterShield benefits from occasional planned maintenance for battery changes, mechanical checks and cleaning of moving parts.

Safetell offers various extended warranty and other contract options to provide service support with guaranteed response times, if required, and has an established, nationwide service network for ad-hoc repairs in the event of a malfunction.

ACCESSORIES

FlexiGlaze UJ or UG Side Panels
 Matching Personnel Pass Doors
 Safetell ClearComm VE Induction Loops
 Safetell ClearComm VF Speech Transfer Systems
 "Position Closed" Blinds

OTHER PRODUCTS/SERVICES

Safetell also manufactures and installs other forms of Bullet and Attack Resistant Screens—Eclipse, Eye2Eye & FlexiGlaze—and Cash Handling Machines—RollerCash (TRIO, 405 & 805), BiDi Safe (Standard, Magnum & Magnum Plus), Tills and Drawers.