

FCC and Industry Canada (IC) FAQs

FCC Frequently Asked Questions

A Primex Transmitter is required by FCC regulations to be registered with the FCC. The rules and regulations of the FCC can be confusing; therefore we have provided answers to the most common frequently asked questions.

Q. How long does a FCC license remain effective?

A. Once a license has been granted it's in effect for 10 years.

Q. How will I know that a FCC application for a license has been approved?

A. The FCC will issue you license documentation that includes your "Call Sign" and effective date, upon approval.

Q. Will I need to do anything further with the FCC from the time granted until my 10-year renewal?

A. No. Primex will maintain your license for you for the 10 years. If you have any questions please contact Primex Technical Support.

Q. Is there an additional fee for processing the "Construction Deadline Notice"?

A. No. Primex provides this service to you free of charge.

Q. I have received a letter notifying me that I need to pay a fee and take certain actions to avoid losing my license. What should I do?

A. Do not pay anything without first contacting either Primex or your Primex sales representative. You do not have to pay any additional fees or purchase any products to keep your license in effect for the 10-year period.

Q. What frequency should my Transmitter be set to?

A. A Transmitter is preset by us to a registered frequency and must remain at this frequency; this frequency is also indicated on the sticker located on the Transmitter box. If you have questions on the frequency, please contact Primex Technical Support.

Industry Canada (IC) Frequently Asked Questions

A Primex Transmitter is required by the Industry Canada regulations to be registered with the Industry Canada. The rules and regulations of Industry Canada can be confusing; therefore we have provided answers to the most common frequently asked questions.

Q. How long does an IC license remain effective?

A. Once your license has been granted it is in effect until March 31st of that calendar year. It will automatically renew every April 1st, and Industry Canada will mail you the invoice directly.

Q. How will I know that my application for a license has been approved?

A. Industry Canada will issue you license documentation that includes your "Call Sign" and effective date, upon approval.

Q. Will I need to do anything further with Industry Canada from the time granted until my annual renewal?

A. No. Industry Canada will send you an invoice annually.

Q. I have received a letter notifying me that I need to pay a fee and take certain actions to avoid losing my license. What should I do?

A. Remit your renewal payment before the March 31st deadline to avoid interruption.

Q. What frequency should my Transmitter be set to?

A. A Transmitter is preset by Primex to a registered frequency and must remain at this frequency; this frequency is also indicated on the sticker located on the Transmitter box. If you have questions on the frequency, please contact Primex Technical Support.

Support

To obtain additional technical documentation for Primex products, visit the Support area on our website at www.primexinc.com

You may require Technical Support when you have questions about product features, system configuration, or troubleshooting. Support services are delivered in accordance with your organization's support agreement, end user licenses agreements, and warranties, either with a Primex Certified Sales and Service Partner or directly with Primex.

Primex, Inc.

Primex is a leading provider of synchronized time and environmental monitoring solutions. Our solutions automate and maintain facility compliance, increase efficiencies, enhance safety and reduce risk for organizations in the healthcare, education, manufacturing and government vertical markets.

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