



Frequently Asked Questions

Where are Hotron sensors made?

Our main sensors including the SSR-3, HR100-CT and SSS-5 are designed and manufactured in Japan, since our formation in 1968. We also manufacture some of our other products in Taiwan and South Korea.

What is Hotron's delivery lead time?

We deliver to the United Kingdom within 3 working days, Europe within 5 working days, the USA and Canada within 4 working days, and the Middle East and Oceania within 7 working days. All orders placed before 11 a.m. GMT are shipped the same day. Our experienced customer service and global logistics teams take pride in securely packing every order with care and attention to detail.

Are Hotron sensors EN 16005 certified?

Yes. In our automatic sliding door range, the SSR-3 series, HR100-CT, and 3H-IR14C sensors are EN 16005 compliant. From our swing door range, the SSS-5 safety sensor is also EN 16005 compliant. All our EN 16005-compliant sensors are independently certified by TÜV Nord in Germany.

Do you have videos showcasing the sensors' capabilities?

Yes. Our animated videos demonstrate our sensors superior pedestrian safety, ease of installation, performance reliability and smart LED feedback. We have more animations on the way, so keep an eye on our [YouTube channel](#) or follow us on LinkedIn

- [SSR-3-ER](#)
- [SSS-5](#)

Are your sensors compatible with door operators currently on the market?

Yes. Our sensors are compatible with all door operators currently available on the market. They are designed to integrate seamlessly ensuring smooth operation and reliable performance.

Do you have wiring diagrams for your sensors?

Yes. Each sensor comes with multilingual installation instructions and wiring diagrams. PDF versions are also available for download on our website: <https://hotron.com/downloads/>

What is the warranty period for your sensors?

All our products are manufactured under strict quality control procedures, where every sensor is powered and tested before leaving our factory. In the unlikely event that a product does not meet your expectations, we provide the following warranties against manufacturing defects:

- SSR-3, HR100, 3H-IR14, SSS-5, Kabuto, and HR400 product families come with a 3-year warranty.
- All other products come with a 2-year warranty.

How do I stay up to date with the latest news from Hotron?

Keeping up with the latest news from Hotron is easy!

- Newsletter: Sign up on our website to receive monthly updates straight to your inbox. <https://hotron.com/>
- Social media: Follow us on [LinkedIn](#), [Instagram](#) and [YouTube](#) for daily insights from our experienced team, support on industry safety standards, tech tips and a whole lot more.