

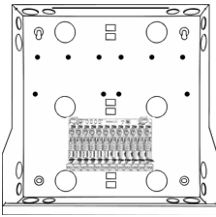


GDX Handset Expansion Unit

Quick Start Guide v1.0

Feb 2026

p/n: **HEU12** GDX Next Handset Expansion Unit

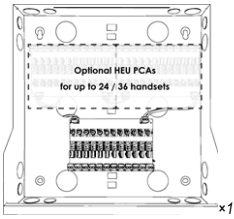


Technical Documentation

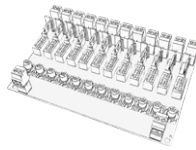


Optional expansion

HEU12 with 1x HEUPCA supports up to 24 handsets
HEU12 with 2x HEUPCAs supports up to 36 handsets



HEU12 supports 12 handsets (default)



HEUPCA (supports up to 12 handsets)



1

Doc ref: GDX_HEU_QSG_v1

1.0 Cable requirements

	Type	Distance
To CCU	2-core 1.5mm ²	100m max. to last HEUPCA
	CW1308 2-pair	
Recommended: 2-core 1.5mm ² unshielded		
To handsets	2-core 0.5mm ²	100m max.
	CW1308 2-pair	
	CW1308 1-pair	50m max.

2.0 Specifications

Enclosure Dimensions	337.4(w) × 337.4(l) mm	Cover
	330(w) × 330(l) × 90(d) mm	Rear
Weight	Approx. 0.5kg	Empty base unit
	Approx. 0.9kg	
Operating temperature	-10 °C to +35 °C	
Humidity	0% to 85% Relative Humidity	

3.0 Installation

It is the responsibility of the competent and trained individual to observe appropriate precautions when handling, lifting or installing heavy loads that require wall mounting.

Equipment should be installed in a safe location and be accessible by service personnel.

1. Site the enclosure in a dry environment and mount vertically on a flat wall.
2. Unlock and remove the enclosure door before installing, using the key provided.
3. Use appropriate wall fixings.
4. Use the knockouts provided and DO NOT drill additional holes in the enclosure.

Knockouts

1. Use appropriate tools to remove knockouts, e.g. 10mm punch and hammer.
2. Remove all required knockouts BEFORE fixing to a wall.
3. Safely remove any remaining metal shards before fitting cable glands.

3

Health & Safety



Failure to follow installation instructions may increase the risk of injury or death by electric shock, and may cause damage to hardware.

Intended use

This product is designed and manufactured for use in the creation of audio and video communication systems in residential and public buildings.

Installation and Safe usage

COMELIT-PAC products must be installed to:

- Meet the requirements of the country of installation's National Wiring Regulations (BS7671, IET National Wiring Regulations in the UK) and EN60950-1.
- Be carried out by suitably competent, qualified and experienced personnel.
- Comply with any local fire, health and safety regulations.
- Ensure the system created using COMELIT-PAC products has not been tampered with / damaged.
- Hardware and controllers (e.g. entrance panels, readers, door controllers, etc.) must be earthed.

For retrofit options



For existing cabling, use cables with a cross-section suited to the current requirements and distances involved for data connections.

Maintenance

- All damaged or faulty products must be reported to COMELIT-PAC Technical Support.
- Any attempt to carry out repairs or modification to the electronic components or the physical product will void the product warranty.

Equipment Electrical Rating

All electrical equipment should have electrical ratings clearly stated on an identification label and in any documentation provided. Any applicable fuse ratings will also be specified within the documentation.

WEEE Directive and Product Disposal



At the end of its serviceable life this product should not be treated as household or general waste. It should be handed over to the applicable collection point for the recycling of electrical and electronic equipment or returned to the supplier for disposal.

Disclaimer

COMELIT-PAC Ltd. does not assume any responsibility for:

- Any purpose other than the intended use.
- Failure to observe the indications and warnings contained in this manual / instruction sheet.



COMELIT-PAC Ltd. reserves the right to change the information provided in this manual at any time and without prior notice.

2

3.1 Dimensions

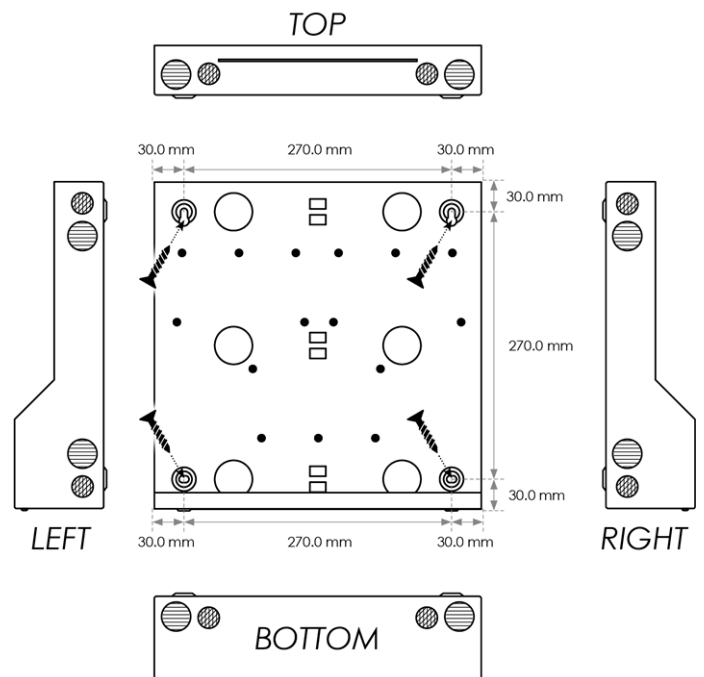
Rear section is 330(w) × 330(h) × 90(d) mm

HEU12

Handset Expansion Unit
Rear section

Knockout Dimensions

- 20 mm
- 28 mm

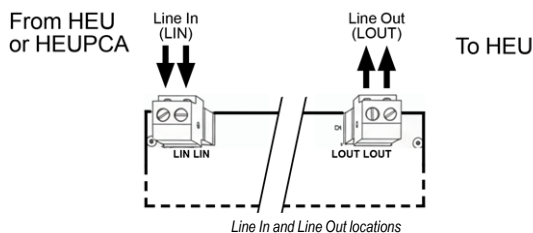


4

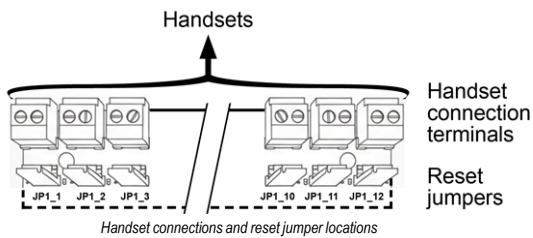
3.2 HEUPCA daisy-chain for handset expansion

HEUPCAs must be daisy-chained together using the LIN (line IN) and LOU (line OUT) terminals to increase the number of handsets supported – up to 96.

- Connect **LOUT** to **LIN** on *next* HEUPCA.
- **LIN** terminals are located in:
 - CCU enclosure – HEUPCA.
 - CCU enclosure – 4 LIN terminals available on CCUPCA.
 - HEU12 – 12-way HEUPCA expansion card(s).



3.3 Handset connections on HEUPCA



- Handset connection terminals are labelled L1 to L12.
- L1 to L12 terminals can be used in **ANY** order.

2-wire connections are NOT 'polarity concious.'

Compliance



Do not discard this product along with other household waste. It must be collected and treated separately.

4.0 Troubleshooting

The Handsets are not recognised / cannot be called.

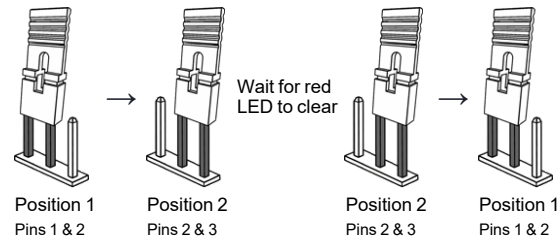
- Check the Handset has the correct address**
- Verify the dipswitch settings on the handset are correct (see pacgdx.com for appropriate Handset QSG.)

- Check the Handset cabling**
- Ensure cable is inserted fully into handset line terminal and not touching any other bare wire
 - Check the continuity of the cabling for any breaks

- Check the LINE IN connection source is from a Line OUT**
- CCU enclosure – HEUPCA LIN terminal
 - CCU enclosure – CCUPCA, any of the LIN terminals
 - HEU enclosure – HEUPCA LIN terminal

- Check the LINE OUT connection source is from a Line IN**
- CCU enclosure – HEUPCA LOU terminal
 - HEU enclosure – HEUPCA, LOU terminal

- Handset line is showing a fault (red LED)**
1. Identify the handset with the issue - red LED will be glowing next to the reset jumper.
 2. Swap appropriate jumper from position 1 to position 2 (short the line connection).



COMELIT-PAC Ltd.

South Office
Unit 2b The Quad, Butterfield Business Park,
Luton, Beds. LU2 8EF

North Office
Waterside Court, 1 Crewe Rd, Manchester, M23 9BE

T: +44 (0)1707 377203

- pacgdxsupport@comelit-pac.co.uk
- pacgdxcustomerservice@comelit-pac.co.uk
- pacgdxsales@comelit-pac.co.uk
- trainingacademy@comelit-pac.co.uk

<https://www.pacgdx.com>

