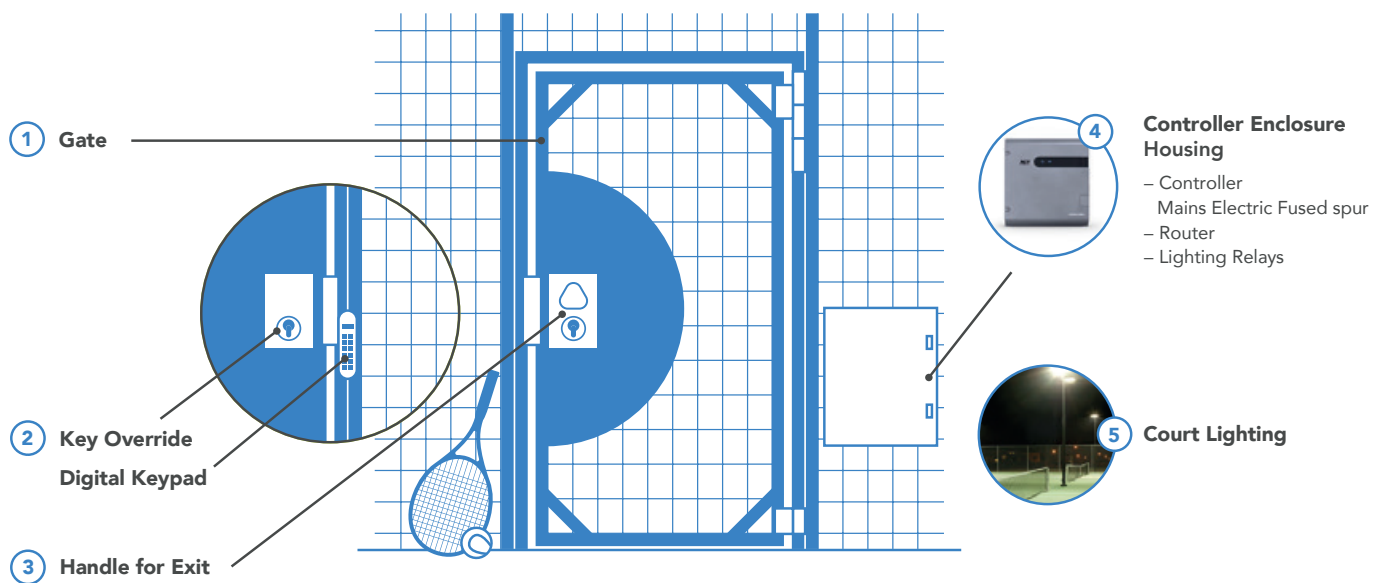


SmartAccess

GATE BOOKING ACCESS SYSTEM USER GUIDE

Access system

The system links to your venue's ClubSpark booking system comprising of the following components:



1 GATE

A purpose made gate with hinges, lock and electronic latch is installed in place of the traditional tennis court gate.

2 GAINING ENTRY

Entry is gained via the digital keypad situated outside of the court. Once the access code is entered, the lock releases and you are able to open the gate. In the case of an emergency, there is a key override built into the lock on the outside of the gate, insert the key and turn to allow access.

3 EXITING THE COURT

Turn the handle that is located on the gate – no pins or cards are needed to exit a gate.

4 CONTROL ENCLOSURE

A lockable enclosure that is sited local to the gate, in a lighting pillar or adjacent clubhouse containing the following equipment. Access to the cabinet is via a keypad provided to the venue operator, access inside the enclosure will not be required unless CIA request it.

Cloud based controller

The controller is the brain of the system responsible for sending and receiving information from the booking system, lock, and keypad.

Mains Electric Fused spur or Rotary Isolator Switch

This provides a safe isolation of the access system to the mains electric supply. THIS MUST BE KEPT IN THE ON POSITION AT ALL TIMES.

GSM Router

The GSM router transmits information to and from the booking system. The sim card within the router is programmed to operate on the strongest signal from 4 network providers.

As an alternative to the GSM router, your venue should have a Broadband Service connection, that can be made directly from the ACT controller into your standard router bypassing the need to have the GSM router.

Battery Back Up

Should the power fail to the system the panel battery will keep the system operational for approximately 6 hours, if the power is not be restored within this time the system will fail and the lock will open.

5 COURT LIGHTING

Connection of the court lighting to the booking system is optional. Once connected to the booking system it will bring the lighting on and off for the duration of the booking.

The venue pre-programmes the booking system as to when the lighting is required.

GATE BOOKING ACCESS SYSTEM USER GUIDE

Routine testing

We recommend an inspection of the system carried out weekly as follows:

- 1 Create a test booking on ClubSpark, enter the code into the keypad and enter the venue.
- 2 Visually inspect all components and fixings including the bolts and screws of the gate and frame.
- 3 Test the gate lock overriding key operators.
- 4 Carry out a visual inspection of the control enclosure and cabling.
- 5 Have there been any significant changes to the environment the system is operating in?

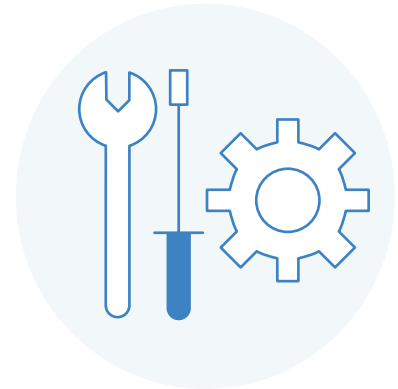


Reporting a fault

Should you experience a fault with the system, please carry out the checks listed above first, then:

- 1 Once the checks are complete please email us at ltasupport@ciafireandsecurity.co.uk detailing the nature of the fault and providing the contact details of the person at the venue.
- 2 Prior to sending an engineer to the site, we need to discuss the fault by phone and where required, ask the venue representative to carry out simple tests whilst at the gate.

A remote check is done on the SIM card and ACT controller status ensuring both are online. Should either of these items fail to respond then an engineer will be in contact with the venue.



Ensure your venue understands their responsibilities

- 1 A administrator is to carry out weekly checks
- 2 Administrator(s) understand how to report a fault
- 3 The player booking override number is publicised to venue administrators for emergency use

CIA is currently looking to initiate an automatic notification to alert venues immediately when issues arise.

If you have any questions regarding the system hardware, please contact ltasupport@ciafireandsecurity.co.uk.
Alternatively, for any other gated or lighting queries, please contact: support@clubspark.com