

GATES and GATE ENTRY DEVICE INSTRUCTIONS

VEHICLE ACCESS GATES

There are two vehicle access gates into Tanoan Community East. The Country Club gate is off Academy at Country Club/Rolling Hills, just east of Eubank. The Lowell gate is further east on Academy at Lowell Street. The Country Club gate is staffed 24/7, while the Lowell gate is fully automated and is not staffed. Residents may use either gate, and all gate remotes work at both gates. **Residents are asked to use the right lane at the Country Club gate and leave the left lane for visitors that need to interact with the Community Patrol officer.** Residents should use the left lane at the Lowell gate, and may use either a remote or card. All commercial vehicles and vendors must use the Country Club gate. Vehicles pulling trailers are not allowed to enter through the Lowell gate. Visitors who do not have an access device, or who are visiting a resident that is not listed in the call box, must use the Country Club gate. The vehicle access gates were installed to control access to the community, thus reducing traffic, slowing the traffic as it enters the community and providing a deterrent to individuals who have no legitimate business in the community. Please do not tailgate other cars through the gates – only one car at a time. Allow the gates to close and activate the gates with your access device. When opening the gates, please take precautions to make sure that unauthorized vehicles do not follow you. Unauthorized vehicles that do "tailgate" in behind your vehicle should be reported immediately. The gates do not provide security or guarantee safety, therefore every owner should take care in protecting their property as is reasonable and prudent. Each resident is responsible for their own security.



The entry gates are equipped with an automatic timer to close, therefore please remember to get through the gate promptly once it has fully opened.

INSTRUCTIONS TO EXIT VEHICLE GATES

The exit gate will automatically open when you drive your vehicle over the "exit loop" which is buried in the roadway. Simply approach the gate slowly, wait for the gate to open completely and proceed through promptly. Do not attempt to back up, as severe tire damage may result.

The exit gate will begin to close once it no longer senses a vehicle over the exit loop buried under the pavement on the inside of the gate. Therefore, make sure you have clear passage to clear the gate once you start through, and get through the gate promptly once it has fully opened. Do not tailgate, only one car at a time. If you do not have clear passage to clear the gate once you drive off the exit loop buried in the pavement, and have to stop before clearing the gate, it could close and cause damage to your vehicle. The Association and Management Company are not responsible for damage to vehicles caused by failure to follow these instructions.

In the event of a power failure, the gates are equipped with a battery backup system. The gates will automatically open when power is interrupted and automatically close when power is restored.

IMPORTANT WARNINGS

- The entry and exit gates are constructed of heavy steel and move automatically by use of electric motors.
- Do not stop your vehicle in such a manner that the gate can make contact with your vehicle.
- When exiting, do not attempt to back up, as severe tire damage may result.
- Do not touch the gates or the mechanical gate operating equipment.
- Children and pets should never be allowed to play on or around gates or gate operators.
- Do not stand or hang on gates or gate operators at any time.
- Gates are for vehicle use only. Damage and/or injury can occur with misuse. Use the pedestrian gates on the sidewalk when entering on foot or with a bicycle.
- Residents should use the gates properly. Residents and their guests are responsible for any damage they may cause to the gates.
- The Association and Management Company are not responsible for damage or injury that may occur to individuals or vehicles while using the gates.

GATE ENTRY DEVICES

The vehicle access gates at Tanoan Community East may be opened using a remote, a card, or the telephone call box.



Remotes: (Also called “clickers”. Resembles a small garage door opener)

Gate remotes work at both the Country Club gate and Lowell gate. The button marked 1 opens the arm and gate in the left lane, while 2 opens the right lane. Remotes will operate within approximately 35 to 50 feet of the gate. When within range, press the button on the remote for 2 to 3 seconds. The red light will light-up. Remember to allow the gate to open completely and proceed through the gate promptly. Begin pressing the button well before you reach the gate house. If you wait until you are at the gate house, you may have gone beyond the area that is in range with the antennas.

Maintenance

If your gate remote is not working properly, first replace the battery. The gate remotes operate by sending a signal to the antenna at the gate operators. Just because the battery is strong enough to light the red light on the device does not mean it is strong enough to send the signal to the antenna. The gate remotes operate on 12-volt type MN21 alkaline batteries, and these batteries should last approximately one year, depending on use. Replacement batteries are available at Radio Shack and other local retail stores.

If you have changed the battery and your remote is still not working properly, contact the manager for assistance. Remotes have a 30 day warranty from the date of purchase. Cards do not have warranties.

Cards: (Lowell gate only)

To open the gate, touch the card to the yellow card reader. There are 3 card readers at the Lowell gate – one in the left lane by the gate house, one in the right lane in line with the gate house, and one mounted on the entry pedestal to the left of the keypad. Please note there is no front, back, up or down to the card; the card can be presented in any direction. Access will be granted when the card reader light turns green. Allow the gate to open completely and proceed through the gate promptly. Note that the cards are plastic and can break if bent or folded. Exposure to direct sunlight, extreme cold, heat, water, or strong magnets can damage the card and render it inactive.



Call Box (Lowell gate only – right lane):

DOORING TELEPHONE ENTRY SYSTEM

The DoorKing Telephone Entry System uses your telephone to communicate with your visitors and allow access. The visitor simply scrolls the owner listing to find the name of the resident they are

visiting and – with the arrow next to your name - presses the call button. The system dials your telephone number as programmed in the system’s memory and your telephone will ring. Visitors must call from the gate entry system using the “call” button, not from a cell phone. The system keeps your telephone number and address confidential; they are not displayed on the directory. You must have a touch-tone telephone that must be set on tone, not pulse. Cell phones and phones with long distance numbers may be used with the gate system.



When you answer your telephone, you will be talking to your visitor at the gate. Be sure to speak clearly and strongly, as the visitor will be hearing you through a speaker located on the entry pedestal. The connection lasts for approximately one minute. The system will automatically disconnect the call 10 seconds after you hear a short tone signaling its termination. Dial “9” on your telephone to open the gate or press “#” to hang up without granting entry.

If you allow access by dialing “9”, the system will open the gate for a preset period of time. Your visitor will see a displayed message, “ACCESS GRANTED - PLEASE ENTER NOW.” You will then hear a confirmation tone in your handset indicating the gate has opened, and then the system will automatically hang up.

If you are on the telephone when a visitor tries to call you, the visitor will receive a busy signal, unless you have call waiting. If you have call waiting you can simply switch over to the call from your visitor and allow or deny entry as outlined above.

It is important that you provide your telephone number to the Management Company if you wish to use the call box at the Lowell gate. The call box must be programmed with your phone number to allow communication with your visitors. If your number changes for any reason please be sure to notify the Management Company immediately.



To Purchase Devices:

Homeowners in Tanoan Community East may purchase access devices from the Association through the management company – HOAMCO – at the management office at 10555 Montgomery Boulevard N.E., Building One, Suite 100. Homeowners should call first to be sure the manager is in – 338-0000. The cost for additional or replacement devices are \$7.00 for each card and \$45.00 for each remote. Prices are subject to change. We are unable to accept cash, debit, or credit card payments. Checks or money orders only, please. Remotes carry a warranty for 30 days from date of purchase. Cards do not come with a warranty.

The association does not replace broken or malfunctioning devices after the 30-day warranty period. You will need to purchase a new device. If a device is not working, you should check with the manager to be sure it is programmed in the computer properly (we will need the 5-digit number on the device), and make sure your remote has a fresh battery. Like all mechanical items, remotes and cards do eventually wear out and have to be replaced.

When you sell your home, you should give the gate devices to the new owner, just as you would the garage door opener. Refunds or credits are not issued for gate devices when a homeowner sells their home.

Lost or stolen gate entry devices should be reported to the Association Management office immediately so they may be deactivated.

PEDESTRIAN ACCESS GATES

The pedestrian access gates along the sidewalk at the Country Club and Lowell gates may be opened using a code that is provided to homeowners.

Any gate operating problems should be reported to Community Patrol as soon as possible at 294-9066.