

Gate Operating Guide

How the Gates Work

Three systems are used and are independent of each other providing redundancies for access.

1. **CellGate Phone App:** Used directly to open gate or receive a call from the gate call box to let a visitor in.
2. **Gate Call Box:** Gate codes entered to open the gate or select a name from the directory to call a resident.
3. **Remote “clickers”:** Use a radio signal instead of a cellular signal to open the gate.

If any remote access device, CellGate App or “clicker” does not open the entrance gate, try your access code at the call-box to gain access to your street. Use the CellGate app to open the exit gate to enter. If call-box access isn’t working then CellGate App or “clicker” should allow access. These systems are independent and redundant.

It is strongly recommended that you purchase a remote “clicker” to have as a redundant way to open the gate in the event of a CellGate system issue where both the CellGate / Watchman app and keypad are inoperable.

Creating an account and adding gate codes

Email the request form to PacRim Properties Office at: info@prpalaska.com or call Dean DesLauriers at (907) 563-3345 during normal business hours. M-F 8 to 4 AST if you need help with any of these requests.

1. Creating an account.
2. Setting up or changing an access code or user ID.
3. Requesting a remote “clicker”
4. Setting up temporary or secure codes for parties, housekeeping, lawn service, contractors, etc.
 - a. Events where the guest list is known e.g. birthday party, wedding reception etc. an Owner will need to request a special code (4 digit) specifically assigned to the event.
 - b. When an owner is holding a special event, or open house where the number of potential guests is unknown and is expected to be many, the owner should request that the gates be held open for the length of the event.
 - c. Homeowner whose property backs up on a gated street can request a code to access the back of their property.

Phone App (CellGate)

All homeowners should be using the CellGate app. The Watchman EVO app has been discontinued. Operating guide for the CellGate app is on the HOA website. Homeowners may see functions in the app(s) such as Hold Open, Gate Close that only system admins have authorization to use. The CellGate app will open both gates.

CellGate Technical Support

For help with CellGate system, the phone app or the gate key pad, call CellGate technical support in Texas at 1.855.MY.GATES (855) 694 2837 during normal business hours M-F 5am – 2 pm AST.

Gates not Operating

We do not have 24/7 service to resolve a gate issue. Homeowners should do the following in the event the gate will not open and CellGate technical support is not available.

1. Check to ensure the safety sensors are clear, refer to the pictures below in this guide. The gate will not open if the sensor is blocked.
2. If one of the gates will not operate, open the other gate with the app and enter or exit thru it.
3. Report the issue to the PacRim / HOA gate committee using the group email ppgate@prpalaska.com

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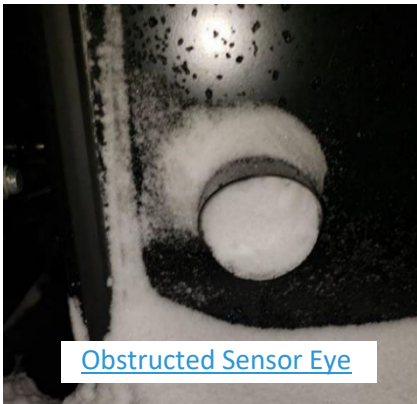
4. Report the issue on the Prominence Pointe Facebook page

Gate Safety Systems

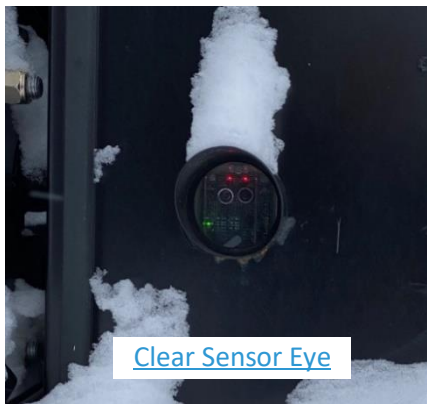
The gate safety systems are very similar to your home garage door. If any gate is in the open position and the beam at the bottom is broken, the gate will remain open until the obstruction is no longer present. If the exit gate is in the closed position, it will stay closed until the sensor is cleared. Wind can cause snow to accumulate blocking the sensor which will prevent the gate from operating correctly. Additionally, the bottom surface of the gate has a rubberized pressure switch. Any pressure on this strip from an object, car or accumulated snow under the gate will prevent the gate from operating. Brush snow away as needed to clear obstructions out from in front of the sensor eyes or under the pressure switch.

If a gate is in the down position and in error state from a safety or operating system malfunction the red light on the back side of the gate will be flashing, refer to photos below. The gate will not operate until the issue is resolved. The light will be on during normal operations when the gate is going up and down.

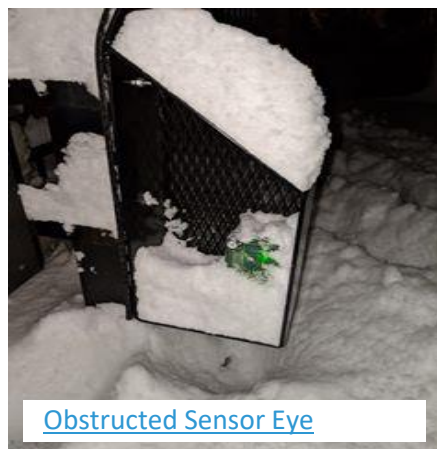
Notify PacRim Properties if you suspect or notice a mechanical issue with the gates. You can report the issue to the PacRim / HOA gate committee by using the group email ppgate@prpalaska.com. Northwest Barriers in Wasilla, Alaska will service the gates mechanical and safety systems.



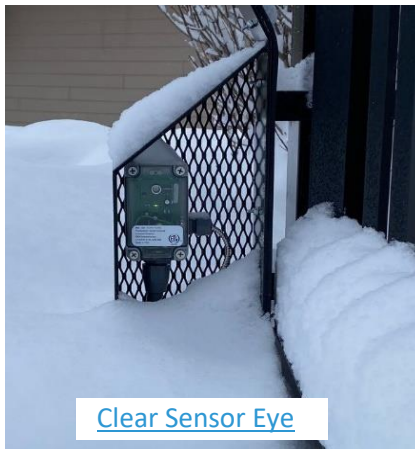
[Obstructed Sensor Eye](#)



[Clear Sensor Eye](#)



[Obstructed Sensor Eye](#)



[Clear Sensor Eye](#)



[Rubberized Pressure Switch](#)

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Exit Gates

The exit gates will open on vehicle approach as magnetic sensors under the roadway are triggered by the vehicle. You can also use the CellGate app to open the exit gate. Should a gate fail to open, please inspect the sensor eyes and the bottom of the pressure switch and clean any obstruction as described above. Refer to photos above. If the gate does not open immediately after clearing the blockage, back-up your vehicle several car lengths and re-approach the gate or use the app to open the exit gate. The app will not open either gate if you are over the in ground sensors located a few feet back on either side of the gate.

Gate Stuck Partially Up

If the gate receives multiple signals it may stop. For example, if a vehicle is at the gate using the keypad and another vehicle is approaching and uses a clicker or CellGate app at the same time the gate may stop due to the conflict in signals. To resolve, signal the gate to open again and it should go up.

Sun can affect the sensor

It has been observed that on rare occasions, particularly on the South Cliff gate, the sun at certain times of the year can shine directly into the sensor eye and prevent the gate from operating. By blocking the sun, the gate will operate.

Power Loss

In the event of a power loss, the gates are equipped with battery back-up to last up to 6 hours. This back-up system can operate the gates for several cycles and gives PacRim Properties / HOA Gate Committee plenty of time to determine if the gates will need to be locked in an open position if it is determined a power outage may last longer than the battery back-up reserves. The gates have a manual hydraulic pump that can be used in the event the batteries are no longer capable of opening the gate. HOA Gate Committee or Northwest Barriers are the only ones that should operate the manual hydraulic pump.

Emergency Services Access

APD (Police) and AFD (Fire) has been provided with codes for emergency access. Due to the infrequent nature of calls to the neighborhood it may be helpful to inform the 911 dispatcher that you live behind a gate and that

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they will need to provide the code to any responding officer(s) and firemen. A “Knox Box” is also installed at the gate to allow AFD access in a fire or medical emergency. They are tested twice a year by and AFD.

Gate Committee Volunteers

Gate Committee members will ensure the integrity of the CellGate access data base, resolve emergency access issues where both gates fail to operate.

Group email for the HOA Gate Committee / PacRim is ppgate@prpalaska.com

Only Northwest Barriers, or an HOA Gate committee member under Northwest Barriers guidance should block open a gate(s) in an open position for prolonged periods of time.