

# Prominence Pointe Gate Committee Support

## Gate operations support

The Gate Committee support strategy is to help resolve gate failures on an emergency basis or when both gates fail to operate

## What you need to do

- 1) Install the CellGate phone app and familiarize yourself with its operation
- 2) Set up a CellGate code for use at gate keypad
- 3) Get a remote (clicker) to use in case of a CellGate failure
- 4) Know how to remove windblown snow from the sensors along the bottom and side of the gate.
  - a) [Wintertime-reminder-for-the-gates-10-14-22-rev-0.pdf \(prominencepointe.org\)](#)
- 5) Notify PacRim and the Gate Committee If a gate is not operating, [ppgate@prpalaska.com](mailto:ppgate@prpalaska.com) or (907) 563-3345

## What happens if a gate fails to operate

The non operating gate could likely be down and out of service until a technician is able to respond. A gate committee member may manually open but you should not count on that happening, except in an emergency or when both gates fail. Once notified, PacRim or the Gate Committee will open and put the operating gate in the up position by scheduling a 'Hold Open' in the CellGate data base.

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## Other details

The gates are very reliable; however, failures do occur and when they do it can be a major inconvenience. If a gate is not operating notify PacRim. Service technician response time are running between 2-4 weeks. A gate could be down and not operational for an extended period of time, use the other gate if this is the case. In order to facilitate delivery and service providers a simplified way to enter or exit the operating gate will be held open remotely. An operating gate will keep its self in the open and up position, a gate manually raised required daily intervention to keep it in the open position.

The CellGate app will open both the inbound and outbound gate. If one gate will not open use the app and open the other gate. If you are at work or away from home you can use the app to let a service provider or family member in or out remotely.

The gate committee will be focused on support in the event of:

- 1) A complete system failure (similar to what happen at Briarcliff when the backup battery failed during a power outage and both gates were down and not operational)
- 2) A natural disaster such as an earthquake, hillside fire etc.
- 3) When a vehicle (like FedEx) hits the gate trying to make it thru the gate.

Snow removal contractor clears the safety sensors while plowing, but if the wind is blowing, they **will** get blocked again with snow preventing the gate operation. It's up to you to know how to clear them. It's as simple as brushing snow away with your hand.

The committee scope does not include being available 24/7 to help a homeowner that's unable to get a gate open. The steps noted above **will** get you in or out. Detailed information regarding gate operations is available at. <http://www.prominencepointe.org/>

Additionally, the committee is responsible for developing and maintaining processes and systems used by homeowners to allow access of the homeowner, guests, deliveries, and trades personnel.