



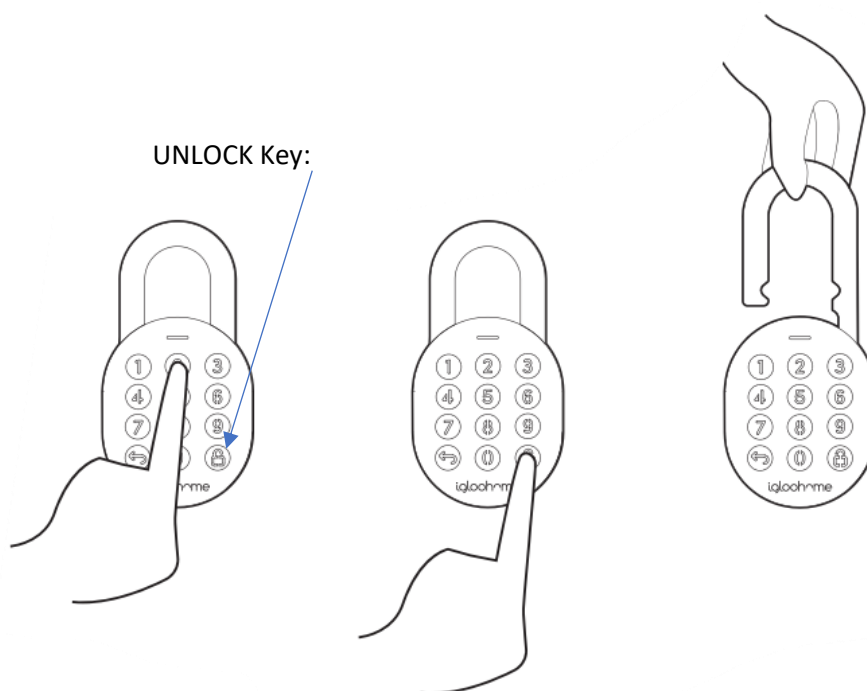
Igloohome Smart Padlock

Each Igloo padlock is integrated with Clubspark; hence you will need a 9-digit PIN to access a tennis court.

The 9-digit PIN is provided when you book a court online via the club website, also by confirmation email and SMS, if SMS is requested.

Please note the following **IMPORTANT** steps:

1. Press any button on the keypad to wake the Igloo padlock up. Key in the 9-digit PIN then press the UNLOCK key (last button on the bottom right of padlock).
2. The status indicator will flash GREEN twice and sound 4 short beeps (ascending) once unlocked – pull out the shackle from the padlock to open.
3. Place lock on fence unlocked for the duration of your booking.
4. Please be sure the padlock is facing up and re-locked after each use.
5. The PIN will change for every additional booking you make.





Igloohome Smart Padlock

Frequently Asked Questions (FAQ)

Q1. Should I re-lock the gate behind me while I am playing?

NO - place lock on fence unlocked for the duration of your booking.

If another person has booked a court alongside your court and the padlock is on fence unlocked that person still needs to enter their PIN for their booking so the system can track user access because the gate is already unlocked.

Q2. When a booking is made, how long does it take for the booking PIN to become active?

Instantaneously! If a booking has been made on the spot, the booking PIN associated to that booking will work straight away – no need to book hours in advanced.

Q3. Will my booking PIN open all the locks at the Club?

NO - each lock is assigned specifically to the court you have booked in Clubspark.

Court 1 or 2 – Court Gate 1&2 lock

Court 3 or 4 – Court Gate 3 lock

Court 5 or 6 – Court Gate 6 lock.

Q4. The PIN will be active for the entire booking period?

YES – plus the grace period (15 minutes before booking and 15 minutes after booking). **DO NOT** extend play beyond your booked time to respect other users who have also booked courts. If you wish to extend your booking, then you need to make an additional court booking (if the court is available) **BEFORE** your current booking expires.

Q5. I entered the wrong PIN too many times – what do I do next?

Put in the correct PIN before the Security Lockout alarm finishes (Low to high siren for 30, 60, then 90 seconds after entering a PIN several times) OR wait for the lockout period to elapse and then enter the correct PIN.

Q6. The lock has a plastic cover on it – should that stay on?

YES - the silicone cover protects the lock against adverse weather conditions.

Q7. My booking PIN courtside is not working – what should I check?

Players:

Booking PINs are created in Clubspark by making a booking online.

First, confirm you are entering the correct 9-digit booking PIN, then press the UNLOCK key.

You should hear 4 fast ascending beeps and see the LED flash GREEN twice if the PIN is correct.

Also, check you are using the correct PIN for the current booking date/time – booking PINs are only valid for an individual booking (within the grace period to allow for entry and exit around the time of the booking).

Q8. Need HELP?

Emergency contacts if you need HELP are:

Court Booking Coordinator: Riley Pitcher – 0447 262 774.

Committee Member: Jacque Rice – 0458 080 376.