

EAGLE RIDGE HOMEOWNERS ASSOCIATION

ENTRANCE GATE SECURITY SYSTEM

OPERATION MANUAL



Release: 6/10/2017

INTRODUCTION

The information contained in this Operation Manual is intended to enable you to fully understand and use the features of the Eagle Ridge Entrance Gate Security System (EGSS).

SECTION 1: OVERVIEW OF THE EGSS

The Entrance Gate Security System consists of:

An Entry Gate activated by the use of Fobs, Codes or the Telephone Entry System (TES). **Fobs, Codes and the TES are covered in Section 2 of this Manual.**

Revised traffic patterns for entry into Eagle Ridge, with the existing lane dedicated to Lot Owners and the new lane on the right designed for use of Guests, most Vendors and those who need to turn around. **Entry into Eagle Ridge is covered in Section 3.**

An Exit Gate automatically activated by magnetic sensors located in the pavement approaching the gate location. **Exit from Eagle Ridge is covered in Section 4.**

A series of high definition cameras designed and positioned to provide surveillance of the Entry and Exit Gates, the Telephone Entry System, and license plates of vehicles entering and exiting Eagle Ridge. **Surveillance is covered in Section 5.**

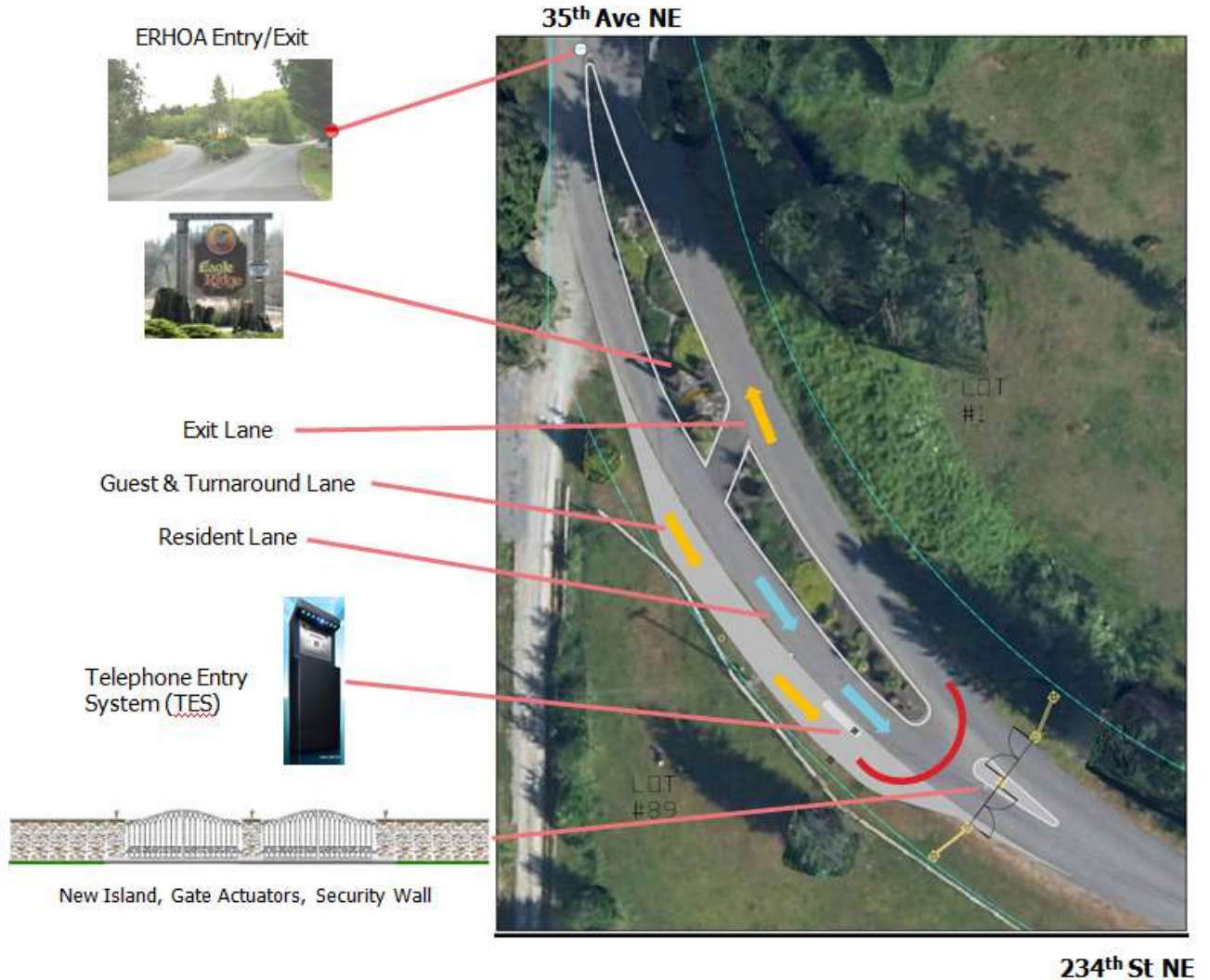
New signage and traffic calming devices alerting drivers entering and exiting Eagle Ridge that they are approaching the gate structure. **Traffic revisions and signage are covered in Section 6.**

The Fire and Sheriff's Departments and many vendors who commonly conduct business in Eagle Ridge are being provided with Fobs, Codes or other methods of entry. Lot Owners will not need to provide additional information to those departments and vendors. **Vendors are covered in Section 7.**

Insurance has been purchased to cover the gate area and the Board has adopted provisions to seek reimbursement from any individual found to have damaged the EGSS. **Insurance, Damage and Annual Maintenance are covered in Section 8.**

A list of the major vendors who participated in the EGSS, **and special acknowledgement** for two of those vendors, **is provided in Section 9.**

At the end of some sections, helpful hints to enhance your use of the EGSS are highlighted in **bold type**. These are intended to serve as reminders of points contained in the section.



SECTION 2: FOBS, CODES AND THE TELEPHONE ENTRY SYSTEM (TES)

Fobs:

When Lot Owners received their Orientation Packet containing this Operation Manual, they also received three Fobs provided as part of the Special Assessment; if a Lot Owner purchased additional Fobs, currently priced at \$40.00 each, those Fobs were also included in the Orientation Packet.

Each Fob is coded with a distinct serial number, which is recorded on the Orientation Packet Receipt form. The serial numbers for all Fobs distributed to a particular lot are recorded as being assigned to that lot, even if a lot owner decides to provide a Fob to someone who does not live in the residence. The EGSS records an entry each time that a Fob is used to activate the Entry Gate

and can retain 8,000 entries; entries are retained on a rotating basis for an extended period of time. If there are any questions about activity within Eagle Ridge at a particular point in time, information regarding all Fob entries during that time can be recovered and compared with information recorded by the cameras. (Note that the serial number is for system use only and is not needed to open the gate; you need only push the Fob button.)

Instructions for opening the gate with your Fob are found in Section 3 hereunder.

As use of the Fob will be the easiest method to enter Eagle Ridge, it is recommended that the Fobs be permanently kept in your vehicle(s). Lost or damaged Fobs can be replaced at the Lot Owner's expense.

A document outlining Fob use and battery replacement is appended to this Manual.

Entry Codes:

Each Lot is also provided with a Primary and a Secondary Entry Code, each consisting of four digits. Your Entry Codes are listed on the Receipt form. Instructions for opening the gate using these codes are found in Section 3 hereunder.

It is recommended that the Primary Entry Code be restricted to members of your family and close friends. It is hoped that this code will not need to be changed frequently. The Secondary Entry Code can be shared with other individuals and with frequent vendors who you utilize but who are not included in the list found in Section 7 of this Manual.

The Primary and Secondary Entry Codes distributed to a particular lot are also recorded as being assigned to that lot. Any entry using one of those codes is recorded to that lot; as with Fobs, that record is retained in the system for an extended period of time and can be used with information from the cameras.

It is recommended that a card with the Primary and Secondary Entry Codes be retained in the vehicle for use if your Fob is not available.

Telephone Entry System (TES) Listings:

Lot Owners who wished to have their contact information entered on the TES returned the Questionnaire for that purpose. If you are one of those, the Receipt form shows how your lot is entered on the TES, the three-digit code for each entry, and the telephone number assigned to that entry; up to four entries per lot were available.

Individuals other than those with Fobs and Entry Codes will use the TES to contact you to obtain access to Eagle Ridge. To do so, they will scroll through the alphabetical listing on the TES until they locate your name and a 3-digit code assigned by the system software; the "A" key scrolls up and the "Z" key scrolls down. Your telephone number will not be displayed. Instructions for opening the gate using these codes are also found in Section 3 hereunder. (Some Lot Owners

decided not to be listed on the TES. Visitors will not be able to contact those Lot Owners using the TES. Those visitors can either use the Secondary Entry Code if provided to them or they can contact the Lot Owner via cell phone.)

Note: Use of the TES will require your visitors to scroll through approximately 150 entries to locate your listing. It is a system that was designed when land lines were more widely used than cell phones. You may find it easier to have your infrequent visitors contact you by cell phone when they arrive, at which time you can provide them your 4-digit Secondary Entry Code; they will then enter that code to gain entry as outlined in Section 3 hereunder.

Helpful Hints:

Keep the Fobs and a card with the Primary and Secondary Entry Codes in your vehicle(s).

Provide the Primary Entry Code only to family members and close friends. Use the Secondary Entry Code for all others.

SECTION 3: ENTRY INTO EAGLE RIDGE

Owners:

Lot owners will primarily enter Eagle Ridge through the Entry Gate by using the Fobs contained in the Orientation Packet. You will use the same traffic lane (Owners lane) that you used prior to the EGSS being installed.

Pressing the Fob for 2 seconds will cause a red light to activate on your FOB and the Entry Gate to open without any additional action on your part. The Fob may activate the gate from as far away as 75 – 100 feet, dependent on obstructions, so you may be able to activate the entry gate by the time that you reach the existing Eagle Ridge sign. You should experiment with the Fob to determine the maximum distance from the gate that pressing the Fob will cause the gate to open. As the gate requires 8 – 10 seconds to open far enough to allow a car to pass, any delay you experience should be minimal.

If you do not have your Fob available, you can still gain entry by using your Primary or Secondary Codes. To do so, you will need to use the new Visitor lane to the right and stop at the TES pedestal. You will enter “#” and the four digits of your Primary or Secondary Code and the gate will open. Use caution when merging back into the left lane to assure that other Lot Owners are not in that lane.

Guests/Vendors:

Guest and Vendors, as well as family members not provided with a Fob, will need to enter through the Visitor lane, stop at the TES pedestal and use one of two methods to activate the TES.

The first method requires them to enter “#” and the four-digit Primary or Secondary Code that you have provided to them into the TES system. The gate will then open. (As stated in Section 2, we recommend restricting the Primary Code to family members and close friends and using the Secondary Code for other guests and all vendors.)

The second method requires them to scroll through the alphabetical listing on the TES, using the “A” and “Z” keys, until they locate your name and identify the three-digit code assigned. They may either simply press the “Call” button or they may enter the three-digit code; either way, a call will automatically be placed to the phone number assigned to that name/code. When you answer, you will have the option of allowing entry by pressing “3” the “9” on your touch tone phone; the TES will recognize the tone initiated by pressing the key and will activate the gate. If you wish to deny entry, simply press the # key on your touch tone phone or hang up your phone. (Note that if you decided not to be listed on the TES, visitors will not be able to contact you using the TES.)



In either case, they should use caution when merging back into the left lane to assure that Lot Owners are not in that lane.

General Information:

New signage and traffic calming devices will alert drivers as they approach the area of the Entry Gate and TES pedestal. See Section 6 for details.

The entry gate includes a magnetic lock system that can withstand 1,300 pounds of pressure. Any attempts to force open the Entry Gate will be handled in keeping with Sections 5 and 8.

In the event of a power outage, a battery back-up system will automatically open the Entry Gate one-time and it will remain open until power is restored, at which time normal operation will resume.

The system can also be programmed to allow the gates to remain open during specified time periods. As of this writing, there is no plan to activate this feature.

Two loops have been installed into the pavement, one in front of and one behind the Entry Gate. Their purpose is to prevent the gate from closing while a vehicle is in the way. An electric eye will also prevent the gate from closing while a pedestrian is in the way.

While pedestrians and bicyclists can enter Eagle Ridge through use of a Fob, Primary or Secondary entry code or the TES system, that is not recommended as they will not be able to exit. The EGSS was purposefully designed to restrict pedestrian and bicycle entry, based on recommendations from the Sheriff's Department.

Helpful Hints:

Keep your Fobs and a card with your Primary and Secondary Entry Codes in your vehicle(s).

Fob users will enter using the existing (Owners) lane and should experiment to determine how far in advance their Fob will activate the gate.

Code users will need to use the new Visitor lane on the right and stop at the TES pedestal to either enter the four-digit Primary or Secondary Code or to scroll through the TES to find the name of the lot owner they wish to visit.

Vehicles in the Visitor lane must exercise caution when merging back into the existing Owners lane.

SECTION 4: EXIT FROM EAGLE RIDGE

All Vehicles:

All vehicles exiting Eagle Ridge will continue to use the existing exit lane and will not need to rely on Fobs or Codes to exit. A magnetic loop has been imbedded in the pavement approximately 75 feet in front of the Exit Gate (even with the last sign on the right side of the road) which will activate the gate when it detects the metal of a vehicle.

Make sure to be on the right side of the road, exit side, to make sure the sensor is able to sense the vehicle

Although the Exit Gate will also open sufficiently for a vehicle to pass within 8 to 10 seconds of riding over the loop, drivers will need to exercise patience and stop before exiting.

If the gate does not activate or you have waited too long and the gate is closing, the driver may need to backup to the sensor location. Be very careful when backing up.

General Information:

New signage and traffic calming devices will alert drivers as they approach the Exit Gate.

In the event of a power outage, a battery back-up system will automatically open the Exit Gate one-time and it will remain open until power is restored, at which time normal operation will resume.

Two additional loops have been installed into the pavement, one in front of and one behind the Exit Gate. Their purpose is to prevent the gate from closing while a vehicle is in the way. An electric eye will also prevent the gate from closing while a pedestrian is in the way.

Any attempts to force open the Exit Gate will be handled in keeping with Sections 5 and 8.

Helpful Hints:

Please slow down when approaching the Exit Gate area.

All vehicles may need to come to a complete stop to allow the Exit Gate to fully open.

SECTION 5: SURVEILLANCE OF THE GATE AREA

Four cameras have been installed to provide surveillance of the gate area. They are motion-activated and capture HD images at 3 megapixels. They record in color during periods of sufficient lighting. They also operate on infra-red and night-time images will appear in black and white unless artificial lighting is added at the gate area. The images are acceptable for use by law enforcement.

A 15-foot high pole has been installed at the inside end of the existing center island. Two cameras have been attached to that pole. One camera provides an overview of the both the Entry and Exit Gates and captures video of all vehicles entering and exiting and any other activity in the gate area. The second camera is directed at the TES pedestal and captures video of vehicles stopping at the TES and the drivers of those vehicles.

Two more HD cameras have been installed in the center pillar of the wall. One captures images of the license plates of any vehicles entering Eagle Ridge and the other captures images of the license plates of any vehicles exiting.

The TES maintains an event log of 8,000 entries into the system and retains them for an extended period of time. The events recorded include Fob, Primary and Secondary Entry Code and TES entries, Fire and Sheriff's Departments' activations and power outages.

In cases of criminal activity within Eagle Ridge, the coordination of images recorded from the 4 cameras and the entries in the TES made at the time of the activity will assist the Sheriff's Department in identifying the culprits.

In cases of damage to the EGSS, the camera images and TES entries will assist us in identifying the responsible party and providing information to our insurance carrier to seek reimbursement for that damage and to carry out any other necessary collection actions.

General Information:

In the event of a power outage, the cameras will continue to record images for approximately 3 to 5 hours.

Typical camera images:



SECTION 6: TRAFFIC REVISIONS AND SIGNAGE

Traffic Revisions:

As noted in Section 3, a new travel lane has been added on the right side of the existing roadway entering Eagle Ridge. The new Visitors lane will be used for all vehicles whose drivers do not possess Fobs, including some family members, guests and certain vendors, as well as those drivers who determine that they are in the wrong place and need to turn around.

The TES pedestal will be installed on the driver's side of the Visitors lane and will be surrounded by protective curbing which will also encompass a boulder intended to prevent damage to the TES pedestal. (Note that all boulders referenced in this section were generously donated by Island Masonry.)

The center pillar of the wall and the gate operators will also be surrounded by protective curbing which will encompass boulders on each end intended to prevent damage. The pillars on each side of the road will also be fronted by boulders, again to prevent damage; gate operators will be located behind those pillars.

The inside end of the existing center island has been moved back by 10 feet to allow additional space for those vehicles seeking to turn around before entering Eagle Ridge. It will also have protective curbing and a boulder to protect the camera pole.

Traffic calming devices (aka "turtles") will be added to the entry road near the beginning of the existing center island and to the exit road near the apex of the curve prior to the Exit Gate. These are not speed bumps, but are intended, along with the signage described below, to alert drivers to the fact that they are approaching the gate and need to reduce their speed.

Additional lighting may be added to the top of the camera pole in the future.

Signage:

A number of new signs are being added.

At the front of the existing center island, a "Gate Ahead" sign will be added to the post containing the existing directional signs.

Adjacent to the "turtles" on both the entry and exit lanes, new "Gate Ahead - Prepare to Stop" signs will be added to work in conjunction with the "turtles" to alert drivers that they are approaching the gate area and need to slow down.

At the front of the TES pedestal island, a new sign will direct Lot Owners to the left (Owners) lane and Guests, Vendors, and those needing to turn around to the right (Visitors) lane.

At the end of the TES pedestal, a new "Yield" sign will be aligned to alert drivers in the Visitors lane to yield to vehicles in the Owners lane.

And at the front of the center pillar of the wall, another "Yield" sign will be aligned to alert those drivers turning around to yield to vehicles in the Exit lane.

Further adjustments may be made as experience with the EGSS mandates.

Helpful Hints:

The addition of the EGSS will require all of us to make adjustments to our driving habits. There are two primary ones:

PLEASE SLOW DOWN IN THE ENTIRE GATE AREA.

BE PREPARED TO STOP TO ALLOW BOTH THE ENTRY AND EXIT GATES TO FULLY OPEN.

SECTION 7: ACCESS FOR VENDORS

The Board has made arrangements to provide access for common service providers and vendors as outlined below. You do not need to take any additional action regarding the listed providers/vendors.

Fire Department (FD) will gain immediate entry through use of a Tomar (Opticom) system that reads a strobe light emitted from the vehicle. In addition, a FD keyed lock box is being installed on the TES pedestal and can be accessed by a special FD key. The FD will use the Owners lane.

Sheriff's Department (SD) will also utilize the Tomar system for vehicles properly equipped. An Entry Code will be provided to the SD for use when vehicles are not equipped for the Tomar system. The SD will use either the Owners or Visitors lanes.

PUD requires a special lock box which is being installed on the TES pedestal. PUD will use the Visitors lane.

USPS utilizes a Postal Lock Box which is being installed on the TES pedestal. USPS will use the Owners lane.

Arlington School District is being provided with 4 Fobs for use of their bus drivers and emergency service vehicle operators. They will use the Owners lane.

The following companies will be provided with Fobs (using the Owners lane) or an Entry Code (Visitors lane) at their discretion:

Alpine Communication
Amazon Home Delivery
APP Propane
Arlington School District
Automated Gates &

Equipment
Culligan Water
DHL
Enviro Propane
FedEx
Fire Department
Genesee Energy
Klessick Family Farm, Inc
Northern Energy
Northwest Propane
OnTrac
Postal Express
Safeway Home Delivery
Seattle Times
Skagit Farm Propane
Snohomish PUD
Snohomish Sheriff
Suburban Propane
The Everett Herald
Timmerman's Landscape
TruGreen
UPS
VanderYacht Propane
Washington Tractor (John Deere)
Waste Management
Wave Broadband

The Board will review requests from Lot Owners for the addition of other companies that provide service to multiple lots.

For service providers not listed above, Lot Owners will need to provide them with their Secondary Entry Code or instruct them to utilize the TES.

Helpful Hints:

You do not need to take any action to provide access for the service providers and vendors listed above.

You should provide only your Secondary Entry Code for other service providers or vendors that you utilize.

SECTION 8: INSURANCE, DAMAGE AND ANNUAL MAINTENANCE

The Board has obtained liability and damage insurance to cover the EGSS in order to protect the interests of the Association. The coverage is being provided by the same agency that otherwise insures the Association.

While traffic revisions, signage and lighting have all been designed to reduce the likelihood that accidents will occur in the gate area, the purchase of liability insurance is prudent. It covers property damage or bodily injury due to a system malfunction.

Damage insurance covers losses caused by theft, vandalism, vehicular damage and related causes.

In instances where the EGSS is vandalized or damaged, we will work with the Sheriff's Department to identify the culprit using the camera and TES information and to prosecute them to the extent provided by law. Additionally, our insurance carrier has committed to work closely with the Association to utilize the information provided by the cameras and the TES to obtain reimbursement from any individual(s) who cause damage, whether accidental or intentional, to the EGSS resulting in an insurance claim. The Board is committed to pursue all legal avenues to obtain reimbursement in damage cases, as it does not believe that all Lot Owners should be responsible to make repairs caused by the action of any individual.

Cost of the additional premium will be included in the budget for FY 2017-18 and succeeding years, along with other maintenance and operational costs, including PUD for power to the gate and cameras, Wave Broadband for telephone/camera service, and AGE for semi-annual maintenance service on the gate itself.

SECTION 9: ACKNOWLEDGEMENTS

The following vendors were involved in the major aspects of the construction of the EGSS.

Construction and Installation of the Gate

Automated Gates and Equipment
206-767-9080

Road Expansion and Paving	Fidalgo Paving & Construction 360-652-2380
Design and Construction of the Pillars and Walls	Island Masonry 425-754-1547
Electrical Conduits and Wiring	MainLine Electric 360-403-7200
Cameras	Alpine Communication Systems 360-661-6401
Boring Under the Road	Pacific Cable 425-420-7995
Internet and Telephone Connections	Wave Broadband 360-630-5624

The work of all these vendors has resulted in enhancing the security for our neighborhood while providing an attractive appearance to the EGSS.

The Board of Directors wishes to provide special acknowledgement to two vendors located within Eagle Ridge who provided services beyond the scope of their original bids:

Bruce Aalmo of Island Masonry added features to the wall and donated the safety boulders that are protecting the pillars and gate operators.

Mike Marriner of MainLine Electric spent a considerable amount of time in digging the trenches for the electrical conduit when the original design had to be changed due to the effects of the unexpectedly wet weather in the spring.

APPENDIX A: Fob usage and maintenance



Transmitter Operation

Maximum transmitter range is 75-100 feet. Obstructions may affect operating range.

1. Press the transmitter button for 2 seconds to send a signal, the red light will light-up.
2. The transmitter sends a signal (2 seconds for **MicroPLUS** and **MicroCLICK**) preventing the transmitter from jamming the receiver if the button becomes stuck in the ON position.

Battery Replacement

When a malfunction is suspected, replace the battery, using a **12-volt Duracell type MN21 battery, or equivalent.**

1. Remove the phillips screw from the back of the transmitter and separate plastic covers.
2. Carefully remove the old battery and install the new battery, **check for correct polarity.**
3. Reinstall the top cover of the transmitter and phillips screw, **do not over tighten.**



For warranty information:

www.doorking.com

Phone: (800) 826-7493

DKS, DoorKing Inc.,

120 Glasgow Avenue, Inglewood, Ca. 90301

8069-065-C-1-10

microPLUS / microCLICK - transmitters

DoorKing's transmitters are ideal for applications that require RF wireless access. Users can remain comfortably inside their vehicle while activating the RF transmitter without having to use a keypad or card reader. When activated, a data stream is sent to the remote SuperHet receiver. This data includes the transmitter serial number, facility code, and button code. In addition **MicroPLUS** transmitters have an encrypted sync-code that changes each time the transmitter is used.



Interference Information

This equipment may interfere with radio communications, AM/FM radio and TV reception. Use the following suggestions to correct the interference:

- Relocate the receiving antenna.
- Increase the space between the equipment and transmitter receiver.
- Connect the equipment into another outlet, different from the transmitter receiver.
- Consult a technician for help.

This equipment has been certified to comply with the limits for a class B computing device, pursuant to FCC Rules. To maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables may result in interference to radio and TV reception.

This Class [B] digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. *Cet appareil numérique de la classe [B] respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.*

FCC Compliance

This device will provide reliable remote access control. Be aware of the following limitations:

- This device complies with FCC Rules and Regulations, Part 15 and Canadian Interference Causing Equipment Regulations. Because of this, they have limited transmitter power and limited range. Operation is subject to the following two conditions:
 (1) This device may not cause harmful interference.
 (2) This device must accept any interference received, including interference that may cause undesired operation.
- The receiving device cannot respond to more than one transmitted signal at a time. Radio signals near the receiver operating frequency may block the transmitter signal regardless of the code setting. If this occurs, the radio receiver may have to be repositioned.
- Any changes or modifications may void compliance with FCC Rules and Regulations.



APPENDIX B: How to view the TES visitor via the security camera

The live TES feed can be viewed on an Apple phone or Android based smart phone. For both Apple and Android the application provided by the camera maker HikVision is called iVMS-4500 and is available for downloading.

Here is the link to this software (also on the apps store):

http://www.hikvision.com/europe/Tools_84.html

Here is the link to the Apple iOS manual:

[http://wecl.com.hk/HIKVISION/download/User%20Manual%20of%20iVMS-4500\(iOS\)%20Mobile%20Client%20Software_V4.2_20150810.pdf](http://wecl.com.hk/HIKVISION/download/User%20Manual%20of%20iVMS-4500(iOS)%20Mobile%20Client%20Software_V4.2_20150810.pdf)

Here is the link to the Android manual:

[http://wecl.com.hk/HIKVISION/download/User%20Manual%20of%20iVMS-4500\(Android\)%20Mobile%20Client%20Software_V4.2_20150810.pdf](http://wecl.com.hk/HIKVISION/download/User%20Manual%20of%20iVMS-4500(Android)%20Mobile%20Client%20Software_V4.2_20150810.pdf)

Contact a board member for the information you will need to be able to link to our ERHOA TES cameras.

Alias	Keypad
Register Mode	IP/Domain
Address	Contact a board member
Port	8001
User Name	Contact a board member
Password	Contact a board member
Camera No.	1

The cameras can be viewed anywhere you have smart phone connections to the internet.

Warning:

- If you are viewing using smart phone 3G or 4G connection, you may quickly use up you allowed data transfer and then have additional charges to your cell phone bill. Viewing the cameras is much like viewing a movie on line.
- If you are viewing with a WiFi connection you probably have more allowed data transfer and this is the preferred way to do live viewing. If you should do viewing 24/7 you may exceed your plans data transfer base data amount and then have additional internet fees.