



## **Frequently Asked Questions**

**How do I get in/out?**-Each home owner will have a remote transmitter to lower the hydra bollard system upon entering and exiting. Exiting can also be done through the magnetic loop system that will be installed in the roadway. The “Free” exit loop will detect a vehicle and lower the bollards. The loop will be located up to 200 feet back from the hydra bollard system.

**How do I let visitors in when the bollards are up?**-A telephone entry system will be located at the first two entrances. When a visitor arrives at the telephone entry system they will scroll through the directory to find your name. Visitors will enter a three digit code that will dial your home/mobile telephone. You open the gate by pressing #9 on your telephone keypad while you are talking to the caller. The visitors will exit using the “free” exit loop system.

**What if I stop my car on top of the bollards when they are down?**-A reversing loop system will be installed on the entry & exit sides of the hydra bollard systems. The loops will not allow the hydra bollards to rise until your vehicle has cleared the area.

**How do emergency vehicles get in when the Hydra-bollards are up?** -Emergency vehicles have keys to a Knox switch system that automatically lower the hydra bollards.

**What happens if the power goes out?** -The battery back up system will lower the hydra bollards until power is restored.

**How does a contractor or UPS get in when I am not home?**-A utility code can be given that allows delivery people, contractors, garbage pick-up, and other visitors access to the community. The code is usually given a specific time when it is active. Example: 6am-5pm