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## KEY FOB POLICY

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### General:

Key fobs are available in the Management Office. Round access key fobs are \$50 each, and the garage remote control fobs are \$75 each. Payment may be made by check or money order only made payable to Keola Lai.

*All residents are required to have their own key fob.* Ownership of fobs is transferable after notification to the Management Office. Non-owner residents and renters must have written permission from the homeowner or authorized agent to purchase an additional fob. Management can not sell used key fobs on behalf of an owner.

### Replacements:

*If a key fob has been purchased within the past 12 months and there is no visible damage (inside & out, including water damage), a free replacement fob can be requested in exchange for the return of the faulty fob.*

*If a key fob has been purchased within the past 5 years and there is no visible damage (inside & out, including water damage), a replacement key fob can be requested at a discounted rate of \$50 for remote fobs and \$20 for round proximity fobs in exchange for the return of the faulty fob.*

*Written permission is not required to exchange faulty fobs.*

*If a key fob is over 5 years old or has visible damages, replacement fobs must be purchased at full price.*

### Troubleshooting:

Our key fobs use radio frequencies to activate the door panels. Therefore, if your remote control fob opens the doors but not the garage gate, then your key fob may be having a battery issue. Our key fobs use a type 2032 battery. Management does not supply or sell replacement batteries.

Management can assist with the troubleshooting of your key fob by checking the programming. For security reasons, key fob permissions have an expiration date that is pre-set by the computer system. After this expiration date, the programming needs to be reset on the back-end.

If neither of these methods solve the problem, the key fob will need to be replaced.

### Liability:

You must inform Management Office immediately if any you keys-fobs are missing or stolen so we can de-activate them. You are responsible for all potential liability that results as a consequence from a lost or stolen key-fob.