

# Bollard System Operating Procedures






Customer:	Cumberland Council
Site:	Castle Street
System Type:	VP200 Bi Directional Triple Bollard





## Basic System Operation

### Entry - Lower/raise

1	<p>Vehicle approaches bollard and stops in the position of the Access Control. This will position the vehicle over the Approach induction loops (<b>approach loop 1</b> and <b>approach loop 2</b>) which is required to meet system software conditions.</p>	
2	<p><b>Pin Code Entry</b> - Driver to enter pin code into the intercom keypad, if accepted the bollards will lower. <b>Call point Entry</b> - Driver to press the <b>CALL</b> button on the intercom to establish 2 way comms with Call point. If access is to be granted then the call taker will use the access tone by dialling the <b>1# key</b> on their telephone keypad to lower the bollards.</p>	
3	<p>Should access conditions be met upon entering the pin code or access tone the bollards will begin to lower.</p>	

4	<p>The bollards will remain down until a raise command is given locally via the keypad on entry or exit intercoms. <b>GOOD CCTV MONITORING TO BE USED WHEN OPERATING THE BOLLARDS REMOTELY.</b></p>	
5	<p>Upon receiving a raise command the lights will go red and the audible warning will sound and the bollards will raise. When all bollards are raised fully the audible warning will cut off.</p>	
<b>Exit - Lower/Raise</b>		
6	<p>Vehicle approaches bollard and stops in the position of the Access Control. This will position the vehicle over the Approach induction loop (<b>approach loop 1</b>) which is required to meet system software conditions.</p>	
7	<p><b>Pin Code Entry</b> - Driver to enter pin code into the intercom keypad, if accepted the bollards will lower. <b>Call point Entry</b> - Driver to press the <b>CALL</b> button on the intercom to establish 2 way comms with Call point. If access is to be granted then the call taker will use the access tone by dialling the <b>1# key</b> on their phone keypad to lower the bollards.</p>	
8	<p>Should access conditions be met upon entering the pin code or access tone the bollards will begin to lower.</p>	

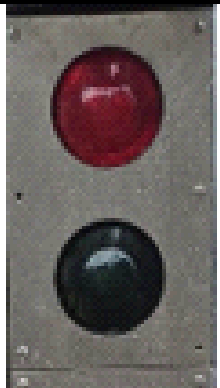
9	<p>The bollards will remain down with until a raise command is given either locally via the keypad on entry or exit intercoms. Or remotely via access tones. <b>GOOD CCTV MONITORING TO BE USED WHEN OPERATING THE BOLLARDS REMOTELY.</b></p>	
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10	<p>Upon receiving a raise command the traffic light go <b>Red</b>, the audible warning will sound and the bollards will raise. When all bollards are rased fully the audible warning will cut off.</p>	
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**Time Switch Dump (BOLLARDS DOWN LIGHTS OUT)**

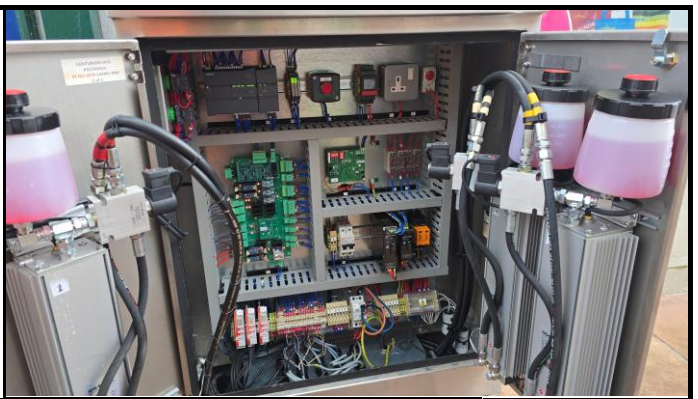
11	<p>At the required times the bollards will be dumped automatically via a built in timeswitch. The bollards will lower fully and all lights will extinguish. Bollards will then need to be raised via pin code or access tone. <b>GOOD CCTV MONITORING TO BE USED WHEN OPERATING THE BOLLARDS REMOTELY.</b></p>	
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**Emergency Services Dump (BOLLARDS DOWN LIGHTS OUT)**

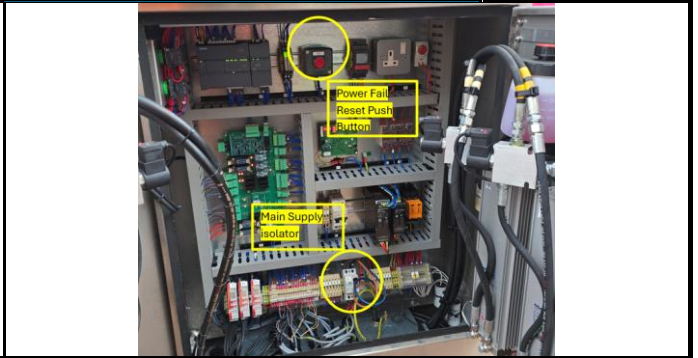
12	<p>The dump pin code can be entered into either intercom keypad at any time, vehicle present or not, and the bollards will lower. When the bollards are fully lowered the traffic lights will go out. To use the access tone to 'Dump' the bollards the intercom phone number will need to be dialled, when connection is established use the correct access tone to dump the bollards.</p>	
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13	<p>The bollards will remain down with lights out until a 'raise' command is given via pin code or access tone. <b>GOOD CCTV MONITORING TO BE USED WHEN OPERATING THE BOLLARDS REMOTELY.</b></p>	
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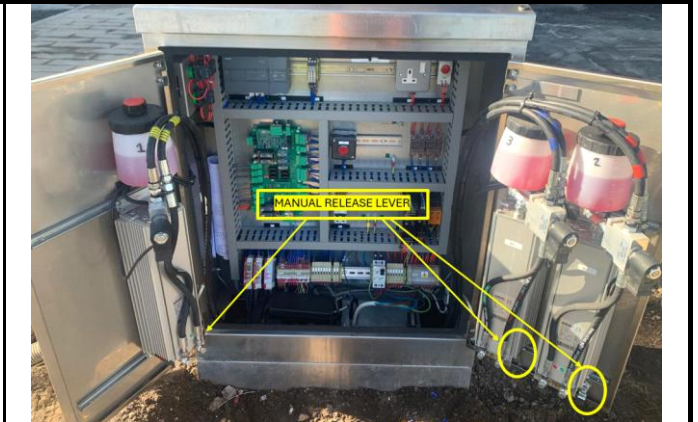
**Power Fail Reset**

14	Should the main power supply to the bollard system experience some form of interruption a power fail reset will be required. You will be required to enter the bollard cabinet via the double doors.	
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15	Ensure to switch the system to Manual via the side hatch controls.	
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16	Ensure that the main supply isolating switch is in the ON position. Press the illuminated red reset push button. This will then carry out a series of hardware resets. Switch the system back to Auto and carry out a raise command (pin code or access tone)	
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**Hydraulic Release**

17	Should you find that you lose the ability to lower the bollards. You can manually open a valve to allow the hydraulic oil to return to the pump tank and lower the bollards. Enter the cabinet via the double doors and find the lever on the pump. Release the lever and the bollard will lower under its own weight. Once the bollard is fully lowered return the lever to its original position.	
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**Intercom Details**

18	Entry Intercom Phone No.	07547433626
	Exit Intercom Phone No.	07547439050
	Call point No.	01900827373
	<b>Pin Codes</b>	
	Lower: (used on both intercoms)	2580
	Raise: (used on both intercoms)	852
	Dump: (used on both intercoms)	1379
	<b>Access Tones</b>	
	Lower: (used on both intercoms)	not Configured
Raise: (used on both intercoms)	not Configured	
Dump: (used on both intercoms)	1#	

**Maintenance Contract**

19	Platinum - Contract term: 18/11/2025 - 17/11/2030	Inclusions: 1.TWO Planned Preventative Maintenance (PPM) interventions (per year) 2.Reactive Call Outs, Parts & Labour 3.10% discount on any chargeable parts i.e. parts required due to a repair that falls under the exclusions below. 4. 3 x SIM cards for Telguard intercoms
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