



Customer's Guide to After-Hours Emergency Service

Professionals in the gate and access control industry understand that the job doesn't conform to the typical 9-to-5 hours, as repairing gate systems and access controls requires significant time and coordination. But, how do technicians handle emergency repairs after hours? While no one wants to receive that call, it's crucial to address these issues swiftly and effectively. In this guide, we'll discuss what constitutes an emergency, how to manage after-hours calls, and steps you can take to prevent potential problems.

What Is Considered an After-Hours Emergency?

Understanding what qualifies as an emergency is key to knowing how to respond when gate or access control issues arise. Not all situations that cause discomfort or inconvenience are considered emergencies, especially if they occur after hours. Many repair concerns can wait until the next morning, so residents and property managers need to use their best judgment. To help, here's a basic guideline:

Any gate or access control issue that could impede traffic, cause injury, serious property damage, or pose a threat to health and safety is considered an emergency. Examples of emergency situations include:

- Gate or door stuck closed (e.g., no power at kiosk, touchscreen not working)
- Gate arm knocked off and impeding traffic
- Operator unable to manually open gates

What Is Not Considered an After-Hours Emergency?

Issues that don't immediately threaten traffic flow, health, safety, or property, **such as a gate stuck open**, are not considered emergencies. However, these should still be reported as service work order requests during regular business hours.

Tips for Managing After-Hours Emergency Service

How a technician handles after-hours emergency requests is vital for maintaining a healthy customer-technician relationship and protecting your property. Below are some key factors to consider:



1. Reachability

Not every after-hours emergency requires immediate action. However, an operator must be reachable in case of an emergency. Ensure your technician knows the best way to contact you so you can provide critical instructions, answer questions, or simply stay informed.

2. Emergency Services

In addition to contacting our 24/7 service team, the operator is responsible for contacting police, fire, utility services, or other emergency services as necessary. Gate and access control system emergencies don't always happen during business hours. For instance, if a resident reports a traffic collision involving the gate, you should have emergency contact numbers available 24/7. Preparing a list of emergency service contacts is crucial.

3. Open Communication

After reporting an emergency to the proper authorities, operators must maintain consistent communication with both the technician and the residents directly affected. For example, if you've instructed residents and called a technician for a gate stuck closed, continue updating those affected on the technician's estimated arrival time and any additional steps to protect the property in the meantime.

4. Operator Responsibilities

Managing repairs and emergencies involves multiple layers of responsibility. Operators need to differentiate between what requires immediate action, what can wait, and what the resident needs to handle. Emergency repairs that threaten community health, safety, or could cause extensive property damage must be addressed immediately. For instance, if a gate is stuck halfway open, the operator must make any necessary adjustments (as taught during training) to prevent further damage and restore safety. However, if a resident's personal property is damaged, they are responsible for fixing or replacing it.

5. Answer the Vital Questions

Quick and decisive action is critical in an emergency. If you're on the scene of an incident, assess the situation by locating the technician in charge and understanding the extent of the damage. Questions such as, "Will the gate remain temporarily open?", "Who is liable for the incident?", and "Who was directly affected?" are vital for determining the next steps.



Keep the affected residents informed with consistent and honest communication.

6. A Mindset of Understanding

Handling emergencies is stressful for both the operator and the affected residents. A resident calling you in the middle of the night may be frustrated, scared, or upset. While you might also be concerned about potential property damage, it's important to maintain a professional tone and address the emergency as needed. If the situation doesn't qualify as an emergency, calmly explain why and guide them on how to submit an incident report. Reassure them, especially if they're unfamiliar with gate and access control systems, as your support can make a significant difference.

7. Documentation

When an after-hours emergency call is made, a service report is typically completed by the technician. However, emergencies often begin with a verbal phone call, so to prevent disputes or confusion, operators should document the events in the resident and property file. Record conversations, repairs made, agreed-upon next steps, and any necessary follow-ups. After repairs are completed, it's a good idea to follow up with the affected residents in writing, even if just by email, to ensure everyone is on the same page.

Contacting Us After Hours

- Hours: 4:00 PM – 8:00 AM
- Phone: (239) 494-8604
- Service Call Rate (Cost to dispatch truck and tools to job site): \$300
- Technician Labor Rate (Charged in 30-minute increments): \$170.00

Work Order Management Standard Operating Procedure (SOP)

The purpose of this standard operating procedure is to provide clear guidelines for daily tasks and effective techniques in work order management. This document is intended to equip sites with the necessary tools to train new employees and establish a consistent protocol for handling work orders efficiently.



Classification System for Work Orders

Each project has minimum response and completion times depending on the classification of the work order. Most work orders will fall into one of the following categories:

1. Emergency:

- Gate stuck closed
- Guard PC not booting
- Kiosk not booting/no power/touchscreen not working

2. Standard/Routine Field Work Order:

- Gate stuck open
- Locked out of clubhouse
- Barrier arm fell off in roadway
- Clicker/RFID/key fobs not working

3. Preventative Maintenance:

- Gate screeching
- Rusty bolts

4. Checkpoint/Remote Work Order:

- WAN IP changed
- Guard PC hardware not working (QR/printer)
- Kiosk hardware not working (QR)
- Database not updating
- Server down
- Admin can't log in
- Kiosk not opening gate
- Guard PC not connecting to server
- Voicemail not answering
- Kiosk can't call residents/attendant

5. Infrastructure Repair/Replacement:

- Boring
- Trenching



- Concrete work
- Mobile welding
- Metal fabrication

Technicians are available Monday-Friday, 8 AM-4 PM.

During Hours: All technicians are available for dispatch. Contact us at (239) 351-2871 or Service@handsfreellc.com

After Hours: Only after-hours technicians are available via the 24/7 Hotline. Contact us at (239) 494-8604

Response and Completion Time Requirements

Use the space provided to document your site's specific requirements for work order response and completion:

Emergency Response Requirement: 1-2 hours to respond

Emergency Completion Requirement: 24 hours to complete

Standard/Routine Response Requirement: 48 hours to respond

Standard/Routine Completion Requirement: 72 hours to complete

Preventative Maintenance Response Requirement: 240 hours to respond



Preventative Maintenance Completion Requirement: 30-90 days to complete

Checkpoint Response Requirement: 48 hours to respond

Checkpoint Completion Requirement: 72 hours to complete

By signing this form, _____ acknowledges that Hands Free Security, LLC has provided a copy of the "After-Hours Emergency Service Policy" and agrees to abide by the policies and guidelines outlined above.