



SmartWheel

Preventing Loss, Protecting Assets

USER MANUAL V1.0



THE LEADING PROVIDER OF INTELLIGENT CART SOLUTIONS

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In order to ensure that shopping carts, equipped with Gatekeeper Systems' SmartWheel™ wheels, are operating at peak performance, **we recommend implementing the following standard practices.**

TEST THE SYSTEM EACH DAY

Gatekeeper recommends testing the perimeter signal at the opening of each day. To check the perimeter signal, take a CartKey remote control and a shopping cart equipped with a SmartWheel into the parking lot. Beginning at the perimeter antenna's closest point to the store, follow these steps:

1. Roll the shopping cart to the perimeter line. The SmartWheel, located on the front of the shopping cart should lock.
2. After waiting 30 seconds, hold the CartKey 18" to 48" away from the SmartWheel, point the CartKey at the SmartWheel and depress the unlock button for five (5) seconds. The SmartWheel should roll freely again. For best results, angle the bottom of the CartKey so it is oriented towards the SmartWheel.
3. Move to another point along the perimeter boundary and repeat steps 1 and 2. Test the cart at four other points along the perimeter.
4. If during any step the SmartWheel does not lock, repeat steps 1 and 2. Be sure that the shopping cart is not sitting directly over the locking perimeter signal. If the problem continues after three attempts, immediately notify either the store contact person or the store manager.

TIP: HOW TO RESET A SMARTWHEEL

If the SmartWheel does not unlock after depressing the "Unlock" button on the CartKey, you can reset the SmartWheel by performing the following steps:

1. Hold the CartKey 18-inches to 48-inches away from the SmartWheel. For best results, angle the bottom of the CartKey so it is oriented towards the SmartWheel located on the front of the shopping cart.
2. Point the CartKey at the SmartWheel and depress the "Lock" button. This will reset the SmartWheel to accept the unlock signal.
3. After waiting 30 seconds, depress the "Unlock" button. This should unlock the SmartWheel. If this fails, notify the store manager or contact person.



RETRIEVE LOCKED CARTS REGULARLY

Throughout the day and particularly toward the close of business, carts should be retrieved from the perimeter and brought to a cart corral or other collection area.

TAKE A WEEKLY CART COUNT

A cart count should be conducted at least once a week. Monitoring the total number of carts available on a regular basis makes it easier to gauge the success of the system as well as identify any potential problems. A Cart Containment Log is available in the CartControl User Manual. If your store utilizes a cart retrieval service, closely monitor your retrieval numbers and ensure that only carts with SmartWheels are being delivered to your store and that those carts belong to your store.

ROTATE YOUR CART INVENTORY

Whenever possible, rotate your inventory of shopping carts. This will ensure that the SmartWheels will undergo consistent usage and reduce the need for servicing.

LOCK CARTS LEFT OUTSIDE AT CLOSING TIME

At the close of your business day, we recommend that carts left outside be secured with a locked chain. In the event that a chain-locking procedure cannot be implemented, carts can be nested and locked using a CartKey. Do not forget to unlock carts with a CartKey before opening the next day.

PERFORM PERIODIC VISUAL INSPECTIONS OF THE PERIMETER BOUNDARY

We recommend periodically surveying the perimeter boundary to identify any parking lot damage or the presence of any potentially damaging activity or objects. Make sure to look for potholes or other parking lot degradation that may require maintenance.

PERFORM REGULAR MAINTENANCE

In order to continue to provide your customers with the best possible shopping experience, it is important to make sure that your customers remain aware of the system's presence and function. Gatekeeper recommends performing periodic checks to make sure cart signs, parking lot signs, and perimeter boundary stripes are still in place, kept clean, and are clearly visible to customers. If you need to replace any signage, replacement signs are available for purchase from Gatekeeper Systems.

If you need to place a service call, please call our 24 hour toll-free Customer Service Hotline at (888) 808-9433 and select Option #1. Between the hours of 5 p.m. PST and 7:30 a.m. PST, select Option #5 to activate our emergency dispatch service.