



KEYCARD TROUBLESHOOTING

At PLI, "Customer First" is our driving philosophy, and we stand behind every product we manufacture. If you're experiencing problems with your keycards, we're happy to assist you. Since the majority of keycard problems can be traced to the encoder or lock system, we request that you go through the following checklist prior to calling. This will help us pinpoint the problem and work toward a speedier resolution.

- Is the encoder giving an error when trying to encode the key? If so what is the error?
- When is the problem taking place? Is it specific shifts or all during the day?
- Is the problem happening on a specific encoder or encoders? How many encoders is your hotel currently using?
- Is the problem specific to certain rooms?
- When a guest brings a key back that they state does not work, did you check to see if the keycard is encoded correctly?
- If encoded correctly, please have a hotel employee see if they are able to use the keycard on the door.
- Have a hotel employee encode the keycard as a master and try to utilize on a door to see if the keycard works.

Having the answers to the following questions handy will also help us.

- What is the specific name of the encoder(s) that your property is currently using?
- How long has the property been utilizing this encoder(s)?
- How often does staff clean your encoders and locks?
- Has your property had any recent maintenance or upgrades to its encoders or locks?
- Has your property had previous problems with PLI keycards?
- If so, when, and did your staff notify us of the situation?
- If this is your property's first order of keycards from PLI, do you have keys from a previous vendor that you can provide for us to test so we can ensure we are providing the correct keycard?

Encoder and Lock Maintenance: To protect your keycard, lock system and encoder investments, we recommend the following:

- If your property has exterior doors, clean your encoders and locks every 1 to 2 months.
- If your property has interior doors, clean your encoders and locks every 3 months.
- If your property has high traffic, you may need to clean your encoders and locks more often.
- Environmental pollutants – such as sand and saltwater at the beach, sand and salt laid on roads during the winter, and sand in desert climates – can make their way into locks and necessitate that you clean your encoders and locks more often.
- Keep up to date on service plans and ensure that encoders and locks are serviced based on the plan.
- Ensure that batteries are changed as needed.

Be sure to ask your PLI representative about our low-cost cleaning cards, which can be used on encoders and locks as well as credit-card machines, ATM/POS machines, vending machines and any other machine that operates with a card with a magnetic stripe.

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