

Igloohome Keypad

Court hire access solution for your club

Tennis Australia has partnered with Igloohome to provide a solution to tennis clubs for electronic gate access.

The Igloohome keypad can be integrated with the Clubspark software that enables players to simply book & pay online, receive a 9-digit pin that will provide them with access to the tennis courts at the time of their booking.

Benefits for the club:



Reduced administration impact to volunteers



Sustainability of venues



Attract occasional players to your club



No internet connection required



Works alongside automated lighting control solutions



A stronger and more robust solution compared to the Igloohome padlock

Benefits to your members and occasional tennis players:



Improved and streamlined process to purchase memberships, hire courts and more, giving control, flexibility, and freedom



Instantaneous access to courts



Visibility of courts to meet their requirements dependent on time and surface



Greater Security for players

For more information, read the FAQs.

Reach out to your CDO/TDO to express your interest!

play.tennis.com.au

Igloohome Keypad **FAQs**

What is the Igloohome keypad and how does it work?

The Igloohome keypad is an access solution that can be integrated with Clubspark, allowing players to book online and receive a unique **9-digit booking PIN** that can be used to access the gate for the time of booking.

What are the costs?

This access solution costs approx. **\$3,800** excl. GST. The cost includes all gate equipment required for installation, including, equipment enclosure, solar panel, automated closer, keypad and gate keys.

Additionally, there is a monthly exchange code subscription fee of \$2 USD, which enables integration between Igloohome and Clubspark.

Please note that the system cost is supply only. Installation costs are not included and must be arranged separately and at your own cost.

Who will install the Igloohome Keypad?

This solution is offered as supply only and will require you to arrange a suitable and qualified contractor (welder/fencer and/or electrician) to carry out the installation of the system. An installation guide can be provided to assist with the scope of work.

When a booking is made, how long does it take for the booking pin to become active?

Instantaneously! If a booking has been made on the spot, the booking pin associated to that booking will work straight away – no need to book hours in advanced.

When will the booking PIN unlock the gate?

The active period of each PIN is seamlessly integrated with the player's court booking time made through Clubspark (plus a grace period for entering and exiting the court for safety). When a PIN is entered, the gate will unlock for 10 seconds and then automatically re-lock.

This removes the need for committee members to provide keys or attend onsite to lock up late at night.

Can I create my own PINs to give access to the keypad?

Yes, you can! All features currently available through the Igloohome app (i.e. manual/custom pin generation) is compatible with this solution.

A physical key is also available to grant access in unforeseen circumstances.

Is there a limit to how many keypads I can install?

No there isn't – if you have multiple court enclosures that require separate access points you can install and integrate as many keypads as you like with Clubspark.

NOTE: each keypad requires a separate exchange code subscription to be purchased to activate the Clubspark booking integration.

Can I connect multiple keypads/locks per resource?

Currently a resource (e.g. court or clubhouse) can only have one access lock/keypad linked to it. Therefore, if you have keypads on both the entry gate and the clubhouse door, and a court is booked, a PIN will only be generated for the keypad connected to that court (i.e. the entry gate).

As an alternative, a manual/custom PIN can be created through the Igloohome app which can be used to provide access to the secondary access point (i.e. clubhouse)

We're exploring development for this scenario to implement in the near future.

Will my booking PIN give access to all keypads/padlocks at the Club?

No - if you have multiple keypads or Igloohome padlocks integrated with Clubspark, each PIN generated will only give access to the keypad/padlock connected to that resource/court.

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How is the system powered?

The keypad is powered by 2 x AA batteries which should last up to 12 months.

The locking mechanism runs off a 12V battery powered by a solar panel.

What happens if the keypad battery goes flat?

Battery levels can be monitored within the Igloohome app and replaced with 2 x AA batteries when required. The keypad can also be jumpstarted with a 12V battery if needed.

A physical key is also provided that can be used to access the gate when the keypad is temporarily unavailable.

Could a player get locked inside?

No, they cannot. On the inside of the gate is an exit handle that can be used at anytime to exit the venue.

Does the keypad on the gate also activate court lighting?

No, this is a solution for access only and therefore the keypad will only provide grant access. Clubs will need to instruct players on how to operate lights, when lights are required.

Note: BCS Lighting is an automated lighting solution that can work simultaneously with this access solution and can also be integrated with Clubspark. Click [here](#) for more information.

My keypad has been vandalised, stolen, or has stopped working – what do I do next?

Click [here](#) for a troubleshooting guide. If your issue isn't covered or the problem persists, Contact Customer Support on 1800 752 983 or email play@tennis.com.au. Some elements are covered under warranty, others may incur charges, which will be explained during the issue resolution process.

Where can I find out more about the keypad and the Igloohome app?

Our [Support Centre](#) contains user guides and a handy FAQ document, which can both be found [here](#).