

***KASTLE SYSTEMS – BLDG ACCESS SYSTEM  
PROCEDURAL OUTLINE - BLDG 143***

***9440 SANTA MONICA BOULEVARD, BEVERLY HILLS, CALIFORNIA***

Account Manager:	Gabby Perez	<a href="mailto:gperez@kastle.com">gperez@kastle.com</a> 714 292-9148
Customer Service: CS Team Monday through Friday 8am to 6pm <sup>1</sup>	(310) 645-0222 Fax: (310) 641-2446	lacsemails@kastle.com
Operations Center: 24 hours a day, every day	(866) 620-6720	E-mail not available at this time.

**Tenants at 9440 Santa Monica Building interact directly with Kastle Systems to order and maintain the after-hours access Fobs for their employees. This information is designed to assist you with the procedures.**

**Kastle Systems Customer Service Procedure**

- A Kastle Systems Account Manager is assigned to our building. This person is subject to change, so please ask for the account manager for Building 143 when you call or email Customer Service.
- Tenants may access their account by setting up a login on the Weblink system at [www.kastle.com](http://www.kastle.com). For instructions, please contact Customer Service.

**Location of Fob (electronic key) Readers –**

- Main Lobby: Fob reader is located outside and to the right of the lobby alley entry door. The 24 hour telephone number is posted adjacent to the reader.
- Elevators: There is a Fob reader located on the elevator panel on the right side of the elevator door. The telephone button located on the bottom of the panel connects you directly to Kastle Systems.

**Schedule<sup>2</sup>**

- Lobby:
  - Monday through Friday, lobby unlocked from 7:00am to 6:30 pm.
  - Saturday, lobby unlocked from 8:00am to 2:00pm
  - Sunday, lobby locked
- Elevators – Weekdays:
  - Floors 3 through Penthouse: unlocked from 7:00am to 6:30pm.
  - Floors P1 through P3: unlocked from 7:00am to 6:30pm.

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<sup>1</sup> Excludes the following holidays: New Years' Day, Martin Luther King Day, Presidents' Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day.

<sup>2</sup> All times subject to change without warning or announcement.

- Elevators – Weekends:
  - Floors 3 through Penthouse: locked 24 hours Saturday and Sunday
  - Floors P1 through P3: unlocked from 8am to 2:00pm on Saturday only.

### Ordering Fobs

- Fobs (as of 10/2014) are \$12 each or \$11 each if ordering 100 or more.
- *There is a four-fob minimum order.*
- *Orders must be submitted on [www.mykastle.com](http://www.mykastle.com) under the store tab and submitted electronically.*
- *All orders must be pre-paid before shipment.*
- *Kastle accepts MasterCard, Visa and American Express.*
- Orders will ship the same day if received with full payment by 3pm PST.
- **Fobs are shipped “not activated”. Upon receipt of fobs or at the time the tenant wishes to assign a fob to a particular person, they must contact Kastle to assign a name and have it activated so it can then be used.**
- Fobs are eligible for defective replacement for 30 days after receipt.
- Once purchased from Kastle Systems, the fobs become the property of the purchaser. Kastle Systems will not provide a refund for the fobs if the tenant decides to vacate.

### New Employee(s) in an existing tenant

- Once in the Kastle Systems’ database, the tenant can contact anyone in the box on the first page to set up access to a fob in the name of the new employee. The tenant will need to be listed as an “authorizer” in the database and have their fob number ready for verification purposes.
- The tenant also has the option of setting up the fob on the WebLink system.
- Tenants may request print outs of their FOB lists (shows FOB # and who it is assigned to) in order to audit the list from time to time. This will ensure the list is current and is exactly as the tenant wishes it to be.

### Revoking access to a fob

- Access to a fob can be revoked within a few minutes or set up to revoke in the future.
- Once set up in the Kastle Systems’ database, the tenant can contact anyone in the box on the first page to revoke the access on a fob.
- The tenant also has the option of revoking the access on the fob on the WebLink system.
- Once the fob has been revoked, it is eligible to be reactivated in another name.
- Please report all lost fobs so that Kastle Systems can revoke their access.

### Reporting activity

- History is archived for three months for events and access, one month for telephone calls.
- Please call the Project Manager or the Customer Service Account Manager to request activity reports or recordings of telephone calls.

- Click on the “Display Activity” link and then the “Modify Search” tab to run reports on the WebLink system.
- Limitation of Elevator activity reports: Kastle Systems is able to retrieve archive information on tenants reading their fob at the reader located within the elevator cab, however a report generating what floor the tenant left the elevator is not able to be produced.

### **Special Events**

- If you need to have the building lobby or stair doors propped open after hours (when the doors would normally be locked), please coordinate that with the building manager for permission.
- On specified building holidays, the lobby doors and elevators may be on secured schedules. This means that you may need to use your fob to gain access to the building and/or your floor.