

HELOX

QUICK START MANUAL



2023

PTI

SECURITY SYSTEMS



QUICK START GUIDE

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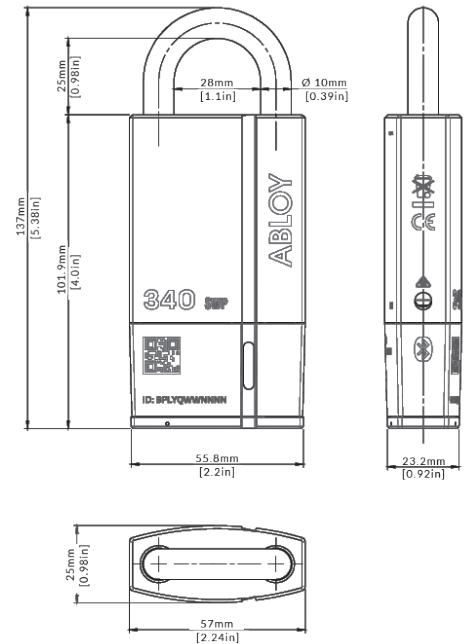
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NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio TV technician for help.
- This Class A digital apparatus complies with Canadian ICES-003 - Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Introduction

The HELOX padlock by PTI Security Systems™ and Abloy offers self-storage operators and tenants an easy-to-use, almost impenetrable layer of protection for stored items and to maintain facility integrity. Designed to integrate with tenant-facing mobile application EasyCode and operator-facing mobile application StorLogix Mobile, the PTI HELOX padlock enhances keyless protection with no disruption to current access control systems while protecting vacant lots from improper usage.



	Chassis	<ul style="list-style-type: none"> Material: Case-hardened steel Finish: Chrome
	Shackle	<ul style="list-style-type: none"> Material: Case-hardened steel Finish: Chrome Thickness: 10mm
	Operating Temperature	<ul style="list-style-type: none"> -13° F to 140° F
	Security Grade	<ul style="list-style-type: none"> EN16864 grade 4
	IP Class Grade	<ul style="list-style-type: none"> IP66
	Battery	<ul style="list-style-type: none"> 5 years or 5000 access cycles Battery type: Saft LSI 14250 3.6V Primary Lithium-Thionyl Chloride, High energy density Back up power through USB cable Has a wide operating range: -76° F to 185° F Suitable for all environments
	Connectivity	<ul style="list-style-type: none"> Bluetooth BLE 4.2 Range up to 50m
	Monitoring	<ul style="list-style-type: none"> LED indications for lock status Audit logs

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› FEATURES



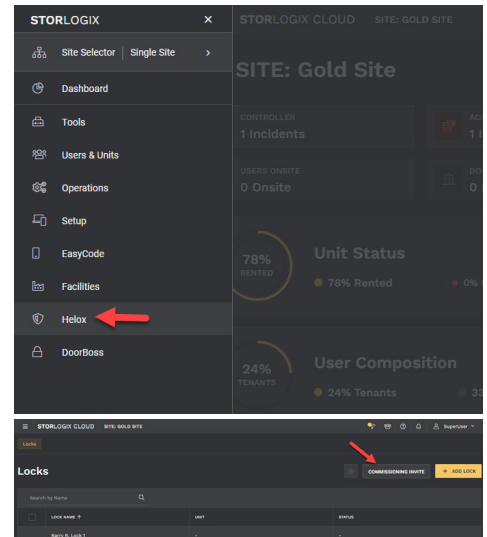
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› GETTING STARTED

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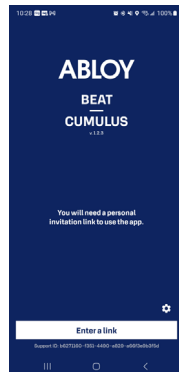
HELOX Installation:

1. After receiving your shipment of HELOX padlocks, navigate to the HELOX page in StorLogix Cloud. This is found in single-site mode in the menu.



2. The next step is to send the Commissioning Link to the installer's phone. An SMS message is sent which contains a link to download the commissioning mobile application called, ABLOY BEAT.

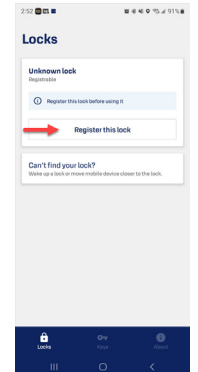
3. Download the app & click on the SMS link again or copy and paste it in the prompted **Add Link** field.



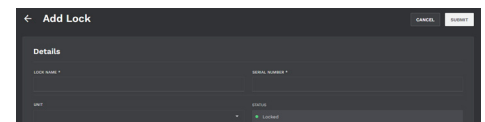
4. Grab any one of the HELOX padlocks and press hard on the bottom button to "wake up" the lock.



5. You will be prompted to Register the lock in the BEAT app. Click **Register**.



6. Now you'll see a list of random virtual records. Select ANY record. This matches a random virtual record to the physical lock.
7. Repeat this process for all your locks before moving to the next step.
8. Now go back to StorLogix Cloud > HELOX page and select **Add Lock**.
9. Provide the lock with a name (using the Unit Name/ Number is generally good practice).
10. Enter the alpha numeric serial # found on the lock. Do not include the "ID:" that is right in front of the serial # found on the lock; just the following serial #.
11. Next, assign the padlock to the StorLogix Cloud unit record. Be sure to keep track of the associations because you will need to add these to the appropriate units next. A piece of masking tape with the unit's name written down works well.
12. Now place each padlock on the appropriate storage unit. All new tenants will automatically be granted access to their locks using EasyCode.

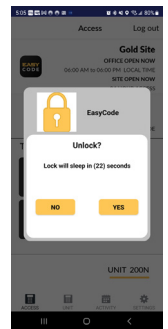


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› GETTING STARTED & FAQs

- 2 **Tenant Enrollment (For Site Operators/Installers & Tenants)**
 1. New tenants will receive an automatic enrollment link for EasyCode via SMS. Additionally, the site manager can manually send the enrollment link if the SMS was not automatically sent after the rental process.
 2. Follow the received link to the prospective Play or App Store and download EasyCode.
 3. EasyCode will prompt you through the enrollment process, asking for your access code, last name, and email address.
 4. Once complete, you can enter the property and access your unit.

- 3 **EasyCode Usage (For Tenants):**
 1. EasyCode is geofence based, so be sure to **enable Location permissions**. When inside the geofence (set by the Site Manager), tenants can open gates and doors listed in the mobile app.
 2. Utilize EasyCode to get to your unit. Once you have arrived, grab HELOX and press the bottom button (under the rubber) to “wake up” the lock. You will notice it blinking which indicates it’s awake and EasyCode is scanning for the lock.
 3. After a few seconds, the lock is discovered and EasyCode prompts you to unlock “yes” or “no” with a countdown timer. The lock will go back to sleep after the timer reaches zero. Clicking “yes” will turn the HELOX light green indicating it can be opened.
 4. If you have not relocked HELOX before it goes to sleep, it will stay unlocked.
 5. To relock your unit, all you need to do is wake the lock again and slide the lock through the latch and push it closed. You should see a green light again indicating it has successfully relocked itself.
 6. Tenant’s that are delinquent are automatically overlocked.
 7. Site Manager can open Vacant units through StorLogix Mobile.



Frequently Asked Questions

How do managers gain access to HELOX?

- HELOX is integrated into StorLogix Mobile for operators open Vacant Units. Since this is a primary lock, they are not allowed to control a Rented Unit’s lock.

What happens when the customer doesn’t pay their storage bill, and the unit gets auctioned and re-rented? How does the facility regain control of the lock?

- They vacate the unit via Property Management System (PMS) to StorLogix Cloud (SLC), and then they can control it with StorLogix Mobile (SLM). As long as the unit is rented, only the tenant can open it, but the owner/manager can trigger the Overlock function so it won’t open for the tenant until they are paid up. This will happen automatically with the PMS integrations, but the managers can manually suspend units whenever they want.

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› FAQs & WARRANTY / DISCLAIMERS

How does an operator view battery life?

- The charge status can be viewed with StorLogix Cloud. HELOX will operate up to 5,000 openings on a single battery. HELOX can be powered via a USB-C cable to unlock the lock in case of a battery drain.

Is EasyCode used at all access points and HELOX?

- Yes, EasyCode can open normal doors and gates as usual plus will be required to open HELOX.

What is the Bluetooth range for HELOX?

- 55 yards – However, the tenant must first wake up the lock by pressing the button on the bottom, so they will already be right in front of the lock.

What happens if HELOX is taken outside the geofence? What is to keep it from being used at another location?

- HELOX is “bricked”... meaning it will not function with any app and will not be useful to the thief.

What if tenants forget to re-lock the unit? Is there a notification to the tenant, or the manager?

- Details like “lock jammed “and “lock not closed” are also reported back to SLC from the tenant’s phone.

What else is reported back to the tenant?

- Details like “lock jammed “and “lock not closed” are also reported back to SLC from the tenant’s phone.

Warranty / Disclaimers

PTI Security Systems warrants its products and equipment to conform to its own specifications and to be free from defects in materials and workmanship, under normal use and service, for a period of one year from the date of shipment. Within the warranty period, PTI Security Systems will repair or replace, at its option, all or any part of the warranted product which fails due to materials and/ or workmanship. PTI Security Systems will not be responsible for the dismantling and/or re-installation charges. To utilize this warranty, the customer must be given a Return Materials Authorization (RMA) number by PTI Security Systems. The customer must pay all shipping costs for returning the product.

This warranty does not apply in cases of improper installation, misuse, failure to follow the installation and operating instructions, alteration, abuse, accident, tampering, natural events (lightning, flooding, storms, etc.), and repair by anyone other than PTI Security Systems.

This warranty is exclusive and in lieu of all other warranties, expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. PTI Security Systems will not be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties.

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› WARRANTY & DISCLAIMERS

This warranty will not be modified or varied. PTI Security Systems does not authorize any person to act on its behalf to modify or vary this warranty. This warranty applies to PTI Security Systems products only. All other products, accessories, or attachments used in conjunction with our equipment, including batteries, will be covered solely by their own warranty, if any. PTI Security Systems will not be liable for any direct, incidental, or consequential damage or loss whatsoever, caused by the malfunction of product due to products, accessories, or attachments of other manufacturers, including batteries, used in conjunction with our products. This warranty does not cover the replacement of batteries that are used to power PTI Security Systems products.

The customer recognizes that a properly installed and maintained security system may only reduce the risk of events such as burglary, robbery, personal injury, and fire. It does not ensure or guarantee that there will be no death, personal damage, and/or damage to property as a result. PTI Security Systems does not claim that the Product may not be compromised and/or circumvented, or that the Product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery, fire, or otherwise, or that the Product will in all cases provide adequate warning or protection. PTI Security Systems products should only be installed by qualified installers. The customer is responsible for verifying the qualifications of the selected installer.

PTI Security Systems shall have no liability for any death, injury, or damage, however incurred, based on a claim that PTI Security Systems Products failed to function. However, if PTI Security Systems is held liable, directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, PTI Security Systems's maximum liability will not in any case exceed the purchase price of the Product, which will be fixed as liquidated damages and not as a penalty, and will be the complete and exclusive remedy against PTI Security Systems

Warning: The User should follow all installation, operation, and maintenance instructions. The User is strongly advised to conduct Product and systems test at least once each week. Changes in environmental conditions, electric or electronic disruptions, and tampering may cause the Product to not perform as expected.

Warning: PTI Security Systems warrants its Product to the User. The User is responsible for exercising all due prudence and taking necessary precautions for the safety and protection of lives and property wherever PTI Security Systems Products are installed. PTI Security Systems does not authorize the use of its Products in applications affecting life safety.

Notice. Some PTI Security Systems products use 900Mhz wireless technology. Other devices at the site such as cordless telephones or alarm components may cause interference that will disrupt the operation of the system or may be interfered with by the system. PTI Security Systems assumes no liability for any problems caused by interference. It is the sole responsibility of the user to identify and correct such problems.

SHAPING THE INDUSTRY
SINCE 1979

PTI SECURITY SYSTEMS

Since 1979, PTI Security Systems™ has provided the self-storage industry with proven security and access control systems. Known for our complete and innovative solutions that deliver advanced and cost-effective security systems, self-storage owners and operators can efficiently manage their facility from anywhere, lower operating costs, and enhance the tenant experience.

For more information about PTI Security Systems or StorLogix, please contact a PTI representative or visit our website.

PTI is a trademark of Preferred Technology Systems, LLC

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