

What is an Emergency Afterhours Call?

- **Emergency Afterhours Calls are NOT the same as Standard Service Calls**
 - The technician's primary obligation & goal is to restore access to & from the community, not comprehensive repairs for returning the gate to full operation.
 - There is no service or technical support provided by manufacturers or California Gate during holidays, after business hours or on weekends. In some cases, billable return service calls will be necessary to further troubleshoot or determine equipment failures.
- **Emergency Calls will be charged at the minimum 1.5-hour Service Rate (See the related policy document)**
- **Emergency Calls cannot be Courtesy, Warranty or Recall based**
 - The prior or initial service call leading up to the emergency call service fee may be waived. This determination will be made after complete review by the Customer Service department and the Customer Service Manager.
- **Gates or Barrier Arms stuck open are NOT considered Emergency Afterhours Calls**
 - Only gates or Barrier Arms that are prohibiting access to and from the community will be considered as Emergency Calls.
- **Emergency Calls Must be Called in by Authorized Property Mgmt. or On Call Services**
 - Unless a prior agreement or arrangement is made with California Gate and the Property Management Company.
 - Caller will need to provide complete name, phone number, and email address.
- **Issues related to Telephone Entry Programming or directory listing issues are NOT considered Emergency Calls**
- **Opt-In Charges are Applied to Each Calendar Year**
 - January 1st – December 31st
 - These annual charges are non-refundable.
 - If the community signs a Preventative Maintenance Contract within 60 days of the initial Opt-in Charge then the \$295.00 fee will be waived.

Emergency After-Hours Number:

(714) 263 - 6100

If the call is not answered, please leave a clear and detailed voice message and a company representative will call you back within a 2-hour time frame.

