

# Igloohome Padlock (2E) FAQs

## Cost effective court hire access solution for your club




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

The Igloohome padlock is 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 of Igloohome lock for the club:

-  Reduced administration impact to volunteers
-  Low-cost access solution
-  Sustainability of venues
-  Attract occasional players to your club
-  Simple installation method that can be performed by a member of the club
-  Minimal pre-installation requirements
-  No internet connection required
-  Works alongside automated lighting control solutions

### 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

For more information, read the  
Igloohome lock FAQs below.

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

[play.tennis.com.au](https://play.tennis.com.au)

## Igloohome Padlock (2E) FAQs

### **What is the Igloohome lock and how does it work?**

This easy to use lock provides a flexible access solution for anytime court hire that is unlocked via a **unique 9-digit booking PIN** generated when a booking is made using the ClubSpark online booking software.

### **When does the booking PIN open the lock?**

Only when you want it to – the active period of each PIN is seamlessly integrated with the player's court booking made through ClubSpark (plus a grace period for entering and exiting the court for safety).

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

### **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.

### **Is there a limit to how many locks I can have set up at my Club?**

No – ClubSpark can integrate with as many locks as you need.

**NOTE: each lock requires a separate exchange code to be purchased from to activate the ClubSpark booking integration.**

### **Will my booking PIN open all the locks at the Club?**

No - each lock is assigned specifically to the court in ClubSpark.

**Note: other administrative functions are available for committee members.**

### **Does the lock on the gate also activate court lighting?**

No, the lock will only provide access to the venue. Clubs will need to instruct players on how to operate lights, when lights are required.

### **What type of battery is required, and how often does it need charging?**

The lock comes with a lithium rechargeable battery that can be charged via the USB-C port at the bottom of the padlock. Simply connect the USB-C cable (provided with your lock) into a USB-C Power Adapter plugged into a power outlet.

Alternatively, you can connect the USB-C cable to a power bank or Android phone.

**Note: The USB-C Power Adapter is not included and can be purchased from any electronics store.**

Charging time is 30 minutes to 50% and 1 hour for 100% battery level. The battery has approximately 2000 recharge cycles.

We recommend a weekly-fortnightly occurrence of syncing the padlock to track the battery percentage.

### **What happens if the battery goes flat?**

Multiple warnings let administrators know that the battery is running low for several days / weeks before it drains completely.

However, in the unlikely event that the battery does go flat, the lock can be jumpstarted by using the USB-C cable connection.

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### **Can a player get locked inside the court?**

This is extremely unlikely – a grace period is active before and after the court booking time to allow players to enter and exist safely using their unique booking PIN if the lock has been locked while players are on court.

### **My lock has been vandalised, stolen, or has stopped working – what do I do next?**

In the first instance, contact **Customer Support on 1800 752 983 or email [play@tennis.com.au](mailto: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 lock and the Igloohome app?**

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

Alternatively click the following link to review the manufacturer's user guide: [Igloohome app user guide](#).