

## **SLAR SUPRA Department can assist in removal of defective boxes**

*by Jessica Perez, SUPRA Administrator and Rick Capelli, Senior Vice-President of Finance and Member Records*

It doesn't happen often but unfortunately it does happen. Suddenly, the SUPRA iBox on your listing isn't working . You can't get the owner's keys out of the box or the box off the house.

Necessity is the mother of invention and the SLAR Supra Department has a system and some tips to assist our members when a SUPRA box goes bad (or appears to go bad.)

### **Troubleshooting tips to resolve the situation on your own**

The Supra iBox uses infrared technology to communicate with your Supra Key. A box having problems will usually give you a “Communication Error” readout when you attempt to open the key container or release the shackle. Here are some troubleshooting steps you can take on your own. Trying these first can avoid the administrative hassle and possible cost of using the Association- approved locksmith.

- Shield the iBox with your hand to prevent the sunlight from shining directly into the purple lens on the front of the box.
- Wipe the purple lens with a clean, dry cloth to clear any dust or dirt that could possibly be disrupting the communication between your Supra Active Key and the iBox.
- Make sure you are aiming the infrared port that is located **at the top of your Supra Active Key**, at the purple lens on the iBox. Some key holders who haven't used their Active Key in awhile, forget where the infrared port is located.
- Have at least two other key holders attempt to open the key box and release the shackle or key container with their Supra Keys. This is to make sure you are doing nothing wrong and to double check your own key is not somehow malfunctioning.
- Try your key on another box at your office or another listing (if possible) to ascertain your key is functioning properly. If you have problems on multiple boxes it is probably your key.

### **Using the Association approved locksmith to remove a defective box**

If a “Communication Error” or “Searching” message appears on two or more keys during the troubleshooting steps, you need to contact the SLAR SUPRA Department at (314) 576-0033 to submit a locksmith request.

You will need to give the SLAR SUPRA Department the following information when submitting the locksmith request:

- iBox's serial number (located on side of box)
- Shackle code of box
- Address of the property where the box is located
- A contact number for locksmith (usually the cell phone of listing agent or responsible broker)
- A credit or debit card number for the locksmith request

The locksmith will go to the property and attempt to open the key container and release the shackle with his own Association-issued Supra Active Key.

**IMPORTANT:** If the locksmith is successful at releasing the shackle and/or key container with his Supra Key, the requesting member will be charged the cost of the trip and box removal (usually \$65.)

If he is unable to release the shackle and/or key container with his Active Key, he will professionally remove the iBox using bolt cutters. The locksmith will also remove the key if requested. He will return the defective box to the Association. The cost of the locksmith visit and box removal will be paid by the Association in this case. The SUPRA department will then assign the member a new iBox, which can either be picked up at SLAR or shipped to the member's office for a \$6.00 UPS fee.

NOTE: The above procedures were described as if a key holder were using an Active Key. Naturally, if the member were using an E-key (smartphone), some of the techniques would be slightly different. The E-keys use fobs or i-Phone adapters to access the boxes. The fob is a device that connects to your smartphone (Androids and Blackberries) wirelessly via Bluetooth. Always check the Bluetooth settings on your phone to make sure the fob is still paired - if you are getting a "Communication Error" when trying to open or remove a box.

Overall the failure rate on the SUPRA i-boxes is extremely low, given the thousands of boxes in use and on listings in the St. Louis area. However, it pays to be prepared. Nothing is worse from a customer service point of view than a problem with our common key system, particularly a malfunctioning box.