



The  
Automated  
Parking  
Company



## SEMI AUTOMATED PUZZLE SYSTEM HANDOVER DOCUMENTATION



The Automated Parking Company

(425) 667-4477

[www.theautomatedparkingcompany.com](http://www.theautomatedparkingcompany.com)



## The Automated Parking Company System Handover Certificate

Project Name: Plaza Riviera  
 Project Location: 835 E. Canon Perdido Santa Barbara CA 93103  
 Customer: Plaza Riviera Partners LLC  
 Contact: Andrew Fuller, Fuller Apartment Homes | Presidio Capital Partners  
 805.308.6003 [andrew@fah.com](mailto:andrew@fah.com)

This Handover Certificate confirms that The Automated Parking Company has completed the installation, and commissioning of all new electrical control packs for your Semi-Automated 4 Level Puzzle solution consisting of 42 spaces. This configuration consists of 2 modules: 21 spaces each at the above project location in accordance with the agreed scope of work and project specifications.

The following points are hereby certified:

**1. System Installation and Commissioning**

All new electrical control packs at the existing semi-automated puzzle parking system has been fully installed and commissioned by The Automated Parking Company.

**2. System Testing and Verification**

The system has undergone functional and safety testing. All operational parameters and safety features have been verified and meet the required performance standards.

**3. Client Training**

The client and/or designated representatives have received complete training on the proper usage and routine maintenance of the system. This training was provided by certified personnel from The Automated Parking Company.

**4. User Training & Responsibilities**

This certificate further confirms that relevant stakeholders, including end-users, property management, ownership, and general contractors, have been instructed on the correct procedures for operating the parking stacker system. A comprehensive user guide has been distributed, detailing:

- o How to safely operate the system.
- o Proper procedures for parking to avoid damage
- o What to do in case of an emergency

The operating limits such as weight, width, and vehicle heights remain unchanged.

It is the responsibility of the resident or user to notify Ownership and/or the Property Manager if their vehicle is changed. Ownership and/or Property Management must then verify that the new vehicle meets the dimensional and weight requirements of the parking system.

The Automated Parking Company (TAPCO) is not liable for any damage caused to vehicles resulting from improper use and vehicle size incompatibility. Ongoing management of vehicle type and fit remains the sole responsibility of the user and the property’s operational team.

**5. Documentation Provided**

The client has received a complete Operating and Maintenance Manual, including emergency procedures, maintenance recommendations, safety protocols, and support contact details.

**6. System Demonstration and Acceptance**

The client has observed and tested the operation of the system and confirms that it functions in accordance with the project requirements. The system has been accepted in good working



conditions.

**7. Support and Warranty**

The standard warranty period begins as of the date of this certificate. Warranty is specific only to the electrical equipment installed. Technical support and service coverage will be provided as outlined in the contractual agreement.

**Client Acknowledgment**

I, the undersigned, confirm that I have received the parking system described above in full operational condition. I acknowledge that the system has been demonstrated and that I, or the designated personnel, have been trained in its use and maintenance. I accept responsibility for ensuring all users comply with the vehicle and operational requirements.

**Company:**

**Name of Customer Representative:**

**The Automated Parking Company**

**Name:**

\_\_\_\_\_  
**Signature and date**

\_\_\_\_\_  
**Signature and date**

\_\_\_\_\_

\_\_\_\_\_

Attended Oriented Parking Systems

Semi-Automated Parking Systems

Fully Automated Parking Systems



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# OPERATIONS GUIDE & MAINTENANCE



## User Safety Warnings & Operational Guidelines

### **⚠ WARNING – Risk of Injury or Death**

- Do not operate the system if people are on or near the platform.
- Only trained and authorized personnel are permitted to operate the lift.
- Read and understand all safety instructions before operating the vehicle lift system.

### **⚠ CAUTION – Safe Use Instructions**

- Drivers and all passengers must fully exit the vehicle before operating the lift.
- Ensure the vehicle is completely and correctly positioned on the platform before initiating lift movement.
- Keep the area around the moving platform clear of people, tools, and other vehicles.
- Do not attempt to use the lift for oversized or overweight vehicles. Damage to the system and vehicle may occur.
- Only approved vehicle dimensions and weights may be used. It is your responsibility to confirm compatibility.

### **⚠ DANGER – Critical Safety Notices**

- Maximum load capacity is 5500 lbs  
Do not operate the system with any vehicle exceeding this weight limit. Structural failure and serious injury may result.
- Crush Hazard – Stay clear of moving platforms and mechanical components during operation.
- In the event of system malfunction or visible damage, do not use the lift. Immediately contact your site manager or TAPCO support.
- Children must never be allowed to play on or near the system under any circumstances.

### **i NOTE – Vehicle & System Fit Requirements**

- It is the responsibility of the Property Manager to verify each vehicle meets the allowed dimensions (length, width, height, and weight). Failure to do so may result in significant damage to the system and vehicle.
- Vehicles with external attachments such as tow hitches, roof racks, bike racks, or ski racks are not recommended and may not fit within the designated space.
- Always refer to the posted allowable vehicle size limits prior to use.

### **✓ GENERAL USE GUIDELINES**

- Always perform a visual inspection of your vehicle before and after use. Note any visible scratches, dents, or damage.
- Fold in mirrors and retract antennas (if applicable) to avoid contact with system components.
- If you have changed vehicles, you must notify the Property Manager or Ownership to re-verify the vehicle's compatibility with the system.
- For operational questions, safety concerns, or assistance, please contact: 877-TAPC611

## Operating Instructions

**IMPORTANT:** Only trained and authorized personnel may operate this system. Always follow all safety protocols and pre-operation procedures. Misuse may result in damage or injury.

### Parking a Vehicle

#### 1. **Confirm Platform Availability**

- If the gate is already open, ensure no one is inside the module before proceeding.
- If the gate is closed, press and hold the button on your key fob for 3 seconds to initiate access.
- A white flash from the user kiosk will confirm your fob was recognized.
- If a vehicle is ahead of you, pressing your fob will place you in the queue. Wait until the previous transaction completes.

#### 2. **Wait for Gate to Open**

- Once your turn begins, the gate will automatically open.
- A flashing red light indicates system activity. **DO NOT ENTER** until the light stops flashing, the gate is fully raised, and the system is idle.

#### 3. **Perform a Visual Inspection**

- Confirm the platform is aligned at Ground level.
- Check that the area is free from:
  - People
  - Debris
  - Obstructions
  - Any visible signs of system damage

#### 4. **Vehicle Alignment**

- Carefully drive forward or back into your parking space.  
Ensure:
  - Your vehicle is centered.
  - All four wheels pass the wheel chocks and come to rest against the wheel stops.
  - Both side mirrors are folded and unobstructed.
  - Low Front Vehicles: Back-in parking is recommended to avoid front-end damage.

#### 5. **Secure the Vehicle**

- Turn off the engine.
- Engage the parking brake.
- Ensure all passengers and pets have exited the vehicle, and doors are property closed.

#### 6. **Complete the Parking Transaction**

- To close the gate, you may either:
  - Press the GREEN button on the user kiosk, or
  - Tap your key fob on the designated kiosk sensor.
- The gate will close, and your vehicle will be stored automatically.
- Only press the key fob inside the vehicle to begin or end access. It will not close the gate after exiting the car.



## Retrieving a Vehicle

1. **At the Kiosk**
  - Tap the touchscreen to wake it.
2. **Enter Your Space Number**
  - Use the on-screen keypad to input your assigned space number and press **OK**.
3. **Wait for Retrieval**
  - The system will begin retrieving your vehicle.
  - Once ready, the safety gate will rise automatically.
  - Do not approach until the gate is fully raised and the red light stops flashing.

### Safety Guidelines

#### **General Safety Reminders**

Always verify the platform remains level during movement.

Monitor overhead clearance during lift operations.

Do not use the system if any visible damage or malfunction is observed. Contact an authorized technician.

Ensure all persons are clear of the system before activation.

#### **Prohibited Actions**

Never enter or exit a module while the gate is moving or red light is flashing.

Do not operate the system if another vehicle/person is inside.

Never work underneath a raised platform unless gravity locks are fully engaged **and a TAPCO service technician is present.**

Never force open gates or bypass safety mechanisms.

Do not attempt to use the key fob to close the gate after exiting the vehicle.

#### **Emergency Contacts & Support**

For training, service, or support, contact:

 **The Automated Parking Company**

 **877-TAPC611**

## Trouble Shooting Guide

This guide provides quick-reference solutions for common system error codes on the semi-automated parking system. For safety reasons, only trained and authorized personnel should perform troubleshooting procedures. If an issue cannot be resolved using the steps provided, contact TAPCO Maintenance immediately at 1-877-TAPCO11.

DO NOT attempt to enter Manual Mode unless explicitly instructed. Improper use may result in damage to the system or personal injury.

### **ERROR CODES & TROUBLESHOOTING STEPS**

#### **CODE 1 – EMERGENCY STOP**

This error occurs when the emergency stop button is pressed.

Steps:

1. Confirm with the person who pressed the button why it was activated.
2. Ensure the issue has been resolved and the area is safe.
3. Turn the Emergency Stop button clockwise to reset.
4. **Press Continue on the kiosk.**
5. The platform will resume and complete its sequence.

Note: If the Reset button is pressed instead of Continue, the system will require reinitialization in Manual Mode.

#### **CODE 4 – VEHICLE OVERLENGTH**

Triggered when optoelectronic sensors detect a vehicle that is too long or improperly positioned.

Steps:

1. Verify the vehicle is correctly aligned, the wheels should be just past the wheel stop.
2. Check for any physical obstructions near the front or rear sensors; remove if necessary.
3. Clean the sensor lenses using a dry, clean cloth if dust or debris is present.
4. Check sensor alignment:
  - Normal: Yellow and green lights are visible.
  - Blocked: Green light only; red alarm light will flash on the kiosk.
5. If sensors are misaligned, call TAPCO Maintenance.

#### **CODE 10 – MOTOR OVERLOAD PROTECTION ENGAGED**

Indicates excessive platform weight or resistance.

Steps:

1. Ensure vehicle weight does not exceed 5,500lbs
2. Inspect the traverse platform and rails for debris or obstructions. Remove any found.
3. If no obstruction is identified, call TAPCO Maintenance.

#### **CODE 13 – TRAVERSE PLATFORM OBSTRUCTED**

Triggered when ground-level platform movement is restricted.

Steps:

1. Inspect traverse platform, rollers, and track.

2. Remove any visible debris.
3. If the issue persists, call TAPCO Maintenance.

### **CODE 14 – LIFTING PLATFORM OBSTRUCTED**

Occurs when the upper lift platform motor encounters abnormal resistance.

Steps:

1. Inspect lift platform, rollers, and vertical track.
2. Clear any visible obstructions.
3. If no obstruction is present, call TAPCO Maintenance.

### **CODE 18 – SAFETY HOOK ERROR**

Indicates a malfunction with the anti-drop latch mechanism.

Steps:

1. Check the lift platform and surrounding track for debris.
2. If the area is clear and error persists, call TAPCO Maintenance.

### **CODE 22 – UPPER PLATFORM LIMIT ENGAGED**

The lift has reached its maximum designated height.

Steps:

1. Do NOT enter Manual Mode.
2. Call TAPCO Maintenance.

### **CODE 28 – SAFETY HOOK ENGAGED**

Another variation of anti-drop feature malfunction.

Steps:

1. Do NOT enter Manual Mode.
2. Call TAPCO Maintenance.

### **CODE 30 – POWER SUPPLY ERROR**

Temporary power supply issue.

Steps:

1. Press Continue or Return on the kiosk to resume operation.
2. If the issue reoccurs, call TAPCO Maintenance.

### **CODE 31 – POWER SUPPLY PHASE SEQUENCE PROTECTED**

Incorrect electrical phase sequence detected.

Steps:

1. Do NOT enter Manual Mode.
2. Call TAPCO Maintenance.

### **CODE 35 – OUTPUT FAULT**

Electrical control system error.

Steps:

1. Do NOT enter Manual Mode.

2. Call TAPCO Maintenance.

### **CODE 36 – UPPER PLATFORM POSITION ERROR**

The lift cannot move the platform up or down.

Steps:

1. Ensure no debris is underneath the platform.
2. If clear, attempt Manual Mode repositioning.
3. If issue persists, call TAPCO Maintenance.

### **CODE 37 – TRAVERSE PLATFORM POSITION ERROR**

Similar to Code 36, but for traverse platform movement.

Steps:

1. Check for objects blocking platform movement.
2. Clear the area and attempt Manual Mode repositioning.
3. Call TAPCO Maintenance if needed.

### **CODE 38 – PLATFORM UP/DOWN & TRAVERSE MOVING SIMULTANEOUSLY**

Conflict detected in platform movement logic.

Steps:

1. Do NOT operate or enter Manual Mode.
2. Call TAPCO Maintenance immediately.

### **CODE 39 – POWER SUPPLY / BROKEN CHAIN**

The lift may have experienced chain failure.

Steps:

1. Do NOT operate or enter Manual Mode.
2. If chain damage is suspected, call TAPCO Maintenance immediately.

### **CODE 41 – PLATFORM DOWN STOP ERROR**

Lift has failed to recognize its bottom stop position.

Steps:

1. Do NOT enter Manual Mode.
2. Call TAPCO Maintenance.

TAPCO Maintenance Contact

 1-877-TAPCO11

## Manual Mode Operation Instructions

### **Authorized Personnel Only**

Manual Mode should only be used by trained operators when the system is not functioning correctly in automatic mode. Use with caution. Improper use may result in equipment damage or safety hazards.

### **How to Enter Manual Mode**

1. Tap the screen to activate the interface.
2. Select the “Operate Manually” button.
3. Enter the password 999, then press “OK.”
4. To control a gate, enter Gate # (1, 2, or 3).
5. To control a space, enter the desired Space #.
6. Use the arrow buttons on the screen to manually navigate the lift or operate the gate.
7. Once the operation is complete, press “Return” to exit Manual Mode and resume Auto Mode.

### **Manual Mode Example: Malfunction in Space 201**

1. Tap the screen.
  2. Press “**Operate Manually.**”
  3. Enter password **999** and press “**OK.**”
  4. Enter **Gate #1** (or 2 or 3 depending on the space’s location).
  5. Use the arrow buttons to **raise the gate manually.**
  6. Enter **Space 201** and press “**OK.**”
  7. Use the arrow buttons to **move the platform** to the desired position.
  8. Press “**Return**” to exit Manual Mode and return to Auto Mode.
- NOTE:** The platform **must be returned to its correct position** before exiting Manual Mode. Auto Mode cannot resume unless the platform is properly aligned.

### **Safety Reminder**

#### **MAINTENANCE SAFETY WARNING**

When inspecting or servicing upper-level platforms, always use a certified ladder or approved access equipment.

Never climb the lift structure.

Always have a "Spotter" when operating in Manual Mode

## **Routine Inspection Procedures**

This manual outlines the responsibilities of the Owner, Property Manager, and Operators, as well as detailed inspection procedures required to ensure the safe, reliable, and compliant operation of the semi-automated parking system.

### **I. Owner, Property Manager, and Operator Responsibilities**

To maintain safe operation and regulatory compliance, the Owner, Owner’s Representative,

or designated Operator is responsible for:

- Performing and documenting daily safety checks
- Coordinating monthly maintenance inspections
- Ensuring only trained and certified personnel operate the system
- Responding promptly to any reported system issues

## II. Daily Safety Inspection Checklist

To be performed prior to the start of each operational day by a competent person.

### Safety Information & Labeling

- Operating procedures and safety guides must be readily accessible.
- Verify lift capacity and instruction stickers are present and legible at each unit.
- If missing or damaged, report to the Property Manager or TAPCO immediately.

### Platform & Track Condition

- Inspect tracks for debris, trash, snow, or ice. Clean as needed.
- Ensure platform surfaces are dry and free of fluid spills.
- Confirm platforms are properly aligned and free of physical damage or deformation.

### System Controls & Restraints

- Test all control buttons, safety restraints, and mechanical locking devices.
- Must operate smoothly, without binding or delays.

### Operational Behavior

- Run one platform and observe:
  - No abnormal noises, jerking, or erratic movement
  - No metal shavings or filings present (indicates wear/failure)

### Structural & Mechanical Components

- **Check for:**
  - Visible wear, deformation, or damage to structural steel, drive chains, and cables
  - Hydraulic leaks or electrical damage
- Ensure gate mechanisms open/close without obstruction

### Anchoring & Floor Conditions

- Inspect surrounding concrete for:
  - Cracks
  - Movement
  - Spalling near anchor bolts

**Important: If any damage or irregularities are observed, the system must be taken out of service immediately. Operation may only resume once an authorized TAPCO service technician has resolved the issue.**

## III. Monthly Inspection Checklist

To be performed by trained maintenance personnel and documented.

### Cleaning & Obstruction Removal

- Remove dust, debris, and trash from:
  - Tracks
  - Platforms
  - Side curbs

- Mop up all fluids to prevent slip hazards

### **Structural Inspection**

- **Inspect for:**

- Bent, cracked, or damaged platform components
- Deformation or wear at the wheel chock area

If any damage is noted, file an incident report with TAPCO Maintenance.

#### Pit Area Condition

- Check for standing water in the pit.
- If present, submit an incident report.

#### Functional Testing

- Operate 1–2 spaces per lift via the kiosk.
- Listen for unusual noises or vibrations.

- **Observe:**

- Gate operation
- Smooth motor response
- No signs of binding or friction

#### Control Panel & Indicators

- **Confirm:**

- Panel is dry and clean
- Buttons and indicators are fully functional

#### Cable & Track Integrity

- **Tracks must be:**

- Clean and free of damage (no kinks, chips, or burrs)
- Cables must show no signs of wear, fraying, or corrosion

Note: All issues must be reported to TAPCO at 1-877-TAPCO11 immediately for corrective action.

### **IV. Recordkeeping & Compliance**

- Inspection logs (daily & monthly) should be maintained and available for review.
- All maintenance or repairs must be documented.
- Additional operator training is available upon request via TAPCO.

TAPCO Maintenance Contact

 1-877-TAPCO11