

# ACCESS PASS PROGRAMMING

Dear Resident

If NACD is the manufacturer and supplier of the proximity keys and radio transmitters for your address, **then the price you have paid for the purchase and delivery of these access passes includes the programming BUT only strictly subject to the following:**

1. NACD has remote programming access to the resident communal access control system.  
This is only possible if (i) our BATICONNECT CLOUD system has been installed which automatically has remote access provision supplied by NACD, or for non-CLOUD based systems (ii) Broadband services have been provided (by the builder/client) to enable remote access.

Obviously, for non BATICONNECT CLOUD systems, no broadband means that every system change will require a chargeable engineer callout with costs and response times subject to site location and engineer availability.

2. NACD is authorised to have remote programming access to the resident communal access control system.

If the installation was by a third party or the management company have employed others to manage the system, then we might not have remote programming access rights to your site even if our BATICONNECT CLOUD is being used, or broadband services have been provided. You will need to contact the management company for further information.

## What happens if my proximity key and/or radio transmitter does not work when it arrives?

3. If NACD has remote programming access and authorisation, we will programme everything free of charge for you. Your proximity key and/or radio transmitter has a unique number engraved on it, so please simply email your address and the numbers engraved on your access passes to: [maintenance@nacd.co.uk](mailto:maintenance@nacd.co.uk) and advise them of the problem.
4. If NACD does not have remote programming access BUT does have programming rights, see point 1 above, then we can only programme your access passes by actually sending an engineer to site which is expensive and inefficient. We understand and share your annoyance and frustration because we want to help you, but without remote programming access it is obvious that programming cannot be provided free of charge. Please speak to your resident association so that they instruct the management company to provide broadband services on our older non BATICONNECT CLOUD systems.
5. If NACD was not the installer of the system, or does not have authorisation to programme the system, you will need to contact your management company for further information.

Thank you,

[fobs@nacd.co.uk](mailto:fobs@nacd.co.uk)



**KCP4000**  
proximity key



**KCP3000**  
proximity key



**TEL433**  
radio transmitters



**TELBIHF42**  
radio transmitters