

MANUAL ACCOMPANYING THE Q-PARK SEASON TICKET  
AND THE Q-PARK KEY

## What do I get?

The handy remote control allows you to drive in and out of your regular Q-Park car park (for Q-Park season-ticket holders) or virtually any public Q-Park car park in the Netherlands (for Q-Park Key holders). The accompanying key ring gives you access to the pedestrian entrance of the car park, even outside opening hours. The number on the reverse side of the remote control and the key ring was assigned to you when you applied and is linked to your profile.

**Make sure that the number on the key ring and the number on the remote control are the same. The remote control and the key ring are your personal property. Take good care of them and do not allow others to make use of them.**

Fill in your personal number here.

For an overview of all your parking transactions outside your regular season-ticket hours, go to "My Q-Park" at [www.q-park.nl](http://www.q-park.nl). This is your personal Q-Park page, where you will find a complete list of all transactions, your personal information, and much more. You can also visit [www.q-park.nl](http://www.q-park.nl) for an up-to-date list of all the car parks in which you can park.



remote control

key ring

### WHAT YOU GET:

- 1 REMOTE CONTROL
- 1 KEY RING

## Where should I attach the remote control?

We advise you to affix the remote control's suction cup to your inside windshield. The remote control will work best if you secure it to the window behind the rear-view mirror or in one of the other places indicated on the photograph opposite. You'll never have to search around for your remote control again, and you can open the barrier just by pressing the button.

Some windshields have a metallic reflective coating that can disrupt the signal emitted by your remote control. The metallic coating is not the same as that used in standard tinted windows. Car manufacturers leave some parts of the windshield uncoated especially to accommodate "transmitters" like the Q-Park remote control. You should therefore affix the remote control in those places, but since they differ from one make of car to the next, please contact your car dealer for more information.



Affix the remote control to the inside of your front windshield.

## How do I use the remote control?

You use the remote control to open the car park barrier. Stop your car at the entrance terminal (where you would normally stop to take your ticket) and press the button on your remote control. The barrier will open, allowing you to drive into the car park.

If the remote control does not open the barrier, you will see the following text on the entrance terminal screen:

1. **INCORRECT APB USE/NO ACCESS.** Press the “i” button to alert the Parking Host and report your personal number to him, which you will find on the back of your key ring and remote control. The Parking Host will be happy to assist you.
2. **NO SIGNAL.** Press the button on the remote control again and hold it down. What if the remote control still doesn't work?
  - ! Drive forward approximately one meter and keep the button on the remote control pressed in.
  - ! You may need to move the remote control to another spot on your windscreen (check the position of the square red antennas above the barrier).
  - ! You can also remove the remote control from the windscreen and point it at the antenna while holding it in your hand. Make sure that you point the side of the remote control with the suction cup at the square red antennas above the barrier. The antenna is usually on the driver's side of the car (whether you are entering or leaving the car park). Be careful not to block the signal, for example by covering the part of the remote control aimed at the antenna with your hand.



■ What if the remote control still doesn't work? Take a ticket and report to the Parking Host.

If there is no Parking Host on duty, contact him by pressing one of the "i" buttons on the parking equipment. You will then be able to speak directly with one of our staff members. They will be happy to assist you.

Note: Always check whether the antenna emits a signal when you press the button on your remote control at the barrier. This signal indicates that your remote control is not defective.

The remote control will report your presence to the parking equipment. The equipment checks whether you are allowed access and under what conditions (during season-ticket hours or for the standard hourly rate). Provided you are allowed access, the barrier will open and record the time you enter (if you are parking at the standard hourly rate). When you leave, you follow the same procedure and your departure time will be recorded. That way, we can always charge you later for the time you have parked, whether you park during season-ticket hours or have a Q-Park Key. You can review the parking charges, including your entry and exit times, on your personal 'My Q-Park' web page.



## What is the key ring for?

The key ring gives you access to the pedestrian entrance of the car park, even outside opening hours. You only have access if your car is actually parked in the car park and you entered using your remote control. To open the door, hold the key ring in front of the reader at the pedestrian entrance. That unlocks the door so that you can open it. If the key ring does not work, press the intercom button to alert one of our staff members. Be sure to report the number on the rear of the key ring.

**NOTE:** In some cases you can also use your key ring at the entrance in order to access the car park.



## What should I do if my remote control or key ring malfunctions or is lost or stolen?

If your remote control or key ring malfunctions while it is still covered under warranty (one year for the remote control, five years for the battery), you will receive a new one free of charge when you return the defective device. The new remote control or key ring will once again come with a one-year warranty. The warranty will expire if the device is damaged owing to a deliberate act or omission or gross negligence, or if you attempt to carry out your own repairs. If either device malfunctions after the warranty period ends or the malfunction is itself not covered under the warranty, we will repair the remote control or key ring for you for a fee.

If your remote control or key ring is lost or stolen, contact the Q-Park Customer Desk as soon as possible (0900 - 44 66 880, 8 a.m. to 6 p.m. on weekdays, € 0.45 per call). Your remote control and key ring will then be blocked to prevent their unauthorised use. You can purchase a new remote control (including key ring) from the Q-Park Customer Desk at the usual purchase price. Some auto insurers will reimburse the cost of replacement. Contact your insurance company for more information.



# Where do I go for more information?

If you have any questions or comments, contact the Q-Park Customer Desk on weekdays between 8 a.m. and 6 p.m. at 0900 - 44 66 880 (€ 0.45 per call). Visit [www.q-park.nl](http://www.q-park.nl) for FAQs and general information about Q-Park. You'll also find your "My Q-Park" personal page on our website. Visit this page to check your monthly parking charges and to keep abreast of the latest news.

By making use of the remote control, you are agreeing to abide by the terms and conditions under which this device is made available. You can ask Q-Park Customer Desk to send you a copy of these terms and conditions or read them on our website.

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[www.q-park.nl](http://www.q-park.nl)

\* available 8 a.m. to 6 p.m. on weekdays,  
€ 0.45 per call

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