



PARCEL /// **PENDING**[®]

THE PACKAGE MANAGEMENT SOLUTION



Parcel Pending Smart Home Locker™

Owner's Manual

In-home delivery solutions
without opening the front door

Introduction

Congratulations, you've closed on your dream home! The builders of this home have included a Parcel Pending Smart Home Locker™ to improve the way you receive package deliveries. This smart home locker technology allows you to safely and securely receive your packages from any courier or delivery service in-home, at any time, without even opening your front door.

Smart Home Locker™ Benefits

- Secure in-home deliveries without opening your front door
- Lighted indicators on the locker alert you when packages arrive
- Weatherproof lockers protect your packages from the elements
- 24/7/365 U.S. based Customer Service™ for homeowners and couriers



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Parcel Pending Smart Home Locker Owners Manual

A man and a woman are sitting on a porch in front of a dark door. The man is wearing a red and blue plaid shirt over a blue t-shirt and blue jeans. The woman is wearing a white cardigan over a blue top and blue jeans. They are both smiling and looking towards the camera. The door has a silver smart locker installed on it. To the left of the door, there is a potted plant and a framed picture on the wall. The background shows a house with a white railing and a window.

Parcel Pending Smart Home Locker™ Overview

This owner's manual defines the modes and actions which can be performed using your new Parcel Pending Smart Home Locker™.

Before using your locker for the first time, please read this Owner's Manual in its entirety, and retain this Owner's Manual in a safe place for future reference.

Internal User Notifications

Parcel Pending Smart Home Locker™ owners are notified about deliveries on the internal face of the unit, with a button corresponding to each box.



Figure 1

The locker contains sensors located on the interior side of your home to provide notifications when a package has been delivered (Fig.1). Door Buttons will illuminate with a green light to indicate when a corresponding locker box contains a shipment.

The process for using the Door Buttons to open a locker box are explained in greater detail in the section "Quick Guide - Internal Controls (For Residents)".

Quick Guide - External Controls (For Couriers)



Figure 2: Courier Touch Screen Display

Parts:

- A. Touch Screen
- B. Mechanical Lock (Maintenance Use Only)
- C. Cameras (1 and 2)
- D. Barcode Scanner
- E. Box 1 (Small)
- F. Box 2 (Medium)
- G. Box 3 (Large)
- H. Speakers (1 and 2)

How it Works for Couriers:

The exterior portion of the locker contains a screen (Fig. 2). The courier will use the barcode scanner to scan the delivery (or enter their carrier code) then choose the appropriate box based on package size and box availability.

After the courier selects the box on the screen, the exterior locker door will open (the interior door will remain closed and locked). The courier will place the shipment into the box and then close the locking door as directed. Buttons will illuminate on the interior side of the locker to indicate to the homeowner that a package has been delivered to that box.


Quick Guide - Internal Controls (For Residents)


Parts:


- A. Door Buttons
(3 total: Box 1, Box 2, and Box 3)
- B. Mechanical Lock (Maintenance Use Only)
- C. Box 1 (Small)
- D. Box 2 (Medium)
- E. Box 3 (Large)

Parcel Pending Smart Home Locker™ users can use the indicator lights on the interior surface of the unit containing a button corresponding to each box (A).

Each button controls a respective box:
To Open Box 1(C) = Press Left Button
To Open Box 2 (D) = Press Middle Button
To Open Box 3 (E) = Press Right Button

 Green Light = Box contains a package
Press the green button to open the corresponding box and remove the shipment. After the package has been removed, close the locker door. The green light indicator will turn off, indicating that no additional actions are required.

 Red Light = Door is open:
The corresponding box contains an open door (either on the interior or exterior portion of the box). Please note that boxes are unable to receive a shipment if the box's interior door is open (indicated by a red light). Interior and/or exterior doors cannot be open in conjunction. Ensure that both the internal and external doors to the corresponding box are closed, and the red light indicator will turn off, indicating that no additional actions are required.

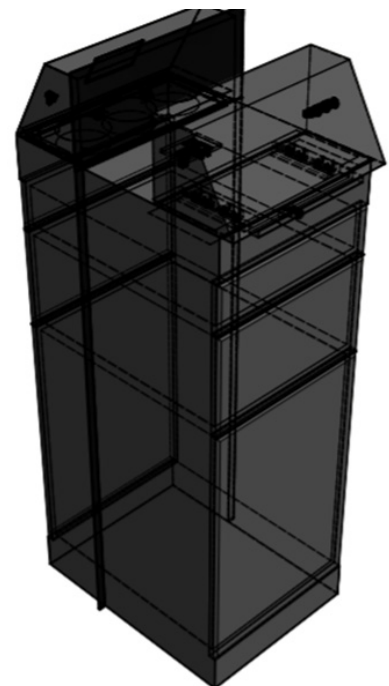
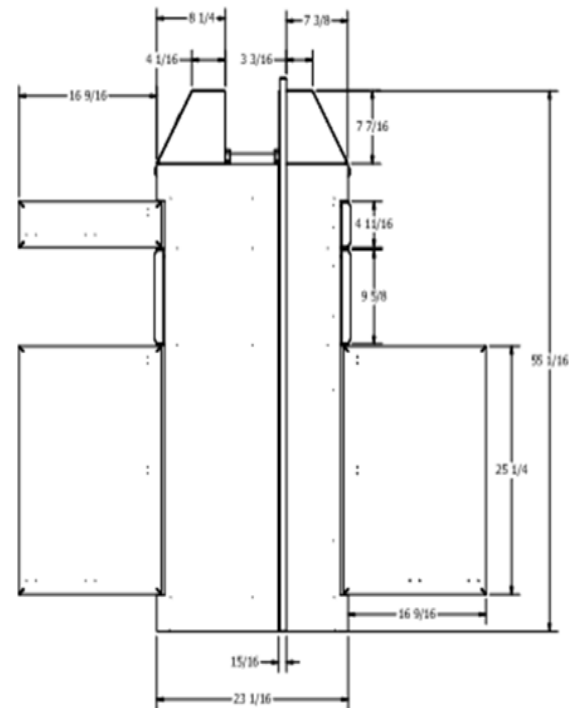
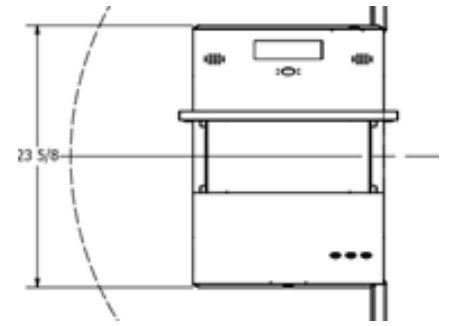
 No Light = Normal state:
This is an indication that the box is in a normal state and does not contain a shipment.



Locker Specifications

Locker Physical Dimensions

Locker Weight	190 pounds
Locker Measurements	17 1/8"W x 55 1/16"H x 23 1/16"D
Kiosk Courier Module	17 1/8"W x 7 7/16"H x 3 3/16"D (top)
Kiosk Resident Module	17 1/8"W x 7 7/16"H x 4 1/16"D (top)
Box 1	16 9/16"W x 4 11/16"H x 23 1/16"D
Box 2	16 9/16"W x 9 5/8"H x 23 1/16"D
Box 3	16 9/16"W x 25 1/4"H x 23 1/16"D



Locker Characteristics

Courier Touchscreen	Glass digital analog touchscreen
Courier Display	3.5" color display
Power	110 v
CPU	N3160 @ 1.60 GHz
Operating System	Linux
Communication	Ethernet
Internal Notification Buttons	Visual multi-color LED display
Cameras	2 megapixel 1920X1080P
Scanner	UPS, FedEx, OnTrack compatible
Bluetooth	BLE 4.2

User Environment

Operating Temp.	F (0~60 degrees C)
Storage Temp.	-4 ~176 degrees F (-20~80 degrees C)
Operating and Storage Humidity	5%~80% relative humidity, non condensing

Troubleshooting and Support

What do I do if I receive a delivery notification, yet when I open my locker it is empty?

1. Check to see if the package was placed elsewhere by the courier (i.e. mailbox or front porch).
2. Contact your local HOA Office to research the situation.

What do I do if the locker won't open and I hear a clicking sound?

In general, this may be an indication of a package being too large for the locker. If this happens, contact your HOA Office to research the situation. The HOA may be able to work with us until you are near the locker and we can open the locker for you remotely.

What if the screen on the exterior portion of the unit shows "System Error/Server Connection Error"?

Contact your HOA Office to research the situation. The HOA will contact Parcel Pending in the event additional assistance is needed.

Refer to www.ParcelPending.com for additional FAQ related topics, including but not limited to:

- Setup questions
- Picking up packages
- Troubleshooting
- Changing account settings

If you have any additional questions or concerns, information can be obtained by contacting your HOA to work with Parcel Pending Customer Service. The Parcel Pending Customer Service team is available 24/7/365 and based in the U.S. Whether you are looking for customer support or for more information on your account or our lockers, if your HOA is unable to resolve your concerns directly, they will work with us to assist you.

Basic Safety Information

Before using your locker for the first time, please read this Owner's Manual in its entirety, and retain this Owner's Manual in a safe place for future reference.

- Use this locker only for its intended purpose as described in this manual. This locker is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the locker by a person responsible for their safety.
- Warnings and Important Safety Instructions in this manual do not cover all possible conditions and situations that may occur. It is your responsibility to use common sense, caution, and care when installing, maintaining, and operating your locker.
- The installation of this locker is only to be performed by a qualified technician or service company. Failure to do so may result in electric shock, fire, improper operation, or personal injury.
- This locker must be properly installed and located in accordance with this manual before it is used. Do not attempt to disassemble or repair the locker by yourself.
- The locker must be positioned so that the plug is accessible after installation. Make sure that the power plug is not squashed or damaged. If the power cord is damaged, have it replaced immediately by a qualified technician or service company. Plug the power plug into the wall socket firmly. Do not use a damaged power plug, damaged power cord or loose wall socket. This may result in an electric shock or fire.
- When opening or closing locker doors, there is a possibility that articles may fall and cause a personal injury and/or material damage.
- Do not put items filled with liquids on the locker. If spilled, there is a risk of fire or electric shock.
- Children should be supervised to ensure that they do not play with and/or climb into the locker. Do not leave the doors of the locker open while the locker is unattended and do not let babies, children, or pets go inside the locker. It can lead to entrapment or personal injury. Do not let children hang or sit on the locker or doors. The door(s) may be broken and cause a personal injury.
- Never put fingers, body parts, or other objects into the door hinges. Doing so may cause personal injury or material damage.
- Do not store volatile or flammable substances or products that require strict temperature controls inside the locker.
- If the locker generates a strange noise, burning smells, or smoke, unplug the locker and immediately contact a service center representative. Failure to do so may result in an electric or fire hazard.

If you have any questions or concerns, contact your local HOA Office to research the situation. The HOA will contact Parcel Pending on your behalf in the event additional assistance is needed.

Warranty Information

On Parcel Pending Smart Home Lockers™, Parcel Pending warrants no charge for locker replacement parts that become marginal or defective due to normal use during the initial 36 months of original home purchase. Parcel Pending warrants no charge for labor to repair lockers that become marginal or defective due to normal use during the initial 12 months of original home purchase. All upgrades of firmware and software are included with purchase, and will be updated automatically by sending updates directly to the locker.

Maintenance Services shall be performed within the "Service Time", which shall be between 8.30 a.m. and 5.30 p.m., Mondays to Fridays, public holidays excluded. Work performed outside Parcel Pending's Service Time will be subject to additional charges to the homeowner.

Maintenance of Locker Unit: Homeowner shall be responsible for the cost of electricity and utility services necessary for the proper operation and maintenance of the equipment. Homeowner shall perform all necessary janitorial and maintenance services for the lockers to keep the equipment in good condition and repair. Homeowner shall, at its own expense, provide and maintain the required electrical outlet and hard-wired internet access to properly operate the equipment. Homeowner will be responsible for the cost of all labor and expenses to any related repair service calls in the event that the required electrical outlet and hard-wired internet access are not properly functioning.

Exclusive Maintenance: Homeowner shall not carry out or attempt to carry out modifications to, repair of, experiments on, or maintenance of the equipment other than day to day routine care or the warranty and service noted above will be void. Homeowner shall not permit any other person except Parcel Pending's personnel or representatives to carry out such work unless prior written approval has first been obtained from Parcel Pending.

Limitation of Liability: in no event shall Parcel Pending be liable for any loss of use, interruption, of business, lost profits, or any indirect, special, incidental, or consequential damages of any kind regardless of the form of action whether in contract, tort (including negligence), strict product liability, or otherwise, even if it has been advised of the possibility of such damages, and including for clarity any damages not caused by Parcel Pending to customer and its users, inclusive of, but not limited to, property, packages and the contents thereof. Parcel Pending's aggregate liability for actual damages for any breach of contract, tort, or otherwise under this agreement, regardless of legal theory, shall not exceed the amount of fees actually paid to Parcel Pending hereunder plus the amount(s) of such claims, if any, covered by Parcel Pending's applicable insurance policy.

Use of Software and Service and Restrictions: Subject to the terms and conditions of the Agreement and during the Term, Parcel Pending shall make its proprietary software (the "Software") available solely for Customer's internal business use and for users personal use in connection with the Service. The original and any copies of the Software, made by Parcel Pending including translations, compilations, modifications, and updates, are the property of Parcel Pending. Customer's use of the Software or Service shall not include service bureau use, outsourcing, renting, reselling, sublicensing, concurrent use of a single user login, or time-sharing of the Software or Service. Customer shall not, and shall not permit any third party, to: (a) copy, translate, create a derivative work of, reverse engineer, reverse assemble, disassemble, or decompile the Software or any part thereof or otherwise attempt to discover any source code or modify the Software in any manner or form unless expressly allowed in the documentation provided by Parcel Pending; (b) use unauthorized modified versions of the Software or Service, including (without limitation) for the purpose of building a similar or competitive product or service or for the purpose of obtaining unauthorized access to the Service; (c) use the Service in a manner that is contrary to applicable law or in violation of any third party rights of privacy or intellectual property rights; or (d) publish, post, upload or otherwise transmit Customer or Users data that contains any viruses, Trojan horses, worms, time bombs, corrupted files or other computer programming routines that are intended to damage, detrimentally interfere with, surreptitiously intercept or expropriate any systems, data, personal information or property of another. Any Customer requested enhancements to the Software are subject to additional charges based on time & material at a minimum of \$180 per hour as determined by Parcel Pending in order to meet Customer specific requirements.

Thank You

Benefits of Your New Home Locker



Secure, In-Home Deliveries



24/7/365 Customer Support



Weather Proof Lockers



Accepts deliveries from all couriers



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