

INFORMATION GUIDE

Welcome to IBS Storage Solutions – Information Guide for new Customers.

We are delighted to welcome you to our storage facility! To ensure a smooth and pleasant experience, please take a moment to review the following important information regarding access, management, and guidelines for our facility.

1. Accessing the Gate and Your Unit

Once you book your unit, you will receive download instructions and login details for our smartphone app. This app will allow you to set up a Bluetooth connection that automatically opens our front gate and your storage unit when you are nearby. You also have full control to grant or revoke access to others through the app.

- Upon arrival at our Carrara storage site, enable Bluetooth and automatic app updates in your phone's settings.
- It may take up to **90 seconds** for the gate and storage unit icons to appear on your app's home page. If they don't appear, go to the **"Entry" tab** at the bottom of the app screen to access the gate.
- When you arrive at your unit, press the larger circular button on the bottom of your padlock. This will activate the lock to talk to your smartphone through the bluetooth connection. The unit number and padlock symbol on your app should then go black and you can press it on the app to automatically open your padlock.
- When you are ready to leave the facility just lock the padlock manually and press the exit icon on your app to open the gate.

2. Sharing Access to Your Unit

Sharing access to your unit is easy and fully manageable within the app. Simple Click **"Share Access"** at the top right of the app homepage. Enter the mobile number of the person you'd like to share access with, then click "Next." You can then select the timeframe for their access. They will receive a text message with a link to download the app and access the facility

To Revoke Access:

If you need to revoke access, simply click on the user's name within the app and select "Delete User."

3. Changing to a Smaller or Bigger Unit

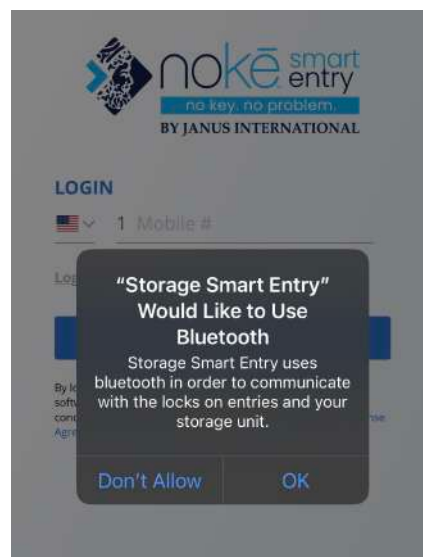
If you wish to upgrade or downgrade your unit, you can do so at any time. We recommend making this change at the end of your billing cycle. We typically provide 24 hours to transfer your items to avoid being billed for two units simultaneously. Please inform us of your transfer, and we'll assist you with the transition.

4. Troubleshooting Padlock or Gate Access

If you encounter issues with accessing your unit or the gate, please check the following:

- Is your app downloaded and working?
- Is your Bluetooth connection enabled?
- Have you pressed the button on the padlock to activate it?
- Are your payments up to date?

If the problem persists, please contact us at **0756 366 252** during business hours, or **1300 173 731** after hours for emergencies.



5. Facility Rules

To ensure a safe and respectful environment for everyone, please adhere to the following rules:

- No pets allowed onsite.
- Children must be supervised at all times.
- No overnight stays in containers.
- No littering. Please take all rubbish with you, as there is no council waste collection onsite.
- Observe a speed limit of 5km/h within the complex.
- Respect staff and other tenants. Aggressive behaviour will not be tolerated. You are welcome to drive to your unit and park directly outside, but please ensure that others can still access their units.
- No dangerous goods or hazardous materials are allowed onsite at any time.
- No open flames are permitted.
- Do not lock container doors while someone is inside.
- IBS Storage padlocks must not be removed from the container without prior written consent.

6. Move-Out Process

We offer flexible, no fixed-term contracts, so you may move out at any time. Please note:

- You won't receive a refund for partial months, but no further charges will be made once your next billing cycle starts.
- Inform us of your move-out date, and we'll update our system to stop future payments.
- Notify us once you've completely moved out to ensure a smooth transition.
- After you've moved out, our team will conduct a thorough inspection of the unit. Once confirmed that the unit is clean and undamaged, we will promptly process the refund of your initial security deposit.

8. Additional Information

- Office Hours: Upon appointment
- Emergency Contact: **07 5636 6252** or **1 300 173 731**
- Email: info@ibsstorage.com.au
- Website: <https://ibsstorage.com.au/>

7. Leaving a Review

If you've enjoyed your experience with us, we'd greatly appreciate it if you could leave a review on **Google** or **Facebook**. As a new facility, your feedback is invaluable and helps us improve our services. Also, feel free to refer us to your friends—the more people using our units, the better we can keep costs down for everyone.

