

Pelican Waters North Lock User Guide

Pelican Waters North Lock provides vessels with safe portage between Pelican Waters North Lake and Lamerough Canal. The lock is access by a swipe card which can be purchased from Sunshine Coast Council.

Lock Cards

Access to the lake is via a lock and weir system, from private dwellings fronting the lake.

The lock may only be accessed using a lock access card:

- Cards are held at Caloundra and Maroochydore customer service centres; however, the application form and fee can be paid at any customer service centre.
- An application form must be completed, and fees paid prior to the access card being issued. Anyone at any address can apply for a lock card; they can also apply for more than one card per property (two cards – two card fees).
- For the security and safety of both the lock and the residents, evidence of photographic identification must be attached to the application form. This identification must include the applicant's permanent address on the back of the identification.
- The purchase of lock access cards is not restricted to residents surrounding the lock – other users may purchase a card as long as they pay the fee, complete the application form and show appropriate photo identification.
- Lock cards are not transferrable and may not be on-sold.
- If a card fails or becomes faulty more than two years after the date of issue to the holder, there is a replacement card fee.

Lock Operating Instructions

Lock gates are operated using a council issued access card. Proximity card readers for operating the lock are located on the pontoons either side of the lock and at two points inside the lock.

- To operate the gates, hold the access card no more than 10cm from one of the card readers until the light on the reader flashes.
- If the customer is approaching an open gate and the traffic lights are green, they should proceed into the lock.
- If the gates are closed and the lock is not in use, display the card at the access card reader (as above) at the pontoon. The furthest lock gates will close, and the nearer lock gates will open (this may take several seconds to occur after the customer has displayed their card to the reader). The orange flashing lights on each set of gates will operate prior to the lock gate moving. **Do not approach the lock while the orange lights are flashing or while the gates are moving; wait for a green light before entering the lock.**
- Once inside the lock, centre the boat between the gates using the ladders as a visual guide.
- When the boat is centrally positioned, display your access card at either of the two internal control points. The 'card accepted' panel will flash when the reader has read the card. The gates which are open will close, and the gates that are closed will open. When the gates are fully open, proceed out of the lock.
- If the gate stops mid-way through an operation, check that the boat is well clear of the gates and wait sixty seconds for the gate to restart. If the orange lights stop flashing, display the card again to the reader. **Note:** the lock will not accept instructions while the orange lights are flashing.

- If the lock gates are in use or if a boat is entering, inside or departing the lock, ensure that all access cards are kept at least one metre away from any control point to prevent accidental signalling.
- For safety reasons, children should not operate the lock gates unless they hold a boat drivers' licence.
- An emergency phone is located on the western lock platform and is accessible by the ladders.
- Emergency stop buttons are located on the platforms on either side of the lock.
- Motorised vessels without reverse gear should not use the lock.