



Case Study

Exeweb Control Remote Monitoring

Fairfield City Council, a large metropolitan council in Sydney, Australia, has recognised the value of the Exeweb control remote monitoring system for their Exeloo public toilet facilities and uses the system extensively, allowing them to provide a better service to their community.

Fairfield City Council have 9 Exeloo toilet units installed in the region.

Cleaning

The cleaning staff are able to get text messages from the system identifying any units that have low toilet paper, soap or disinfectant levels so they can replace or top these up before they run out.

Exeweb > Live > Alarms

945-Kenyon Street [Live Subscription]

Alarms

Below is a status snapshot of Kenyon Street at 6:02pm on Monday, 9th June 2014.
To update the snapshot, refresh the page or click [Update](#).

Most units can send these alarms by TXT. To check which alarms this unit can TXT, [click here](#). To set up alarm TXT receiving for you or your staff, [click here](#).

Acknowledge Alarms

(inactive) (unacknowledged) (persistent)

101: Inside Door Open Push Button Fail	102: Outside Door Opn Push Btn Fail (NC)	103: PID Sensor Faulty (NC)	110: Detergent Level Low Alarm	111: Soap Level Low Alarm	112: Toilet Paper Level Low Alarm	120: Wakeup Alarm	130: Door Not Closed when OOS or Night	131: Unit Door Failed to Close
132: Movement When OOS or Night	133: Unit Door Lock Failed (Cavity)	30: AC Power Failed	40: Fire Alarm	50: Service Area Entered	51: PLC Force Alarm			

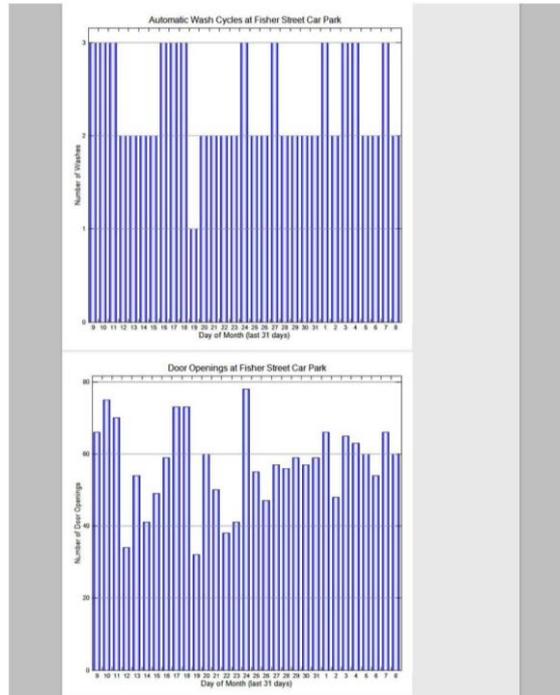
Show Alarm History

Service

Craig Michelutti of Piperight Services, the Exeloo service agent in Sydney, gets text messages if there are any technician problems such as a door not closing or a push button not working. This allows them to arrange immediate service and repair calls to resolve any problems.

Management

The Public Facilities Manager at Fairfield City Council, from her office computer, through the web, is able to check usage records. She is also able to change the opening and closing times of the toilet facilities. When an event is occurring in a particular area, the Manager can also arrange for any settings to be changed. If there are reports of the floors being wet, she can increase the floor drying time or if there is a water shortage, she can reduce the water consumption by changing the flush time on the flush valve or reducing the frequency or length of time the unit wash system is activated.



Supervision

The Remote Monitoring system also enables her to keep an eye on the cleaning contractors' procedures as the system records each time the service bay door is opened so she can determine how frequently the cleaners are servicing the toilet facilities. Most of these toilet facilities only need to be cleaned three times a week because the automatic wash system washes the units regularly.

Summary Page

The Exeweb control dashboard shows all of the units in Fairfield giving a quick summary of their current status – vacant, occupied, closed – along with a number identifying any alarm types that are current on any of the units.

Fairfield City Council							
Id	Name	Connected	Emergency Alarms	Equipment Alarms	Maintenance Alarms	Seat/Wash Alarms	Facility Status
945	Kenyon Street [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■
1230A	Cabramatta Rail Station Ambulant [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■
1230B	Cabramatta Rail Station Disabled [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	112	<input type="checkbox"/>	■
1231	Fisher Street Car Park [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■
1303A	1, Ascot Street Carpark [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■
1303A	2, Ascot Street Carpark [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■
1367	Stanbrook Street [Live]	■	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	■
1424	Nelson Street Car Park [Live]	■	-	-	-	-	-
1425	Downey Lane Car Park [Live]	■	-	-	-	-	-

Senior Executives

Senior executives at the Council get an automated monthly report emailed to them on the 7th of each month giving full history of that unit for the previous month, including



occupation levels, opening hours, closing hours, cleaning frequency and even the percentage of users who have washed their hands.

In addition to the standard monthly reports, the system also offers live numerical data that can be downloaded for each unit and put into a spreadsheet for greater analysis.

www.exwebcontrol.com

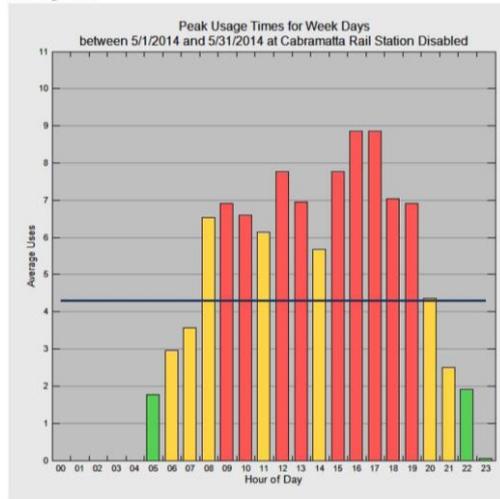


Automated Monthly Report
 May 2014
 Unit 1230B-Cabramatta Rail Station
 Disabled
 PARTIAL DATA ONLY

Usage Statistics

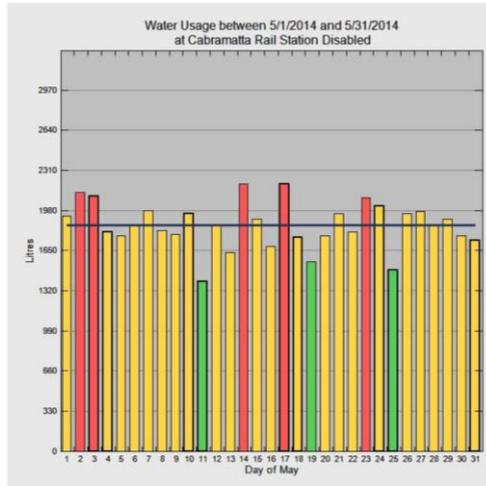
Total Occupations (Uses): 3172 Average Occupations (per day): 102.3

Peak Usage Hours:



— Peak Usage on an Average Day ■ ■ ■ = Relatively low/medium/high value.

Water & Power Usage



■ ■ ■ = Relatively low/medium/high value. ■ ■ ■ (bold bar) = Saturday/Sunday.

— Average Litres

Total kilolitres used in May: 57.59 kL.
 Average daily usage: 1.86 kL.
 Peak one-day usage: 2.20 kL.

Service and Maintenance

The Exeloo contract servicing team at Piperight Services can minimise the amount of time spent on any servicing requirements as they are able to go into the remote



diagnostics screen and identify the potential causes of any problems prior to leaving for the site. This system ensures that the correct equipment can be taken to the job ensuring the issue is resolved quickly.

Regular Reports

exeloo		Maintenance Inspection Report		Date: 30/1/14
Job No.:	1312	Council:	Auckland Transport	
Site Name:	Sunnynook Busway	Suburb:	Sunnynook	
Site Location:	SH1	City:	Auckland	
Score for this Unit	147	Unit Model:	Orbit 14 Standard Twin LH	
Highest Possible	147	Percentage	100%	

Area	Item	Rating	Condition	Action Recommended
Exterior Walls	Surface Condition	3	Excellent surface and paint condition	Nil
Roof	Surface Condition	3	Excellent surface and paint condition	Nil
	Vents, Grills, Pipes	3	Good condition	Nil
	Guttering and Downpipe	3	Good condition clean and no sign of leaking	Nil
Signage	Exterior	3	Good condition, clean and clear	Nil
	Interior	3	Good condition	Nil
Exterior Doors	Main Entry Door Condition	3	Good condition	Nil
	Main Door Carriages	3	Good condition	Nil
	Main Door Lock - Auto	N/A		
	Main Door Lock - Manual/Hydraulic	3	Good condition	Nil
	Door Motor - Electric	N/A		
	Door Controller	N/A		
	Door Guides & Drive Bar	3	Good condition	Nil
	Door Limit Switches	3	Good condition	Nil
Service Door	Door	3	Good condition	Nil
	Locks and Restraints	3	Good condition	Nil
Service Area	General Condition	3	Clean, tidy and in good condition	Congratulate cleaners
	Soap	3	Topped up correctly with fresh soap	Compliment cleaning contractor
	Disinfectant	N/A		
	Sanitary Bins	3	Clean intact and emptied regularly	Congratulate service contractors
	Sharps Bins	N/A		
	Floor Dryer System	N/A		
Electrical	Wiring	3	Good condition	Nil
Service Area	Time Clock	3	Good condition	Nil
	ND Set / Touch Screen	3	Good condition	Nil
	Low Volt Power Supply	3	Good condition	Nil
	Basin Controller	N/A		
	Voice Module	3	Good condition, operating well	Nil
	Service Bay Light	3	Good condition, operating well	Nil
Electrical Exterior	Outside Lights	3	Good condition, operating well	Nil
	Indicators Vac Occupd Clsd	3	Good condition, operating well	Nil
	Push Buttons For Door Ext	3	Good condition, operating well	Nil
Electrical	Hand Dryer	3	Good condition	Nil
Interior	Disinfectant Spray	N/A		
	Lighting	3	Good condition	Nil
	Microwave Movement Sensor	N/A		
	Speaker & Grille	3	Good condition, operating well	Nil
	Hand Dryer Cover	3	Good condition, operating well	Nil
	Indicator LED Clsd Lokd	3	Good condition, operating well	Nil
	Push Buttons For Door Int	3	Good condition, operating well	Nil
Interior	General Cleanliness	3	All surfaces clean and well maintained	Congratulate cleaning contractor
	Inside Push Button Plate	3	Good condition	Nil
	Hand Rails	3	Good condition	Nil
	Basin Unit	3	Good condition	Nil
	Basin Fittings	3	Good condition	Nil
	Basin Signage	N/A		
	Tiling Walls	3	Good condition	Nil
	Tiling Floor	3	Good condition	Nil
	Tiled Threshold	3	Good condition	Nil
	Floor Drains Covers Grates	3	Good condition	Nil
	Toilet Pan	3	Good condition	Nil
	Toilet Seat	3	Good condition	Nil
	Mirror: Glass or SS	3	Good condition	Nil
	Coat Hooks	3	Good condition	Nil
	Baby Change Table	N/A		
	Cover Panels	3	Good Condition	Nil
Paper Dispenser	Auto	N/A		
	Manual	3	Good condition	Nil
Seat Washer	Type: Retractable / Tilt	N/A		
Plumbing	Toilet Flushing	3	Good condition	Nil
	General Plumbing Fittings	3	Good condition	Nil
Ceiling		3	Good condition	Nil

Notes	
Item	Comment
Exterior Signage	Signage panel has faded - icons and text
Toilet Seat	2 plastic toilet seat guide supports broken

To ensure that the toilet units are kept in top condition, the Council contracts Piperight Services to carry out a monthly inspection of all the toilet facilities and record their inspection details on what is known as an Exeloo traffic light report. This report is a standardised format where every important aspect of the toilet facility is checked and rated against a pre-determined scale. The net result is a single score being given to each



toilet unit at the end of each month. By analysing these scores over an extended time period, the management at Council can get a good appreciation of how well their asset is being maintained. These traffic light reports can also be uploaded to the Exeweb control site against each unit and the recorded score can be graphed over time.

Exeloo > Live > Live Monitoring Data > Last 30 Days Data
 12309-Cabramatta Rail Station Disabled (Live Subscription)

Last 30 Days Data

Below is a status snapshot of Cabramatta Rail Station Disabled at 6:28pm on Monday, 9th June 2014.
 To update the snapshot, refresh the page or click [Update](#).

- [Last 24 Hours Data](#)
- [Performance Data](#)
- [Service History](#)

Notes on Interpretation

Minutes OOS - Day = Out Of Service during operating hours
 Minutes OOS - Night = Out Of Service during closed hours
 Days From last reset = (Data Reset)
 IRBuder alarms = Movement detected when unit closed
 Number of Seat Calls = For cubicles with Seat Wash Units installed
 Number of Basin Calls = Activations of the basin water sensor
 Power Usage (Watts) = This is actually a Kilowatt count
 Hand Washes = Basin water activations per occupation

The "Open" data items are for diagnostic purposes only.

Items	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
Number door openings	106	149	156	163	155	185	180	170	152	195	144	176	175	204	186	169	212	168	164	175	189	162	204	195	139	196	179	179	195	171	179	
Number divergent pipes	6	6	6	7	6	6	6	7	6	6	6	7	6	7	6	7	6	6	6	6	7	7	7	7	6	6	7	7	6	6	6	
Number occupancies	92	93	95	107	99	99	101	103	106	106	77	100	97	113	107	96	124	99	98	99	107	102	108	116	79	108	108	104	103	99	104	
Minutes OOS - Day	930	929	794	796	951	932	844	800	800	921	876	799	846	837	790	806	905	839	797	824	820	813	784	779	880	806	911	915	827	832	831	
Minutes OOS - Night	173	186	200	188	144	182	163	152	159	174	133	182	148	145	151	188	180	157	208	170	181	168	198	210	127	189	170	166	167	162	173	
Minutes OOS - Day	568	599	598	603	659	659	662	668	659	664	643	667	662	633	638	633	659	659	659	652	652	652	652	653	655	668	662	662	670	668	672	
Minutes OOS - Night	345	353	353	354	353	353	340	343	349	353	353	353	353	353	353	353	353	353	353	353	353	353	353	344	342	353	353	353	353	353	341	
Days From last reset	4	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
IRBuder alarms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IRBuder alarms	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Seat Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Number of Basin Calls	97	115	282	123	63	163	135	95	91	183	104	111	92	187	117	128	136	105	99	77	100	124	141	167	123	131	128	104	109	139	90	
Power Usage (Watts)	1680	1485	2140	2110	1580	1770	1840	1850	1780	1950	1395	1850	1830	2185	1905	1885	2195	1755	1690	1770	1950	1830	2085	2015	1480	1950	1870	1895	1910	1770	1735	
Power Usage (Watts)	3540	3516	2512	2640	3480	3012	2572	2892	3510	2908	2416	3600	3535	3634	3854	3581	3682	3495	3480	2512	3637	3640	3690	3696	3480	3480	3571	3612	3645	3537	3575	
Spans 18	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	24	
Hand Washes	49	44	45	49	37	54	52	47	41	63	42	53	48	60	55	49	59	46	28	33	52	56	67	65	40	55	55	54	43	44	43	
Spans 20	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

Exeweb Control Opportunities

The Exeweb remote monitoring system has been recognised by other companies as an excellent cost effective solution to monitor their products. A leading plumbing product manufacturer has developed a smart water valve for water supply companies. They intend to roll this product out in Europe and North America. They have chosen the Exeweb control system to control these valves. The valve and control system for it is currently in the testing phase. We believe this broader application of the Exeweb control technology offers a significant opportunity for expanded revenue.