

Introduction to Remote Monitoring

What is Telemetry?

Telemetry puts remote sensors on the key parts of the soft drinks system so that they can be seen in real time. The combination of water volumes, temperatures and power usage by the Multiplex allow us to measure soft drink quality and monitor the health of the equipment.

When something is wrong, the system sends an alert to the restaurant and the relevant Service Company. We have a body of knowledge that allows restaurants to either fix the problem themselves via a checklist, or to allow the Service Company to often fix the problem over the phone, reducing the need for a costly engineer callout.

What does it do?

The sensors monitor various elements of the soft drinks system – water flow through the filters, power usage, the temperature in the equipment room, the temperature in the ice bath, and the temperature of the poured drink.

The sensors report every minute, 24hrs a day, 7 days a week. The data is sent by the gateway in the equipment room, so this needs to remain switched on at all times.

As such, the sensors give you total visibility of the soft drinks system at peak volume/stress, & which parts of the system are failing

The system will also send you & your Service Company alerts the moment any equipment begins to fail

It also gives you visibility as to whether a service call fixes the problem (& when)

The Quality Maintenance Programme

Your restaurant is part of the Quality Maintenance Programme (QMP). As such, you get 2 visits a year from SDMS who thoroughly check all parts of the soft drinks system.

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Each restaurant will continue to get a Quality score, but this will now be generated by the 'live' data that will be able to tell when a drink is served out of the correct temperature parameters.

What do I do when I get an alert?

Your restaurant will receive an email alert when the temperature of the water or the ice bath reaches an unacceptable level.

Sometimes this is caused by the soft drink system not being able to cope with the volume of drinks being sold, or the temperature in the equipment room. This isn't a quick fix, but it will be logged by us and raised with McDonald's UK.

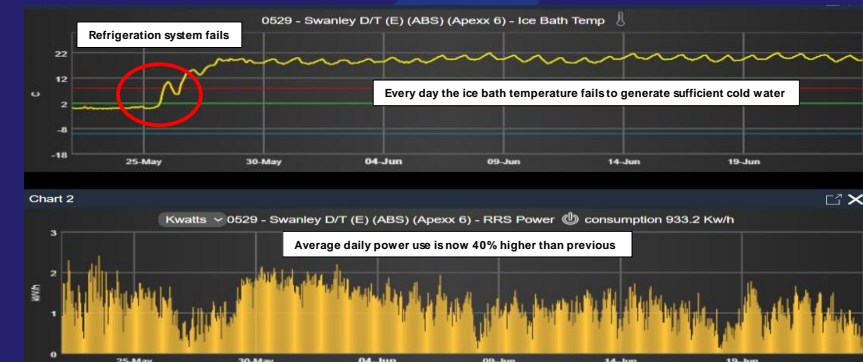
However, on occasion, the alert may be indicative of a bigger issue ie. equipment failure. Telemetry will monitor issues like this during office hours, and prompt you to raise tickets in eTech where necessary

What does this mean for my restaurant?

You get full online access to individual restaurant data, so when the system generates an alert, you can see what's gone wrong & when. Accessing the portal is outlined in a separate presentation

The monitoring equipment is expensive & now belongs to the restaurant. It needs to be looked after as **you will be charged for missing sensors or damages.**

If any work is being carried out on the soft drinks system by your Service Agent, how this might affect the sensors must be considered. All Service Companies have been briefed about the sensors, but if you are in any doubt, please call SDMS on **01732 441159** and ask.



A typical installation

How does it work?

The sensors on the front of the Multiplex are attached to the probes measuring water temperature flowing to & from the Drinks Tower, and the temperature of the Ice Bath

There are 2 water meters – one on the Coarse Filter (see pic), and the other on the DP Filter (hidden). These are linked to the water flow sensor box

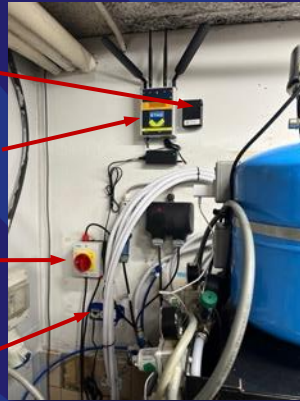
The sensors (which are all battery powered) report to the Gateway which sends its data to The Cloud via a 4G signal or WiFi.

Ambient temperature sensor

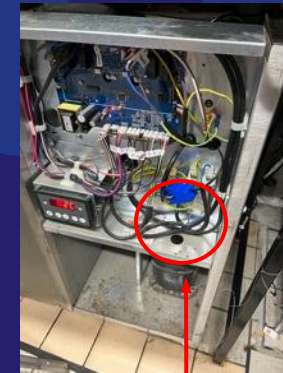
4G gateway

Gateway electrical isolator switch

Water flow sensor box



Multiplex 44 Icecore Cooler/Carbonator



Power sensor clip



Ice Bath, Flow & Return sensors (reporting to the gateway)



Temperature probe – Ice Bath (Hidden)

Temperature probe – Water Flow to Drinks Tower



Temperature probe – Return Flow from Drinks Tower



Water flow meter – Coarse Filter