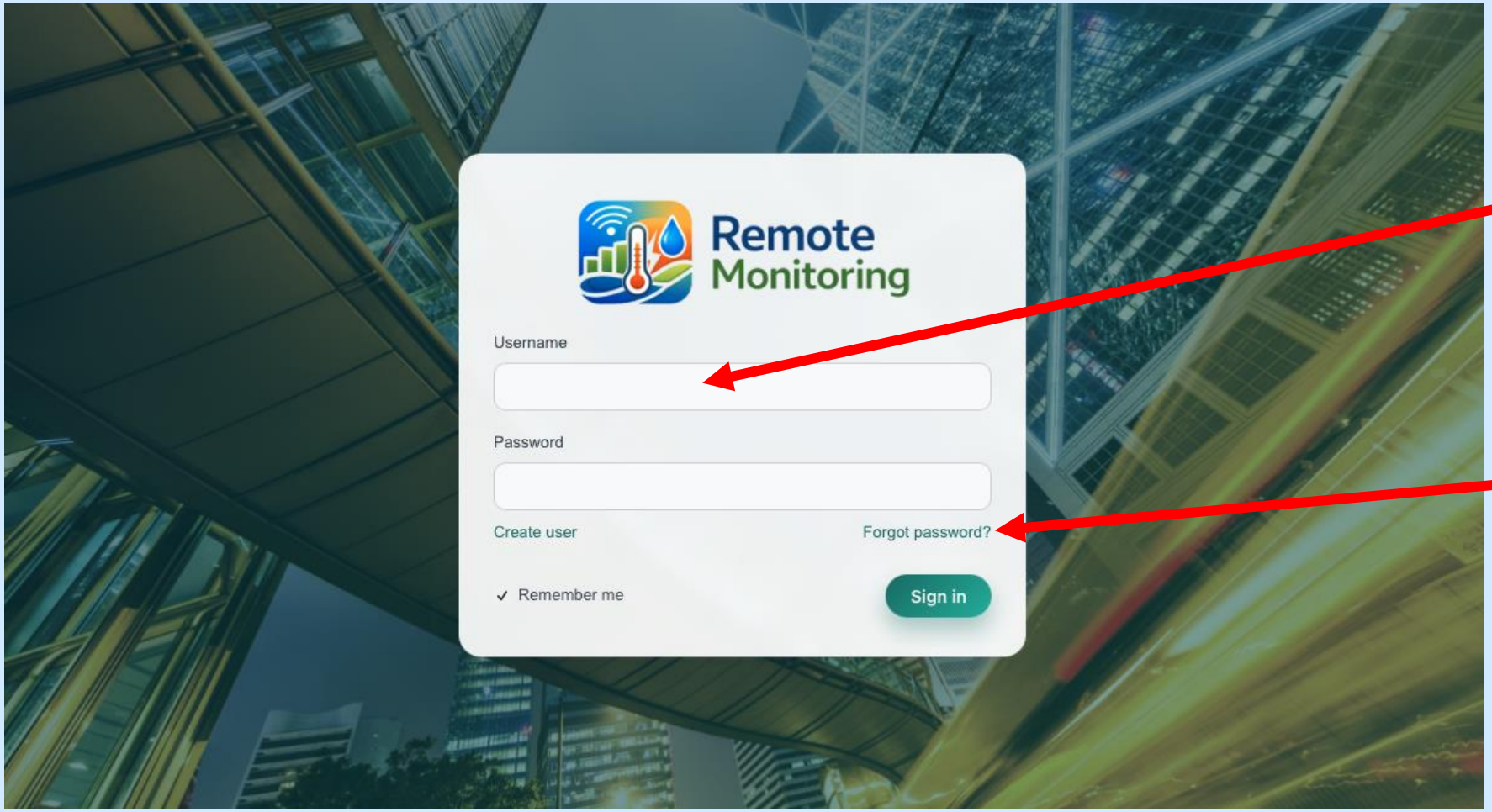


Introduction to the Portal
Updated: November 2026

Login Screen.

Portal URL

https://remotemonitoring2.straq.technology/login



Type in your Login details & password

If you forget your password, click here*

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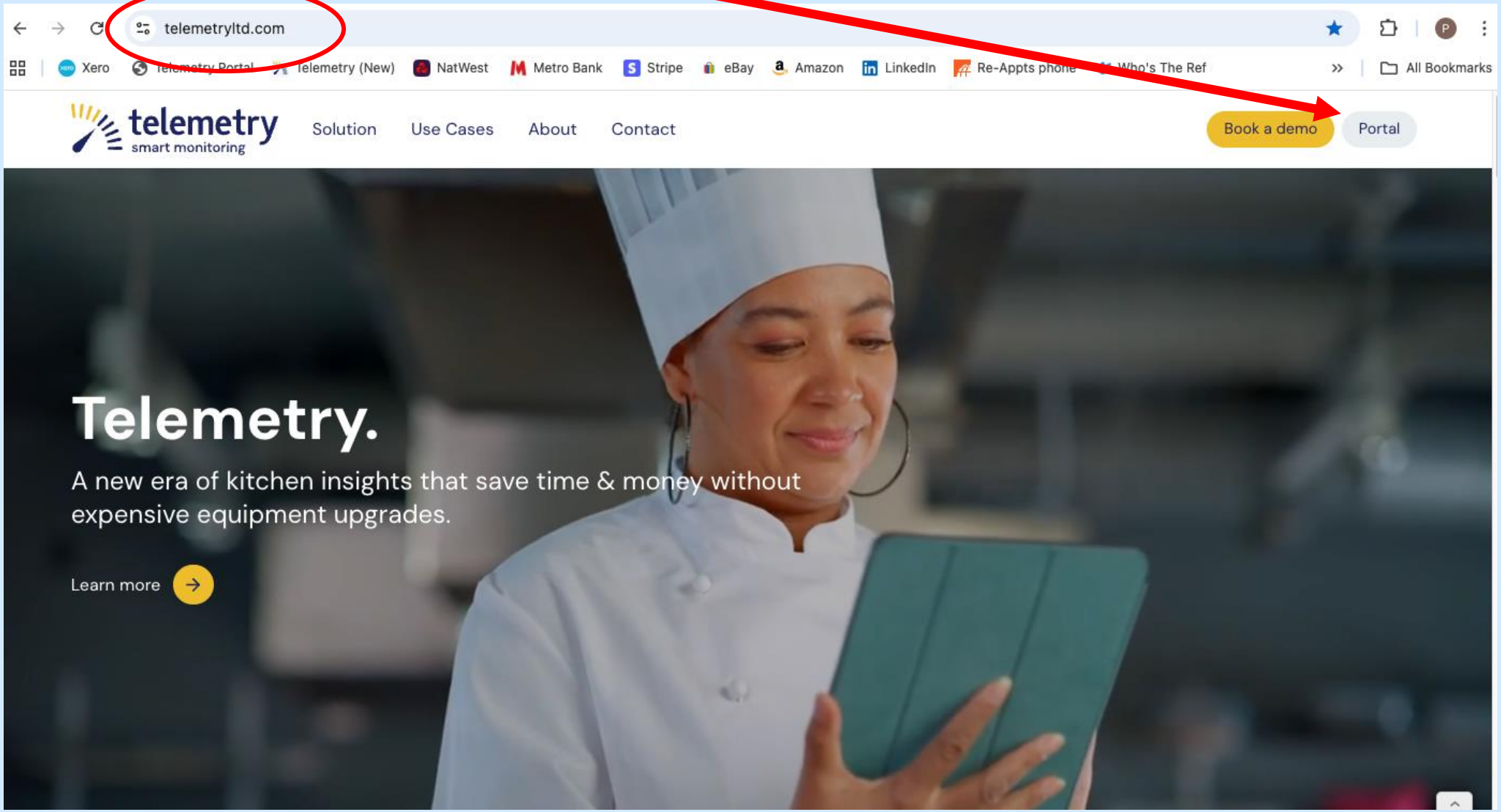
*This will take you to another screen which will verify your email address & send you a password reminder

Other ways to find the portal.



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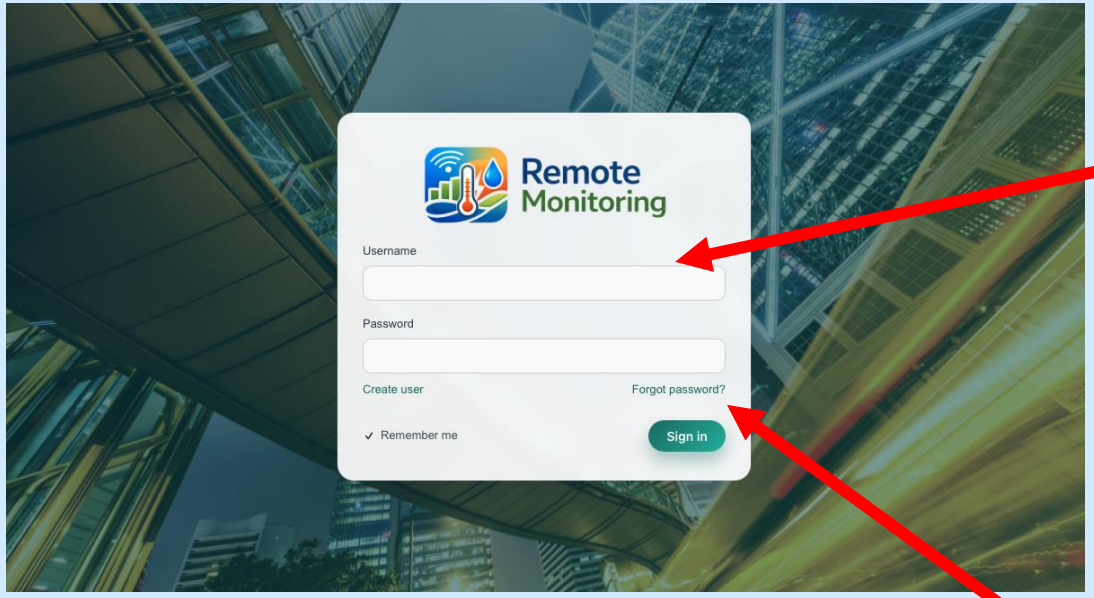
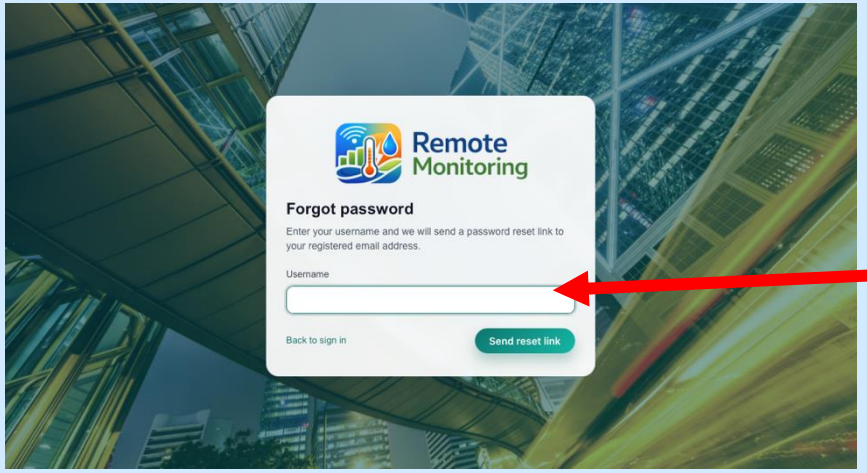
Login Details.



Your **username** is very simple:

Username: (site number)@uk.mcd.com or first initial/surname

Example: for 00902 Aberdare, their login would be:
Username: **00902@uk.mcd.com**
Or
Example: for Ronald McDonald, their login would be:
Username: **rmcdonald**



Your **Password** is unique & you need to create one the first time you use the portal

Simply click on ‘forgotten password’

This page comes up. Simply enter your email and click ‘Send’. You will be sent an email with the password.

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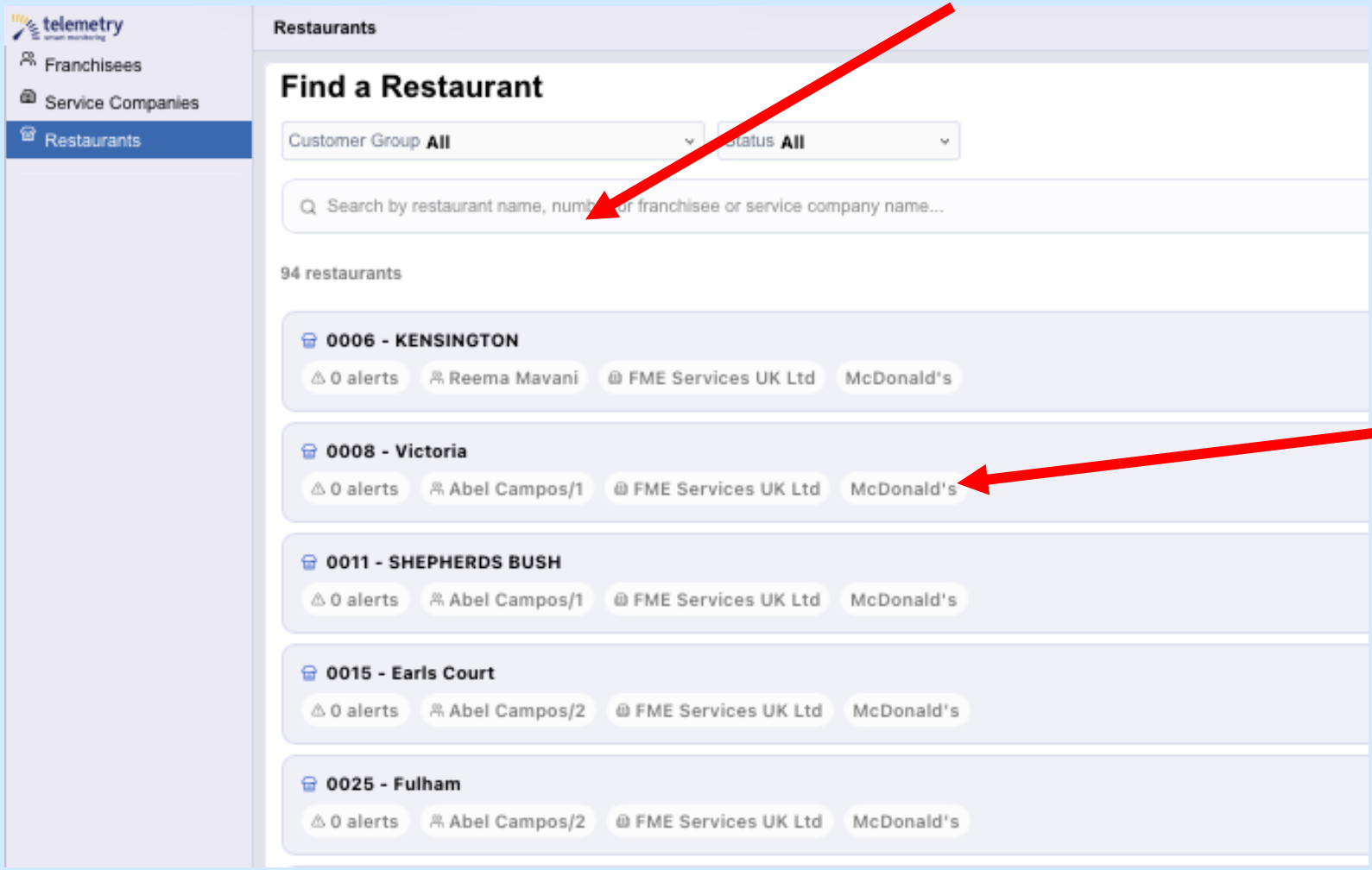
Restaurants Page (after login).

Search Bar (Name or Restaurant number)



List of restaurants you have access to

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Individual Restaurant Page Pt 1

Adjustable date range for chart
(adjustable but default is 7 days)

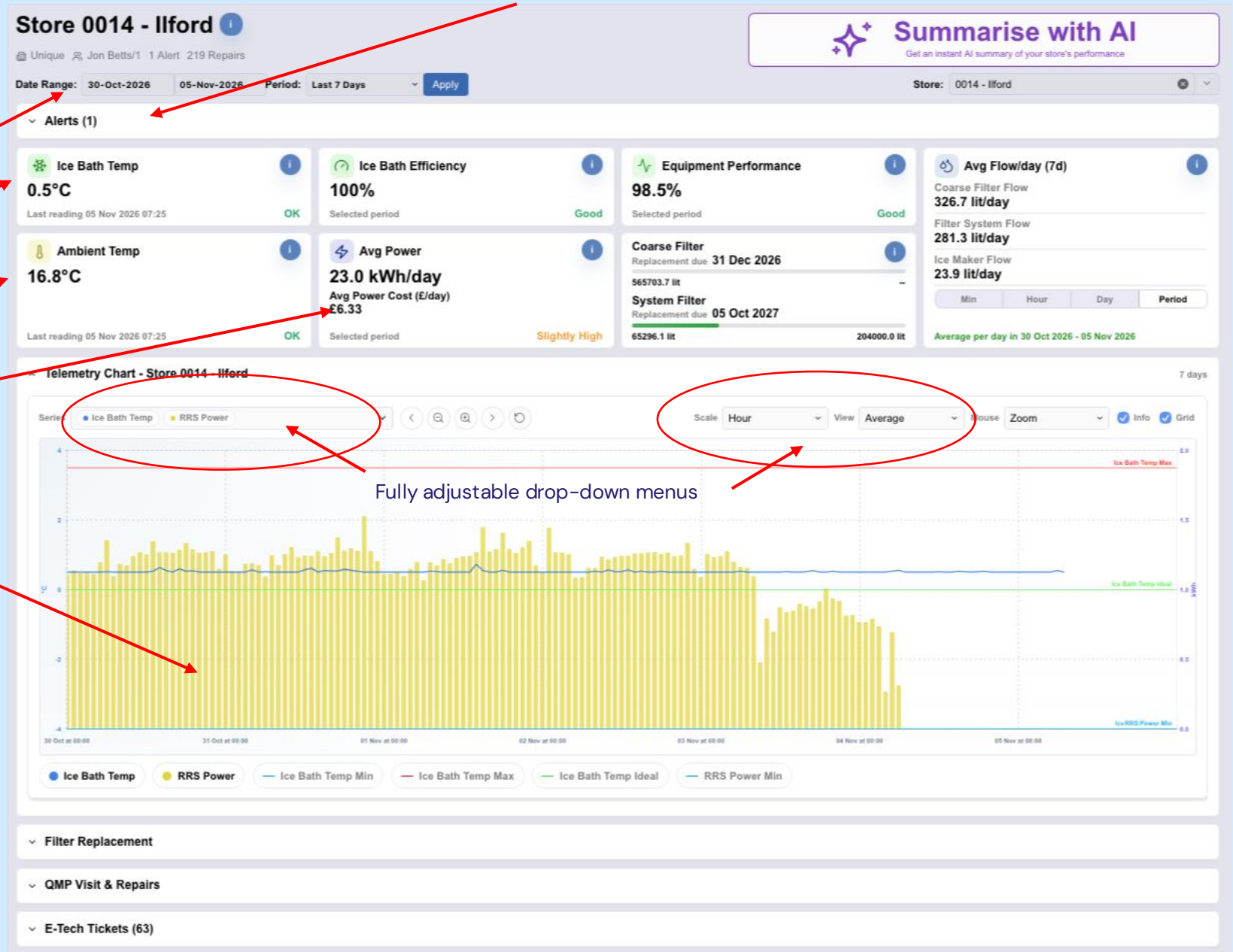
Ice Bath temp (right now)

Ambient temp (right now)

Power usage
(linked to date range)

Interactive Chart
(defaults view is Power & Ice Bath)

Live/current alerts (drop-down)



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Individual Restaurant Page Pt 2

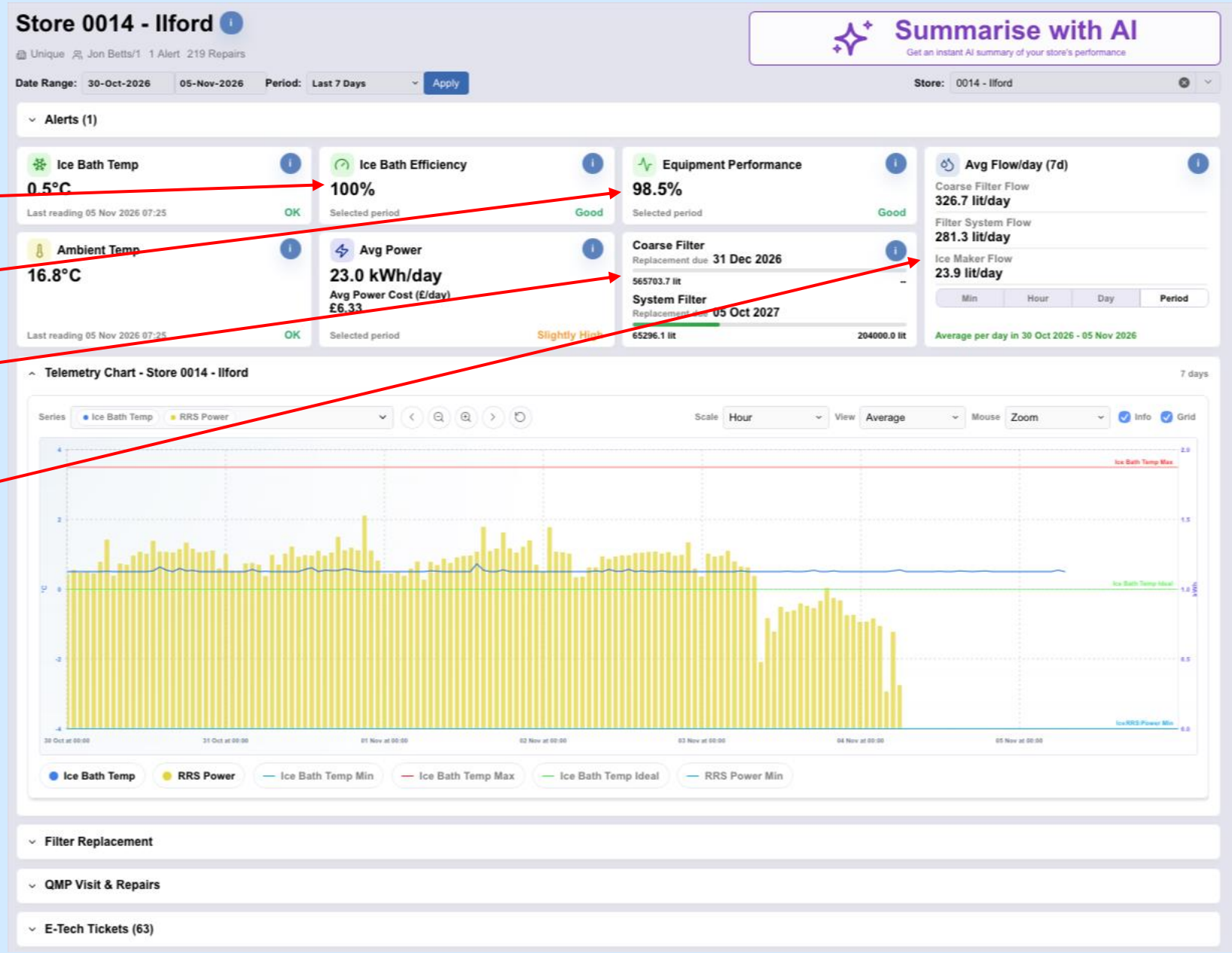
Ice Bath Efficiency
(% of time the IB has been within parameters)

Equipment Performance
(% of time the IB & Sys A temp have BOTH been within parameters)

Filter usage & replacement date

Water usage through Filters (since midnight)

More information (scroll down)



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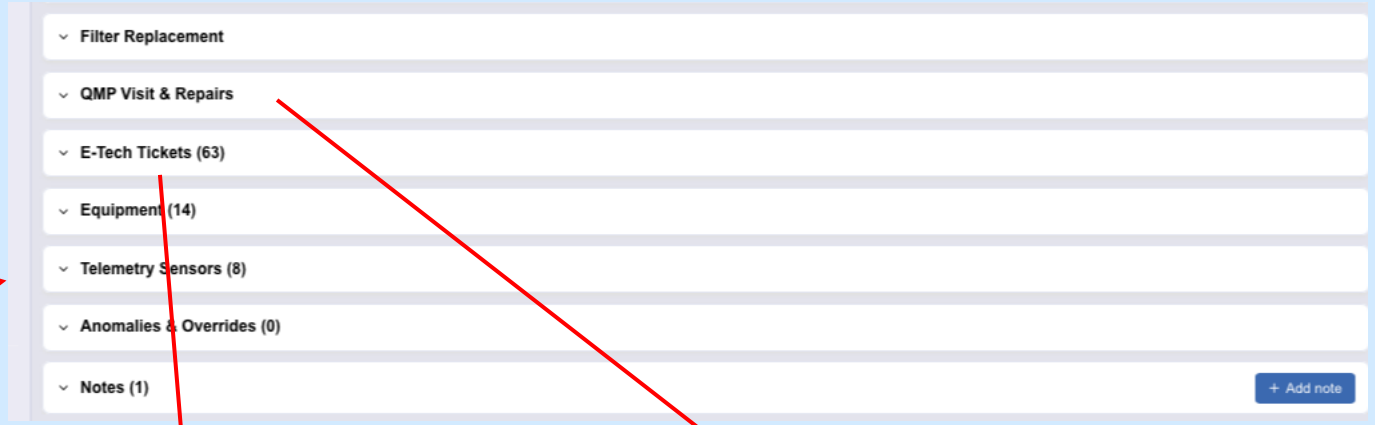
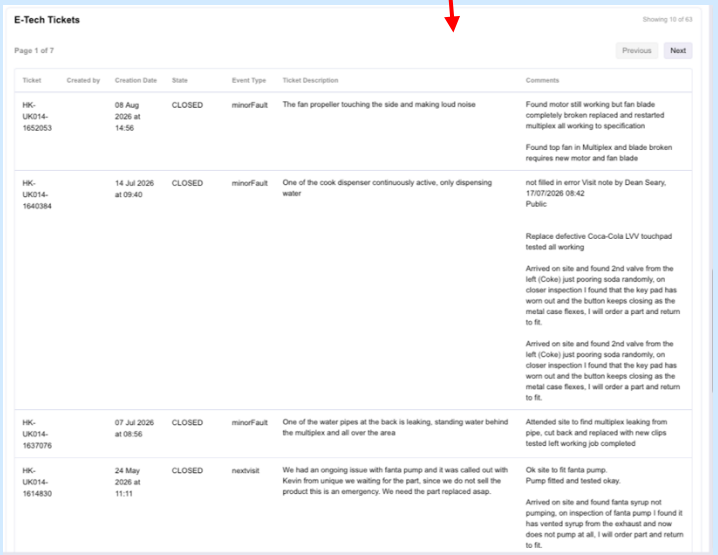
Individual Restaurant Page Pt 3 (Drop-down section)

Filter usage/replacement information

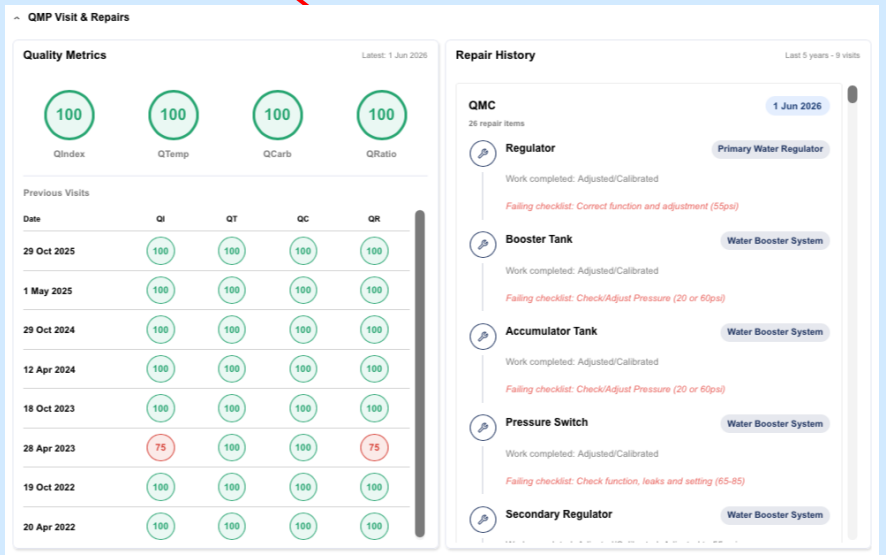
Soft drink equipment log

Telemetry sensor log





eTech ticket log



Last 4 QMP visits/scores & repairs

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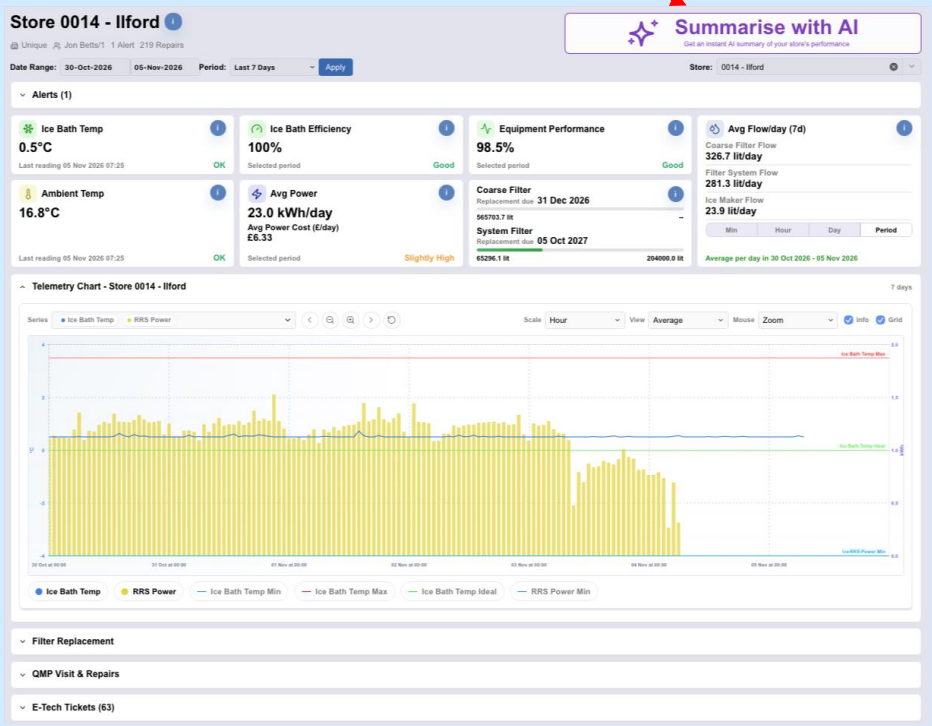
AI Summary

Click Here



Summarises all the available performance & repair history on the restaurant & provides an Early Warning score

AI Summary

Close

Store 0014 (Ilford) — Equipment Health Summary

Reporting period: 30 Oct – 5 Nov 2026

Overall performance

Both headline scores are at maximum for the period.

- **Ice Bath Efficiency: 100%** — all 6 monitored days within range; period average 0.51°C is at the manufacturer's ideal and below the 1.00°C benchmark. Healthy.
- **Equipment Performance: 100%** — 0 bad hours across 144 monitored hours; Ice Bath and System A Flow both clean.
- **Flow: 373.5 lit/day** — well below the coarse filter target of 690 lit/day; consistent with trading volume at this site.
- **Power: 24.2 kWh/day** — modestly above the 22 kWh/day target; not a concern at this level.
- **Ambient: 20.2°C** — within normal range; no thermal stress on the multiplex.

Alerts summary

There are **no currently open alerts**; all 68 in the database are closed and resolved. The examples below are historical.

- **Volume:** 68 alerts total is on the higher side for a single site; worth keeping in context against the repair history.
- **Dominant theme:** System A Flow Temp / high (10 of the 20 most recent) and Ice Bath Temp / high (8 of 20) — both pointing to the same refrigeration chain.
- **ITAT diagnostic:** Ice Bath alerts were present alongside System A Flow alerts in the same period, which maps to the **"Sys A hot + Ice Bath also hot"** pattern — treat as an Ice Bath issue. Within that, the Ice Bath pattern of fluctuating temperature with power on and continuous running points to a **possible refrigeration issue / re-gas needed.**
- **Illustrative episodes (historical):** Longest episode — System A Flow Temp / high, 14 Jul → 15 Jul 2026, lasting approximately 18 hours. Back-to-back Ice Bath Temp / high alerts on 14 Jul and 17 Jul 2026 (3 days apart) reinforce the recurring refrigeration theme.
- **Overnight alerts:** One alert in the sample starts in the 22:00–08:00 window; this is often normal overnight behaviour when circulation is reduced and is not a concern in isolation.

Repair history (12 months)

11 repair line items across the 12-month window is a notable volume for a single site.

- **All 11 lines fall on a single visit: 1 Jun 2026** — a major multi-component call covering filter rail, water booster system (secondary regulator, pressure switch, booster tank), all three pressure regulators, and both carbonator pumps (A and B).
- **Syrup contamination noted:** The engineer recorded that Coke syrup has been spilling onto pre- and DP filters for an extended period; the site manager is aware of the risk.
- **Gap to reporting period:** The only recorded visit is 1 Jun 2026 — approximately five months before this reporting window. Any issues arising since then have not had a documented service call.

Last QMP visit

Visit date: **1 Jun 2026**

Metric	Score
Overall Q-Index	87/100
Temperature	100/100
Carbonation	100/100
Ratio	87/100

Ratio is the sole drag on the Q-Index. The 1 Jun visit included replacement of both Carbonator A and B pumps and adjustment of system pressure to 55 psi — pump replacement and pressure recalibration can shift ratio balance, and a post-work ratio re-check may not have been completed or recorded. Detailed valve and flavour-level ratio data is not yet available in this system, so a precise root cause cannot be confirmed here. The QMOST narrative comment is also not available in this data.

Early warning / future risk

Risk level: **medium** (score 25/95).

- **Top driver 1 — Repairs:** 11 repair line items in 12 months indicates above-average component stress at this site.
- **Top driver 2 — Water flow:** Daily flow is running approximately 49.7% below the 550 lit/day filter system benchmark, suggesting suppressed or low water usage that warrants monitoring.

Recommendations

1. **Refrigeration health check** — The data would suggest this is a "possible refrigeration issue / re-gas needed", based on the recurring Ice Bath and System A Flow high-temperature alerts seen in July 2026. A refrigeration inspection, including refrigerant level and compressor cycling behaviour, is recommended before the pattern re-emerges.
2. **Ratio re-verification** — It may help to carry out a ratio check and calibration on the next visit, given the 1 Jun pump replacements and pressure adjustment that coincide with the 87/100 Ratio score.
3. **Syrup contamination follow-up** — The engineer's note from 1 Jun flags ongoing syrup spillage onto pre- and DP filters. A review of the drip management arrangement around those filters is recommended to reduce the risk of filter damage or unplanned leaks.
4. This site has a **medium** Early Warning risk level due to **above-average repair volume (11 repairs in 12 months)** and **suppressed water flow running approximately 49.7% below the filter system benchmark.**

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Service Co page (after login).

Adjustable date range (adjustable but default is 30 days)

Live/current alerts

Avg Ice Bath temp

Avg Ambient temp

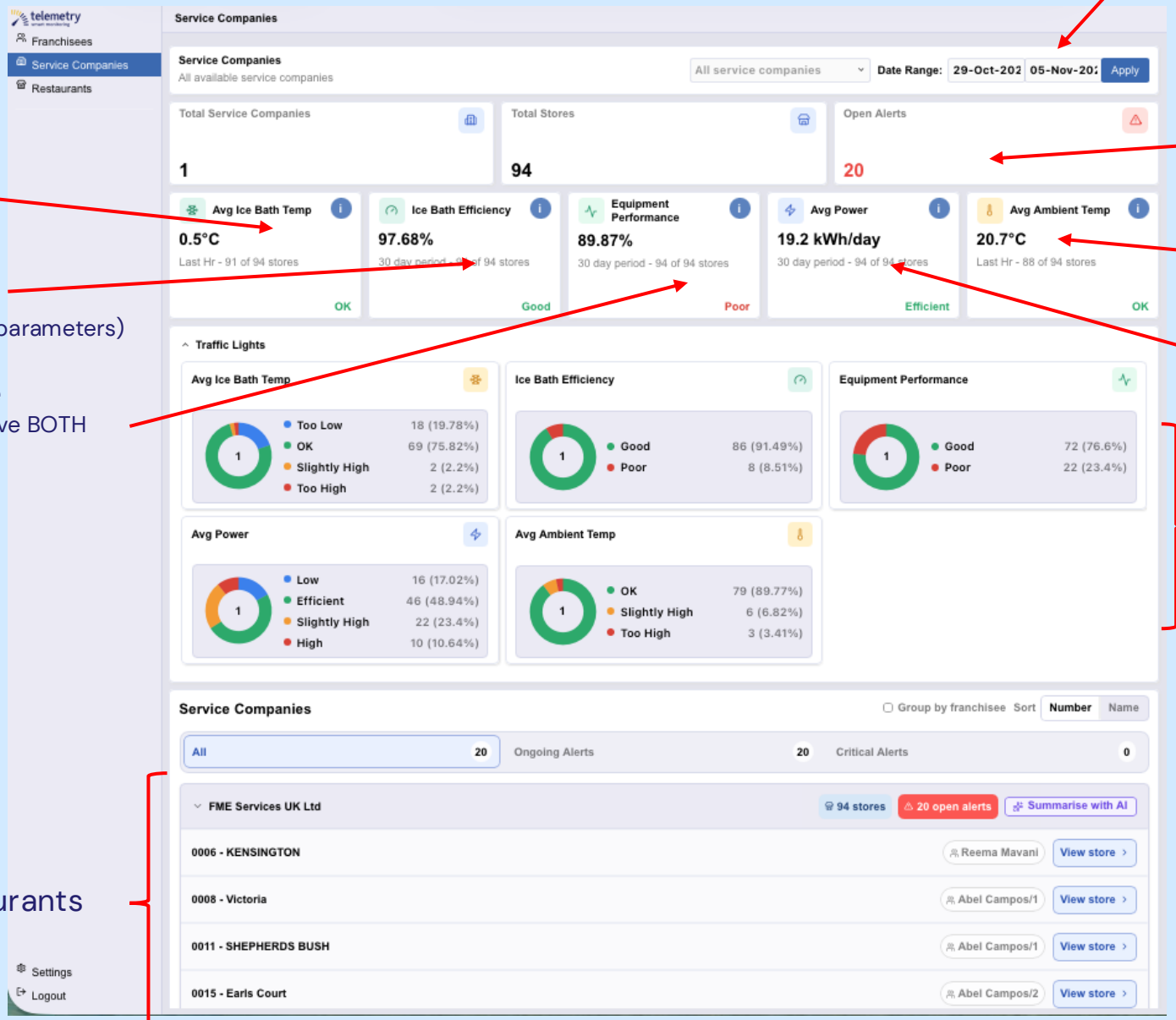
Ice Bath Efficiency
(% of time the IB has been within parameters)

Equipment Performance
(% of time the IB & Sys A temp have BOTH been within parameters)

Avg Power usage

Traffic Lights by key metric (interactive)

Restaurants



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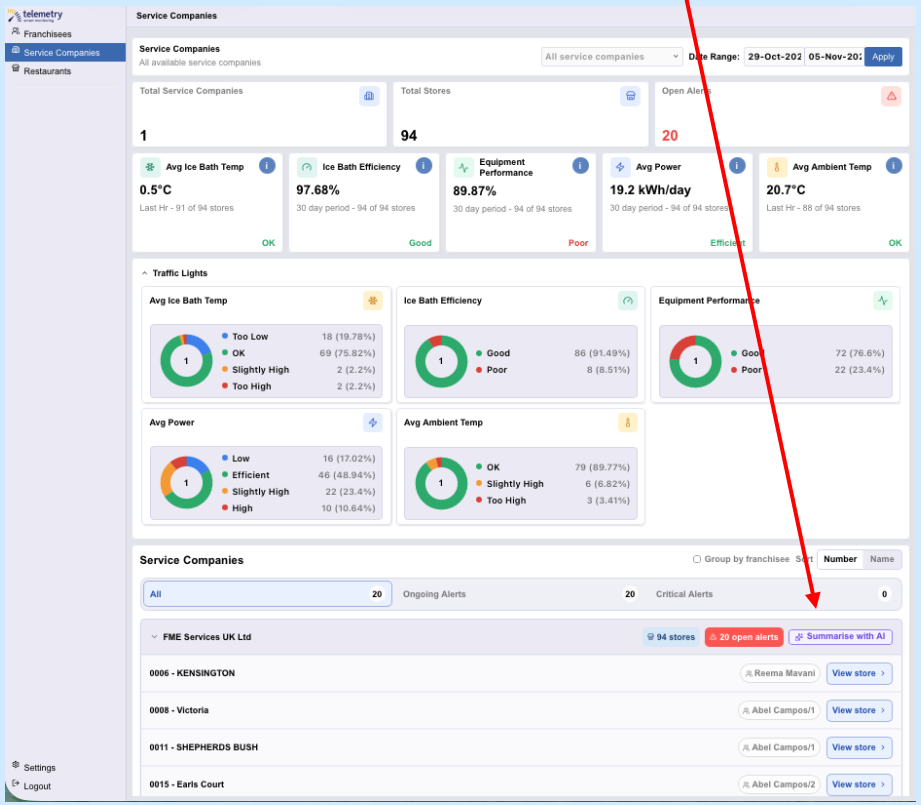
Service Company AI Summary

Click Here



Summarises all the available performance & repair history on the estate & provides an Early Warning where necessary

AI Summary - FME Services UK Ltd — Close

AI Summary — FME Services UK Ltd

Reporting period: 2026-10-29 to 2026-11-05

Portfolio Overview

94 stores managed; risk distribution is 0 high, 42 medium, 52 low.

- No high-risk stores recorded this period — a positive position overall.
- 42 medium-risk stores warrant routine monitoring; 52 stores are within normal parameters.
- Primary concerns this week are elevated water usage across nine sites and running cost overruns at twelve sites.

Open (ongoing) & Critical Alerts summary

Open Alerts

No alerts are currently open across the portfolio.

- **Ice bath:** None currently open.
- **System A:** None currently open.
- **Water volume:** None currently open.
- **Other:** None currently open.

This section is the one to watch it may help to conditions change during the next reporting cycle.

Critical Alerts

Nine stores are showing elevated water usage above benchmark (550.0 litres/day), presented most-affected first.

- **Store 0566 (Hanworth):** 360% above benchmark — highest deviation in portfolio; ITAT diagnosis: if coarse and filter flow volumes are similar, check multiplex drain taps or icemaker flush cycle; if volumes differ significantly, the issue is likely in the hot water feed — check coffee machines.
- **Store 1393 (Cobham M25 Services):** 99% above benchmark; same ITAT split applies — compare coarse vs filter flow volumes to direct investigation.
- **Store 1510 (Aldershot 2):** 81% above benchmark; recommend flow comparison to distinguish drain/flush issue from hot water feed fault.
- **Store 1459 (Staines 3):** 72% above benchmark; also flagged under Running Costs.
- **Store 0612 (Traveller Friend):** 72% above benchmark; flow volume comparison recommended.
- **Store 0651 (Crawley — Sainsbury's):** 59% above benchmark; ITAT diagnosis as above.
- **Store 0917 (Bracknell 2):** 62% above benchmark; also flagged under Running Costs.
- **Store 0579 (Herne Bay D/T):** 54% above benchmark; recommend site check to rule out continuous flush or drain tap issue.
- **Store 1433 (Farnborough Tumble Down Dick):** 48% above benchmark; also flagged under Running Costs.

ROI on replacing inefficient equipment

Running Costs

Twelve stores are running above the 22.0 kWh/day benchmark, presented by payback attractiveness.

Store	Usage	vs Benchmark	Annual Excess Cost	Payback
0455 Ealing	47.7 kWh/day	+117%	£2,579	~22 months
0658 Hammersmith 2	45.0 kWh/day	+105%	£2,312	~25 months
0550 Farnborough	41.8 kWh/day	+90%	£1,985	~29 months
0189 Woking	37.6 kWh/day	+71%	£1,566	~36 months
1433 Farnborough Tumble Down Dick	36.4 kWh/day	+65%	£1,442	~39 months
0917 Bracknell 2	33.1 kWh/day	+51%	£1,118	~51 months
1459 Staines 3	33.1 kWh/day	+51%	£1,117	~51 months
1673 Westfield London	31.8 kWh/day	+44%	£981	~58 months
0006 Kensington	30.8 kWh/day	+40%	£882	~64 months
1011 Victoria Station	30.0 kWh/day	+36%	£798	~71 months
0395 Brent Cross	29.9 kWh/day	+36%	£796	~71 months
0223 Neasden	29.1 kWh/day	+32%	£717	~79 months

Replacement cost is £4,729.59 across all sites. Ealing, Hammersmith 2, and Farnborough offer the strongest financial case for equipment replacement, each with payback under 30 months.

Early Warning

No stores are currently flagged as early warning. This section will be populated if risk scores escalate in the next reporting cycle.

Recommendations

1. **Investigate elevated water usage at Store 0566 (Hanworth) as the priority site** — at 360% above benchmark, compare coarse and filter flow volumes: equal volumes point to drain taps or icemaker flush cycle; differing volumes indicate a hot water feed or coffee machine fault requiring on-site inspection.
2. **Extend the same coarse-vs-filter flow check across the remaining eight water-usage sites** (Cobham, Aldershot 2, Staines 3, Traveller Friend, Crawley, Bracknell 2, Herne Bay,

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Alert Emails.

You will receive alerts when the system spots things that aren't right.

The alerts will tell & show you what the issue is.

Clicking on the 'View Chart' link will take you to the Restaurant page on the portal

Each email comes with a checklist which can help restaurants do some basic fault-finding

Restaurants need to acknowledge receipt of the Alert

The alerts also tell you how often they've been repeated.

To ensure you don't receive too many emails, the alert will repeat as follows:

First 24hrs:	Every 8hrs
24hrs – 7days:	Once a day
7-14days:	Once a day
14days+:	Once every 48hrs



support@rtms.limited — Inbox - Telemetry — 04:43

Poured Drink Temp is too high - McDonald's - 0119 - MAIDENHEAD (Multiplex 44 - 1 x tower (8v))

To: richardclayton@fmeservices.com, danielwright@fmeservices.com

McDonald's - 0119 - MAIDENHEAD (Multiplex 44 - 1 x tower (8v))

Telemetry Readings

Store 0119 - MAIDENHEAD

7 days — Poured Drink Temp — Alert active period

First Alert

Poured Drink Temp is too high (11.0 C)
since 05-Nov-2026 00:42
View Alert

What can I check?

- Is the unit plugged in? Is there power to the display?
- If you see e4 on your multiplex screen please press the Comp/Agit button until it is green or flashing green - allow a few hours for the ice bank to freeze again. If after a 4 hours it still says e4 place a call out.
- If you have e8/9 on your multiplex screen, turn OFF Carb A and Carb B on the front panel and wait for 30 seconds - turn ON again and wait 5 minutes to pour a drink from the tower. If this doesn't work, raise a ticket in eTech
- If you only have water coming out of drinks tower please check your air compressor is switched on and has pressure.
- If you have no water coming out of tower please check that Carb A/B and Circ A/B are turned on. On Apexx and Energize systems, ensure all switches are turned ON with no red lights.
- If your drinks are flat, check your C02 is filled and also running off the correct supply - bulk, or back up A/B.
- For Multiplex: Check Comp/Agit button is ON. For Apexx 6, ensure switch is ON not OFF.
- Check cleanliness of condenser - ensure it's not blocked with dust or anything that will obstruct air flow ie. cardboard boxes.
- Check both fans are running when your compressor is running - if not, raise a ticket in eTech
- Is the condenser red hot to touch? If yes, raise a ticket in eTech
- With the lid open, check the agitator motor is running & you can see water movement. If not please press the comp/agit button so the light is green or flashing green. If this doesn't work, raise a ticket in eTech
- Is there an ice bank in your drink system? It should be around 2cm thick. If not, please press the Comp/Agit button so it is green or flashing green and allow a few hours for the ice bank to freeze again. If after 4 hours it still says e4 raise a ticket in eTech
- Check water bath temperature with probe - it should read between 0°C -°2C. If warmer than this, check fridge system is turned on as above. Raise a ticket in eTech if the issue continues.
- If the ambient temperature in the Equipment Room is over 28°C, the system will struggle to make cold water. Do what you can to reduce the heat build-up.

If issue persists (after making these checks) call your service agent

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For all enquiries, to discuss our customised solutions, or for more information, please contact us.

info@telemetryltd.com

Call Piers on: +44 (0)7973 383 705