

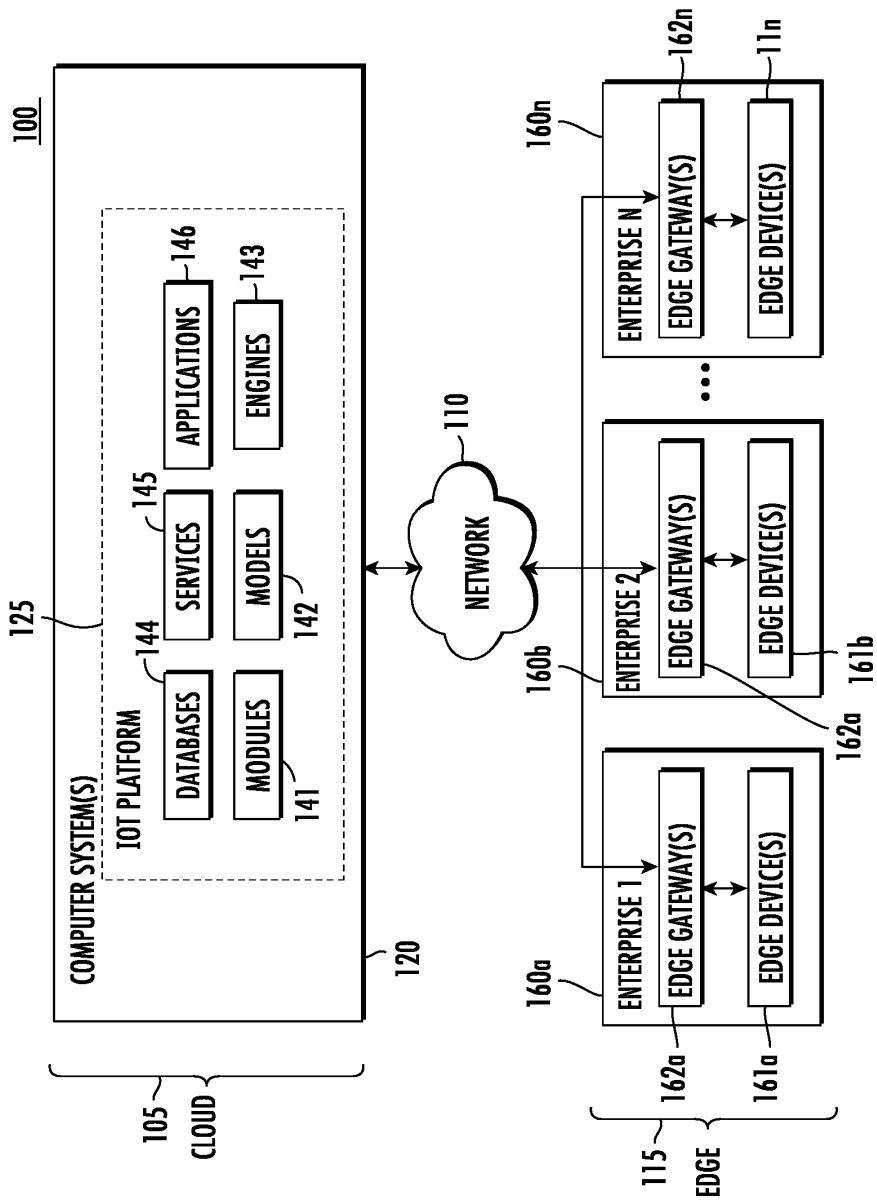
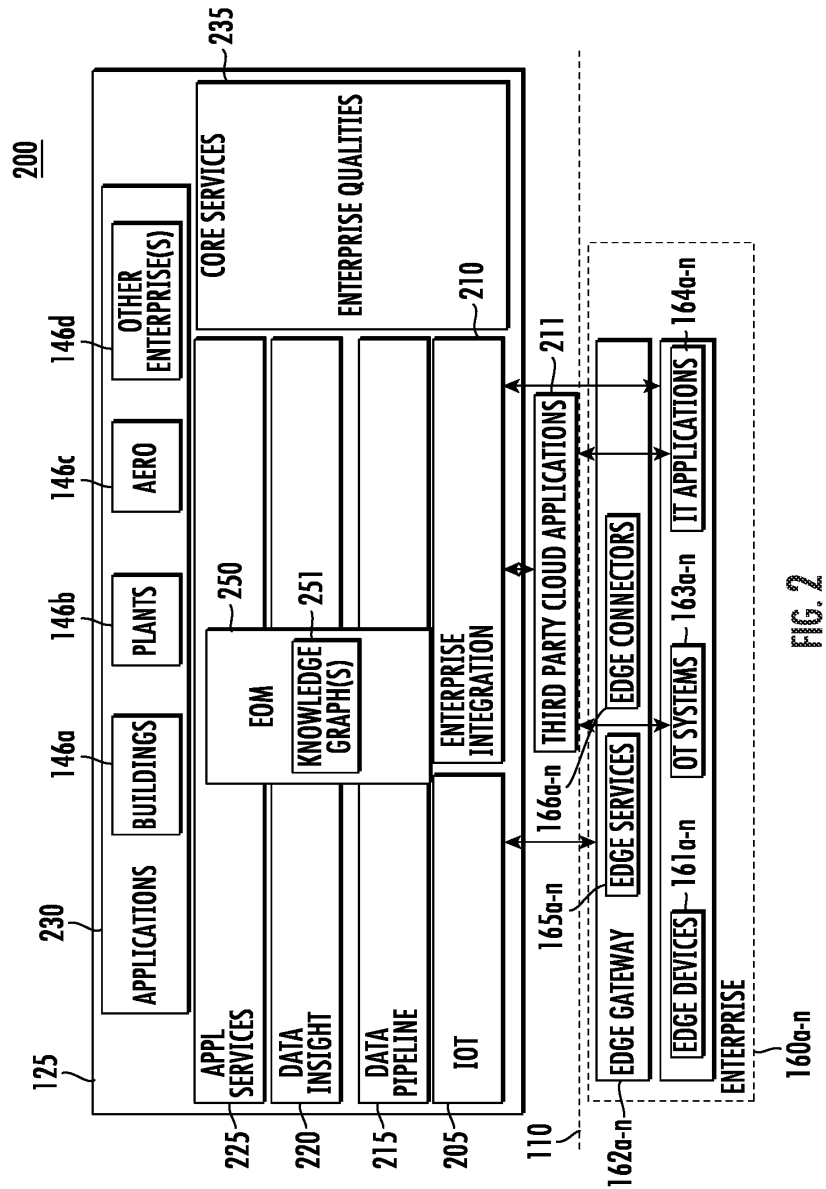


FIG. 1



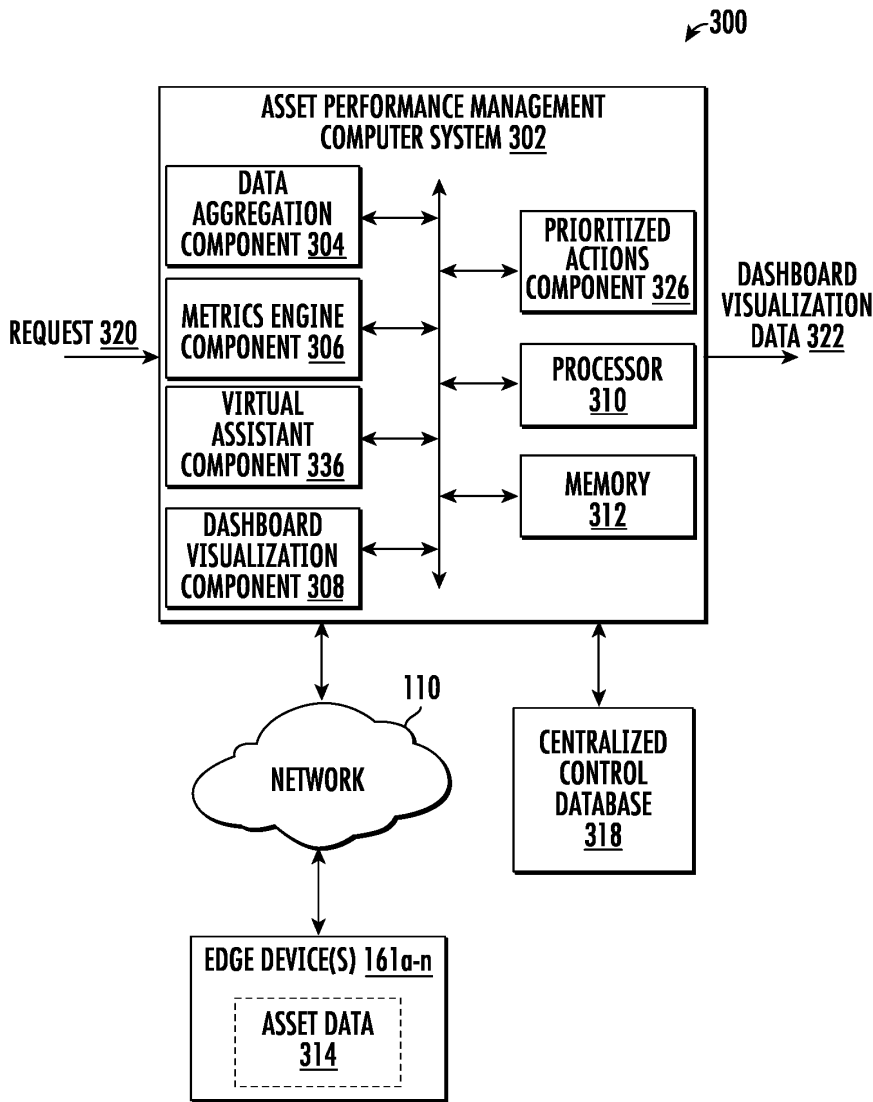


FIG. 3

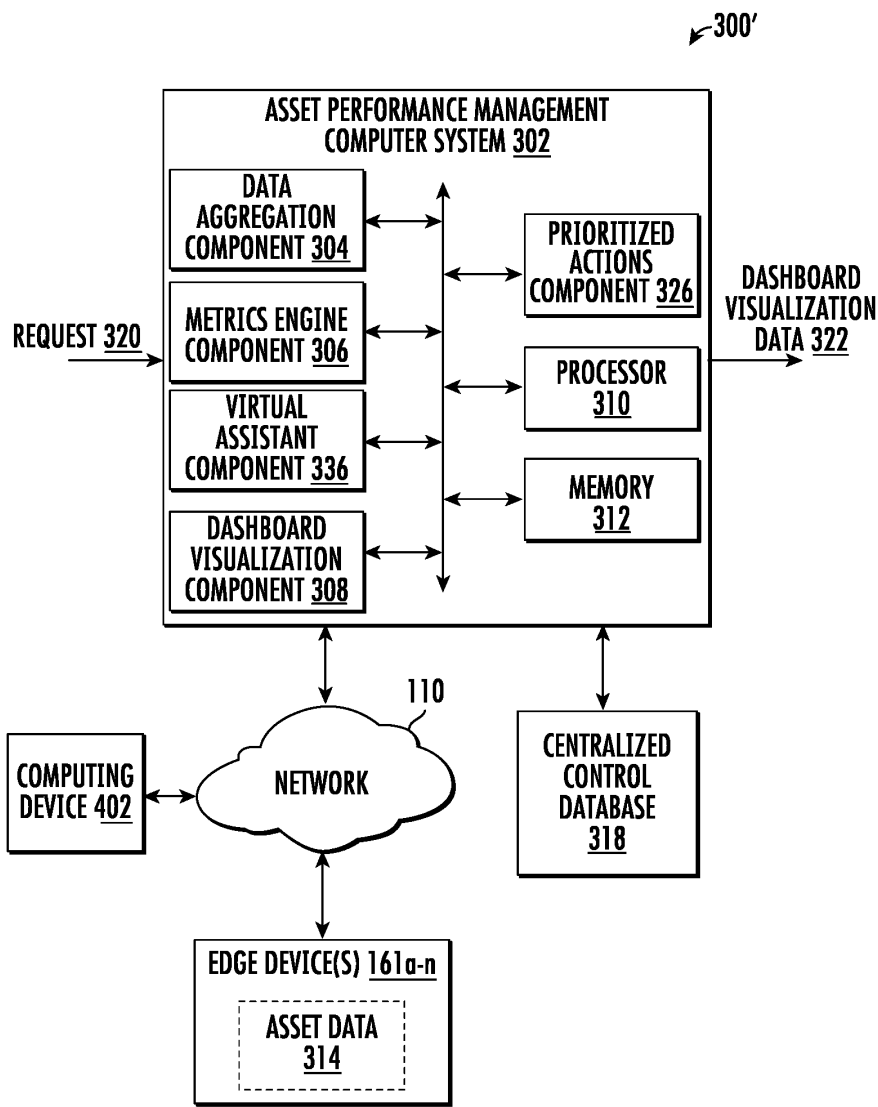


FIG. 4

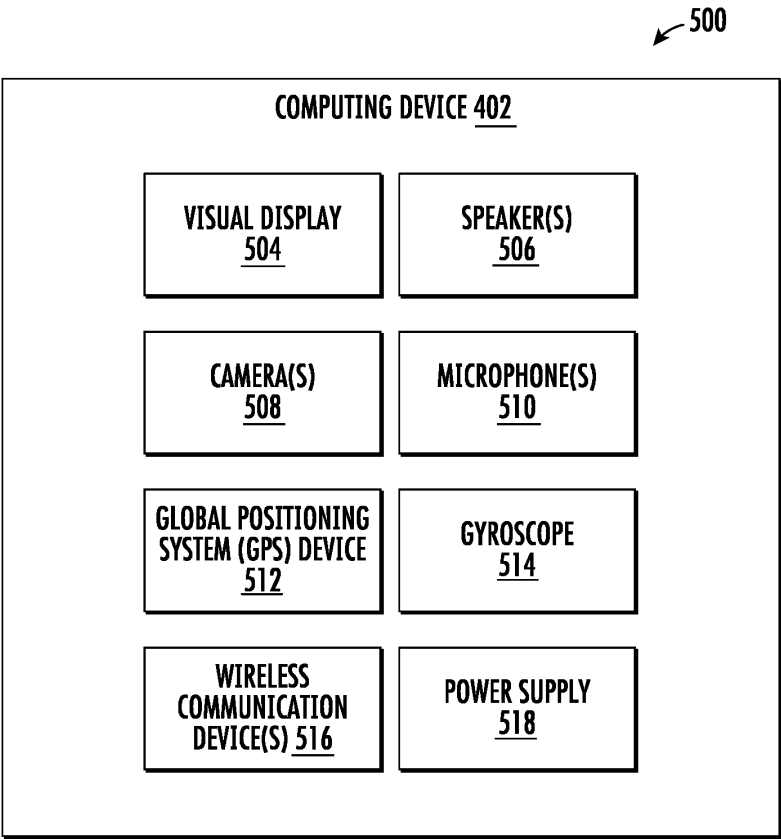


FIG. 5

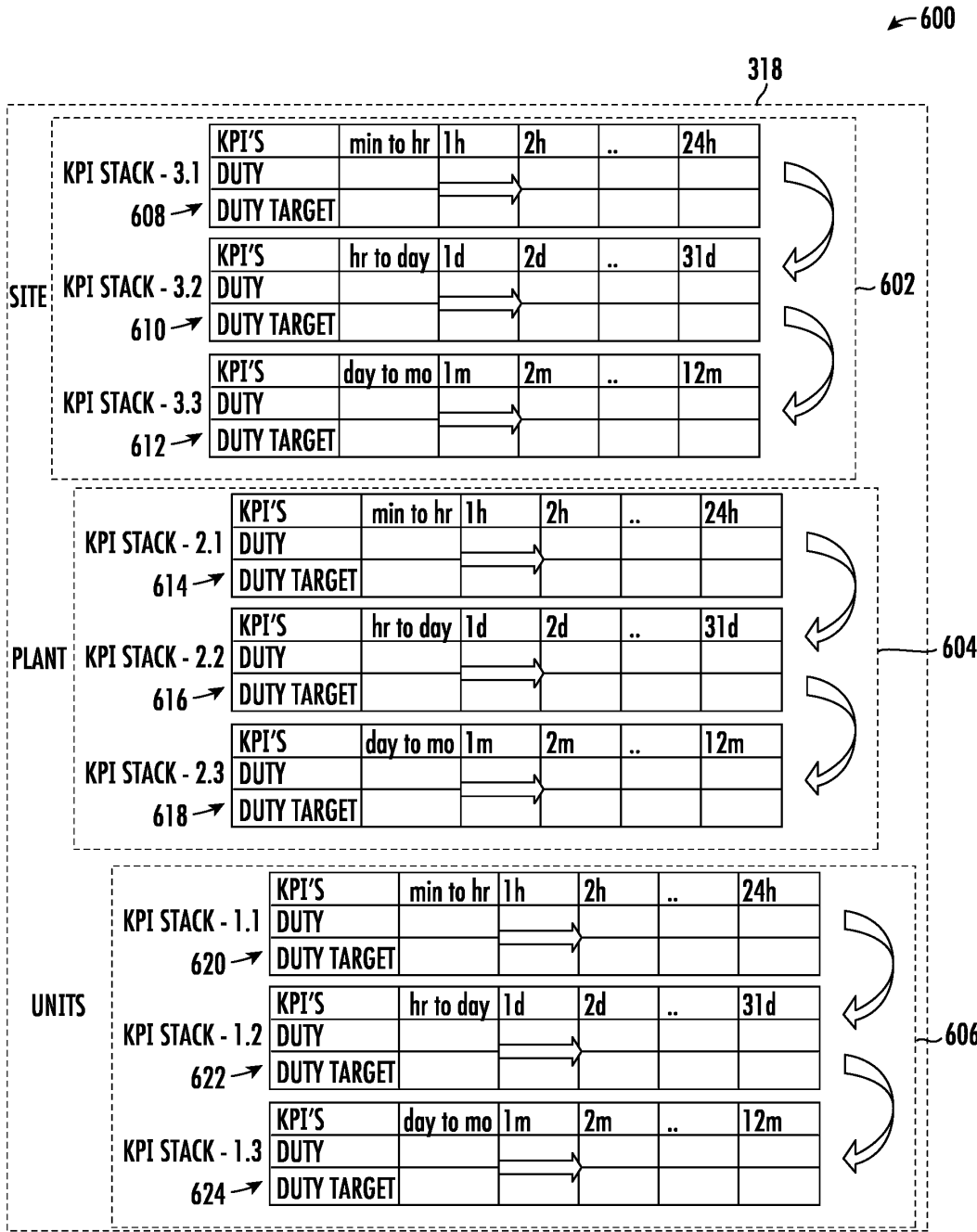


FIG. 6

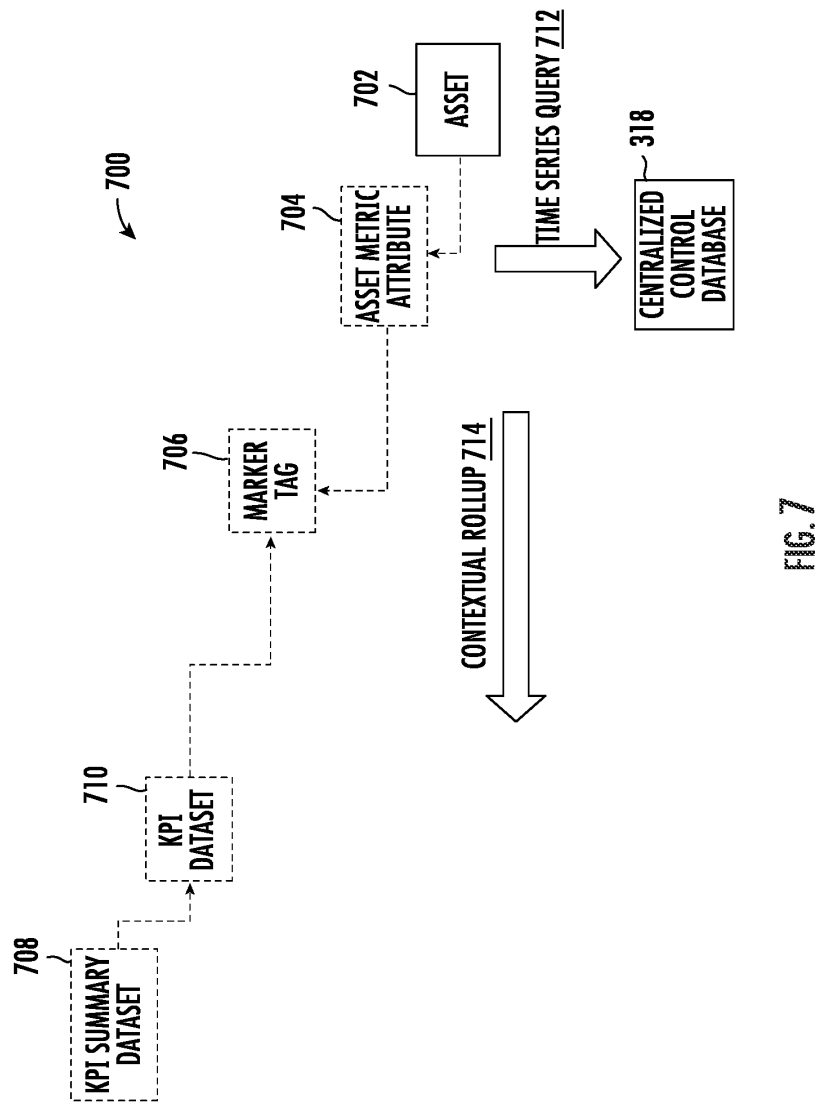


FIG. 7

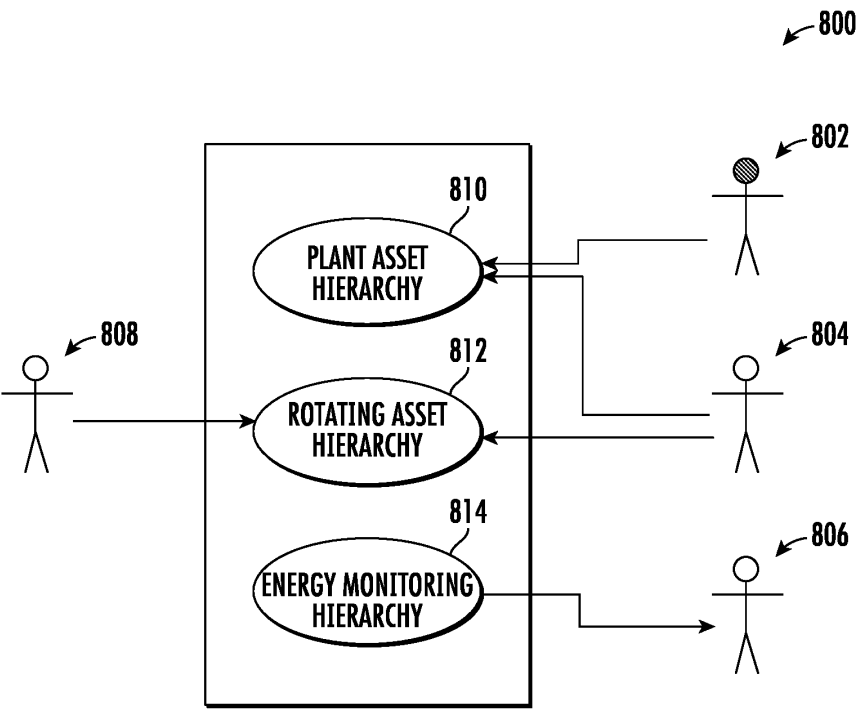


FIG. 8

9/32

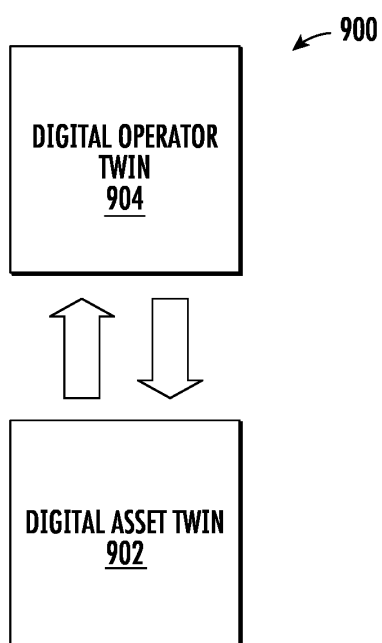


FIG. 9

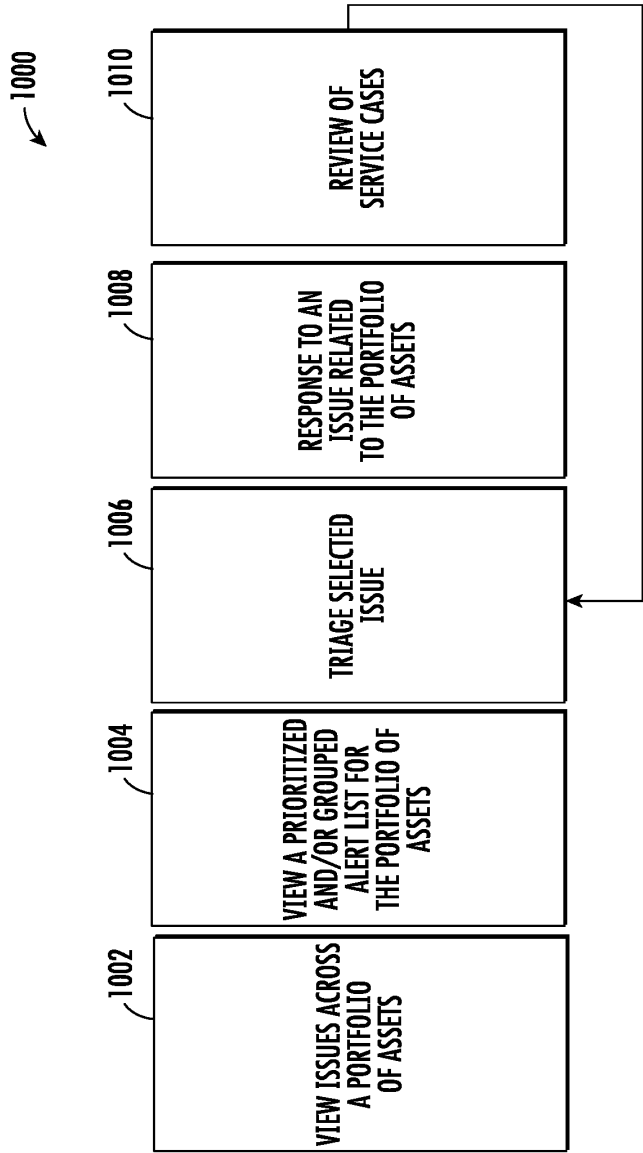


FIG. 10

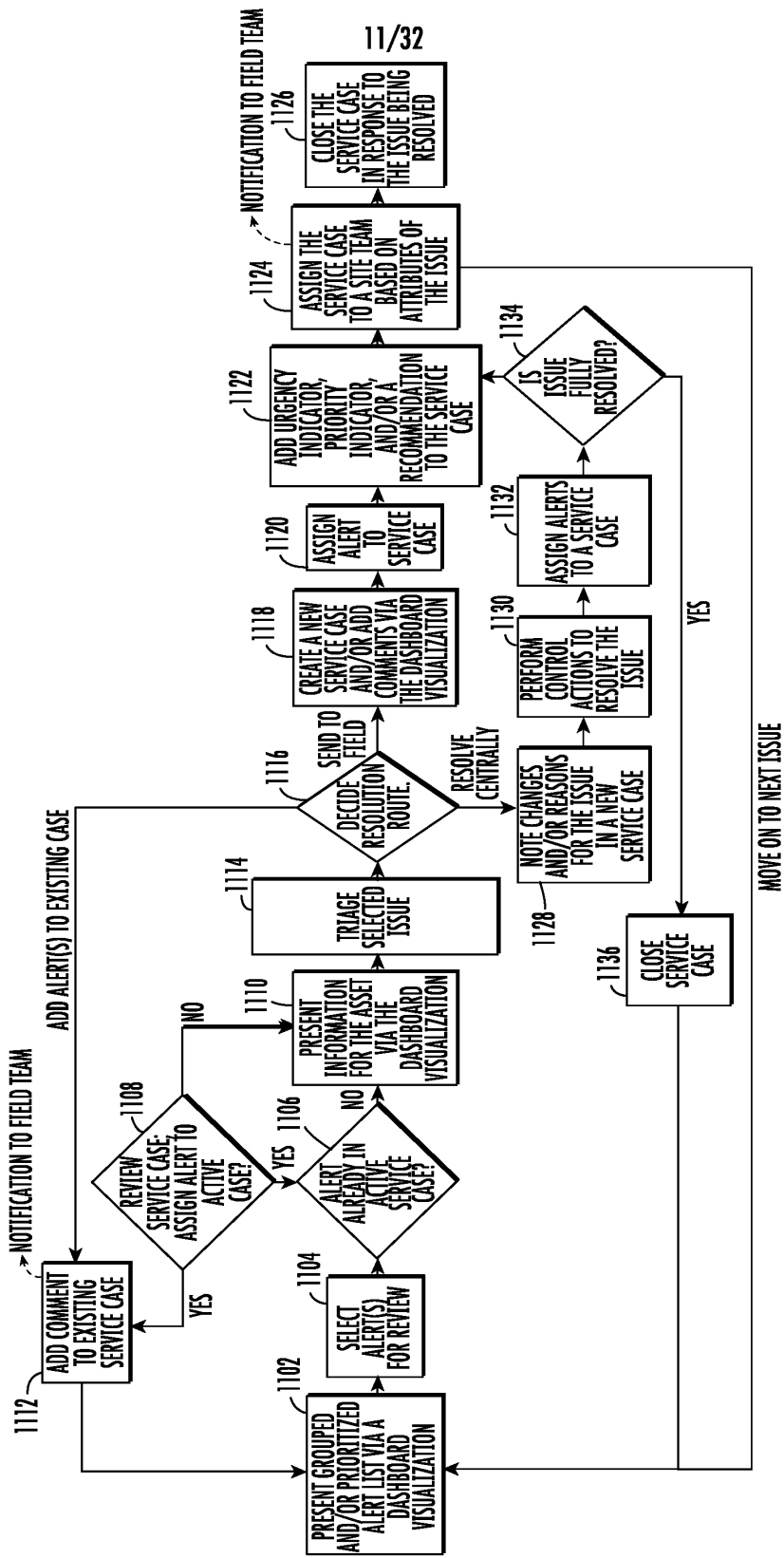


FIG. 11

12/32

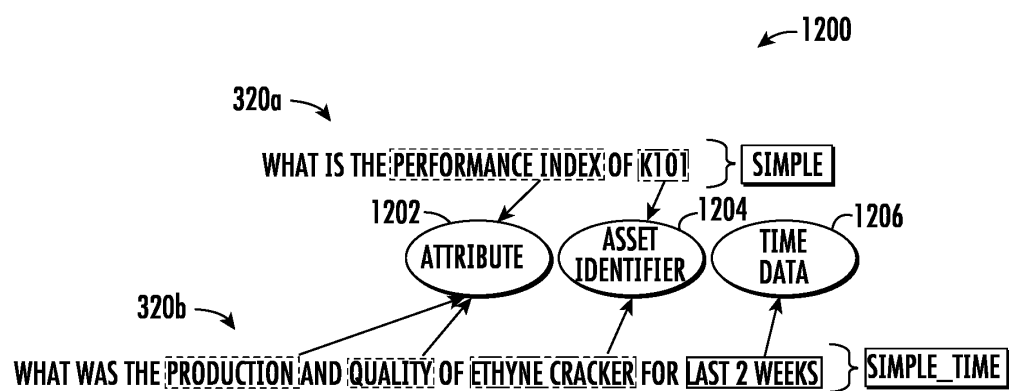


FIG. 12

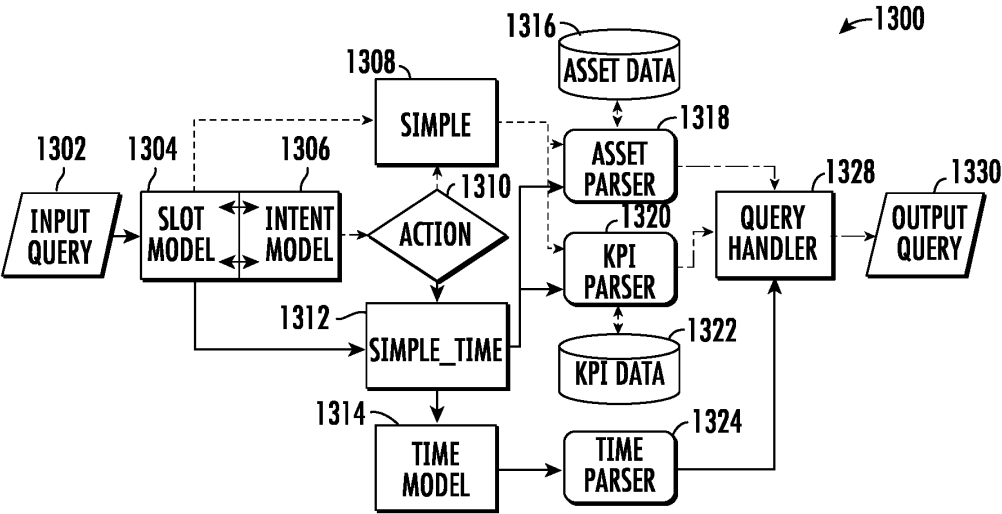


FIG. 13

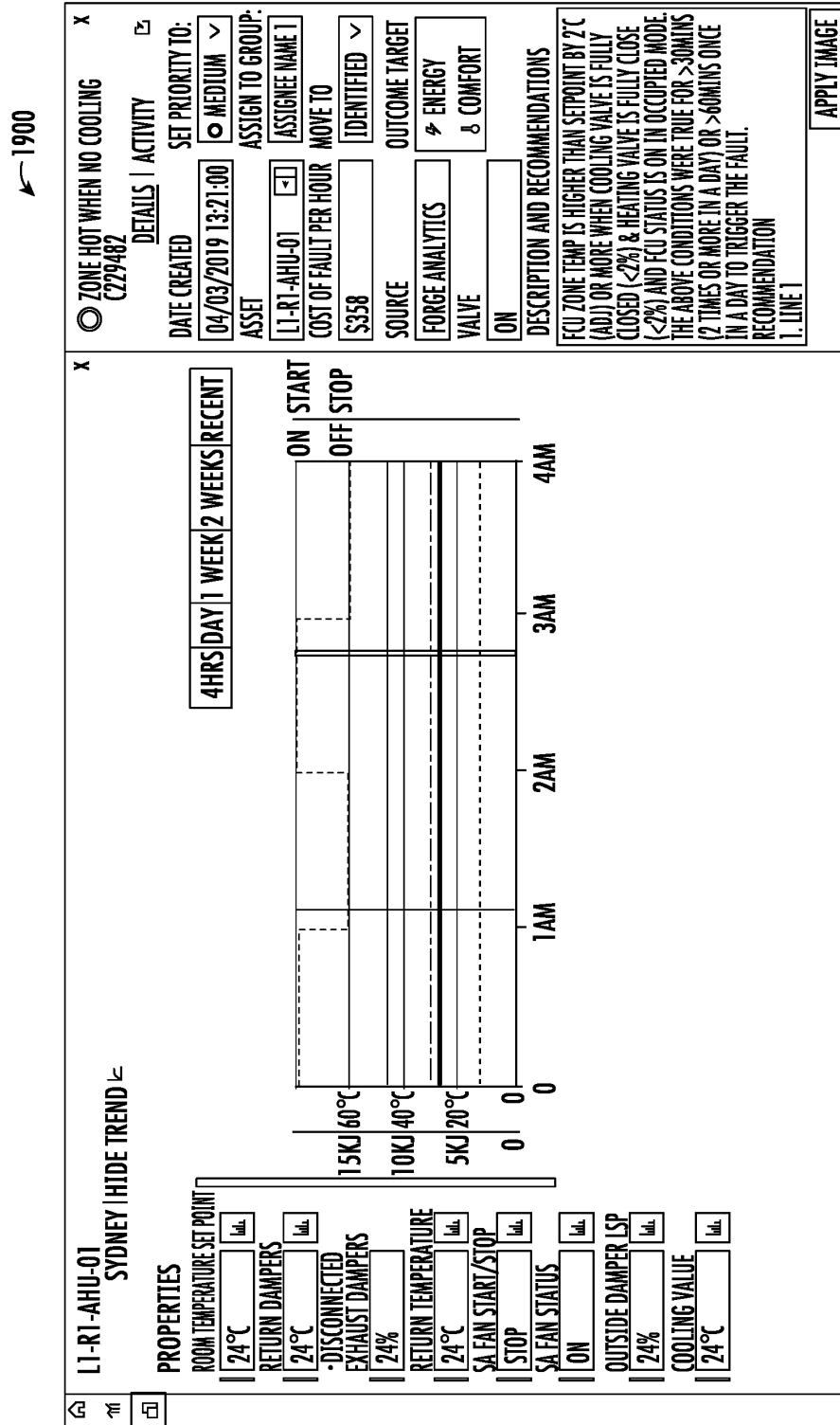
16/32

1600

SERVICE CASES						
		ALL SITES YEAR TO DATE		SEARCH FOR SERVICE CASES		
PRIORITY	ASSET	SERVICE CASE	SITE	LOCATION	LATEST ALERT RAISED	
✓	SMKDET1	OUTSIDE DAMPER STUCK +2	BRISBANE	FLOOR01 PLANT ROOM 001	11:45	25/6/2019
✓	AHU1	OUTSIDE DAMPER STUCK +2	SYDNEY	T2 PIERA RAMP	11:45	25/6/2019
✓	VAV5	HIGH ROOM HUMIDITY +5	MELBOURNE	FLOOR01 PLANT ROOM 003	11:45	25/6/2019
✓	VAV9	OUTSIDE DAMPER STUCK +2	HOBART	SECURITY FENCE ZONE 1-2 LC1 INPUT	11:45	25/6/2019
✓	VAV2	ZONE HOT WHEN NO COOLING +2	PERTH	T1 CLEANERS OFFICE	11:45	25/6/2019
✓	L1-R1-AHU-01	OUTSIDE DAMPER STUCK +2	SYDNEY	T2 PIERA RAMP	11:45	25/6/2019
SERVICE CASE NO.	STATUS	DESCRIPTION	LAST UPDATED	COST OF FAULT	LATEST ALERT RAISED	
○ C229482	IDENTIFIED	ZONE HOT WHEN NO COOLING AND HEATING	11:25:00 25/6/2019	\$524/DAY	11:25	25/6/2019
○ C229473	IDENTIFIED	OUTSIDE DAMPERS STUCK	11:20:00 25/6/2019	\$207/DAY	11:20	25/6/2019
○ C229479	IDENTIFIED	HIGH ROOM HUMIDITY	11:45:00 25/6/2019	\$55/DAY	11:45	25/6/2019
✓	SENSOR18	OUTSIDE DAMPER STUCK	MELBOURNE	T2 PIERA RAMP	11:45	25/6/2019
✓	VAV02	ZONE HOT WHEN NO COOLING	HOBART	PIER C AIR GAT53	11:45	25/6/2019
✓	SMKDET12	HIGH ROOM HUMIDITY	BRISBANE	LEVEL1 LOBBY	11:45	25/6/2019
✓	CAMERA	ZONE HOT WHEN NO COOLING	MELBOURNE	PIER8 GOODS INTERLOCK A/S	11:45	25/6/2019
✓	PUMP4	HIGH ROOM HUMIDITY	HOBART	T2 PIERA RAMP	11:45	25/6/2019
✓	CAMERA	HOT ZONE WHEN NO COOLING AND HEATING	BRISBANE	CAMERA T1_858_AB_APBB	11:45	25/6/2019
✓	PUMP3	HIGH ROOM HUMIDITY	MELBOURNE	400 GEARGE ST, INVESTA SYDNEY	11:45	25/6/2019

FIG. 16

SERVICE CASES			L1-R1-AHU-01		SYDNEY VIEW TREND IC		L1-R1-AHU-01		ZONE HOT WHEN NO COOLING C229482	
PRIORITY	ASSET	SERVICE CASE	PROPERTIES ACTIVITY SERVICE CASES (3)		ROOM TEMPERATURE SET POINT		RETURN DAMPERS		DATE CREATED	
▼	● SMKDET1	OUTSIDE DAMPER STUCK +2	26°C		24°C		DISCONNECTED		04/03/2019 13:21:00	
▼	● AHU1	OUTSIDE DAMPER STUCK +2	SA FAN START/STOP		24°C		OUTSIDE DAMPER LSP		SET PRIORITY TO:	
▼	● VAV5	HIGH ROOM HUMIDITY +5	START		24°C		COOLING VALVE		ASSIGN TO GROUP:	
▼	● VAV9	OUTSIDE DAMPER STUCK +2	SA FAN STATUS OF ...		24°C		RETURN TEMPERATURE		ASSIGNEE NAME	
▼	● VAV2	ZONE HOT WHEN NO COOLING +2	OFF		24°C		ROOM TEMPERATURE		COST OF FAULT PER HOUR	
▼	● L1-R1-AHU-01	OUTSIDE DAMPER STUCK +2	RETURN TEMPERATURE		24°C		ROOM HUMIDITY		S358	
SERVICE CASE NO.			STATUS		DESCRIPTION		OUTSIDE TEMPERATURE		SOURCE	
▼	● C229482	IDENTIFIED	ZONE HOT WHEN NO COOLING AND HE		24°C		24°C		FORGE ANALYTICS	
▼	● C229473	IDENTIFIED	OUTSIDE DAMPERS STUCK		24°C		24°C		VALVE	
▼	● C229479	IDENTIFIED	HIGH ROOM HUMIDITY		24°C		24°C		ON	
▼	● SENSOR18	OUTSIDE DAMPER STUCK	24°C		24°C		24°C		DESCRIPTION AND RECOMMENDATIONS	
▼	● VAV02	ZONE HOT WHEN NO COOLING	24°C		24°C		24°C		FCU ZONE TEMP IS HIGHER THAN SETPOINT BY 2°C (ADJ) OR MORE WHEN COOLING VALVE IS FULLY CLOSED (<2%) & HEATING VALVE IS FULLY CLOSE (<2%) AND FCU STATUS IS ON IN OCCUPIED MODE. THE ABOVE CONDITIONS WERE TRUE FOR >30MINS (2 TIMES OR MORE IN A DAY) OR >60MINS ONCE IN A DAY TO TRIGGER THE FAULT. RECOMMENDATION	
▼	● SMKDET12	HIGH ROOM HUMIDITY	24°C		24°C		24°C		1. LINE 1	
▼	● CAMERA	ZONE HOT WHEN NO COOLING	24°C		24°C		24°C		APPLY IMAGE	
▼	● PUMP4	HIGH ROOM HUMIDITY	24°C		24°C		24°C			
▼	● CAMERA	HOT ZONE WHEN NO COOLING AND HE	24°C		24°C		24°C			
▼	● PUMP3	HIGH ROOM HUMIDITY	24°C		24°C		24°C			



SERVICE CASES		L1-R1-AHU-01 ☐		SYDNEY VIEW TREND IC		L1-R1-AHU-01 ☐		X	
PRIORITY ◊ ASSET ◊ SERVICE CASE ◊		PROPERTIES ACTIVITY SERVICE CASES (3)		ROOM TEMPERATURE SET POINT		RETURN DAMPERS		☒ ZONE HOT WHEN NO COOLING C229482 DETAILS ACTIVITY ☒ SET POINT CHANGE ROOM TEMPERATURE SET POINT CHANGED FROM 26 TO 28 MICHAEL SCOTT 06/06/2019 09:33:22 ☒ NOTE ZONE TEMP SP WAS IN MANUAL BUT DIDN'T FIX THE ISSUE EVEN AFTER RELINQUISHING CONTROL. NEED SOMEONE ON SITE TO INVESTIGATE. BOB CONTROL OPERATOR 06/06/2019 09:33:22 ☒ NOTE NO WORRIES I'LL HAVE A LOOK TIMOTHY TECH 06/06/2019 09:33:22 ☒ NOTE NO WORRIES I'LL HAVE A LOOK TIMOTHY TECH 06/06/2019 09:33:22 ☒ ERROR BMS FAILED TO CHANGES COOLING FAN TEMPERATURE FROM 24 C TO 28 C JOHN SMITH 06/06/2019 09:33:22 ☒ PRIORITY CHANGE PRIORITY SET FROM MEDIUM TO HIGH. ADD NOTE 00/200 START TYPING HERE... APPLY IMAGE	
✓ ◊ SMKDET1	OUTSIDE DAMPER STUCK +2	26°C	24°C	DISCONNECTED	OUTSIDE DAMPER LSP	24°C	DISCONNECTED	OUTSIDE DAMPER LSP	24°C
✓ ◊ AHU1	OUTSIDE DAMPER STUCK +2	SA FAN START/STOP	START	SA FAN STATUS OF ...	MANUAL	OFF	RETURN TEMPERATURE	24°C	ROOM TEMPERATURE
✓ ◊ VAV5	HIGH ROOM HUMIDITY +5	OUTSIDE DAMPER STUCK +2	ZONE HOT WHEN NO COOLING +2	OUTSIDE DAMPER STUCK +2	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	ZONE HOT WHEN NO COOLING AND HE	OUTSIDE DAMPER STUCK	ZONE HOT WHEN NO COOLING
✓ ◊ VAV9	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	OUTSIDE DAMPERS STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPERS STUCK
✓ ◊ VAV2	ZONE HOT WHEN NO COOLING +2	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY
✓ ◊ L1-R1-AHU-01	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	OUTSIDE DAMPER STUCK +2	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY
✓ ◊ C229482	IDENTIFIED	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK
✓ ◊ C229473	IDENTIFIED	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK
✓ ◊ C229479	IDENTIFIED	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	DESCRIPTION ◊	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY
✓ ◊ SENSOR18	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	DESCRIPTION ◊	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK	OUTSIDE DAMPER STUCK
✓ ◊ VAV02	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	DESCRIPTION ◊	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING
✓ ◊ SMKDET12	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	DESCRIPTION ◊	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY
✓ ◊ CAMERA	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	DESCRIPTION ◊	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING	ZONE HOT WHEN NO COOLING
✓ ◊ PUMP4	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	DESCRIPTION ◊	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY
✓ ◊ CAMERA	HOT ZONE WHEN NO COOLING AND HE	HOT ZONE WHEN NO COOLING AND HE	HOT ZONE WHEN NO COOLING AND HE	HOT ZONE WHEN NO COOLING AND HE	DESCRIPTION ◊	HOT ZONE WHEN NO COOLING AND HE	HOT ZONE WHEN NO COOLING AND HE	HOT ZONE WHEN NO COOLING AND HE	HOT ZONE WHEN NO COOLING AND HE
✓ ◊ PUMP3	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	DESCRIPTION ◊	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY	HIGH ROOM HUMIDITY

29.5

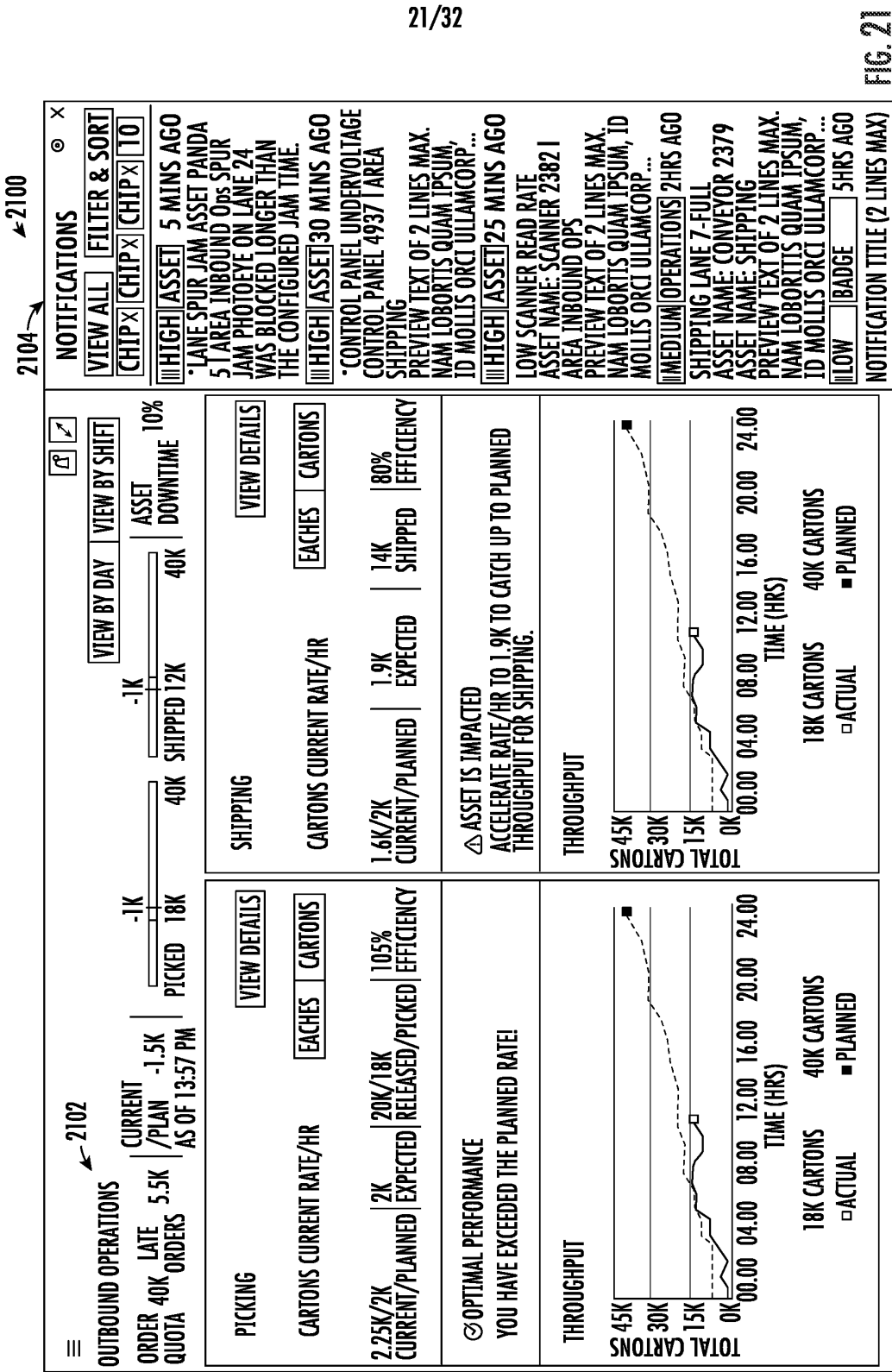
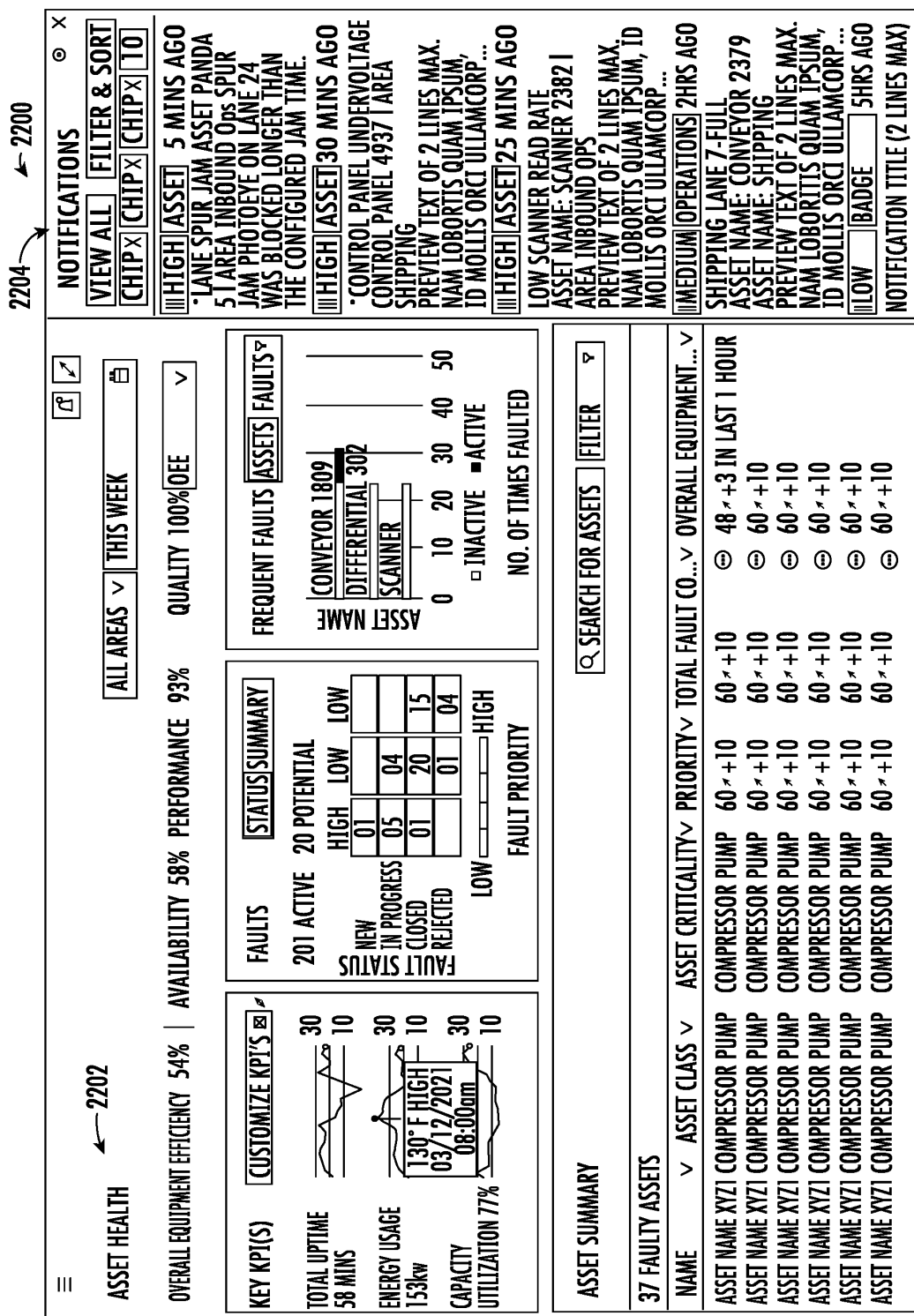
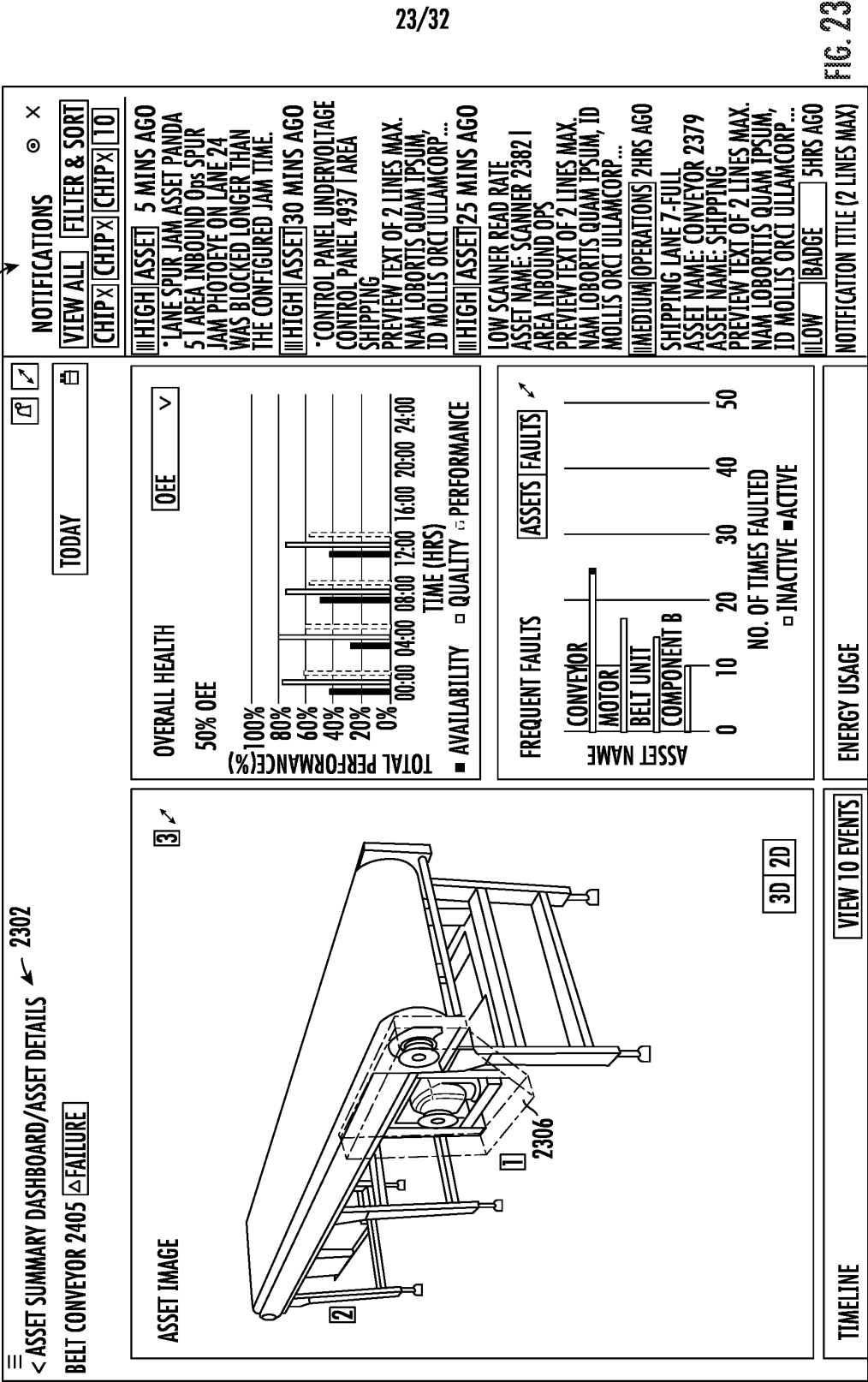


FIG. 21





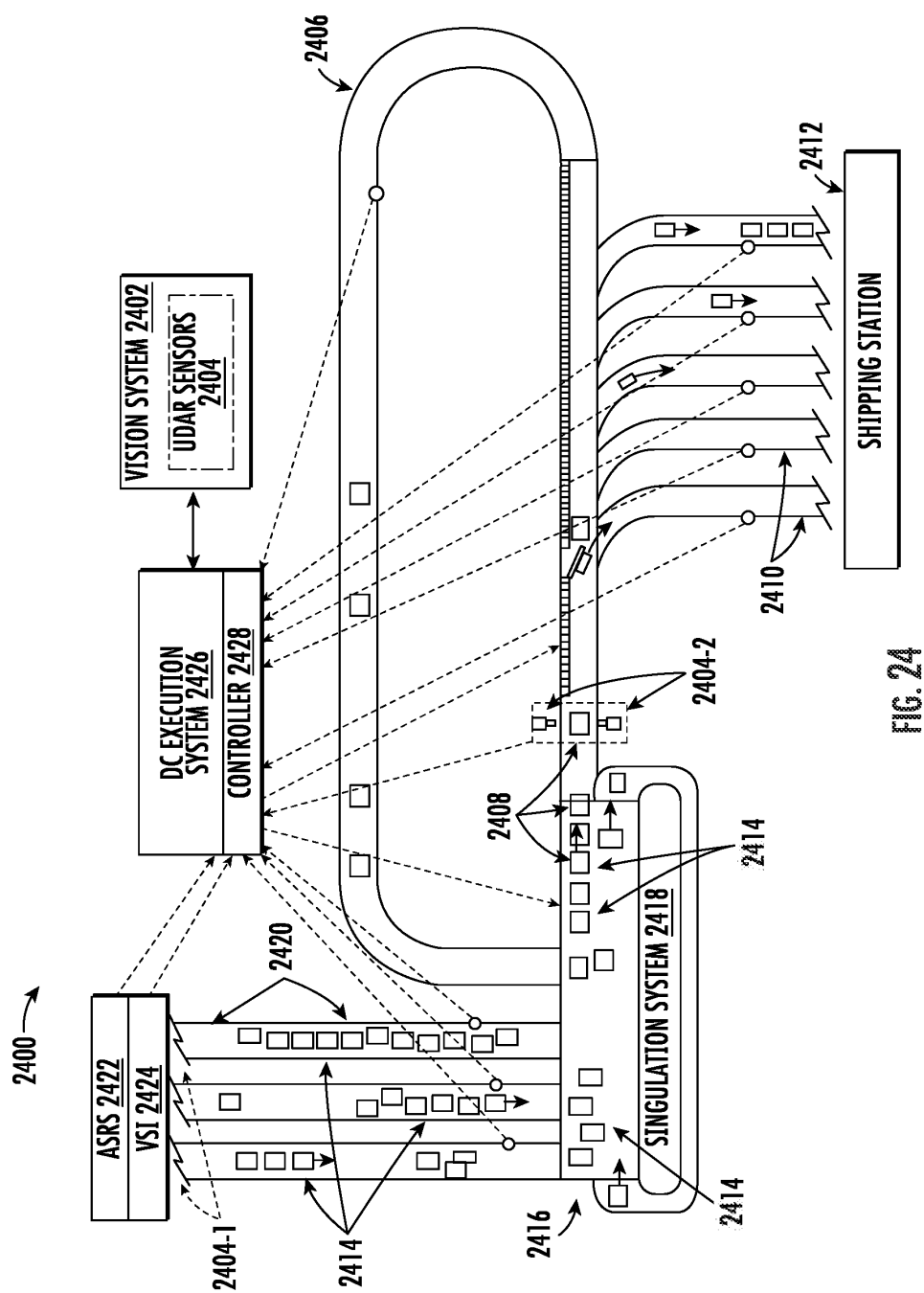
VIEW 10 EVENTS

TIMELINE

VIEW 10 EVENTS

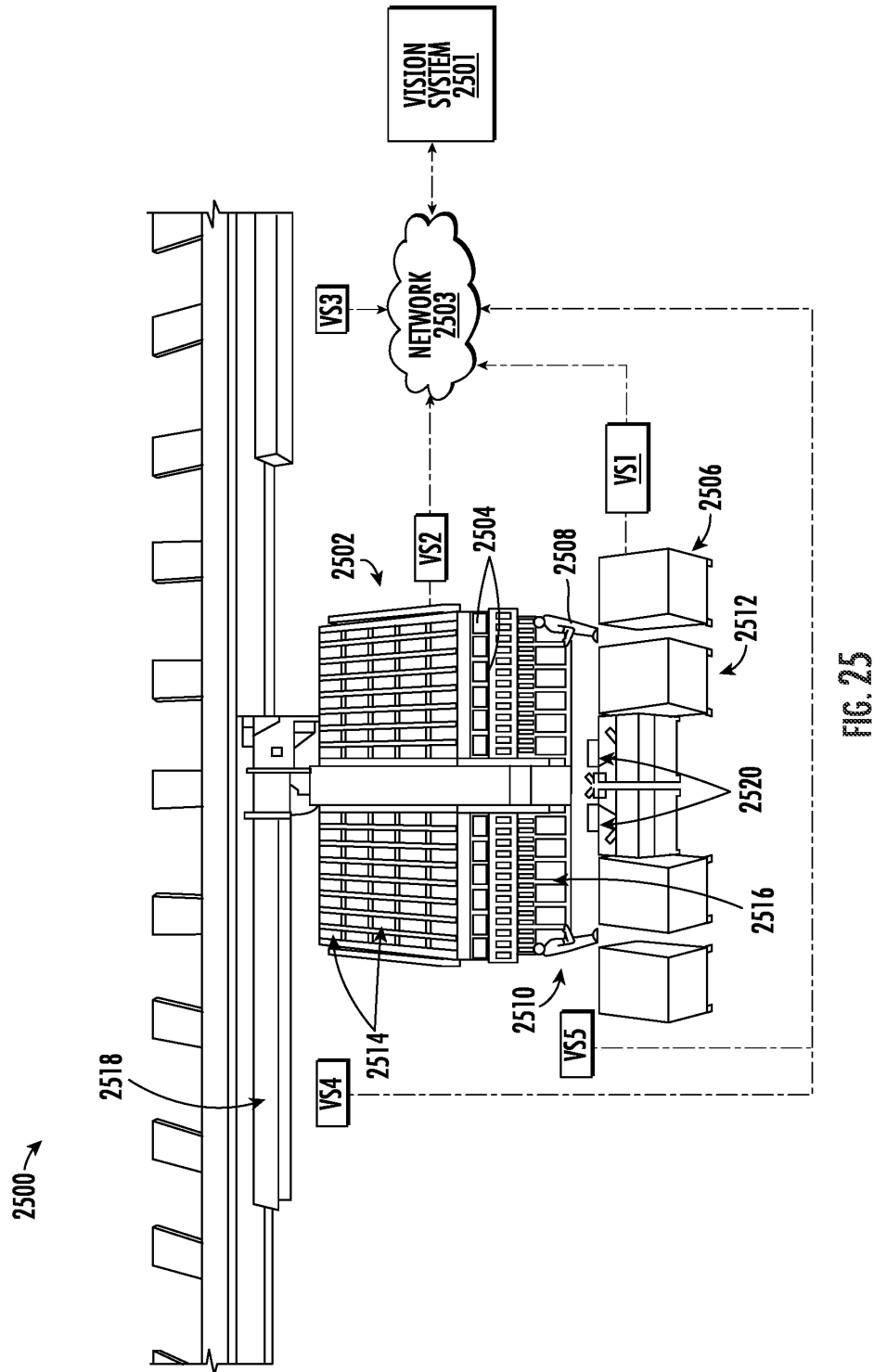
TIMELINE

FIG. 23



24

25/32



26/32

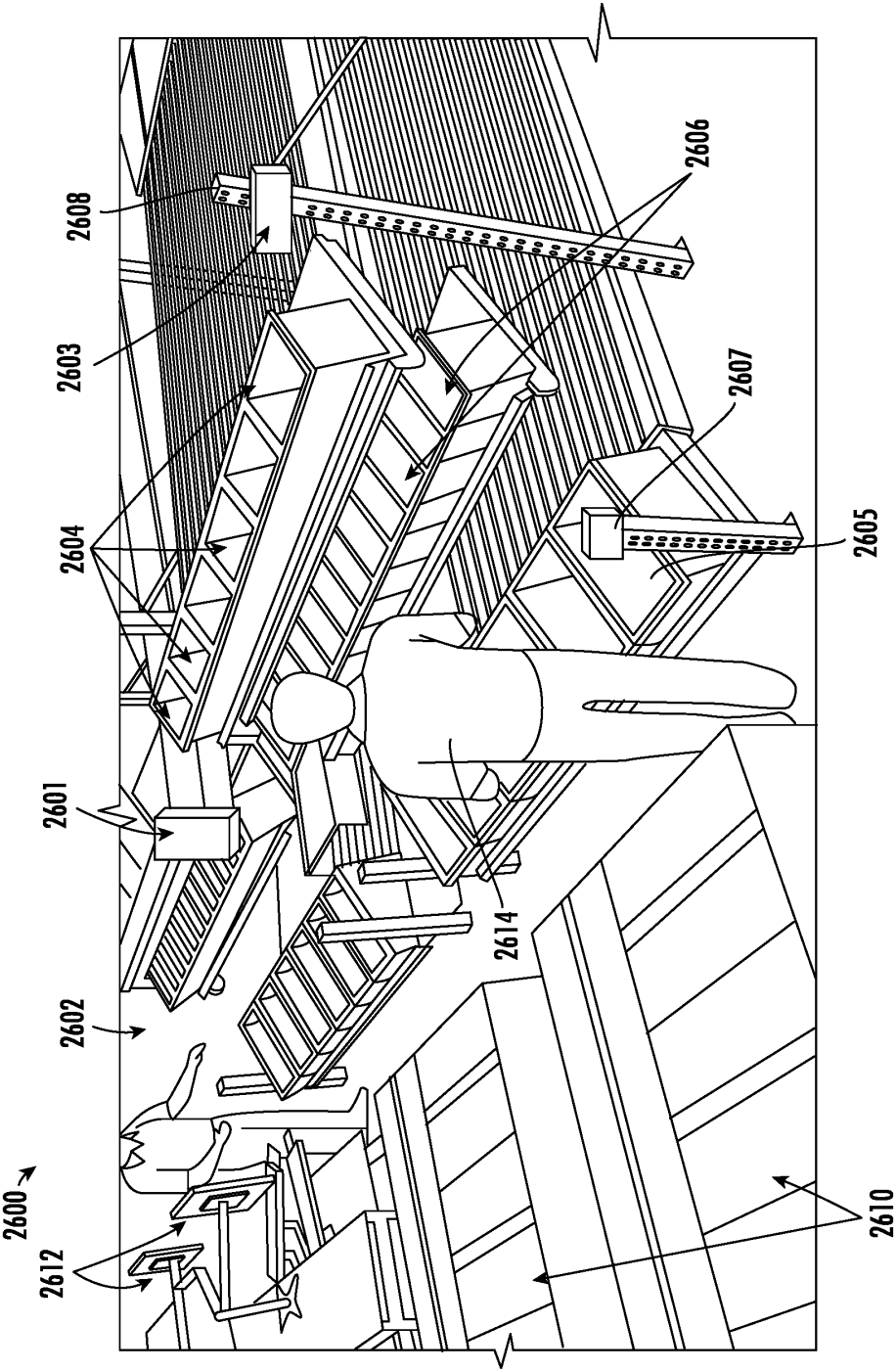
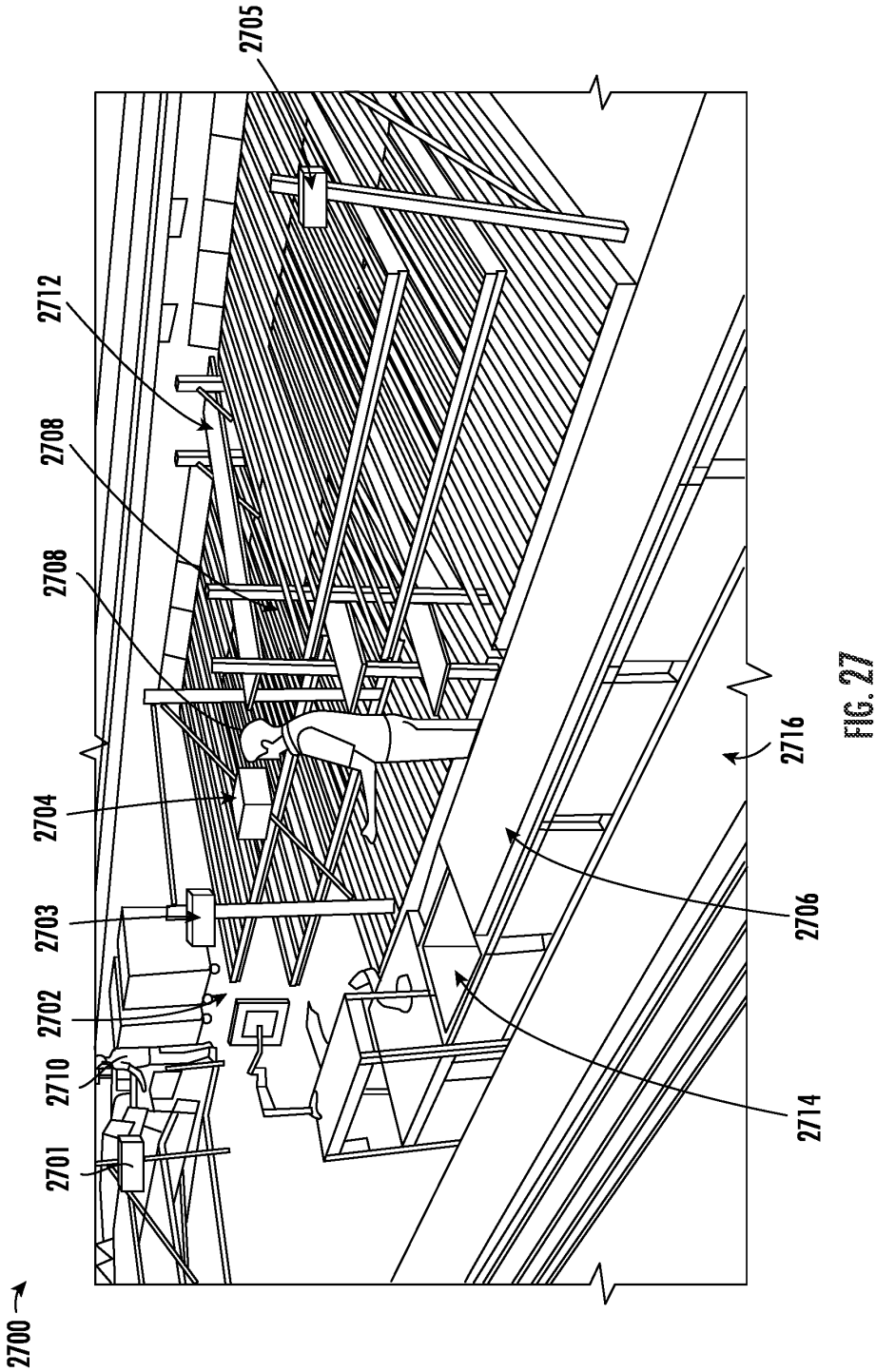


FIG. 26



28/32

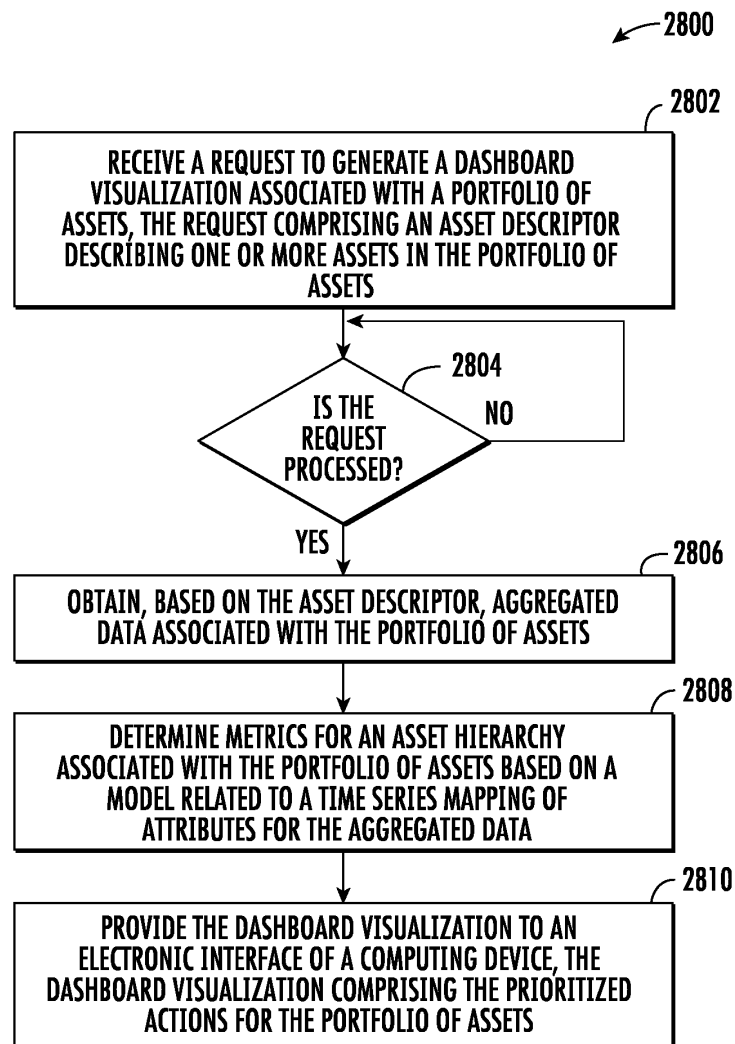


FIG. 28

29/32

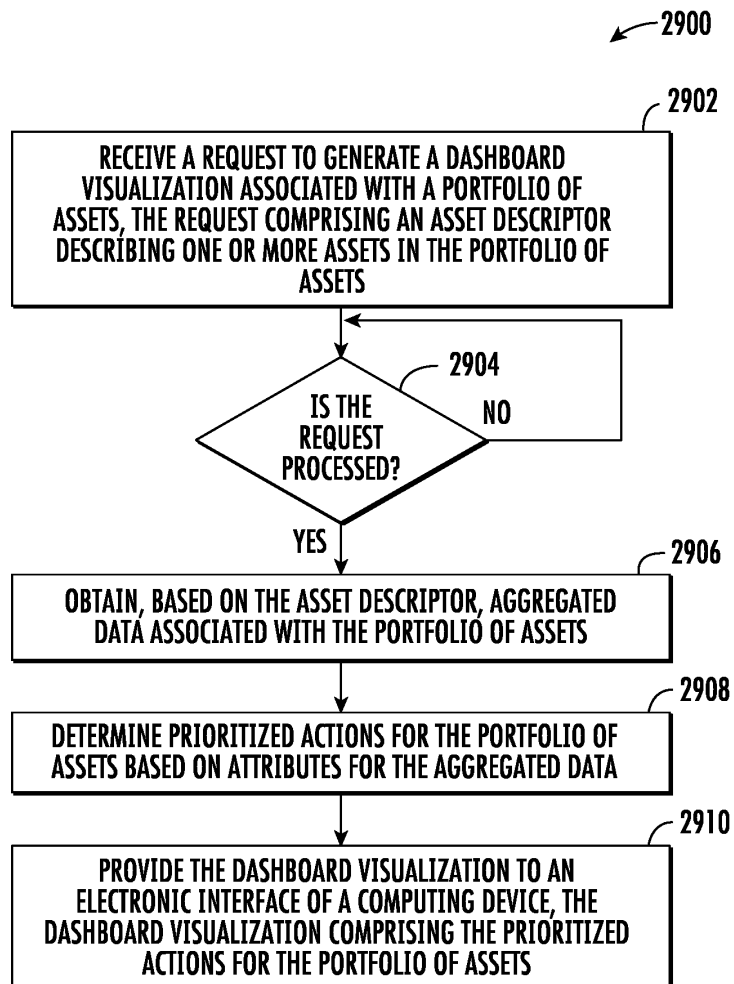


FIG. 29

30/32

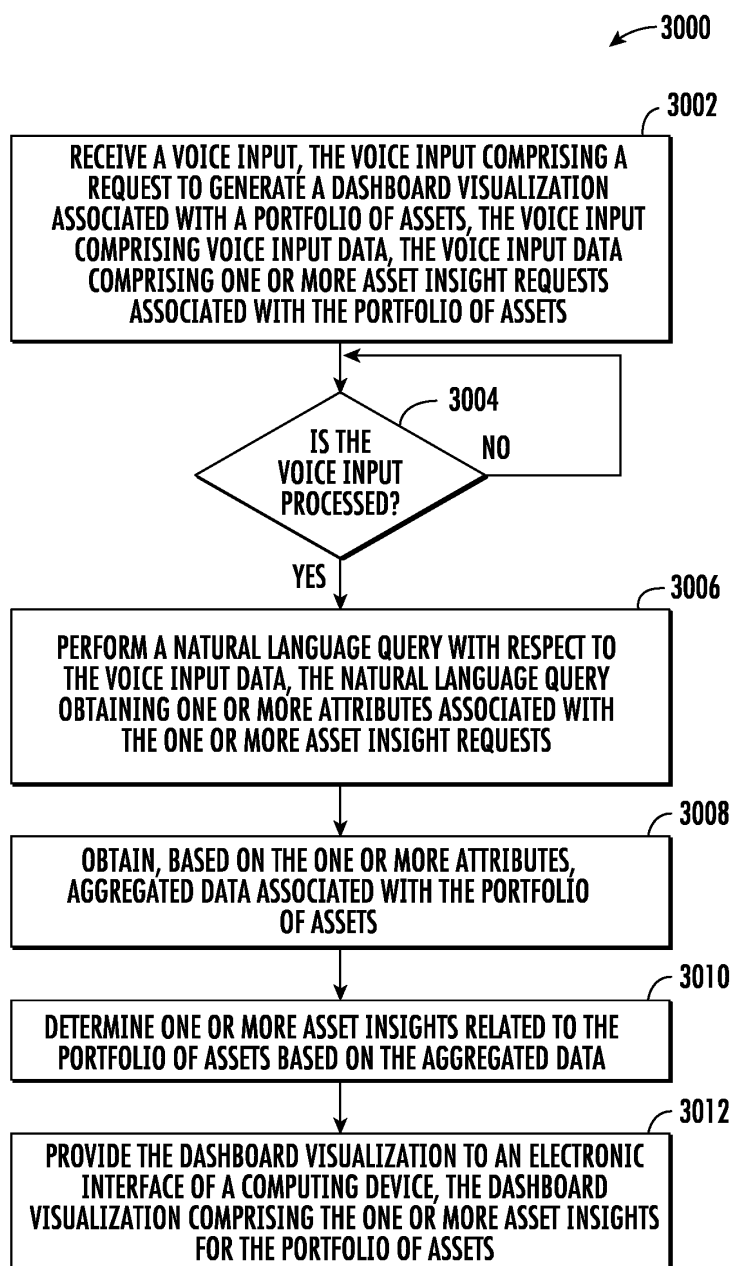


FIG. 30

31/32

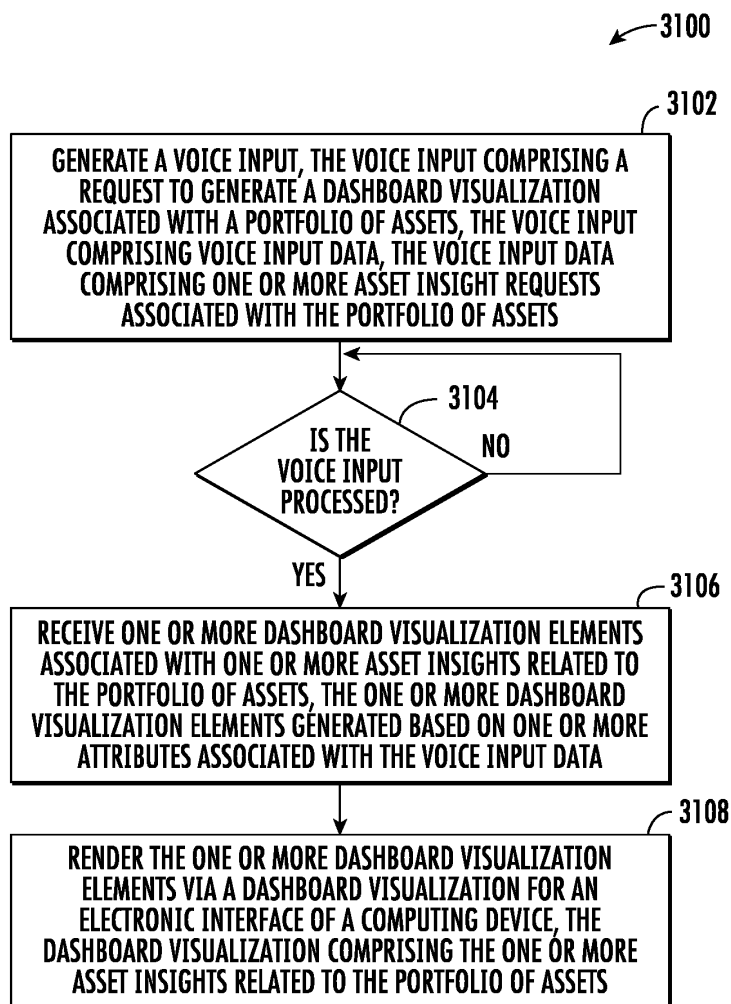


FIG. 31

32/32

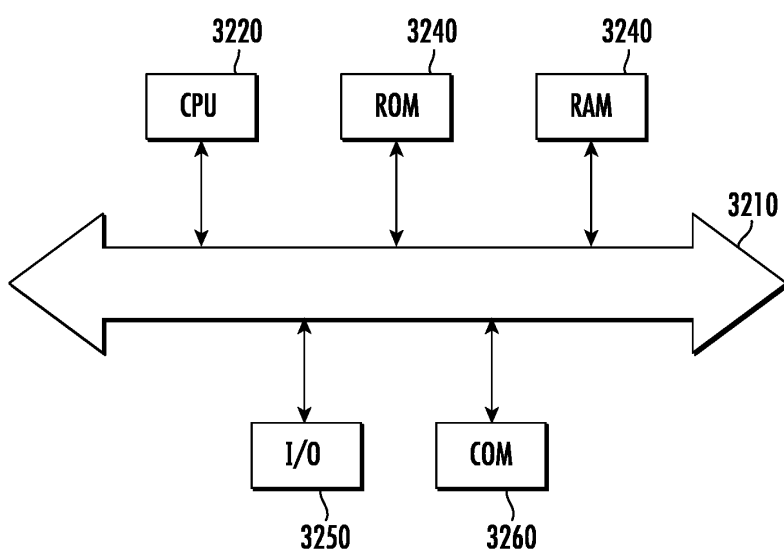


FIG. 32