

## **Site Manager v3.9.0 Release Notes**

### **1. Introduction**

- 1.1 Site Manager v3.9.0 introduces a new machine type – MEWPs (Mobile Elevated Working Platforms), reintroduces two previous alert types across all machine types and now categorises Rollers rather than assigning them as 'Other' machine type.

### **2. New Alerts (see Appendix for a summary of available alerts)**

- 2.1 **CheckMate** – Despatches an alert if the machine has been running for 60 minutes and a daily safety check has not been completed via the Ardent App. Note that this is available as an optional hot and warm alert.
- 2.2 **Health & Safety** – Despatches an alert if a health and safety defect has been reported via the Ardent App and the machine is subsequently used for 60 minutes or more. The alert resets after 4 hours from the time the defect is reported. Note that health and safety defects are set in the Ardent InSite portal by the customer's user admin and they identify health and safety issues where the equipment is required to be stood down.

### **3. New Machine Type**

**MEWPs (Mobile Elevated Working Platforms)** – telematics reporting is now available on Ardent's MEWP fleet which consists of Niftylift electric and hybrid booms. Alerts include:-

- 3.1 **Basket angle** – despatches warm and hot alerts if the basket angle tilts to 5 degrees or more.

**What happens if I ignore this alert?** Excessive basket angle increases the risk of the operator(s) falling out of the basket which could result in serious injury or even death.

**What should I do when I receive this alert?** Speak to your operator to make them aware of the dangers of basket tilting and to understand why they allowed the basket to reach this angle. Check that they are confident with the machine controls.

- 3.2 **Battery Health** – alerts are despatched as the battery increasingly discharges. The first alert has a status of 'Warning', followed by 'Low', 'Critical', 'Critical (Warning)' and 'Critical (Severe)'. 'Low' alerts will reduce machine drive speed to 50%, 'Critical' to 20%, 'Critical (Warning)' to 10% and 'Critical (Severe)' to 5%.

**What will happen if I ignore this alert?** Initially there is a reduction in speed which ultimately results in a failure of the machine. If the machine is used after receiving a 'Critical' alert, it is possible to cause permanent damage to the battery.

**What should I do when I receive this alert?** Stop using the machine and charge the battery as soon as possible. Good practice is to charge the machine every night even if the battery isn't particularly low to avoid any possibility of completely draining the battery and reducing downtime.

- 3.3 **Entrapment** – if the operator in the basket leans heavily on the controls then this will activate SIOPS (Sustained Involuntary Operation Prevention System) and stop the machine instantly. SIOPS is fitted to the machine to help prevent drivers from getting

trapped against other objects. Every time SLOPS is activated then an Entrapment alert will be triggered.

**What will happen if I ignore this alert?** The driver could be trapped between the machine and surrounding objects at height and so it is important to act when you receive this alert to prevent serious injury or death.

**What should I do when I receive this alert?** Attend the machine immediately in case the operator needs help. Discuss safety practices with the operator(s) as part of daily briefings and make sure they test the SLOPS as part of the daily safety check.

- 3.4 **Equipment movement (Move)** – despatches an alert if the equipment is moved outside a pre-set radius within a 24-hour period.

**What will happen if I ignore this alert?** Potential unauthorised use or theft of equipment.

**What should I do when I receive this alert?** Report this to your senior management.

- 3.5 **No use permitted (NUP)** – despatches an alert if the machine is marked as suspended and has been used for 20 minutes or longer.

**What will happen if I ignore this alert?** If the machine continues to be used after being marked as suspended then you will be charged the usual hire rate for this machine.

**What should I do when I receive this alert?** Contact Ardent to re-instate the hire

- 3.6 **Out of hours** – despatches an alert if the machine is switched on outside of the Site hours that have been set in Site Manager.

**What will happen if I ignore this alert?** Potential lone working issues, potential materials being stolen as well as overtime leading to increased costs. Also indicative of the level of stress at a site – perhaps driven by the need for meeting deadlines.

**What should I do when I receive this alert?** Call the driver or visit the site if the alert is received at unusual times. Check that procedures are in place for lone working. Check that authorisations are in place for out of hours working. Check that operators are not fatigued from working excessive hours.

- 3.7 **Overload** – despatches an alert if the weight limit of the basket is exceeded.

**What will happen if I ignore this alert?** Using the machine if the basket weight limit has been exceeded could damage the machine causing downtime and loss of productivity. Additionally, the operator(s) are taking unnecessary risks if they work in this way.

**What should I do when I receive this alert?** Attend to the machine immediately to see how the operator is using the equipment. Speak to the operator to make sure they are aware of the risks of overloading the basket. Include this as part of any daily safety briefing.

- 3.8 **Tilt** – despatches an alert if the machine is being used on a slope where there is risk of tipping. Depending in the machine type, slopes are allowed up to 5 degrees.

**What will happen if I ignore this alert?** The machine could tip over causing injuries or even death to the operator(s) and nearby pedestrians.

**What should I do when I receive this alert?** Attend to the equipment immediately to see how the operator is using the machine. Speak to the operator to make them aware of the dangers of the working on steep slopes and discuss as part of any daily safety briefings.

- 3.9 **Low Utilisation** – despatches an alert if utilisation of the machine falls below the percentage threshold set in Site Manager.

**What will happen if I ignore this alert?** If equipment is not being used it can be off hired to save costs. If equipment is being retained for snagging duties it might be more cost effective to off-hire the equipment and rehire it for a short period when required.

**What should I do when I receive this alert?** Review whether the equipment is still required. Off-hire the equipment either by calling Ardent or by clicking the hypertext link in the low utilisation alert.

#### 4. **Rollers – new category**

**Rollers** – shows the number of machines on hire and a new set of telematics.

- 4.1 **No use permitted** – despatches an alert if the machine is marked as suspended and has been used for 20 minutes or longer.

**What will happen if I ignore this alert?** If the machine continues to be used after being marked as suspended then you will be charged the usual hire rate for this machine.

**What should I do when I receive this alert?** Contact Ardent to re-instate the hire.

- 4.2 **Out of hours** – despatches an alert if the machine is switched on outside of the Site hours that have been set in Site Manager.

**What will happen if I ignore this alert?** Potential lone working issues, potential materials being stolen as well as overtime leading to increased costs. Also indicative of the level of stress at a site – perhaps driven by the need for meeting deadlines.

**What should I do when I receive this alert?** Call the driver or visit the site if the alert is received at unusual times. Check that procedures are in place for lone working. Check that authorisations are in place for out of hours working. Check that operators are not fatigued from working excessive hours.

- 4.3 **Low Utilisation** – despatches an alert if the percentage of the utilisation of the machine has fallen below the percentage threshold set in Site Manager.

**What will happen if I ignore this alert?** If equipment is not being used it can be off hired to save costs. If equipment is being retained for snagging duties it might be more cost effective to off-hire the equipment and rehire it for a short period when required.

**What should I do when I receive this alert?** Review whether the equipment is still required. Off-hire the equipment either by calling Ardent or by clicking the hypertext link in the low utilisation alert.

**Appendix: Site Manager v3.9.0 Alerts**

<b>Telehandlers</b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate <i>New</i>	✓	✓	✓	✗
DPF regeneration	✓	✓	✓	✗
Driving at Speed	✓	✓	✓	✓
Fuel idling	✓	✗	✓	✓
Fuel theft	✓	✗	✓	✓
H&S <i>New</i>	✓	✓	✓	✗
LLMC override	✓	✓	✓	✗
Low battery	✓	✓	✓	✓
Low utilisation	✓	✗	✓	✓
Movement alert	✓	✗	✓	✓
No use permitted	✓	✓	✓	✓
Out of hours	✓	✓	✓	✓
Parking brake	✓	✓	✓	✗
Punctures	✓	✗	✓	✓
Seatbelt not worn	✓	✓	✓	✓
Seatbelt Moving	✓	✓	✓	✗
Time in reverse	✓	✗	✓	✓
Travelling with boom in air at speed	✓	✓	✓	✗
Water-in-fuel	✓	✓	✓	✗

<b>MEWPs <i>New</i></b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate <i>New</i>	✓	✓	✓	✗
Basket angle <i>New</i>	✓	✓	✓	✗
Battery health <i>New</i>	✓	✓	✓	✗
H&S (defect manager) <i>New</i>	✓	✓	✓	✗
Entrapment (SIOPS) <i>New</i>	✓	✓	✓	✗
Movement alert <i>New</i>	✓	✗	✓	✓
No use permitted <i>New</i>	✓	✓	✓	✓
Out of hours <i>New</i>	✓	✓	✓	✓
Overload <i>New</i>	✓	✓	✓	✗
Tilt <i>New</i>	✓	✓	✓	✗
Low utilisation <i>New</i>	✓	✗	✓	✓

<b>&lt;5T Dumpers</b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
Low battery	✓	✓	✓	✓
CheckMate <i>New</i>	✓	✓	✓	✗
Driving at Speed	✓	✓	✓	✓
Engine idling	✓	✗	✓	✓
H&S <i>New</i>	✓	✓	✓	✗
Movement alert	✓	✗	✓	✓
No use permitted	✓	✓	✓	✓
Out of hours	✓	✓	✓	✓
Punctures	✓	✗	✓	✓
Seatbelt not worn	✓	✓	✓	✗
Seatbelt compromise	✓	✓	✓	✗
Low utilisation	✓	✗	✓	✓

<b>&gt;5T Dumpers</b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
Blocked Air Filter	✓	✓	✓	✗
Low battery	✓	✓	✓	✓
Low engine coolant	✓	✓	✓	✗
CheckMate <i>New</i>	✓	✓	✓	✗
Driving at Speed	✓	✓	✓	✓
Engine idling	✓	✗	✓	✓
H&S <i>New</i>	✓	✓	✓	✗
Low oil level	✓	✓	✓	✗
Movement alert	✓	✗	✓	✓
No use permitted	✓	✓	✓	✓
Out of hours	✓	✓	✓	✓
Punctures	✓	✗	✓	✓
Seatbelt not worn	✓	✓	✓	✗
Seatbelt compromise	✓	✓	✓	✗
Low utilisation	✓	✗	✓	✓
Water-in-fuel	✓	✓	✓	✗

<b>&lt;9T Excavators</b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate <i>New</i>	✓	✓	✓	✗
H&S <i>New</i>	✓	✓	✓	✗
Movement alert	✓	✗	✓	✓
No use permitted	✓	✓	✓	✓
Out of hours	✓	✓	✓	✓
Low utilisation	✓	✗	✓	✓

<b>&gt;9T Excavators</b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate <i>New</i>	✓	✗	✓	✗
H&S <i>New</i>	✓	✗	✓	✗
Movement alert	✓	✗	✓	✓
No use permitted	✓	✗	✓	✓
Out of hours	✓	✗	✓	✓
Low utilisation	✓	✗	✓	✓

<b>Rollers</b>				
Alert Type	Customer Level	User Level		User definable threshold setting
		Hot	Warm	
CheckMate <i>New</i>	✓	✓	✓	✗
H&S <i>New</i>	✓	✓	✓	✗
Movement alert	✓	✗	✓	✓
No use permitted	✓	✓	✓	✓
Out of hours	✓	✓	✓	✓
Low utilisation	✓	✗	✓	✓