

BRIGHTWELL



MULTIPLIX

Brightwell Cloud User Guide

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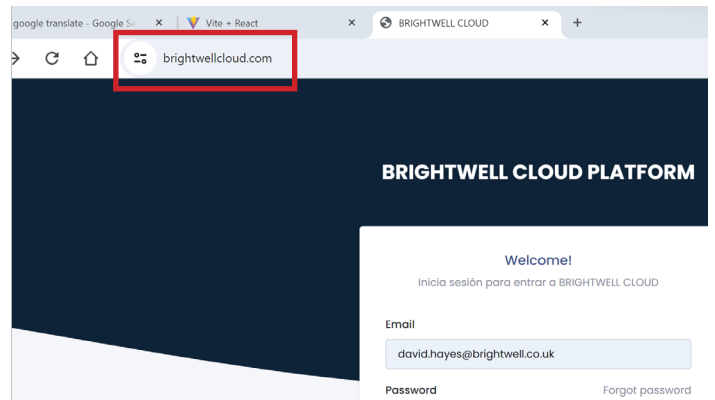
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CONNECTING TO THE CLOUD

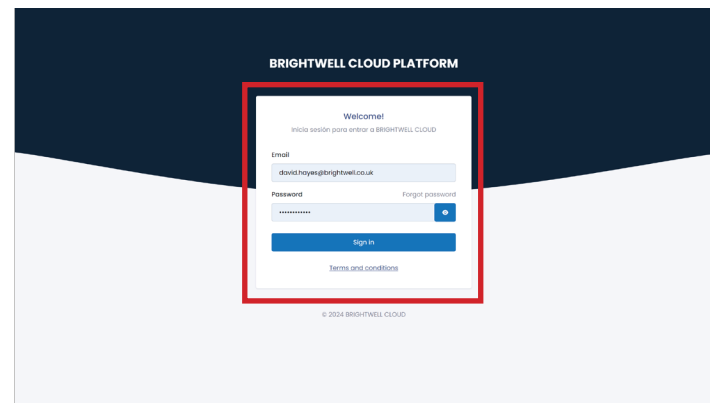
STEP 1

Navigate to <http://brightwellcloud.com> using a suitable web browser.



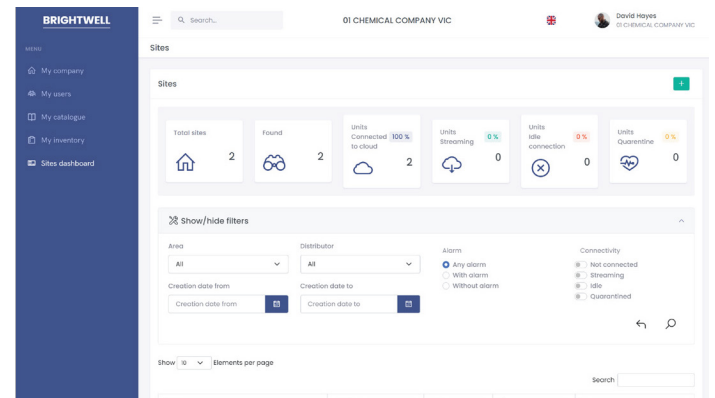
STEP 2

Enter the log in details for your account. (These will be provided to you during the ordering process. Please contact your Brightwell representative if you do not have these).



STEP 3

You will now see the main drop page for your Multiplex setup. We will break down the navigation options below.



HOME PAGE OVERVIEW

The screenshot shows the Brightwell home page overview. The interface includes a sidebar menu, a top navigation bar, a main content area with a 'Sites' dashboard, a filter section, and a table of units.

1 Hamburger menu icon in the top left corner.

2 Search bar in the top navigation bar.

3 Language selection icon (UK flag) in the top right corner.

4 User profile card for David Hayes, 01 CHEMICAL COMPANY VIC, in the top right corner.

5 Side menu with options: My company, My users, My catalogue, My inventory, and Sites dashboard.

6 Green plus icon in the top right corner of the Sites dashboard.

7 Overview cards for Sites statistics: Total sites (2), Found (2), Units Connected to cloud (100%), Units Streaming (0%), Units Idle connection (0%), and Units Quarantine (0%).

8 Filter section with options for Area, Distributor, Alarm, and Connectivity.

9 Search bar above the units table.

10 Table of units with columns: Name, Country, City, Alarm status, and Connectivity status.

Name	Country	City	Alarm	Connectivity
Brightwell Briefcase	Spain	Gurb	Detected	Not connected
Spain wetlab	Spain	Gurb	Detected	Not connected

Showing 1 to 2 of 2 elements

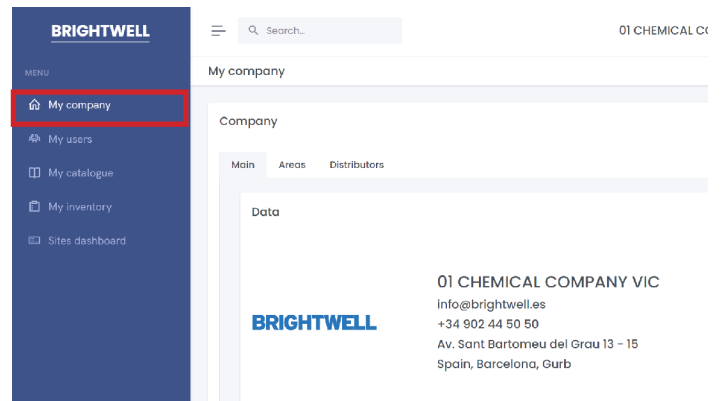
Previous 1 Next

- 1** This will shrink or expand the side menu
- 2** Here you can quickly search for units, sites or customers
- 3** If you need to change the language use this icon
- 4** For profile settings or to logout press here
- 5** The side menu lets you move between the different sections of the portal
- 6** To add a new site to your system, press this green icon
- 7** Is a quick overview of your units and statistics
- 8** To filter the below list of sites use this box to set up your chosen parameters
- 9** Another search bar to quickly filter your units
- 10** This lists all current units attached to your Portal system

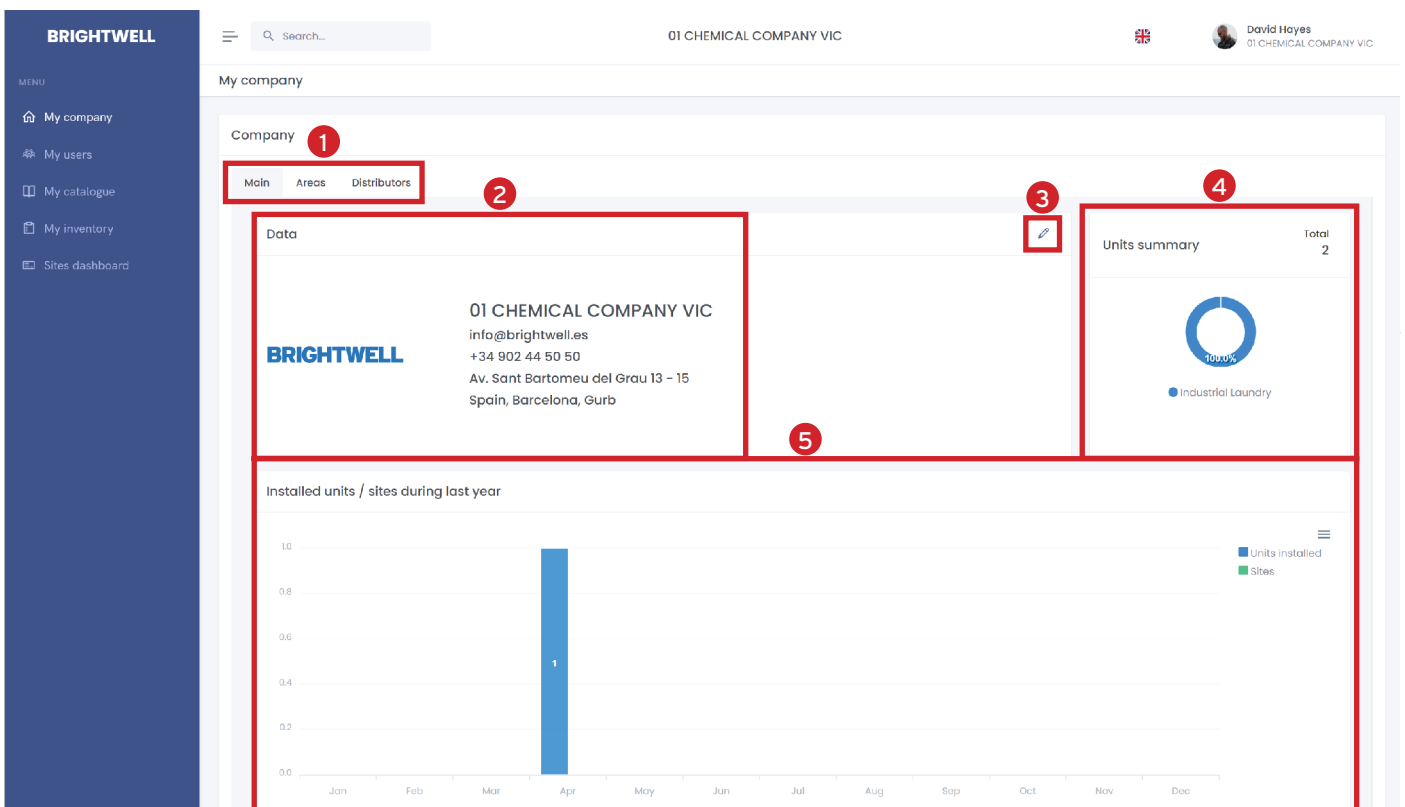
ACCESSING YOUR COMPANY

STEP 1

To access your company settings use the **My Company** icon in the side navigation bar.



MY COMPANY OVERVIEW

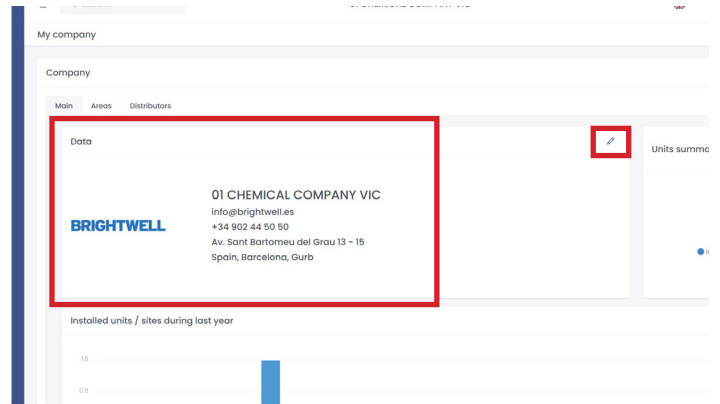


- 1** These tabs allow you to move between the Main page, Areas and Distributors linked to your company
- 2** Here you can see your current company details
- 3** Is the edit icon allowing you to change your company details
- 4** This is a quick overview of your units
- 5** Is a graph showing number of installations in the previous year

EDITING YOUR COMPANY SETTINGS

STEP 1

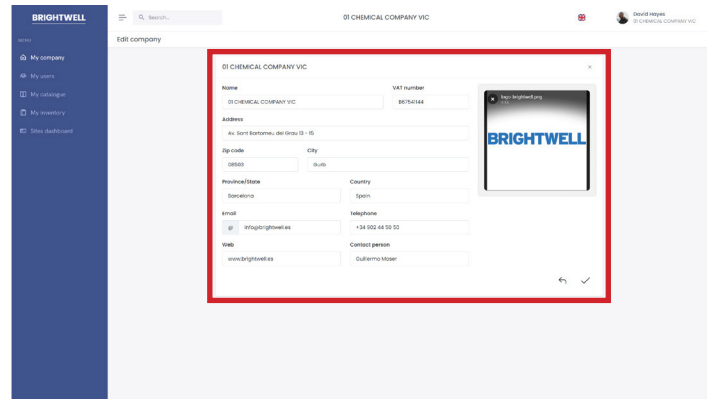
To edit the main company details seen here, press the **Edit icon** in the top right of the tile.



STEP 2

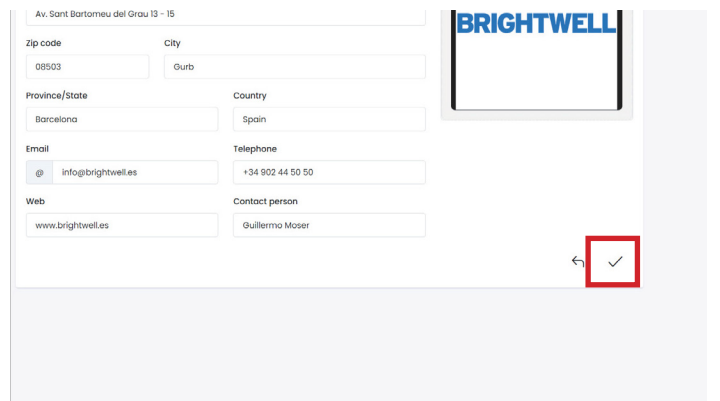
You can now edit the following fields;

- Name
- VAT number
- Address
- Email
- Telephone
- Website
- Contact
- Logo



STEP 3

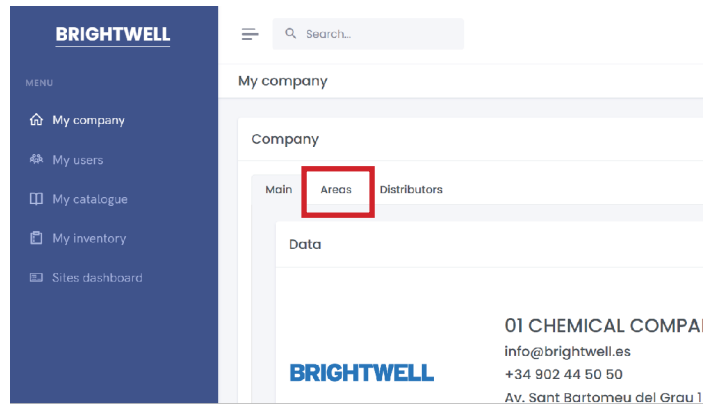
When you have finished the changes press the **Tick icon** to save.



ADDING OR EDITING NEW AREA

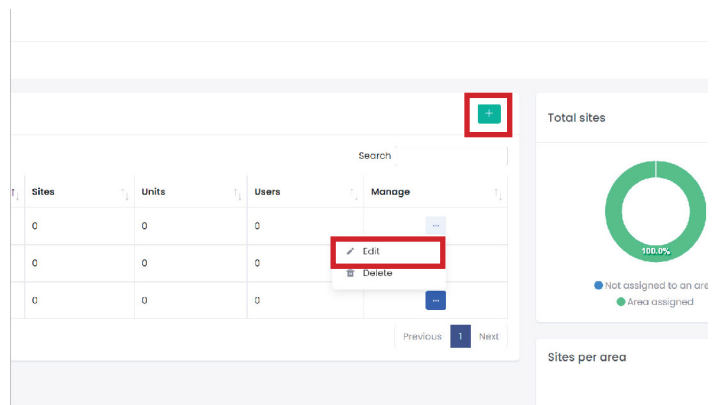
STEP 1

To open the [Areas](#) screen for your company press the [Areas](#) tab at the top here.



STEP 2

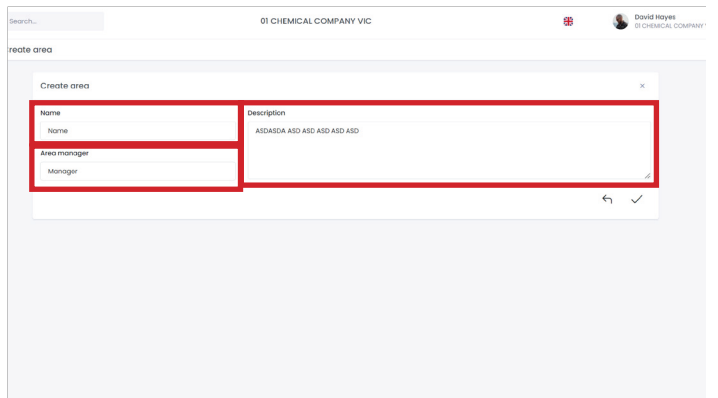
To add a new area press the + icon seen on the right hand side of the tile. To edit an existing area press the 3 dots next to the area you wish to change. A pop up menu will appear and you can select **Edit**.



STEP 3

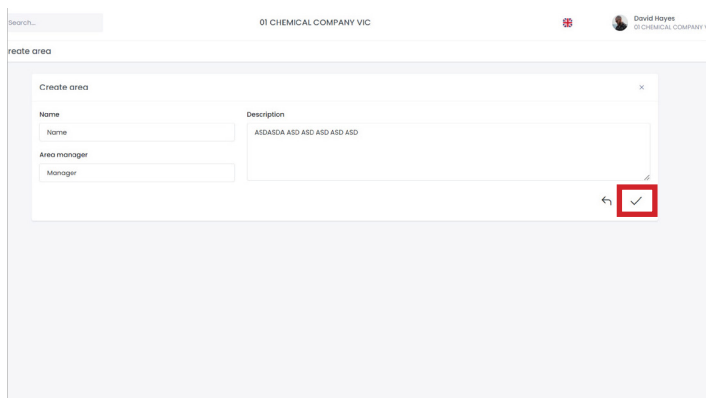
Use the fields provided to set the following details;

- Name
- Area percentage
- Description



STEP 4

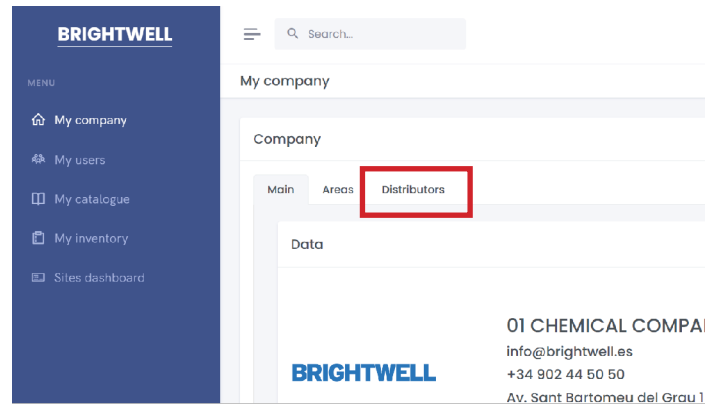
Once you are happy press the Tick icon to save these settings and create your site.



ADDING OR EDITING AN EXISTING DISTRIBUTOR

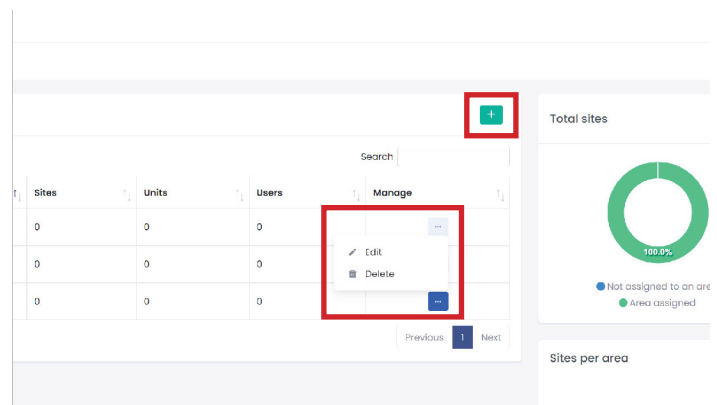
STEP 1

To open the [Distributor](#) screen for your company press the [Distributor](#) tab at the top here.



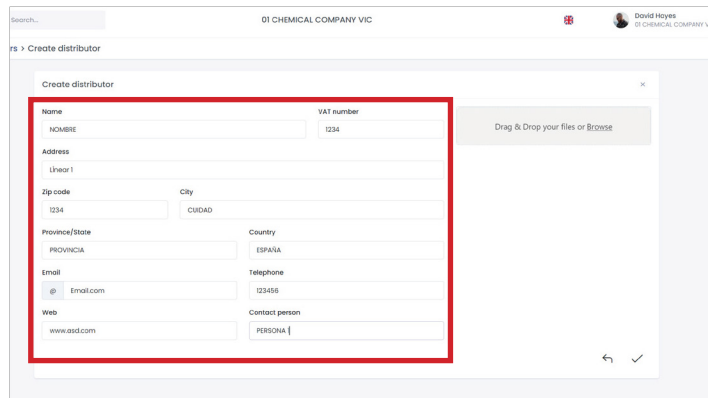
STEP 2

To add a new distributor press the **+** icon seen in the left hand side of the tile seen here. To edit an existing distributor press the **3 dots** next to the area you wish to change. A pop up menu will appear and you can select **Edit**.



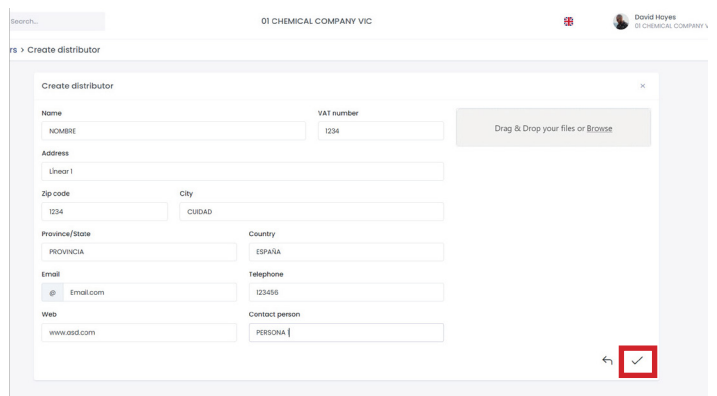
STEP 3

Use the fields provided to add the details of your new Distributor, including an icon if required



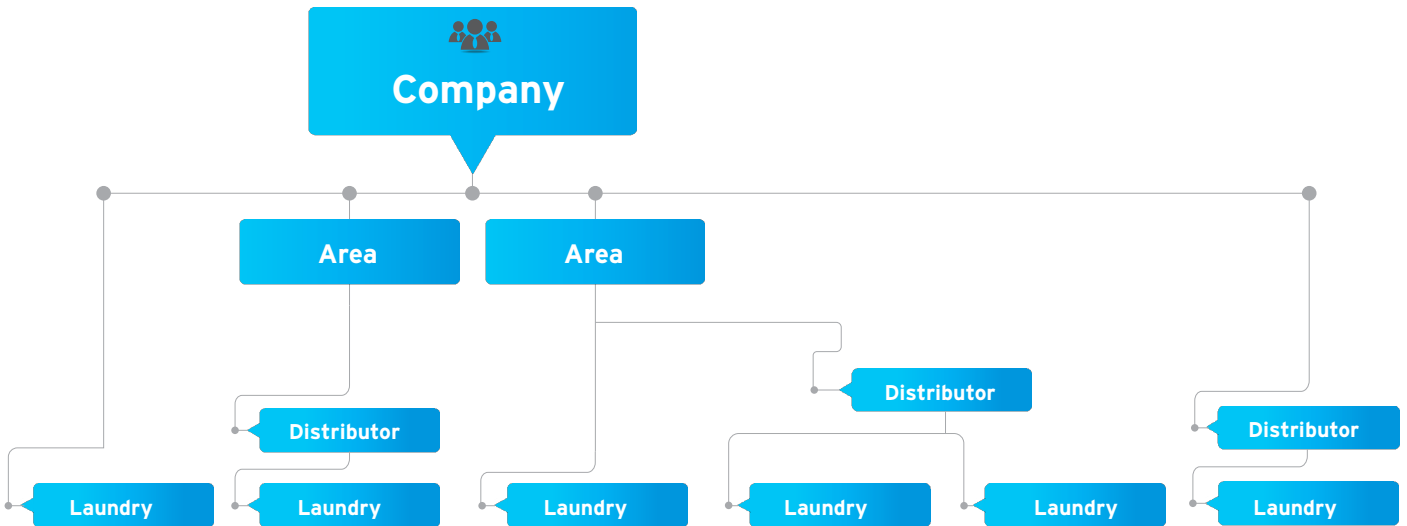
STEP 4

Once you are happy press the Tick icon to save these settings and create your distributor



ACCOUNT PERMISSIONS AND SECURITY

The Multiplex cloud system implements a tiered security system for your company and its users, ensuring that only relevant information and access are enabled for accounts further down the chain. This is explained further in the flowchart below.



Area: Refers to a geographic area or a specific customer that extends over a wide region and is served exclusively by someone without their own customer base.

Laundry: There can also be laundries serviced directly by your company, which will only be accessible via accounts directly linked to your company account.

Distributor: These are your customers who may be hosted within a larger Area account or directly connected to your company.

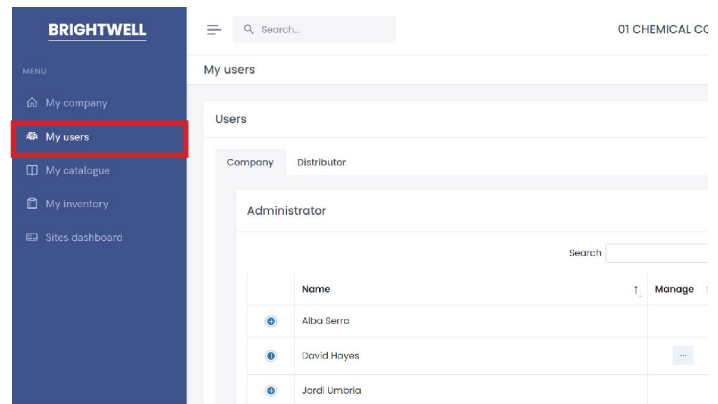
User Accounts: We offer two levels of user accounts for each of the four levels (Administrator and user), each with its own permissions. A user account can create accounts on the levels directly below it, allowing you to build a hierarchical structure that integrates with the existing system.

All of the above can be modified at any time using the Portal, allowing for complete customization of how you manage your cloud structure to perfectly fit your customer needs.

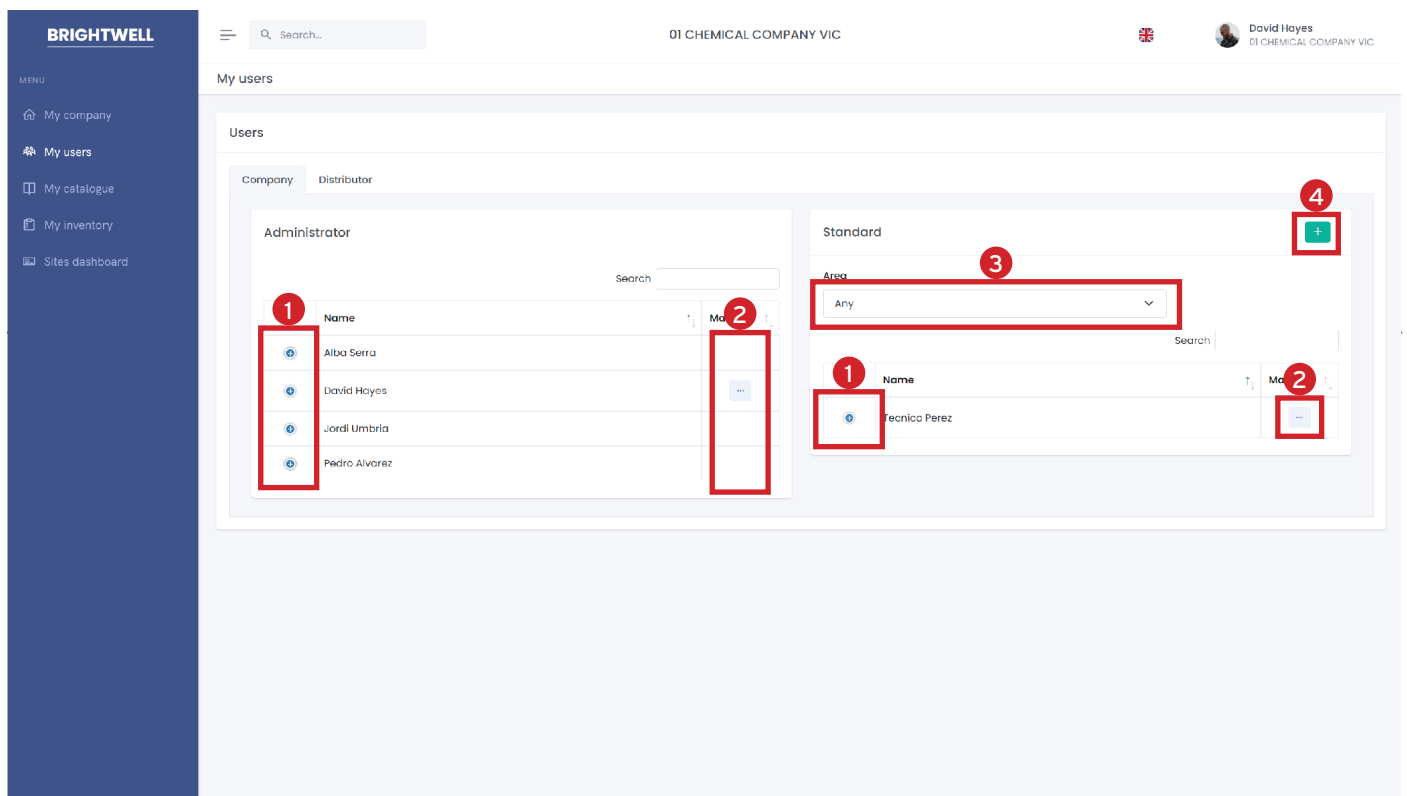
ACCESSING YOUR USERS

STEP 1

To access your user settings use the **My Users** icon in the side navigation.



MY USERS OVERVIEW

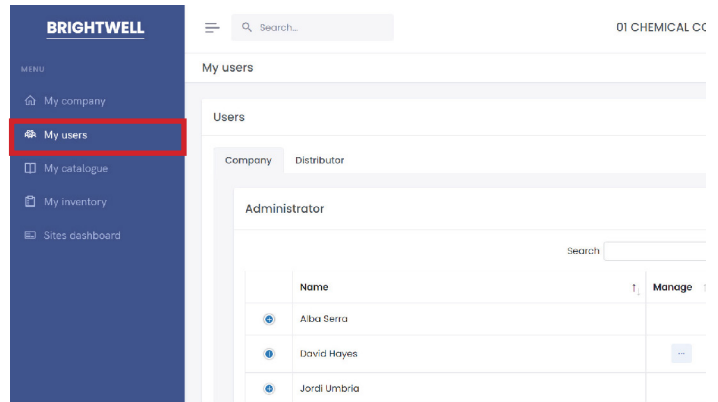


- 1** Expands to show the details for the user accounts
- 2** The three dots allow you to edit the specific user account
- 3** The drop down will allow you to filter the standard users by their account
- 4** Allows you to add a new user to the customer account

EDITING YOUR USER ACCOUNT

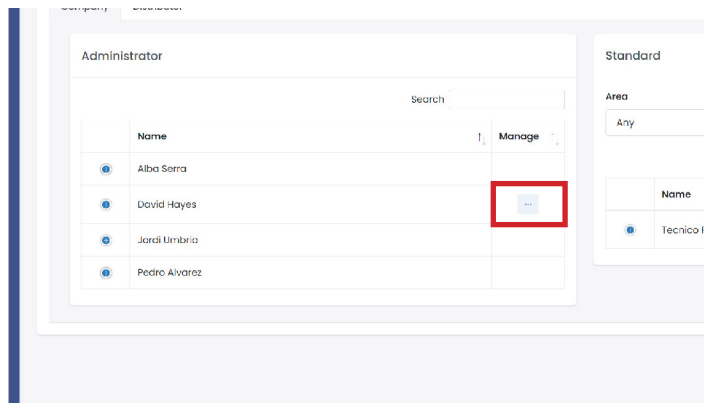
STEP 1

To edit your user account open the My Users menu from the navigation bar here.



STEP 2

Locate your account and press the 3 dots located next to it to open the edit menu.

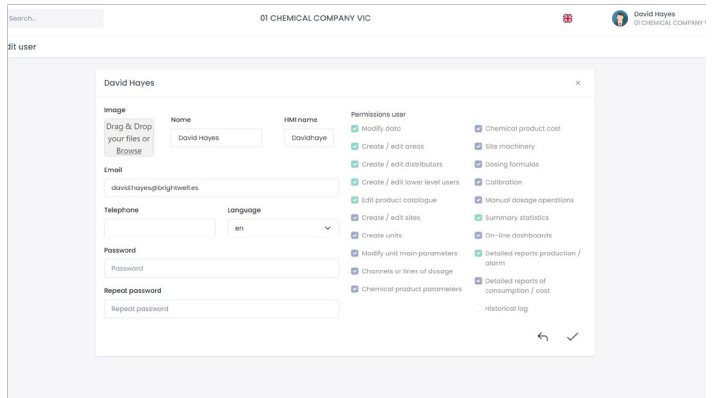


STEP 3

You can now adjust the settings for your account including:

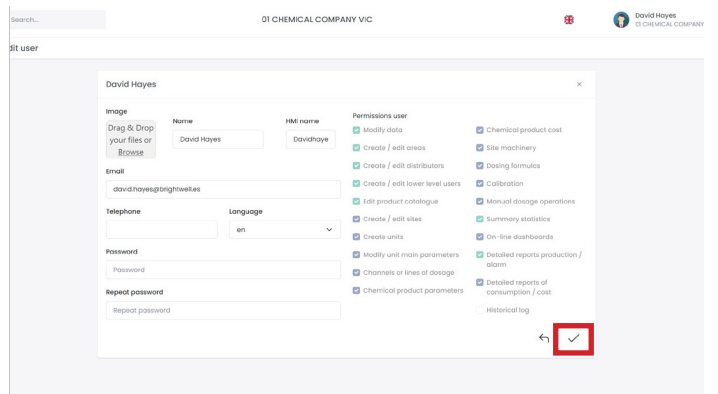
- Setting a photo
- Name and HMI name
- Email
- Telephone
- Language
- Password

You are also able to see your account permissions on the right.



STEP 4

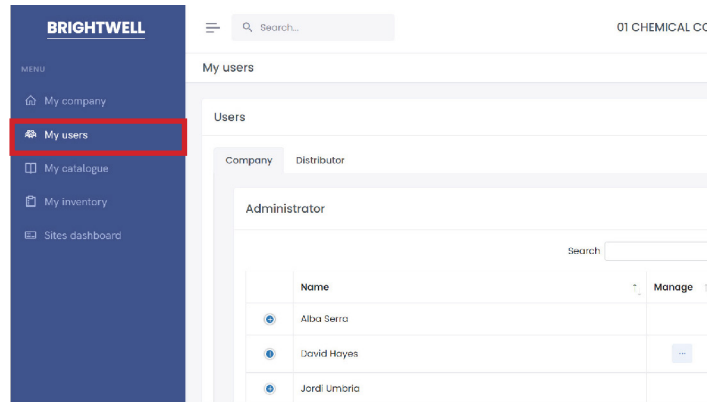
Once you are happy press the Tick icon to save these settings and edit your distributor.



ADDING OR EDITING A STANDARD USER ACCOUNT

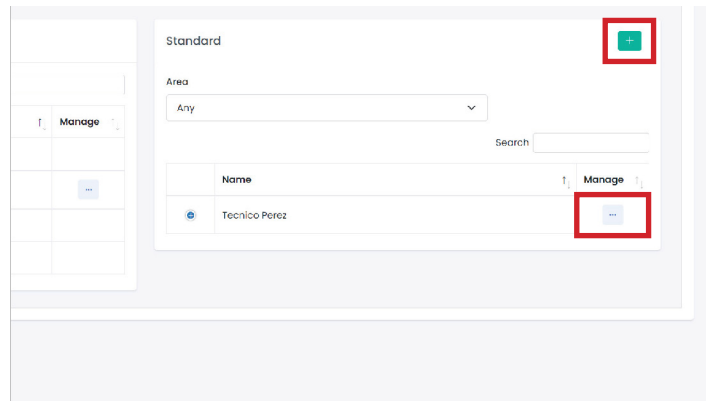
STEP 1

To create a new or edit an existing user account open the **My Users** menu from the navigation bar.



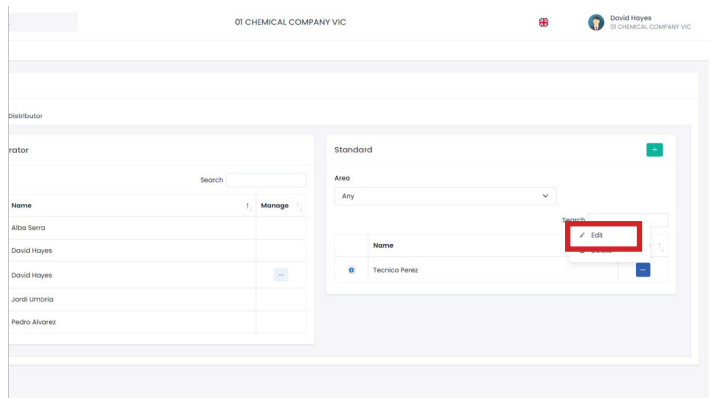
STEP 2

Locate your account and press the **3 dots** located next to the account you want to edit.



STEP 3

Once you have selected this a pop-up will appear. Select **Edit** to open the settings menu

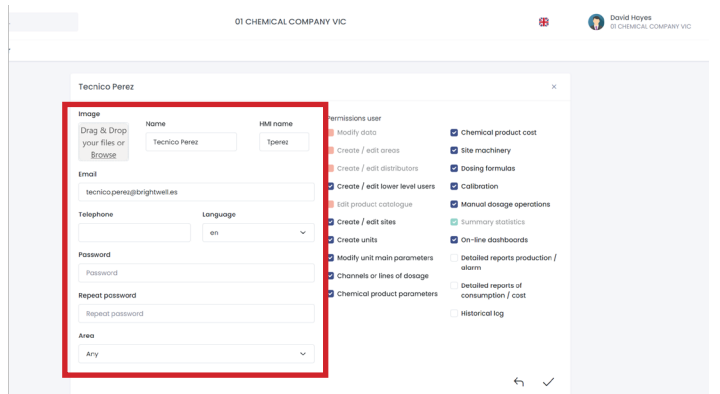


STEP 4

In the left hand column you can adjust the following:

- Setting a photo
- Name and HMI name
- Email
- Telephone
- Language
- Password

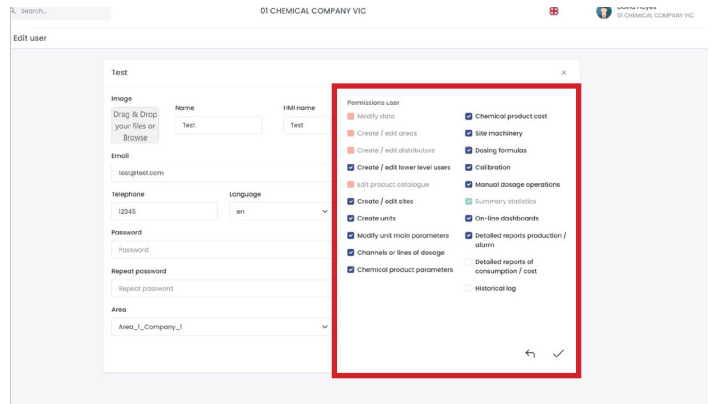
You are also able to set their account permissions on the right using the check boxes provided.



ADDING OR EDITING A STANDARD USER ACCOUNT

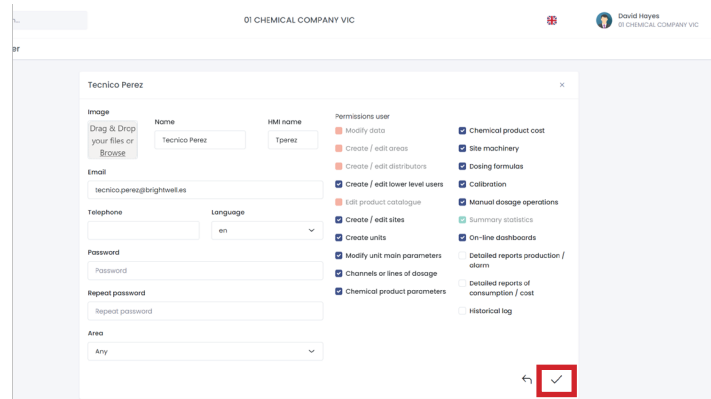
STEP 5

After the user has been created, you can set the account permissions using the tick boxes on the right hand side.



STEP 6

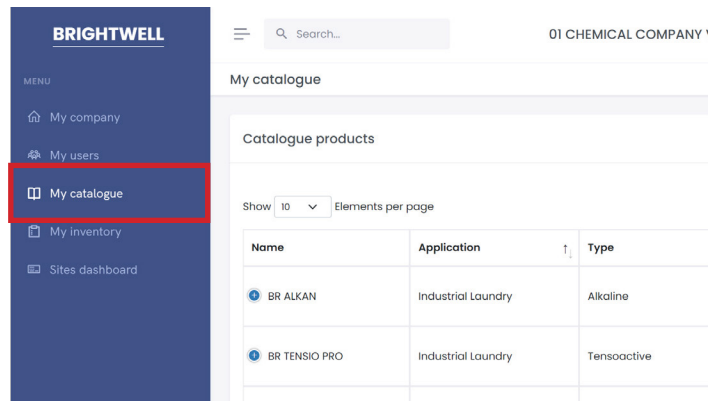
Once you have made the changes press the Tick icon to save the new settings.



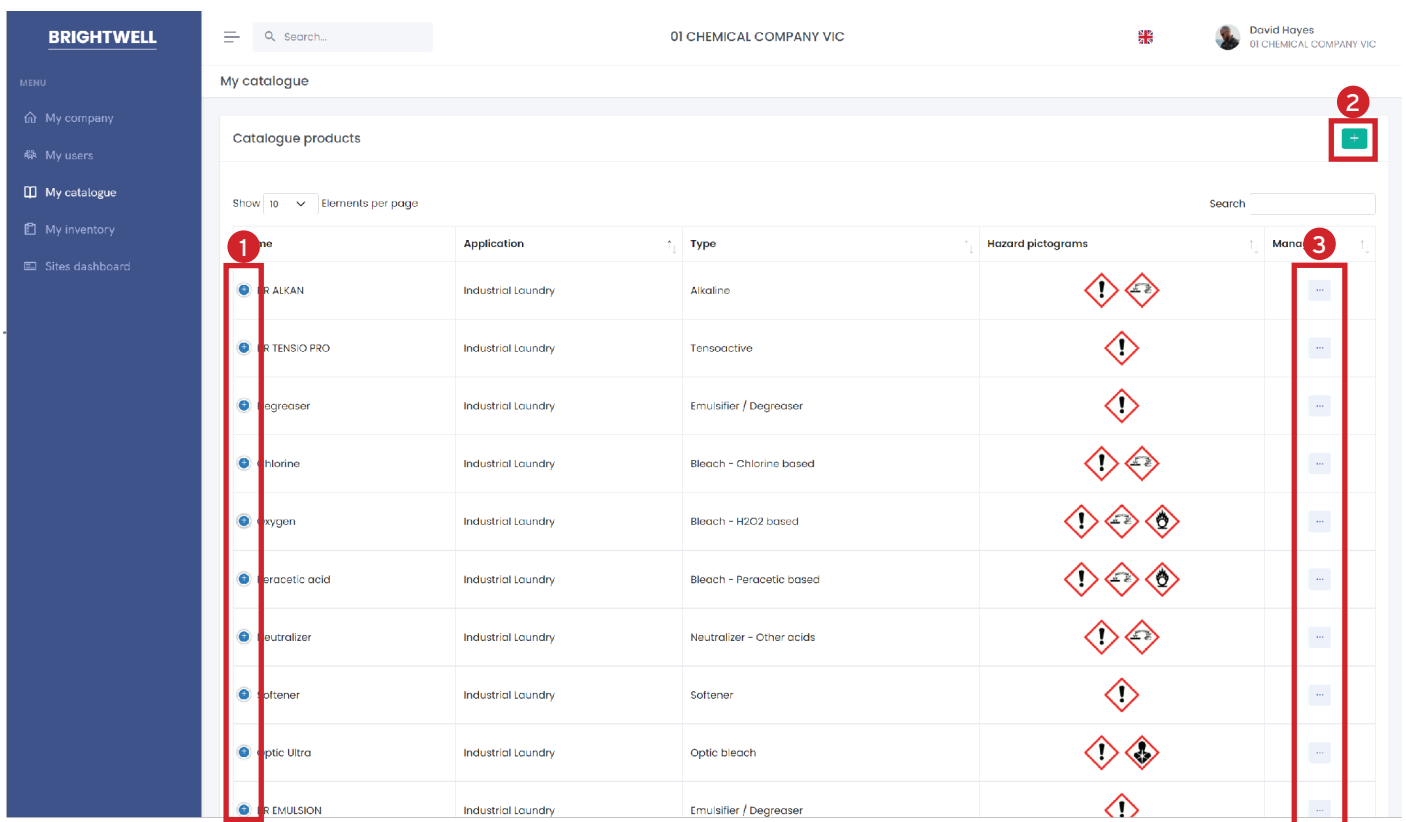
ACCESSING YOUR PRODUCT CATALOGUE

STEP 1

To access your Product Catalogue press the My Catalogue icon in the side menu.



PRODUCT CATALOGUE OVERVIEW



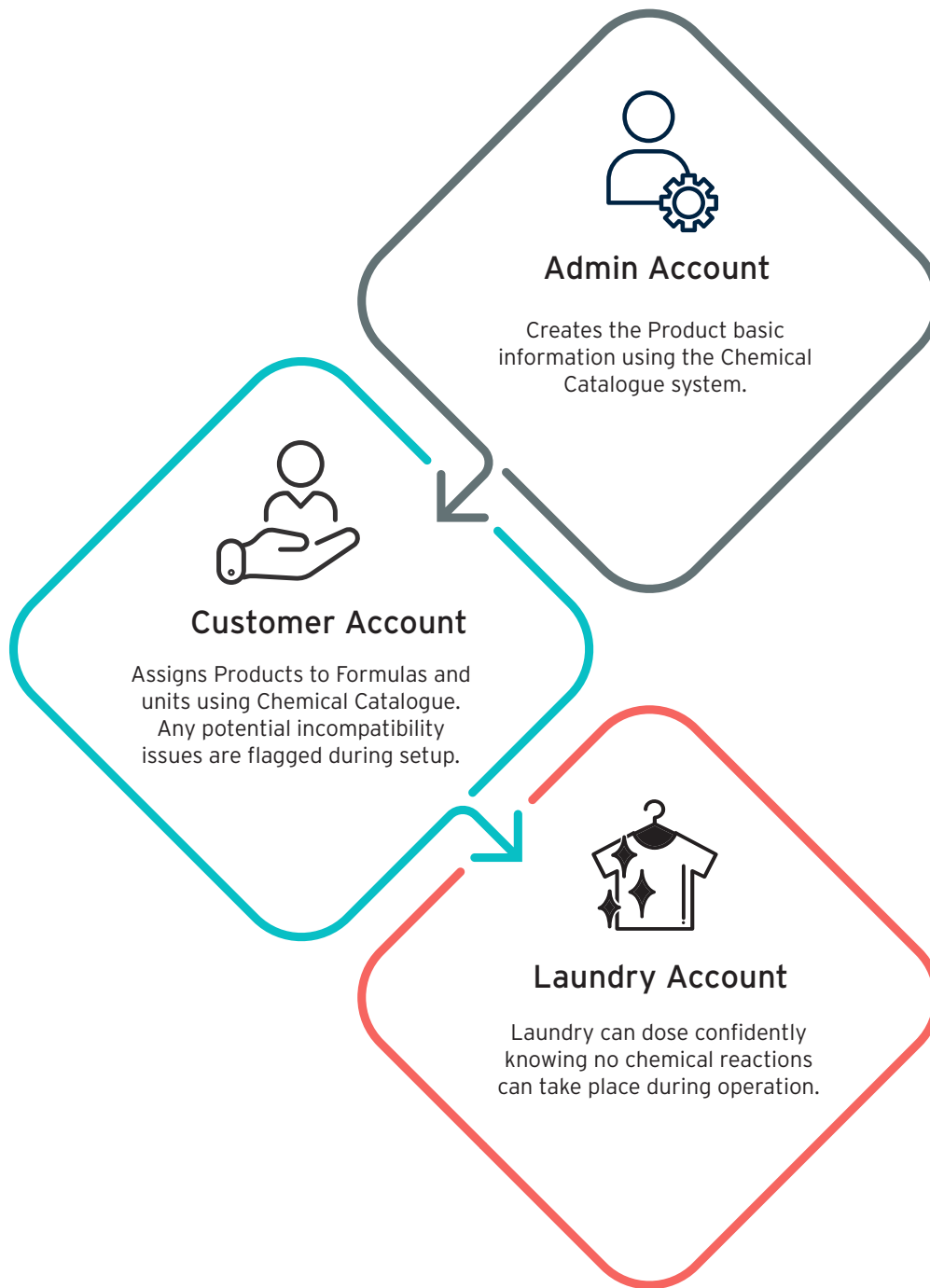
- 1** Shows the details of when the chemical was created.
- 2** Press this icon to create a new chemical for your catalogue
- 3** Use the three dots to edit an existing chemical

PRODUCT CATALOGUE INFORMATION

To maximize the benefits you receive from your Multiplex system, it is best to use the complete setup options available through the cloud system. This allows you to access warnings for potential incompatibility issues from your products during the wash phase, preventing the hazard of mixing incompatible chemicals and generating unwanted reactions.

Once a chemical has been added to the catalogue, it is set up across all your systems, making it a quick and easy way to manage your entire catalogue for all units in the field.

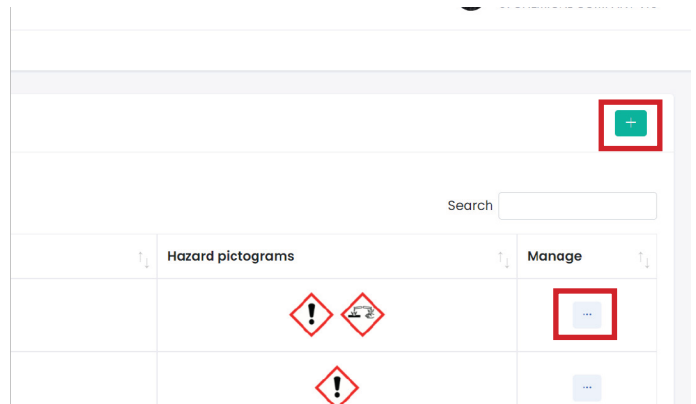
Additionally, you can store any relevant safety or information documentation so that they are available to users with the correct access on your cloud.



EDITING OR ADDING A PRODUCT

STEP 1

To edit an existing product within your catalogue press the three dots on the right of the tile. Alternatively, to create a new product for your catalogue press the + icon in the top right of the tile.



STEP 2

Edit the product details including all relevant hazard information.

Please refer to the chemical manufacturers for this information.

Catalogue > Edit catalogue product

BR ALKAN

Application: Industrial Laundry | Type: Alkaline | Datasheet: Drag & Drop your files or Browse

Name: BR ALKAN

State: Liquid | Density: 1

Recommended dose:

UNE-EN GHS

Health hazard
 Serious health hazard
 Acute toxicity
 Hazardous to environment
 Corrosive

Oxidising
 Flammable
 Explosive
 Gas under pressure

NFPA

Health hazard: hazardous

Fire hazard: Will not burn

Instability hazard: Violent chemical change

Specific hazard: None

Indications:

Remarks:

← ✓

STEP 3

When you have completed the information use the **Tick icon** in the corner to save the details.

NFPA

Health hazard: hazardous

Fire hazard: Will not burn

Instability hazard: Violent chemical change

Specific hazard: None

Indications:

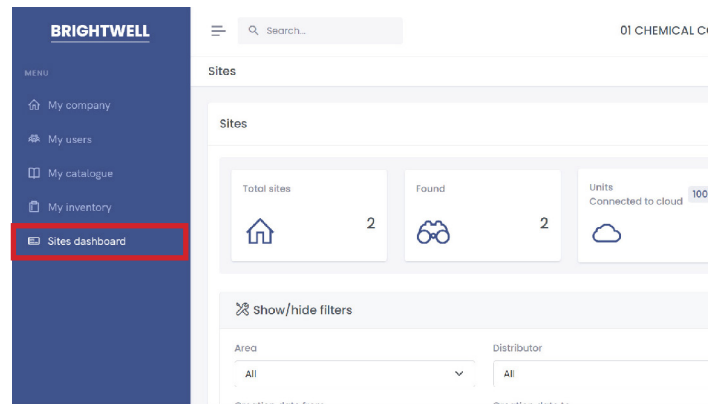
Remarks:

← ✓

ACCESSING YOUR SITES DASHBOARD

STEP 1

To access your user settings use the **Sites Dashboard** icon in the side navigation.



SITES DASHBOARD OVERVIEW

The screenshot displays the 'Sites Dashboard Overview' in the Brightwell system. The interface includes a sidebar, a top navigation bar, and a main content area. Five red callout boxes with numbers 1 through 5 point to specific features:

- 1**: A green '+' button in the top right corner of the main content area, used to add a new site.
- 2**: A row of six summary cards showing site statistics: Total sites (2), Found (2), Units Connected to cloud (100%), Units Streaming (0%), Units Idle connection (0%), and Units Quarantine (0%).
- 3**: A 'Show/hide filters' section containing dropdown menus for 'Area' and 'Distributor', date range pickers for 'Creation date from' and 'Creation date to', and radio buttons for 'Alarm' (Any alarm, With alarm, Without alarm) and 'Connectivity' (Not connected, Streaming, Idle, Quarantined).
- 4**: A search input field located at the top right of the table area.
- 5**: A table listing site details. The first two rows are highlighted with a red box:

Name	Country	City	Alarm	Connectivity
Brightwell Briefcase	Spain	Gurb	Detected	Not connected
Spain wetlab	Spain	Gurb	Detected	Not connected

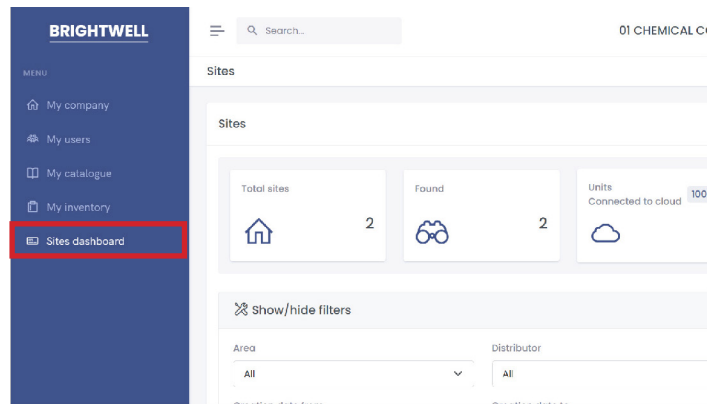
At the bottom of the table, it says 'Showing 1 to 2 of 2 elements' and includes 'Previous' and 'Next' navigation buttons.

- 1 Adds a new site to your account
- 2 Shows a quick overview of your units and site statistics
- 3 Allows you to set custom filters to display sites
- 4 A custom search bar for your sites
- 5 Displayed the site details

CREATING A NEW OR EDITING AN EXISTING SITE

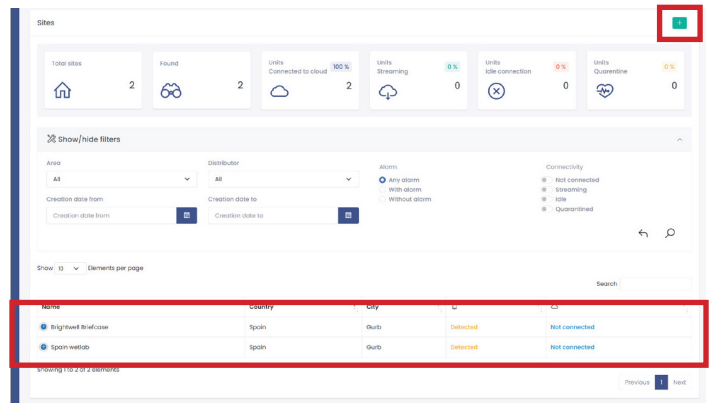
STEP 1

To create a new site, or edit an existing one on your system go to the **Sites Dashboard** menu from the side navigation bar.



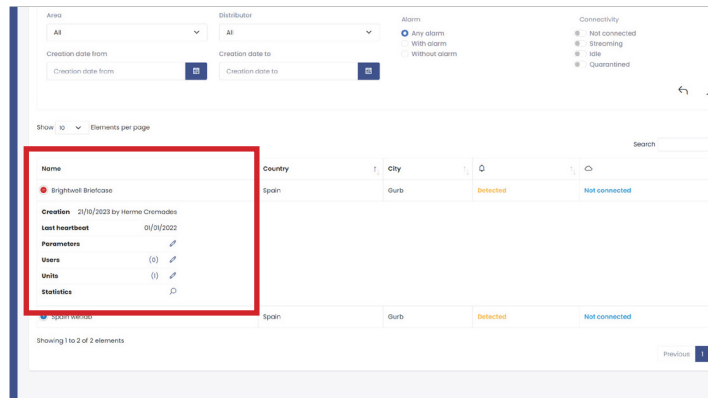
STEP 2

From the sites list locate the site you want to edit and click on it to expand the options. Alternatively, create a new site, press the + icon in the top right of the screen.



STEP 3

If you are editing an existing site the following menu will appear. Click on the **Edit icon** next to parameters to enter the configuration menu.

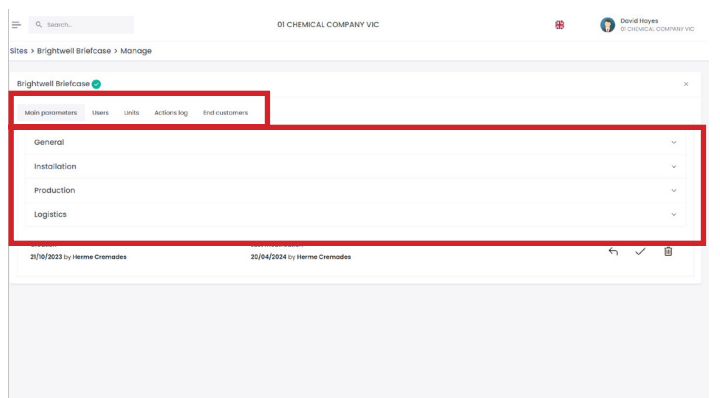


STEP 4

On the site edit screen you can use the top bar to move between the:

- Main Parameters
- Users
- Units
- Actions log
- End customers

The second part are the expandable menus for editing the settings located on this tab.

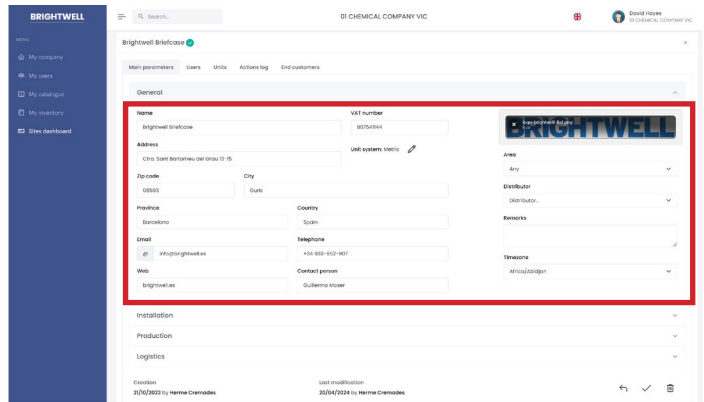


EDITING A SITES MAIN PARAMETERS

STEP 6

In the **Main Parameters** tab expand the **General** Tab to adjust the following settings:

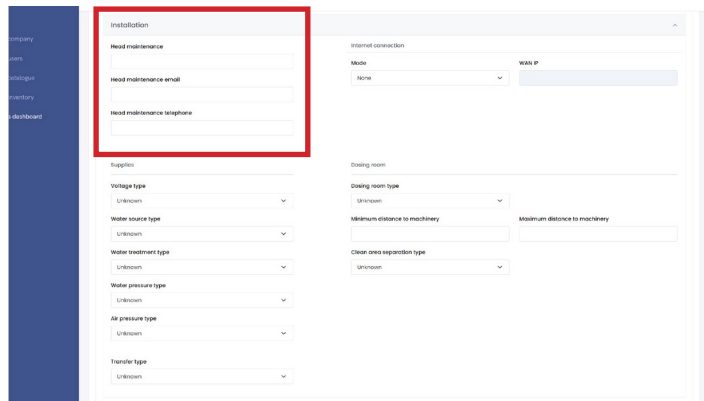
- Name
- VAT number
- Address
- Email
- Telephone
- Website
- Contact
- Logo
- Area
- Distributor
- Remarks
- Time zone



STEP 7

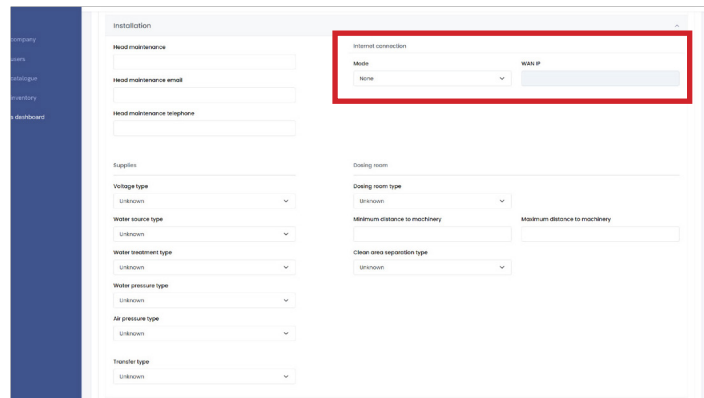
Initially you can set up your **Head Maintenance** contact information;

- Name
- Email
- Telephone



STEP 8

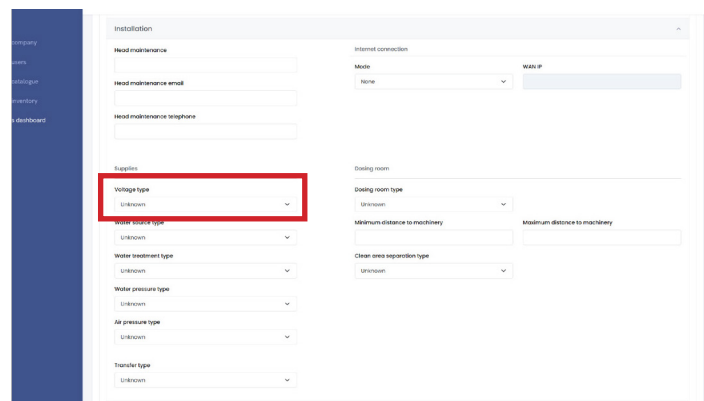
If the site has specific internet setup, you can add the **Mode** and **WAN IP** in the fields provided.



STEP 9

In the initial **Supplies** section you can adjust the **Voltage type** on site. These are:

- 110V - Single Phase
- 230V - Single Phase
- 400V - 3 phases (transformer required)
- 400V - 3 phases + Neutral



EDITING A SITES MAIN PARAMETERS

STEP 10

Next you can adjust your **Water Source Type** between:

- Well / Reservoir
- External tank periodically filled
- Town network

The screenshot shows the 'Installation' configuration page. The 'Water source type' dropdown menu is highlighted with a red box. The dropdown menu is currently set to 'Unknown'.

STEP 11

Next you can adjust your **Water Treatment Type** between:

- None
- Osmosis
- Water softener
- Other

The screenshot shows the 'Installation' configuration page. The 'Water treatment type' dropdown menu is highlighted with a red box. The dropdown menu is currently set to 'Unknown'.

STEP 12

Next you can adjust your **Water Pressure Type** between:

- External Network Pressure
- Pressure booster supplied for the dosing unit
- Pressure booster of the laundry

The screenshot shows the 'Installation' configuration page. The 'Water pressure type' dropdown menu is highlighted with a red box. The dropdown menu is currently set to 'Unknown'.

STEP 13

Next you can adjust your **Air Pressure Type** between:

- Not necessary
- Compressor supplied for the dosing unit
- Compressor of the laundry (>=8Bar)

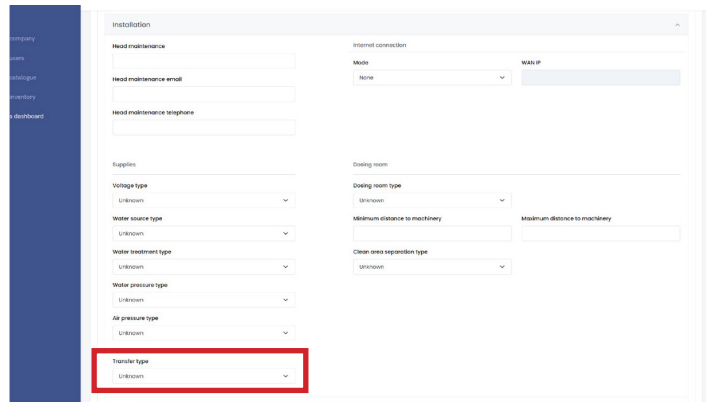
The screenshot shows the 'Installation' configuration page. The 'Air pressure type' dropdown menu is highlighted with a red box. The dropdown menu is currently set to 'Unknown'.

EDITING A SITES MAIN PARAMETERS

STEP 14

Next you can adjust your **Transfer Type** between:

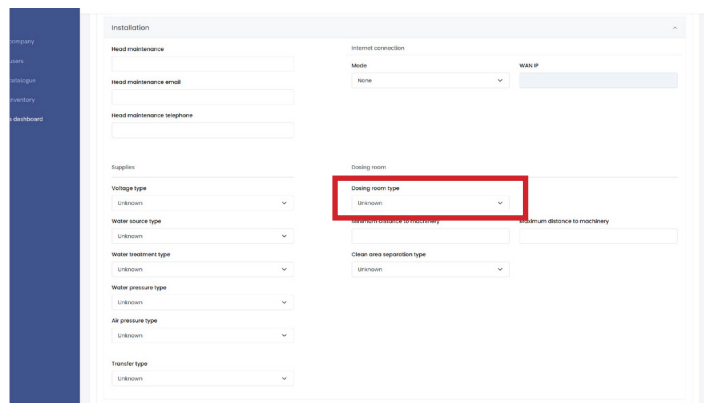
- None
- Storage Tank -> Dosage Tank
- Truck -> Dosing Tank
- Truck -> Storage Tank -> Dosing Tank
- Other



STEP 15

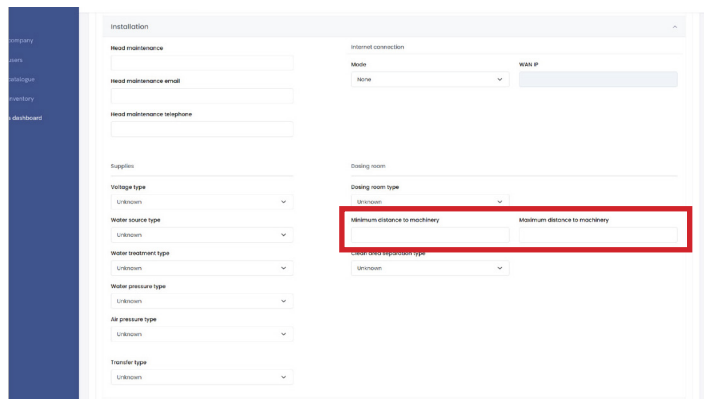
Next you can adjust your **Dosing Room Type** between:

- None - Products are in an external location
- None - Products are inside the laundry area
- Yes - Products are in a particular room



STEP 16

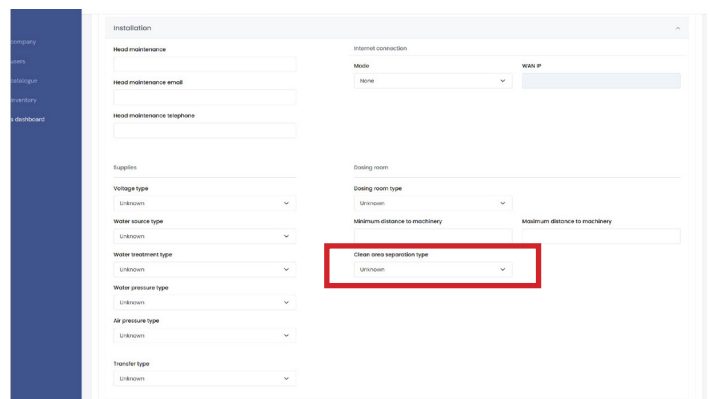
Next you can set your **Minimum and Maximum distance to machinery**.



STEP 17

Next you can adjust your **Clean Area Separation Type** between:

- No separation between dirty and clean areas
- Normal separation between dirty and clean areas
- Sanitary barriers

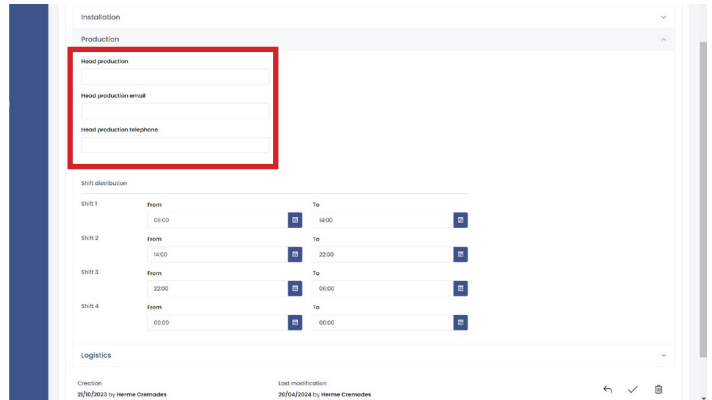


EDITING A SITES MAIN PARAMETERS

STEP 18

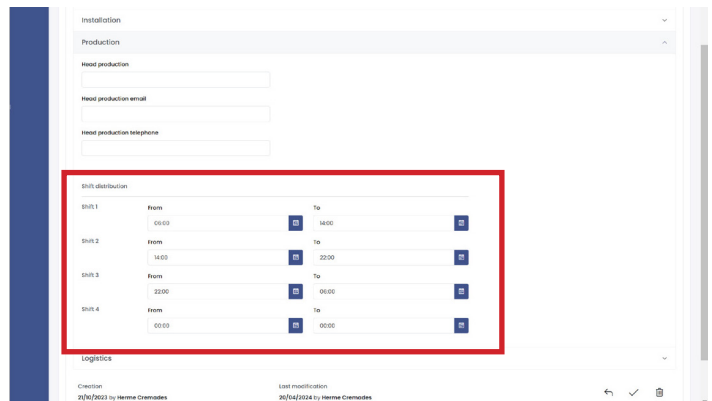
The third tab allows you to set the **Production** contact information.

- Production Head
- Production Email
- Production Telephone



STEP 19

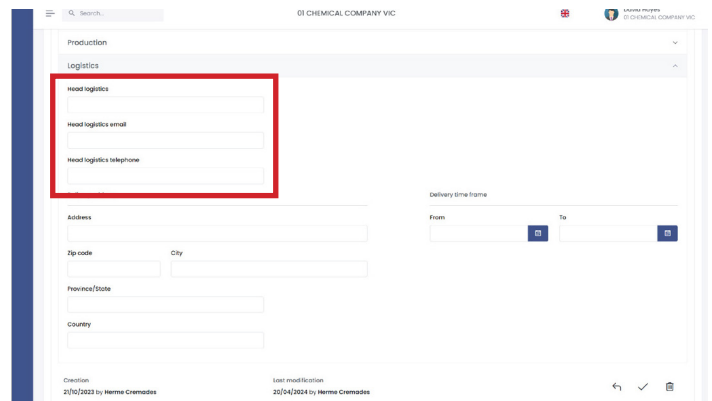
If your site has shifts, you can adjust the timings here to produce shift specific diagnostic data later.



STEP 20

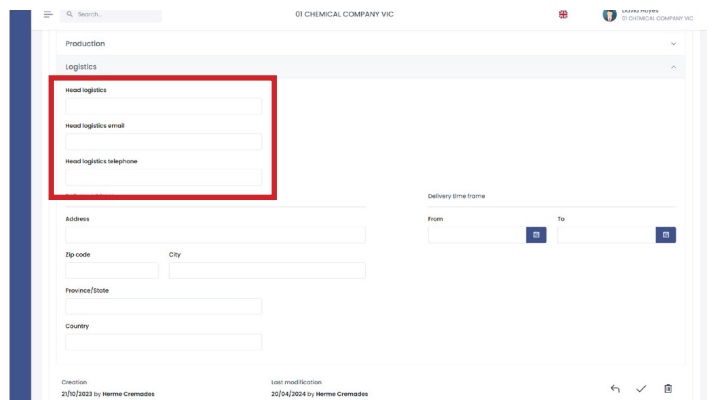
The last section allows you to adjust the **Logistics** contact information.

- Logistics Head
- Logistics Email
- Production Telephone



STEP 21

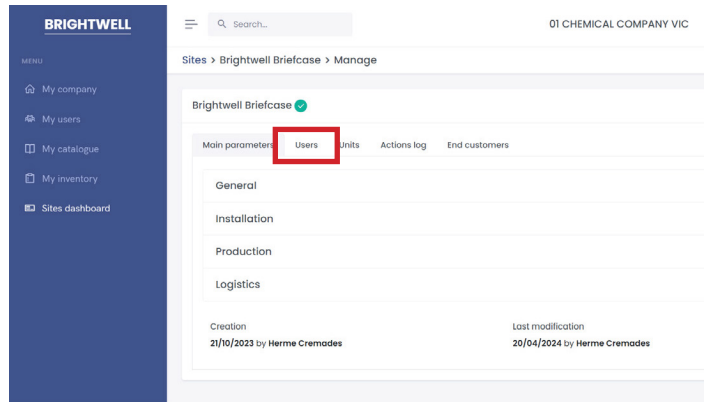
Finally, to save your settings press the **Tick Icon** in the bottom right. You can also delete the site from here using the **Trash Can Icon**.



EDITING USERS FOR A SITE

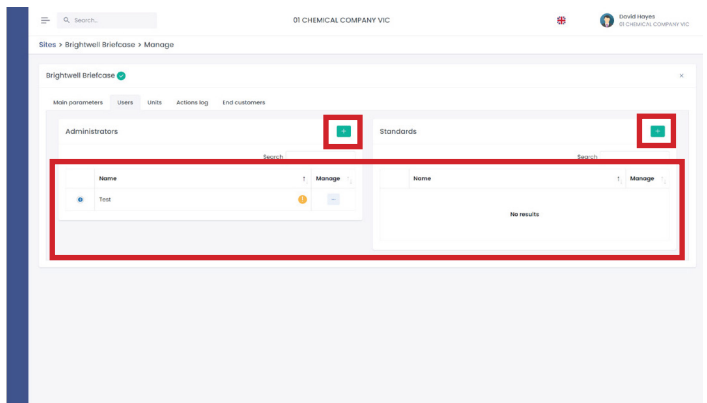
STEP 1

To open the users list for the site press the **Users** tab at the top of the page.



STEP 2

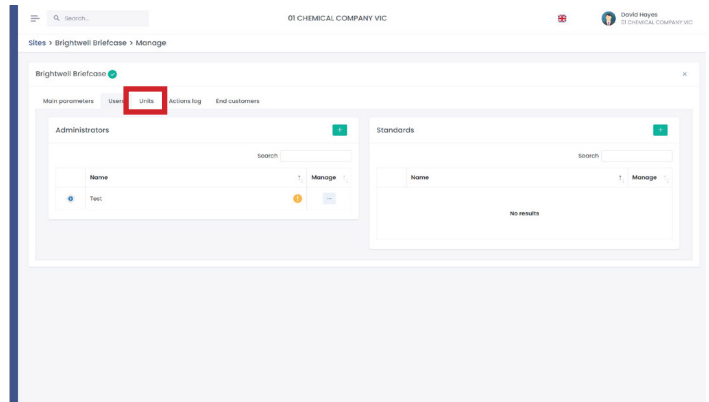
Here you can use the **+** icons to add either site administrators or standard users. Current users will be listed in the tables below.



EDITING A UNIT

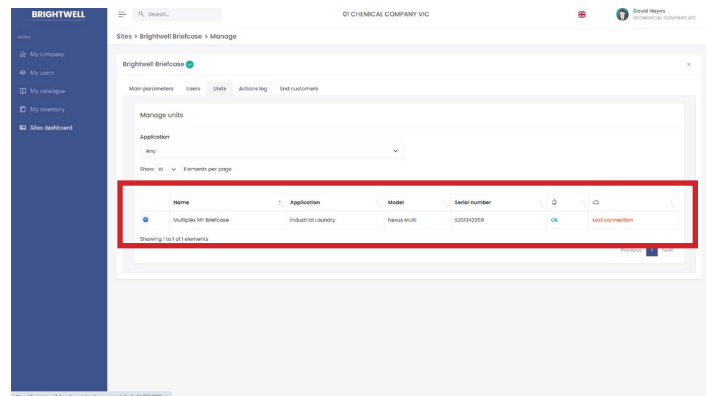
STEP 1

To open the unit list for the site press the **Unit** tab at the top of the page.



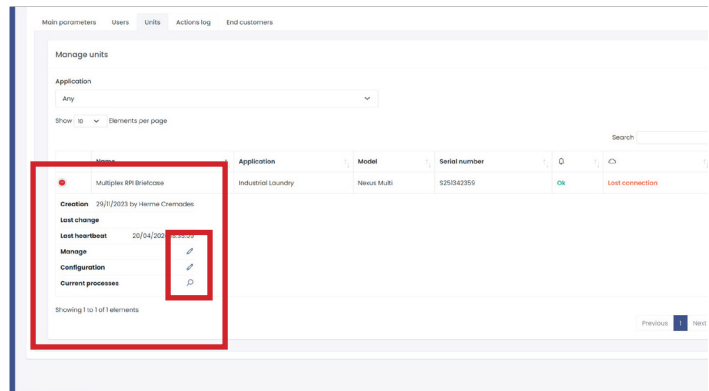
STEP 2

All units that are linked to the site will be listed in the table at the bottom of the page. Click on the unit you want to modify.



STEP 3

Click on the **+** icon or the unit name to expand the parameters menu. Click on the **Edit** icon to make the changes you desire.

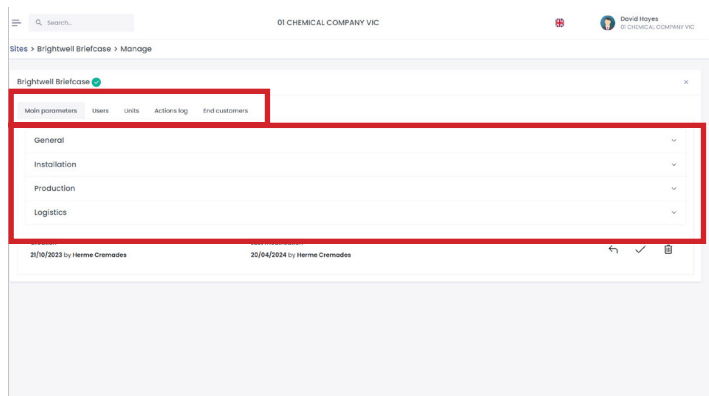


STEP 4

On the site edit screen you can use the top bar to move between the:

- Main Parameters
- Users
- Units
- Actions log
- End customers

The second part are the expandable menus for editing the settings located on this tab.



EDITING A UNIT

STEP 5

Once the unit settings page has opened you can modify the following fields:

General settings in section 1

- Unit Application
- Model
- Name
- Master number
- Protocol

Configuration settings in section 2

This will allow you to edit the channel settings. (These will be covered in the next section)

Remote warning settings in section 3

- Emergency stop
- External contacts
- Lost connection
- Wrong user login
- Washer communication
- Washer cycles
- Leak test
- Water test / flush
- Product dosage
- Product low level

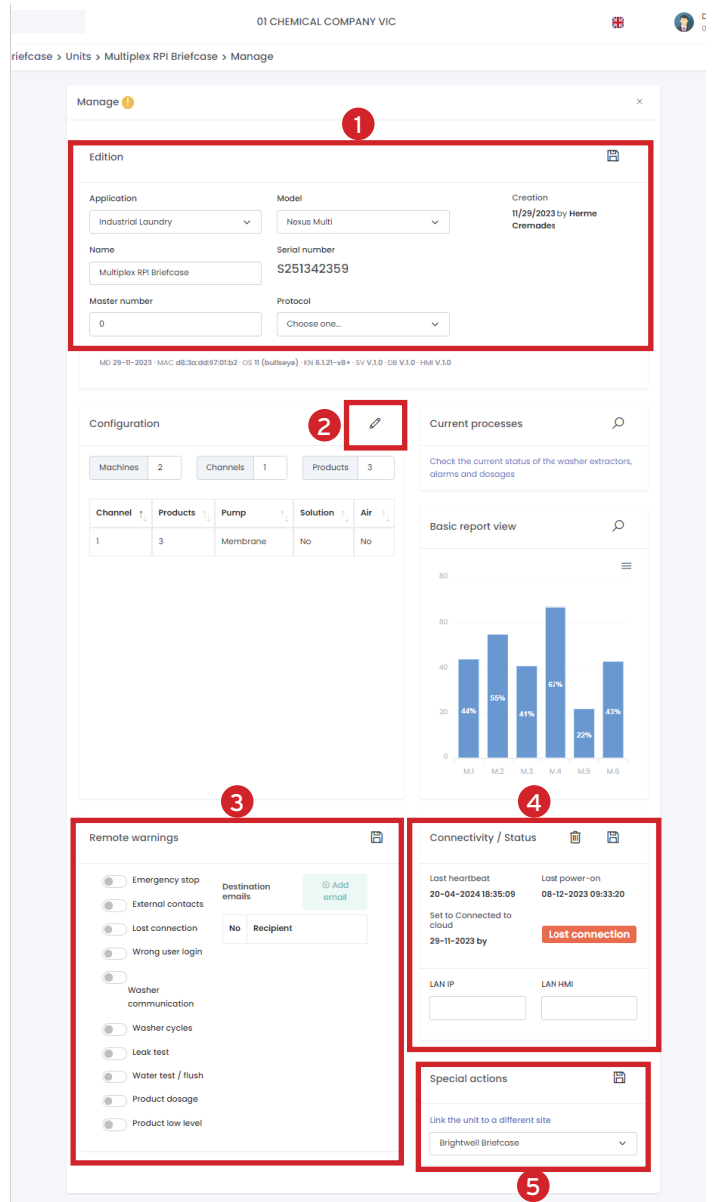
Connectivity / Status settings in section 4

- Lan IP
- Lan HMI

Special actions settings in section 5

- Change the site the unit is linked to

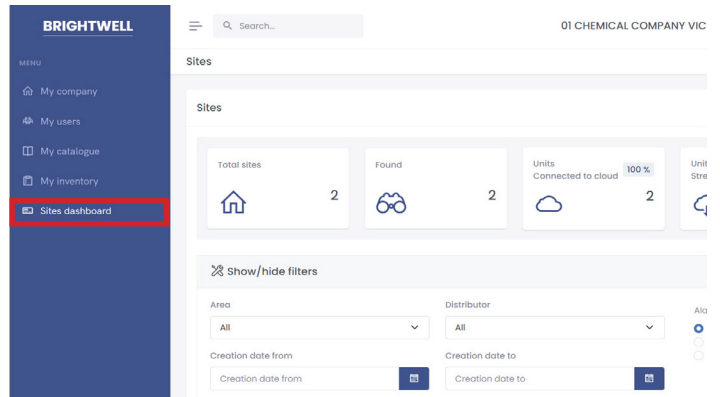
Please note - All sections are saved separately. If you make changes across multiple sections please make sure to press the Save icon for each section.



ACCESSING CHANNELS, WASHER EXTRACTORS, FORMULAS AND DATA TRANSFER

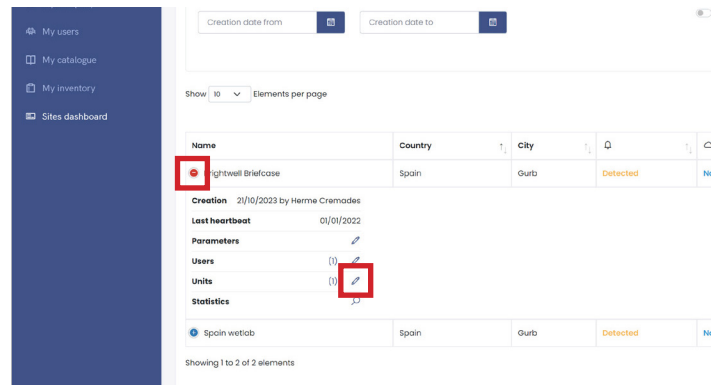
STEP 1

To access the channels, Washer Extractors, Formulas and Data Transfer options for your Portal you will need to follow the below steps. First, click on the **Sites Dashboard** in the side navigation menu.



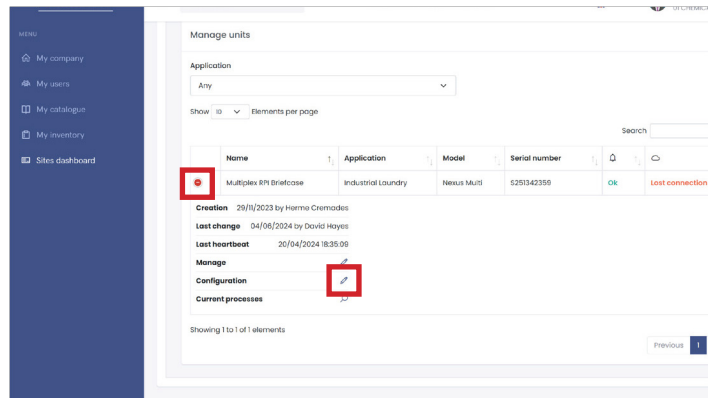
STEP 2

Scroll down until you find the site you want to edit and click on the **+** to expand the options. Press the **Edit icon** next to **Units** option that appears.



STEP 3

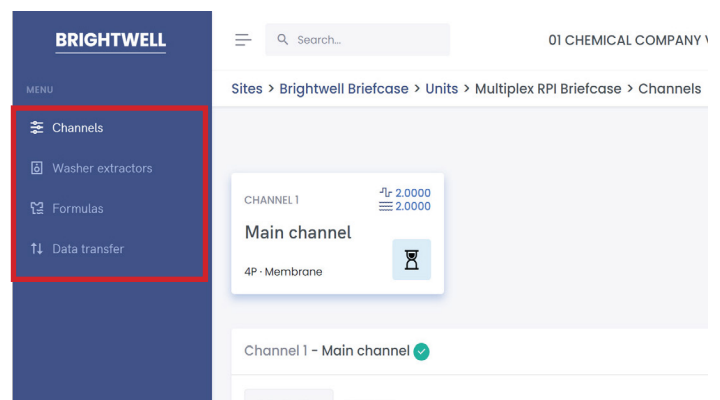
Click on the **+** icon or the unit name to expand the parameters menu. Click on the **Configuration icon** to open the next screen.



STEP 4

Once this opens the options for the following:

- Channels
- Washer Extractors
- Formulas
- Data Transfer



UNIT CONFIGURATION OVERVIEW

Please note - To access the channel parameters menu. Please refer to this previous section - "[Accessing Channels, Washer Extractors, Formulas and Data Transfer](#)"

The screenshot displays the BRIGHTWELL unit configuration interface. The side navigation bar (3) includes 'Channels', 'Washer extractors', 'Formulas', and 'Data transfer'. The top header (2) shows the user profile 'David Hayes' (1) and an 'Add channel' button. The main content area shows the 'Main channel' configuration page (4) with tabs for 'Parameters' (5) and 'Products'. The 'Parameters' section includes 'Water control' (6) with settings for 'Control mode' (Timer), 'Flow meter type' (Paddle Wheel), 'Cost/l' (1.00000), 'Kf (ml / pulse)' (2.0000), and 'Flow rate (l / min)' (2.0000). The 'Dosage' section (7) includes 'Pump type' (Membrane), 'Flush type' (Water Only), and 'Water test (ml)' (1000). The 'Alarms' section (8) includes 'Pulse detection range' (Low) and 'Attempts before warning' (1). The bottom right corner (9) features save, delete, and return icons.

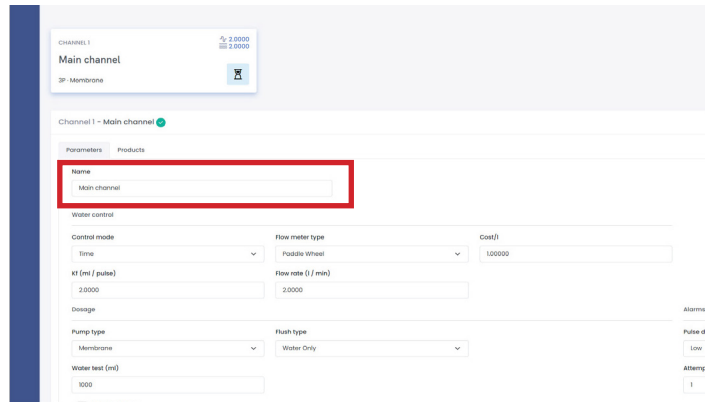
- 1 To add a new channel press the icon in the top right
- 2 Here you can see the list of current channels on your system
- 3 The side navigation bar has changed to allow you to move between;
 - Channels
 - Washer extractors
 - Formulas
 - Data transfer
- 4 Use these tabs to switch between Parameters and Product settings
- 5 Channel Name
- 6 Water control settings
- 7 Dosage settings
- 8 Alarm settings
- 9 Save, delete and return icons

EDITING CHANNEL PARAMETER SETTINGS

STEP 1

You can use the first field to adjust the Channel Name

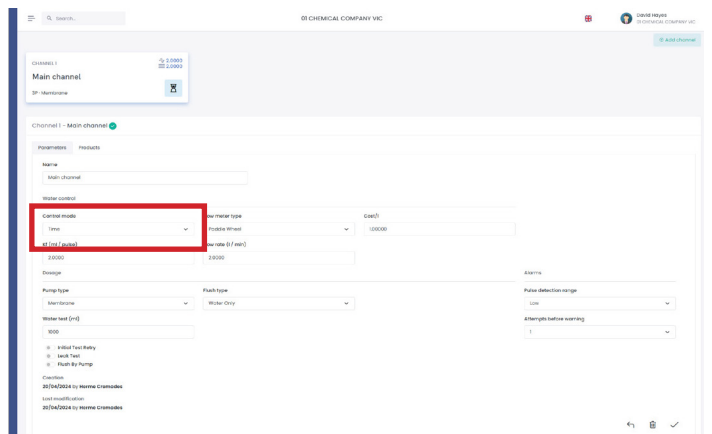
Please note - To access the unit Channels menu. Please refer to this previous section - ["Accessing Channels, Washer Extractors, Formulas and Data Transfer"](#)



STEP 2

Next you find the [Control Mode](#). Where you can select between Time or Flow meter.

*We recommend using a flow meter for your Multiplex as it guarantees accurate chemical delivery to your machines. This option is to allow for temporary use of the unit while you await repairs.

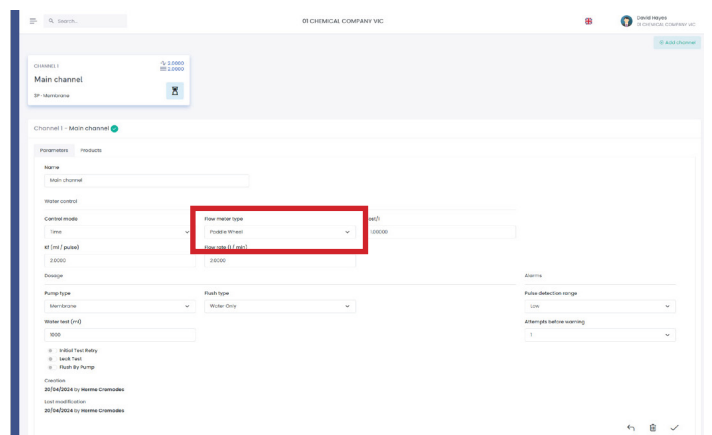


STEP 3

Select the correct Flow Meter Type using the drop down:

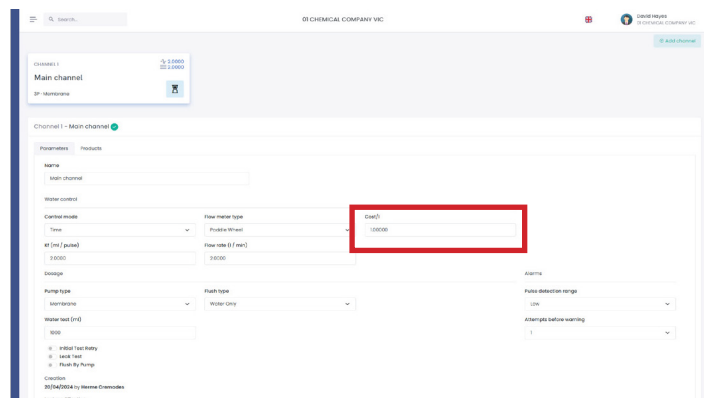
- Paddles
- Oval-Gear
- Thermal

Please note: Do not change this unless you have replaced the flow meter provided from your supplier.



STEP 4

Next is the Cost value for the water of this channel, this is used for cost reporting.



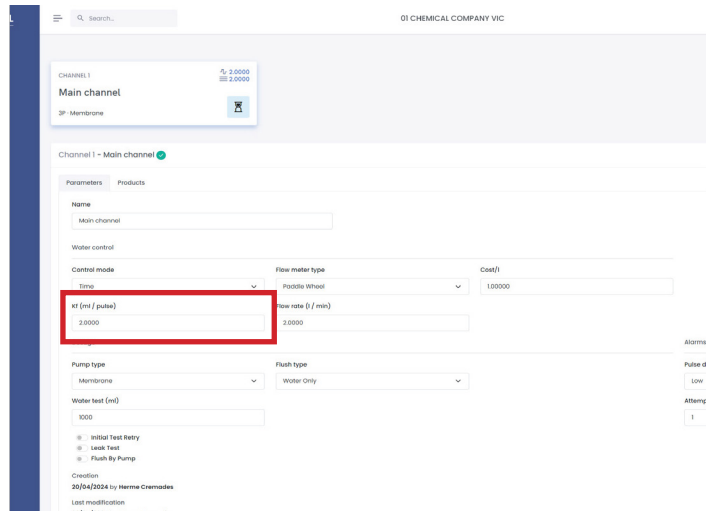
EDITING CHANNEL PARAMETER SETTINGS

STEP 5

To adjust the Kf value please use the highlighted box.

Please note - These values are generated automatically by running a calibration on the unit. Please refer to the Web Server Configuration Tool guide.

*We **DO NOT** advise setting the values manually

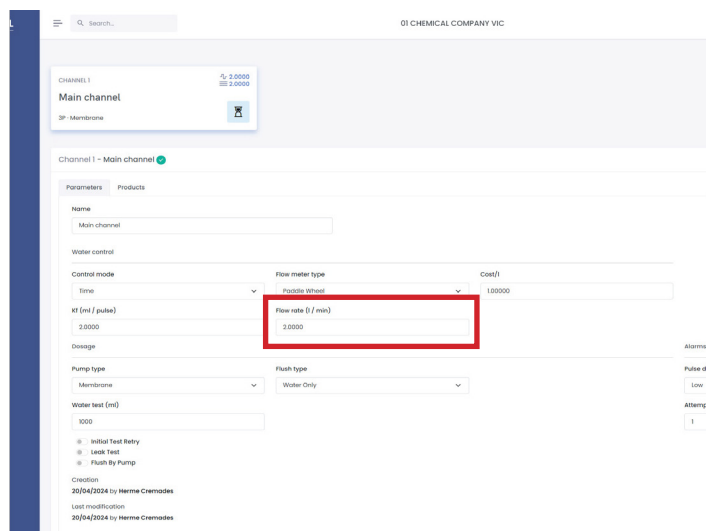


STEP 6

You can now set up the Flow Rate value for the Chemical here.

Please note - These values are generated automatically by running a calibration on the unit. Please refer to the Web Server Configuration Tool guide.

*We **DO NOT** advise setting the values manually

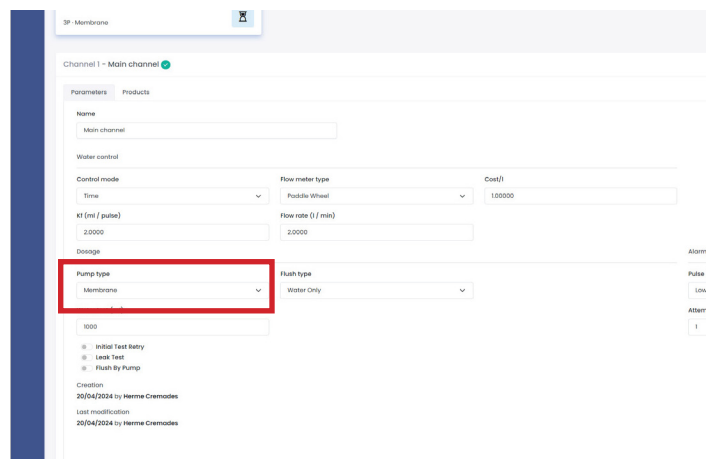


STEP 7

If you need to adjust the pump type for the unit you can use the drop down menu to choose between:

- Peristaltic
- Motor
- Membrane
- Pneumatic
- Venturi

The recommended configuration for the Multiplex is water or air flush with a membrane or pneumatic pump. (Based on each site).



EDITING CHANNEL PARAMETER SETTINGS

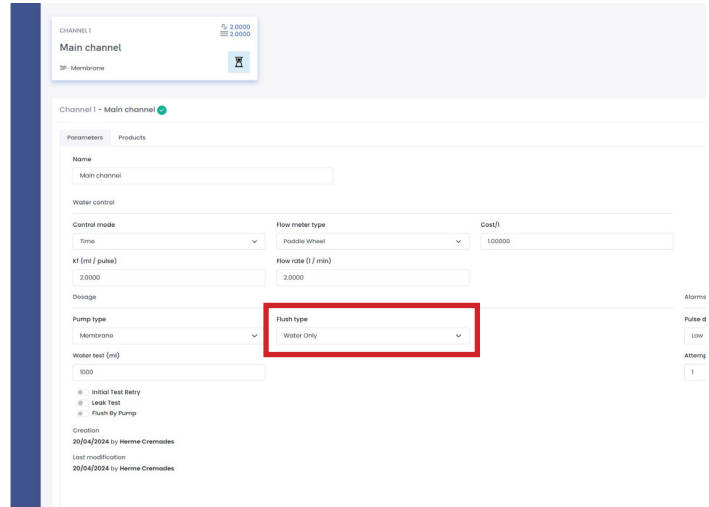
STEP 8

If you need to adjust the **Flush Type** for the channel use this drop down to choose between:

- No Flush
- Only Water
- Air

It is recommended to use water for set-ups where the distance between the distributor and unit is under 40 metres. Over 40 metres we advise using Air flush and a water test of over 1000ml to prevent product residue building up.

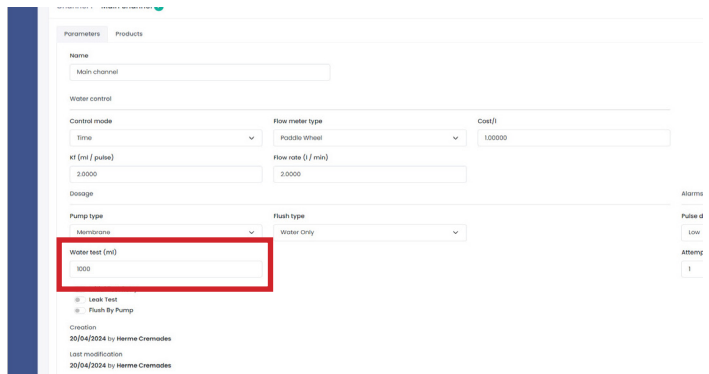
It is only recommended to use no flush when you have chemicals that become more viscous with water or the product is going directly to the washer.



STEP 9

Next you can adjust the water test volume for your channel. **The minimum value for this is 700 ml to ensure a correct test and separation of chemicals.**

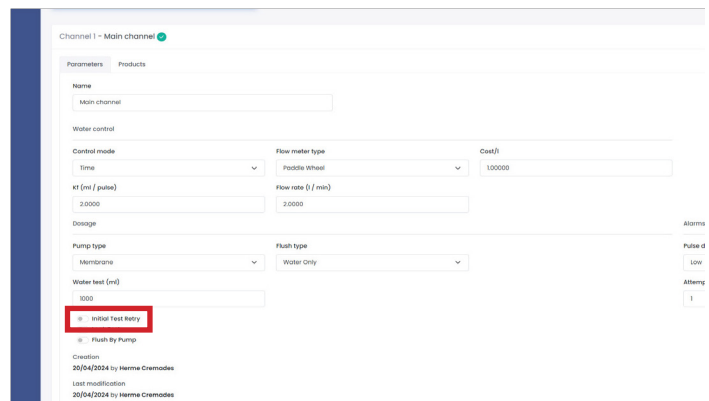
A water test is used to verify that the minimum indispensable conditions and that the product will reach its destination. A water test is recommended when products with high viscosity or high surface tension pass through the channel



STEP 10

If you want to setup a **Retry the water test** on this channel press the drop down to toggle between Yes or No.

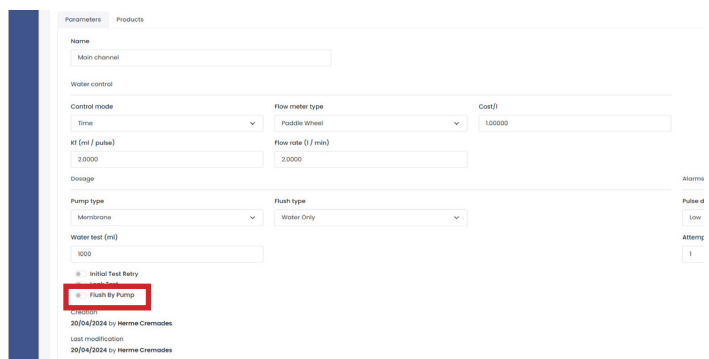
Durante la operación puede haber un evento imprevisto donde el nivel correcto de agua no es entregado entre los productos. Si activa esta opción, podrá realizar una segunda prueba para solucionar este posible problema.



STEP 10

The final toggle switch enables the **Flush by Pump** function.

***This is not a recommended setup option and is only used when you do not have pressure regulated water for your setup. If this is the case, we advise the purchase of a booster tank to stabilise water pressure and ensure unit performance and reliability.**



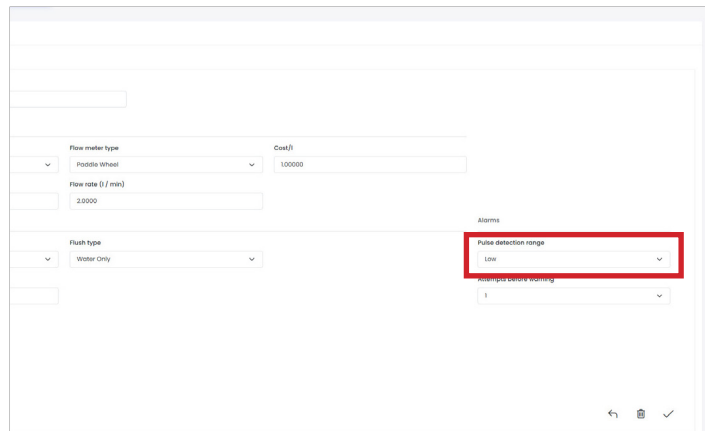
EDITING CHANNEL PARAMETER SETTINGS

STEP 11

At the bottom of the screen you can see the **Alarms settings**. The first box allows you to setup the **Pulse Detection Range**. You can select between:

- Low (30%)
- Medium (50%)
- High (70%)
- Maximum (100%)

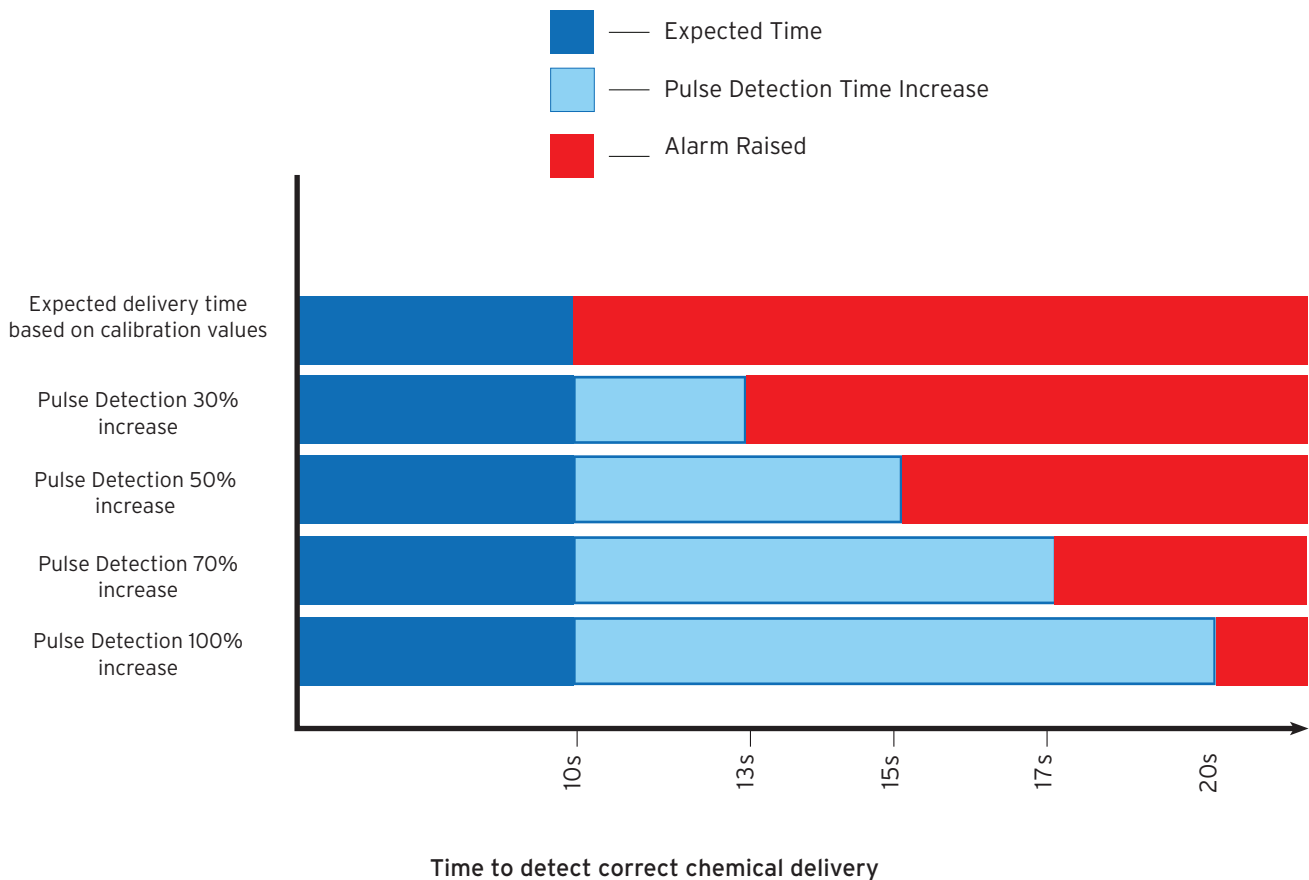
This is the additional time that can be added for the flow meter to detect the correct volume of chemical. A more detailed explanation is on the next page.



PULSE DETECTION RANGE

When dosing chemical it may be required to increase the detection range to allow for fluctuations in flow for the product. This may be needed when there is potentially gassing products causing gas to expand in the pipe, or very viscous products that can become more difficult to pump if left sedentary.

Below is a graph explaining the functionality.



Please note - we advise setting this to as close to the expected delivery time as possible for accurate results and early warning of any potential hardware failures that may arise. Setting this to the maximum level by default will potentially hide maintenance issues that could be resolved before failure of the part.

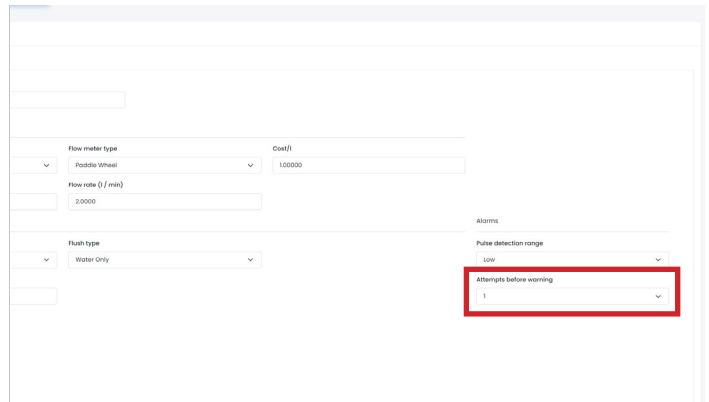
EDITING CHANNEL PARAMETER SETTINGS

STEP 12

Below this you can set the number of retries before an alarm is raised.

The feature is only available with a flow meter installed. This stops consecutive audio alarms from sounding on the unit to reduce noise pollution in the laundry.

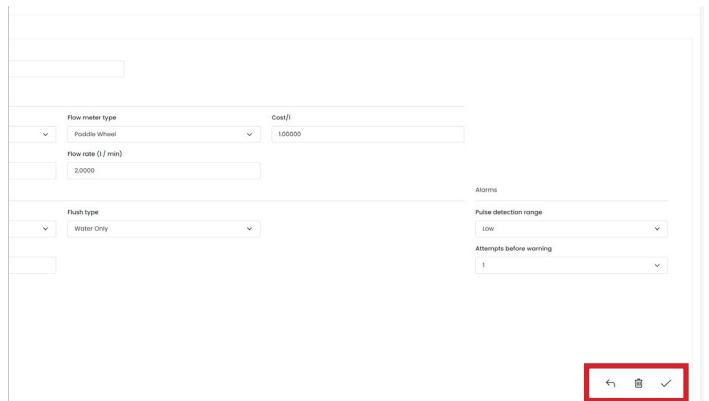
This is ONLY for the product dosage and water flush test. Not initial leak test.



STEP 13

Once you are happy with the settings you can use the Tick icon in the bottom right to save your settings.

The Trash icon will clear all changes made.

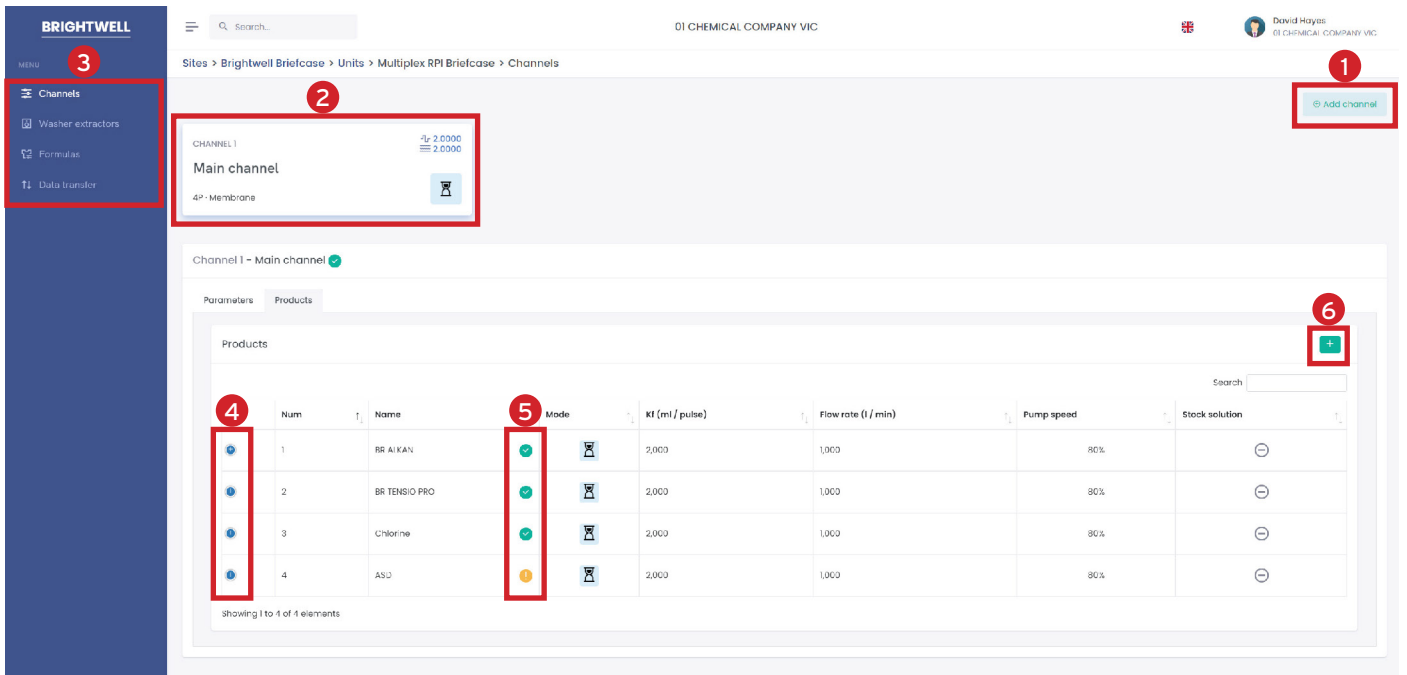
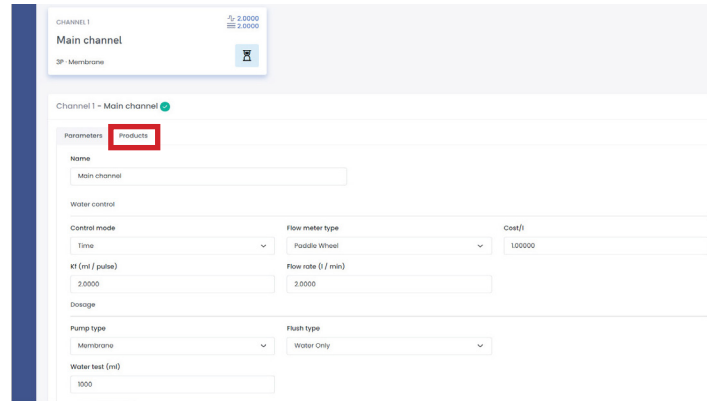


PRODUCT PAGE OVERVIEW

Please note - To access the products menu. Please refer to this previous section - "[Accessing Channels, Washer Extractors, Formulas and Data Transfer](#)"

STEP 1

To open the Product settings menu press the **Product tab** located at the top of the page.

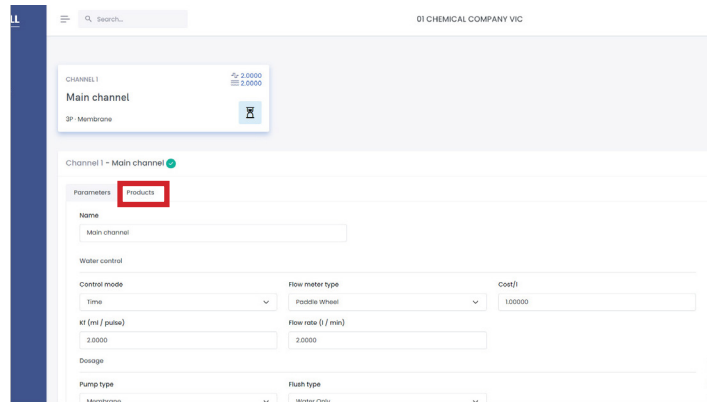


- 1 To add a new channel press the icon in the top right
- 2 Here you can see the list of current channels
- 3 The side navigation bar has changed to allow you to move between:
 - Channels
 - Washer extractors
 - Formulas
 - Data transfer
- 4 Press this + icon to expand the selected chemical and view details
- 5 Is a visual indicator for the chemical. Green confirms it has been setup and saved correctly into the catalogue. Orange implies the chemical is incomplete and requires attention
- 6 The + icon here allows you to add a new chemical to your channel

ADDING OR EDITING YOUR PRODUCT SETTINGS

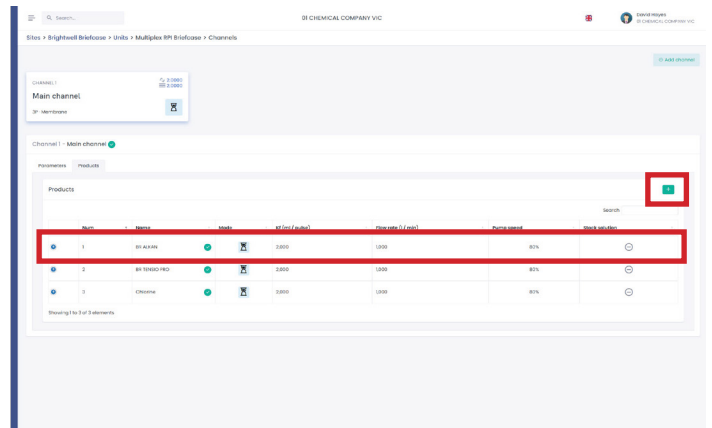
STEP 1

To open the Product settings menu press the **Product** tab located at the top of the page.



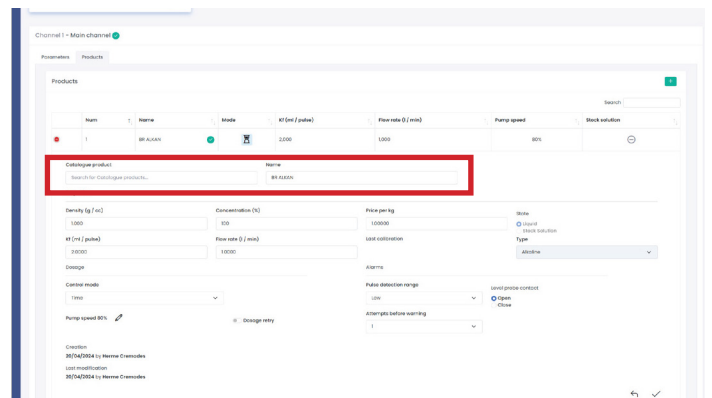
STEP 2

Locate the chemical you want to edit and click on the **Blue + icon** to expand the settings. Alternatively, to create a new Product press the **+ icon** located in the top right of the web page.



STEP 3

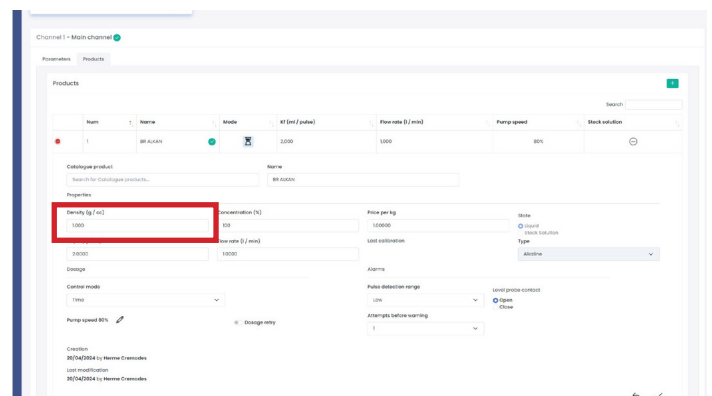
Once expanded you can edit the **Catalogue Product** name and the **Product** name using the text fields provided.



STEP 4

The next box allows you to set the **Density** of the product. Please refer to the chemical manufacturers values for this

We recommend that this value is precise and based on the chemical datasheet. As this directly effects the dosage of the chemical.
X value density / 1kg of laundry



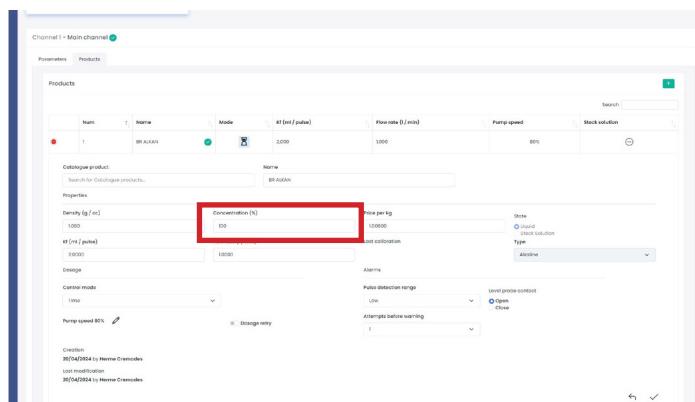
ADDING OR EDITING YOUR PRODUCT SETTINGS

STEP 5

Next set your **Product Concentration** percentage if this is diluted.

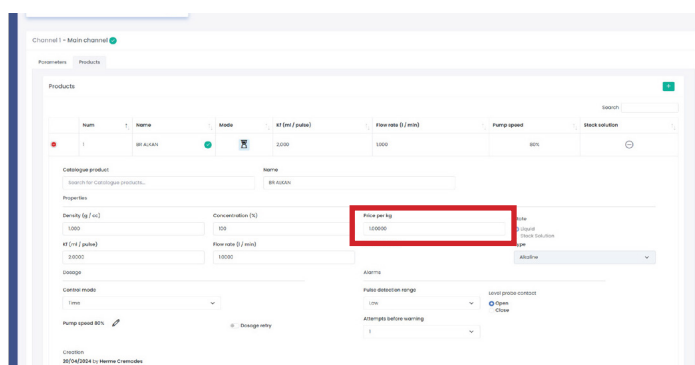
If you are using products in pre-dilution and want the 'grams of pure product' you should set this field percentage to the direct dilution of the product. For example:

1000 litres you use 100kg of product your % = $1000/100 = 10\%$



STEP 6

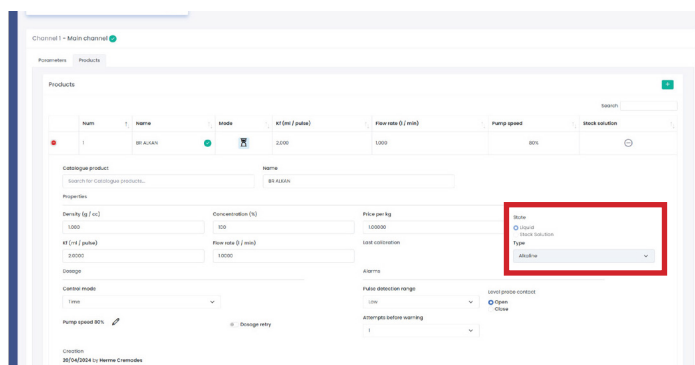
Below you can set the **Price per KG** of the product for cost reporting.



STEP 7

You can see the **State** and **type** of the product on the right hand side.

Please note - These are uneditable and set by the chemical catalogue.

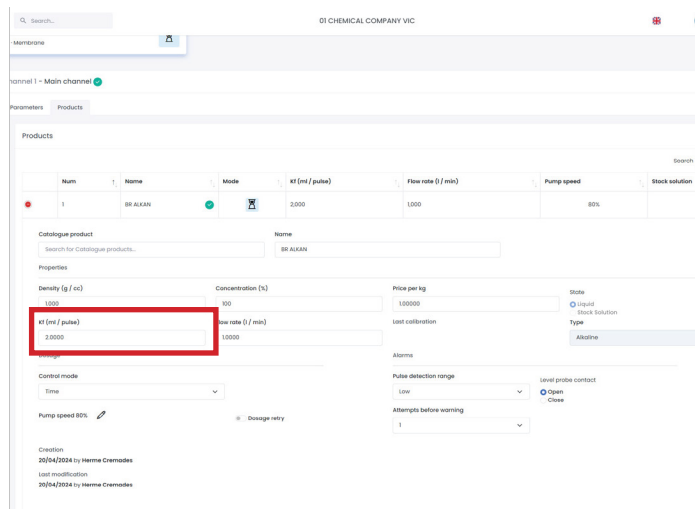


STEP 8

To set the **Kf** value please use the highlighted box.

Please note - These values are generated automatically by running a calibration on the unit. Please refer to the Web Server Configuration Tool guide.

*We **DO NOT** advise setting the values manually



ADDING OR EDITING YOUR PRODUCT SETTINGS

STEP 9

You can now set up the **Flow Rate** value for the chemical here.

Please note - These values are generated automatically by running a calibration on the unit. Please refer to the Web Server Configuration Tool guide.

*We **DO NOT** advise setting the values manually

The screenshot shows the 'Products' configuration page for 'BP ALKAN'. The 'Flow rate (l/min)' field is highlighted with a red box. The 'Flow rate (l/min)' is currently set to 1000. Other visible fields include 'K1 (ml/pulse)' at 2000, 'Pump speed' at 80%, and 'Concentration (%)' at 100. The 'Flow rate (l/min)' field is a text input with a dropdown arrow on the right.

STEP 10

Below you can now adjust the **Pump Speed** for this chemical using the pencil icon.

We recommend a speed of:

- 80% - 100% for high volume delivery
- 30% - 80% for low volume delivery
- **DO NOT** use below 30% speed for delivery

The screenshot shows the 'Products' configuration page for 'BP ALKAN'. The 'Pump speed 80%' field is highlighted with a red box. The 'Pump speed' is currently set to 80%. Other visible fields include 'K1 (ml/pulse)' at 2000, 'Flow rate (l/min)' at 1000, and 'Concentration (%)' at 100. The 'Pump speed' field is a text input with a pencil icon on the right.

STEP 11

To the right of pump speed you can locate the **Dosage Retry** button.

This will enable the system to retry dosing the product if the correct number of pulses are not met in the expected delivery time.

The screenshot shows the 'Products' configuration page for 'BP ALKAN'. The 'Dosage retry' button is highlighted with a red box. The 'Dosage retry' button is currently disabled (greyed out). Other visible fields include 'K1 (ml/pulse)' at 2000, 'Flow rate (l/min)' at 1000, and 'Pump speed' at 80%. The 'Dosage retry' button is a text input with a pencil icon on the right.

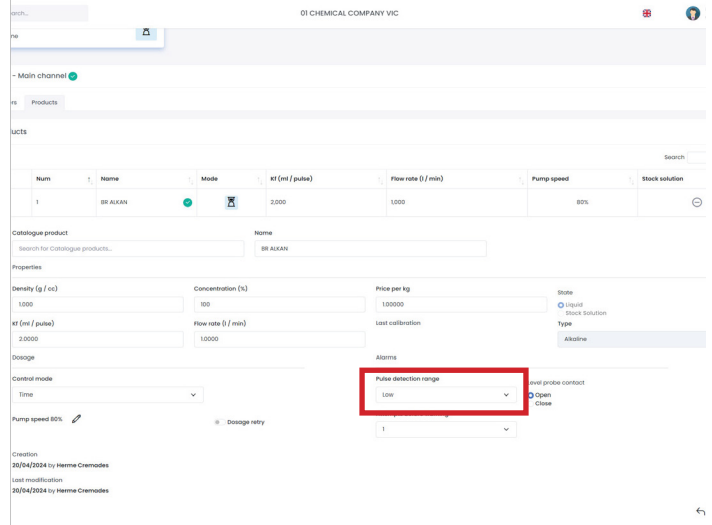
ADDING OR EDITING YOUR PRODUCT SETTINGS

STEP 12

At the bottom of the screen you can see the **Alarms settings**. The first box allows you to setup the **Pulse Detection Range**. You can select between:

- Low (30%)
- Medium (50%)
- High (70%)
- Maximum (100%)

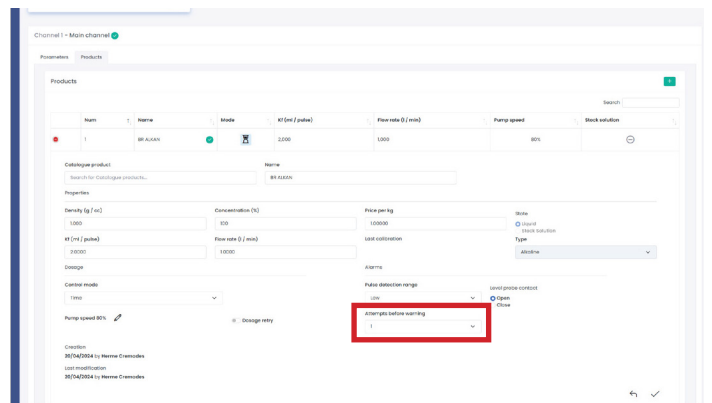
This is the additional time that can be added for the flow meter to detect the correct volume of chemical. A more detailed explanation is found here: [Pulse Detection Range](#)



STEP 13

Below this you can set the number of **Attempts Before Warning**

The feature is only available with a flow meter installed. This stops consecutive audio alarms from sounding on the unit to reduce noise pollution in the laundry.

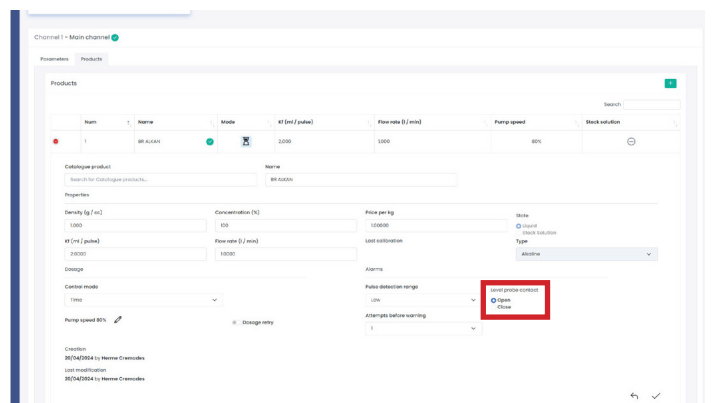


STEP 14

Finally, you can adjust the Level Probe Contact to:

- Normally Open
- Normally Closed

Please note - The standard Brightwell products are Normally Closed

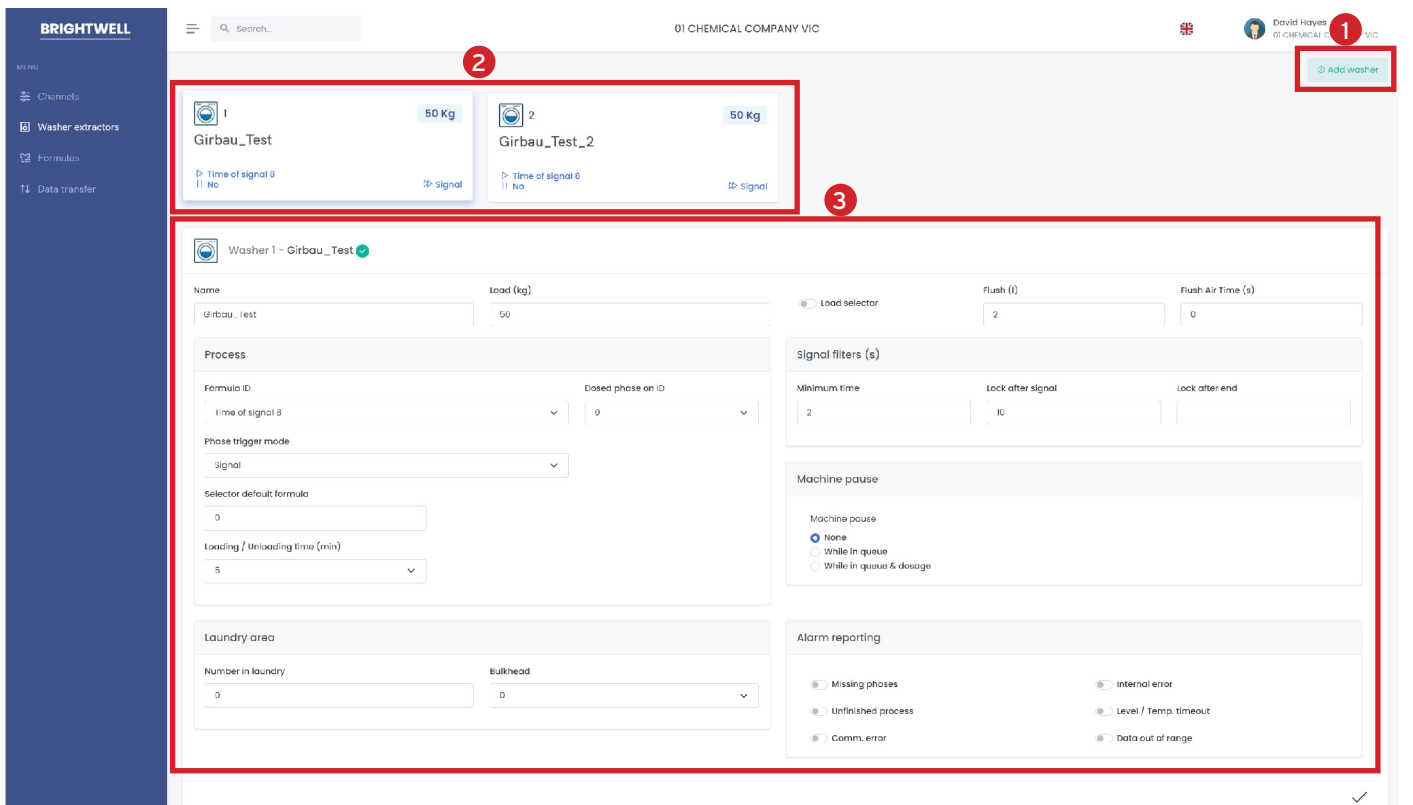
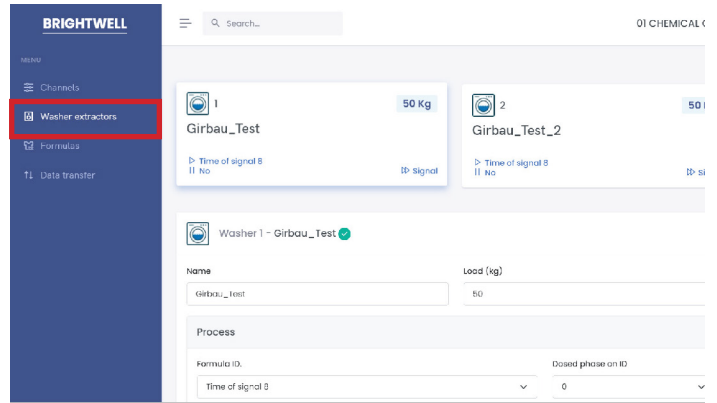


WASHER EXTRACTORS OVERVIEW

Please note - To access the washer extractors menu. Please refer to this previous section - [“Accessing Channels, Washer Extractors, Formulas and Data Transfer”](#)

STEP 1

To access the Washer Extractors overview select the icon in the side navigation bar.

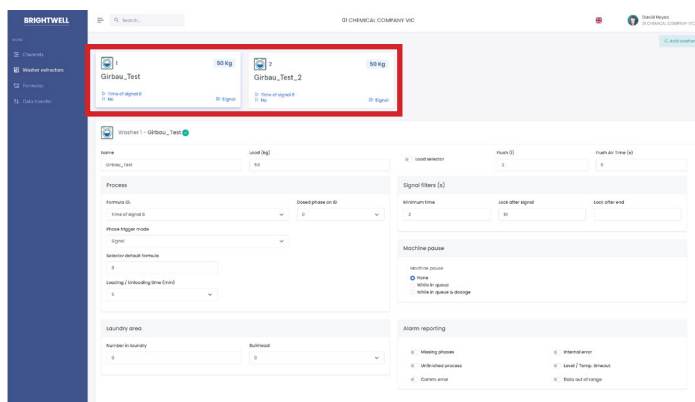


- 1** To add a new channel press the icon in the top right
- 2** Here you can see the list of current washer extractors linked to your channel, this is also how you select the extractor you wish to edit
- 3** The washer extractor settings are listed here

EDITING OR ADDING A WASHER EXTRACTOR SETUP

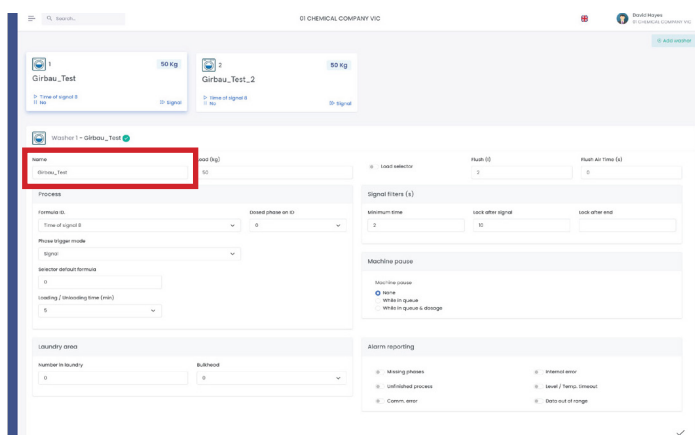
STEP 1

To change the settings on a washer extractor navigate to the **Washer Extractor** menu via the side menu. Once here, select the washer from the available at the top of the page



STEP 2

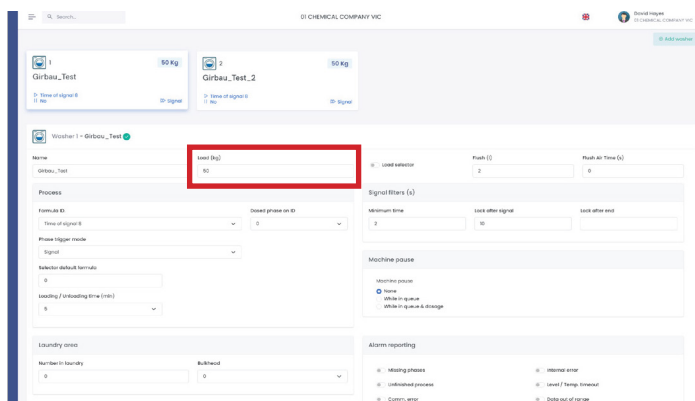
The first section allows you to set the custom name for the washer.



STEP 3

Next you are able to set the **Total Load in Kg** for the **Washer Extractor**.

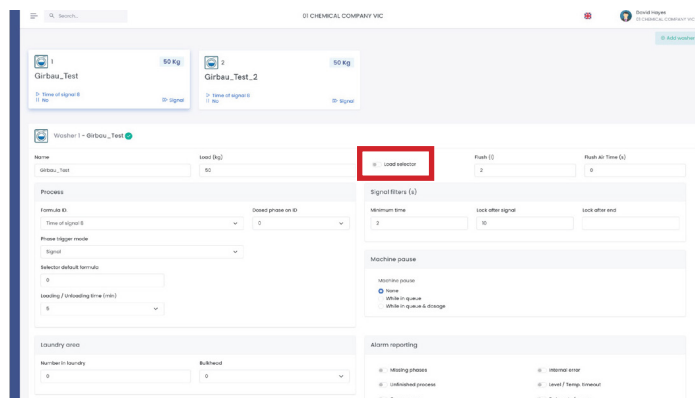
This field is essential in calculating the total volume to be dosed to the load.



STEP 4

You can now enable or disable the **Load Selection** for this washer.

This setting requires a formula select, so please contact Brightwell to discuss this setting and equipment if required.



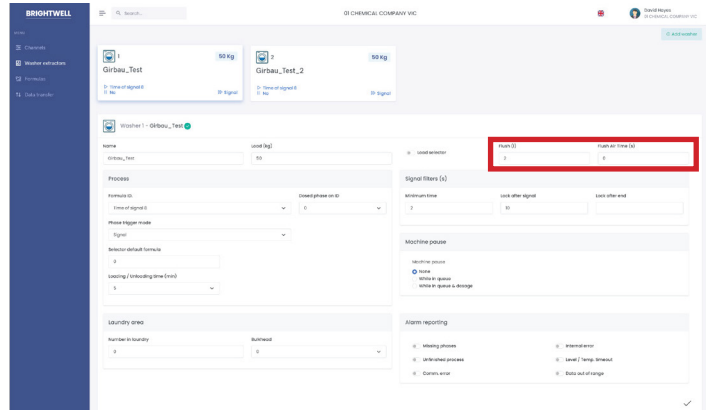
EDITING OR ADDING A WASHER EXTRACTOR SETUP

STEP 5

The next box allows you to set the **Water Flush (Fl. oz)** quantity required

Alternatively, if you are using air flush you can use the **Air Time (S)** box below this instead

This value needs to be precise for correct delivery of chemical. Please run a visual check of the water required to completely inject the chemical into the machine, as this varies based on distance from the distributor

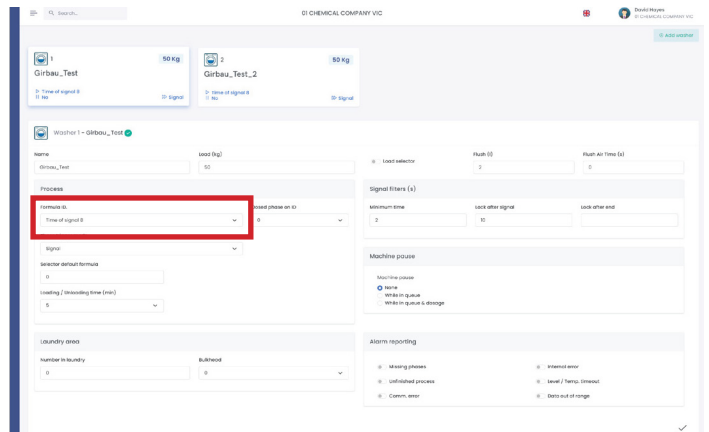


STEP 6

In the Dosing Process column you can first set the Formula ID section. This can be:

- Selector
- Time of signal 8
- Time of signal 1+6
- Binary
- Free

Please refer to the next section for a more detailed explanation.



SIGNAL TIME 8

This selects the program based on 5 second intervals of the Signal 8 going high. This settings is advised for units with a lower number of formulas (1-20). Please refer to the table below for timings.

Formula	Signal 8 Time on	Formula	Signal 8 Time on	Formula	Signal 8 Time on	Formula	Signal 8 Time on
1	5 s	5	25 s	9	45 s	13	65 s
2	10 s	6	30 s	10	50 s	14	70 s
3	15 s	7	35 s	11	55 s	15	75 s
4	20 s	8	40 s	12	60 s	16...	80 s...

EDITING OR ADDING A WASHER EXTRACTOR SETUP

SIGNAL TIME 1+6

This selects the program based on the duration of signals 1 and 6 going high simultaneously. This setting is advised for units that have a larger volume of formulas to select (20+) The below table explains the timing and selection details.

Formula	Signal 1 Time on	Signal 6 Time on	Formula	Signal 1 Time on	Signal 6 Time on	Formula	Signal 1 Time on	Signal 6 Time on	Formula	Signal 1 Time on	Signal 6 Time on
1	5 s	5 s	11	10 s	5 s	21	15 s	5 s	31	20 s	5 s
2	5 s	10 s	12	10 s	10 s	22	15 s	10 s	32	20 s	10 s
3	5 s	15 s	13	10 s	15 s	23	15 s	15 s	33	20 s	15 s
4	5 s	20 s	14	10 s	20 s	24	15 s	20 s	34	20 s	20 s
5	5 s	25 s	15	10 s	25 s	25	15 s	25 s	35	20 s	25 s
6	5 s	30 s	16	10 s	30 s	26	15 s	30 s	36	20 s	30 s
7	5 s	35 s	17	10 s	35 s	27	15 s	35 s	37	20 s	35 s
8	5 s	40 s	18	10 s	40 s	28	15 s	40 s	38	20 s	40 s
9	5 s	45 s	19	10 s	45 s	29	15 s	45 s	39	20 s	45 s
10	5 s	50 s	20	10 s	50 s	30	15 s	50 s	40	20 s	50 s

BINARY

For this mode the unit will select a program based on the below signal combinations.

Formula	8	7	6	5	4	3	2	1
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								

Formula	8	7	6	5	4	3	2	1
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								
29								
30								
31								
32								

Formula	8	7	6	5	4	3	2	1
33								
34								
35								
36								
37								
38								
39								
40								
42								
43								
44								
45								
46								
47								
48								
49								

FREE MODE

Free mode allows the users to build a custom list of formula selection based on incoming signals. These are **ONLY** defined via the web portal or web server, they cannot be defined on the built in screen

EDITING OR ADDING A WASHER EXTRACTOR SETUP

STEP 7

After this you can select the **Dosed Phase ID** number using the drop down here.

This allows you to customise what state the machine will enter on receiving the first signal.

If you set this to Phase 0, the unit will not begin dosing until a signal is received from the washer.

If you set this to Phase 1 the unit will immediately begin to dose after the auto formula select signal is confirmed

The screenshot shows the 'Washer 1 - Girbau_Test' configuration page. The 'Dosed phase on ID' dropdown menu is highlighted with a red box, showing the value '0'. Other visible fields include 'Name', 'Load (kg)', 'Load selector', 'Flush (l)', 'Flush air time (s)', 'Formula ID', 'Phase trigger mode', 'Signal', 'Signal filters (s)', 'Minimum time', 'Lock after signal', 'Lock after end', 'Machine pause', and 'Alarm reporting'.

STEP 8

You can now choose between a **Signal or Sequential Phase Trigger Mode**.

Signal mode defines that the machine itself will send a signal to identify what phase it is entering.

Sequential mode sets it so that it will move sequentially through the phases one by one in a logical order.

The screenshot shows the 'Washer 1 - Girbau_Test' configuration page. The 'Phase trigger mode' dropdown menu is highlighted with a red box, showing the value 'Signal'. Other visible fields include 'Name', 'Load (kg)', 'Load selector', 'Flush (l)', 'Flush air time (s)', 'Formula ID', 'Dosed phase on ID', 'Signal filters (s)', 'Minimum time', 'Lock after signal', 'Lock after end', 'Machine pause', and 'Alarm reporting'.

STEP 9

If you have **Selector** chosen you will also have the option to set the **Selector Default Formula**. Which will default back to after a successful cycle.

The screenshot shows the 'Washer 1 - Girbau_Test' configuration page. The 'Selector default formula' dropdown menu is highlighted with a red box, showing the value '0'. Other visible fields include 'Name', 'Load (kg)', 'Load selector', 'Flush (l)', 'Flush air time (s)', 'Formula ID', 'Dosed phase on ID', 'Phase trigger mode', 'Signal', 'Signal filters (s)', 'Minimum time', 'Lock after signal', 'Lock after end', 'Machine pause', and 'Alarm reporting'.

STEP 10

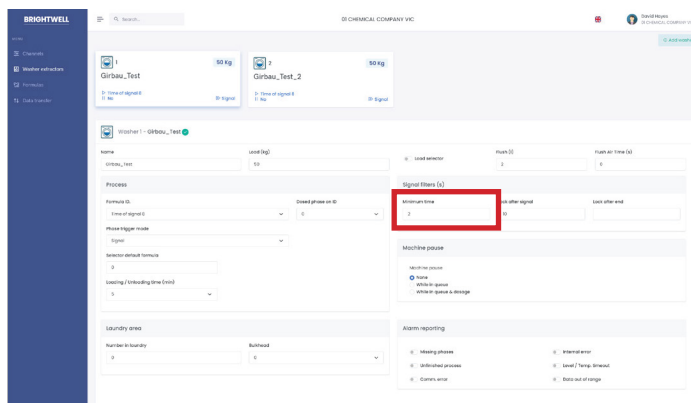
Finally you can adjust the time required to load or unload the machine.

The screenshot shows the 'Washer 1 - Girbau_Test' configuration page. The 'Loading / Unloading time (min)' dropdown menu is highlighted with a red box, showing the value '5'. Other visible fields include 'Name', 'Load (kg)', 'Load selector', 'Flush (l)', 'Flush air time (s)', 'Formula ID', 'Dosed phase on ID', 'Phase trigger mode', 'Signal', 'Selector default formula', 'Signal filters (s)', 'Minimum time', 'Lock after signal', 'Lock after end', 'Machine pause', and 'Alarm reporting'.

EDITING OR ADDING A WASHER EXTRACTOR SETUP

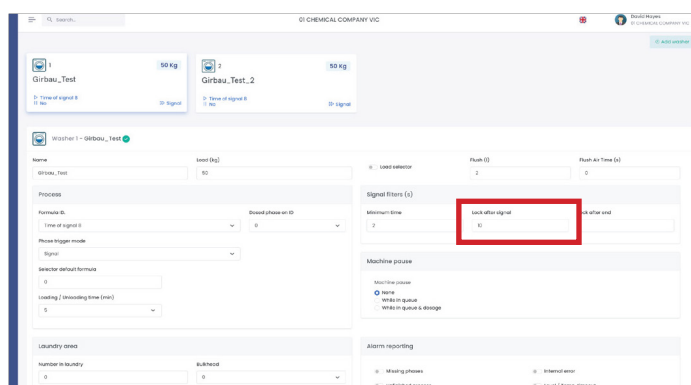
STEP 11

In the **Signal Filters** column the first box allows you to adjust the **Minimum Time** for an accepted signal. This stops ghost signals from triggering the washer.



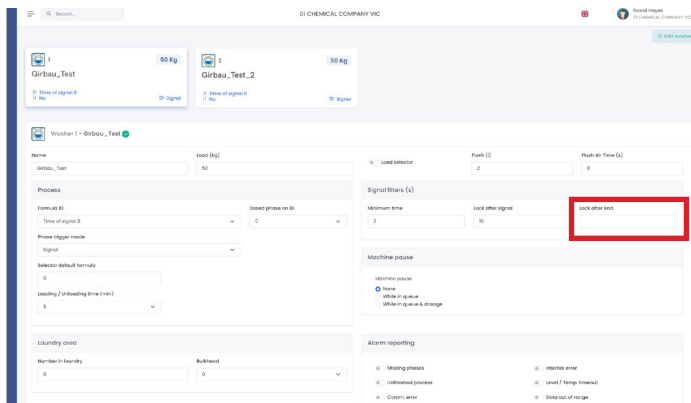
STEP 12

Next you can adjust the time it takes for the washer-extractor to **Lock after a Successful Signal** has been sent.



STEP 13

The final box in the **Signal Filters** column allows you to adjust the **Lock time** for the equipment to allow new signals, once the **RESET** has been completed.



STEP 14

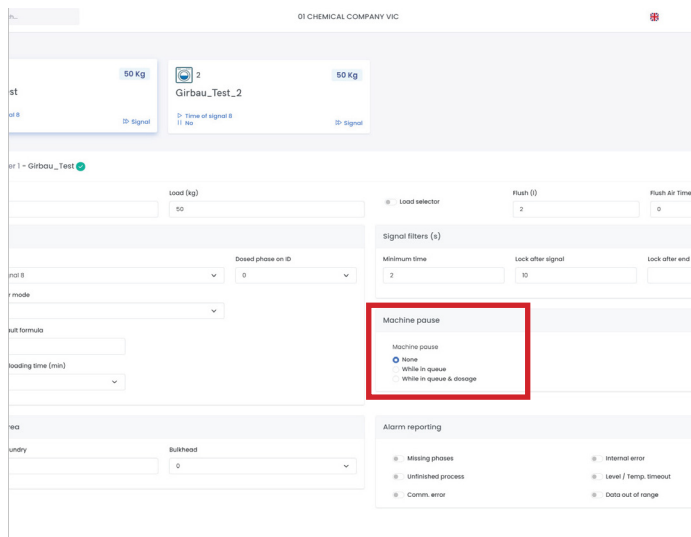
The last column is the **W.E Pause (Washer Extractor Pause)** section.

The first box allows you to adjust the Activation between:

- No (Deactivated)
- While in queue
- While in queue and dosage

The washer pause functionality allows for 'queuing' of machines when they request chemical delivery while the unit is busy.

When a machine is 'waiting' its timer is paused so that the wash can complete a full cycle correctly. The above options allow you to adjust when the 'pause timer' begins again.



EDITING OR ADDING A WASHER EXTRACTOR SETUP

STEP 15

The last setting on the left hand column allows you to set the Number in Laundry and the Bulkhead number

The screenshot shows the configuration page for 'Washer 1 - Girbau_Test'. The 'Laundry area' section is highlighted with a red box, containing the following fields:

- Number in laundry: 0
- Bulkhead: 0

STEP 16

The final section allows you to toggle what alarms are enabled on your washer:

- Missing Phases
- Internal Error
- Unfinished Process
- Level / Temp. Timeout
- Communication Errors
- Data Out Of Range

The screenshot shows the configuration page for 'Washer 1 - Girbau_Test'. The 'Alarm reporting' section is highlighted with a red box, containing the following fields:

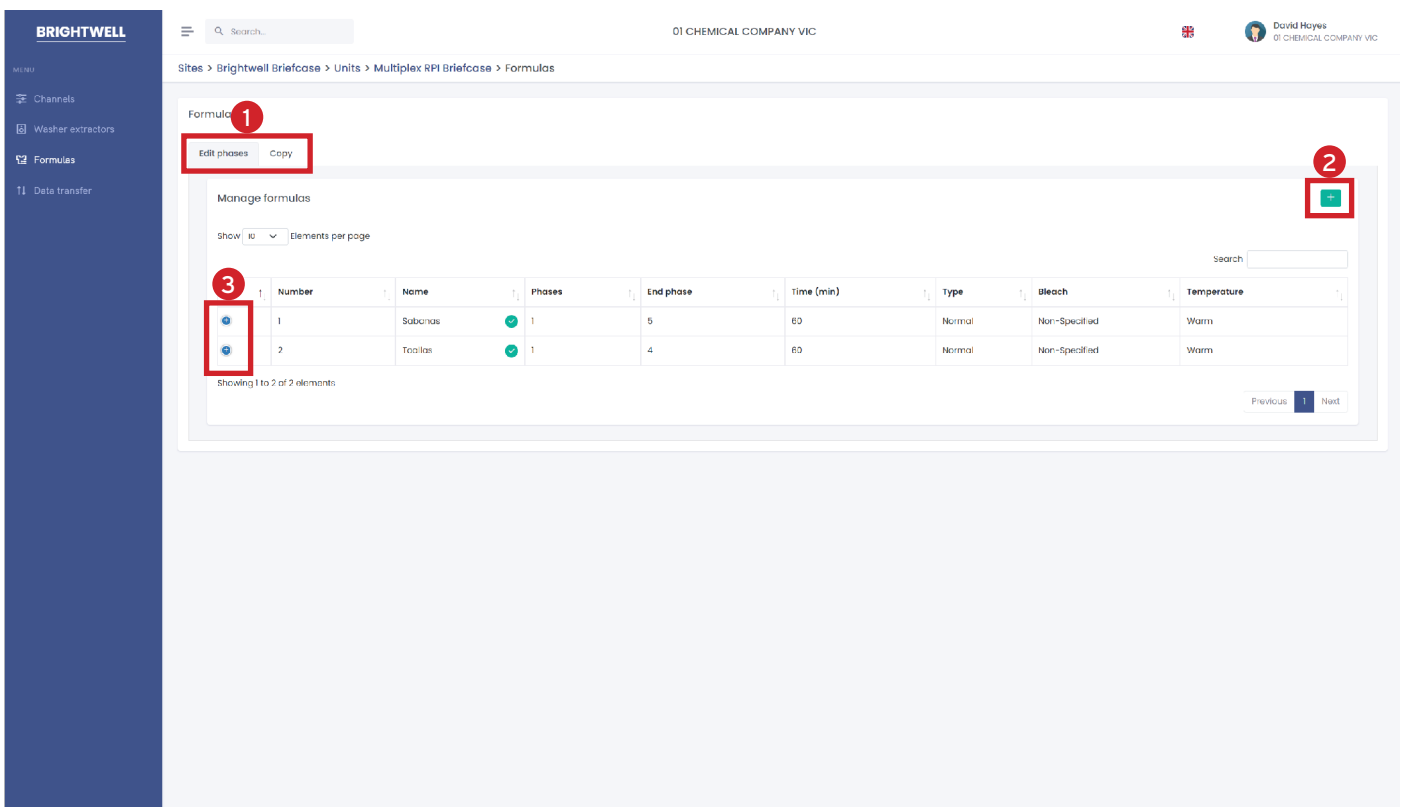
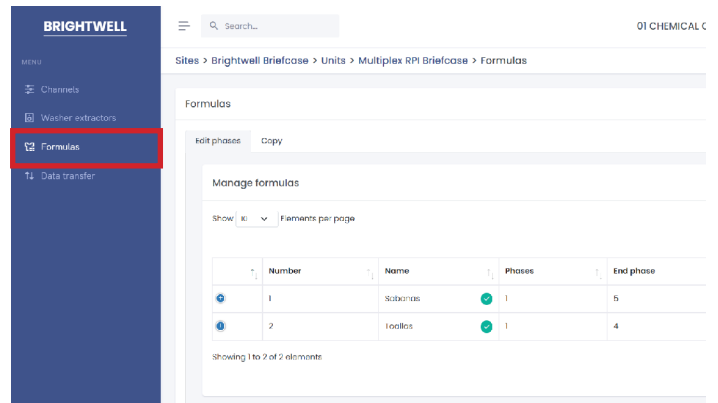
- Missing phases:
- Internal error:
- Unfinished process:
- Level / Temp. Timeout:
- Communication errors:
- Data out of range:

FORMULAS OVERVIEW

Please note - To access the formula menu. Please refer to this previous section - [“Accessing Channels, Washer Extractors, Formulas and Data Transfer \(P28\)”](#)

STEP 1

To access the **Formulas overview** select the icon in the side navigation bar.

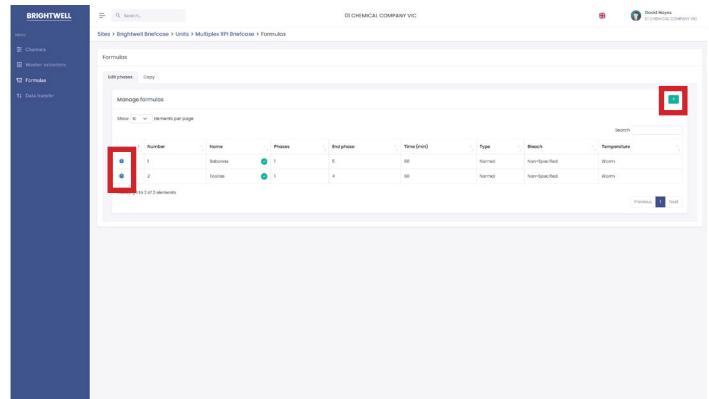


- 1 Allows you to move between the Edit Phases and Copy tabs
- 2 Press this to create a new formula
- 3 Expand the formula using the icon here

EDITING OR CREATING A NEW FORMULA

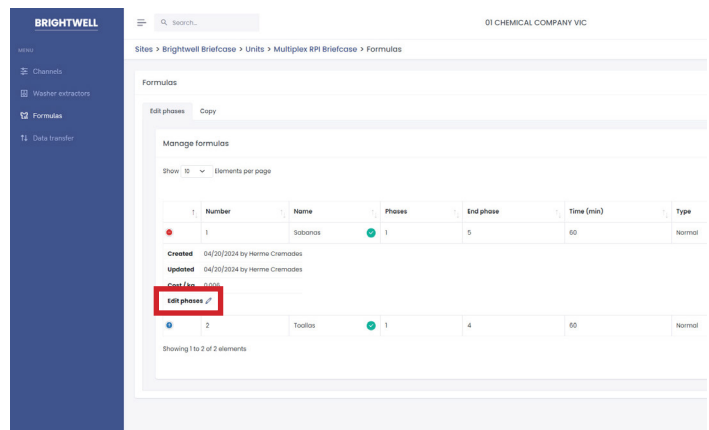
STEP 1

To adjust the settings of your formula press the **Blue + icon** on the formula to expand the options. Alternatively, press the **+ icon** in the top right to create a new one.



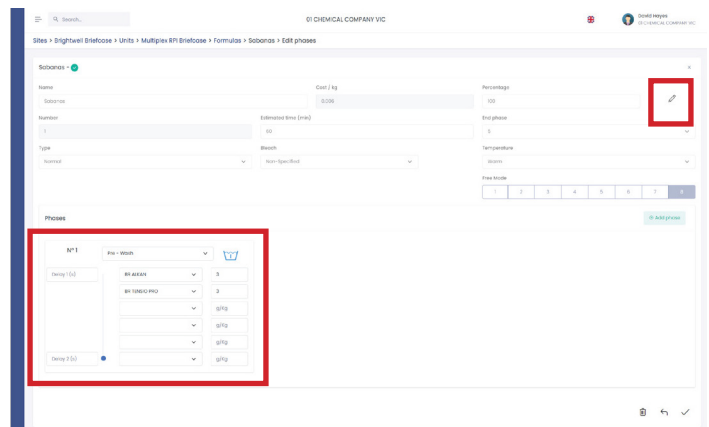
STEP 2

Once the options have been expanded, press the **edit icon** located next to the **Edit Phases** text.



STEP 3

Once the formula has opened you will be able to edit the phases settings located at the bottom of the page. However, you will be unable to make other changes until you have pressed the **Edit icon** located on the right hand side of the screen.

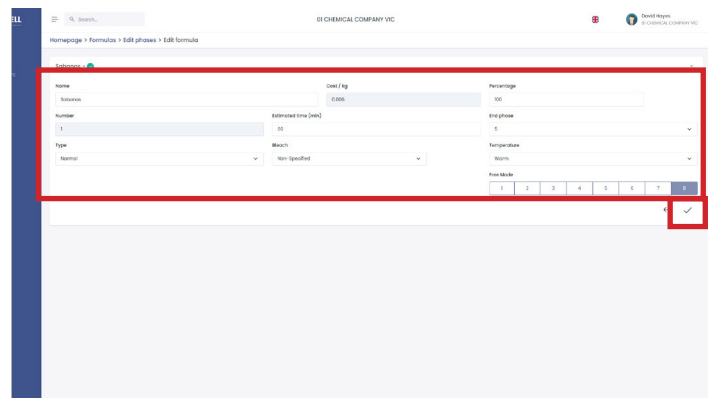


STEP 4

You can now edit:

- Name
- Percentage
- Estimated Time
- End Phase
- Type
- Bleach
- Temperature
- Free mode

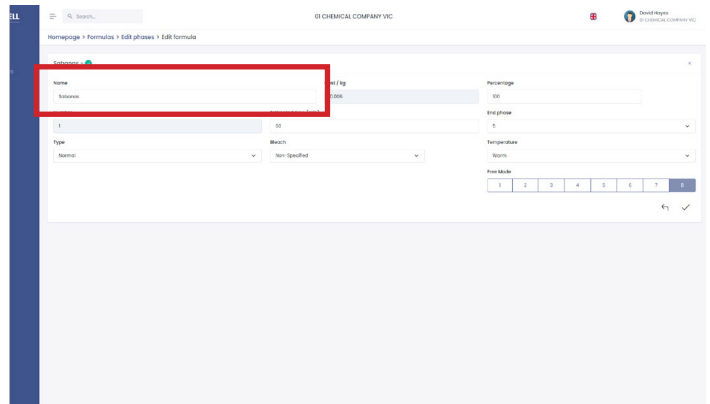
Once you are happy with the changes press the **Tick icon** to save.



EDITING OR CREATING A NEW FORMULA

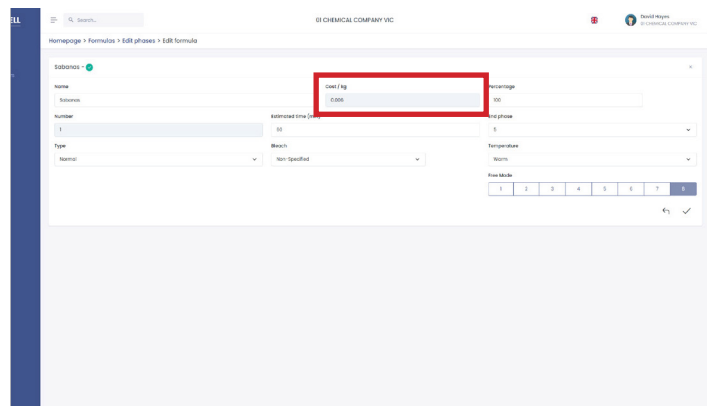
STEP 5

The next box allows you to set a custom Formula Name.



STEP 6

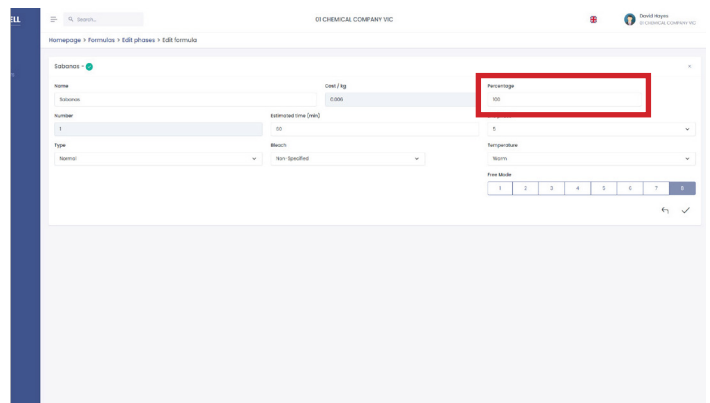
You are able to view the Cost per KG here. (this setting is adjusted in the Product settings)



STEP 7

Next you can adjust the Percentage value for this formula

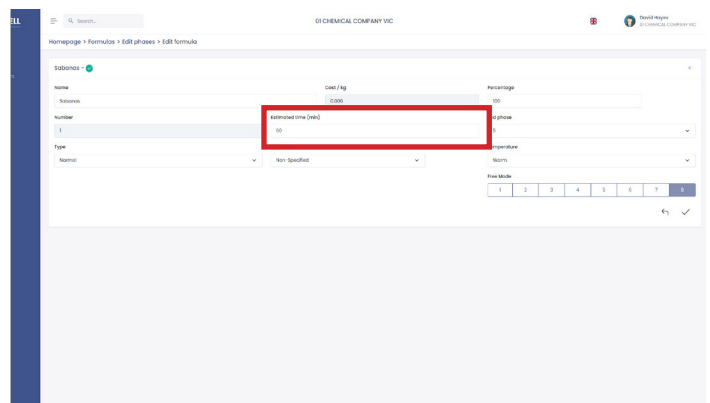
This can be adjusted to reduce the percentage of product delivered for this formula. It can be used if dosing to a different sized machine etc.



STEP 8

After this you can adjust the Estimated Time (min) value for this formula.

This data is informative. It will be useful to obtain more complete statistics.



EDITING OR CREATING A NEW FORMULA

STEP 9

Using the drop down located here you are able to set the End Phase for this formula.

The End Phase denotes what the final phase the washing machine needs to enter to trigger a complete cycle for this Formula.

The screenshot shows the 'Edit formula' interface for 'Sabonics'. The 'End phase' dropdown menu is highlighted with a red box, showing the value 'S'. Other fields include 'Name', 'Code / Ag', 'Percentage', 'Number', 'Estimated time (Sec)', 'Type', and 'Bleach'.

STEP 10

You can now select the type of formula you are creating:

- Delicate
- Normal
- Heavy Soil
- Re-Process
- Desize
- Rinse/Spinning
- Recovery
- Other

This data is informative. It will be useful to obtain more complete statistics.

The screenshot shows the 'Edit formula' interface for 'Sabonics'. The 'Type' dropdown menu is highlighted with a red box, showing the value 'Normal'. Other fields include 'Name', 'Code / Ag', 'Percentage', 'Number', 'Estimated time (Sec)', 'End phase', 'Temperature', and 'Bleach'.

STEP 11

If you have bleach for this formula, you can use the drop down here to select:

- Non Specified
- No bleach
- Yes (No chlorine)
- Yes (With chlorine)

This information is informative. It will be useful to get more detailed information about possible problems via the integrated "Help" function.

The screenshot shows the 'Edit formula' interface for 'Sabonics'. The 'Bleach' dropdown menu is highlighted with a red box, showing the value 'Non-Specified'. Other fields include 'Name', 'Code / Ag', 'Percentage', 'Number', 'Estimated time (Sec)', 'End phase', 'Temperature', and 'Type'.

STEP 12

Here you can adjust the **Water Temperature** for this formula

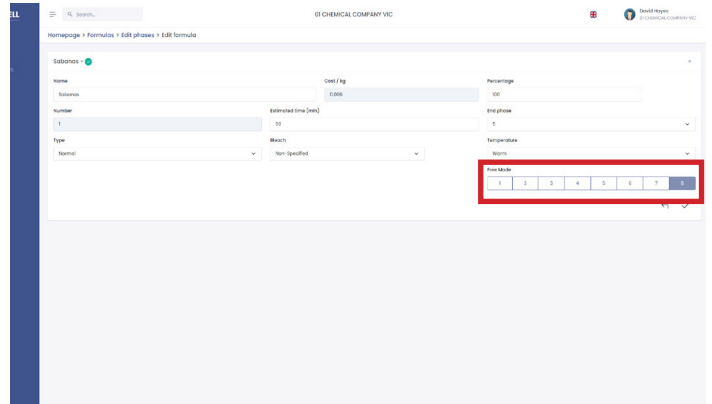
The screenshot shows the 'Edit formula' interface for 'Sabonics'. The 'Temperature' dropdown menu is highlighted with a red box, showing the value 'Normal'. Other fields include 'Name', 'Code / Ag', 'Percentage', 'Number', 'Estimated time (Sec)', 'End phase', 'Type', and 'Bleach'.

EDITING OR CREATING A NEW FORMULA

STEP 13

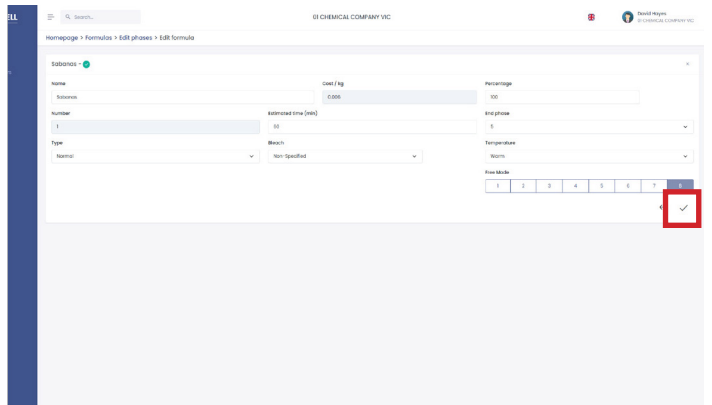
If you have bleach for this formula, you can use the drop down here to select:

- Non Specified
- No bleach
- Yes (No chlorine)
- Yes (With chlorine)



STEP 14

To save the changes press the Tick icon in the bottom right.

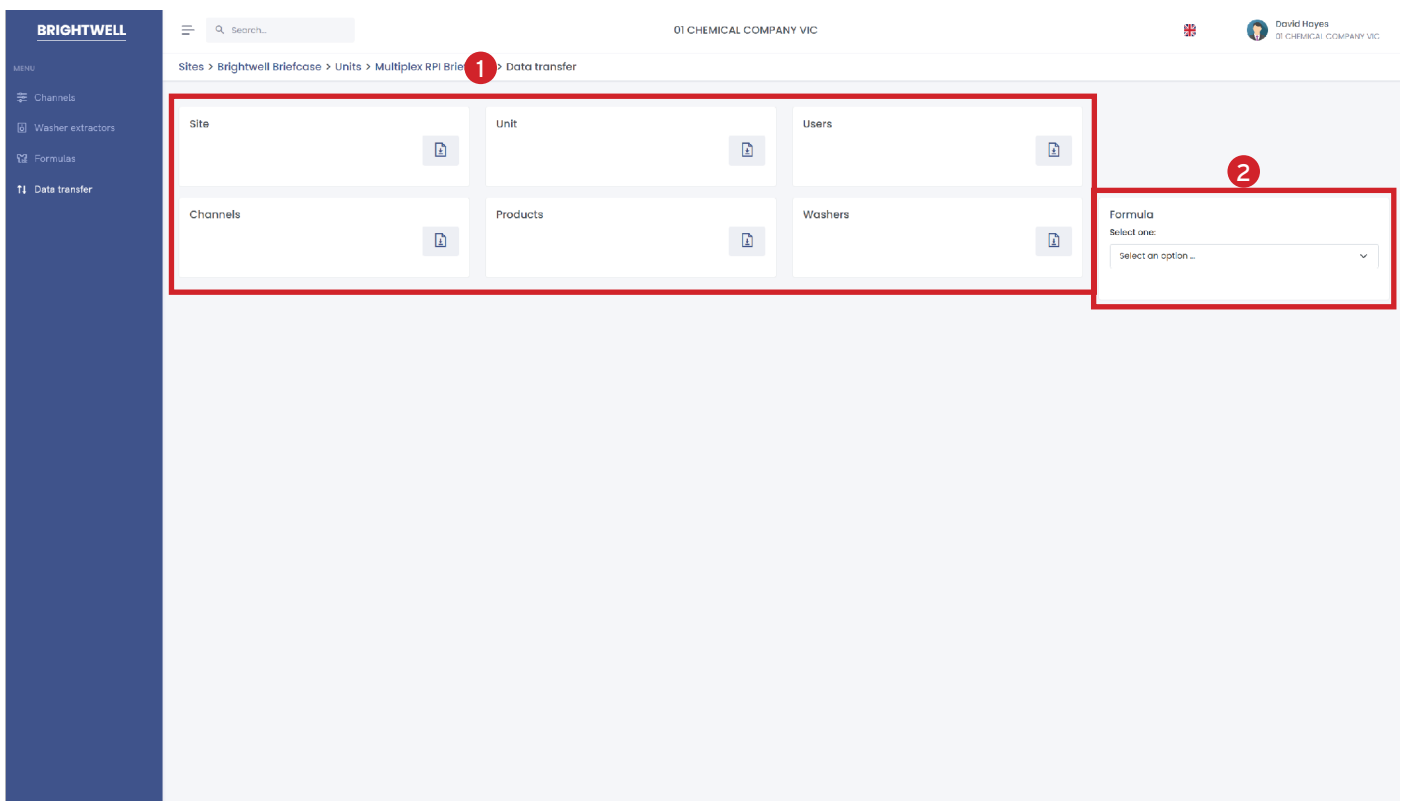
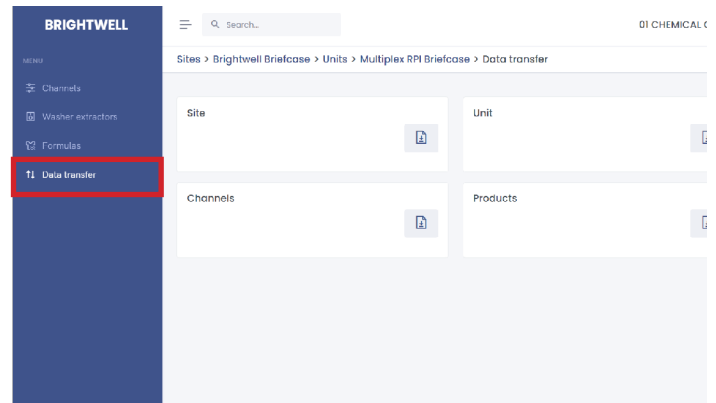


DATA TRANSFER OVERVIEW

Please note - To access the Data Transfer menu. Please refer to this previous section - [Accessing Channels, Washer Extractors, Formulas and Data Transfer](#)

STEP 1

To access the **Data Transfer** overview select the icon in the side navigation bar



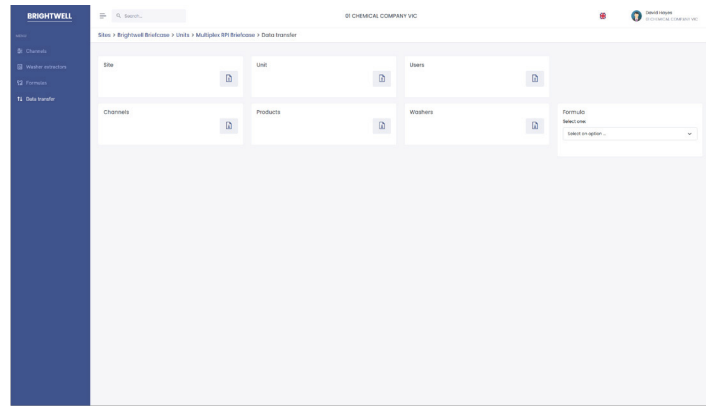
- 1 Allows you to download the individual settings from a unit to transfer. These include:
- Site
 - Unit
 - Users
 - Channels
 - Products
 - Washers

- 2 Use the drop down menu to select a specific formula to transfer

DATA TRANSFER SAVING A JSON FILE

STEP 1

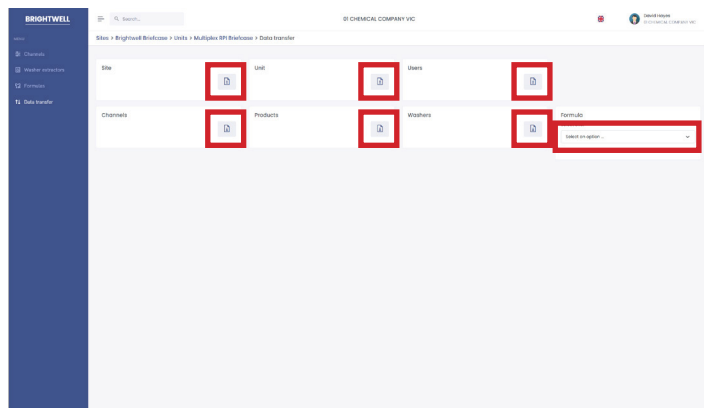
If you want to download JSON setup data for you Multiplex system and transfer it to an offline unit via the Web Server.



STEP 2

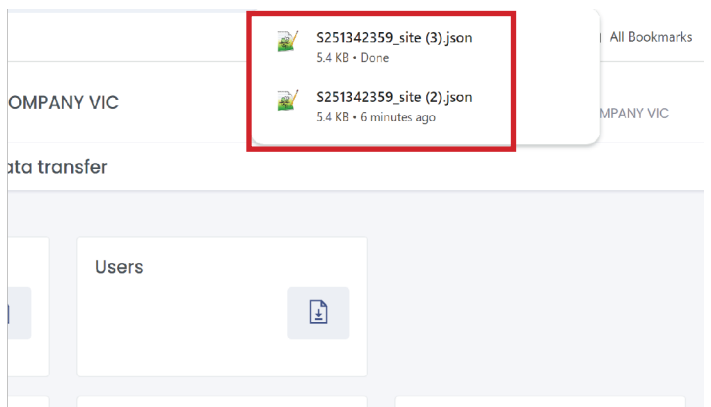
Using any of the Download icons seen on here, or the drop down for specific Formula data to download a file.

Please note - For the initial setup you will need to download ALL files. After this has been done, any changes to the Washers, Formulas or Channels can be downloaded and replaced individually. Please refer to the Configuration Tool user guide for information on how to upload to the unit.



STEP 3

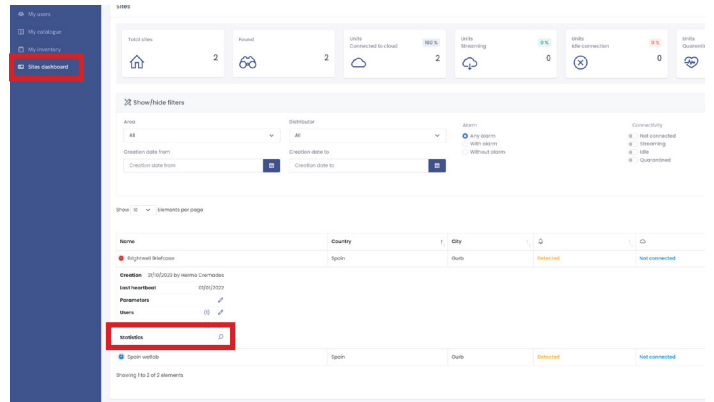
Once the JSON file has downloaded, it is ready to be used via the Configuration Tool.



STATISTICS

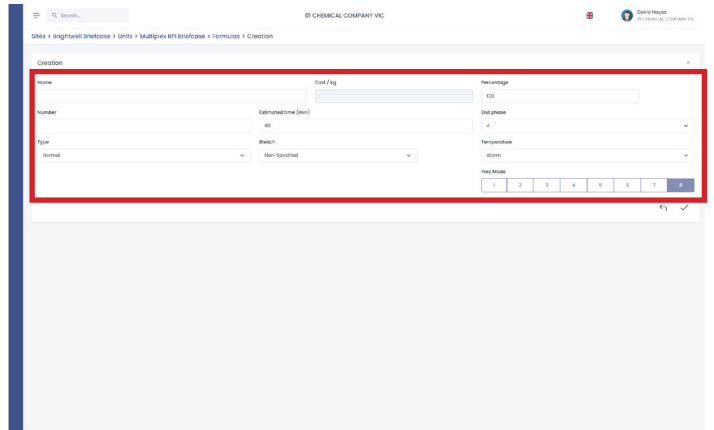
STEP 1

To access the **Statistics** you will need to be on the Sites Dashboard page. Click the + icon to expand the company and press on the Search icon that appears.



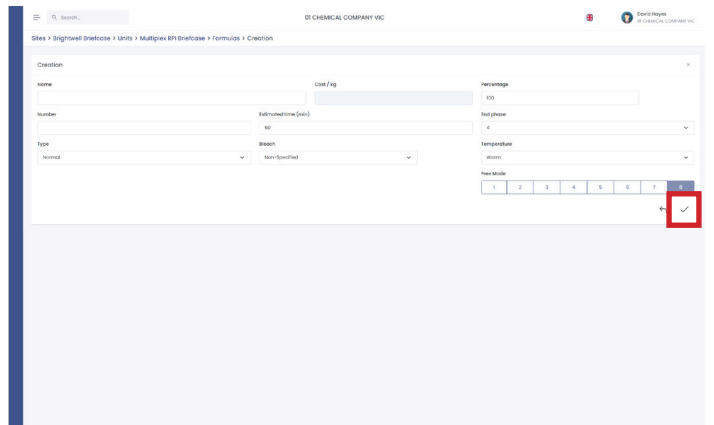
STEP 2

Use the options available here to set the parameters for your report including the machine and dates you want to run it between.



STEP 3

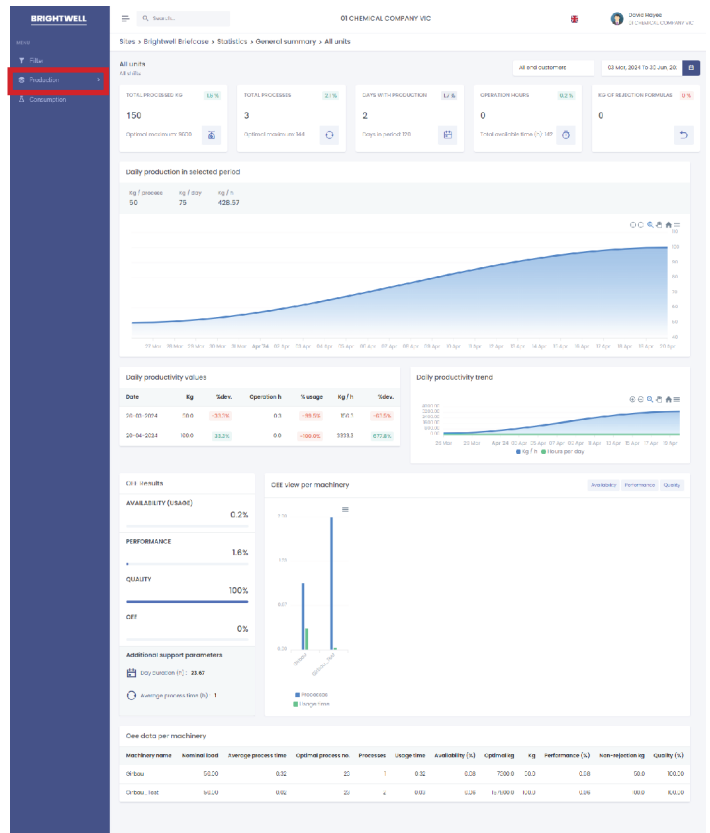
Use the **Tick icon** on the right hand side to start the report generation.



STATISTICS

STEP 4

Your statistics production stats will now display on the screen.



STEP 5

If you want to see the Consumption statistics for your unit press the **Consumption** icon in the side navigation bar



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