Wireless Product Technologies Introduction and Overview

Sloan External Webinar – November 19, 2020

Q&A Summary

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Q: If I want to send my customers a link to information about Sloan connected products that use the Sloan Connect app, where is the base place to send them?

A: Our landing page for Sloan Connect is HERE. We also have webinars focusing on PWT (Programmed Water Technologies) and Tooshlights.

Q: My facility already has Sloan touch-free faucets, and I want Sloan Connect technology. How do I know if we already have that without having to purchase new faucets?

A: The quickest and easiest way to determine if your Sloan products include Sloan Connect technology or if they could be upgraded to incorporate it is to contact your local Sloan Rep.

Use the Sloan Rep Locator Tool to find the Sloan Representative closest to you.

Q: Are there any videos from Sloan that show how Sloan Connect works?

A: Yes. Optima faucets with Sloan Connect can be seen in the video HERE. The Sloan Connect app being used can be seen HERE.

Q: How do I know whether a Sloan automatic touch-free sensor faucet includes Sloan Connect functionality or if I need an EAF-1025 BT Adapter to make it function with Sloan Connect?

A: All Sloan EBF and ETF Optima faucets manufactured since August 2018 are Sloan Connect-capable. Many EAF and all EFX (BASYS) faucets manufactured after 2015 can be upgraded to Sloan Connect with a EAF-1025 BT Adapter.

The Sloan online Faucet Finder tool sorts Sloan Connect-capable faucets by using the menu on the left hand side of the tool to filter by "Smart Faucet". It sorts by faucets that either include Bluetooth or require a Bluetooth adapter.

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Q: Is the PWT management software able to adapt to a facility BMS (Building Management System)?

A: Yes. The Sloan PWT2 software supports Modbus BMS protocols. If BMS integration is desired an optional Modbus application software package is available.

Q: Can PWT buttons be replaced with proximity sensors?

A: Proximity (capacitance) sensors are not ideal for many applications. Due to user preference or cramped conditions, the potential for unintentional activations exists. These technologies also have a tendency to not function reliably around metal objects.

Any button used in a PWT system must match the systems they are used within and fit the holes drilled into them. To support the many various configurations with proven, durable, and reliable buttons, Sloan offers a selection of touch buttons, piezo buttons, and reed switch options.

Q: Where can I get information on the PWT 8603-ESM?

A: Information on the PWT 8603-ESM battery vales is available on the Sloan website. To learn more about all of the available options, please contact your local Sloan Representative using the locator tool HERE.

Q: Does Sloan PWT provide a ligature-resistant showerhead?

A: PWT customers have the option of selecting showerheads from a variety of manufacturers including Sloan. Almost all ligature-resistant showerheads on the market can be incorporated into a PWT system.

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Q: Are Sloan's PWT solutions designed to be used in new projects, upgrades, or retrofits?

A: One of the key advantages of Sloan's PWT solutions is that they are designed to be configurable for all of the above. Because Sloan invented the flushometer and other commercial plumbing products many years ago, there is a very good chance that existing facilities already incorporate Sloan products that can be retrofitted or upgraded with PWT functionality relatively quickly and economically. Our extensive installed base of PWT systems around the world means there are opportunities to upgrade these to the new PWT management console. To learn more about all of the available options, please contact your local Sloan Representative using the locator tool HERE.

Q: Using PWT, is there a way to lock out the system in the event of a shakedown - to prevent inmates from flushing contraband before officers enter a cell block?

A: Yes, this can be done through the Sloan PWT management console or via the controllers in a non-communicating system.

The PWT management console software has a DISABLE feature that is scalable. It can be configured to target individual cells, pods, floors, wings, entire buildings, or any designated zone with a single Disable command.

For non-communicating applications, the Sloan MCR- 4014 and MCR-8012 controllers can be placed on dedicated circuits. This allows officers to selectively disable power supplies within a desired area as needed.

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Q: In new construction, is it common to specify one manufacturer's fixtures and another manufacturer's controls?

A: Yes, it is quite common for a facility to utilize different vendors for different product groups. There may be a written specification that has one vendor noted as the "basis of design" and then identify other manufacturers or state "or equal." This provides options to help ensure a competitive bid that may be answered by multiple vendors.

Q: Can PWT products operate with 220V/50hZ or other power supplies for international markets?

A: Yes. In North America and other locations, PWT systems are powered by 24 VAC transformers that use 120V/60hZ input. They can also be powered by locally supplied transformers as required. Please contact Sloan Tech Support to confirm if a particular local transformer is compatible with your PWT system.

Q: Are Tooshlights connected to Sloan flushometers, so that if a flush valve malfunctions it automatically turns the light red?

A: Tooshlights are not directly connected to Sloan flushometers at this time.

Q: Are these systems connected to a BMS (Building Management System), or are they stand alone only?

A: The Sloan Connect-enabled products are not connected to a buildings network. PWT, Tooshlights, and the upcoming "Best" systems can be integrated with a BMS.

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Q: What trade (electrician, plumber, IT) has been installing Tooshlights?

A: Tooshlights installation is done by a certified team of installers. It does not require a trade electrician, and no plumbing is involved. The hubs send data to the cloud through LTE cellular, so IT doesn't need to be involved.

Q: Are the Tooshlights batteries special – do you need to buy them from Sloan?

A: The latch utilizes a custom lithium battery that is purchased from Sloan. The future deadbolt uses two standard AA batteries.

Q: What comes in a Tooshlights kit?

A: The Tooshlights kit consists of a smart latch, an indicator light, a mount, and the installation hardware.

Q: If a stall door has a purse or coat hook on it, is it possible to easily block the Tooshlights transmitter?

A: Typically the purse or coat hook is in the center of the door and not at the door edge where the latch is installed. If a coat or items cover the top of the latch, it will interfere with its communication with the light.

Q: I know some partition manufacturers have a feature on the stall so if someone becomes incapacitated inside, the door can be lifted from the outside. Is that still an option with the Tooshlights latches installed?

A: Yes, it is still an option.

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Q: Is the Tooshlights hub able to be used with the rest of the connected restroom products?

A: For now, the Tooshlights hub is a separate product and provides its own data stream.

Q: Is your Tooshlights lock hardware compatible with, say, All American Metal Partitions, Lenox, Mills, or the likes?

A: The latch hardware is compatible with most partition doors. One exception is glass partition doors, which cannot be drilled.

Q: What is the Tooshlights warranty, and who will be providing technical assistance?

A: There is a 1 year warranty on Tooshlights products. For technical assistance, you can contact Tech Support at Sloan.

Q: In the Sloan IoT world, how come occupancy cannot be triggered by the Sloan flushometer I/R sensor? Saves on latch issues and no customer would suspect flushometer activation. I imagine even before IoT capability something in the sensor could send a signal.

A: Using the latch to identify stall occupancy covers scenarios where an individual is in the stall for all purposes. It captures usage when someone isn't close enough to the flushometer to activate it. It also times the total time in the stall for cases when someone may remain inside long after the flushometer activation.

Q: Who is typically driving the Tooshlights specification? Architect, Owner, etc?

A: The specification may be driven by different groups, depending on the type of installation. If it is new construction or a major renovation, a designer or architect could drive the spec. In upgrade or retrofit scenarios, the spec may be driven by the facilities manager and owner.

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Q: What is the magnitude of cost for Tooshlights systems? For instance, a restroom with 10 partitioned typical stalls?

A: A price list will be available. In general, a system requires the purchase of a latch kit for each stall, an ethernet cable for each light, and a hub. In retrofit or upgrade scenarios, a patch plate kit will be required to cover the holes and dents left from the previous latch.

Q: Please describe the Tooshlights literature that will be available and how we can access samples.

A: There is an eight-page brochure and a short sales video available. In addition, Sloan has a Tooshlights landing page and product pages on the Sloan website. BIMs are available, as well. Sample kits will be available early 2021 and will include all three light and mount styles, a latch, and a deadbolt.

Q: Can Tooshlights be mounted vertical and horizontal?

A: The lights should be mounted vertically so they can communicate with the latch or deadbolt beneath it.

Q: We deal mostly with plumbers for our plumbing installations. Who would be the typical installer in the case of Tooshlights?

A: Tooshlights has three installation organizations that typically install the system, and each is certified to install the product. The product can be installed by a maintenance individual if desired, and installation instructions are available.

Q: After installation, is there a Maintenance schedule for Tooshlights?

A: Tooshlights requires little maintenance. Battery power levels should be checked after three years, or sooner in high usage areas.

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Q: I am just wondering if there are plans for some sort of Tooshlights ROI information that is compiled that will be part of the sales materials... Said another way, how can we make the case for the large initial costs (which you did not indicate but I am assuming these are costly)?

A: The key case is in customer satisfaction and in a higher level of hygiene in the restroom. Another key value proposition is the ability to detect when an individual is in a stall for an extended period of time. The data package can be configured to provide alerts after a set amount of time. There are cases of individuals dying in an airport restroom, and of individuals passing out from illness. It is better for facilities to be alerted via Tooshlights than from a patron reporting a concern.

Q: What is the standard Tooshlights lead time?

A: The typical lead time will be approximately four weeks once we build up stock. Orders of less than 100 may ship sooner (within two weeks).

Q: How are Tooshlights packaged and shipped? What do the boxes look like, and are they marked to be easily found at a job site?

A: Tooshlights latch kits come in a custom box that has the Tooshlights logo on several sides. Each kit box is 12" x 12" x 3.25". Other product packaging and shipping boxes have the Tooshlights logo on them.

Q: Are there Tooshlights installation videos available?

A: An installation video will be available in November.

Q: Can Tooshlights be applied to dressing rooms?

A: Tooshlights can be installed on any room with a frame door or a partition door that latches, including dressing rooms.

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Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

Sloan Customer Care Center

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Training Comments, Questions, or Suggestions?

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