❄ tech assist   **Walmart** ☀
                                        Facility
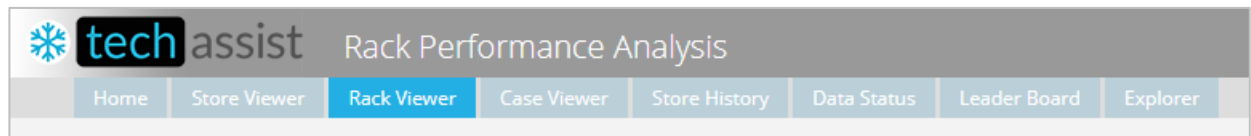   Maintenance

Improving Refrigeration Maintenance with Tech Assist

What is Rack Viewer?

Rack Viewer is a new tab within the Tech Assist application. You can also access the Rack Viewer by clicking on one of the Rack badges within Store Viewer.

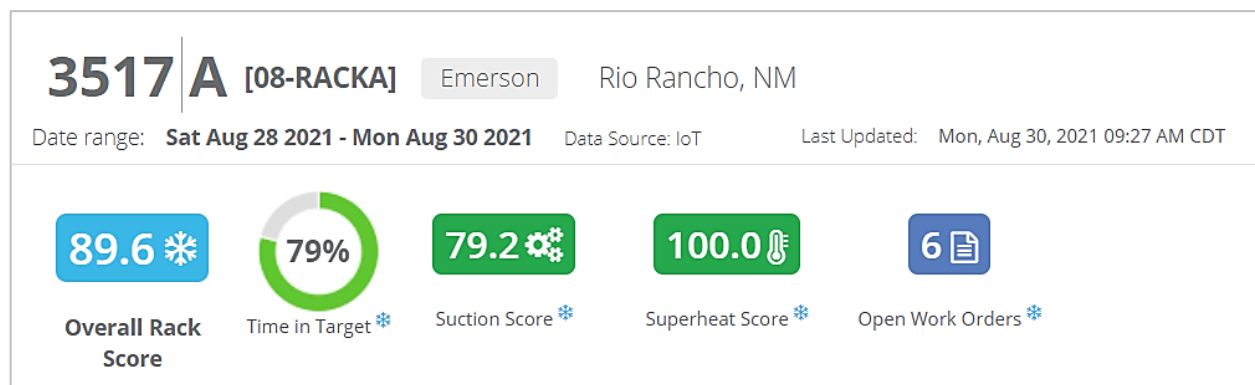| ❄ tech assist	Rack Performance Analysis						
Home	Store Viewer	**Rack Viewer**	Case Viewer	Store History	Data Status	Leader Board	Explorer

Where data is available in Rack Viewer?

Rack Viewer shows the following when data is available:

- **Summary** - Overall rack health score, time in target, suction score and superheat score.
- **Circuit performance** - listing time in target for each case on the circuit.
- **Compressor performance** - showing run time, lockout and proof status for each compressor
- **Suction pressure / temperature chart** - A chart showing suction pressure and temperature telemetry w/ the ability to overlay circuit temperatures, compressor lockouts and proofs.
- **Superheat chart** - A chart showing rack superheat values. If superheat is not available directly from the controller, it is calculated and shown using suction pressure, temperature, and refrigerant type for the rack.
- **Receiver float level chart** - shows receiver float values for racks with analog float sensors. The chart is color coded to show values approaching alarm status.
- **Workorders** - a list of workorders associated with the rack (last 30 days)

Rack Viewer will adjust to available data and show the maximum amount of information possible. The data available depends on several factors including IoT vs IMS, controller types, and sensor availability. Some stores such as IoT/Emerson are very rich in data, others provide less information.

Rack Viewer Screen Shots

3517 | A [08-RACKA]   Emerson   Rio Rancho, NM

Date range: **Sat Aug 28 2021 - Mon Aug 30 2021**   Data Source: IoT   Last Updated: Mon, Aug 30, 2021 09:27 AM CDT

89.6 ❄	**79%**	**79.2** ⚙	**100.0** 🌡	**6** 📄
Overall Rack Score	Time in Target ❄	Suction Score ❄	Superheat Score ❄	Open Work Orders ❄

techassist

Circuit Performance

Circuit	# Cases	% Time in Target	Setpoint°	Avg Offset°	Case Performance
a09	1	0	24	10	● a09
a04	4	50	-12	3	● a04a ● a04b ● a04c ● a04d
a08	1	52	29	3	● a08
a02	1	60	-12	2	● a02
a18	4	69	-12	2	● a18a ● a18b ● a18c ● a18d
a19	2	70	-10	2	● a19a ● a19b
a14	1	71	-6	2	● a14
a15	4	79	-5	2	● a15a ● a15b ● a15c ● a15d
a17	1	80	-6	2	● a17
a03	4	84	-5	2	● a03a ● a03b ● a03c ● a03d
a16	2	87	-6	1	● a16a ● a16b
a13	2	87	-6	1	● a13a ● a13b
a12	4	90	-5	1	● a12a ● a12b ● a12c ● a12d
a01	4	91	-5	1	● a01a ● a01b ● a01c ● a01d
a06	1	94	-12	1	● a06
a05	4	95	-5	1	● a05a ● a05b ● a05c ● a05d
a07	4	97	-5	1	● a07a ● a07b ● a07c ● a07d

Compressor Performance

Id	Run Time	% Time in Lockout	# Lockouts*	% Time in Proof Failure	# Proof Failures*
1	0.0%	0.0%	0	0.0%	0
2	98.3%	0.0%	0	0.0%	0
3	100.0%	0.0%	0	0.0%	0
4	99.4%	0.0%	0	0.0%	0
5	0.0%	0.0%	0	0.0%	0

* Number observed over analysis period

Suction Pressure Analysis

79.2 Suction Pressure Score	9.0 Average	4.4 Minimum	13.1 Maximum	2.3 psi Average Pressure Offset

Last 3 Days
Last 24 Hours
Show Circuit Temps

69.2% Time in Suction Target (+/- 3psi)

● Suction Pressure ● Suction Floating Setpoint

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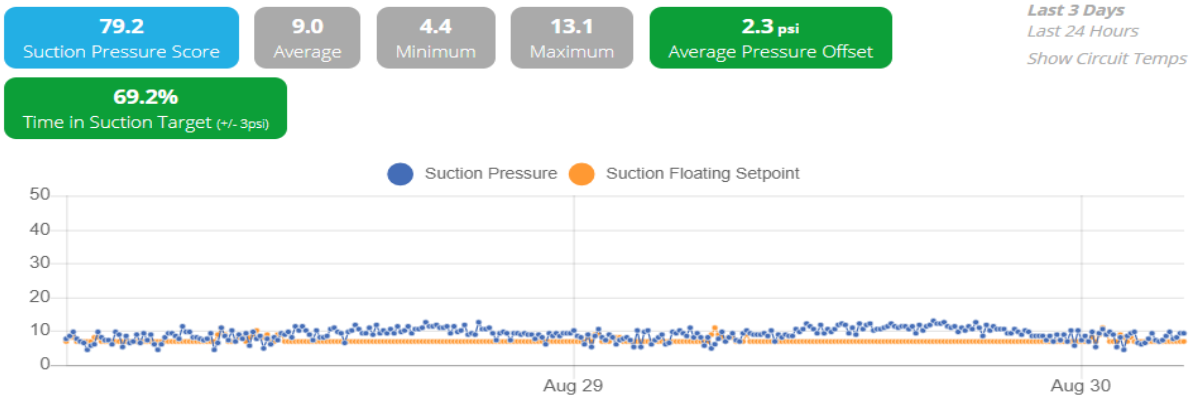
Superheat Analysis

100.0 Superheat Score	**37.8°** Average	**23.3°** Minimum	**50.1°** Maximum	*Last 3 Days* *Last 24 Hours* *Show Circuit Temps*

● Superheat Temperature

Aug 29   Aug 30
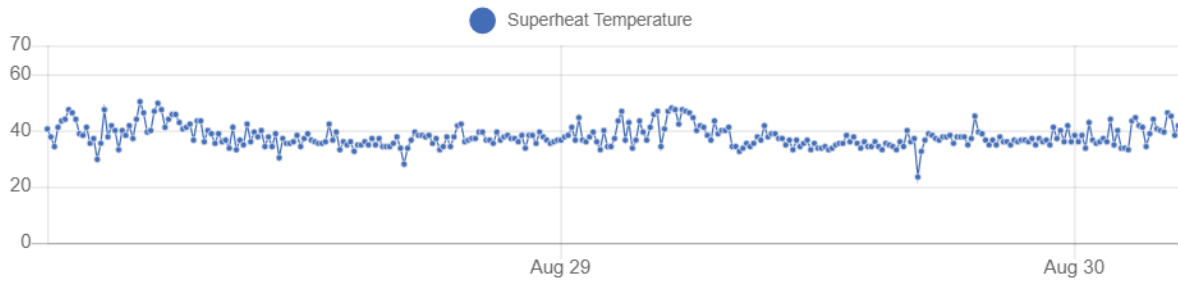
Receiver Float Level (Last 30 days)

80.0% Average	**80.0%** Minimum	**80.0%** Maximum

● Receiver Float Level

Aug 6   Aug 11   Aug 16   Aug 21   Aug 26
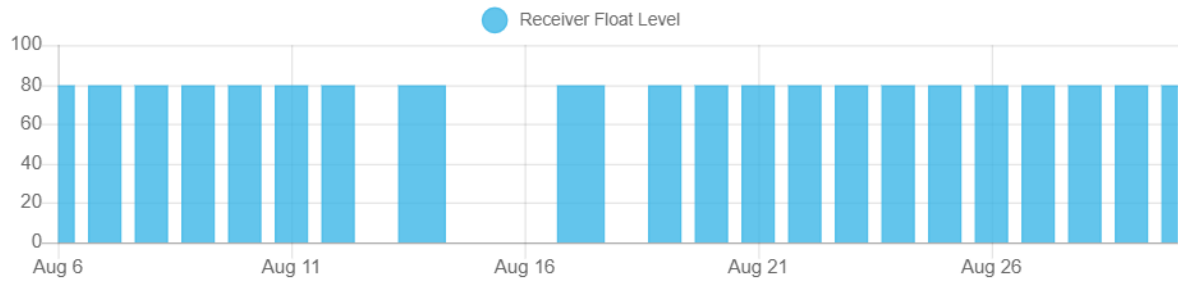
Work Order Summary (Last 30 days)

Date Created	ID	Status	Extended	Created By	Problem	Description	Assets Referenced
8/29/2021	186512696	IN PROGRESS	Dispatch Confirmed	Iot Api User	P3-Onsite W/I 3 Days	HOME OFFICE ONLY | Refrigeration - HO Use Only | R *(more)...*	A AS
8/21/2021	185960234	COMPLETED	Confirmed	Fix It Api	P1-Onsite W/I 24 Hours	REFRIGERATION (FROZEN, COOLERS, DAIRY ETC...) / Re *(more)...*	A a01a