



# Release Notes

May 2025



We are delighted to announce the release of RackEye version 3.2. Our commitment to continuous improvement and user-driven innovation remains at the heart of everything we do. Below, you will find a detailed summary of what you can expect in this latest release.

## Inspection Workflow Enhancements

We've made targeted improvements to the inspection workflow that give your team more visibility and control during day-to-day operations.

A new inspection question has been added, allowing you to record pallet damage associated with any leg. This update helps you capture important pallet-related issues such as visible damage, misalignment, clearance problems or incorrect sizing, all within your regular inspection process. It ensures that potential load-related risks can be logged and addressed more effectively.

In addition, we've introduced the ability to track Beam damage as green-level damage in line with BS EN standards. This gives inspectors the option to record minor issues that don't require immediate repair but still need to be monitored over time.

Together, these enhancements help make inspections more thorough, more aligned with safety standards and more useful when it comes to identifying early signs of risk.

### Key Benefits:

- Allows pallet damage to be recorded per leg using a dedicated inspection question
- Supports logging of misaligned or damaged pallets that could impact racking
- Enables green-level Beam damage tracking in accordance with BS EN standards
- Improves inspection reporting quality and early risk identification
- Helps teams take timely action and plan maintenance more effectively

9:41  
Cancel Inspection

**Pallets**

Are there any visible issues with the pallets?

Misaligned

Damaged

Wrong Size

Insufficient Clearance

**Notes**

Add Notes 0/255

**Add Photos**

Add photo

Next

9:41  
Cancel Inspection

**Beams Damage**

Is there any damage to the beams?

**Action Required**

No Maintenance Required

Maintenance Required

Urgent Maintenance Required

**Additional Observations**

Missing Locks

Corrosion

Other (Add Notes)

**Notes**

Add Notes 0/255

**Add Photos**

Add photo



Next

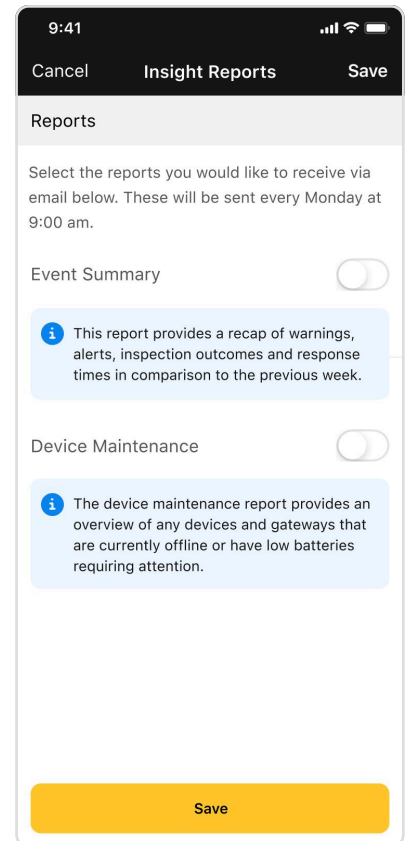
# New Weekly Email Reports


We've introduced two new automated email reports designed to keep you informed and in control without needing to log in to the system.

The **Device Maintenance Report** is sent weekly and highlights any devices that require attention. It gives you a quick overview of low battery warnings, offline devices, and disconnected gateways, allowing your team to stay proactive and address issues before they impact inspections.

The **Event Summary Report** offers a snapshot of the previous week's activity across your site. It details how many warnings and alerts were triggered, how many were confirmed as damage, how long it took to respond, and which areas were most affected. It's a clear and accessible way to monitor trends and site performance over time.

Both reports can be enabled or disabled via the  navigation menu under the  **Insight Reports** link on the mobile app or under the **Reporting** section in the web app.





Hi, Username

Here are your weekly Conek insights

The following events occurred in the last 7 days:

**19 Warnings:** +8 from the previous week  
**5 Alerts:** +5 from the previous week

The amount of recorded damage was as follows:


**4 Green Level:** -10 from the previous week  
**2 Amber Risk:** +6 from the previous week  
**1 Red Risk:** -8 from the previous week

Most impacted area:


Elland, Ainley House, Zone A, Aisle C,  
**10 Warnings, 3 Alerts**

Average time taken to inspect damage:

**122 Minutes:** +22 than the previous week

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Hi Username

You have 15 devices that have reported a low battery and may go offline

Please replace batteries in these devices using only A-SAFE approved Lithium Batteries. If the low battery occurs again; the device may have been damaged and need to be replaced.


There are 20 devices which have been reported as offline for at least 24 hours and are currently offline

Please check that the device is in position and the device batteries are in place and in the correct orientation. If these appear to be okay, please remove and reinsert the batteries. If these steps do not resolve the situation or the issue re-occurs, please replace the affected devices.

There are 8 Gateways that have been offline for more than 24 hours:

Check the power connection and reset power. If the problem persists, contact A-SAFE support. Please note any devices registered to a Gateway that is currently offline will not be able to send live notifications.

In all cases, please do not hesitate to raise a support ticket [here](#).

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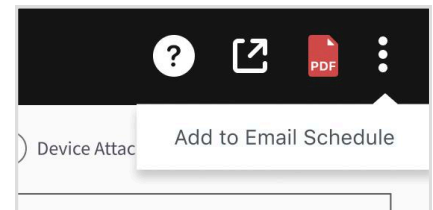
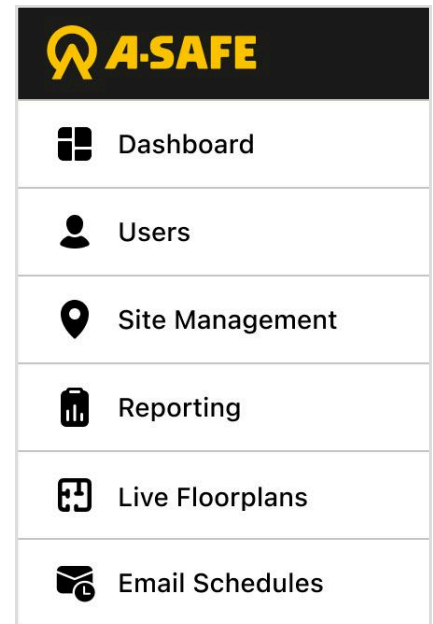
# Scheduled Floorplans

You can now include Floorplans in your scheduled reports a highly requested improvement designed to make reporting more visual and consistent across your operation.

With this update, Floorplans are attached to scheduled report emails as PDF files, alongside your regular inspection or event reports. This allows you to receive everything in one place, on your preferred schedule, without needing to access the system each time.

To set this up, go to **Email Schedules** in the navigation menu and create a schedule. Then, navigate to **Live Floorplans** and open the Floorplan you want to include, click the **⋮** context menu, and select 'Add to Email Schedule' to link it to your chosen schedule.

This enhancement simplifies how Floorplans are shared and reviewed, keeping reporting streamlined and ensuring your teams always have the most up-to-date layout information at their fingertips.



### Live Status (Warnings/Alerts) - Ainley House

19/07/2019 12:34

FATHOM <sup>3</sup>

Warning Alert Panel Detached Device Attached No Device Attached

The diagram shows a floorplan layout with five vertical columns of circular nodes. The nodes are connected by lines, representing a network or system layout. Various colored icons are overlaid on the nodes: yellow triangles for warnings, red triangles for alerts, and red circles with exclamation marks for panel detachment. A legend at the top right explains these icons. Below the floorplan, there are two horizontal bars: a black one with white circles and a yellow one with white circles, both containing icons corresponding to the floorplan nodes.

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MAKE YOUR WORKPLACE  
SAFER, SMARTER AND  
MORE EFFICIENT



RackEye App



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