



GAINING TRACTION

30th ULD CARE ANNUAL CONFERENCE

2017 - BUDAPEST

**ULD Explained, ULD
Instruct, ULD Connect**





ULD CARE Solution Portfolio

- ULD Code of Conduct
 - ULD Explained
 - ULD Instruct
 - ULD Connect





ULD Explained

- Production - complete
- Industry uptake- <1%
- Promotion to date-10%?





ULD Explained- gaining traction

- Promotion, promotion, promotion
 - Events
 - Trade press
 - Campaigns
 - Members
 - Sponsored print runs
 - Translations





ULD Instruct

- Simple solution to an industry wide problem-how to deliver instructions to front line staff cheaply and efficiently?

Online ULD Instruction Material, Anytime, Anyplace, on your smart phone, your tablet, or your PC!

Member/Student Registration

The following steps will be required for new operatives to the GISTnet training portal:

- Create a user record for yourself by [registering with GISTware](#).
- Once you have registered your user name and password with Gistnet then apply to enrol for a specific program by [using this link](#) to be directed to the self enrollment page, or, if you wish, you can do this by emailing to instruction@uldcare.com. In case of email please include your Gistnet user name.
- Wait for an email confirmation (this is done manually by a learning administrator and may take up to two business days to process).


For existing GISTnet users:

- Log on to [your personal page](#) on the GISTnet web site
- [Request association with ULD CARE](#) and wait for an email confirmation (this is done manually by a learning administrator and may take up to two business days to process).
- Once you are associated with ULD CARE, you will be assigned the modules selected by your organization. If you have no modules listed you can request enrollment by emailing instruction@uldcare.com
- If you have forgotten your password, you can [reset your password here](#).








Instructions not training

TRY THE FOLLOWING...

When the door does not open	<p>The door does not open when the temperature inside your washing machine is high or when the tub is filled with water.</p> <ul style="list-style-type: none"> When the internal air temperature after a wash is higher than 70 °C or the water temperature is more than 55 °C, the door and the internal temperature has decreased. When the tub is filled with water: <ul style="list-style-type: none"> Select Spin to drain the water. Then you will be able to close the door. For some models, you can open door when "End" is displayed on the panel and the tub is empty. <p>✓ If you open the door by force, it may result in damage to the product or safety risk.</p>
When selecting the Dry function	<p>For the drying capacity, 1/3 of the wash capacity is recommended. The maximum drying rate is 05 %.</p> <ul style="list-style-type: none"> If you select more than the maximum drying capacity specified in the use manual, the drying performance may decrease. Removal of water from the laundry, heat and rotation is reduced and the laundry will be dry.
When inserting fabric softener	<p>If fabric softener is inserted above the reference line (MAX) of the fabric softener compartment, fabric softener may enter directly into the tub.</p> <ul style="list-style-type: none"> Insert fabric softener only up to the reference line (MAX) so that it does not overflow. If the dose cap (flexible cap) is not inserted correctly or there is foreign material in the cap when using conventional fabric softener liquid softener or a high viscosity liquid softener or water that surges. Check whether the cap is correctly inserted into the detergent compartment where the fabric softener is inserted. Open the detergent compartment and check the removal of the cap. Remove and clean it. 
When the wash time increases	<p>The wash time may increase if an imbalance is detected with the load, the sensors will automatically try to balance the load. The process may extend the wash program time.</p> <ul style="list-style-type: none"> Pause the Wash/Spin button and then check the laundry status. Spread the laundry evenly and perform the wash again.

SELF-TEST

✓ If an error message that the following error message is displayed, refer to the user manual.

Indication	Symptom	Action
	When the door is closed	<ul style="list-style-type: none"> Is the door opened? Make sure to operate your washing machine after closing the door.
	When no water is receiving	<ul style="list-style-type: none"> Is the tap closed? Turn on the tap. Is the filter out of the water supply hose connector blocked? Remove and clean the filter net of the water supply hose.
	When the water does not drain	<ul style="list-style-type: none"> Is the drain filter blocked? Clean the drain filter. Is the draining machine frozen because of the cold weather? Add hot water into the tub and let it defrost for about one hour.
	When the internal temperature of the drum is high	<ul style="list-style-type: none"> Did the washing machine pause while drying or performing an air wash? The cooling fan operates automatically. Therefore, wait until the fan indicates a decrease. ✓ Only the Power and Start/Pause buttons operate while the "Hot" indication displays. ✓ When the internal temperature of the drum is high, the door does not open. If you open the door to force, it may result in product damage and safety issues. Therefore, wait until the temperature has dropped.
	When water does not drain because the internal temperature does not drop below 55 °C even if the rinse has passed after the wash has finished	<ul style="list-style-type: none"> Have the cold and hot water supply hoses been closed up? Go inspect the cold and hot water supply hoses correctly. ✓ Operate your washing machine again by pressing the Start/Pause button.

Display
Control
Panel
Structure
Water
Programme
Manual



Key features and benefits

- Virtually zero up front cost
- Pay as you go system
- Short delivery time <30 mins per module
- Deliverable on any device
- Page turner format
- Controlled enrolment
- Results can feed a ULD CARE LMS or be delivered to a bulk user



Where are we at?

- First module completed Beta testing- proof of concept
 - learning experience of live operation
 - user feedback

ULDCARE

ULD-Instruct

Main Page My Page Help

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ULD Instruct- Gaining Traction

- Produce more modules
 - 3-4 by year end, 10 by Q2 2018
- Pricing and promotion strategy
 - Members
 - Non members
 - Bulk customers
- Bespoke modules for special products



ULD Connect

- Can we finally break the “gordian knot” of tracking ULD?
- Opening up new opportunities in connectivity
 - Real time info on ULD location
 - Control of transfers
 - Liability





Challenges

- Inertia- why change, and anyway ULD aren't that important !
- Business case
- Competing for priority



ULD CARE contribution

- Concept promotion/ULD know how dissemination
- Technical assessments
- Potential for the IULDUG platform
 - Industry neutral message interchange platform between “out there “ and airlines
 - Member benefits
- Collaboration between members



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