

# Update Your Kaivac Machine(s)

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## What's Happening?

As you may be aware, your Kaivac machine can connect to the internet and report its usage (total runtime, battery life, etc.) for greater insights into your staff's usage, the machine's lifespan, part wear, and so on.

However, a key update is needed for your machine(s) to continue to be able to connect to the Internet and send this data to the cloud. This update is time-sensitive and machines should be updated as soon as possible to ensure they continue fully working.

If you're already familiar with these internet-connected features of your Kaivac, please refer to the relevant instructions below to be sure your machine is up-to-date.

If you're new to the idea of your machine being connected to the internet, please jump to the later section "New to KaiNect?" To better understand how KaiNect (a free service) can help your business needs and the steps you'll need to take to begin using KaiNect as well as update to the latest version.

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## Already Using KaiNect?

- Ensure your machine is recently powered up and in range of your WiFi network
- You may also want to verify that your machine shows as "Connected" in the Manage Equipment page
- The update will start automatically when your machine starts up
- You can verify the version of your machine in KaiNect under the Status column of the Manage Equipment page.
- If your machine shows a version number greater than 1.05, you're up-to-date!

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## New to KaiNect?

KaiNect is a dynamic training, troubleshooting, and service platform that lives on a smart phone. It simplifies training, increases visibility, and streamlines fleet management, all from one app. Using Internet of Things (IoT) technology, KaiNect collects actionable information from a single

Kaivac machine, or an entire Kaivac fleet, so front-line workers and their managers can consistently deliver well-maintained spaces.

KaiNect IoT alerts managers to potential issues based on machine usage. This helps managers provide the needed training, parts, or service support that are required for efficient cleaning operations.

If you'd like to begin using KaiNect (basic service is included free with your Kaivac) follow the guides linked below to get your machine set up and activated within KaiNect.

Setup your Account:

<https://kaivac.com/wp-content/uploads/2024/07/Machine-Set-Up-Unboxing.pdf>

Connect your Machine:

<https://kaivac.com/wp-content/uploads/2024/07/I.O.T-Guide.pdf>

Then once set up, check out the section above, "Already Using KaiNect" to ensure your machine is up-to-date!

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## Frequently Asked Questions

### - **How long does the update take?**

Typically about 1-2 minutes, depending on your internet connection speed. If you need to also perform the initial set up of your machine and connect it to WiFi, add several more minutes to take care of those preliminary steps too.

### - **How long do I have to perform the update before my machine will lose its connection?**

You should plan to update ASAP, but machines should retain their connectivity until late Fall 2024.

### - **What happens if I don't update the machine before this Fall?**

Your Kaivac itself will continue to operate, but it will be unable to send any data about its battery, usage and runtime to KaiNect. If you use KaiNect, or would like to, the machine will need to be physically updated, and will likely require shipping components back to Kaivac for updating at our factory. This may incur additional costs.

### - **What happens if my machine loses power while updating?**

Try to ensure your machine is connected to power, or its battery is at least 50% charged before the update. However, if power is lost, the machine will attempt to resume its update the next time you power it up.