

Client: **Client First Facility Management**

Address: **Prominence Apartments, 1 Grandstand Parade, Zetland NSW 2017**

Solution Implemented: **Plexus Water Monitoring Suite + Existing Sensors**

Background

Prominence Apartments was already utilising the Plexus network for its Elumen exit and emergency lighting alongside a suite of existing sensors. This established a robust, building-wide communication layer. Adding the water monitoring suite was a simple modular upgrade as the digital backbone was already in place. The existing network mesh guaranteed a strong, reliable connection for the new devices.

Challenge

- Having a reliable signal in all corners of a building presents significant connectivity challenges for most automated monitoring systems.
- Adding a new sensor to an existing site can often mean adding a disconnected new dashboard.
- Undetected water leaks destroy expensive equipment and create health hazards from mould and moisture.



The Plexus Tether in a waterproof enclosure

Solution

To address these challenges, the facility management team decided to install the **Plexus Water Monitoring Suite**. This included:

- **Commissioning** water monitoring sensors to the existing Plexus network via the Tether, leveraging the building's single Plexus Gateway.
- **Hot water tank leakage monitoring** through the installation of a water detecting rope.
- **Hot water operation monitoring** with immediate power loss and flame failure alerts
- **Uninterrupted system monitoring**, such as room temperature tracking and garage gate power monitoring, continued 24/7 during the installation to ensure real-time data access and SMS alerts.

Results

Since installing the Plexus water monitoring suite, facility managers now have **comprehensive building oversight** via the Plexus dashboard. Risk mitigation is handled through water-detecting ropes which trigger instant SMS alerts at the first sign of moisture, allowing maintenance teams to resolve issues before they escalate into catastrophic capital expenses. Additionally, utility continuity is ensured through instant verification of hot water power status and pilot light ignition without the need for manual site visits. All of these features are fully visible within the Plexus console and were implemented under a transparent, fixed-cost structure



Pouring water on this yellow rope sends an alert via the Plexus dashboard and an SMS to facility management.

Conclusion

By expanding their existing Plexus network, which already provided reliable connectivity thanks to the Elumen exit lights, the facility team easily integrated a **comprehensive water monitoring suite**. This solution provides facility managers with a single dashboard to monitor multiple systems from anywhere. From their head office in another suburb or any remote location, managers can access the Plexus cloud-based console for complete, real-time oversight. Whether it's receiving an instant SMS alert for a basement water leak, checking garage door security, or monitoring live temperatures, Plexus provides a simple platform from which all devices can be monitored.