

## FAQs for User

February 2025

---

### General Information

- 1. In what year was the first SEATRAC unit sold, and is it still operational?**  
The first SEATRAC units were installed in 2012 and remain fully operational. Each year, a pack of spare parts, is replaced as part of regular maintenance.
- 2. Have you considered developing a smartphone app to check SEATRAC/ SEATRAC Mover availability and other key details?**  
Yes, this functionality is already integrated into our website: [www.seatrac.gr](http://www.seatrac.gr).
- 3. How long does the average person use SEATRAC/SEATRAC Mover per session?**  
Studies show that SEATRAC users swim 10 times more frequently than before. A typical ride along SEATRAC lasts approximately 90 seconds. Including transfer time from a wheelchair to the SEATRAC chair and back, each session lasts about 3 minutes, plus an additional few minutes for user preparation.
- 4. Can multiple people use the unit simultaneously?**  
Yes. While one person is swimming, the chair can make multiple runs for other users.
- 5. Where do users park additional wheelchairs if multiple individuals are using SEATRAC/SEATRAC Mover?**  
The SEATRAC/SEATRAC Mover chair can stop at any point along the rail using remote control. Multiple wheelchairs can be positioned alongside the rail, provided there is enough walkway space.
- 6. Are there locations with more than one SEATRAC at a single beach?**  
Yes. For example: Glyfada, Attica & Chania, Ag. Apostoloi, Crete – Two units are positioned 20m apart. Katerini, Olympiaki Akti – Five SEATRAC units are installed along a 10km stretch of beach.

### Operational Questions

- 7. Can SEATRAC be used at night?**  
Yes, usage depends on the preferences of individual swimmers.
- 8. Is there a way to restrict SEATRAC's operation at night?**  
Yes, SEATRAC's ECU settings can be adjusted remotely if a SIM-enabled router is installed.
- 9. Are there safety measures to prevent misuse of the device at night?**  
Yes, a motion-activated light alarm ensures safety and prevents unauthorized use.
- 10. In case of a low battery, how long will the solar panel allow the unit to keep a sufficient charge to move the chair a full cycle to the water & back to the starting point?** Less than 30 minutes.
- 11. What is the lifespan of SEATRAC's solar panels?**  
SEATRAC solar panels installed in 2012 are still operational. Generally, solar panels are designed to last 20 years, with a 20% efficiency drop over time.

12. **Can SEATRAC Mover be connected to external power supply?**  
Yes, SEATRAC Mover can be charged using external power supply.
13. **Can the rail length be adjusted and have more or reduced than the initial purchase?**  
Yes, the total length can be extended or reduced by addition or subtracting rails. Plus, some additional modifications should be done for SEATRAC Mover, we should replace the timing belt length and cable with a longer ones. For SEATRAC, we should replace the wire rope and sensors with longer ones.
14. **Is there an emergency stop function?**  
Yes. Both SEATRAC and SEATRAC Mover feature emergency stop buttons on the main unit and remote control.
15. **What mechanism allows the chair to move along the rail?** SEATRAC: Uses wire ropes. SEATRAC Mover: Uses a timing belt.

## Maintenance & Troubleshooting

16. **Is lubrication required?** No lubrication is needed for wire ropes or timing belt. Standard gear grease is applied at the start of the season, lubricating gears, bearing and motor shafts.
17. **What is the recommended maintenance schedule?**  
Maintenance depends on usage. For units with fewer than 500 annual uses is unlikely to need any spare part. Generally, a monthly inspection (about 1 hour of work) is sufficient.
18. **Can customers perform maintenance, or does it require a SEATRAC technician?**  
Basic maintenance can be performed by customers, as SEATRAC has been designed for ease of use.
19. **Can system issues be resolved remotely?**  
Yes, many technical issues can be diagnosed and fixed remotely.
20. **What is the lifespan of SEATRAC in sea environment?**  
SEATRAC's high-quality stainless-steel components ensure longevity. Units installed in 2012 are still operational today.
21. **Are lifeguards or staff available at SEATRAC locations?**  
Some beaches have lifeguards, but no incidents requiring rescue have been reported.

## Additional Services & Market Information

22. **Do you provide additional beach equipment?**  
Yes, TOBEA's changing room for people with mobility issues can also be used as a shelter for SEATRAC Mover.
23. **Can SEATRAC Mover be stored in a shelter?**  
Yes, changing room for people with mobility issues by TOBEA, can also be used as a shelter for SEATRAC Mover.
24. **Who are SEATRAC's main competitors?**  
Beach wheelchairs with flotation arms and wheels.
25. **How many SEATRAC cycles have been recorded in total?**  
The most frequently used SEATRAC, located in [Glyfada](#), has completed 8,906 cycles this year (one cycle = journey to the sea and back)!
26. **Is SEATRAC usage tracked, and can this data be displayed?**  
Yes, usage data is available on our website through our telemetry system.
27. **Are any units kept in the water year-round?**  
No, except for a test unit used for R&D purposes, our guinea pig.

28. **How long is SEATRAC typically in operation each year?**  
On average five months per year.
29. **What percentage of SEATRAC units have annual maintenance contracts?**  
More than 95% of units have an annual maintenance contract.
30. **Have any non-contracted SEATRAC units been decommissioned due to mechanical issues?**  
None that we are aware of.
31. **How often do service calls occur, and do they impact functionality?**  
On average malfunctions are fewer than two per unit, many of are resolved during periodic inspections.
32. **What is the standard response time for service requests?**  
In Greece, service is available 7 days a week, with a 48-hour response time.
33. **Is maintenance a profitable revenue stream?**  
Yes, maintenance services provide an additional source of revenue.
34. **Does SEATRAC Mover have a warranty?**  
Yes, it has a full two-year warranty covering all components.
35. **Does the device have a battery indicator?**  
Yes, a light indicator blinks when the battery is low and turns red when insufficient charge remains.
36. **Are there specific parts that we should have on hand in our warehouse since you have the experience of knowing what item(s) need to be replaced?** Yes.
37. **Do you put a label on the base of the unit with instructions and information, or is it printed directly on the metal?**  
There are stickers on the SEATRAC/SEATRAC Mover tower with instructions and information.
38. **Is your information available in multiple languages?**  
Yes, every needed information is already in Greek and in English. We also work to have them in other languages. Stickers can be customized for different countries if required.
39. **What does the annual maintenance package include?**  
The maintenance package covers service, one installation, one disassembly, one periodical check per month, and an average of two visits for malfunction repairs.
40. **What is the TARIC code for SEATRAC/SEATRAC Mover?**  
The TARIC (HS) code is 8479899790.
41. **How does a user exit the water if the remote control malfunctions?**  
If the customer approve, a backup remote control is stored inside the SEATRAC Mover cabinet, accessible to the operator.
42. **How frequently should SEATRAC Mover be adjusted for high tide variations?** In case of high tide variation the operator should adjust the device every 30-40 cm of water level change.
43. **Should SEATRAC Mover be disassembled in case of sudden weather changes and big waves?**  
No, the operator can use the control to move the device away from the waves. If the operator wishes, the entire unit can be undeployed and stored.
44. **Does the beach need to be smoothed after storms before deploying SEATRAC Mover?**  
As long as there are no short-distance slopes over 30%, smoothing the beach is unnecessary. Of course, any obstacles must be removed.
45. **Are SEATRAC units disassembled for winter or also in case of storms?**  
Units are disassembled once in autumn. In some cases earlier if a storm is expected to take place.

46. **Who performs service and disassembly in Greece TOBEA or also subcontractors?**  
Both TOBEA team and partners handling service work of SEATRACs and SEATRAC Mover.
47. **Can TOBEA's team demonstrate the first setup of a sold SEATRAC?**  
Upon request, TOBEA's team can assist with the first installation in another country to support TOBEA's partners. Local partners can arrange the trip details.
48. **What is the life expectancy of SEATRAC?**  
SEATRAC units have been operational for over 10 years and are expected to continue functioning for many more years.

**SEATRAC Mover Dimensions for shipping:** The package will be 1 closed pallet/package (wooden) 2,15 x 0,9 x 2,10 m (HxWxL), weight: approximately 500 kilos.

## A day with SEATRAC mover

1. Starting the day
  - a. Find the device into the storage room/place
  - b. Check if it is charged
  - c. Drive it to the beach
  - d. Assembly it (if it is not deployed yet)
    - i. Untight the tracks and take of the chair (it is on the top)
    - ii. Connect the rails
    - iii. Hook the belt (rubber timing belt)
    - iv. Attach the chair
    - v. With the tank trucks push part of the device into the water, up to suitable depth
      1. Could be defined by a mark on the chair
      2. Have to be near or on top of walk way
    - vi. Unfold the solar panel
    - vii. Turn the switch to ready to use mode
2. During the day
  - a. Have to check tide variation (if any). Approximately 3-4 times every day
  - b. Adjust SEATRAC mover on right depth
3. At the end of the day
  - a. Disassemble the device
  - b. Drive it to storage room
  - c. Plug in charger

### **Time need estimation for service of SEATRAC Mover**

1. Rail obstacle cleaning  
15 min
2. Change a rail part  
3 min
3. Chair replacement  
3 min
4. Chair fabric replacement  
20 min
5. ECU replacement  
10min
6. Rubber track  
replacement  
45 min

seatrac