

CASE STUDY

WATERPROOF CLOCKS

Airport, GERMANY

2022

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**MAKE
TIME
COUNT™**

01_Challenges

With large waiting areas, massive flow of passengers and tight schedules, flights and passengers operating on various time zones, time displays in airports are an essential piece of equipment.

When contacted to supply a major European airport, our client's brief focused on delivering a time keeping solution with the utmost reliability, maintenance free, easy to read and that would not only withstand exposure to the elements but also to a broad range of temperatures spanning from extreme cold (15 degrees Fahrenheit) to blazing hot (exceeding 110 degrees Fahrenheit).

In addition our customer needed a retrofit solution that would synchronize to match other existing, network based solutions by linking to their existing private time network server.

The accuracy of the clock and ability to self-adjust to such constraints as daylight savings time was also paramount in the client's specification guidelines and manual setup interventions needed to be offset as much as possible.

Finally, BigTimeClocks® was asked to meet extremely challenging deadlines as the customer was very keen on improving travelers time awareness and ultimately their punctuality on short notice.

02_Solutions

For all outdoor areas, BigTimeClocks® developed a custom specification featuring 16" numerals and 4 digits (hours & minutes), which offers a maximum viewing range of 500ft, and GPS technology to deliver maximum time accuracy (atomic time).

The IP65 waterproof properties, aluminum framework, special internal components and anti glare screens, were specifically designed to account for exposure to harsh conditions in terms of humidity and temperature as well as to maintain high legibility even under direct sunlight.

Special brackets were also supplied allowing to hang the clock from vertical poles without breaching the waterproof properties of the framework.

For all Interior spaces a 10" numeral / 6 digit (hours, minutes & seconds) wifi enabled model 4106 was specified, with a maximum viewing range of 300ft.

The clocks are very easy to locate and read from any point in the terminals and the time displayed is directly synchronized with the airport's private time network server via wifi signal.

For indoor/outdoor solutions, Daylight Savings Time (DST) was programmed into the clocks to produce a fully automated and maintenance-free solution.



Project key Facts

- ✓ 12 wifi indoor clocks model 4106_Wifi
- ✓ 6 custom waterproof clocks model 4164W
- ✓ Installation time: 10 hours/ 2 operators
- ✓ ROI: Under 2 weeks

ABFLUG
DEPARTURE

03_Key benefits

BigTimeClocks® offered a fully automated and self-maintained system that eliminated the need for IT managers interventions once installed.

The mix of outdoor/ indoor solutions contributed towards increased passenger management efficiency throughout the terminals, improved check-in and departure gate punctuality and overall surveys reveal that after implementing BigTimeClocks® systems, the travel experience was more highly rated.

Providing extra large time reference points throughout the airport has also clearly reduced travelers stress levels and, as a result, has positively impacted attendance in shops, food courts and other leisure spots throughout the terminals.

The straight forward integration of BigTimeClocks® with existing time servers located on the premises made for the perfect retrofit solution.

The atomic time displayed on all BigTimeClocks® also matches the time content on any connected device such as mobile phones, laptops / desktops and tablets.

Lastly, BigTimeClocks® offered a one-stop-shopping experience with an assigned project manager involved throughout all project phases: establishing specifications, project managing custom clocks development (outdoor waterproof/ indoor clocks), meeting installation schedules and providing installation and post-installation customer support which ultimately led to a highly successful project!

+ Added product value

- ✓ *Fast installation*
- ✓ *Easy to operate*
- ✓ *Robust, reliable & accurate*
- ✓ *Ultra bright highly legible LEDs*
- ✓ *IP65 waterproof rating*
- ✓ *1 year warranty*

What does IP65 mean?

Ingress protection rating (IP) grades the resistance of an enclosure against the intrusion of dust or liquids and is established as the standard for device waterproofing assessments in the electronics industry worldwide.

An IP rating is composed of two numerals:

- The first numeral refers to the protection against solid objects and is rated on a scale from 0 (no protection) to 6 (no ingress of dust).

- The second numeral rates the enclosure's protection against liquids and uses a scale from 0 (no protection) to 9 (high-pressure hot water from different angles).

All BigTimeClocks® waterproof products are **IP65 rated**.

An IP65 Rating means the product has the highest level of dust protection, and is able to "withstand low-pressure water jets from all directions" as per the international standard IEC 60529.

This definition means IP65 ratings withstand exposure to rain. An IP65 device can however not be submerged in water.



“The perfect timing solution in retrofit”

As an operations manager in an airport facility, making sure that digital signage and time information is clearly displayed is absolutely key in achieving an uninterrupted flow of passengers that can easily be guided from the airport's surrounding grounds/ parking lots, to the check-in desks and all the way through to the departure gate.

Passengers must always remain cognizant of time in an environment that is quite unfamiliar and also where one can engage in many activities such as dining or shopping which can easily distract from monitoring flight departure time.

Mobile phones are often used for social media, movies, video games or music content and not primarily to track time.

Implementing a facility wide oversized time solution has resulted in substantial benefits to our passengers: surveys show reduced levels of stress, and overall, a greatly improved travel experience.

BigTimeClocks® timing solutions were the obvious choice to make time clearly visible to all, inside and outside the facility. The extra large military grade, GPS based waterproof clocks are very high quality and can withstand the elements and our harsh climate with winter temperatures below 20 degrees Fahrenheit. All indoor wifi clocks were very easy to install and operate by our IT team.

Our system is robust and virtually maintenance-free making BigTimeClocks® the perfect choice for our retrofit application.

- Jurgen B., Operations Manager

20:58

When date night can be any night.



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