Nomination title: PALCOM 10 automatic email alerts

When a leak occurs in a data centre, time is of the essence and this product saves critical time.

The all new Palcom 10 software monitors up to 255 leak detection panels. If a leak is detected, the panel goes into alarm and Palcom picks this up.

A great new feature of the software is that it will then send out an alert by email to support staff. This email not only contains details of the panel in alarm, what cable has detected the leak and how far along the cable it is, it also contains graphics showing the floorplans of the site of the leak, with a flashing icon at the point.

This means that the support engineer doesn't have to visit the panel in alarm but can go straight to the problem. Crucial time saved at a critical moment.

One Permalert PAL-AT panel can monitor over 9km of sensor cable, so being able to quickly see where a leak is gives a great advantage.

The Permalert system differs from other leak detection systems. Instead of using a short circuit to detect a leak, it uses Time Domain Reflectometry. This is akin to Radar in that pulses are sent down the sensor cable and the reflections are analysed. If a leak occurs, the reflection changes and the position of the leak is determined.

The benefits of using TDM is that the system can go on monitoring the whole sensor string for further leaks after one has been detected. If another leak occurs, or the first one gets bigger, the alarm is sounded again.

It also means that the Permalert system does not give false alarms caused by dirt and contamination.

Why nominee should win

Automatically alerts support engineers

Send details of the alarm along with floorplans

Critical time saver