

Public Summary: The development of an Instruction Roadbook for PlayFountain

Sofie van Pelt
S2343886

PlayFountain International B.V.
University of Twente

PlayFountain offers portable water fountains in which children can play and cool down during warm weather. These fountains are multifunctional, interactive, easy to operate, and child-safe. To keep the water clean, and to keep the whole fountain functional, it is necessary to perform maintenance on a daily, and weekly basis. This maintenance is performed either by Engineers who have technical knowledge, or by Operators who do not have technical knowledge.

When the PlayFountain is rented to municipalities, some store-owners from stores that are closely located to the PlayFountain will get the 'Operator' status. They will take care of the daily and weekly maintenance tasks.

Since the Operators do not have any technical background, problems arise when Operators were performing the maintenance tasks. The existing instructions did not suffice and the service phone of PlayFountain received many questions. Alongside this, there was no effective system in place to create and send instructions to customers whenever necessary. For this reason, an instruction roadbook has been developed.

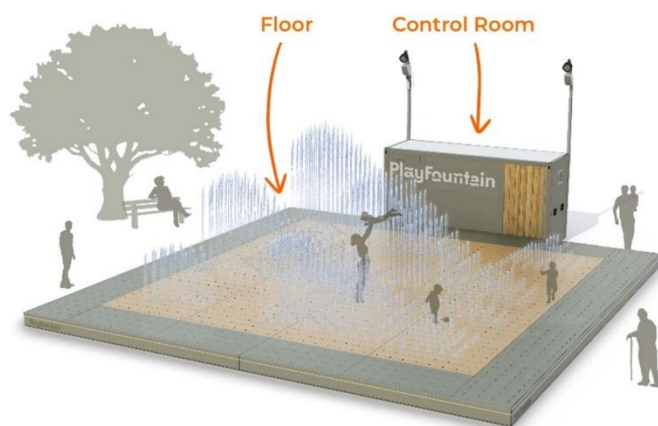


Figure 1 - A PlayFountain

This bachelor thesis outlines the development of a roadbook for creating maintenance instructions for the PlayFountain. This roadbook allows PlayFountain to create coherent and clear instructions for any maintenance tasks they might need it for. Additionally, two concrete, ready to be implemented Instructions were made following this roadbook. The formats of these instructions are:

- Poster
 - Suited for Operators and Location managers
 - Suited for shorter instructions
- Booklet
 - Suited for Engineers
 - Suited for more detailed instructions

The cleaning instructions for the SPI measure cell were further developed for the poster format, while the replacement procedure for the Power Pack was expanded in the booklet format. These topics were identified as the most relevant and in need of improvement based on research findings.

The literature review highlights key factors contributing to successful instructions, such as consistency, clarity, the use of visual aids, and the chunking of information. The analysis of existing manuals shows the principles they adhere to for ensuring clarity and usability.

The first step of the design process was carefully considering the necessary steps that needed to be included. Then, the information needed to be properly visualized as to not cause any ambiguity. To create the visuals and the layout, SolidWorks Composer and Adobe Illustrator were used.

The instructions underwent testing and optimization based on feedback to finalize the operational instructions for the SPI and the Power Pack. Alongside this, the Roadbook, and the accompanying poster and booklet templates are finalized and ready to be used.



Figure 2 The three deliverables (Poster, Booklet, Roadbook)