



## Restoring Reliable Operation: Car Stacker Repairs at 31 Queens Avenue, Hawthorn

At 31 Queens Avenue, Hawthorn, the owners' committee and OC Management needed expert help to resolve persistent faults in a third-party automated car parking system. These faults were causing inconvenience for residents, generating after-hours service calls, and risking further equipment damage. Vertimax was engaged to investigate the root cause and deliver a lasting, professional solution.

### The Challenge: Hydraulic Design Issues Leading to Platform Creep

Through detailed investigation and consultation with our hydraulic specialist, we identified the root cause of the repeated faults:

- During the start-up sequence, the system built up hydraulic pressure that forced oil through the pit platform's hydraulic blocks, slightly lifting the platform off its limit switch and causing faults to occur.
- This was compounded by air in the hydraulic circuit and a design oversight that allowed pit platform "creep" over time.
- Without intervention, these faults would continue to reoccur, leading to unnecessary callouts and accelerated wear on the system.

### The Vertimax Solution: Expert Recommendations and Repairs

Vertimax worked closely with the committee and OC Management, attending AGM meetings to clearly explain the issues and outline the necessary work. Our recommended and delivered solution included:

- Valve reversal works and replacement of faulty valve cartridges
- Installation of test points on each hydraulic system for effective bleeding and debris flushing
- Load testing of platforms in automatic mode to confirm successful rectification
- Repairs to hydraulic power packs, including installation of filler caps and replacement of damaged seals around motor-pump assemblies

### The Result: Reliable Performance and Long-Term Cost Savings

After completing these targeted repairs, Vertimax monitored the system to confirm performance improvements. The result was a significant reduction in after-hours service calls and far more reliable day-to-day operation for residents. The owners' committee and OC Management were highly satisfied with the outcome, confident they had invested in a permanent fix to avoid future faults and disruptions.

At Vertimax, we're proud to support property managers with clear advice, expert service, and dependable results for all automated car parking systems.

