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| **Element** | **Common questions** | **Supplier response** |
| Transportation and installation | How many people are required to deliver and install the pod? | Transport is normally a one person job. A respected and trained in loading/unloading Tilt tray operator that carries out all transport for Marveloo is preferable |
| Approximately, how long does it take to fully install the pod from the trailer/truck? | Allow 1 hour onsite to set up and again to pack up, total of 2 hours |
| Are you able to provide a video, image or diagram showing how the pod is transferred from the trailer/truck to the ground and then back up to the trailer again? | Please see pictures |
| Septic capacity and maintenance | Can the pod connect directly to a sewer outlet, if one is available on site?  | Some councils are connecting directly to sewer in a temporary station during off peak use times. The connection outlet allows for gravity drainage. |
| If a sewer outlet is not available on site, what is the septic capacity of the pod?  | The absolute capacity is 1000 litres, the tank comes with an electronic level gauge that is always on when power is supplied, it is recommended to empty at the 75% full mark, indicated on the gauge by the number 75, MCS Tank Gauge doc |
| If a sewer outlet is not available on site, approximately how often does it need to be emptied when the pod is in use at a major event?  | This is a common question, however its very subjective to use etc, the toilet is 4.5 litres max per flush, hand basin and wash trough run at 9 litres per minute max |
| How is the pod emptied? Who is ordinarily responsible for emptying the pod?  | I believe the event organisers are responsible for the tank to be emptied. A suitable septic tank truck will suffice, we use standard quick release connections for ease of connection. See photo “Sewer outlet” |
| Do you have an indication of the cost involved in emptying the pod’s internal septic tank?  | You would need to enquire with your local contractor |
| Power | Does the pod require connection to a power source on site? If so, what type of power outlet is required? | Yes, it requires connection to 2 x 15amp 240 volt Caravan type leads, readily available at most hardware suppliers. The fold down bed and hoist have electric batteries that will operate for a considerable time after loss of power this allows for safe operation in the event of a power failure. They will require either a constant charge in storage or someone to disconnect them whilst fully charged to preserve the batteries. |
| Do you have an indicative cost for powering the pod over a normal day when it is in use?  | No, we could assume that it may peak at 7200 watts as this is the maximum load allowed, although its unlikely to run at peak wattage all the time. All lighting is low consumption LED lighting. |
| Access | Can the pod be set to require an MLAK key to gain access? | The Marveloo is supplied with 3 MLAK keys for the doors and padlock, so yes people with the standard MLAK key can access Marveloo |
| Can the pod be set to enable anybody to access and use the facility, even if they don’t have an MLAK key? | A council currently has installed a coded lock box with MLAK key inside, you call a number for the access pin, see photo “MLAK Lockbox” |
| Cleaning | How often do you recommend that the pod is cleaned during an average day when in use?  | Depends on the size of the event and usage, on average twice would be sufficient. |
| Do you have an indicative cost for each time the pod is professionally cleaned?  | Need to allow $150 wash outside, clean and sanitise inside |
| Recurring maintenance | How often do you recommend that the pod is serviced?  | Annual audits for Ceiling Hoist and Change table are mandatory for maintaining Medical Facilities records that are required, other items as per instruction manuals/ as needed |
| Do you have an indicative cost for each time the pod is serviced?  | Need to allow approximately $400 |
| Who can service the pod? | Suppliers of medical items, contact local equipment suppliers for servicing via local contractors |
| Lifespan and Warranty | What is the expected lifespan of the pod if well maintained? | In excess of 20 years, if well maintained and serviced  |
| What is the warranty of the pod? | As per attached document “Warranties” |