

Apex MaintAxis — Complete User Guide

Apex MaintAxis (AMX)

Asset Reliability, Maintenance and Field Service Management Platform

Every asset. Every service. Fully controlled.

Demo release 2026-07-21 · Document revision 1.0

Copyright © 2026 Apex IT Solutions. All rights reserved.

Proprietary product documentation; third-party components remain under their own licences.

Fictional-demonstration disclaimer: every organization, person, asset, work order, document and transaction shown in this guide is fictional demonstration data. This guide documents a demonstration environment, not a production system, and asserts no regulatory compliance of any kind.

Table of contents

- 1. System overview
- 2. User roles
- 3. Login
- 4. Dashboard
- 5. Navigation
- 6. Profile and password
- 7. Sites
- 8. Buildings, floors, rooms and areas
- 9. Departments
- 10. Asset register
- 11. Creating an asset
- 12. Editing an asset
- 13. Asset hierarchy
- 14. Warranty information
- 15. Documents and photos
- 16. QR codes
- 17. Work-order overview
- 18. Creating a work order
- 19. Work-order statuses
- 20. Assigning a technician
- 21. Notes
- 22. Attachments
- 23. Checklists
- 24. Completing work
- 25. Verification and closure
- 26. Preventive-maintenance schedules
- 27. Automatic generation
- 28. Spare-parts references
- 29. Notifications
- 30. Audit logs
- 31. Reports
- 32. Filters
- 33. Exports
- 34. Role-specific workflows
- 35. Star Laboratories fictional workflow
- 36. Pak Gusu fictional workflow
- 37. Generic manufacturing workflow
- 38. Common error messages

- 39. Frequently asked questions
- 40. Troubleshooting
- 41. Support information
- 42. Glossary
- 43. Document revision history

1. System overview

Apex MaintAxis is a multi-tenant CMMS covering asset registers, controlled work-order lifecycles, preventive maintenance with automatic queued generation, checklists, spare-part reference lines, traceable in-app notifications, an append-only audit trail and live reports. Each tenant's data is fully isolated; a request for another tenant's record answers "not found".

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxis AMX

Apex MaintAxis — online demonstration

Asset Reliability, Maintenance and Field Service Management Platform.
Every asset. Every service. Fully controlled.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Fictional demonstration tenants

- **Generic Manufacturing Demo** — Neutral manufacturing demonstration.
- **Pak Gusu Demo** — Fictional industrial-equipment demonstration — real requirements not yet verified.
- **Star Laboratories Demo** — Fictional demonstration configuration — not verified client data.

What you can explore

Multi-tenant isolation · sites with building/floor/room hierarchy · departments · asset register with hierarchy and warranty tracking · work orders across 11 types and 15 controlled statuses with append-only history · technician assignment with in-app notifications · checklists with pass/fail evaluation · preventive-maintenance schedules with automatic queued generation · spare-part reference lines · append-only audit trail · live reports.

Demo accounts

[View demonstration roles & sign-in details](#)
[Go to sign in](#)

User guides

- [Complete User Guide \(PDF\)](#)
- [Administrator Guide \(PDF\)](#)
- [Quick Start Guide \(PDF\)](#)

Demo limitations

- Data resets on a schedule (nightly 03:00 Asia/Karachi); anything you enter is fictional and temporary.
- Email delivery is disabled — notifications are in-app only.
- Customer portal, field-service visit capture (photos/signatures), QR labels and the public API are not yet part of the demonstration.
- This demonstration is **not** a production system and is not represented as validated, certified or compliant with any regulatory scheme.

© 2026 Apex IT Solutions · info@apexitsolutions.co

S001 — Public demonstration landing page with fictional-data notice (desktop, —, role: Guest (public))

2. User roles

Thirteen tenant roles plus a restricted platform administrator. Authorization always checks *permissions*, never role names; a role with no permissions grants nothing and is flagged loudly in the interface. The demo-access page lists every demonstration account.

Demonstration accounts

All accounts are fictional and exist only in this demonstration database. The shared demonstration password for every account below is **DemoOnly12026** (rotated at each demo reset/deploy).

Role	Purpose	Sign-in email	Restrictions
Platform Administrator (restricted demo)	Cross-tenant platform view. Holds no infrastructure secrets; system-critical settings are not editable in-app.	platform.admin@amx-demo.test	Demonstration database only.
Tenant Administrator — Generic Manufacturing Demo	Full tenant administration for this fictional tenant.	admin@generic-mfg-demo.test	Cannot edit the protected Tenant Administrator role grants in demo mode.
Maintenance Manager — Generic Manufacturing Demo	Explore the Maintenance Manager permission set.	maintenance-manager@generic-mfg-demo.test	Permission-limited demo role.
Supervisor — Generic Manufacturing Demo	Explore the Supervisor permission set.	supervisor@generic-mfg-demo.test	Permission-limited demo role.
Technician — Generic Manufacturing Demo	Execute assigned work, complete checklists.	technician@generic-mfg-demo.test	Permission-limited demo role.
Auditor — Generic Manufacturing Demo	Read-only review incl. audit trail.	auditor@generic-mfg-demo.test	Permission-limited demo role.
Tenant Administrator — Pak Gusu Demo	Full tenant administration for this fictional tenant.	admin@pak-gusu-demo.test	Cannot edit the protected Tenant Administrator role grants in demo mode.
Maintenance Manager — Pak Gusu Demo	Explore the Maintenance Manager permission set.	maintenance-manager@pak-gusu-demo.test	Permission-limited demo role.
Maintenance Planner — Pak Gusu Demo	Explore the Maintenance Planner permission set.	maintenance-planner@pak-gusu-demo.test	Permission-limited demo role.
Technician — Pak Gusu Demo	Execute assigned work, complete checklists.	technician@pak-gusu-demo.test	Permission-limited demo role.
Storekeeper — Pak Gusu Demo	Explore the Storekeeper permission set.	storekeeper@pak-gusu-demo.test	Permission-limited demo role.
Read-Only Management User — Pak Gusu Demo	Explore the Read-Only Management User permission set.	readonly-management@pak-gusu-demo.test	Permission-limited demo role.
Tenant Administrator — Star Laboratories Demo	Full tenant administration for this fictional tenant.	admin@star-labs-demo.test	Cannot edit the protected Tenant Administrator role grants in demo mode.
Maintenance Manager — Star Laboratories Demo	Explore the Maintenance Manager permission set.	maintenance-manager@star-labs-demo.test	Permission-limited demo role.
Engineering Manager — Star Laboratories Demo	Explore the Engineering Manager permission set.	engineering-manager@star-labs-demo.test	Permission-limited demo role.
Maintenance Planner — Star Laboratories Demo	Explore the Maintenance Planner permission set.	maintenance-planner@star-labs-demo.test	Permission-limited demo role.
Supervisor — Star Laboratories Demo	Explore the Supervisor permission set.	supervisor@star-labs-demo.test	Permission-limited demo role.
Technician — Star Laboratories Demo	Execute assigned work, complete checklists.	technician@star-labs-demo.test	Permission-limited demo role.
Storekeeper — Star Laboratories Demo	Explore the Storekeeper permission set.	storekeeper@star-labs-demo.test	Permission-limited demo role.
Quality User — Star Laboratories Demo	Verify and close completed work.	quality-user@star-labs-demo.test	Permission-limited demo role.
Auditor — Star Laboratories Demo	Read-only review incl. audit trail.	auditor@star-labs-demo.test	Permission-limited demo role.
Requester — Star Laboratories Demo	Raise work requests.	requester@star-labs-demo.test	Permission-limited demo role.
Customer Portal User — Star Laboratories Demo	Explore the Customer Portal User permission set.	customer-portal-user@star-labs-demo.test	Permission-limited demo role.
Vendor User — Star Laboratories Demo	Explore the Vendor User permission set.	vendor-user@star-labs-demo.test	Permission-limited demo role.
Read-Only Management User — Star Laboratories Demo	Explore the Read-Only Management User permission set.	readonly-management@star-labs-demo.test	Permission-limited demo role.

[Sign in](#)

[Back to demo overview](#)

S002 — Demonstration roles and sign-in details (desktop, —, role: Guest (public))

3. Login

Sign in with a demonstration email and the shared demo password from the demo-access page. Five failed attempts per minute locks the form temporarily; failures are recorded in the audit trail.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxis AMX

Apex MaintAxis

Asset Reliability, Maintenance & Field Service

Email

Password

Sign in

S003 — Sign-in screen (desktop, —, role: Guest (public))

4. Dashboard

Live counts of assets, open and overdue work orders and active PM schedules, plus recent work orders. Every figure is a real query over the fictional dataset — empty states say "no data" rather than inventing numbers.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

Dashboard Assets Work Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

Dashboard

10
Assets

14
Open work orders

1
Overdue work orders

3
Active PM schedules

Recent work orders

Number	Title	Asset	Status	Due
WO-00007	In progress example — HPLC System (demo)	HPLC-001	in progress	2026-08-03
WO-00001	Draft example — HPLC System (demo)	HPLC-001	draft	2026-07-28
WO-00017	HPLC detector baseline drift (showcase demo)	HPLC-001	closed	2026-07-24
WO-00013	Pending verification example — HPLC System (demo)	HPLC-001	pending verification	2026-08-09
WO-00014	Closed example — Stability Chamber (demo)	SC-002	closed	2026-06-21
WO-00008	On hold example — Stability Chamber (demo)	SC-002	on hold	2026-08-04
WO-00016	Refrigerator temperature drift (overdue demo)	LR-004	in progress	2026-07-16
WO-00002	Requested example — Stability Chamber (demo)	SC-002	requested	2026-07-29
WO-00015	Cancelled example — HVAC Air-Handling Unit (demo)	AHU-003	cancelled	2026-05-21
WO-00009	Awaiting parts example — HVAC Air-Handling Unit (demo)	AHU-003	awaiting parts	2026-08-05

S005 — Live dashboard counts with the demonstration banner (desktop, Star Laboratories Demo, role: Tenant Administrator)

5. Navigation

The top bar adapts to your permissions: Dashboard, Assets, Work Orders and Sites for all authenticated demo roles; Checklists, Reports, Audit and Roles appear only with the matching permission. The yellow banner on every page marks the environment as fictional.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxis AMX

Dashboard

Assets

Work Orders

Sites

Notifications

Demo Technician · Star Laboratories Demo [DEMO DATA]

Log out

Dashboard

10
Assets

14
Open work orders

1
Overdue work orders

3
Active PM schedules

Recent work orders

Number	Title	Asset	Status	Due
WO-00007	In progress example — HPLC System (demo)	HPLC-001	in progress	2026-08-03
WO-00001	Draft example — HPLC System (demo)	HPLC-001	draft	2026-07-28
WO-00017	HPLC detector baseline drift (showcase demo)	HPLC-001	closed	2026-07-24
WO-00013	Pending verification example — HPLC System (demo)	HPLC-001	pending verification	2026-08-09
WO-00014	Closed example — Stability Chamber (demo)	SC-002	closed	2026-06-21
WO-00008	On hold example — Stability Chamber (demo)	SC-002	on hold	2026-08-04
WO-00016	Refrigerator temperature drift (overdue demo)	LR-004	in progress	2026-07-16
WO-00002	Requested example — Stability Chamber (demo)	SC-002	requested	2026-07-29
WO-00015	Cancelled example — HVAC Air-Handling Unit (demo)	AHU-003	cancelled	2026-05-21
WO-00009	Awaiting parts example — HVAC Air-Handling Unit (demo)	AHU-003	awaiting parts	2026-08-05

S022 — Role-limited navigation for a technician (desktop, Star Laboratories Demo, role: Technician)

6. Profile and password

Demonstration accounts use a shared, publicly listed password that resets with the environment. Self-service profile and password management is *Not available in the current demonstration release; planned in ROADMAP.md*. Documented here so readers know the intended scope.

7. Sites

Sites are the top of the location tree and carry a kind: `internal` (your own facility) or `customer` (a customer location you service). Create sites from the Sites page with a unique code per tenant.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

Dashboard Assets Work Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Demo Production Building (PROD) internal

Location hierarchy

Code	Kind	Path
LAB-F1	floor	Laboratory Floor
QC-LAB	room	Laboratory Floor / Quality-Control Laboratory
STAB-01	room	Laboratory Floor / Stability Room
UTIL-01	area	Utility Area

Add location

Kind

building

Name

Code

Parent

— none (top level) —

Add location

S016 — Building/floor/room hierarchy under a site (desktop, Star Laboratories Demo, role: Tenant Administrator)

8. Buildings, floors, rooms and areas

Under a site, build the physical hierarchy from buildings, floors, rooms and operational areas. Each node has a code and an optional parent; the full path (for example "Laboratory Floor / Quality-Control Laboratory") renders wherever the location is shown.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork SitesChecklistsReportsAuditRolesNotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

Checklist templates

Name	Version	Items	Active
Balance Calibration Check (demo)	v1	1	yes
Laboratory Equipment Inspection (demo)	v1	3	yes

New template

Template name

Item 1

Prompt

Response type

yes / no

Range (numeric):

min

max

☒ required

Item 2 (optional)

Prompt

Response type

yes / no

Range (numeric):

min

max

☐ required

Item 3 (optional)

Prompt

Response type

yes / no

Range (numeric):

min

max

☐ required

Item 4 (optional)

Prompt

Response type

yes / no

Range (numeric):

min

max

☐ required

Item 5 (optional)

Prompt

Response type

yes / no

Range (numeric):

min

max

☐ required

Create template

Empty item rows are ignored. Numeric items fail when the reading is outside the range.

S017 — Checklist templates with item types and ranges (desktop, Star Laboratories Demo, role: Tenant Administrator)

ApexMaintAxis — fictional demonstration documentation

Page 11 of 49

9. Departments

Departments are tenant-level organisational units (for example QA, Engineering, Utilities) attachable to assets for reporting and responsibility. Manage them at the bottom of the Sites page.

10. Asset register

The register lists every asset with number, site, operational status, criticality and warranty end. Six statuses (operational, degraded, down, in maintenance, in storage, decommissioned) and four criticalities are all represented in the demo data.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork Sites Checklists Reports Audit Roles NotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

Assets

New asset

Number	Name	Site	Status	Criticality	Warranty end
AC-007 DEMO	Air Compressor (demo)	Demo Production Building	down	high	—
AHU-003 DEMO	HVAC Air-Handling Unit (demo)	Demo Production Building	in maintenance	critical	2028-01-21
DPG-005 DEMO	Cleanroom Pressure Gauge (demo)	Demo Production Building	operational	medium	—
GEN-006 DEMO	Standby Generator (demo)	Demo Production Building	operational	high	—
HPLC-001 DEMO	HPLC System (demo)	Demo Production Building	operational	critical	2026-09-04
LR-004 DEMO	Laboratory Refrigerator (demo)	Demo Production Building	degraded	medium	—
SC-002 DEMO	Stability Chamber (demo)	Demo Production Building	operational	high	2026-05-21
TDL-010 DEMO	Temperature Data Logger (demo)	Demo Headquarters	decommissioned	low	—
WB-009 DEMO	Weighing Balance (demo)	Demo Production Building	operational	high	—
WT-008 DEMO	Water-Treatment Unit (demo)	Demo Production Building	in storage	low	—

S007 — Asset register listing with statuses, criticality and warranty dates (desktop, Star Laboratories Demo, role: Tenant Administrator)

11. Creating an asset

New asset requires a unique asset number, name, site and status; manufacturer, model, serial, dates, warranty window, location, department and responsible person are optional. Validation errors appear inline.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWorkSitesChecklistsReportsAuditRolesNotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

New asset

Site

Demo Headquarters (HQ)

Asset number

Name

Category

Manufacturer

Model

Serial number

Operational status

operational

Criticality

medium

Installation date

mm/dd/yyyy

Warranty start

mm/dd/yyyy

Warranty end

mm/dd/yyyy

Responsible person

Create assetCancel

S009 — New-asset form (desktop, Star Laboratories Demo, role: Tenant Administrator)

12. Editing an asset

Asset editing follows the same form as creation. In the current demonstration release the register is create-and-view; field editing ships with the pilot release.

13. Asset hierarchy

Assets may have a parent (for example a pressure gauge belonging to an air-handling unit), giving component-level history without losing the plant-level view.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWorkSitesChecklistsReportsAuditRolesNotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

HPLC-001 — HPLC System (demo) DEMO

Site

Demo Production Building (PROD)

Status

operational

Criticality

critical

Category

Laboratory

Manufacturer

Fictional Instruments Ltd

Model

FI-2200

Serial number

SN-DEMO-0001

Installed

2024-07-21

Warranty

2026-04-21 → 2026-09-04 under warranty

Responsible person

Demo Quality User

Service history (latest 20 work orders)

Number	Title	Type	Status	Due
WO-00007	In progress example — HPLC System (demo)	warranty	in progress	2026-08-03
WO-00001	Draft example — HPLC System (demo)	corrective	draft	2026-07-28
WO-00017	HPLC detector baseline drift (showcase demo)	corrective	closed	2026-07-24
WO-00013	Pending verification example — HPLC System (demo)	preventive	pending verification	2026-08-09

S008 — Asset detail: warranty state, hierarchy and service history (desktop, Star Laboratories Demo, role: Tenant Administrator)

14. Warranty information

Warranty start/end dates drive an "under warranty" or "expired" badge on the asset page and feed the 90-day warranty-expiry report. The Pak Gusu demo compressor deliberately shows an expired warranty on a chargeable repair.

15. Documents and photos

Manuals, certificates, service reports and photos attach to work orders today (PDF, JPEG/PNG/WebP images, text — 10 MB cap) and are streamed only to authorized users of the owning tenant. Direct asset-level document folders are planned.

16. QR codes

Not available in the current demonstration release; planned in ROADMAP.md. Documented here so readers know the intended scope.

17. Work-order overview

Eleven work-order types (corrective, preventive, breakdown, inspection, calibration, installation, warranty, customer service, emergency, improvement, decommissioning) across fifteen controlled statuses. The list filters by status; every status is represented in the demo.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork Sites Checklists Reports Audit Roles NotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

Work orders

New work order

StatusAll

Number	Title	Type	Priority	Asset	Assignee	Status	Due
WO-00007	In progress example — HPLC System (demo)	warranty	high	HPLC-001	Demo Technician	in progress	2026-08-03
WO-00001	Draft example — HPLC System (demo)	corrective	low	HPLC-001	—	draft	2026-07-28
WO-00017	HPLC detector baseline drift (showcase demo)	corrective	high	HPLC-001	Demo Technician	closed	2026-07-24
WO-00013	Pending verification example — HPLC System (demo)	preventive	low	HPLC-001	Demo Technician	pending verification	2026-08-09
WO-00014	Closed example — Stability Chamber (demo)	breakdown	medium	SC-002	Demo Technician	closed	2026-06-21
WO-00008	On hold example — Stability Chamber (demo)	customer_service	critical	SC-002	Demo Technician	on hold	2026-08-04
WO-00016	Refrigerator temperature drift (overdue demo)	corrective	critical	LR-004	Demo Technician	in progress	2026-07-16
WO-00002	Requested example — Stability Chamber (demo)	preventive	medium	SC-002	—	requested	2026-07-29
WO-00015	Cancelled example — HVAC Air-Handling Unit (demo)	inspection	high	AHU-003	Demo Technician	cancelled	2026-05-21
WO-00009	Awaiting parts example — HVAC Air-Handling Unit (demo)	emergency	low	AHU-003	Demo Technician	awaiting parts	2026-08-05
WO-00003	Under review example — HVAC Air-Handling Unit (demo)	breakdown	high	AHU-003	—	under review	2026-07-30
WO-00010	Awaiting customer example — Laboratory Refrigerator (demo)	improvement	medium	LR-004	Demo Technician	awaiting customer	2026-08-06
WO-00004	Approved example — Laboratory Refrigerator (demo)	inspection	critical	LR-004	Demo Technician	approved	2026-07-31
WO-00011	Awaiting vendor example — Standby Generator (demo)	decommissioning	high	GEN-006	Demo Technician	awaiting vendor	2026-08-07
WO-00005	Assigned example — Standby Generator (demo)	calibration	low	GEN-006	Demo Technician	assigned	2026-08-01
WO-00012	Technically completed example — Weighing Balance (demo)	corrective	critical	WB-009	Demo Technician	technically completed	2026-08-08
WO-00006	Scheduled example — Weighing Balance (demo)	installation	medium	WB-009	Demo Technician	scheduled	2026-08-02

S010 — Work-order list across types, priorities and statuses (desktop, Star Laboratories Demo, role: Tenant Administrator)

18. Creating a work order

Pick site, optional asset, type, priority, due date and describe the work. New work orders start in `requested` and receive a sequential per-tenant number.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork Sites Checklists Reports Audit Roles NotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

New work order

Title

Site

Demo Headquarters (HQ)

Asset (optional)

— none —

Type

corrective

Priority

medium

Due date

mm/dd/yyyy

Description

Create work orderCancel

S014 — New work-order form (desktop, Star Laboratories Demo, role: Tenant Administrator)

19. Work-order statuses

Statuses move only along permitted transitions (for example `requested → under review → approved → assigned → in progress → technically completed → pending verification → closed`; holds and awaiting-parts/customer/vendor branch from in-progress). Illegal jumps are refused. Closed and cancelled are terminal.

20. Assigning a technician

Users with the assign permission pick a technician on the work-order page; the assignee receives an in-app notification and an approved order moves to **assigned** automatically. Every assignment is audited.

21. Notes

Notes are an append-only conversation on the work order — they can never be edited or deleted; corrections are new notes. Author and timestamp are recorded.

22. Attachments

Upload evidence from the work-order page. Files are stored under the owning tenant outside the web root and served only through an authorized download route; another tenant requesting the URL receives "not found".

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis

AMX

DashboardAssetsWork Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) Star Laboratories Demo (DEMO DATA)Log out

WO-00017 — HPLC detector baseline drift (showcase demo)

Statusclosed

Typecorrective

Priorityhigh

SiteDemo Production Building

AssetHPLC-001 — HPLC System (demo)under warranty

Requested byDemo Requester

Assigned toDemo Technician

Due date2026-07-24

Completed at2026-07-21 07:50

DescriptionFictional showcase work order with a complete history.

Assign technician

Demo Technician

Assign

Checklists

Laboratory Equipment Inspection (demo)PASSby Demo Technician at 2026-07-21 07:50

Item	Response	Result
Safety guards in place?	yes	pass
Vibration reading (mm/s)	3.100	pass
Observations	Runs smoothly. (fictional)	pass

Balance Calibration Check (demo)open

1. Reading at 100 g reference (g) (required) [99.995 ... 100.005]

Complete checklist

Balance Calibration Check (demo) (v1)

Attach checklist

Parts

Part	Reserved	Issued	Consumed	Returned	Unit cost
LMP-D2 — HPLC D2 Lamp (demo)	1,000	1,000	1,000	0,000	950.00
BRG-6204 — Bearing 6204 (demo)	2,000	2,000	1,000	1,000	550.00

BRG-6204 — Bearing 6204 (demo)

consumed

unit cost

Record part

New part number

Part name

Add part reference

Notes (append-only)

2026-07-21 07:50 — Demo Technician:
Replaced D2 lamp; baseline stabilising. (fictional note)

2026-07-21 07:50 — Demo Quality User:
Please attach the post-repair baseline printout. (fictional note)

Add a note...

Add note

Attachments

baseline-report.pdf (0.3 KB, application/pdf, uploaded 2026-07-21 07:50)

service-manual-extract.pdf (0.3 KB, application/pdf, uploaded 2026-07-21 07:50)

Choose File

No file chosen

Upload

Allowed: .JPG/.PNG/.WebP images, PDF, plain text/CSV. Max 10 MB.

Status history (append-only)

When	From	To	Actor	Note
2026-07-21 07:50:21	—	requested	system	created
2026-07-21 07:50:21	requested	under review	Demo Maintenance Manager	—
2026-07-21 07:50:21	under review	approved	Demo Maintenance Manager	—
2026-07-21 07:50:21	approved	assigned	Demo Maintenance Manager	assigned to demo technician
2026-07-21 07:50:21	assigned	in progress	Demo Technician	—
2026-07-21 07:50:21	in progress	technically completed	Demo Technician	lamp replaced, baseline verified
2026-07-21 07:50:21	technically completed	pending verification	Demo Technician	—
2026-07-21 07:50:21	pending verification	closed	Demo Quality User	verified by demo quality user

S012 — Showcase work order: assignment, checklists, parts, notes, attachments and append-only history (desktop, Star Laboratories Demo, role: Tenant Administrator)

Apex MaintAxis — fictional demonstration documentation

Page 26 of 49

23. Checklists

Checklist templates hold ordered items: yes/no, numeric with an acceptable range, or free-text findings. Attach any active template to a work order; the demo ships a laboratory inspection and a balance-calibration check.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork SitesChecklistsReportsAuditRolesNotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log
out

Roles & permissions

Role	Permissions	Users
Auditor system	6	1 Edit permissions
Customer Portal User system	0 GRANTS NOTHING — configure before assigning users	1 Edit permissions
Engineering Manager system	0 GRANTS NOTHING — configure before assigning users	1 Edit permissions
Maintenance Manager system	25	1 Edit permissions
Maintenance Planner system	11	1 Edit permissions
Quality User system	7	1 Edit permissions
Read-Only Management User system	5	1 Edit permissions
Requester system	2	1 Edit permissions
Storekeeper system	2	1 Edit permissions
Supervisor system	6	1 Edit permissions
Technician system	4	1 Edit permissions
Tenant Administrator system	32	1 Edit permissions
Vendor User system	0 GRANTS NOTHING — configure before assigning users	1 Edit permissions

A role with zero permissions fails silently: users assigned to it can act on nothing, and approvals appear to submit while doing nothing. Unconfigured roles are highlighted above.

S018 — Roles with permission counts and the GRANTS NOTHING warning (desktop, Star Laboratories Demo, role: Tenant Administrator)

24. Completing work

The technician progresses the order to in-progress, records notes/parts/attachments, completes attached checklists and marks the work technically completed (timestamped automatically).

25. Verification and closure

Completion is not closure: a quality user (or anyone holding the verify/close permissions) moves the order through pending verification to closed. The demo Star Labs flow shows a technician unable to close and a quality user closing with a recorded note.

26. Preventive-maintenance schedules

Calendar-based schedules per asset define frequency, next due date and a lead-time window. The demo seeds upcoming, due-now and overdue schedules across tenants.

27. Automatic generation

An hourly scheduler scan dispatches one generation job per due schedule onto the named `maintenance-generation` queue; the worker creates exactly one pre-approved preventive work order per cycle — a unique generation key makes duplicates impossible, proven by automated tests and a live re-run.

28. Spare-parts references

Part references identify parts (stock itself stays in Apex Inventory — this is a reference boundary). On a work order, record reserved / issued / consumed / returned quantities and unit cost per part line.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

Dashboard Assets Work Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Work orders

New work order

Status in progress

Number	Title	Type	Priority	Asset	Assignee	Status	Due
WO-00007	In progress example — HPLC System (demo)	warranty	high	HPLC-001	Demo Technician	in progress	2026-08-03
WO-00016	Refrigerator temperature drift (overdue demo)	corrective	critical	LR-004	Demo Technician	in progress	2026-07-16

S011 — Status filter applied to the work-order list (desktop, Star Laboratories Demo, role: Tenant Administrator)

29. Notifications

Notifications are in-app with honest delivery states — queued, sent or failed with the recorded error; the interface never claims "sent" optimistically. Email is disabled in the public demo.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxis AMXDashboardAssetsWork OrdersSitesNotificationsDemo Technician · Star Laboratories Demo [DEMO DATA]Log out

Notifications

When	Subject	Channel	Delivery	
2026-07-21 07:50	Demo queued delivery example Awaiting the queue worker.	in_app	queued	Mark read
2026-07-21 07:50	Demo failed delivery example Illustrates a failed delivery state.	in_app	failed Demo fixture: transport unavailable (fictional)	Mark read
2026-07-21 07:50	Work order WO-00017 assigned to you HPLC detector baseline drift (showcase demo)	in_app	sent	Mark read

S023 — Per-user feed with real delivery states (sent / failed / queued) (desktop, Star Laboratories Demo, role: Technician)

30. Audit logs

Every material action — logins and failures, creations, assignments, status changes with before/after, permission changes, resets — lands in an append-only trail with actor, tenant, timestamp, IP and request id. Viewers need the audit permission; nobody can edit or delete entries.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork Sites Checklists Reports Audit Roles NotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Audit logappend-only

ActionAllEntity type contains...Filter

When	Actor	Action	Entity	Before → After	Reason
2026-07-21 07:57:33	Demo Tenant Admin (Star Laboratories Demo)	auth.login	—	— → —	—
2026-07-21 07:56:22	Demo Tenant Admin (Star Laboratories Demo)	auth.login	—	— → —	—
2026-07-21 07:50:21	Demo Quality User	work_order.status_changed	WorkOrder#18	["status":"pending_verification"] → ["status":"closed"]	verified by demo quality user
2026-07-21 07:50:21	Demo Technician	work_order.status_changed	WorkOrder#18	["status":"technically_completed"] → ["status":"pending_verification"]	—
2026-07-21 07:50:21	Demo Technician	work_order.status_changed	WorkOrder#18	["status":"in_progress"] → ["status":"technically_completed"]	lamp replaced, baseline verified
2026-07-21 07:50:21	Demo Technician	work_order.status_changed	WorkOrder#18	["status":"assigned"] → ["status":"in_progress"]	—
2026-07-21 07:50:21	Demo Maintenance Manager	work_order.status_changed	WorkOrder#18	["status":"approved"] → ["status":"assigned"]	assigned to demo technician
2026-07-21 07:50:21	Demo Maintenance Manager	work_order.status_changed	WorkOrder#18	["status":"under_review"] → ["status":"approved"]	—
2026-07-21 07:50:21	Demo Maintenance Manager	work_order.status_changed	WorkOrder#18	["status":"requested"] → ["status":"under_review"]	—
2026-07-21 07:50:14	system	tenant.provisioned	Tenant#3	— → {"name":"Star Laboratories Demo","slug":"star-labs-demo","is_demo":true,"unconfigured_roles":["engineering-manager","customer-portal-user","vendor-user"]}	—

S020 — Append-only audit trail with filters (desktop, Star Laboratories Demo, role: Tenant Administrator)

31. Reports

Live reports: work orders by status, overdue orders, warranties expiring within 90 days, PM due within 30 days and the preventive-vs-reactive split — populated across several months of fictional history.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

DashboardAssetsWork Sites Checklists Reports Audit Roles NotificationsDemo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Reports

2
Preventive work orders

7
Reactive (corrective/break-down/emergency)

8
Other types

Work orders by status

Status	Count
closed	2
in progress	2
approved	1
assigned	1
awaiting customer	1
awaiting parts	1
awaiting vendor	1
cancelled	1
draft	1
on hold	1
pending verification	1
requested	1
scheduled	1
technically completed	1
under review	1

Overdue open work orders

Number	Title	Asset	Assignee	Due
WO-00016	Refrigerator temperature drift (overdue demo)	LR-004	Demo Technician	2026-07-16

Warranties expiring within 90 days

Asset	Name	Warranty ends
HPLC-001	HPLC System (demo)	2026-09-04

PM schedules due within 30 days

Schedule	Asset	Next due	Lead time
Stability chamber mapping (demo)	SC-002	2026-07-11	14 days
Generator weekly test run (demo)	GEN-006	2026-07-21	2 days
HPLC monthly PM (demo)	HPLC-001	2026-08-11	7 days

S021 — Reports populated with fictional multi-month data (desktop, Star Laboratories Demo, role: Tenant Administrator)

32. Filters

Lists filter server-side (work orders by status today; audit log by action and entity). Filtered views paginate and keep the filter in the URL for sharing.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex
MaintAxis AMX

Dashboard Assets Work Sites Checklists Reports Audit Roles Notifications Demo Tenant Admin (Star Laboratories Demo) · Star Laboratories Demo [DEMO DATA]

Log out

Work orders

New work order

Status in progress

Number	Title	Type	Priority	Asset	Assignee	Status	Due
WO-00007	In progress example — HPLC System (demo)	warranty	high	HPLC-001	Demo Technician	in progress	2026-08-03
WO-00016	Refrigerator temperature drift (overdue demo)	corrective	critical	LR-004	Demo Technician	in progress	2026-07-16

S011 — Status filter applied to the work-order list — status filter example (desktop, Star Laboratories Demo, role: Tenant Administrator)

33. Exports

Not available in the current demonstration release; planned in ROADMAP.md. Documented here so readers know the intended scope.

34. Role-specific workflows

Sign in as different demo roles to feel the permission model: a requester can raise work but not assign it; a technician executes but cannot close past verification; an auditor reads everything and changes nothing.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxis AMXDashboardAssetsWork OrdersSitesNotificationsDemo Technician · Star Laboratories Demo [DEMO DATA]Log out

Dashboard

10Assets

14Open work orders

1Overdue work orders

3Active PM schedules

Recent work orders

Number	Title	Asset	Status	Due
WO-00007	In progress example — HPLC System (demo)	HPLC-001	In progress	2026-08-03
WO-00001	Draft example — HPLC System (demo)	HPLC-001	draft	2026-07-28
WO-00017	HPLC detector baseline drift (showcase demo)	HPLC-001	closed	2026-07-24
WO-00013	Pending verification example — HPLC System (demo)	HPLC-001	pending verification	2026-08-09
WO-00014	Closed example — Stability Chamber (demo)	SC-002	closed	2026-06-21
WO-00008	On hold example — Stability Chamber (demo)	SC-002	on hold	2026-08-04
WO-00016	Refrigerator temperature drift (overdue demo)	LR-004	In progress	2026-07-16
WO-00002	Requested example — Stability Chamber (demo)	SC-002	requested	2026-07-29
WO-00015	Cancelled example — HVAC Air-Handling Unit (demo)	AHU-003	cancelled	2026-05-21
WO-00009	Awaiting parts example — HVAC Air-Handling Unit (demo)	AHU-003	awaiting parts	2026-08-05

S022 — Role-limited navigation for a technician (desktop, Star Laboratories Demo, role: Technician)

35. Star Laboratories fictional workflow

Fictional demonstration configuration — not verified client data. A quality-flavoured internal-maintenance flow: report an HPLC fault → manager review and approval → technician assignment with notification → parts and checklist on the order → technical completion → quality verification → closure with the full append-only trail.

S013 — Work-order detail at tablet width (tablet, Star Laboratories Demo, role: Tenant Administrator)

36. Pak Gusu fictional workflow

Fictional industrial-equipment demonstration — real requirements not yet verified. A field-service flow: customer breakdown at a customer site → warranty check (expired → chargeable) → field technician dispatch → seal kit consumed → before/after photos and a service report attached → awaiting-customer acknowledgement → verification and closure into the installed-base history.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxisAMXDashboardAssetsWork OrdersSitesChecklistsReportsAuditRolesNotificationsDemo Tenant Admin (Pak Gusu Demo) · Pak Gusu Demo [DEMO DATA]Log out

WO-00103 — Compressor breakdown at Customer Alpha (showcase demo)

Statusclosed

Typebreakdown

Prioritycritical

SiteDemo Customer Plant Alpha

AssetPG-1002 — Customer-Site Compressor (demo)

Requested byDemo Maintenance Manager

Assigned toDemo Technician

Due date2026-07-22

Completed at2026-07-21 07:50

DescriptionCustomer reports pressure loss. (fictional)

Assign technician

Demo Technician

Assign

Checklists

No checklist attached.

Parts

Part	Reserved	Issued	Consumed	Returned	Unit cost
SK-COMP-9 — Compressor Seal Kit (demo)	1,000	1,000	1,000	0,000	4200.00

SK-COMP-9 — Compressor Seal Kit (demo)

consumed

unit cost

Record part

New part number

Part name

Add part reference

Notes (append-only)

2026-07-21 07:50 — Demo Technician:
On site 09:40; seal failure confirmed; warranty expired — chargeable. (fictional)

Add a note...

Add note

Attachments

before-repair.png (0.1 KB, image/png, uploaded 2026-07-21 07:50)

after-repair.png (0.1 KB, image/png, uploaded 2026-07-21 07:50)

service-report.pdf (0.4 KB, application/pdf, uploaded 2026-07-21 07:50)

Choose FileNo file chosen

Upload

Allowed: JPEG/PNG/WebP images, PDF, plain text/CSV. Max 10 MB.

Status history (append-only)

When	From	To	Actor	Note
2026-07-21 07:50:24	—	requested	system	created
2026-07-21 07:50:24	requested	under review	Demo Maintenance Manager	—
2026-07-21 07:50:24	under review	approved	Demo Maintenance Manager	—
2026-07-21 07:50:24	approved	assigned	Demo Maintenance Manager	field technician dispatched
2026-07-21 07:50:24	assigned	in progress	Demo Technician	—
2026-07-21 07:50:25	in progress	awaiting customer	Demo Technician	awaiting customer sign-off (demo)
2026-07-21 07:50:25	awaiting customer	in progress	Demo Technician	customer acknowledged (fictional)
2026-07-21 07:50:25	in progress	technically completed	Demo Technician	—
2026-07-21 07:50:25	technically completed	pending verification	Demo Technician	—
2026-07-21 07:50:25	pending verification	closed	Demo Maintenance Manager	service report accepted

S025 — Breakdown at a customer site: warranty-expired asset, parts, photos, service report, customer-acknowledgement trail (desktop, Pak Gusu Demo, role: Tenant Administrator)

Apex MaintAxis — fictional demonstration documentation

Page 42 of 49

37. Generic manufacturing workflow

A neutral tenant with production line, workshop, warehouse, vehicles and utilities showing inspections, breakdowns and preventive work without any client flavour.

Demonstration environment — all organizations, people, assets, work orders, documents and transactions are fictional. Not for operational or production use.

Apex MaintAxis AMXDashboardAssetsWork OrdersSitesChecklistsReportsAuditRolesNotificationsDemo Tenant Admin (Pak Gusu Demo) · Pak Gusu Demo [DEMO DATA]Log out

Dashboard

6Assets

2Open work orders

0Overdue work orders

1Active PM schedules

Recent work orders

Number	Title	Asset	Status	Due
WO-00104	Planned customer-site visit — Beta (demo)	—	scheduled	2026-07-25
WO-00103	Compressor breakdown at Customer Alpha (showcase demo)	PG-1002	closed	2026-07-22
WO-00105	Warranty repair — control panel display (demo)	—	awaiting parts	2026-07-31
WO-00102	Commissioning inspection (demo)	PG-1001	closed	2025-12-21
WO-00101	Install equipment unit at Customer Alpha (demo)	PG-1001	closed	2025-11-21

S024 — Field-service tenant dashboard (tenant isolation: only Pak Gusu data) — tenant isolation: each tenant sees only its own records (desktop, Pak Gusu Demo, role: Tenant Administrator)

38. Common error messages

Message	Meaning
These credentials do not match our records	Wrong email/password (attempt audited)
Too many login attempts	Throttle engaged — wait the shown seconds
Transition ... is not permitted	Illegal status jump — follow the allowed path
404 Not Found on a record	The record does not exist <i>in your tenant</i> (isolation by design)
The file field must be a file of type...	Attachment type not allowed or over 10 MB
The Tenant Administrator role is protected...	Demo-mode guard on the admin role

39. Frequently asked questions

Is this real data? No — everything is fictional and resets on schedule. **Why did my record disappear?** The scheduled demo reset restores the deterministic dataset. **Can I email from the demo?** No — email is disabled; notifications are in-app. **Is this a validated/GMP/FDA system?** No such claim is made; formal compliance and validation remain the customer's responsibility and require a defined validation project. **Why can one login do things another cannot?** Permissions differ by role — see the demo-access page.

40. Troubleshooting

Blank list? Check the active filter and your role's permissions. Cannot close a work order? You need the verify/close permissions — sign in as the quality user. Notification stuck on queued? The per-minute queue worker processes it within about a minute on the demo host. Anything else: note the time and action and contact Apex support with those details.

41. Support information

Apex IT Solutions — info@apexitsolutions.co · +92 339 2012739 · +92 309 5273505. Include the page URL, your demo role and the time of the issue.

42. Glossary

Term	Meaning
Tenant	One isolated organization inside the platform
Work order	A unit of maintenance/service work with a controlled lifecycle
PM schedule	Recurring preventive-maintenance definition that auto-generates work orders
Checklist	Structured inspection items with pass/fail evaluation
Criticality	Business impact ranking of an asset (low → critical)
Audit trail	Append-only record of who did what, when
Part reference	Identity pointer to a spare part; stock lives in Apex Inventory

43. Document revision history

Rev	Date	Change
1.0	2026-07-21	First demonstration release of this guide (screenshots from the local demonstration build; identical interface to the online demo)

Demo URL: <https://maintaxis.apexitsolutions.co> (pending subdomain activation) / local:
<http://127.0.0.1:8090>