Q & A

Q. Is there a pre-determined route or can you choose your own route?

WHILL suggests the best routes based on performance results and collected data. Routes are chosen based on the required number of mobility devices as well as customer needs. We consider variables like customer flow, the level of congestion, and safety. If there is enough space for WHILL to run safely, a different route may be chosen.

Q. Is advance planning necessary for installation within the facility?

No significant installation work is required. WHILL provides informational kiosks and panels that instruct users on how to use the service, which we suggest setting up at the boarding platforms.

Q. Can anyone operate a WHILL mobility device?

Using the WHILL service couldn't be easier. Users simply sit on the WHILL device, select a destination on the screen, and are then automatically transported to their destination.

Q. Are test drives available for venues considering introducing WHILL?

Yes, WHILL provides mobility devices for venue interested in testing out the service. To set up a test drive, please contact us at the email address below.

WHILL Mobility Services are operating in the following locations:

Japan Airport Terminal Haneda 日本空港ビルデング株式会社

慶應義塾大学病院 Keio University Hospital

KANSAI AIRPORTS

WINNIPEG RICHARDSON INTERNATIONAL AIRPORT

Narita Airport Connecting Japan to the World

Facilities test drives were implemented

Japan	University of Tsukuba Hospital, St. Luke's International Hospital, The Cancer Institute Hospital of JFCR, Fujita Health University Hospital, Nagoya University Hospital, Seirei Hamamatsu City Rehabilitation Hospital, New Chitose Airport
Overseas	Amsterdam Airport Schiphol, Abu Dhabi International Airport, Houston Intercontinental Airport, San Jose International Airport, GRR International Airport, DFW International Airport, Toronto Pearson International Airport, JFK International Airport, Atlanta International Airport

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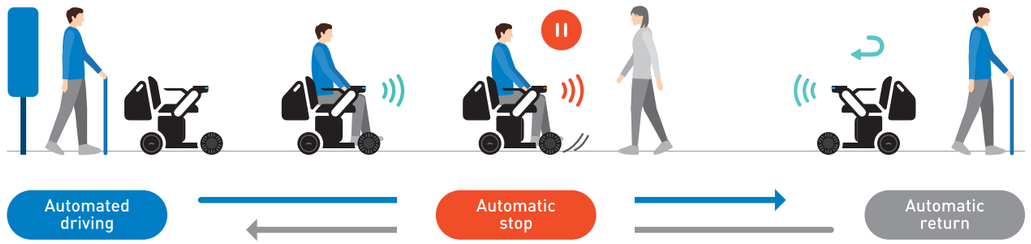
WHILL

WHILL Autonomous Mobility Service

A new transportation solution featuring autonomous driving technology

WHILL provides new indoor transportation solutions, featuring self-driving mobility and management systems for facility operators.
Our optimized service simultaneously provides customers with a smoother method of maneuverability by setting routes based on the facility environment and customer needs.



Passenger: Requires simply using a touch screen to select their destination. No actions are required while in motion.
Self-driving mobility device: Takes passengers to their destinations autonomously.

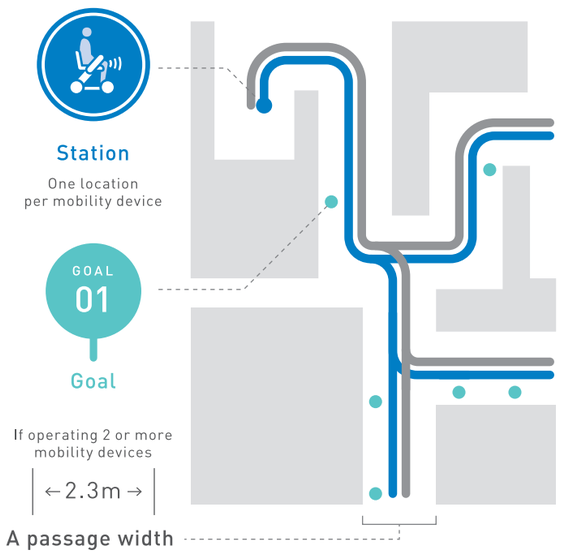
Passenger: The mobility devices do not need to be returned.
Self-driving mobility device: Detects when passengers exit the mobility device and triggers a countdown to automatically return to its original location.

Route settings

One boarding location can be set per mobility device, but there is no limit to the number of locations where users can be transported.
If operating more than two mobility devices, routes are set with enough clearance so that devices enroute to the destination and returning mobility may pass each other safely.

A passage width of at least 2.3meters is required if operating two or more mobility devices.

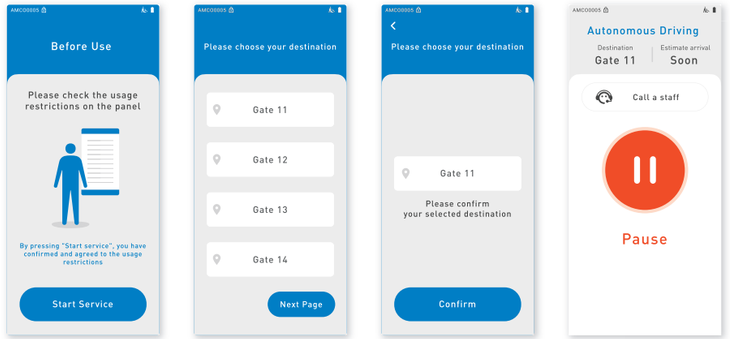
* Installation work and communication devices within facilities are not required.



Specifications

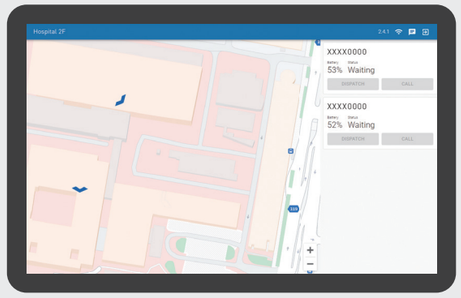
Load capacity (passenger)	136kg
Baggage weight restrictions	10kg
Speed	2.0-2.5km/h
Minimum turning radius	760mm
Size	1100×655×855mm
Battery	25.2V
Charging time	5h(time of service availability)

*The above are reference values



Operation panel

An easy-to-use and simple screen that enables first-time users to perform operations with ease. Supports multiple languages.
(Japanese, English, Chinese, Korean, Thai, Vietnamese, Dutch, French
*As of April 2023)



Remote management system for facility managers

WHILL's self-driving mobility service portal is a tool that maintains the mobility device conditions and location information, making operations run smoothly. Facility managers willl receive an ID and password.