

# AGGREKO REMOTE MONITORING APP 2.0 FAQ



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## About Aggreko Remote Monitoring

The next step in the evolution of Aggreko's equipment diagnostic services, Aggreko Remote Monitoring (ARM) improves uptime and helps our customers keep operations running at peak efficiency.

Available on Aggreko generators, battery storage systems and various temperature control equipment, the ARM solution transmits real-time data from equipment, allowing Aggreko to anticipate, diagnose and solve problems faster and with greater accuracy – and proactively head off potential issues.

ARM includes a feature unique to Aggreko: the Remote Operations Center (ROC). Staffed with a highly skilled technical team, the Remote Operations Center (ROC) is responsible for monitoring ARM units and coordinating responses to notifications.

### Key Benefits of ARM:

- Maximize uptime
- Get immediate response/assistance from Aggreko specialists
- Proactive monitoring helps to minimize risk and resolve issues before incidents occur
- Technicians arrive prepared to immediately fix the problem
- Increase machine productivity
- Improve operational efficiency
- Allows our customers to focus on critical operations

## Stay steps ahead of trouble with Aggreko Remote Monitoring:

### Equipment monitoring:

Aggreko receives equipment notifications.

### Remote diagnostics:

Alarms enable the Aggreko Service Engineer to identify potential or actual issues.

### Personal attention:

A team member initiates the right response plan for identified issues.

### Issue resolution:

Aggreko remotely fixes the problem with the site when possible or dispatches a qualified technician with a thorough understanding of the issue.



### Avoid preventable failures:

Early detection and prevention of potential issues means ARM customers avoid problems before they occur.

### Maximise uptime:

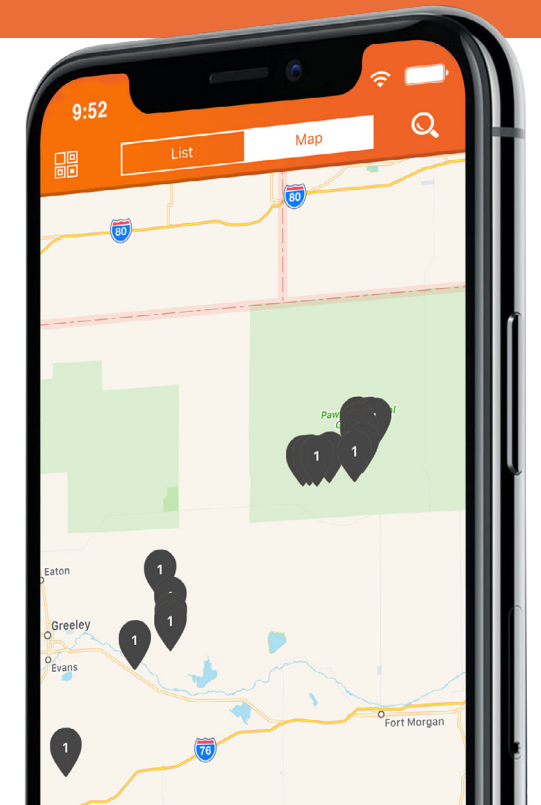
The ARM solution helps customers maximise efficiency. ARM enables productive work to continue - eliminating potential lost revenue and man-hours.

### Accelerate troubleshooting:

ARM software identifies potential or actual problems, allowing the Aggreko team to quickly resolve the issue remotely or, if necessary, via the responding technician.

### Right-size equipment:

Aggreko can better ensure that customers have the right size for the job. Undersized equipment is likely to have performance issues; oversized equipment would mean unnecessary costs.





# FAQ on Aggreko Remote Monitoring (ARM) App 2.0

## 1. What is the purpose of the Aggreko Remote Monitoring (ARM) App?

The purpose of the ARM app and online customer portal is to compliment the overall ARM offering and services provided by Aggreko's Remote Operations Center (ROC) by providing the customer access to view specific details for ARM fitted assets that they have On Hire. Access to the App & Portal does not supersede nor replace the 24/7/365 coverage provided by the Remote Operations Center (ROC). The app and portal are designed to give personable access to ARM information to help customers manage their projects with Aggreko.

## 2. Is my phone supported?

The app is available now on iOS and Android devices.

## 3. Will you be releasing a version of this app for other mobile operating systems?

Aggreko is currently evaluating the creation of this app for other operating systems and will notify customers if and when a new version of the app is available. Alternatively, you can access the ARM Customer Portal, which is a browser-based version of the App here - <https://armcustomerportal.aggreko.biz/>

## 4. How do I get the app for my phone?

The ARM app is available via the Apple AppStore and GooglePlay. The app can be downloaded here:

### ▪ AppStore:

<https://itunes.apple.com/us/app/aggreko-remote-monitoring/id1134592892?mt=8>

### ▪ GooglePlay:

[https://play.google.com/store/apps/details?id=com.aggreko.roc\\_mobile&hl=en](https://play.google.com/store/apps/details?id=com.aggreko.roc_mobile&hl=en)

All updates will be deployed via the App store & GooglePlay.

## 5. What operating system do I need to have in order to run the App?

You will need Apple iOS 14.4 or later to download to run the app on your phone or for Android you'll need version 7.1 or up.

## 6. What features does the app have?

The mobile app is the next step in the evolution of Aggreko's service excellence strategy designed to improve the customer experience.

The app gives users remote access to equipment reports status as it relates to thousands of critical equipment parameters while it is on a customer's site, such as load capacity, amps, run hours, fuel levels and GPS location. Users will also be notified of any critical performance alarms and contacted immediately by Aggreko's 24/7 Remote Operations Center (ROC), a one-of-its-kind response team staffed by expert technicians to diagnose, respond and remotely fix issues when possible.

### Here is a list of specifics:

An unregistered user has access to 'Discover' functions such as:

- a. Aggreko service center locations look up & details
- b. Case studies
- c. Power calculators & tools
- d. Contact Aggreko (call or email)
- e. Review, rate & provide feedback on the App

Registered users have access to the 'Discover' functions listed above as well as the details of ARM fitted assets on contract at that moment in time.

### a. Dashboard view

- i. Site name
- ii. Asset name
- iii. Run Status
- iv. Fuel status

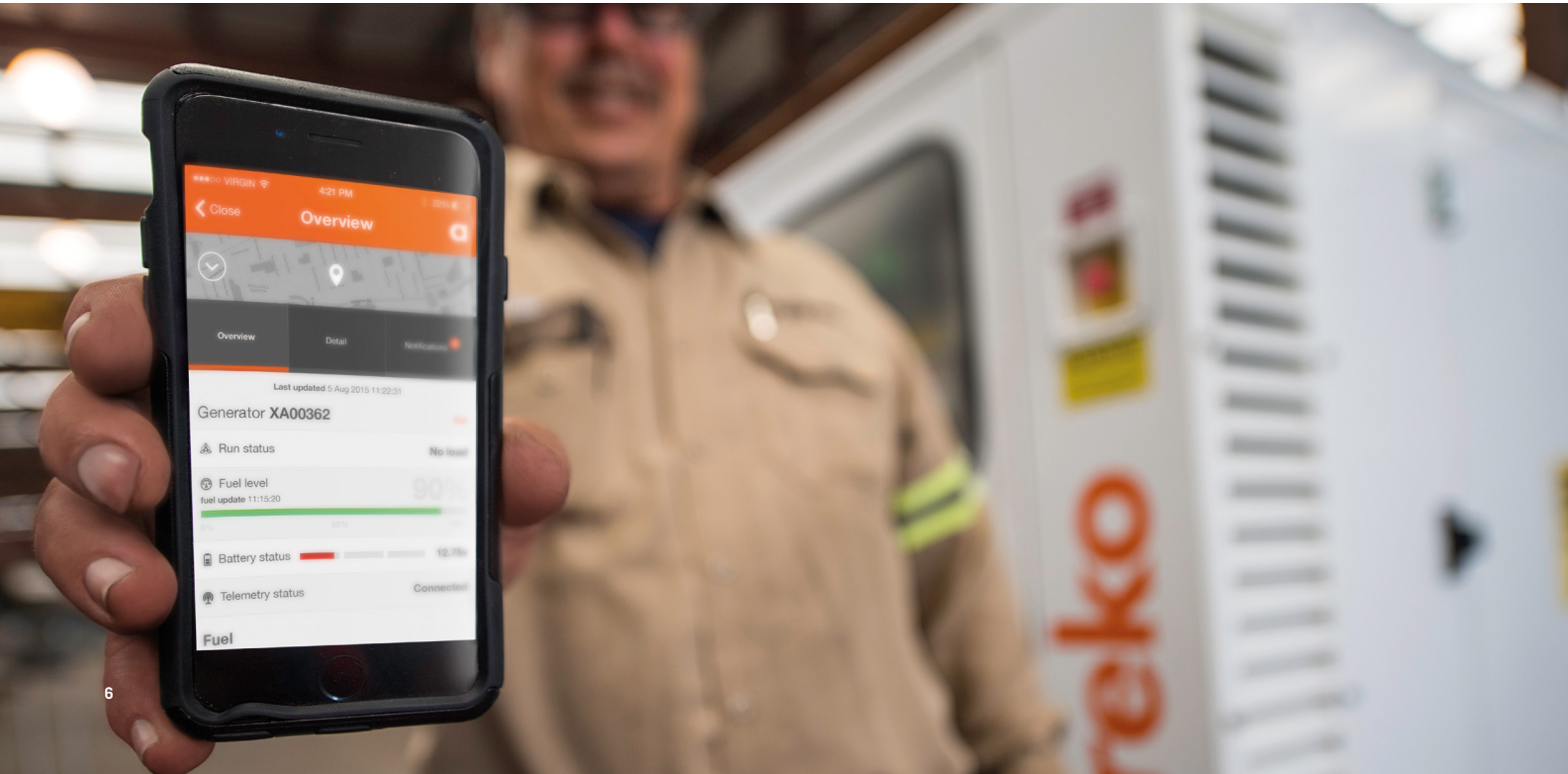
### b. Asset overview

- v. All items seen in the Dashboard view
- vi. Battery level
- vii. Telemetry status (modem)
- viii. Fuel (if applicable); expiry prediction, consumption rate, responsibility, and access to request fuel if Aggreko is responsible for fuel management
- ix. Agreement number
- x. Ability to Request Off-Hire or Extend Hire

### c. Asset detail

- xi. Run Hours
- xii. Internal & External Fuel levels (if applicable)
- xiii. Output frequency, Output voltage, Active Power, Power Factor (for generators)
- xiv. Avg. Leaving Liquid Temp & Avg. Returned Liquid Temp (for chillers)

### d. Notifications







continued -

**7. Do I have to pay anything to use the ARM app?**

The ARM app is free to download. Unregistered users have access to all features listed under the 'Discover' section featured on the splash screen of the app (see previous FAQ). Registered users have access to the App & portal, which is included with the nominal fee for ARM that is charged to customers that have equipment on hire.

**8. I don't want to use the app, can I use my computer?**

Yes! You can access the ARM Customer Portal, which is a browser-based version of the App here - <https://armcustomerportal.aggreko.biz/>. The Customer Portal also provides customers with the ability to customize the data points they have access to via a standard column header ribbon, and allows the user to export 'real time' (non-historical) data via Excel or PDF as a 'self-service' reporting function.

**9. How can I login?**

Social media validation is an industry preferred method of accessing apps that is widely in use today. Often referred to as OAuth, it allows the user to be granted access via 'tokens' provided via an authentication method that already exists on your phone. This ensures that usernames & passwords are not 'stored' by Aggreko, protects customer's personal information, and prevents exposure or liability to Aggreko of non-employee usernames and passwords. Aggreko does not share or store customer usernames or passwords. They are ONLY used to validate user identity and secure login.

Alternatively, customers have the option to set up their own username and password. Just click the Login option at the bottom of the Login screen and enter the preferred email or phone number. Customers will be sent a link via email or text to access the account setup screen. Then just enter a Username and password, which can be used each time the user logs in.

**10. Is Aggreko or Aggreko's app collecting any information from me?**

No. Aggreko will not automatically collect any information from a user of the app unless otherwise specified. Additionally during the 'setup' process the user will be presented a field that allows them to choose whether or not to add their contact details, e.g. Full name, Title, phone number, and role. These details, if provided, will be collected by Aggreko and used by the Remote Operations Center (ROC) to contact the user in the event attention is required.

**11. Who should I contact if I am having trouble logging into/using the app?**

For any issues with the app, please call Aggreko at 1300-913-419 and we will be happy to assist you.

**12. I don't see any of my rental units, what do I do?**

- a. First the user should check the 'Settings' in their log in and make sure that they have 'turned on' (green) the switch for 'All sites' or that they have the appropriate site turned on for the site they are looking for, in the event they do NOT want to see all sites (large national accounts, etc.).
- b. The user will only be able to see assets that are fitted with ARM. If the unit On-Hire is not fitted with ARM, the asset will not be seen on the app. The user should contact their sales rep at this point.
- c. Lastly the asset needs to be 'On Hire' (under contract) with that user for the user to see it. Some occasional contract allocation delays could impact the timing of visibility to the customer.

**13. Can I edit the name of a unit that I have on rent?**

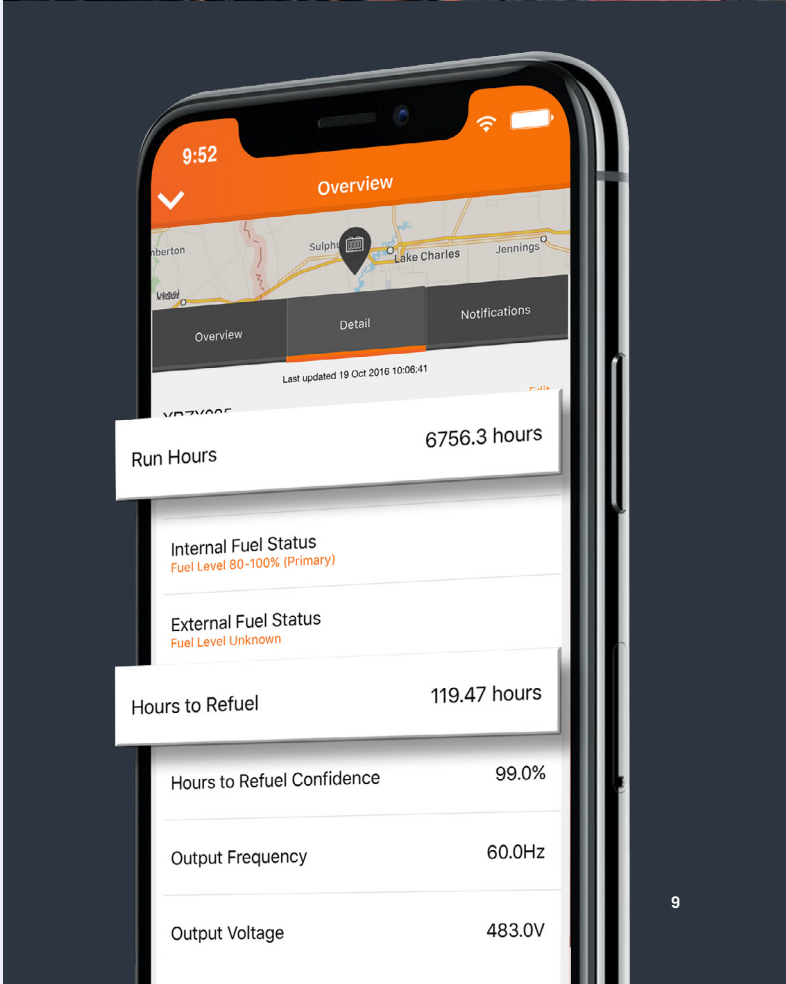
Yes! Via the App the user can 'edit' the asset name and create an alias. E.g. XAAG023 can be edited to reflect "Silo23" or "pump 14". This will also link to the Remote Operations Center to create a common language in the future, but is only visible by that user & the ROC, NOT fellow users.

**14. Can I edit the name of a site where my unit is located?**

Yes! In the primary viewing panel, after logging in, if the user taps on the 'Site Name' they will be able to edit the details. Please follow see Question 12 for further details.

**15. How do I update my contact details in the app?**

This is done via the App settings for a user. Once logged in, please click on the profile icon at the bottom right corner of the screen. From here, click on 'My contact details' to edit your Name, Email address, Telephone Number and Your Role (title).





#### 16. Can I add other people I work with as a contact for remote monitoring?

Yes! This can be done by an administrator adding them as Team Members via the User Management Portal - <https://armcustomerportal.aggreko.biz/>, and they will receive an invitation as is done with all new users.

Individuals that do not need app/portal level visibility and only want to be included in the contact list for assets on specific contracts can be added to the contact list by contacting the Remote Operations Center (ROC) at 1-800-AGGREKO (244-7356).

#### 17. If I get a notification, what do I do?

Nothing! The notification is just informing you that Aggreko is aware of what is going on with your On-Hire unit(s). The notification provides the user with a summary of what is going on and how the ROC is proactively working to keep your operations up and running.

#### 18. Can I change the Units of Measure for the app?

Yes! This can be done in the user settings panel. The user can select; US Imperial, Imperial or Metric units of measure.

#### 19. If I have an issue with my rental equipment, who should I contact?

If your issue is technically related, please contact our customer service team on 1300 913 419.

If your issue is login, contract, invoice, freight or account-related, please contact your local Sales Representative.

#### 20. Can I call Aggreko through the app?

Yes! There are multiple ways to contact Aggreko via the app:

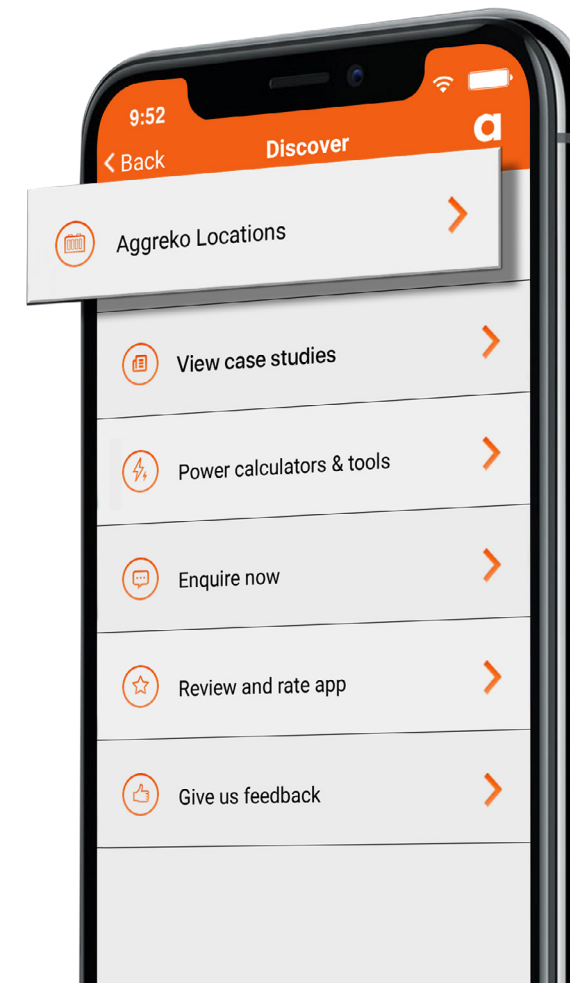
- In the 'Discover' section, click on the Aggreko 'a' at the top right hand corner and you will have an option to call or message Aggreko.
- In the 'Discover' section, click on the 'Service Centres' option to find and locate the nearest Service Center to you. Each Service Centre location provides contact information.
- Once logged in, users can contact Aggreko in multiple ways including, clicking on the 'Globe' icon at the bottom of the screen to see the 'Aggreko locations' option, the 'Enquire now' option and the Aggreko 'a' option at the top of the screen.

#### 21. How do I logout?

Easy! You can either close the app (double click the home button and swipe up on the app screen) or just click on the profile icon at the bottom right of the screen and then click on the gray 'Sign Out' button. The user may be prompted to re-login if their authentication token has expired.

#### 22. Will I have to login every time I open the app?

It depends. If you have closed the app or if you have signed out of the app, then yes, you will be required to log in again. If you have switched screens or have locked your phone, then you may not have to re-log in. There may also be times where your authentication token has expired. If this happens, you will be required to log in again.



#### 23. I would like to provide feedback to Aggreko regarding the app, how do I do that?

At any time the user can provide feedback by selecting the 'world' icon in the bottom toolbar, and selecting 'Give us Feedback'. The user can also rate the app.

Alternatively, a user can visit the 'Discover' section from the home screen and can select the options to 'Review and rate the app' or 'Give us feedback'.

#### 24. Is the app available in languages other than English?

Yes! The app is now available in Spanish, French, Italian, Dutch, German, Portuguese and Romanian. With many more being added soon. Language will be determined when using location services.

#### 25. Am I able to pull reports on my assets?

Yes, you can download, email and/or print reports from the online customer portal. This feature is not currently available on the mobile app.







Power **how** you need it,  
**when** you need it, **where** you need it.

