i-Alert®2 Condition Monitor General FAQ for Users

1. *How far can the i-ALERT®2 communicate?*

The i-ALERT®2 uses Bluetooth Low Energy, with a range of 30m (100ft).

2. *What happens to the i-ALERT®2 data that is collected?*

For all data and privacy related questions refer to the privacy policy.

3. *How long will the i-ALERT®2 battery last?*

Under normal operating conditions, the i-ALERT®2 battery will last 3 years. Battery life is temperature and use dependent. In general, there will be an increase in battery life with lower temperatures and decrease with higher temperatures. Connecting and downloading data from the device will also use power. In the 3 year battery life we have accounted for one dashboard connection per day and an FFT/TWF sample every other week. Using the product more than this will naturally reduce the battery life faster.

4. *Can I configure my own alarms?*

Alarm and warning levels are set automatically or they are user defined through the App. User can set levels (not exceeding 1.5 ips, RMS) as desired by:

1. Go into App, select the *i-ALERT®2* Condition Monitor that will be assigned or re-assigned
2. Go to Main Menu
3. Go to Equipment Info
4. Tap (highlight) Alarms and Warnings
5. Change setting as desired using "+" and "-"
6. When finished entering all fields, click "Save"

If the thresholds are entered manually, the automatic baseline feature is disabled.

5. *What is the measurement interval for the i-ALERT®2?*

During normal operating mode a 3 axis vibration and temperature measurement is taken every 5 minutes to check if it is in alarm, but the measurement is stored once an hour as a trending point. Additional measurements are taken and recorded as trending points when the i-ALERT®2 transitions its alarm state.
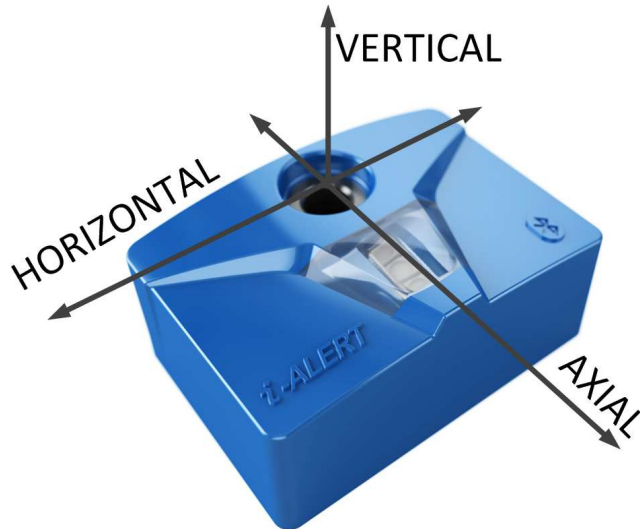
6. *Does the i-ALERT®2 need to sense light?*

The i-ALERT®2 is only required to sense light during the initial turn-on period where the yellow/red arrow sticker is removed. During normal operation (once started) ambient light is not necessary for continued operation of the i-ALERT®2. If no ambient light is present during initial start, a flashlight or

7. Does the i-ALERT®2 turn off when it is dark out?

No – once operational, the i-ALERT®2 will continue to monitor regardless of ambient light levels.

8. What are the i-ALERT®2 data axes?

9. Is there an option for a magnetic mount?
Possible magnetic mounting options are under evaluation, but at this time there is not one available.

10. What options are there for transferring data from the smart device App to a computer?
A report can be generated and email it or when viewing the trend the upload button can be selected and the raw data (in an excel format) can be viewed or sent.

    a. Data points can be viewed by clicking the upload icon from the trend screen, where individual points can be viewed in tabular format.
    b. Raw data (CSV format) can be exported via email by tapping the upload icon a second time.

11. Is it possible to transfer data via e-mail?
Yes, please see steps detailed in question 10 above.

12. How can I get Data to my DCS or SCADA System?
Data can be extracted manually and sent to a DCS/ SCADA in CSV format. See steps in question 10 above.

13. Where are the i-ALERT®2 units made?
i-ALERT®2 is manufactured in the USA.

14. Is the App/software is free?
Yes, it is free to download and use.

15. Is there a monthly fee for the service?
There is no monthly cost.

16. Can it work on pumps other than Goulds?
It will work on most rotating equipment with shaft speeds greater than 600 RPM.

17. Can the BOM, Curve, etc. (machine data) be changed in the field if the impeller diameter or application is changed?
At this time only the technical equipment data can be edited, the pump curve and the BOM cannot be edited.

18. Does all the curve data, BOM, etc. reside in the i-ALERT®2 or at the server location?
All of the equipment data comes from the ITT Cloud. To get access to the equipment information the smart device will need internet access.

19. Does the vibration data resides on the i-ALERT®2 and not the server?
The i-ALERT®2 stores data on the device and that data is shared with the App. The app will back up the data and access the equipment records through an internet connection.

20. Does the i-ALERT®2 device only need Bluetooth connection? Does it require Wi-Fi or cellular service to operate?
The i-ALERT®2 app needs to have the device's Bluetooth ON to view and transfer the stored data. An internet connection is necessary to access equipment data and locator info. Without internet access the app will still work, but it won't be fully featured.