

PREDICTIVE MAINTENANCE SERVICE OFFERINGS



Grace Technologies is here to help you implement a seamless transition into the world of predictive maintenance utilizing IIoT. We will ensure that your team and your budget reap the full benefits of what the GraceSense™ Predictive Maintenance System has to offer. Our team of experienced field-technicians will provide you with a standardized series of preventative maintenance inspections. This includes documentation and detailed reporting of all activities performed during scheduled visits. Upon completion of the audits, the team will follow-up with necessary remediation actions and provide guidance on next steps. Grace will provide full service warranty for every piece of covered GraceSense™ equipment.

The following services are Included with your Predictive Maintenance purchase for FREE:



Guaranteed Remote Technical Support

- Support Hours: Monday - Friday 8:00am - 5:00pm CST
- Online access to software updates, Knowledge Base articles and webinars.



Customer Success Program

- White glove delivery: Including account set-up, assistance with data structure so your nodes are ready and labeled for each asset upon arrival
- On-Boarding consulting
- 6-Month and 12-Month check-ins



Annual Installation Base Evaluation

- Node Summary (connectivity, uptime, battery etc)
- Notifications & alarms reviews
- Summary of connected sensing channels
- Review findings and propose corrective actions as necessary

FULL SERVICE MONITORING PACKAGES

	FREE	Silver	Gold
Guaranteed remote Technical Support (Monday - Friday 8:00am - 5:00pm CST) online access to software updates, knowledge base articles and webinars	●	●	●
Customer success program	●	●	●
Annual install base evaluation - life cycle analysis of node network	●	●	●
Extended warranty on GraceSense™ Hardware		●	●
Yearly on-site training		●	●
Quarterly system and reliability review via web conference <ul style="list-style-type: none"> • Provide feedback on improving system • Review equipment outages • Identify prediction opportunities/analytic development • Quantify assistance and value • Alert and personnel maintenance and changes 		●	●
Monthly system and reliability review on-site (same as above)			●
Monthly battery health review			●
Monitoring - call lead contact when alarm has been active for more than 72 hours			●
1-Hour Monthly remote consulting and analytics work			●
Includes Maintenance Hub Cloud up to 1000 channels			●
Free initial condition assessment for new equipment			●
Monthly invoice amount for 1, 3 or 5-Year agreements (budgetary pricing) for currently installed equipment	Included with Maintenance Hub Package	As Per Quote	As Per Quote

Contact your local Grace Representative for details and pricing. See additional offered services on the reverse.

FOR MORE INFORMATION VISIT GRACESENSE.COM OR CALL 1.800.280.9517

ADDITIONAL SERVICES

The following services can be purchased individually or added to any of the Full Service Monitoring Packages listed on the previous page.

Presale - Initial Condition Assessment

Billed in 8 hour increments plus travel expenses (credited toward future purchases.)

- **On-site audit**
 - Audit of equipment to be monitored
 - Complete wireless audit and report
 - Review of customer goals
 - Review integration structure, plans and architecture
 - Review ROI calculations
 - Complete initial assessment
- **Pilot program hardware – 90 Day test units available (credit card hold until returned)**
 - Free 1 Year, 25 channel cloud package for pilot units
- **IIoT Application engineer schedules remote pre-meeting with client 48-72 hours before on-site visit**
 - Reviews quantity and types of equipment that will be assessed
 - Safety (PPE), logistics, IT and equipment needs
 - Ensure equipment is accessible
 - *Must provide the information of primary and secondary point of contacts or project lead at end user site location*

Installation & Commissioning Services

Must have completed initial condition assessment

- **Commissioning oversight by an engineer during deployment to assist with any questions or issues**
 - Providing guidance on best installation practices
 - Consulting with installation team on questions
 - Analyzing RF signal strength reception to optimize the installation of sensors and cloud-gates
 - Maintenance Hub web application customer set up
- Training on system functionality
- Guidance on standard threshold references
- Providing documentation as needed
- **Project management**
 - If various stakeholders are involved in the project that requires coordinating activities our engineers can help manage the project

Customizable Full Service Maintenance and Monitoring Packages

Detailed chart shown on previous page

- **Ensure node network is meeting the performance criteria and is properly maintained**
 - Battery changes
 - Equipment changes
 - Wireless coverage changes
- **Additional hands-on assistance**
 - Quarterly system reviews
 - Training

Custom Application Engineering, Hardware and/or Analytics Development

Each application is different and Grace is well equipped with a diverse team of professionals to offer a combination of the below approaches to develop the solution for your unique application

- Detailed Root Cause Analysis from industry professionals
- Engineering for specialized applications
- Provide monitoring solution to track applicable parameters
- Develop custom software and/or analytics
- Develop custom hardware
- Produce scope with the customer and quote project