

Condition Monitoring System (CMS)	Example of Monitored Machines	infiSYS V-Assist Basic Services					Optional Request-Based Report Service
		Software Update Service	Initial Setup Service	Alarm Notification Email	Inquiry Support Service	Monthly Report Service	
ZARK & Machine Dossier Cloud-based Condition Monitoring System	Pump, Fan, Motor, etc. Medium & Small Machinery with antifriction bearings	—	—	✓	✓	✓	✓
infiSYS 3.0 Condition Monitoring System	Pump, Fan, Motor, etc. Medium & Small Machinery with antifriction bearings	✓ (first year only)	✓	✓	✓	✓	✓
infiSYS RV-200 Vibration Analysis & Diagnosis System	All kinds of Rotating Machinery with antifriction or journal bearings	✓ (first year only)	✓	✓	✓	✓	✓

Software Update Service*

* Installation is not included.

The first-year subscription to infiSYS V-Assist service includes free delivery of the latest version of your installed infiSYS RV-200 or infiSYS 3.0.

Initial Setup Service

The initial setup service, including equipment registration, email setting for alarm notification and monthly report template default customization, will be provided for connecting your CMS with our infiSYS V-Assist service.

Alarm Notification Emails

When a sign of abnormality in machine condition is detected in your CMS, an email notification will be sent to you automatically from our infiSYS V-Assist service.

Inquiry Support Service

infiSYS V-Assist Service provides email support for customer inquiries on vibration analysis, diagnosis, CMS operation, etc.

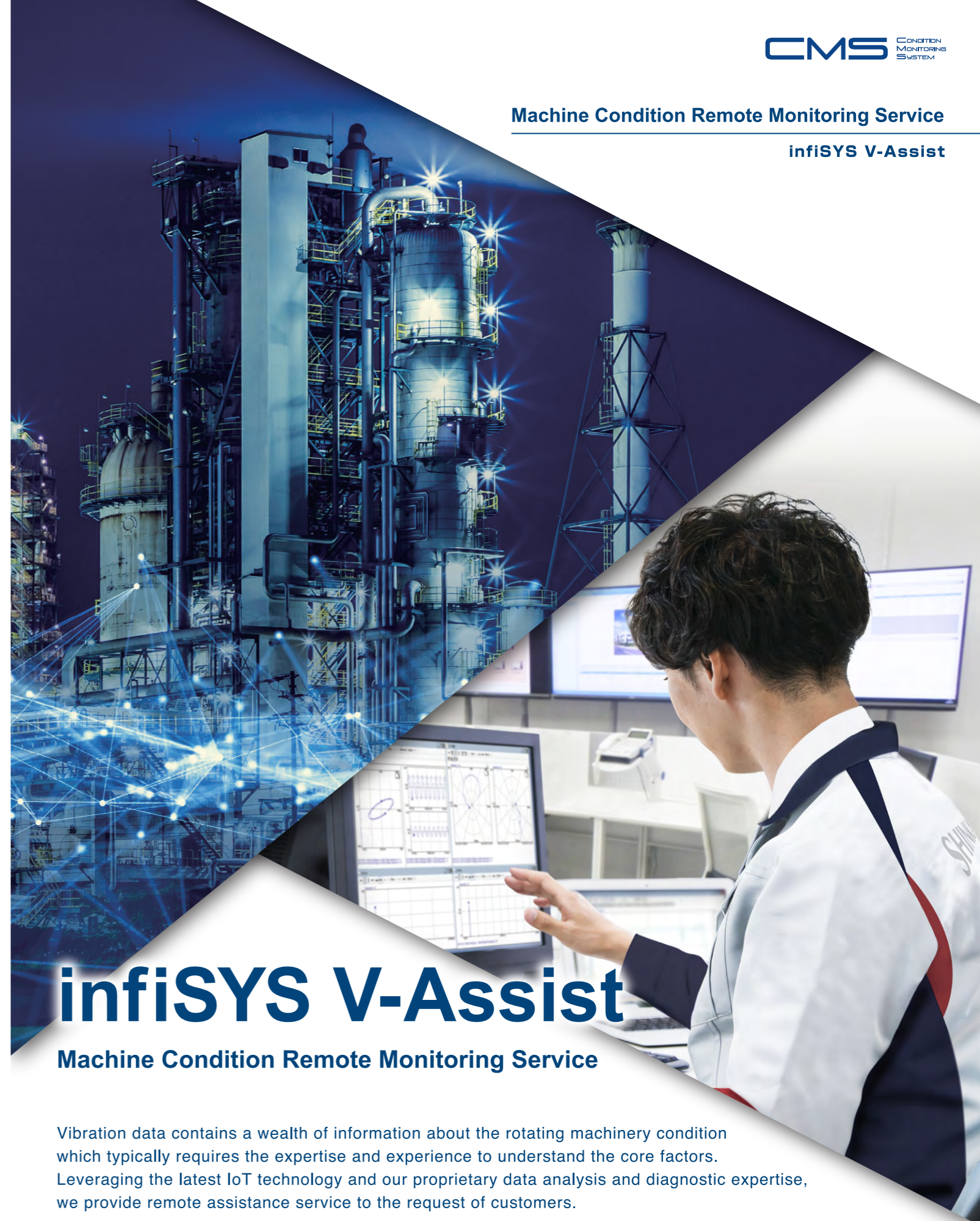
Monthly Report Service

Monthly report will be generated and sent to you via email with the summary of the occurrence of alarms, estimated causes of abnormal signs, and the failure/remedial action history of the monitored machine logged in infiSYS V-Assist service.

Optional Request-Based Report Service

The service is available upon the request and the choice by the customer. A simple and/or precise diagnosis report on target machine conditions will be provided in the cases like the occurrence of an alarm, the detection of an abnormal sign, when the machine is under maintenance or at the time before/after an overhaul.

The reports of infiSYS V-Assist service are generated based on the provided machine specifications and the collected vibration data, so shall be used for reference only. No guarantee on its correctness and no bearing of responsibility for any loss or damage arising from it will be provided.



infiSYS V-Assist

Machine Condition Remote Monitoring Service

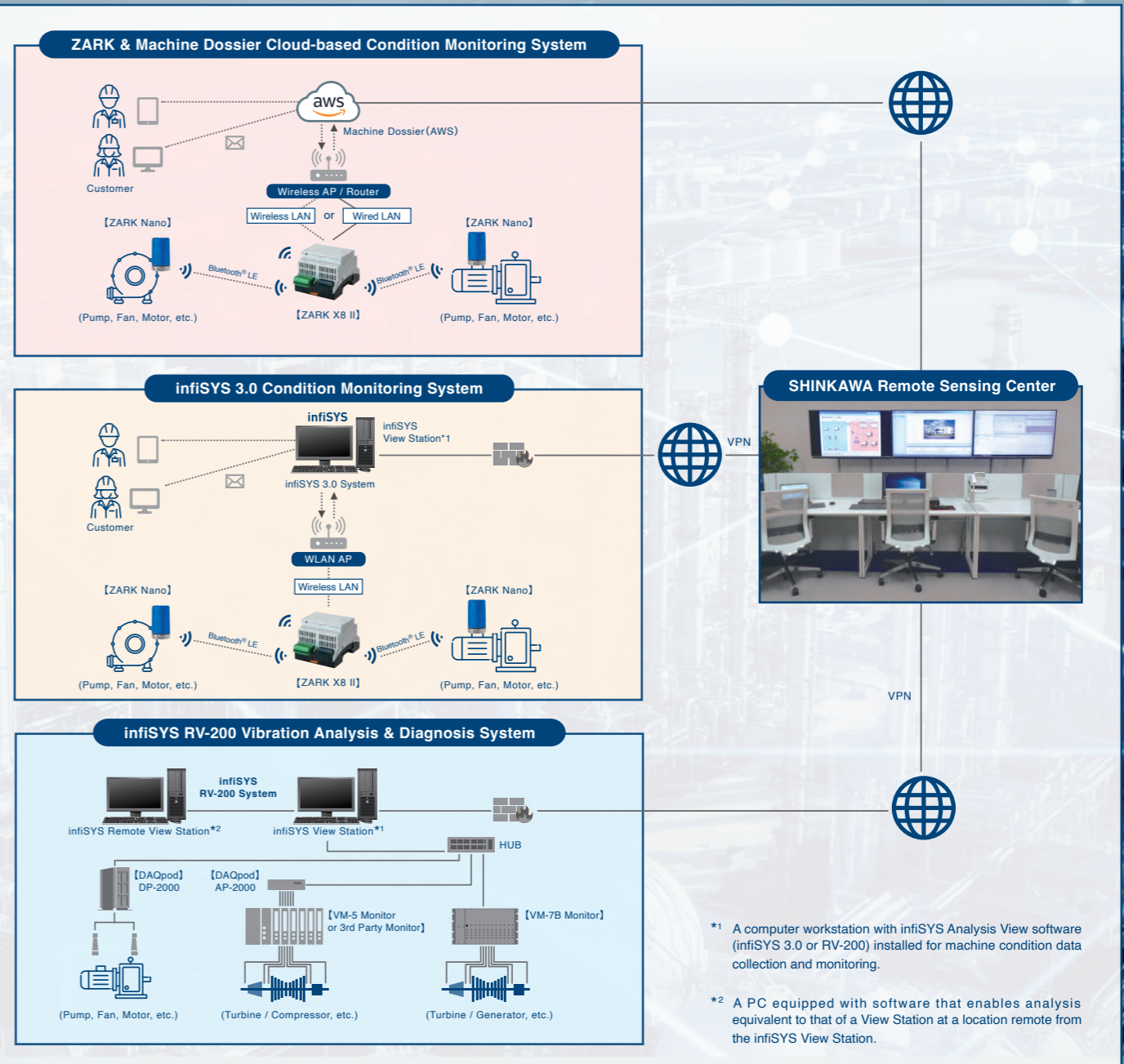
Vibration data contains a wealth of information about the rotating machinery condition which typically requires the expertise and experience to understand the core factors. Leveraging the latest IoT technology and our proprietary data analysis and diagnostic expertise, we provide remote assistance service to the request of customers.

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* Specifications, outline drawings and other written information can be changed without notice.
 * When exporting Shinkawa products, permission may be required for export or service transactions, pursuant to the provision of the Foreign Exchange and Foreign Trade Act.
 When re-exporting Shinkawa products, permission may be required from the US Department of Commerce, pursuant to the provision of the Export Administration Regulation (EAR).
 Please contact our service representatives for further information.

Security measures for data protection

Flat-rate service



By connecting the CMS*1 installed on customer's site or accessing directly the customer portal on Machine Dossier in AWS, machine conditions can be monitored and analyzed by machinery condition analyst (Vibration) experts*2 in our Remote Sensing Center.

*1 CMS: Condition Monitoring System

*2 Certified by JSME (The Japan Society of Mechanical Engineers) in accordance with ISO 18436-2.

The machine condition data of customers are treated with great care in our infiSYS V-Assist service: (1) Data encryption to and from our cloud platform, (2) VPN (Virtual Private Network) connection between your on-site CMS and infiSYS V-Assist center.

Our basic service is a flat-rated with a fixed annual subscription fee.

No matter whether you are or will be the customer of SHINKAWA's vibration analysis and diagnosis system --infiSYS or ZARK & Machine Dossier, services such as optimal system deployment and configuration, alarm email notification, monthly report, as well as the inquiry support on vibration and system operation are included.

You are also welcome to contact us for vibration analysis and diagnosis of your rotating machines even if non-SHINKAWA's CMS is installed.

BENEFIT

01 Improvement of Equipment Operating Rates

The slight abnormal sign in rotating machinery like pumps, fans, and motors can be detected in the early stage and notified via alarm notification emails such that the production loss caused by sudden machine stoppages can be alleviated with improved equipment operating rates.

03 Reduction of Maintenance Costs

Monthly reports and diagnostic reports* provide the health information of rotating machinery, as well as the probable causes when the signs of deterioration or failure are recognized based on our evaluation logic and criteria. This may facilitate customers to prioritize and schedule the plan of necessary maintenance, procurement of replacement parts, resulting in lower TCO (Total Cost of Ownership) with various cost factors including fewer parts stockage and less time of production stop.

*Optional service that includes simple and/or detailed diagnostic reports to the customer.

02 Time Savings

Monthly reports to customers by our vibration diagnostic experts provide summarized information including the occurrence of alarms, the estimated causes of abnormal symptoms, and the history of malfunctions. It can save customers a lot of time and facilitate customers to schedule appropriate maintenance plans.

04 Alleviation of your concerns on vibration issues

SHINKAWA specializes in "vibration". If you are concerned about lacking vibration expertise of your own, we can provide our expertise service and consultation on various vibration problems, including vibration monitoring system operation and settings, to make you be able to focus on other important tasks.