

Pace RemoteLink™ Answers to the Top 10 Questions

1. What is the Pace RemoteLink™ System?

The **Pace RemoteLink** system is a web based remote monitoring system introduced by Pace to help customers and the **Pace Service Team** to remotely monitor customers' building water systems.

2. How does the Pace RemoteLink™ System work?

The **Pace RemoteLink** system provides the cellular connection from a water treatment controller to a web-based monitoring platform, allowing users to simply click on a web-based browser from anywhere to view all the important water treatment aspects of their water system, including live data readings, graph displays with multiple inputs, and download historical data and activity logs.

3. What water systems can be monitored remotely?

Cooling towers, evaporative condensers, steam boilers, closed heating and chilled water systems and potable water treatment systems.

4. Does remote monitoring replace on-site testing services?

No. On-site testing of water treatment systems is still highly recommended to ensure programs are maintained within the recommended parameters.

However, remote monitoring does provide an **essential component** to your water treatment program by providing an additional set of eyes on your water system(s) in between schedule on-site testing services. In some cases, it may be weeks or months before you discover that a minor problem has created a major issue due to a system disruption in between service visits. **Having online remote access to your water system will ensure immediate alarm response, improved operations and system protection.**

5. Does the Pace RemoteLink™ System provide two-way communication?

YES! Not only will you be able to view and track all your water system parameters, but you also can remotely control or adjust your water treatment dosage settings or change your program settings remotely.

6. What parameters can the Pace RemoteLink™ System monitor?

We can configure and customize your remote monitoring system to control the parameters that you want. For example, a cooling tower water system can be monitored for the following parameters;

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|--|------------------------------------|
| ✓ Conductivity/Total Dissolved Solids | ✓ Waterflow |
| ✓ Make-up water consumption | ✓ Bleedoff water consumption |
| ✓ Treatment pump activation schedule | ✓ Bleedoff valve activation |
| ✓ Corrosion inhibitor concentration (PTSA) | ✓ pHmanagement |
| ✓ ORP sensor for bromine biocide levels | ✓ Treatment tank levelmonitoring |
| ✓ Data logging | ✓ Out of range alarm notifications |

7. How can I benefit from the Pace RemoteLink™ system alarm service without further overloading my staff with more notifications?

You can select who will receive alarm notifications inside your organization, or you if you prefer, you may decide to just have the **Pace Remote Monitoring Service Team** be the recipients of all automated email notifications when your system(s) water or chemistry levels are out of range. This service is vital as your **Pace Service Team** will be notified immediately when a problem arises, such as when a cooling tower or steam boiler has excessively high conductivity levels due to a faulty solenoid or blowdown valve. If left unchecked in between regular scheduled site testing visits, this scenario could promote mineral scale formation, resulting in high energy costs and loss of system operating efficiency.

Daily data log emails can also be scheduled to review the previous 24 hours of operation. This is particularly imperative for legionella bacteria control in cooling towers as the data log will inform the activation of the biocide treatment pumps as well as the biocide concentration and volume consumed.

Whether it is an alarm notification or a daily data log review, the **Pace Service Team** will contact your maintenance personnel immediately or schedule a follow-up site testing visit if there are any concerns. **This results in potential savings on energy and water consumption, scale or corrosion issues, bacterial fouling (including Legionella bacteria), system shutdowns and less frequent maintenance site visits.**

8. Is the cellular connection secure and reliable?

Yes. Our communications are secured through a Keyed Network Control™ technology that ensures your sensitive assets are kept safe on a private network. Further technologies embedded in this package include Multi-Carrier Selection Routine™ and Remote Live Link™ which provide broader access and more reliable connections, respectively. The **Pace RemoteLink** system provides improved signal reach, which is made possible through our Signal Optimization Switching™ technology that makes your data more accessible than with any other telecom company available.

9. What if we don't have the capital budget to purchase this monitoring equipment?

No problem. Pace can provide all the required equipment and services by amortizing over a 24 or 36-month contract with no upfront costs to make it easier on your operating budget. After the contract expires, the equipment will be 100% the property of the customer (not including Pace cellular modem).

10. Who installs the equipment and who pays for the installation?

We can recommend an experienced HVAC service provider, or we can provide the installation instructions to your equipment service provide to install the equipment. The cost of installation is the customer's responsibility, but we can also include this cost in the amortized contract if you prefer.