

A polar bear is shown swimming underwater, its head and eyes visible. The background features a deep blue ocean with icebergs and the aurora borealis in the sky. A bright green curved line separates the underwater scene from the text above.

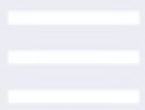
# Cold Jet CONNECT™

Vision and Value 2020-2021

NOVEMBER 20

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Cold Jet, LLC  
Ned Portune



# CONNECT™

## Cold Jet CONNECT™

### 2020-2021 Vision and Value

Cold Jet CONNECT™ is Cold Jet's machine and customer communication platform, encompassing multiple sources of value to our ECaSP and DIMS customers, as well as assisting our own ongoing sales and customer support programs.

This document is intended to describe the values, internal and external, of the CONNECT platform and provide insights into its features, now and in the future.

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- What is Cold Jet CONNECT™?
  - *For our customers...*
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- CONNECT™ Analytics
  - Customer Value
  - Cold Jet Value
- 2020 Features
- 2021 Roadmap

# What is Cold Jet CONNECT™?

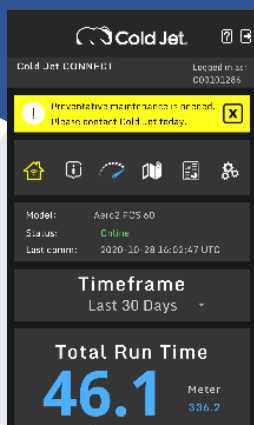
## For our customers...

**Cold Jet CONNECT™** is a multi-tiered platform that interconnects machine, user, support, documentation, and data. For our customers, Cold Jet CONNECT™ consists of three main levels:

- Cold Jet CONNECT™ *Base*
- Cold Jet CONNECT™ *Analytics*
- Cold Jet CONNECT™ *Remote*

With **Cold Jet CONNECT™ Base**, documentation about your machine and access to Customer Support are available at your fingertips via your mobile device by scanning your machine's QR code\* or visiting [coldjetconnect.com](http://coldjetconnect.com). (\*QR codes may not be available on all legacy products)

Whether it's accessing the Operator's manual for your model, watching a training video on machine usage, or contacting Customer Service through the integrated Chat function, you will always stay on top of the operation and maintenance of your machine.



**Cold Jet CONNECT™ Analytics** adds to the Base functionality by giving you data and operability insights into your specific machine. This includes:



- Machine operation data and usage analytics
- Machine firmware status and notification
- Service reminder and history
- Warranty and Service Agreement tracking
- Operability notifications
- Diagnostics capability
- Monthly and Custom Job reporting

And with **Cold Jet CONNECT™ Remote**, you can access live interactive 1:1 troubleshooting, guided repair or service\* when needed with Cold Jet's technical product experts, without the delay or expense of travel for onsite technician deployment.

“Customer Support  
available at your  
fingertips.”

(\*Access levels vary with Service contract)



# What is Cold Jet CONNECT™?



## For Cold Jet...

Internally at Cold Jet, **Cold Jet CONNECT™** consists of two main interfaces:

- Cold Jet CONNECT™ *Analytics for Customer Service*
- Cold Jet CONNECT™ *Remote for Customer Service*

With **Cold Jet CONNECT™ Analytics for Customer Service**, Cold Jet's customer support specialists and engineers have access to a wide range of support information on our IoT connected machines, including:

- Machine operation data and runtime analytics
- Machine firmware/update status
- Fault and error reporting
- Customer usage insights
- Service history logs

Whether it's accessing a machine's runtime diagnostics, verifying firmware updates and machine uptime status, or being notified of fault/error conditions on customer machines in order to take preemptive service, **CONNECT™ Analytics for Customer Service** provides the backbone for better support of our active customer base.

**Cold Jet CONNECT™ Remote for Customer Service** allows for the global deployment of product expertise without the expense and delay of travel. Benefits include:

- Cold Jet technical expertise can be "deployed" worldwide without ever leaving the home office
- Diagnostics/repairs can be performed remotely by less experienced personnel or customer



And the **Cold Jet CONNECT™ Remote** platform (powered by *VSight*) provides the opportunity for offering packaged service contracts, guaranteeing quicker response times for onsite diagnostics and repair, and providing a recurring revenue stream for customer service.



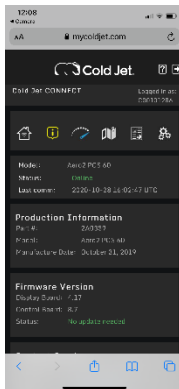


# CONNECT™ *Analytics*

## CUSTOMER VALUE

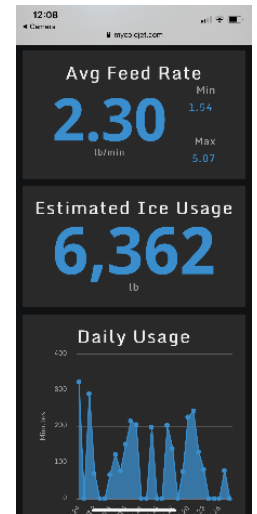
### Machine operation data and usage analytics

Customers using CONNECT™ *Analytics* have access to a wide variety of real-time machine information, including ice usage, average feed rates, daily usage, etc. Customers can see this information in predetermined time periods or can set custom time periods.



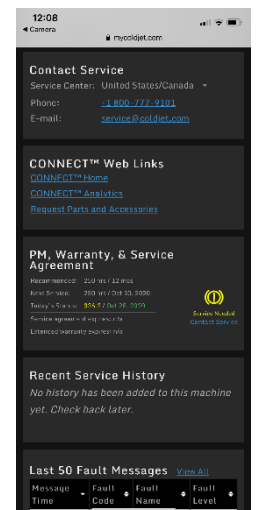
### Machine firmware status and notification

In addition to a machine's model and manufacture information, customers can view their current firmware levels, and see if an update is available and/or pending.



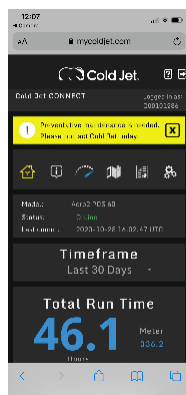
### Service reminder and history

Customers will receive service reminder notifications when their machine is due for preventative maintenance (PMI). In addition, they can access records of all service performed on their machine through the Service History logs.



### Warranty and Service Agreement tracking

Warranty and service agreement contract dates are available for easy reference, as well as a copy (pdf) of the customer's service agreement for the machine.

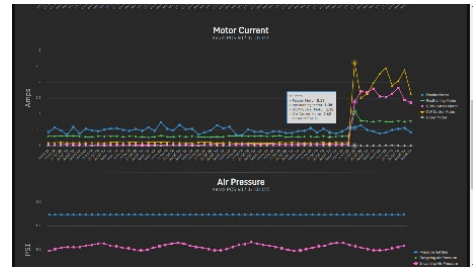


### Operability notifications

Customers are notified via popup banners and emails (if subscribed) for service reminders and critical fault messages.

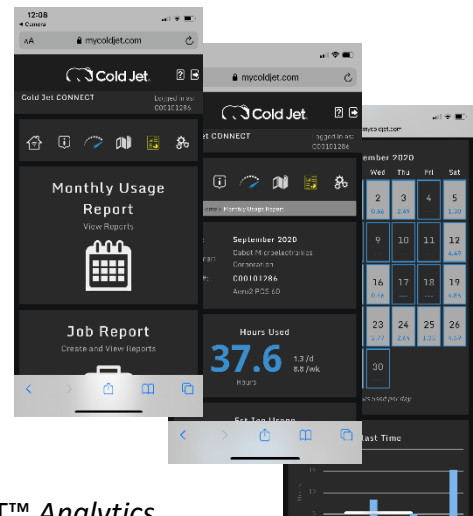
## Diagnostics capability

IoT-connected machines have the ability to enter *Diagnostics Mode* and send a 5-minute block of operation data to Cold Jet Customer Service technicians in order to help troubleshoot current issues.



## Monthly and Custom Job reporting

Customers can view monthly usage reports (available at the end of each month) and can create their own custom reports for specific timeframes or for specified jobs. These custom reports can be modified with setup information, customer/job name, job details, and can be saved for future reference.



Time	Status	...
10/1/2020 10:00:00	0	...
10/1/2020 10:01:00	0	...
10/1/2020 10:02:00	0	...
10/1/2020 10:03:00	0	...
10/1/2020 10:04:00	0	...
10/1/2020 10:05:00	0	...
10/1/2020 10:06:00	0	...
10/1/2020 10:07:00	0	...
10/1/2020 10:08:00	0	...
10/1/2020 10:09:00	0	...
10/1/2020 10:10:00	0	...
10/1/2020 10:11:00	0	...
10/1/2020 10:12:00	0	...
10/1/2020 10:13:00	0	...
10/1/2020 10:14:00	0	...
10/1/2020 10:15:00	0	...
10/1/2020 10:16:00	0	...
10/1/2020 10:17:00	0	...
10/1/2020 10:18:00	0	...
10/1/2020 10:19:00	0	...
10/1/2020 10:20:00	0	...
10/1/2020 10:21:00	0	...
10/1/2020 10:22:00	0	...
10/1/2020 10:23:00	0	...
10/1/2020 10:24:00	0	...
10/1/2020 10:25:00	0	...
10/1/2020 10:26:00	0	...
10/1/2020 10:27:00	0	...
10/1/2020 10:28:00	0	...
10/1/2020 10:29:00	0	...
10/1/2020 10:30:00	0	...
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10/1/2020 10:32:00	0	...
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10/1/2020 10:55:00	0	...
10/1/2020 10:56:00	0	...
10/1/2020 10:57:00	0	...
10/1/2020 10:58:00	0	...
10/1/2020 10:59:00	0	...
10/1/2020 11:00:00	0	...

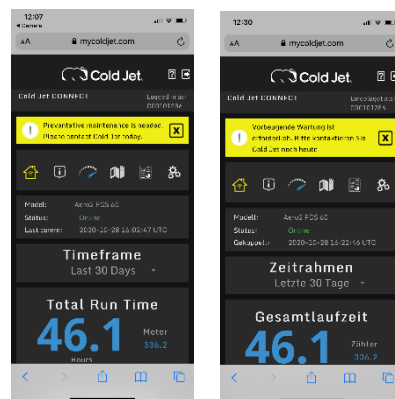
## Business Intelligence data export

The data stored on CONNECT™ Analytics can be exported in csv format for import into the Business Intelligence platform of choice for a customer.

## Interface in Your language

The CONNECT™ Analytics interface is currently available in 6 languages, including:

- English
- Chinese
- German
- Japanese
- Spanish
- Brazilian Portuguese



*(Additional languages are anticipated during 2021.)*

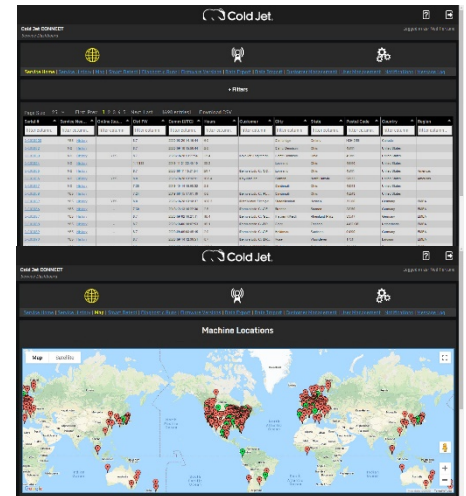
# CONNECT™ Analytics

## COLD JET VALUE

### Machine operation data and runtime analytics

Cold Jet CONNECT™ Analytics provides key information about our IoT-connected machines, including:

- Hours operated, those currently being used, used within the last 24 hours and not used in 30 days. (allowing Customer Service to initiate knowledgeable service inquiries to customers)
- Customer name and location of each installation
- All machine Analytics information available in Customer view, such as ice usage, average feed rates, daily usage, etc.



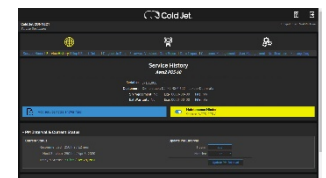
This screenshot shows a detailed view of machine operation data. It includes a table with columns for Machine ID, Name, Location, Status, and various performance metrics. The data is presented in a clear, organized manner, allowing for easy analysis of machine performance.

### Machine firmware update status

This view helps customers manage the firmware updates across product lines and support the update of customer machines in the field. This is important to understand which machines are susceptible to bugs that have been fixed in firmware updates and help instruct customers in timely updates in order to avoid operational issues.

### Service History and Warranty Information

This view helps Customer Service understand the history of a machine, and the service agreement currently applicable to a machine that requires service.

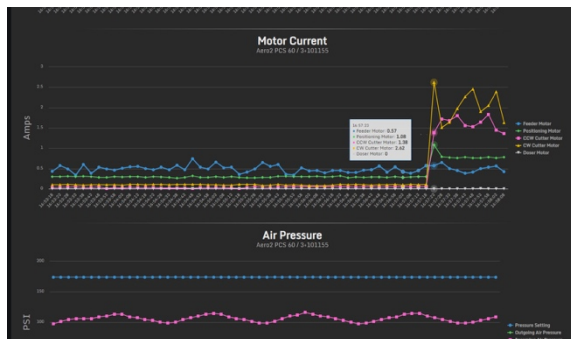
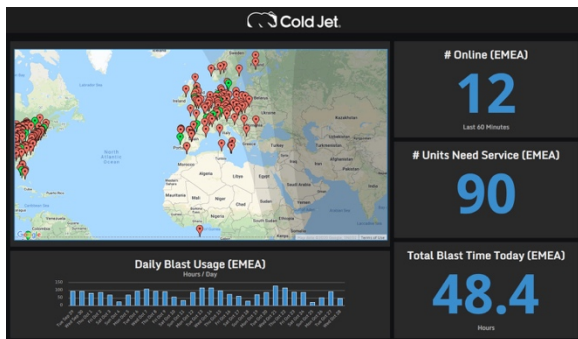


### Fault and error reporting

Analyzing fault and error reporting across the entire installed base provides Customer Service and Engineering insights into recurring issues, whether isolated to a single machine or across many machines, and assists in the identification of potential quality or design issues.

### Recurring Revenue opportunities

Automated Service parts contracts, automated PMI scheduling and other services are now possible to create better service for our customers and a steady revenue base for Customer Service.



**Cold Jet CONNECT**  
Service Dashboard

Logged in as: Ned Portune

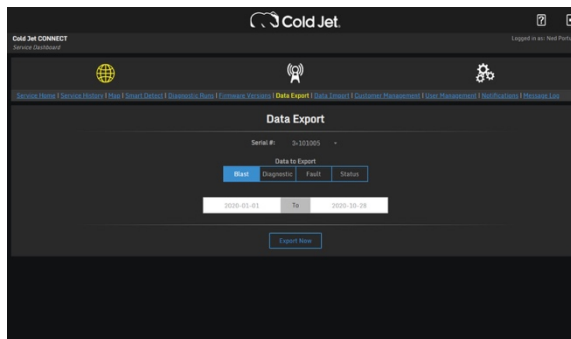
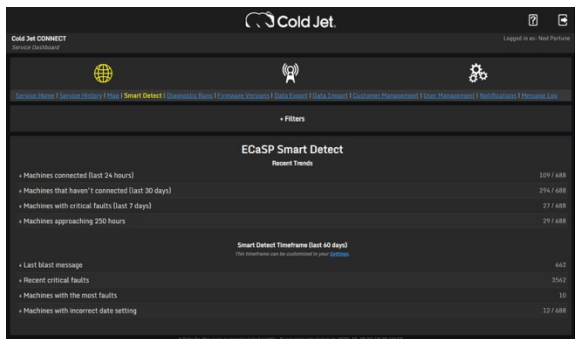
[Service Home](#) | [Service History](#) | [Map](#) | [Smart Detect](#) | [Diagnostic Runs](#) | [Firmware Versions](#) | [Data Export](#) | [Data Import](#) | [Customer Management](#) | [User Management](#) | [Notifications](#) | [Message Log](#)

### Firmware Versions

+ Filters

Page Size: 25 | First | Prev | 1 2 3 4 5 | Next | Last | [694 entries] | Download CSV

Serial #	Customer	Control Board Firmware Ver	Display Firmware Ver	Is Automation Enabled	Comm Date	Region
<a href="#">1-1011230</a>		8.7	4.17	NO	2020-08-20 14:16:44	
<a href="#">1-101132</a>		8.7	4.16	NO	2020-09-18 15:59:44	
<a href="#">1-101133</a>	Cold Jet: Engineering Test	8.7	4.17	NO	2020-10-28 15:37:55	
<a href="#">1-101134</a>		1.11133	4.17	NO	2019-11-21 22:40:10	
<a href="#">1-101135</a>	Demo stock: CJ-CORP Cent...	8.7	4.17	NO	2020-08-11 15:21:54	Americas
<a href="#">1-101136</a>	Ray-Mac Inc	8.0	4.17	NO	2020-10-28 15:35:41	Americas
<a href="#">1-101137</a>		7.28	4.14	NO	2019-10-14 15:08:32	
<a href="#">1-101138</a>	Demo stock: CJ-PL Material	7.24	4.15	NO	2019-08-15 17:07:19	
<a href="#">1-101139</a>	Fritz Winter Eisengleiserei ...	8.0	4.15	NO	2020-10-28 15:28:38	EMEA
<a href="#">1-101186</a>	Demo stock: CJ-GER Steffe...	7.30	4.16	NO	2019-12-13 16:22:30	EMEA
<a href="#">1-101187</a>	Demo stock: CJ-GER Bodo ...	8.7	4.17	NO	2020-09-02 10:27:11	EMEA
<a href="#">1-101188</a>	Demo stock: CJ-BRUS RSM...	8.7	4.17	NO	2020-10-06 10:07:53	EMEA
<a href="#">1-101189</a>	Demo stock: CJ-GER Bert S...	8.7	4.16	NO	2020-09-05 08:45:15	EMEA





## 2020 Features

These features are available to our customers within Q4 2020

### Digital manuals and training videos

- Access to operator manuals, technical service bulletins, product documentation and training videos for the majority of products, both IoT connected and legacy.

### Live product notifications and data

- The ability to subscribe to notifications from our IoT connected products for error/fault condition notifications and service reminder notifications. Additional triggers will be added as needed.

### Service chat, scheduling and parts ordering

- Direct access to Customer Service via chat, phone, or service request form, with the ability to request a quote for parts applicable to the machine.

### CONNECT™ Analytics: Customer Machine monitoring and analytics

- For IoT-connected products, access to machine runtime information, calculated analytics on usage/operation, monthly and job reporting capabilities and warranty and service history information is available. (CONNECT Analytics is currently available in Chinese, English, German, Japanese, Spanish and Brazilian Portuguese.)

### CONNECT™ Remote: Remote Service platform

- For customers with an appropriate service package, the ability to have 1:1 video-driven technical service troubleshooting and service sessions.

*Note: IoT-connected products include: Aero2 PCS 60, Aero2 PLT 60*

## 2021 Roadmap

These features are expected to be developed and available in 2021

### DIMS analytics and reporting

- Rolling IoT-connected DIMS products into the CONNECT™ platform.

### Legacy Machine service history management

- Incorporating our non-IoT connected products into the Service History section of CONNECT™ Analytics for Customer Service.

### Machine grouping/Line management

- Providing the ability for customers to categorize, view and manage multiple machines within their organization into logical groups.

### Consolidated reporting

- The ability to create and view aggregate reports across multiple machines, or machine groupings/lines.

### Fleet management

- Providing the ability for multi-machine customers to manage various aspects of their IoT-connected machines, such as user login, business intelligence data export, line management, group reporting, and firmware update scheduling.

### Connectivity improvement (hardware)

- Improving connectivity consistency and providing additional pathways for data retrieval, such as ethernet, Bluetooth, or quick access to onboard SD card data.

*Note: IoT-connected products include: (2021) Microclean2, PR120H*



## Cold Jet CONNECT™

Vision and Value 2020-2021

CONNECT™

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2020-2021 Vision and Value

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# What is Cold Jet CONNECT™?

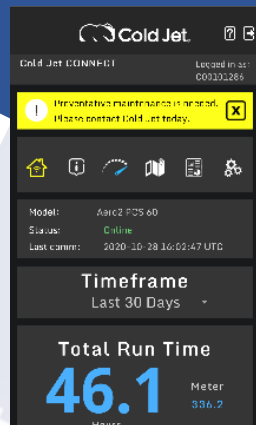
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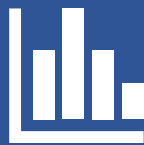
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- Cold Jet CONNECT™ Analytics
- Cold Jet CONNECT™ Remote

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# What is Cold Jet CONNECT™?



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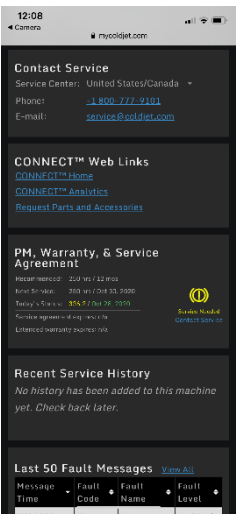
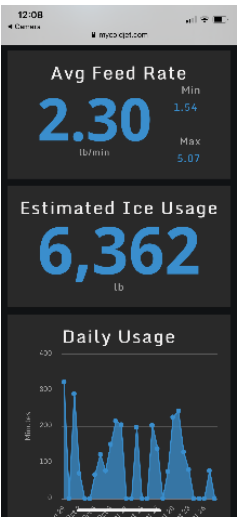
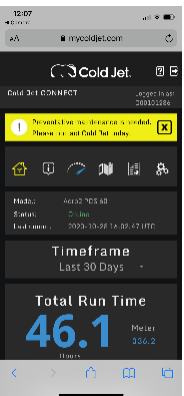
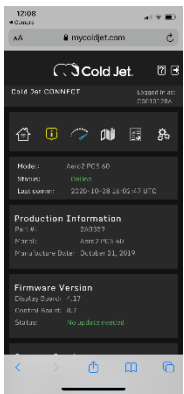


# CONNECT™ Analytics

## CUSTOMER VALUE

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### Warranty and Service Agreement tracking

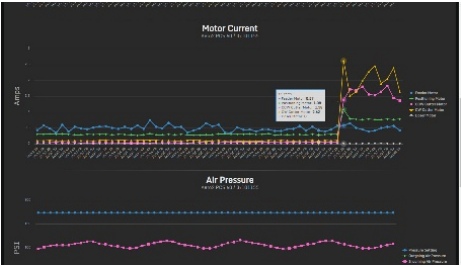
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### Operability notifications

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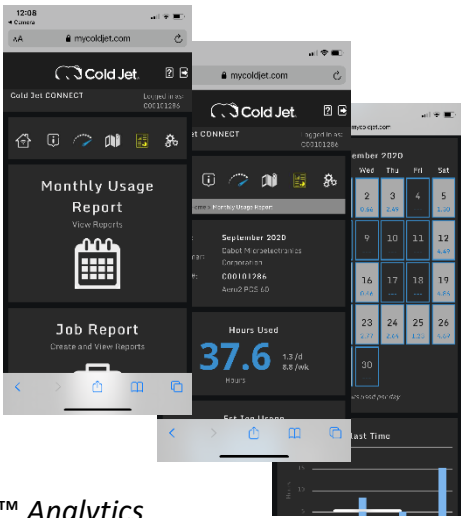
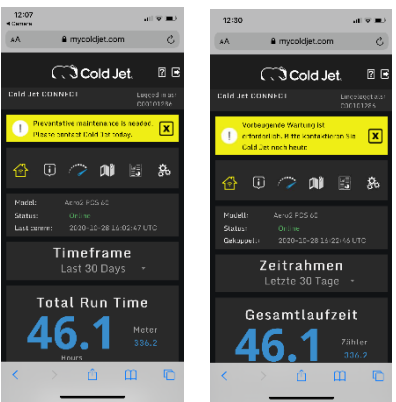
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A screenshot of a CSV export of machine data. The table contains columns for Date, Time, Model, Status, and various performance metrics. The data is organized into rows, with some rows highlighted in green and red to indicate specific status changes or alerts.

### Business Intelligence data export

The data stored on CONNECT™ Analytics can be exported in csv format for import into the Business Intelligence platform of choice for a customer.

### Interface in Your language

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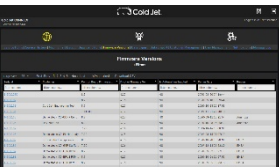
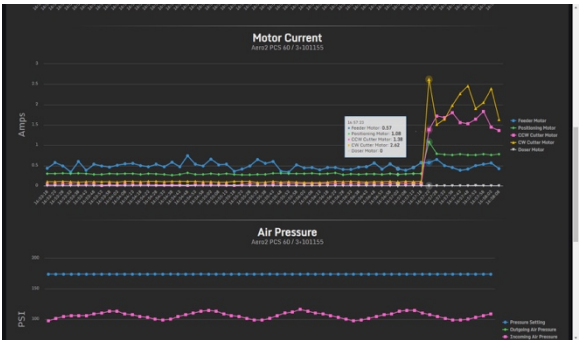
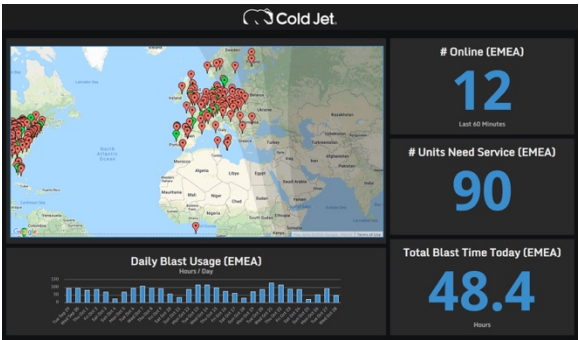
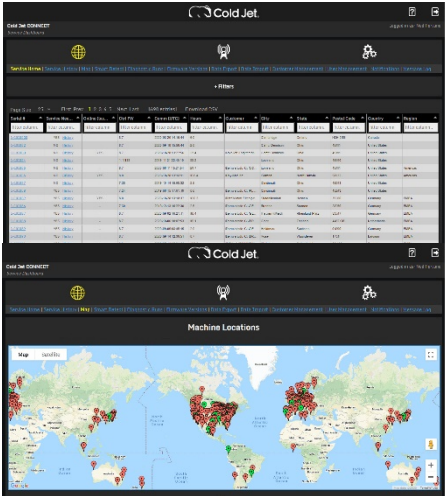
# CONNECT™ Analytics

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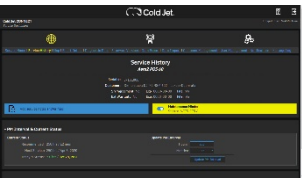
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This view helps Customer Service understand the history of a machine, and the service agreement currently applicable to a machine that requires service.



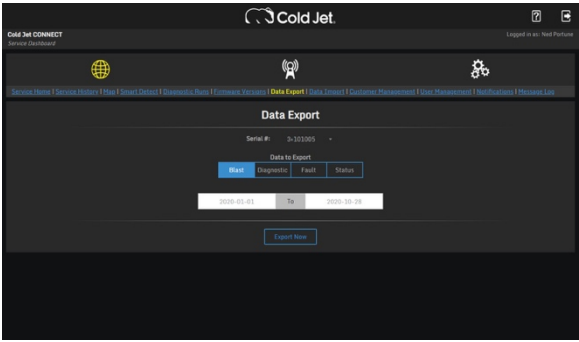
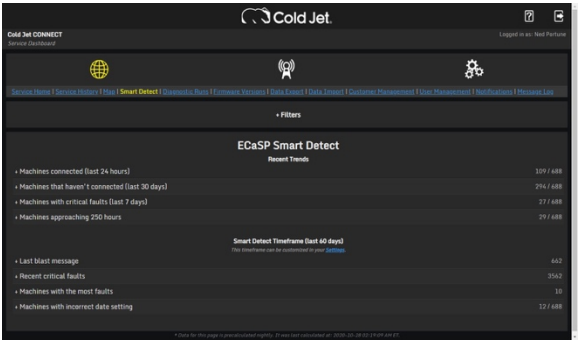
Cold Jet CONNECT						
Service Dashboard						
Firmware Versions						
+ Filters						
Page Size	25	First	Prev	1	2	3
Next	Last	[694 entries]	Download CSV			
Serial #	Customer	Control Board Firmware	Display Firmware Ver	Is Automation Enabled	Comm Date	Region
1-1011230		8.7	4.17	NO	2020-08-20 14:16:44	
1-101132		8.7	4.16	NO	2020-09-18 15:59:44	
1-101133	Cold Jet: Engineering Test	8.7	4.17	NO	2020-10-28 15:37:55	
1-101134		1.11133	4.17	NO	2019-11-21 22:40:10	
1-101135	Demo stock: CJ-CORP Cent...	8.7	4.17	NO	2020-08-11 15:21:54	Americas
1-101136	Ray-Mac Inc	8.0	4.17	NO	2020-10-28 15:35:41	Americas
1-101137		7.28	4.14	NO	2019-10-14 15:08:32	
1-101138	Demo stock: CJ-PL Materialy	7.24	4.15	NO	2019-08-15 17:07:19	
1-101139	Fritz Winter Eisengieserei ...	8.0	4.15	NO	2020-10-28 15:28:38	EMEA
1-101186	Demo stock: CJ-GER Steffe...	7.30	4.16	NO	2019-12-13 16:22:30	EMEA
1-101187	Demo stock: CJ-GER Bodo ...	8.7	4.17	NO	2020-09-02 10:27:11	EMEA
1-101188	Demo stock: CJ-BRUS RSM...	8.7	4.17	NO	2020-10-06 10:07:53	EMEA
1-101189	Demo stock: CJ-GER Bert S...	8.7	4.16	NO	2020-09-05 08:45:15	EMEA

### Fault and error reporting

Analyzing fault and error reporting across the entire installed base provides Customer Service and Engineering insights into recurring issues, whether isolated to a single machine or across many machines, and assists in the identification of potential quality or design issues.

### Recurring Revenue opportunities

Automated Service parts contracts, automated PMI scheduling and other services are now possible to create better service for our customers and a steady revenue base for Customer Service.



## 2020 Features

These features are available to our customers within Q4 2020

### Digital manuals and training videos

- Access to operator manuals, technical service bulletins, product documentation and training videos for the majority of products, both IoT connected and legacy.

### Live product notifications and data

- The ability to subscribe to notifications from our IoT connected products for error/fault condition notifications and service reminder notifications. Additional triggers will be added as needed.

### Service chat, scheduling and parts ordering

- Direct access to Customer Service via chat, phone, or service request form, with the ability to request a quote for parts applicable to the machine.

### CONNECT™ Analytics: Customer Machine monitoring and analytics

- For IoT-connected products, access to machine runtime information, calculated analytics on usage/operation, monthly and job reporting capabilities and warranty and service history information is available. (CONNECT Analytics is currently available in Chinese, English, German, Japanese, Spanish and Brazilian Portuguese.)

### CONNECT™ Remote: Remote Service platform

- For customers with an appropriate service package, the ability to have 1:1 video-driven technical service troubleshooting and service sessions.

*Note: IoT-connected products include: Aero2 PCS 60, Aero2 PLT 60*

## 2021 Roadmap

These features are expected to be developed and available in 2021

### DIMS analytics and reporting

- Rolling IoT-connected DIMS products into the CONNECT™ platform.

### Legacy Machine service history management

- Incorporating our non-IoT connected products into the Service History section of CONNECT™ Analytics for Customer Service.

### Machine grouping/Line management

- Providing the ability for customers to categorize, view and manage multiple machines within their organization into logical groups.

### Consolidated reporting

- The ability to create and view aggregate reports across multiple machines, or machine groupings/lines.

### Fleet management

- Providing the ability for multi-machine customers to manage various aspects of their IoT-connected machines, such as user login, business intelligence data export, line management, group reporting, and firmware update scheduling.

### Connectivity improvement (hardware)

- Improving connectivity consistency and providing additional pathways for data retrieval, such as ethernet, Bluetooth, or quick access to onboard SD card data.

*Note: IoT-connected products include: (2021) Microclean2, PR120H*