



## FREQUENTLY ASKED QUESTIONS

### **What is telematics?**

Telematics provide real-time insight into pieces of equipment, no matter where it is located. It provides access to helpful metrics such as machine status, battery charge, location and more at the touch of a button. This data can help to identify usage and maintenance trends to maximize operational efficiency.

### **What is Snorkel OnSite™?**

Snorkel OnSite™ powered by Trackunit is a full-service telematics program now available on most Snorkel mobile elevating work platforms and telehandlers.

### **What does Snorkel OnSite include?**

Snorkel OnSite includes the factory-installation and activation of the telematics module on a piece of equipment. The customer can then choose between two telematics packages:

- **Direct Data & API**
- **Data & Dashboard**

The Direct Data & API package is designed for customers who already operate a telematics dashboard to manage their existing fleet of equipment. It includes the installation of the telematics module and access to an API which will send the telematics data from the Snorkel machine into their existing telematics dashboard. Choose from a 24-month or 60-month subscription to the telematics data.

The Data & Dashboard package is ideal for those starting out with telematics, who do not already have a dashboard. It includes installation of the telematics device to the piece of equipment, plus access to a dedicated Trackunit telematics dashboard and a choice of a 24-month or 60-month subscription to the telematics data, which can be accessed inside the dashboard.

### **Are there any additional options available?**

Yes, an optional access control keypad is available, which can be fitted to a piece of equipment to protect it from theft and provide peace of mind. The dual ID keypad, powered by Trackunit, can limit access by PIN code or RFID card, to make sure only authorized personnel are using the equipment.

### **What does it cost?**

List pricing for the Snorkel OnSite telematics packages and accessories are provided in USD in the latest Snorkel sales manual. These list prices are subject to normal discount factors, as applied to the machine and factory-installed options.

### **Can telematics be included in a finance package?**

Yes. The module installation and subscription is paid for by the customer upfront – there are no ongoing monthly fees. This enables telematics to be included within a financing program, if required.

### **How are telematics packages ordered?**

If telematics are ordered when the machine order is placed with the factory, the chosen telematics package and subscription length should be included on the purchase order. The telematics module will be installed during the machine assembly process and will be activated on shipment from the factory. This means that the subscription term will start when the module is activated, so this option should not be used for equipment that will be held in dealer inventory.

If telematics is required on machines held in dealer inventory or on equipment already delivered to a customer, the telematics module and subscription can be ordered via Snorkel spare parts department for local installation.

### **What telematics data is available on Snorkel units?**

The type of data which can be accessed via telematics varies depending on whether the equipment has a CAN Bus or Non-CAN Bus control system. A quick guide of what is currently available on Snorkel models can be found in the Snorkel OnSite Telematics Data by Product matrix.

### **What happens at the end of the initial subscription term?**

Trackunit subscriptions are set to expire at the end of their subscription term. Customers will receive a communication directly from Trackunit towards the end of their subscription with details on renewal options. If they do not renew, when the term expires the customer and Snorkel will no longer receive Snorkel data in their dashboard for that unit, unless the customer chooses to allow data sharing.

### **Who can see/use the data?**

Per the terms of the Trackunit EULA, Snorkel has access to the data reporting for any machine installed with Snorkel OnSite telematics. This data is used collectively for monitoring product performance and driving product development improvements. Snorkel has access to view the data on individual machines in the case that product support is required, for the purposes of troubleshooting.

Trackunit takes precautions to ensure compliance with GDPR and has the required Data Processing Agreements (DPA). Trackunit shall not sell or disclose any data unless pursuant to written direction from the Data Controller(s) of such data or pursuant to court order. "Data Controller" is defined as the end customer. Please refer to Trackunit terms and conditions for additional information.



**Who can answer questions or concerns regarding telematics?**

In the first instance, contact Snorkel customer service for support. If they, or the internal telematics administrator are unable to assist, they will engage a Trackunit representative.