



Shockwatch 2

Program Implementation Guide



SHOCKWATCH®
DAMAGE PREVENTION. WE'RE ON IT.

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Introduction to Shockwatch 2



Shockwatch 2, together with this simple implementation program, will allow you to monitor rough handling and reduce product damage via transport.

The Shockwatch 2

- Provides immediate proof of rough handling
- Is an impact sensor that adheres directly to your shipments
- Comes in a range of different sensitivities to cover a variety of applications
- Is a sensor that turns from white to red when an excessive impact occurs
- Is a visual deterrent to mishandling

The Shockwatch program encourages all handling personnel to be more careful, helps to reduce damage, pinpoints rough handling areas and is a Win-Win for the shipper, carrier and consignee.

What is Shockwatch 2 and how does it work?

WHAT IS SHOCKWATCH 2

The SHOCKWATCH 2 SENSOR is a “state-of-the-art” impact detection device. Shockwatch 2 is NOT a damage detector! It is a simple non-mechanical device designed to activate (turn red) when a specified level of shock or impact occurs. Shockwatch 2 are tamperproof, field armable, mechanically-activated devices that turn bright red when an impact occurs

HOW DOES SHOCKWATCH 2 WORK

The Indicators are composed of a spring-mass system.

When an impact over the pre-determined level is detected, the spring releases the mass, and the mass will be displaced in the upper or lower indication window.

Mass displacement indicates threshold was exceeded and the impact direction.

The mass is unable to return to the original central position once activated (tamperproof)

IMPORTANT: The SHOCKWATCH 2 SENSOR is designed to take on the weight and cubic properties of the object to which it’s attached. It will react differently if simply held in your hand freely before attachment. Once attached it measures impact as registered on the object itself. When the sensor turns RED it is an indication of rough handling and potential damage to the contents.

The sensor now becomes:

A “MEANS” OF DEFINING “FRAGILE” for handlers

A “FRAGILE” warning that cannot be ignored

A “PREVENTION TOOL” to eliminate abusive handling

A “DOCUMENTATION TOOL” to assist in timely claims

A “MARKETING TOOL” advertising “Quality” and a “We Care More” attitude



How do I know which Shockwatch 2 to use?

HOW DO I KNOW WHICH SHOCKWATCH 2 TO USE

The standard Shockwatch 2 units are available in seven sensitivity levels. A selection guide is provided to help you determine which SW2 to use on your shipping containers.

- Determine the size (volume) of your shipping container in cubic metres (height x width x depth).
- Determine the total weight including the item(s) shipped, all packing material and the shipping container itself.

Once these two factors have been determined, you can use the Shockwatch Selection guide shown to select the appropriate Shockwatch 2. This selection guide and sensor activation table should always be used as a starting point (rule of thumb). Packaging design and construction may affect the correlation between drop height and Shockwatch activation.

We recommend that you speak to a Shockwatch Representative before placing an order.

ShockWatch2	5 - 15 ft ³ .14 - .42 m ³	15 - 50 ft ³ .42 - 1.42 m ³	50 - 100 ft ³ 1.42 - 2.83 m ³	100 - 250 ft ³ 2.83 - 7.08 m ³	250 - 500 ft ³ 7.08 - 14.16 m ³	500 - 1,000 ft ³ 14.16 - 304.8 m ³	1,000+ ft ³ 304.8+ m ³
0 - 10 lbs 0 - 5 kg	75G	75G	50G	37G	N/A	N/A	N/A
10 - 25 lbs 5 - 11 kg	75G	50G	50G	37G	25G	N/A	N/A
25 - 50 lbs 11 - 23 kg	50G	50G	37G	25G	25G	15G	N/A
50 - 100 lbs 23 - 45 kg	50G	37G	37G	25G	15G	15G	10G
100 - 250 lbs 45 - 113 kg	37G	37G	25G	25G	15G	15G	10G
250 - 1,000 lbs 113 - 454 kg	37G	25G	25G	15G	15G	10G	10G
1,000 - 2,000 lbs 454 - 907 kg	25G	25G	25G	15G	15G	10G	5G
2,000 - 5,000 lbs 907 - 2,268 kg	25G	25G	15G	15G	10G	10G	5G
5,000 - 10,000 lbs 2,268 - 4,536 kg	25G	15G	15G	15G	10G	10G	5G
10,000 - 15,000 lbs 4,536 - 6,804 kg	N/A	15G	15G	10G	10G	5G	5G
15,000 - 20,000 lbs 6,804 - 9,072 kg	N/A	N/A	10G	10G	5G	5G	5G
20,000 - 30,000 lbs 9,072 - 13,608 kg	N/A	N/A	N/A	5G	5G	5G	5G
30,000+ lbs 13,608+ kg	N/A	N/A	N/A	N/A	5G	5G	5G

What if my Shockwatch 2 selection falls on the border?

WHAT IF MY SHIPMENT FALLS ON THE BORDER BETWEEN TWO DIFFERENT SENSITIVITIES ON THE SELECTION GUIDE

When variables cause a selection to be borderline, typically you should pick a less sensitive sensor (one that requires a higher level drop) due to the psychological inhibition and control qualities Shockwatch has over a person.

Besides, a higher drop may mean “excessive or abusive” handling which will have a greater probability of damage if activated. If a container is never abused or mishandled, the probability of concealed damage is eliminated.

Remember, you are picking a starting point for a Shockwatch evaluation program.

The final selection must be based on actual performance.

Often the “fragility” of the object protected by Shockwatch may not be completely defined.

The nature of the shock the object will undergo is more complex than generated in most laboratory tests.

Please contact your local Shockwatch Representative if you need further assistance in selecting the correct Shockwatch 2.

Where should the Shockwatch 2 be placed?

WHERE SHOULD THE SHOCKWATCH 2 BE PLACED ON THE SHIPPING CONTAINER

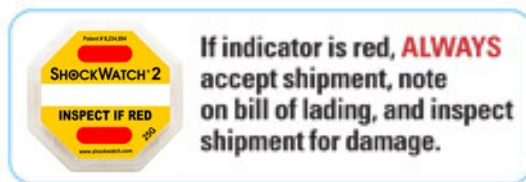
A Shockwatch 2 should always be placed on the side, not on the top of the container. It should be placed at the sturdiest part of the container, i.e. next to the corner of the container, down slightly from the top, where it is most rigid. Do not place the Shockwatch 2 in the center of the container. It is also best to use two (2) Shockwatch 2 units if the shipping container is twice as long as it is wide or if the shipment is palletised. In this case, the Shockwatch 2 units should be placed diagonally across from each other on opposite sides of the container.

See the “How to Mount A Shockwatch 2” information page (a copy of this document is enclosed with every box of Shockwatch 2 sold)



WHERE SHOULD THE “ALERT STICKER” PROVIDED WITH THE SHOCKWATCH 2 BE PLACED

With each box of Shockwatch 2 there are “Alert Stickers” enclosed. If possible, the self-adhesive Alert Sticker should be attached to the waybill or packing slip. Alternately, the sticker can be placed adjacent to the Shockwatch 2 on the shipping container.



How do I mount a Shockwatch 2?

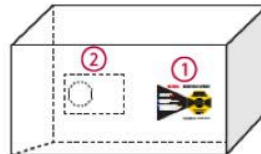
HOW TO MOUNT A SHOCKWATCH 2

SHOCKWATCH® 2 Mounting Instructions

1. Mount the ShockWatch 2 Impact Indicator in the lower third of the package/pallet as close to the edge as possible. Avoid the center of the package because the mounting locations should be structurally sound.



2. If the package is twice as long as it is wide, use two ShockWatch 2 Impact Indicators. Place a second indicator in the same position on the opposite side of the package.



3. Place the Alert Sticker on your bill of lading as a reminder to receivers to check the ShockWatch 2 indicator immediately upon arrival.
4. While these instructions are considered best practices, each situation may be different. If you have any questions or would like to reorder, please call 1 (800) 527-9497 or +1 (214) 736-4580 or email: info@shockwatch.com

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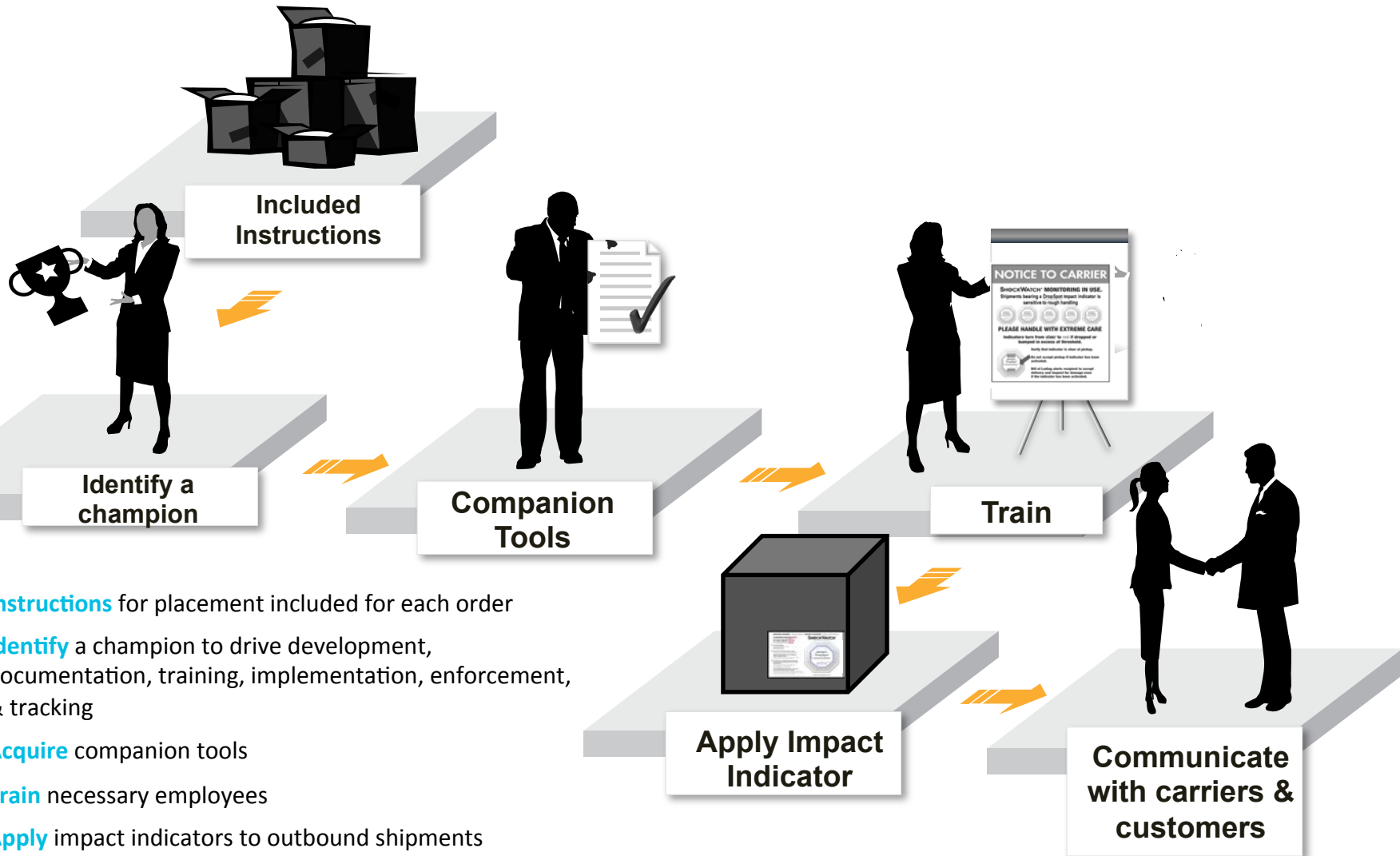
Revision Date: March 21, 2013

Why implement the Shockwatch 2 Program?

- Create an atmosphere of accountability that increases customer satisfaction
- Inform & educate
 - employees on how to properly mount the product
 - carriers on accountability and liability to damages while in their possession
- Receive results through receipt records from distributors & customers
- Mitigate risk by providing data that helps managers make decisions
- Decrease costs through effective packaging & handling of products

Most successful with collaboration from the carriers & your shipping, warehousing, and packaging departments.

Typical Implementation Process



- **Instructions** for placement included for each order
- **Identify** a champion to drive development, documentation, training, implementation, enforcement, & tracking
- **Acquire** companion tools
- **Train** necessary employees
- **Apply** impact indicators to outbound shipments
- **Educate** shippers and handlers

Shockwatch 2 Companion Tools

A key element in the success of the ShockWatch 2 Program are the companion tools available. Used in conjunction with the Shockwatch 2, these tools include alert stickers, alert tape and supporting documentation. **This complete product offering constitutes a highly effective damage reduction and prevention program.**



SHOCKWATCH COMPANION LABEL

The Companion Labels provide an additional visual warning and instructions on what to do if mishandling occurs. The Shockwatch 2 is placed on the footprint provided on the Companion Label. The Shockwatch 2 is purchased separately.

NOTICE TO CARRIER

The Notice to Carrier provides information about the Shockwatch 2 product and what will happen if mishandling occurs.

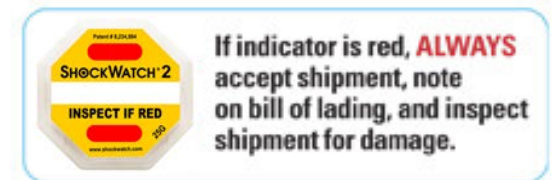


ALERT TAPE

Provides an added visual warning against mishandling using Alert Tape placed across the package.

ALERT STICKER

In each box of Shockwatch 2, Alert Stickers are included free of charge. The Alert Sticker should be placed on the delivery documents under "Special Instructions" or as close as possible to where the shipment is signed for when changing hands or next to the Shockwatch 2 on the outside of the package.



Inform Customer and Carriers Sample Letters

SAMPLE CUSTOMER/CARRIER LETTERS

Use the sample letters shown below to inform your customers and carrier/s that you are using Shockwatch 2 to reduce in transit damage. Amend these documents to include the procedures involved when receiving or moving shipments.

These sample letters are available for download from our website www.shockwatch.com.au (see the impact indicators webpage)

SAMPLE CUSTOMER LETTER

(Company Name)
(Company address)

Dear Customer:

In an effort to reduce in transit damage and safeguard our shipments, **(Company Name)** is adopting the use of the Shockwatch 2 products. Instructions on the units are self-explanatory; however, for your protection and ours, please institute the following procedures to afford us the maximum benefit from the Shockwatch 2 program.

Procedures for Receiving Shipment:

- Please do not refuse to accept shipment.
- An activated (RED) indicator on device does not mean that damage has occurred. It only indicates that the carton received an impact or was handled above a normally anticipated level. Only an inspection can determine if any damage has occurred.
- If the indicator on the device is RED, please make a notation to that effect on the bill of lading or delivery receipt or document.
- Examine contents immediately for possible damage.

If damage is discovered, inform carrier immediately (within **XX*** days) and follow normal procedure for a carrier inspection and filing of a concealed damage claim.

The Shockwatch program is our way of protecting your interest in receiving quality product and protecting our goods from the time they leave our facility until they reach the final destination. It is our way of telling you that we care about you, our customer.

Thank you.

SAMPLE CARRIER LETTER

(Company Name)
(Company Address)

Dear Carrier:

In an effort to reduce in transit damage and safeguard our shipments, **(Company Name)** is adopting the use of the Shockwatch 2 products. Instructions on the units are self-explanatory, however, for your protection and ours, please institute the following procedures to afford us the maximum benefit from the Shockwatch 2 program.

Procedure:

- Please do not refuse to accept or handle any shipment
- An activated (RED) indicator on the device only means that the carton was subjected to rougher handling than we prefer.
- If the indicator on the device is RED, please make a notation to that effect on the bill of lading or the transfer document, noting date/time, Shockwatch 2 colour and signature of individual observing the activated device.
- Continue the movement of the carton(s) on to the specified consignee.

The Shockwatch program encourages your personnel to be more careful, reducing damage, pinpointing trouble spots in intermodal situations, and protects you, the carrier, from false accusations by negligent shippers. Your cooperation will be appreciated.

Thank you.

Contact Us

If you wish to discuss your requirements further please do not hesitate to contact us.

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Hurstville NSW 2220

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