



ShockWatch Impact Indicators Implementation Guide



- Provides immediate proof of unacceptable handling
- An impact sensor that adheres directly to your shipments
- Comes in a large range of different sensitivities to cover a variety of applications
- Alert recipients and operators to inspect goods and equipment for potential damage
- A visual deterrent to mishandling
- Detect mishandling during shipping, operation and storage, enabling you to identify and assign accountability and take corrective action

What is ShockWatch

ShockWatch is a simple non-mechanical device designed to activate (turn RED) when a specified level of shock or impact occurs. The device has no moveable parts and is completely self-contained. Specifically, the sealed glass tube has a small amount of proprietary red liquid at one end (the end you can't see) and a white coating at the other end (the part showing on the label).

How does ShockWatch work

The red liquid is held in place by the surface tension of the liquid itself – much like a drop of water on a highly waxed surface. Based on several factors in the process of manufacture, the

amount of 'force' necessary to disturb the surface tension can be controlled and predicted. Once that happens, the red liquid dissipates into the white coating, thus turning the label RED. Normal handling and vibration will NOT activate a ShockWatch device.

The ShockWatch device is designed to take on the weight and mass properties of the object to which it is 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 device turns RED it is an indication of rough handling and potential damage to the contents.



The device 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 'we care more' attitude

Implementation

Implementation of this damage prevention program provides psychological reinforcement of proper handling procedures and changes the behaviour of material handlers.

It provides a highly visible deterrent to mishandling throughout the supply chain. This program is most successful with the collaboration of your people, carriers, and customers.

Action Steps

- Educate your people (shipping, warehousing, and packaging departments)
- Educate your carriers
- Educate your customers

- Introduce the program and monitor the results (may include a structured trial)

ShockWatch Label Placement Rules of Thumb

- Place the ShockWatch label close to the right hand edge
- The heavier the shipment, the lower the ShockWatch label is placed
- Never place the ShockWatch label in the middle or on a flexible surface
- When the length is twice the width, use two labels on opposite sides, close to the right hand edge



Sample Letters

Use the sample letters shown below to inform your customers and carriers that you are using ShockWatch Impact Indicators to reduce in-transit damage. Amend these documents to include the procedures involved when receiving or moving shipments.

Sample Customer Letter

Dear Customer

In an effort to reduce in-transit damage and safeguard our shipments, (Company Name) is adopting the use of ShockWatch Impact Indicators. 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 program.

Procedure for receiving shipment:

- Please do not refuse shipment
- An activated (RED) indicator on the label 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 label 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 and take photos.

If damage is discovered, inform carrier immediately 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

Dear Carrier

In an effort to reduce in-transit damage and safeguard our shipments, (Company Name) is adopting the use of ShockWatch Impact Indicators. 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 program.

Procedure:

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



ShockWatch Label Impact Indicator Mounting Instructions

- Rule 1:** Place labels on the right edge of the shipment
- Rule 2:** Avoid the centre of the package; the mounting location should be structurally sound
- Rule 3:** Place labels on the longest side of the package
- Rule 4:** The heavier the shipment, the lower the label should be mounted
- Rule 5:** Place the Alert Sticker on the bill of lading as a reminder for receivers to check the indicator immediately upon arrival

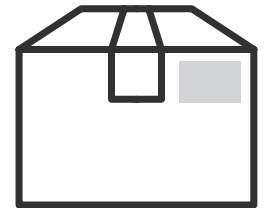


Recommended Placement



L-30 100G (Green) and L-35 75G (Orange)

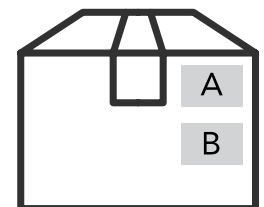
Place label on upper right corner of the package.



L-47 50G (Red)

Packages 22.68 - 45.36kg (50 - 100lbs): Place label on upper right corner of the package (Position A).

Packages 45.36 - 226.8kg (100 - 500lbs): Place label along right edge, at least 61cm (24 inches) from the bottom of the package (Position B).





ShockWatch Label Impact Indicator Mounting Instructions (cont'd)

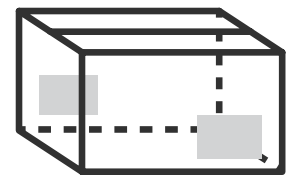
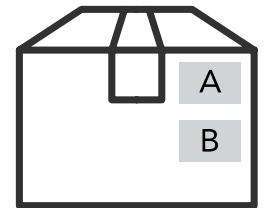


L-55 37G (Purple)

Packages 22.68 - 45.36kg (50 - 100lbs): Place label on upper right corner of the package (Position A).

Packages 45.36 - 226.8kg (100 - 500lbs): Place label along right edge, at least 30.5-61cm (12-24 inches) from the bottom of the package (Position B).

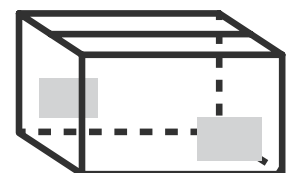
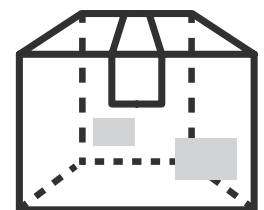
If the package is twice as long as it is wide, use two ShockWatch Label Indicators. Place a second Indicator in the same position on the opposite side of the package.



L-65 25G (Yellow)

Place label 30.5-35.5cm (12-24 inches) from the bottom of the box. Optional: Place a second indicator in the same position on the opposite side of the package.

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

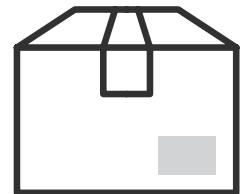


While these instructions are considered best practices, each situation may be different. If you have any further questions or would like to reorder, please either email us at solutions@shockwatch.com.au or call 1300 074 625.

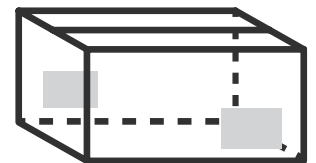


ShockDot Impact Indicator Mounting Instructions

Step 1: Mount the ShockDot Impact Indicator in the lower third of the package/pallet as close to the edge as possible. Avoid the centre of the package because the mounting locations should be structurally sound. When applying an Indicator, it is important that you press down firmly on the centre of the device to ensure adhesion. Failure to press down on the centre of the device will not appropriately activate the intended adhesion increasing the risk of it falling off the package.



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



Step 2: Place the Alert Sticker on your bill of lading as a reminder to receivers to check the ShockDot Impact Indicator immediately upon arrival.



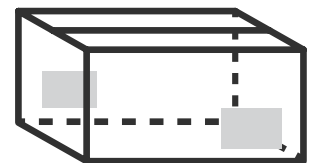
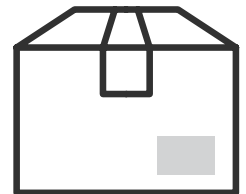
While these instructions are considered best practices, each situation may be different. If you have any further questions or would like to reorder, please either email us at solutions@shockwatch.com.au or call **1300 074 625**.



ShockWatch 2 Impact Indicator Mounting Instructions

Step 1: Mount the ShockWatch 2 Impact Indicator in the lower third of the package/pallet as close to the edge as possible. Avoid the centre of the package because the mounting locations should be structurally sound. When applying an Indicator, it is important that you press down firmly on the centre of the device to ensure adhesion. Failure to press down on the centre of the device will not appropriately activate the intended adhesion increasing the risk of it falling off the package.

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



Step 2: Place the Alert Sticker on your bill of lading as a reminder to receivers to check the ShockWatch 2 Indicator immediately upon arrival.



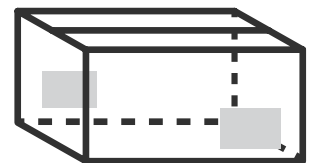
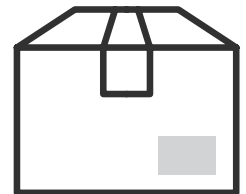
While these instructions are considered best practices, each situation may be different. If you have any further questions or would like to reorder, please either email us at solutions@shockwatch.com.au or call 1300 074 625.



ShockWatch RFID Impact Indicator Mounting Instructions

Step 1: Mount the ShockWatch RFID Impact Indicator in the lower third of the package/pallet as close to the edge as possible. Avoid the centre of the package because the mounting locations should be structurally sound. When applying an Indicator, it is important that you press down firmly on the centre of the device to ensure adhesion. Failure to press down on the centre of the device will not appropriately activate the intended adhesion increasing the risk of it falling off the package.

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



Step 2: Place the Alert Sticker on your bill of lading as a reminder to receivers to check the ShockWatch RFID Impact Indicator immediately upon arrival.



While these instructions are considered best practices, each situation may be different. If you have any further questions or would like to reorder, please either email us at solutions@shockwatch.com.au or call **1300 074 625**.



ShockWatch Impact Indicators Companion Tools

A key element in the success of ShockWatch Impact Indicators is the companion tools available. Used in conjunction with the ShockWatch Companion Label, these tools include Alert Stickers, Alert Tape and supporting documentation. This complete product offering constitutes a highly effective damage reduction and prevention program.

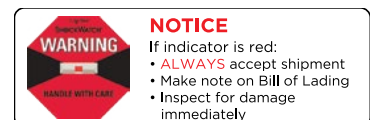
Companion Label

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



Alert Sticker

In each box of ShockWatch Impact Indicators, 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.



Alert Tape

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

