

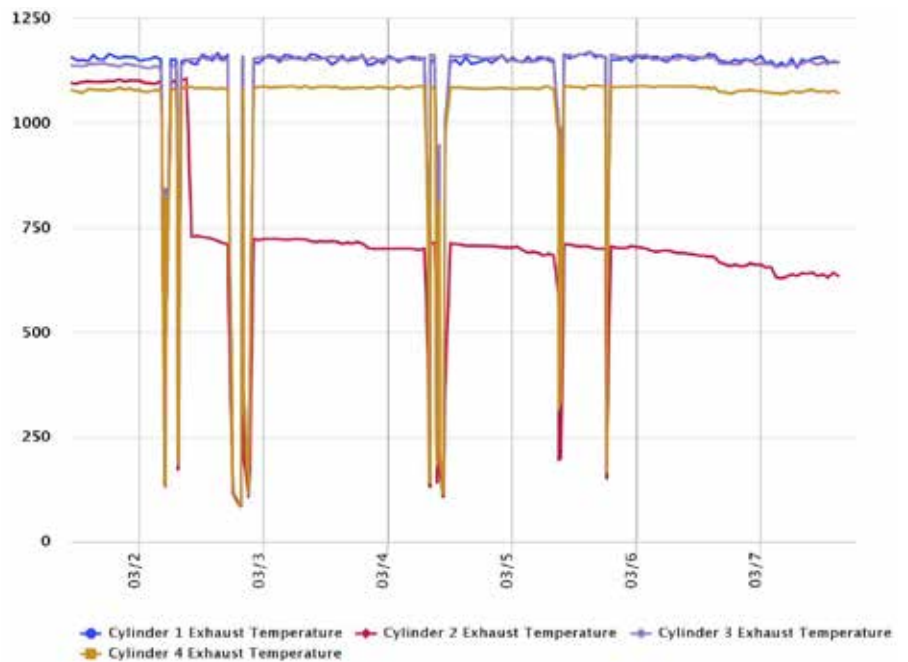
# CUSTOMER STORIES

## USER-DEFINED ALERTS INCREASE UPTIME:

Service managers expect everything from lead mechanics. In addition to overseeing the work of their team, lead mechanics manage the entire fleet which is why they continuously look for resources to proactively diagnose potential failures. --See below how a Warren CAT customer used Remote Fleet Vision (RFV) to prevent engine failure.

### **What Happened?**

Using the user defined alert feature in Remote Fleet Vision (RFV), the lead mechanic for a midstream service provider set parameters to help monitor engine exhaust port temperature. During operation, the lead mechanic received a low engine exhaust port temperature alert and decided to investigate. Upon further analysis, the lead mechanic noticed engine cylinder two's exhaust port temperature dropping compared to the rest of the cylinders. The lead mechanic quickly contacted maintenance personnel on-site to troubleshoot the engine and determine the cause of the alert-- a malfunctioning transformer. The lead mechanic immediately took the engine offline and replaced the transformer, avoiding costly downtime and engine fatigue.



### **What Was The Value To The Customer?**

Remote Fleet Vision(RFV) lets users decide when they want to receive real-time alerts instead of waiting for reports. By setting up alerts, users automate simple monitoring tasks and focus attention on specific units only when needed. When downtime is not an option, users trust Remote Fleet Vision(RFV) to alert them when issues arise.

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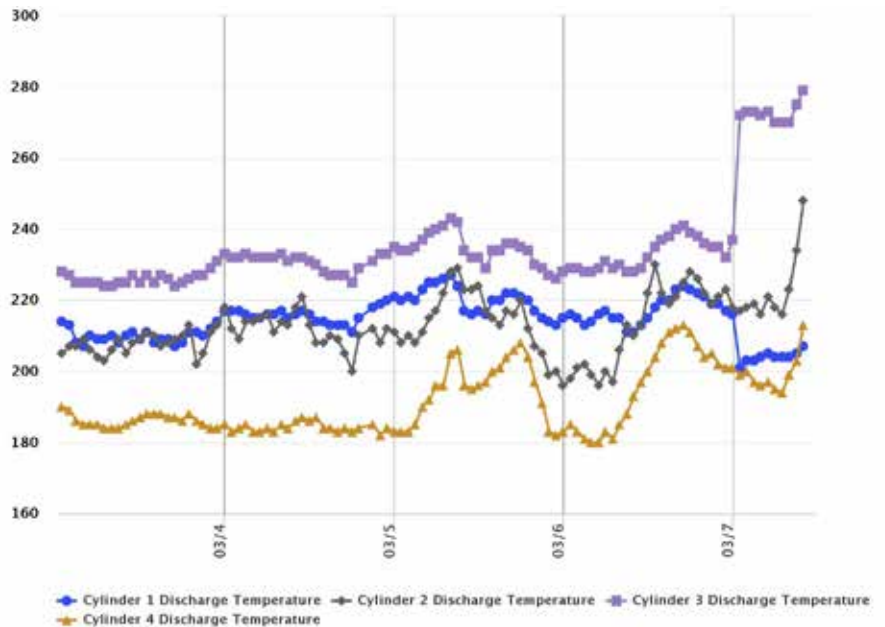
# CUSTOMER STORIES

## FIELD DATA IN REMOTE FLEET VISION PREVENTS VALVE FAILURE

Compressor valves are the heart of a compressor. In addition to reducing efficiency, inadequately maintained valves often fail, leading to compressor damage and unnecessary downtime. Midstream fleet managers monitor hundreds of valves simultaneously ensuring proper plant operation--See below how a Warren CAT customer used Remote Fleet Vision (RFV) to prevent valve failure.

### **What Happened?**

A fleet manager was using Remote Fleet Vision (RFV) to monitor 250 compressors in West Texas. While analyzing field data, the fleet manager noticed an increase in cylinder discharge temperature indicating possible valve failure on a specific compressor. Knowing the impact a possible valve failure could have, the fleet manager contacted the local plant operator to verify if there was in fact an issue. Upon further investigation, the plant operator quickly put a plan in place to shut the unit down and schedule the repairs.



### **What Was The Value To The Customer?**

Remote Fleet Vision (RFV) allows users unmatched access to field data for their entire fleet. This access to data gives users the resources needed to preemptively diagnose potential failures and make necessary repairs, avoiding costly, unexpected downtime.

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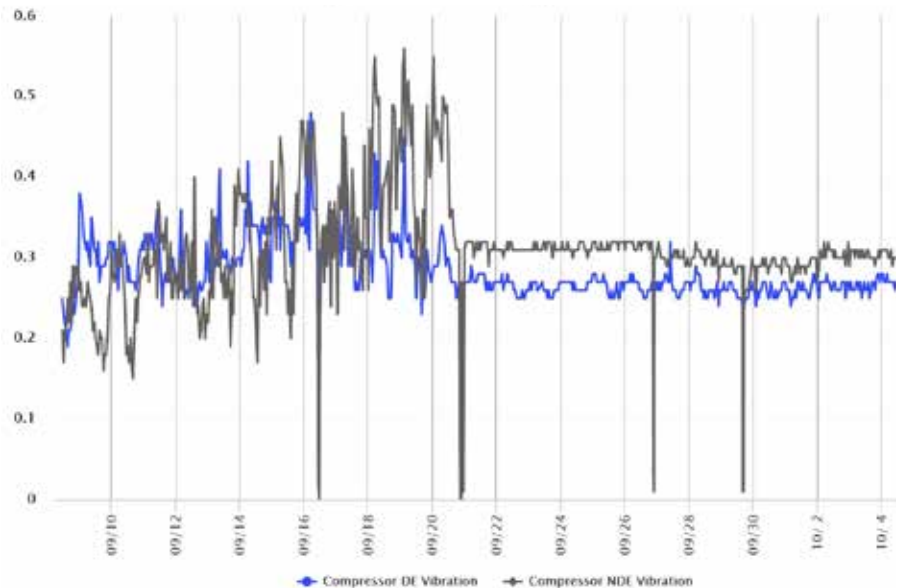
# CUSTOMER STORIES

## USER-DEFINED ALERTS DECREASE DOWNTIME

Midstream service providers require a lot from their operations managers. While equipment maintenance is vital to plant operation, it is not the only focus of operations managers. Remote Fleet Vision (RFV) allows users to set notifications to constantly monitor package vitals and receive real-time alerts on equipment issues--See below how a Warren CAT customer used Remote Fleet Vision (RFV) to minimize costly downtime.

### What Happened?

The operations manager overseeing a pipeline system utilizing 250 compressor packages set a series of user-defined alerts in Remote Fleet Vision (RFV) to help monitor the equipment. One specific alert focused on compressor frame vibration. While responding to emails, the operations manager received a text alert identifying a specific unit experiencing abnormally high vibration. After further analysis using field data in Remote Fleet Vision (RFV), the operations manager recognized that this vibration, if unaddressed, would eventually lead to compressor shutdown and decrease production. The operations manager called the field operations team to troubleshoot the unit on location. The issue was confirmed and the necessary repairs completed with minimal production loss.



### What Was The Value To The Customer?

The user-defined alert functionality in Remote Fleet Vision (RFV) lets users passively monitor an entire fleet. By automating portions of the equipment monitoring process, users can focus on resolving issues instead of finding issues. Additionally, Remote Fleet Vision (RFV) provides the information users need in real time, streamlining the decision-making process and improving efficiency.

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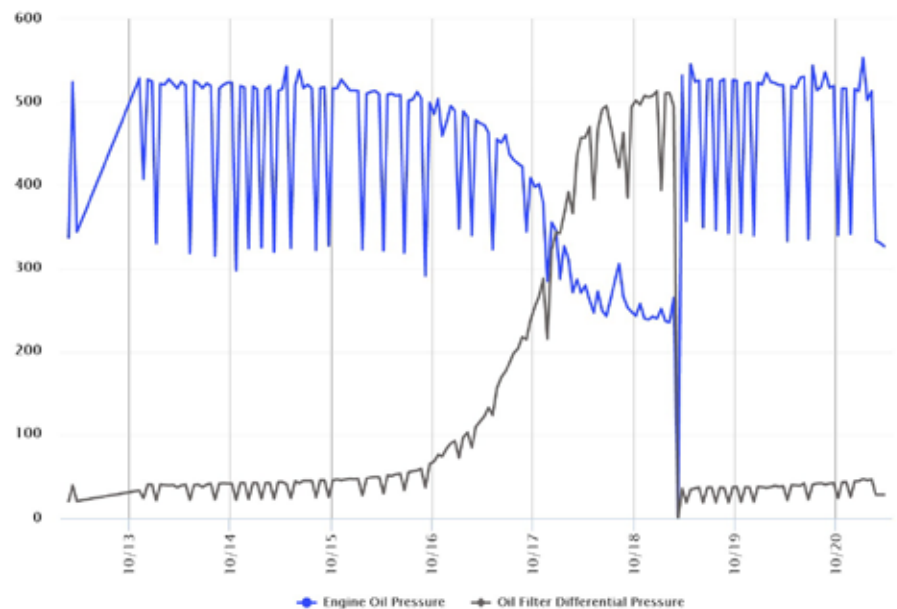
# CUSTOMER STORIES

## USER-DEFINED ALERTS HELP MAINTAIN WELL SERVICE FLEET

Oil performs an array of essential functions to keep engines running smoothly. Without it, engines could experience reduced performance, overheating, and damaging friction. Remote Fleet Vision (RFV) allows users to set notifications to constantly monitor engine vitals and receive real-time alerts on equipment issues--See below how a Warren CAT customer used Remote Fleet Vision (RFV) to minimize costly downtime.

### What Happened?

While driving between locations, a maintenance and reliability manager for a well service company in the Permian Basin received an email alert from Remote Fleet Vision (RFV) detecting low oil pressure on a specific unit in the fleet. The manager pulled over and logged in to Remote Fleet Vision (RFV) to check the vitals on this unit. Using the visualization functionality of Field Data to trend the oil pressure, the manager instantly noticed the oil filter differential pressure rising while the engine oil pressure plummeted. Acting quickly, this manager called the field mechanic to shut the unit down immediately. After troubleshooting the unit, the team realized three plugged oil filters were forcing the unit to operate with only half of the recommended oil pressure. Once the field mechanic replaced the plugged filters, the unit returned to optimal performance.



### What Was The Value To The Customer?

In the fast-paced oil and gas industry, well service maintenance and reliability managers do not have the time to monitor every aspect of fleet performance. In this instance, the timely replacement of a wear part improved efficiency and drastically reduced the risk of an engine failure. User-defined alerts in Remote Fleet Vision (RFV) provide users control over the smallest aspects of their fleet so they can operate as efficiently as possible.

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