



TiltWatch Tilt Indicators Implementation Guide



- Provides immediate proof of unacceptable handling
- Tilt indicators that adhere directly to your shipments
- Comes in two versions 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 TiltWatch XTR

The TiltWatch XTR is a 'state-of-the-art' tilt indicator. This indicator turns RED if the product is tilted past 80° or is completely upended. It remains unaffected by movement due to normal handling conditions or aircraft takeoff.

How does TiltWatch XTR work

Simply by peeling the adhesive backing from the unit, the sensor is automatically armed. When a shipment is tilted over 80° or is completely upended, the sensor will turn red to indicate tilting over these thresholds.

What is TiltWatch PLUS

This indicator provides 360° monitoring. It indicates the exact angle of tilt or whether a complete overturn has occurred.

How does TiltWatch PLUS work

By removing the adhesive backing from the unit, the sensor is automatically armed. When a shipment is tilted over 30° or upended, the TiltWatch PLUS will show the angle, direction of tilt and/or if upended by where the ball bearing is housed.



The Tilt indicator becomes:

- A means of defining 'Fragile' for handlers
- A 'Tilting' 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)

TiltWatch Placement Rules of Thumb

- Remove the backing paper to arm the TiltWatch indicator
- Place the TiltWatch indicator near any corner of the shipping container
- Two TiltWatch indicators need be mounted on adjacent sides to monitor all tilting planes (see TiltWatch Mounting Instructions)





Sample Letters – TiltWatch XTR

Use the sample letters shown below to inform your customers and carriers that you are using TiltWatch XTR 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 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 program.

Procedure for receiving shipment:

- Please do not refuse shipment
- An activated (RED) indicator on the TiltWatch XTR does not mean that damage has occurred. It only indicates that the carton was tilted over. Only an inspection can determine if any damage has occurred.
- If the indicator 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 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 program.

Procedure:

- Please do not refuse to accept or handle any shipment
- An activated (RED) indicator on the TiltWatch XTR only means that the carton was tilted over.
- If the indicator 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 TiltWatch XTR.
- 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.



Sample Letters – TiltWatch PLUS

Use the sample letters shown below to inform your customers and carriers that you are using TiltWatch PLUS 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 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 program.

Procedure for receiving shipment:

- Please do not refuse shipment
- If the TiltWatch PLUS indicator has passed the degree of tilt specified on the Companion Label it does not mean that damage has occurred. It only indicates that the carton was tilted over the recommended angle of tilt. Only an inspection can determine if any damage has occurred.
- If the indicator has passed the recommended angle, 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 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 program.

Procedure:

- Please do not refuse to accept or handle any shipment
- Check the TiltWatch PLUS indicator to verify that the recommended tilt angle has not been exceeded.
- If the indicator has exceeded the recommended angle of tilt, 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 exceeded angle of tilt.
- 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.



TiltWatch XTR Tilt Indicator Mounting Instructions

TiltWatch XTR tilt indicators are designed to detect unacceptable tilting of goods that must remain upright.

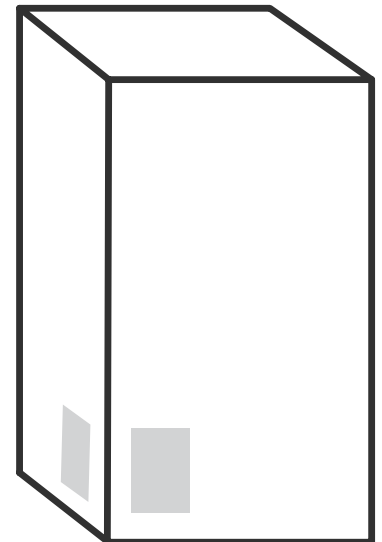
Using Tilt Indicator WITHOUT Companion Label

Step 1: Peel the adhesive liner from the back of the TiltWatch XTR. Make sure you hold it in an upright position. Once the adhesive liner is removed, the TiltWatch XTR is armed.

Step 2: Place the TiltWatch XTR in an upright position as close as possible to the bottom corner of the shipping container. This placement helps to align the TiltWatch XTR properly and adds rigidity. Apply the TiltWatch XTR to an oil-free surface in an environment above 10°C / 50°F for best results.

Step 3: Press firmly in the centre and around the edges of the TiltWatch XTR to make sure that the adhesive makes good contact with the container it is being applied to.

Tip: Rough wood and heavily waxed wood containers may require special attention. If the wood is extremely rough, we recommend the use of a spray adhesive to increase bonding strength.



**TiltWatch XTR Indicator
without Companion Label**



TiltWatch XTR Tilt Indicator Mounting Instructions

Using Tilt Indicator WITH Companion Label

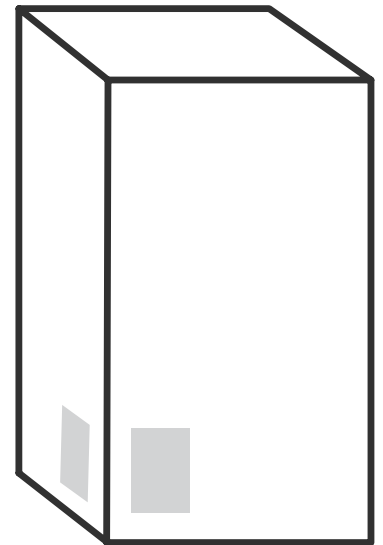
Step 1: Remove the TiltWatch XTR Companion Label from its adhesive liner and place it in an upright position as close as possible to the bottom corner of the shipping container. This placement helps to align the TiltWatch XTR properly and adds rigidity. Apply the TiltWatch XTR Companion Label to an oil-free surface.

Step 2: Peel the adhesive liner from the back of the TiltWatch XTR. Make sure you hold it in an upright position. Once the adhesive liner is removed, the TiltWatch XTR is armed.

Step 3: Place the TiltWatch XTR in the centre of the Companion Label.

Step 4: Press firmly in the centre and around the edges of the TiltWatch XTR to make sure that the adhesive makes good contact with the Companion Label.

Tip: Rough wood and heavily waxed wood containers may require special attention. If the wood is extremely rough, we recommend the use of a spray adhesive to increase bonding strength.

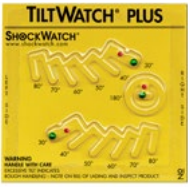


TiltWatch XTR Indicator
with Companion Label

Alert Stickers

Every carton of TiltWatch XTR Tilt Indicators also contains 100 Alert Stickers. Place the sticker on the bill of lading / packing slip as a reminder to customers to check the TiltWatch XTR immediately upon arrival.





TiltWatch PLUS Tilt Indicator Mounting Instructions

TiltWatch PLUS tilt indicators incorporate three separate indications, two that determine the exact angle of tilt and from what direction the shipment tilted, and one that indicates whether complete overturn has occurred – providing complete 360° monitoring. The TiltWatch PLUS will not activate under normal handling conditions such as take-off angles.

Rules of Thumb: Once the TiltWatch PLUS Indicator is armed (1) **DO NOT** tilt left or right and (2) **IMMEDIATELY** affix indicator to carton in upright position.

Step 1: Peel the adhesive liner from the back of the TiltWatch PLUS. Make sure you hold it in an upright position. Once the adhesive liner is removed, the TiltWatch PLUS is armed.

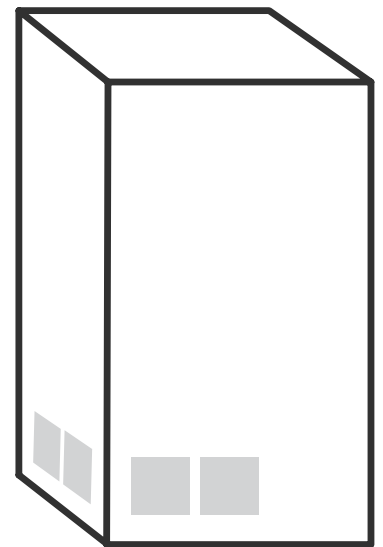
Step 2: Place the TiltWatch PLUS in an upright position near a corner of the shipping container. This placement helps to align the TiltWatch PLUS properly and adds rigidity.

Step 3: Remove the TiltWatch PLUS Companion Label from its adhesive liner and place it next to the TiltWatch PLUS Indicator.

Step 4: Press firmly in the centre and around the edges of the TiltWatch PLUS and TiltWatch PLUS Companion Label to make sure that the adhesive makes good contact with the container it is being applied to.

Step 5: On the Companion Label mark the 'DO NOT TILT THIS CARTON PAST ____ DEGREES' with the degree of unacceptable tilt.

Step 6: Repeat the above steps to place another TiltWatch PLUS on the adjacent side of the first indicator in order to monitor all planes.



TiltWatch PLUS Indicator
with Companion Label



TiltWatch Tilt Indicators Companion Tools

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

Companion Labels

The Companion Labels provide an additional visual warning and instructions on what to do if mishandling occurs. The TiltWatch XTR is placed on the Companion Label (left), whereas the TiltWatch PLUS Companion Label (right) is placed next to the indicator. The TiltWatch PLUS Companion Label is included at no extra charge, but the TiltWatch XTR Companion Label is purchased separately.



Alert Sticker

In each box of TiltWatch XTR, 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. An Alert Sticker is not available for the TiltWatch PLUS.



Alert Tape

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

