DIGITAL SERVICES

The new services designed for the installer

MY VISION
MONITORING & CONTROL

RIVACOLD
MASTERING COLD

MY VISION
MONITORING & CONTROL

MY VISION is the new **digital service** for **remote monitoring** and **control** of **installed Rivacold units**.

Thanks to the **IoT** technology you can geolocate the machine, monitor its operation in real time, set or change settings and optimise the alarms search, for immediate technical assistance or with a perspective of preventive diagnosis: all essential operations for the installer and/or the end customer.

The cloud based **MY VISION** platform offers the possibility of viewing and logging the performance of one's unit up to 2 years, with a simple and intuitive interface which is accessible from the website (myvision.rivacold.com) or app **RIVACOLD MY I.D.**, available on main marketplaces.

Advanced functions are already available, for example, for sending email notifications for alarms or daily system efficiency reports; other special functions are constantly evolving to be ready to enter the application.

The Rivacold connectivity solution consists of a gateway device available in **2G/4G** and **Wi-Fi** versions, and from the MY VISION digital service with two-year or five-year **data plans**.

THE CHANGES RELATED TO THE MY VISION SERVICE

From the system to the installer and back: being unable to monitor the system remotely, the installer must often perform several inspections and measurements before carrying out any maintenance. maintenance.
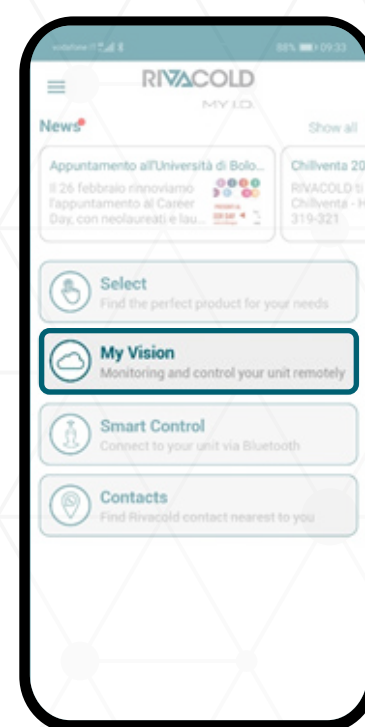

MY VISION
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RIVACOLD
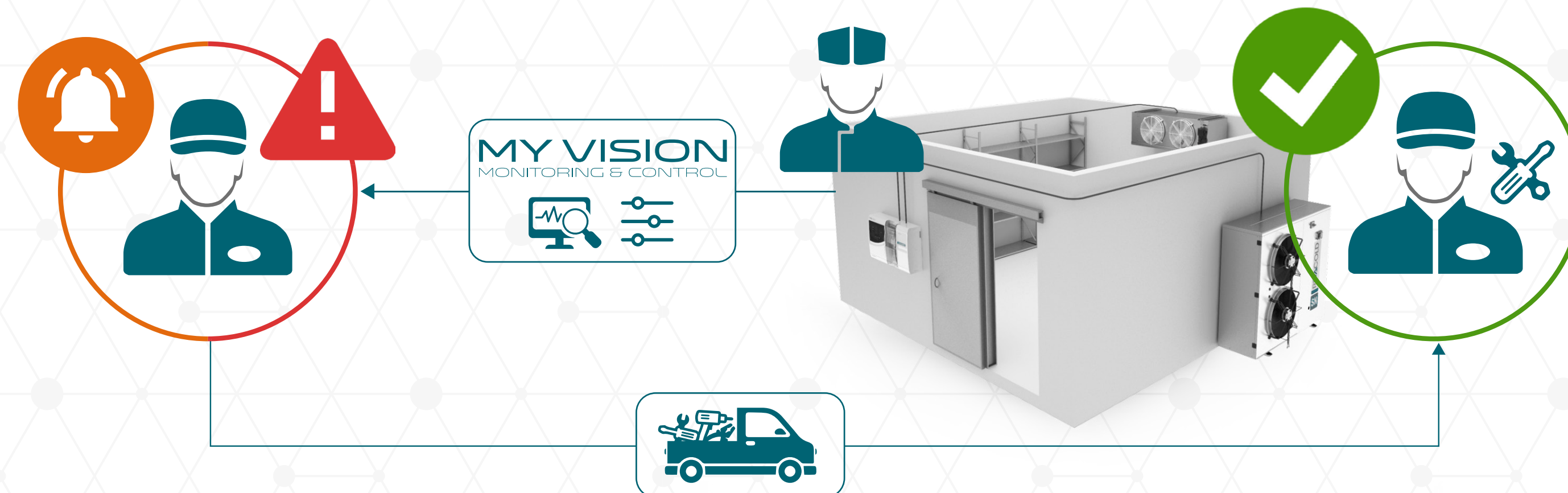
- **Reduced intervention times** and costs
- **Improved** system **quality and efficiency**
- **Closer collaboration** between the **installer and end user**

USEFUL INFO

Or via the **app** from:

The MY VISION option is only available after activating the service or service sharing by an activating user.

PROFILES

The profiles enabled are those of the installer and end user.

INSTALLER　　**END USER**

DATA PLAN

Data plan coverage: Europe*
Service duration: 2 years
Service renewal: 2 or 5 years
Connection type: 2G/4G or WI FI
Variable number: from 100 to 300

- MY VISION **service Terms and Conditions** acceptance via App or Web.
- Sending **contract** with digital signature via e-mail.

*For non-EU coverage, contact Rivacold

IMPACT AREAS

DAILY VISIT PLANNING

URGENT CALLS MANAGEMENT

SYSTEM ANALYSIS

REPORTS

DAILY VISIT PLANNING

With **MY VISION** service it is possible to view the unit's position and status. Consequently, it is possible to **plan your visits better**.

FEATURES

- **Automatic geolocalisation** of the unit with **2G/4G connectivity**
- **Unit status display** both in **list mode** and **map mode**

INSTALLER BENEFITS

- *Optimisation of work day routes and times*
- *More efficient management of routine and extraordinary maintenance*
- *Optimisation of materials and spare parts required for maintenance*

URGENT CALLS MANAGEMENT

With **MY VISION** service it is possible to view and receive **alarm notifications**, even via email. It is also possible to **take note of the action to solve** the alarm, keeping track of the user and date.
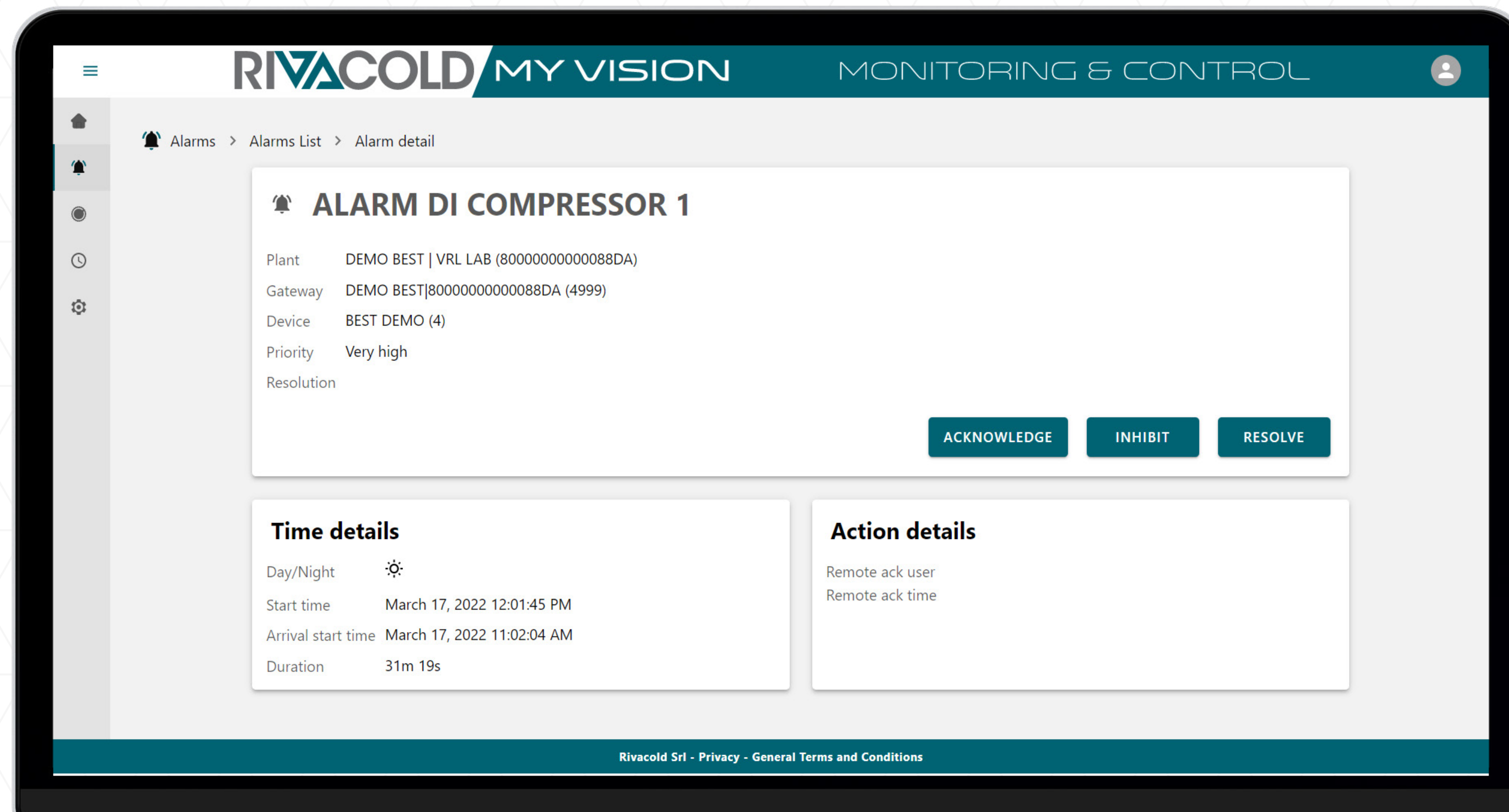
FEATURES

- **Notifications and display** of unit alarms
- **List of alarms**, which can be filtered by priority, for each individual unit
- **E-mail notifications** of the alarms or each individual unit or system
- **Default list** for notes on individual alarm resolution

RIVACOLD MY VISION — MONITORING & CONTROL

Alarms > Alarms List > Alarm detail

🔔 ALARM DI COMPRESSOR 1

Plant	DEMO BEST | VRL LAB (80000000000088DA)
Gateway	DEMO BEST|80000000000088DA (4999)
Device	BEST DEMO (4)
Priority	Very high
Resolution	

ACKNOWLEDGE   INHIBIT   RESOLVE

Time details
Day/Night ☼
Start time   March 17, 2022 12:01:45 PM
Arrival start time March 17, 2022 11:02:04 AM
Duration   31m 19s

Action details
Remote ack user
Remote ack time

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INSTALLER BENEFITS

- *Proactive management*
- *Optimisation of equipment and spare parts for the intervention*
- *Option of promptly notifying the customer in order to limit the inconvenience due to the problem*
- *Option to enable the customer to receive alarm notifications*

SYSTEM ANALYSIS

With MY VISION service it is possible to **analyse the unit's performance** from **service activation**, up to a maximum log history of 2 years.
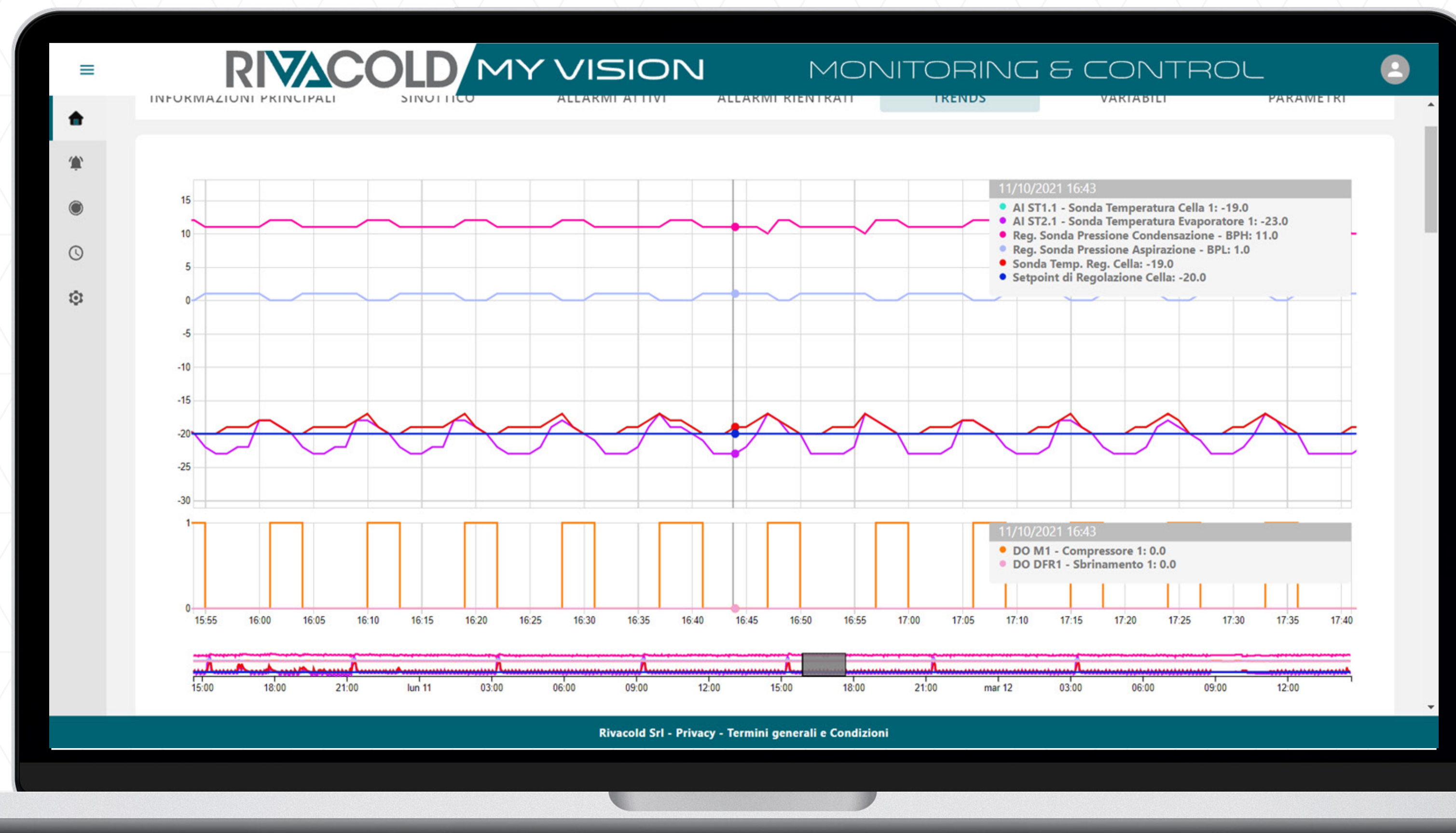
FEATURES

- **Remote monitoring** and **control** of the unit
- **Parameter reading and writing** according to personal profile
- **Summary page** main information per individual unit
- **Synoptic diagram** per individual unit
- **Graphic display** with variables defined by the user up to a **2-year log history**
- **Option to download data** in csv files
- **Category filter** of unit parameters
- Different **options and display** for each profile (Installer and End Customer)
- **System user management**: option of inviting and defining visibility

INSTALLER BENEFITS

- *Simplification and reduction of the intervention time*
- *Preventive diagnostics and possibility of offering the customer a maintenance service in line with the actual condition of the system*

DAILY REPORT

FEATURES

With MY VISION service it is possible to **view the daily report of the cold room temperatures**. It is also possible to receive a PDF copy via email.

- Send **temperature report**
- View **average daily temperature** regulation
- Send daily average regulation temperature **report via email**

Quality

Plant	Aggregation	Analysis	Date
DEMO BEST | VRL LAB	Average	HACCP Threshold	15/03/2022

DEMO BEST | VRL LAB

March 15, 2022

Subdevice Name (ID)	Min T	Max T	Minute	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
1.1-SRVBKC00001 DEMO 11014D IT (1)	2.0	2.7	00	2.4	2.5	2.5	2.5	2.5	2.4	2.7	2.3	2.1	2.3	2.1	2.1	2.1	2.3	2.4	2.6	2.6	2.6	2.6	2.5	2.5	2.3	2.2	2.2
			30	2.4	2.5	2.6	2.6	2.5	2.6	2.4	2.2	2.3	2.2	2.0	2.0	2.2	2.4	2.5	2.6	2.5	2.6	2.7	2.6	2.3	2.2	2.2	2.1

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INSTALLER BENEFITS

- *Possibility of statistically controlling certain machine parameters, especially related to temperature (e.g. for HACCP)*
- *Possibility of enabling the customer to view temperature reporting*

END USER
BENEFITS

UNIT SUPERVISION AND MONITORING

- *Possibility of more rapid and effective intervention in case of an alarm or need based on the actual operating status of the machine*

UNIT

- *Sending commands remotely*
- *Change of parameter set points*

ALARMS NOTIFICATIONS

- *Display and email notifications of alarms*

DAILY AVERAGE TEMPERATURE REPORT

- *Online consultation*
- *Daily report via email*

DIGITAL SUPPORT CENTER

RIVACOLD
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HELP DESK

Rivacold, together with its digital services, offers users a **support centre** that can be contacted for requests and assistance. It is also possible to consult the FAQ section.

KNOWLEDGE CENTER

TICKET VIA E-MAIL

BOT TELEGRAM

CHAT ONLINE

hiips://appwebservice.rivacold.com/supportcenter