ARMOR™ telematics device
Frequently Asked Questions

1.   What is ARMOR?

       ARMOR™ is a patented telematics device that gives you data on daily run times,
       charge times, charge cycles, maintenance needs and if the machine has experienced an impact.

2.   How does ARMOR work?

       A circuit board installed in the machine records information when the machine is being used
       or being charged and then sends the information via the cell phone network to a central
       database.

4.   Can I use ARMOR in an area where I don't ever get cell phone service?

       No. There needs to be a cell phone service. Verizon's network has great coverage and we are
       experiencing a tremendously high coverage rate.   Our data is pushed from basements and
       inside metal buildings where making a phone call may be difficult. Pushing a text or data is
       easier than making a voice call.

5.   What happens if I don't have a cell phone signal?

       ARMOR will store the information collected and then send it the next time it has a cellular
       signal.

6.   What information does it record?

       Data on daily run times, charge times, charge cycles, maintenance needs, location, and if the
       machine has experienced an impact.

7.   How do I pay for the cell phone data service?

       When you purchase ARMOR, the device includes one year of data. Once your contract time is
       up, additional years of service can be purchased online at www.armordata.com.

8.   What if I purchase ARMOR and then decide I don't want it anymore? What is the
       cancellation/refund policy?

       The first year of service is non-refundable. The remaining yearly service plans are prorated
       for a refund and may include a termination fee.

9.   How do I check on my machines?

       There may be a login page where you purchased your machine that is equipped with ARMOR.
       You may also visit www.armordata.com. From there, you will be able to access your machine
       records and reports.

10.   How much does ARMOR cost?

ARMOR is competitively priced.   Please check with your authorized ARMOR manufacturer or distributor for pricing.   The ARMOR device and one year of data is the basic plan. You may then renew your data plans and even transfer your ARMOR device to new units that you own.

11.   What is the rated useful life of ARMOR?

7 to 10 years in a dry and controlled environment, dependent upon Verizon support.

12.   Are there additional costs such as: installation; monitoring/report; setup/activation costs; any other special fees/costs monthly/annually etc.?

Your original purchase of ARMOR and your data plan covers everything except installation.

13.   How difficult is it to install an aftermarket ARMOR device?

a.   ARMOR installation is very simple and can be done less than 15 minutes. View the simple YouTube video https://youtu.be/cJm2AkBYbeE that guides you through the installation and activation process. Follow these simple steps:

i.   Use a ½" or $^9/_{16}$" socket or wrench to remove two battery terminal nuts to place the power wire eyelets for ARMOR.

ii.   Next, use a zip tie cutter to cut the excess zip ties used to secure the sensor to the battery cable (make sure the arrow is pointing to the positive battery post and that the battery cable is on top of the circuit board, with the board facing up).

iii.   Then, use the special tape included with the installation kit to secure the connection and make it waterproof.

iv.   Optional: secure ARMOR inside the battery chamber by using Velcro or double stick tape (not provided).

v. Finally, activate your device at www.armordata.com and then click "Registration."

14.   Is ARMOR available everywhere?

No. ARMOR is currently available in the United States where Verizon is available.

15.   When is ARMOR going to be available?

ARMOR is available today.

16.   Does ARMOR work on machines with gel batteries (to record run time, impact to machine)?

Yes, ARMOR works on any battery driven machine.   Gel battery maintenance would consist of checking cables and connections but not adding water, as they are sealed.

17.   How is ARMOR supported and by whom?

ARMOR is supported by the certified seller of the device or your chosen ARMOR certified service provider.

18.   How is ARMOR installed?

ARMOR is installed in three ways:
    1. At the factory where the machine is produced
    2. By a certified service technician
    3. By the machine user or owner (using the YouTube video installation guide takes less than 15 minutes)

19.   What certifications and testing has ARMOR undergone?

ARMOR devices utilize FCC approved components, are tested by independent laboratories, and certified by Verizon.
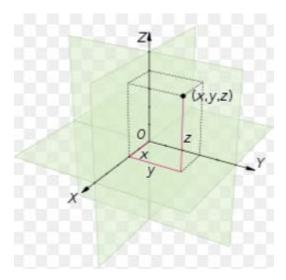
20.   What is the ARMOR warranty?

ARMOR is covered for material and workmanship defects for one year (physical damage from misuse or abuse/neglect is not covered). If a defect is found, a replacement unit will be shipped to you (a call tag will be included for returning the old unit). When the old unit is tested and found defective, a refund will be issued.

32.   How does the "impact" feature work?

The ARMOR device has an integrated accelerometer. The accelerometer can measure an impact between 0 and 8g's (1 g = the force of gravity). Impact or g-force is displayed for 3 axis (X, Y, and Z). To understand the 3 axis, see image below. Imagine the "block" as the ARMOR device sitting on a flat surface. Z impact would be an up or down force, X and Y would be forces from front to back or left to right depending on the orientation.

>4G - Probable impact - The equipment has been impacted significantly, damage is likely. Generally this means a maximum of more than 4g of acceleration during the reporting period.

33.   Can you suspend the ARMOR subscriptions?

Yes, the unit can be suspended upwards of 90 days with no billing for 2 times a year.

34.   Can you deactivate ARMOR subscriptions?

Yes, if you do you will completely lose the number and if you go to try to reactivate it you will have sim card issues and need to replace the sim.