Set Up and Operations Guide

NEXLEAF ANALYTICS

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HELLO, COLDTRACE 5

ColdTrace has 3 core components:

1. ColdTrace 5 (CT5) device which sends temperature and power data to a dashboard via GPRS and alerts via SMS and email when fridge temperatures get too hot or too cold.

2. A secure web-based dashboard that allows remote access to real-time temperature and provides customizable analytics and report-generating tools to track fridge performance.

3. Standard Operating Procedures (SOPs) and training guides for nurses, maintenance technicians, regional supervisors, and Ministries of Health.

CONTACT YOUR RTM DEPLOYMENT ADVISOR OR NEXLEAF AT: INFO@NEXLEAF.ORG

PRE-INSTALLATION CHECKLIST

- Check the power situation of the health facility and if they have a solar panel, find out if that can be used for CT5. For health facilities that need solar power (with batteries or direct), a DC-to-DC converter is needed if there is no power inverter to support the standard CT5 wall power plug.

- Opt for the right mobile service provider and procure SIM card with M2M plan & post-pay option (preferred). Avoid the pre-pay option if possible as topping up the SIM for CT5 every month may prove to be difficult.

- CT5 needs less than 2 MB/ 150 SMS monthly may be needed to perform. **NOTE:** If more than 2 people subscribe to receive SMS alerts from the device, then more than 150 SMS are needed.

- Work with Nexleaf to identify the best SMS Gateway solution.

- Purchase surge-protected extension cords.

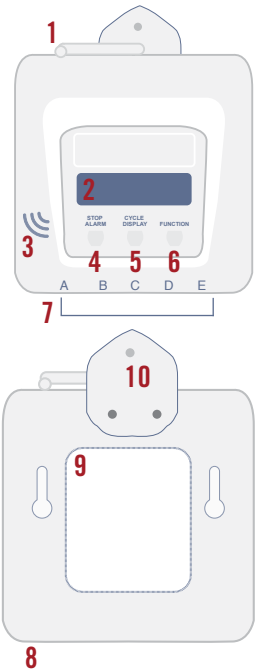
GENERAL CHECKLIST

- ☐ Clinic power set up determined
- ☐ SIM card plan with 2 MB/150 SMS monthly (for 1 person receiving alerts) purchased
- ☐ Preferably a M2M and post paid SIM card
- ☐ SIM card size: Micro SIM (3FF)
- ☐ SMS Gateway solution configured
- ☐ Surge-protected extension cords purchased

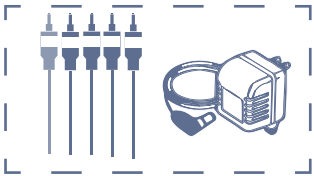
GET TO KNOW YOUR CT5

KNOW YOUR CT5

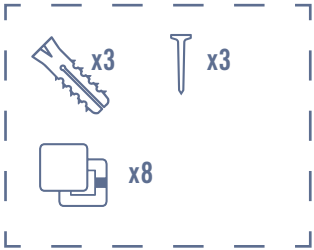
Main Components



Accessories



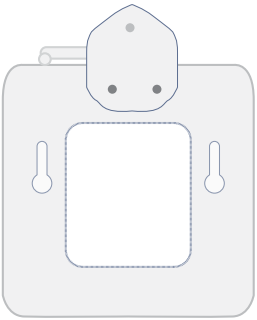
Mounting Accessories



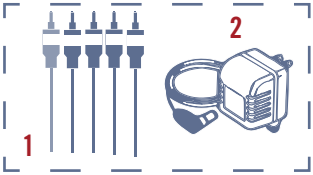
1. Antenna
2. Front display
3. Alarm buzzer
4. Stop Alarm button
5. Cycle Display button
6. Function button
7. Sensor ports - up to 5 sensors
8. Power port
9. Back panel
10. Installation hook

KNOW YOUR CT5

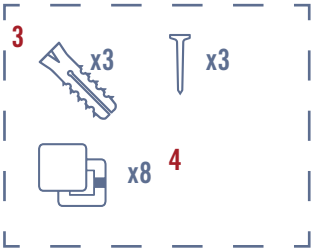
Accessories



Accessories



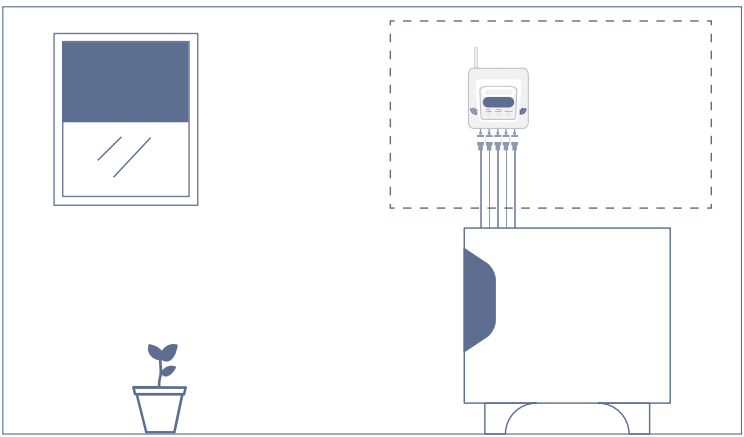
Mounting Accessories



1. Sensor connection cable
2. Power adapter
3. Screws and wall anchors
4. Clips

SETTING UP YOUR CT5

IDEAL LOCATION FOR CT5



Before installation, it is important to determine the location of the remote temperature monitoring device on the wall.

- Close to the fridge and to the power source.
- Where the device can safely sit on the wall without being hit by the fridge door/ window
- Where the network connectivity is strong enough to ensure data upload. **NOTE:** Turn device on to identify location where signal strength is strongest.
- Easily accessible by a person to cycle through the temperatures to get readings for each sensor

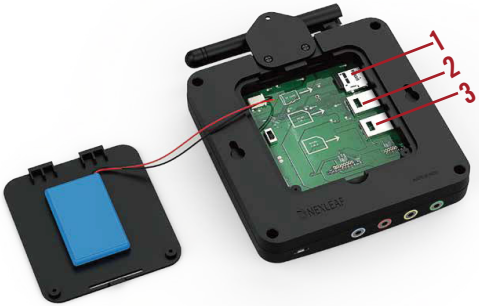
LOCATE AND REMOVE THE BACK PANEL

1. Using the screwdriver with your CT5, remove the screws from the back panel. [1][2]

2. Squeeze small plastic tab with the tip of your finger and lift the back panel. [3]

3. Use care to gently and slowly open the back panel because battery is connected to the panel and the wire connected to the battery should not be pulled on with force.

INSERT LOCAL SIM CARD



- Gently insert the SD card. You will hear a click. [1]
- Gently push SIM card into SIM 1 slot until you hear a click [2].
- Repeat for SIM 2 if using a second SIM. [3]

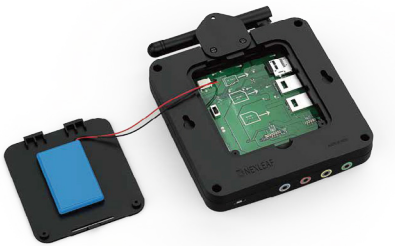
NOTE: CT5 only needs one SIM to function. The second SIM is optional.

REMOVING SD AND SIM CARDS

Turn OFF device first. Gently press in the SD card or SIM card until it clicks back slightly, then gently pull out the card.

TURNING ON THE CT5

1. Flip the power switch up to ON.



2. Display screen should light up.

If screen is not lit up, flip power switch off and on again.

3. Close the back panel by tightening the screws using the screwdriver provided.

INSERT CORRESPONDING SENSOR

Wait up to 10 minutes for sensors to start reading temperature to show on display.

1. Find a location where signal strength is strong and close to the fridge and the electrical outlet.

2. Once you find a location, mount the CT5 to the wall through the wall hanger using the provided screw and materials.

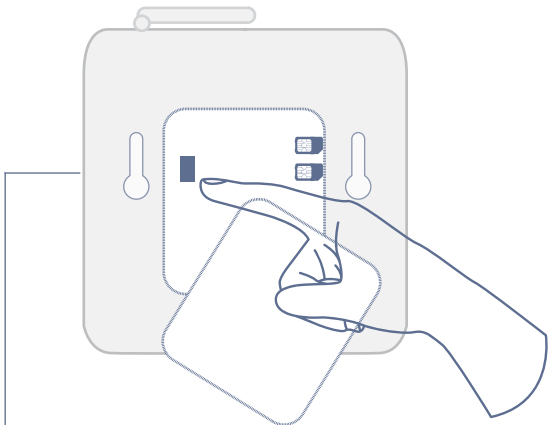
3. Connect the power adapter to the CT5 power port.

4. Connect CT5 power adapter to an electrical outlet, preferably to the same source as the fridge.

5. Make sure the antenna is pointing up.

TURNING ON THE CT5

FLIP THE SWITCH UP TO TURN ON CT5

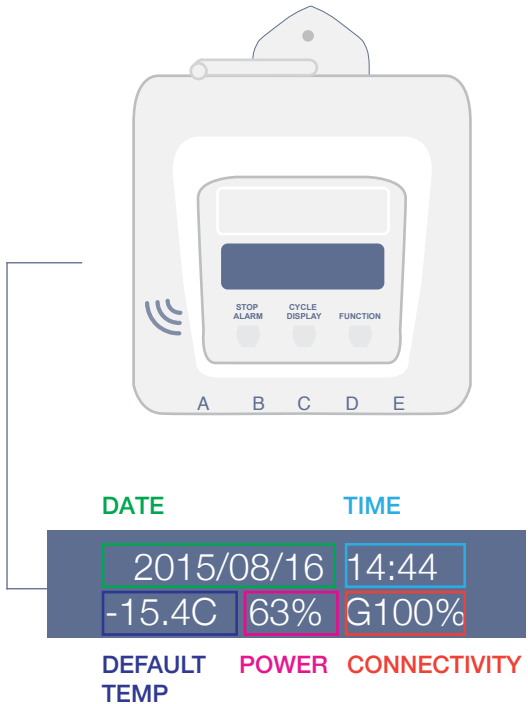


DEVICE IS ON WHEN
TEMPERATURE IS SHOWN

2015/08/16 14:44
-15.4C 63% G1001

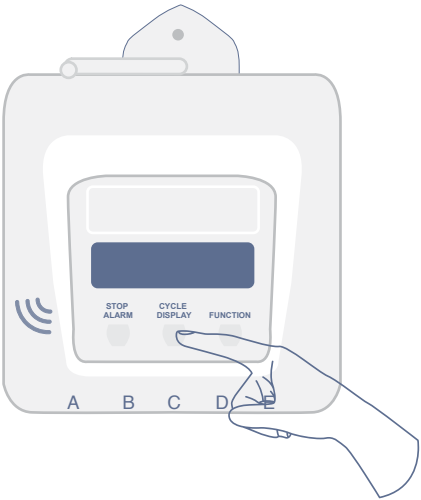
UNDERSTANDING EACH BUTTON

HOME SCREEN



The central “Home Screen” panel initially displays the “Date,” the “Time,” the thermal data recorded for Sensor B “Default temp,” the battery charge level “power,” signal strength to connect to the 2G cellular network; internet connection signal.

CYCLE DISPLAY



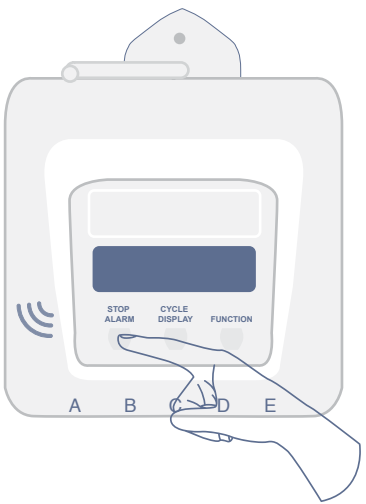
Press the Cycle Display button to get temperature data of each sensor including alarms, battery charge levels, and network signal strength for each SIM.

Continuous pressing of the Cycle Display button will bring you back to the home screen.

NOTE: If the display shows “transmitting,” “initializing,” “syncing,” or “processing” the sensor is transmitting data to the server and the display buttons to “Display Cycle” and the re-booting alarm “Stop Alarm” are temporarily disabled. Please do not press the buttons until the home screen is displayed again.

ALARM BUTTON

The audio alarm on CT5 is configured to buzz after the temperature is outside of the pre-set range and duration (e.g. >8 °C for 10 hours or <-0.5 °C for 1 hour). If the reason for alarm is not resolved, the alarm will buzz every 6 hours.



Press the Stop Alarm button to mute the audio alarm.

FUNCTION BUTTON

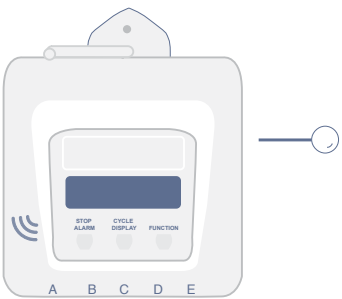
DO NOT press the Function button

The Function button is for use by authorized technical repair personnel only.

NOTE: The CT5 is programmed to take temperatures every 10 minutes. However, an authorized technician can use the “Function” button to force each sensor to sample the temperature which takes about 1 minute.

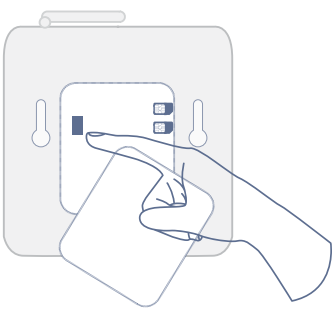
RESETTING

RESET THE CT5



RESET DEVICE OPTION 1

Use a pin to push the RESET button on the side of the device through a small hole



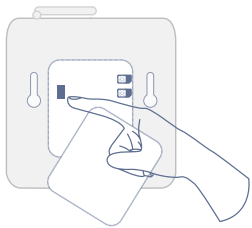
RESET DEVICE OPTION 2

Open the device and access the power switch, to switch it OFF and ON.

FACTORY RESET CT5

1. Open the back cover and switch OFF the CT5.

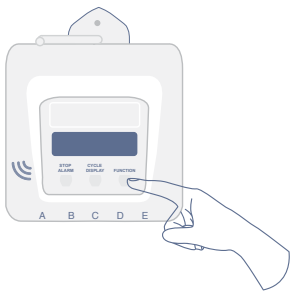
2. Ensure the SD card and SIM card are properly inserted into the device



3. Hold the Function button down while switching ON the device.

4. Continue holding the Function button until the display screen shows ‘Service Mode’

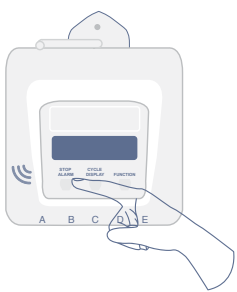
5. Release Function button.



6. CT5 will show ‘Buzzer test’. Press Stop Alarm button. NOTE: By default the factory configuration for the alarm buzzer is off, so the alarm buzzer may not sound during this step.

7. RESET when normal screen is restored (as shown in page 23).

8. **NOTE:** The factory reset will restore the factory settings and clear all configuration from the CT5, e.g. alarm settings, phone numbers, etc. Use the ColdTrace dashboard to re-update the settings.



BOOTING UP THE CT5

DISPLAY MESSAGES AND WHAT THEY MEAN

The are a number of messages which show up on the screen during normal operation of the CT5. Here we describe a few of them.

MESSAGES ON CT5 SCREEN

The device will show which SIM it is currently using to send data.
NOTE: May take 2 to 15 minutes to establish the initial connections due to connectivity.

MESSAGES ON THE CT5 SCREEN

The device will show this text briefly when checking if there are any configuration SMS.

MESSAGES ON THE CT5 SCREEN

CT5 is trying to upload the data. The files getting uploaded are dated and if the RTM is trying to clear a backlog (files with an earlier date) then this message will remain on screen till it has finished uploading. If the file is current (today's date) and the signal quality is good, then it will take only a few minutes.

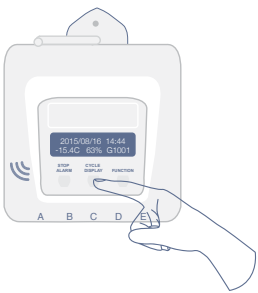
CT5 has finished uploading the data. This message remains on the screen for a few seconds.

POST-INSTALLATION AND TROUBLESHOOTING

POST-INSTALLATION

1. Check the display screen on CT5 and make sure it shows a normal reading.

2. Cycle display to make sure there are no errors and all the sensors can be read. If no reading is showing yet, wait 10 minutes after connecting the sensors.
NOTE: The last display screen will show an error message, please ignore.

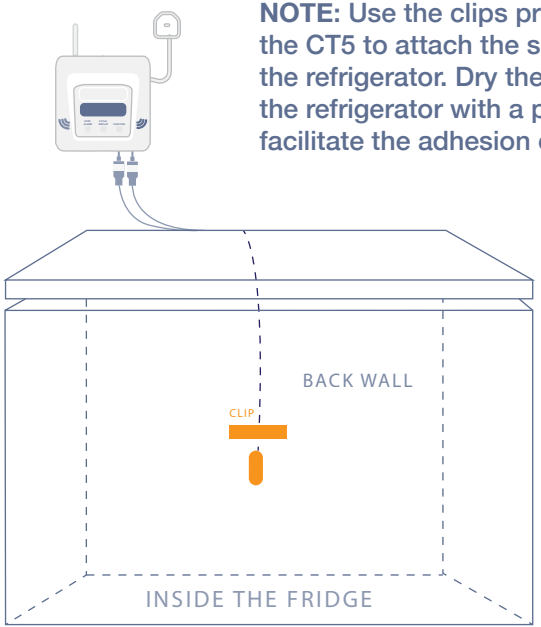


3. Check all sensor cables are plugged firmly into CT5.

4. Check the power adapter is plugged firmly in the CT5 and the electrical outlet at the other end (display should show 'charging').

SENSOR PLACEMENT FOR CT5

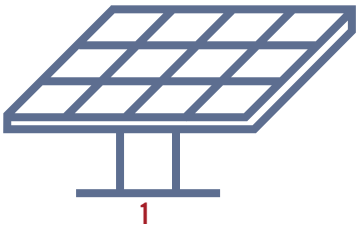
Any CT5 can control a maximum of 5 sensors placed in up to 5 refrigerators. The installation depends on the type of refrigerated enclosure and thermal monitoring criteria. The diagram below shows one of the sensors placed against the interior back wall of the refrigerator with the provided fastener clip. The installation of the sensor inside the refrigerator varies depending on the type and model. Contact Nexleaf for more information.



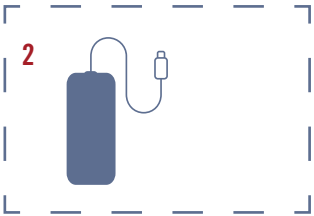
NOTE: Use the clips provided with the CT5 to attach the sensor inside the refrigerator. Dry the interior wall of the refrigerator with a paper towel to facilitate the adhesion of the clips.

INSTALLING SOLAR KIT

- Solar installation requires an electrician as each installation is dependent on the particular setup in each facility.
- CT5 can be supplied with a DC-to-DC convertor which can be connected to a 12V solar panel.
- One end of the DC-to-DC converter is bare wires which are to be attached to the 12V solar panel as the electrician sees fit.

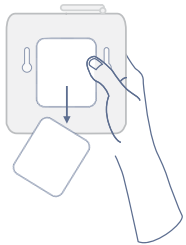


Accessories

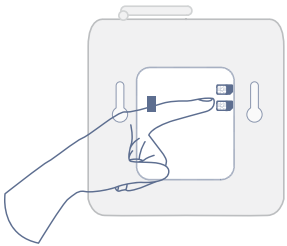


1. Solar Power Kit
2. DC-to-DC Convertor

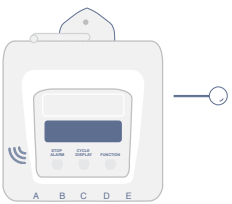
ADDING OR REPLACING THE SIM CARD



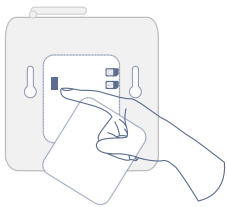
Open the back cover of the CT5 and switch it OFF.



Gently push the SIM card into SIM 2 slot until you hear a click.

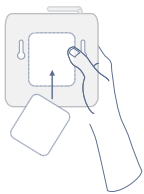


RESET DEVICE OPTION 1
Use a pin to push for 2-3 seconds the RESET button on the side of the device through a small hole.



RESET DEVICE OPTION 2
Open the device and access the power switch, to switch it OFF and ON.

Close the back panel and put the 2 screws.



HOW TO MOUNT YOUR CT5

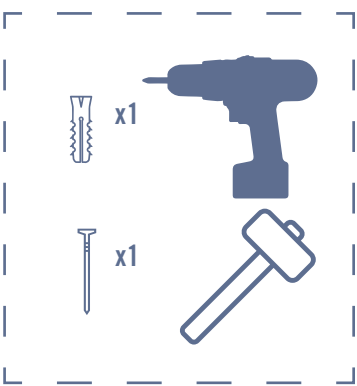
To hang the CT5 on the wall you need the device, 1 wall anchor, and 1 screw.

1. Drill a hole in the wall just smaller than the wall anchor.

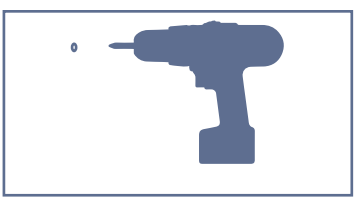
2. Hammer the wall anchor into the hole.

3. Screw the CT5 to the wall anchor with the screw through the installation hook.

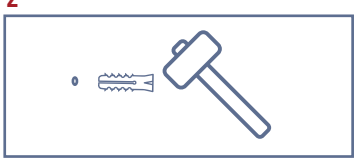
Items Needed



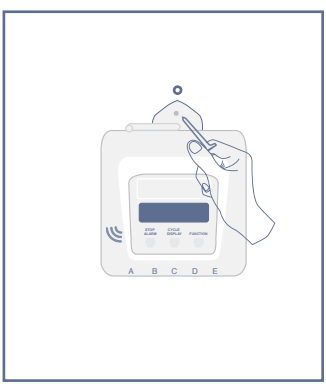
1



2



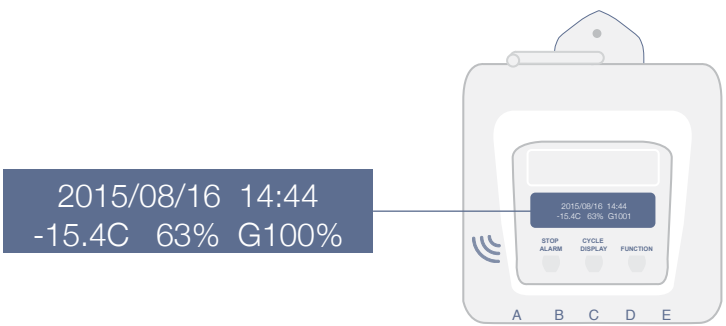
3



DATA IS NOT UPLOADED ON DASHBOARD

PLEASE CHECK THE FOLLOWING:

- Display screen on the CT5
- Is there anything unusual? Please note down the error message or take a picture of the screen with error.
- SIM connectivity level:
  - In the bottom right of the display screen, the number after ‘G’ shows connectivity level
  - If it shows 0%, ‘no signal’, ‘- -’, then it may mean the SIM is either not active or there is no connectivity.
  - If the connectivity is below 20%, there may not be a good enough signal to transmit the temperature data.
  - APN settings on the device may need to be changed. Contact Nexleaf for updated files for the SD card.



TROUBLESHOOTING

GENERAL TROUBLESHOOTING

While installing, if the CT5 doesn't turn on, check the following:

- Make sure CT5 is securely connected to power adapter and connected to wall-power to charge its battery.
- If connected to wall power and the device does not turn on, wait 15 minutes before trying again so the battery can charge. If the device still did not turn on or is not functioning properly:
  - Check SD and SIM card(s) are correctly inserted.
  - Check the battery wires are connected and there is no damage to the wires.
  - Verify power cable and adapter are securely plugged in.
  - Please contact technical support if the problem is not resolved after trying the above steps.

CT5 BLANK SCREEN

A blank screen and no screen light is an indication of no power. Follow these steps to make sure the CT5 is being charged:

- Power adapter is well connected to the device and the stabilizer correctly.
- Check if extension board was used.
- Make sure the plug point is working. Plug in a phone charger or any other electronic device into the plug point.
- Use any 5V smartphone micro USB mobile phone charger to check.

TROUBLESHOOTING CONTINUED

UNUSUAL CT5 SCREEN

If the CT5 display shows 'SD card error' or a similar error message:

- Cycle through all the displays once using the middle button. This may resolve the display issue.
- Reset the device. If problem persists after 2 hours, please report the issue with the picture of the display screen.

NOTE: If the problem was with the power source and it has been rectified, CT5 will require 10 minutes to recharge before it starts working again.

CONTACT YOUR RTM DEPLOYMENT ADVISOR OR NEXLEAF AT: INFO@NEXLEAF.ORG

PRECAUTIONS AND MAINTENANCE

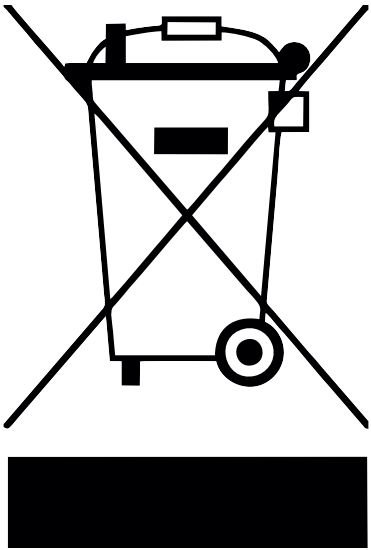
GENERAL SAFETY PRECAUTIONS

- Do not place the device in extreme heat or near open flame as these conditions can cause battery to explode.
- The CT5 temperature monitoring device needs to be secured on the wall at all times.
- The CT5 should not be exposed to water.
- The back panel should be opened with care to protect the battery and wiring.
- The sensor cables should not be rubbing against any sharp materials.
- As a best practice, CT5 should be connected to the voltage stabilizer when the voltage stabilizer is available. NOTE: The warranty will void if power adapter has failed as a result of voltage going outside of the 90V- 240V range.

CARE AND MAINTENANCE

- Warranty information – please read the user manual for details on warranty carefully. Nexleaf offers limited warranty on all Remote Temperature Monitoring Data (not including power adapters or sensor cables).
- In case any spares are required, please contact the Nexleaf representative.

CORRECT DISPOSAL OF THE PRODUCT



This marking on the product indicates that the product and its electronic accessories (e.g. battery, power adapter) should not be disposed of with other household or commercial waste at the end of their working life.

Users should contact either Nexleaf, supplier, or their local government office for details on where and how they can take these items for environmentally safe recycling. This product is RoHS compliant and CE marked.

WARRANTY

1. Limited Warranty. Nexleaf Analytics, in the event that your Product was purchased directly from Nexleaf Analytics, or the Nexleaf Analytics affiliate, in the event your Product was purchased directly from such affiliate or such affiliate supplied your Product to the authorized Nexleaf reseller from which your Product was purchased (Nexleaf Analytics or such affiliate, "Nexleaf") warrants that all Remote Temperature Monitoring Data Loggers (not including power adapters or sensor cables for the Temperature Monitoring Data Loggers) ("Product") to be free of manufacturing defects in materials and workmanship when properly installed and operated for the warranty period as set forth below:

The warranty period shall be as indicated in your invoice at the time of purchase of the Product ("Warranty Period"). Remedy for breach of this Limited Warranty is limited to repair or replacement of the defective Product. Any product which, under normal use and service, is proven to breach the warranty contained herein within the periods noted above will, upon examination by Nexleaf, and at its sole option, be repaired or replaced by Nexleaf. Nexleaf will attempt to provide a response regarding whether the warranty claim can be fulfilled within 30 business days upon notification by the end-user of a warranty claim and receipt of Product at the return location provided by Nexleaf Customer Service.

This Limited Warranty will not be breached, and Nexleaf will give no credit for Products, including without limitation Products, which have received normal wear and tear, been damaged (including by acts of nature), tampered, abused, improperly re-installed by non-Nexleaf personnel or agents, missing parts or components, or repaired or altered by others than authorized representatives of Nexleaf. This Limited Warranty shall not apply to any Product that has failed due to or been damaged by (a) accident, misuse, abuse, improper application, negligence, alteration, force majeure occurrence(s), transportation or handling after installation, failure to operate products in accordance with manufacturer

instructions, or failure to maintain the recommended operating, charging, or storing environments in accordance with manufacturer instructions; (b) unauthorized repair, maintenance, service, or modification of product by the purchaser, end-user or a third party or attachment to or use of non-Nexleaf supplied equipment; (c) use of non-Nexleaf supplied cleaning devices or supplies or consumables; or (d) the use of a non-standard battery or sensor cables or a battery or sensor cables not recommended by Nexleaf. Additionally, this Limited Warranty shall become null and void with respect to any Product, sensor cable or battery thereof if any of the following are encountered: (i) tampering with the Product; (ii) the SD Card is missing or has been stolen; (iii) Product or any battery or any sensor cables for such Product is missing or has been stolen; (iv) any Product has been operated or used outside of pre-specified ranges, which will be evidenced if ambient temperatures are recorded above 55 degrees Celsius (either reported via ping or from on-site inspection indicating temperature range has been violated) or the voltage goes outside of the 90V-240V range or the current goes outside of the 5 amp range of the power adapter type; (v) the power adapter for any Product, which is rated for 90V-240V as required, has failed, which will result from the operating voltage going above or below the specified range; (vi) physical damage to any Product, sensor cable or battery thereof, including without limitation, cracks or breaks in the enclosure, broken or bent sensor connectors, sensor ports, sensor cables or sensor probe, broken or bent antennae or antennae connectors, missing screws, or bent or broken SIM Card or SD Card slot, damage to the battery connector or battery cables, or physical damage to the display, power switch or buttons; or (vii) water damage to any Product. In addition, theft of any Product or any components thereof or any peripherals/consumables thereto (including without limitation the sensor cable, battery, SD card, power adapter) is not covered by this Limited Warranty.

All other failures encountered during the warranty period set forth above are considered to be a manufacturing defect and premature failure and will be covered by this Limited Warranty.

Limitations of Liability

The above-described warranty is expressly in lieu of all other warranties, express or implied, and all other warranties are hereby expressly disclaimed, including without limitation the implied warranty of merchantability and the implied warranty of fitness for a particular purpose. Nexleaf further disclaims all liability from personal injury relating to its products to the extent permitted by law. By acceptance of any of Nexleaf's products, the purchaser or end-user and its affiliates and partners assume all liability for the consequences arising from their use or misuse. No person, firm or corporation is authorized to assume for Nexleaf any other liability in connection with the sale of its products. Furthermore, no person, firm or corporation is authorized to modify or waive the terms of this paragraph, and the preceding paragraphs, unless done in writing and signed by a duly authorized agent of Nexleaf. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

NOTWITHSTANDING ANYTHING CONTAINED IN THIS LIMITED WARRANTY, IN NO EVENT SHALL NEXLEAF BE HELD LIABLE FOR ANY CLAIMS, ACTIONS, DEMANDS, PENALTIES, LIABILITIES, COSTS, CHARGES OR EXPENSES INCLUDING REASONABLE ATTORNEY FEES, DAMAGES OR OTHER LOSSES, ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT, FAILURE OF ANY REMEDY TO ACHIEVE ITS ESSENTIAL PURPOSE, OR OTHERWISE, IN CONNECTION WITH THE DISSEMINATION, QUALITY, HANDLING, STOCKING, STORAGE OR ADMINISTRATION OF THE MEDICINES, VACCINES OR OTHER HEALTH COMMODITIES PURSUANT TO THE USE OF THE PRODUCT. THE DISSEMINATION, QUALITY, HANDLING, STOCKING, STORAGE OR ADMINISTRATION OF THE MEDICINES, VACCINES OR OTHER HEALTH COMMODITIES TO PATIENTS SHALL, AT ALL TIMES, BE THE RESPONSIBILITY OF THE PURCHASER OR END-USER ITS AGENCIES, HEALTH CENTRES, HEALTH FACILITIES, OFFICERS, EMPLOYEES AND REPRESENTATIVES.

TO THE MAXIMUM EXTENT PERMITTED BY LAW UNDER NO CIRCUMSTANCES SHALL NEXLEAF, INCLUDING ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTRACTORS, SUBCONTRACTORS, SUPPLIERS OR SOFTWARE DEVELOPERS, BE REPSONSIBLE OR LIABLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, EVEN IF INFORMED OF THEIR POSSIBILITY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE, LOSS OF ACTUAL OR ANTICIPATED PROFITS OR BENEFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; ANY INDIRECT OR CCONSQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSE INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH THE PRODUCT OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN OR RECORDED BY THE PRODUCT; OR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LABOR AND ANALYSIS FEES), WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON ANY CLAIM OF ANY OTHER PARTY ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT, FAILURE OF ANY REMEDY TO ACHIEVE ITS ESSENTIAL PURPOSE, OR OTHERWISE. NOTWITHSTANDING THE FORM (E.G., CONTRACT, TORT OR OTHERWISE) IN WHICH ANY LEGAL OR EQUITABLE ACTION MAY BE BROUGHT, IN NO EVENT WILL NEXLEAF BE LIABLE FOR DAMAGES OR LOSSES THAT EXCEED, IN THE AGGREGATE, THE AMOUNT PAID BY PURCHASER FOR THE PRODUCT.

NEXLEAF DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR REPLACE THE PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED ON THE PRODUCT.

2. Warranty Claim Process.
(a) To submit a warranty claim ("Warranty Claim"):
Contact Nexleaf Customer Service by email:
For all other Warranty Claims: customerservice@nexleaf.org
When you submit a Warranty Claim, please include:

- Model number
- Date & Time of the reported problem
- Location (E.g. Province/District, State, Country)
- Reason for claim
- Request an identifying number associated with your Warranty Claim ("Claim Number").
- Name of person filling out the claim with contact and address information.
- Provide contact information for your assigned representative (the "Purchaser Representative") who is authorized to oversee the Warranty Claim and with whom Nexleaf Customer Service will communicate regarding the claim. In order to process Warranty Claims, the customer must notify Nexleaf of the identity and method of contacting the Purchaser Representative.

(b) Returning Product to Nexleaf:
(i) Please make sure you have requested a Claim Number. Nexleaf will process only Warranty Claims that have been assigned a Claim Number.
(c) Replacement Devices:
If the Warranty Claim is valid and your Product needs to be replaced, Nexleaf will ship the replacement Product to the purchaser or its representative. Unless otherwise specified, Nexleaf will not be responsible for installing the new replacement Product. The Warranty Period will remain based on the purchase date of the original Product and will not be restarted as a result of the replacement Product. For services such as installations or annual maintenance, please contact Nexleaf directly as these are not covered under this Limited Warranty.
(d) Documents Required to Establish Warranty.
In order to process Warranty Claims and provide service, Nexleaf and its service representative(s) will require access to data collected by the Product that is the subject of the Warranty Claim either via access to

the platform that is collecting and processing the data or via sharing of the data les if Nexleaf's servers are not being used. This information is required and will only be used to analyze and troubleshoot the Product. Nexleaf will coordinate with the Purchaser Representative to access this information.

(e) General

Any information exchanged between us regarding this Limited Warranty or a Warranty Claim is not confidential or proprietary, including any information you disclose over the phone or electronically.

Nexleaf and its affiliates, subcontractors, resellers and distributors may process, store and use information about your transaction and your contact information, including name, phone numbers, address, and e-mail addresses, to process and fulfill your transaction. We may also contact you to notify you about any product recall, safety issue or service actions. Where permissible under local law, we may use this information to inquire about your satisfaction with our products or services or to provide you with information about other products and services. You may decline to receive any further such communications from us at any me. In accomplishing these purposes, we may transfer your information to any country where we do business, we may provide it to entities acting on our behalf, or we may disclose it where required by law.

If any provision of this Limited Warranty is deemed unenforceable or void, the remaining provisions shall remain in effect.

Nothing in this Limited Warranty affects any statutory rights of consumers that may not be waived or limited by contract.

No other license or rights (including license or rights under patents) are granted by Nexleaf. Nexleaf does not grant you any the right to use its trademarks, trade names, service marks, logos or other designations in any promotion or publication without prior written consent.

This Limited Warranty may not be assigned by you, in whole or in part, without the prior written consent of Nexleaf. Any attempt to do so is void. Nexleaf may assign this Limited Warranty to an affiliate or to a successor organization in its sole discretion.

CT5 SET UP AND OPERATIONS GUIDE