

# Design Change Notification

**Date:** January 16, 2019

**Document #:** DCN-118 – Ending support for OnSite Telemetry

**Subject:** Chart is ending its support for the OnSite telemetry offering sometimes referred to as either RobertShaw or Centeron.

**Products Affected:** Any telemetry system that is on Chart's RobertShaw/Centeron/OnSite telemetry system. This includes All MicroBulk and Bulk tanks as well as some high-pressure systems. If the customer logs in to the <https://webview.centeron.net/chart.aspx> website, their telemetry system is affected by this notice.

**Description:** Chart is ending its support for the OnSite telemetry offering sometimes referred to as either RobertShaw or Centeron. There are several reasons for this. The first is that Chart does not feel like it can provide the level of support necessary for the growing demand on pressure vessel telemetry. In addition, this is also a good time to look at the transition due to the fact that Verizon is ending its support for the CDMA network in the near future. Currently ALL cellular telemetry on the Chart telemetry site is on this network in the USA. Verizon keeps pushing back the date, but as of this writing, Chart is planning on an end-of-support date of around January 1<sup>st</sup>, 2020. Again, this is just Chart's planning date as we want to be ahead of the transition. Chart does not want customers to be caught off guard and lose data. Chart will continue to support active accounts until the Verizon sunset date, or until customers have transitioned to a new supplier.

In an effort to find a new home for the service we have been providing to our customers, Chart has chosen to integrate with DataOnline (DOL) in order to make the transition to a new telemetry supplier as painless as possible. If the customer desires, Chart can move over all the current tanks on the customer's site, so they will be able to be seen on DOL's site. Then, as the cellular boards get switched out over the next year or so, customers will eventually transition over completely to DOL's system.

Data will only be shared upon the customer's request. If the customer chooses this route, then DOL will be in contact with pricing and a plan for the swap out of technology. In addition, Chart will install DOL telemetry equipment onto newly ordered Chart tanks at the customer's request. This is a value-added offering to help reduce the installation time of tanks going into the field. DOL is the company that Chart has chosen to integrate with, but the customer is NOT required to use DOL as their telemetry provider.

In the coming months Chart will end sales of NEW telemetry boards. Chart will continue to support the current telemetry boards until the end of their life when Verizon turns off the network they are on. If a customer decides to switch to DOL, they will still need to purchase call blocks through Chart until their equipment has been transitioned over.

**Contact:** If you have questions or concerns relative to this action, please contact your Chart Customer Service Representative at (800) 400-4683. Thank you for depending on Chart to provide high quality products and service.