



Orca Uptime Quick Navigation Guide

Rev A - 6/2026

Log-In to Uptime

- <https://uptime.howden.com/>



The image shows the login page for Howden, a Chart Industries Company. The page has a dark blue background. At the top right is the CHART logo with the tagline "Cooler By Design". Below this is the Howden logo, which consists of a stylized 'H' inside an oval, followed by the word "Howden" in a large, white, sans-serif font, and "A Chart Industries Company" in a smaller, italicized font below it. In the center of the page, the word "Howden" is written in a bold, white font. Below it, a welcome message is displayed in a smaller, white font: "Welcome / Willkommen / Bienvenue / Bienvenido / Benvenuto (Username and password are case sensitive)". There are two white input fields: the top one is labeled "Name" and the bottom one is labeled "Password". At the bottom of the page, there are two blue buttons: "Submit" and "Reset Password".


Howden
A Chart Industries Company

Howden
Welcome / Willkommen / Bienvenue / Bienvenido / Benvenuto
(Username and password are case sensitive)

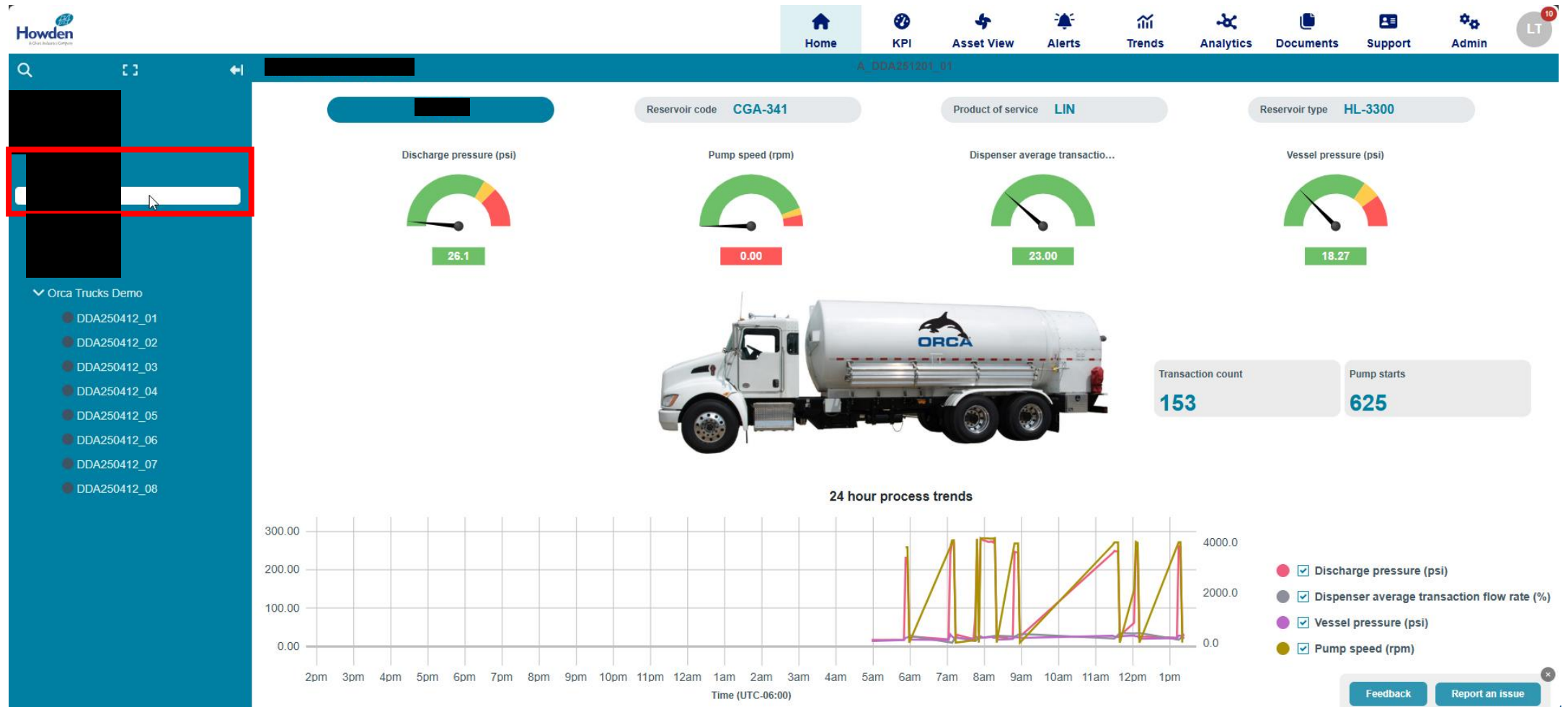
Name

Password

Submit Reset Password

Asset Navigation

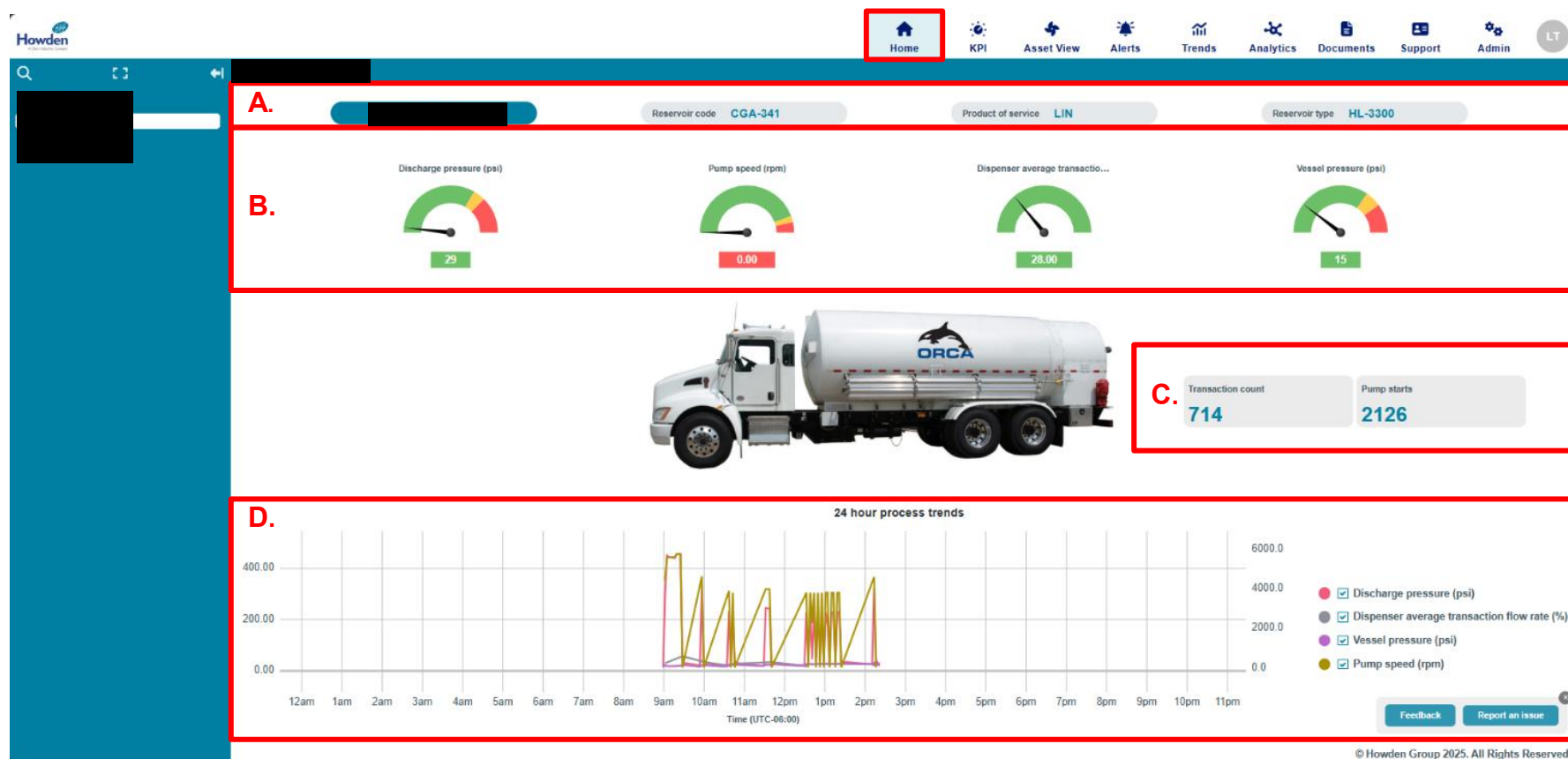
- Navigate to the asset tree on the left of the page and select the applicable unit by Serial Number.
 - Units/assets will be grouped by fleet, click the carrot to see all units within a fleet.
 - A fleet can also be selected to display different results on each page. This guide will primarily focus on the asset level.



Home Page

- The Home page provides a quick glance at key data attributes for an individual asset. Click on an assets serial number in the asset tree to display its individual home page.
- The layout is as follows, from top to bottom:

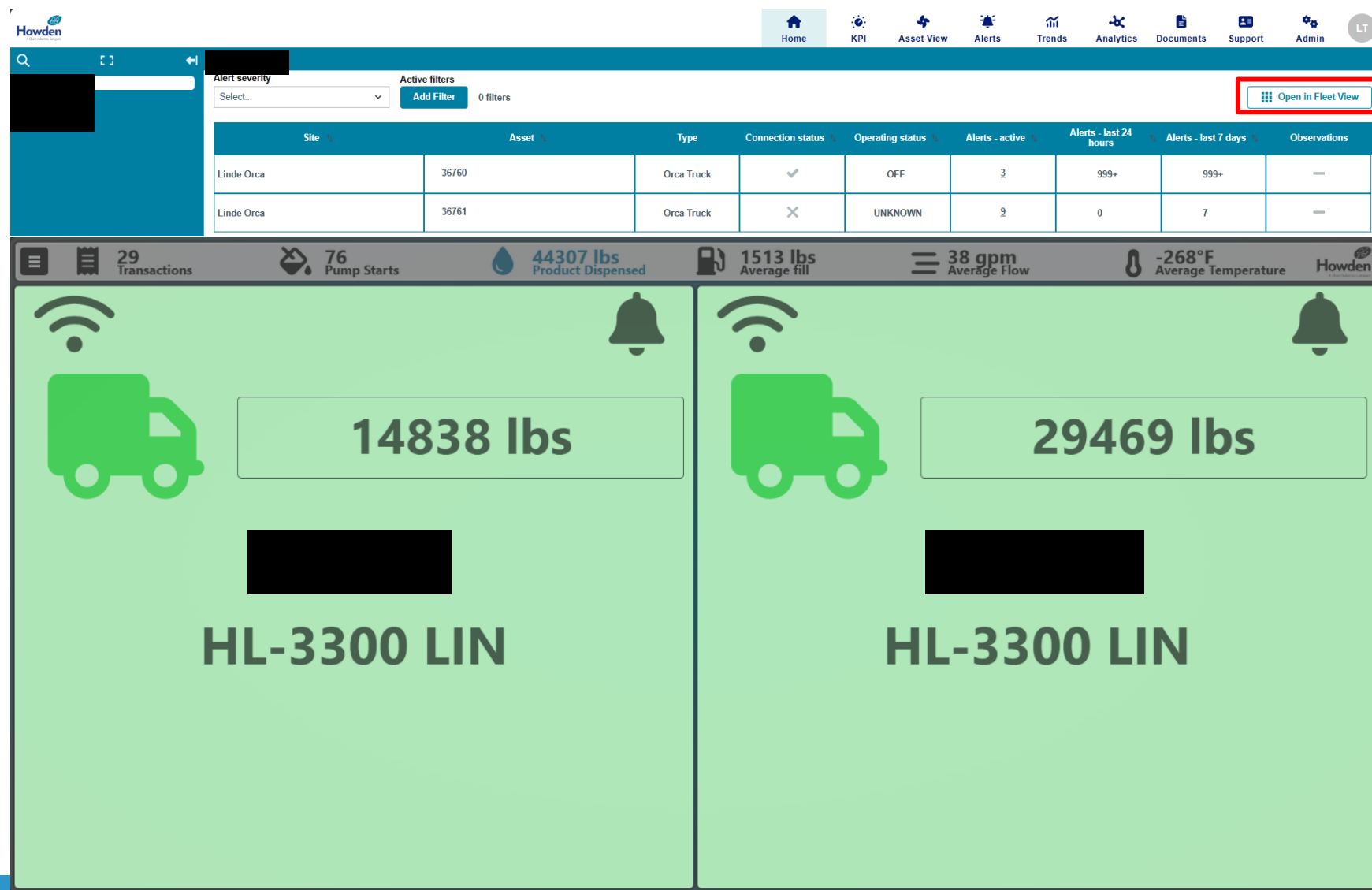
- Unit Information – shows the serial number, vessel code, vessel lading, and Orca type.
- Live Dials – displays key numeric properties values in real time with corresponding Red-Amber-Green indicators identifying normal operation, or a level of concern. Discharge pressure, pump speed, average flow rate, and vessel pressure.
- Unit Life – displays the current total number of transactions and pump starts.
- 24-Hour Trend – graphs the last 24 hours of unit activity. Discharge pressure, average flow rate, vessel pressure, and pump speed. Select a check box to hide specific plots.



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Fleet View

- Fleet View is an alternative pop-out dashboard for viewing a group of assets, designed to quickly assess the health of a fleet. To access it, click the button on the top right of the fleet level home page above the fleet list.
- The top menu bar shows a roll-up of several metrics for all the assets currently on-screen. Clicking a roll-up metric will toggle that metric as the individual display for all the on-screen cards.
- Each card will change color depending on its status. A green card means no active alerts. A red card means an alert is active. The top right notification bell on each card will state the amount of alerts. The top left displays the signal strength of the unit. Each card will list the serial number and unit description.
- Right-clicking a card will open the main uptime application in a new window, navigating to the main asset level home page for the selected card.
- A left-click will open the expanded card view for that asset, providing GPS information and any applicable observations or alerts.



The screenshot shows the CHART Fleet View dashboard. At the top, there is a navigation bar with icons for Home, KPI, Asset View, Alerts, Trends, Analytics, Documents, Support, and Admin. A red box highlights the 'Open in Fleet View' button. Below the navigation bar is a table with columns: Site, Asset, Type, Connection status, Operating status, Alerts - active, Alerts - last 24 hours, Alerts - last 7 days, and Observations. The table lists two assets: Linde Orca (36760) and Linde Orca (36761). Below the table is a summary bar with metrics: 29 Transactions, 76 Pump Starts, 44307 lbs Product Dispensed, 1513 lbs Average fill, 38 gpm Average Flow, and -268°F Average Temperature. The main area displays two green cards, each representing an asset. Each card shows a signal strength icon, a truck icon, a weight value (14838 lbs and 29469 lbs), a redacted serial number, and the unit description 'HL-3300 LIN'.

Site	Asset	Type	Connection status	Operating status	Alerts - active	Alerts - last 24 hours	Alerts - last 7 days	Observations
Linde Orca	36760	Orca Truck	✓	OFF	3	999+	999+	---
Linde Orca	36761	Orca Truck	✗	UNKNOWN	9	0	7	---

Summary Metrics:

- 29 Transactions
- 76 Pump Starts
- 44307 lbs Product Dispensed
- 1513 lbs Average fill
- 38 gpm Average Flow
- 268°F Average Temperature

Asset Cards:

- Card 1: Signal strength icon, Truck icon, 14838 lbs, [Redacted Serial Number], HL-3300 LIN
- Card 2: Signal strength icon, Truck icon, 29469 lbs, [Redacted Serial Number], HL-3300 LIN

KPI Page

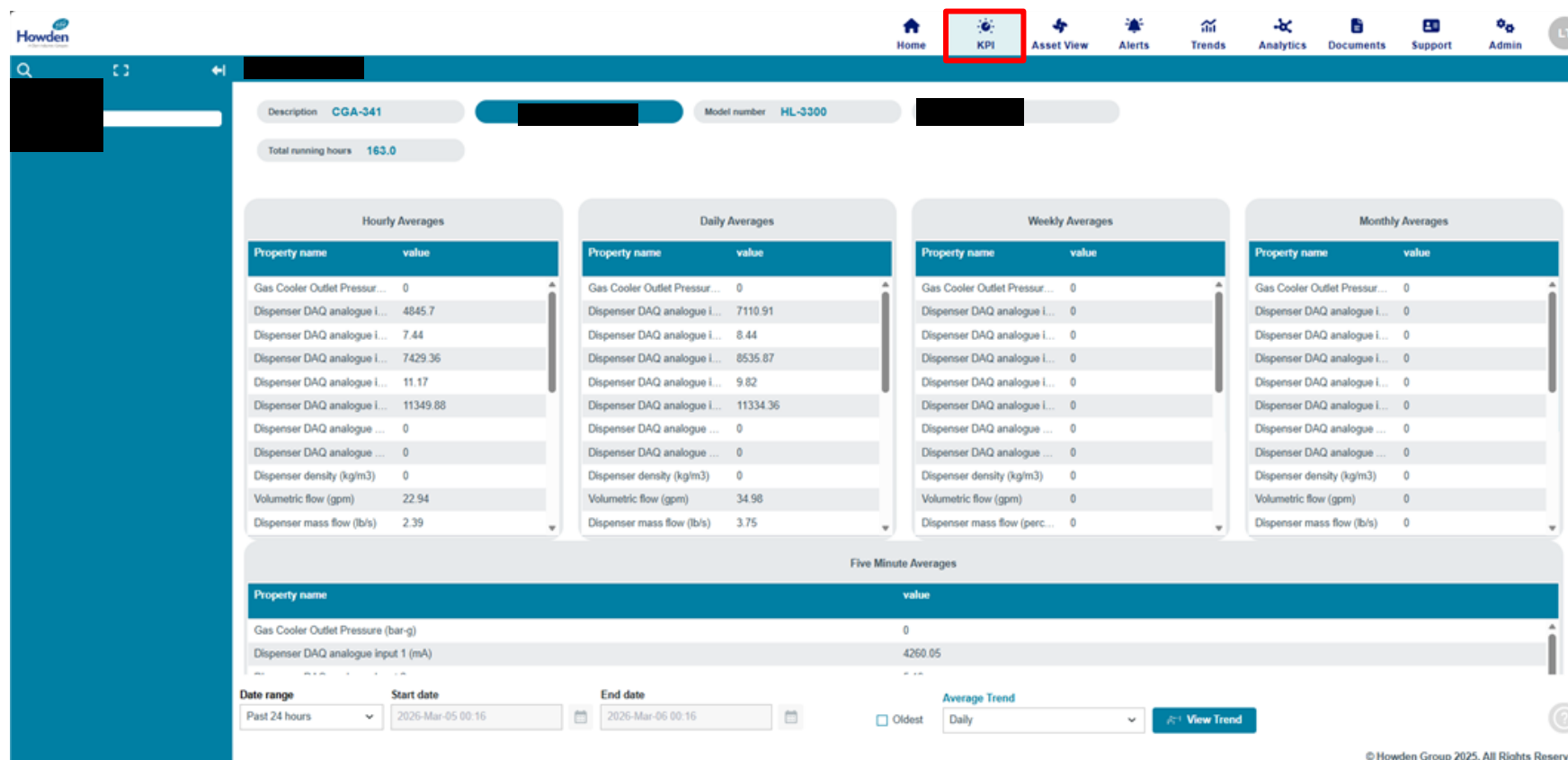
- The KPI, key performance indicators, page displays important metrics in tabular form.
- The top of the page displays general unit information.

- The middle of the page displays average values for the last:

- Five minutes
- Hour
- Day
- Week
- Month

- Scroll to find a property of interest.

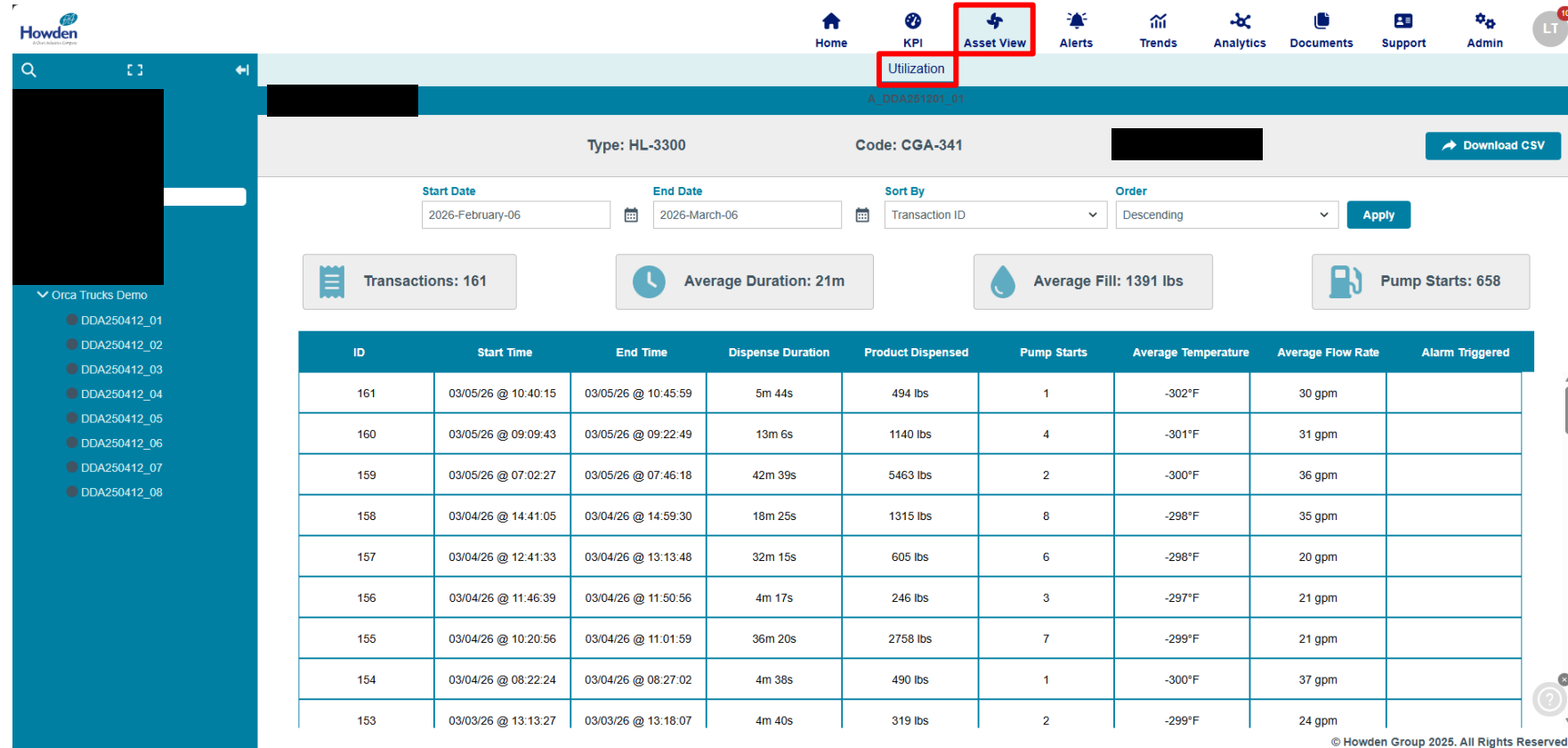
- Select the property in any of the tables and the rest of the tables will snap to the same property for easy comparison.



- At the bottom left of the page, the date range for the displayed properties can be toggled. Either select from the drop-down list or enter a specific date range.
- At the bottom right of the page, when a property is selected in the tables, select the way the data is averaged from the dropdown and then click the View Trend button. A plot will appear below.

Asset View Page – Utilization Tab

- The Utilization tab for Orcas logs dispense information by transaction in a convenient to read table.
- The top of the page displays unit information.
- The table can be filtered by a start and end date, sorted by any of the column categories and re-ordered ascending or descending. To apply any changes, click the apply button to the right.
- The utilization table lists the:
 - Transaction ID
 - Start times
 - End times
 - Total dispense duration
 - How much product was dispensed
 - How many pump starts occurred during the transaction
 - Average temperature of the fluid
 - Average flow rate during the dispense
 - Whether any alarms were triggered during the transaction
- If any of the values are outside expected ranges, the cell will highlight yellow.



Howden

Home KPI **Asset View** Alerts Trends Analytics Documents Support Admin

Utilization

Type: HL-3300 Code: CGA-341

Start Date: 2026-February-06 End Date: 2026-March-06 Sort By: Transaction ID Order: Descending Apply

Transactions: 161 Average Duration: 21m Average Fill: 1391 lbs Pump Starts: 658

ID	Start Time	End Time	Dispense Duration	Product Dispensed	Pump Starts	Average Temperature	Average Flow Rate	Alarm Triggered
161	03/05/26 @ 10:40:15	03/05/26 @ 10:45:59	5m 44s	494 lbs	1	-302°F	30 gpm	
160	03/05/26 @ 09:09:43	03/05/26 @ 09:22:49	13m 6s	1140 lbs	4	-301°F	31 gpm	
159	03/05/26 @ 07:02:27	03/05/26 @ 07:46:18	42m 39s	5463 lbs	2	-300°F	36 gpm	
158	03/04/26 @ 14:41:05	03/04/26 @ 14:59:30	18m 25s	1315 lbs	8	-298°F	35 gpm	
157	03/04/26 @ 12:41:33	03/04/26 @ 13:13:48	32m 15s	605 lbs	6	-298°F	20 gpm	
156	03/04/26 @ 11:46:39	03/04/26 @ 11:50:56	4m 17s	246 lbs	3	-297°F	21 gpm	
155	03/04/26 @ 10:20:56	03/04/26 @ 11:01:59	36m 20s	2758 lbs	7	-299°F	21 gpm	
154	03/04/26 @ 08:22:24	03/04/26 @ 08:27:02	4m 38s	490 lbs	1	-300°F	37 gpm	
153	03/03/26 @ 13:13:27	03/03/26 @ 13:18:07	4m 40s	319 lbs	2	-299°F	24 gpm	

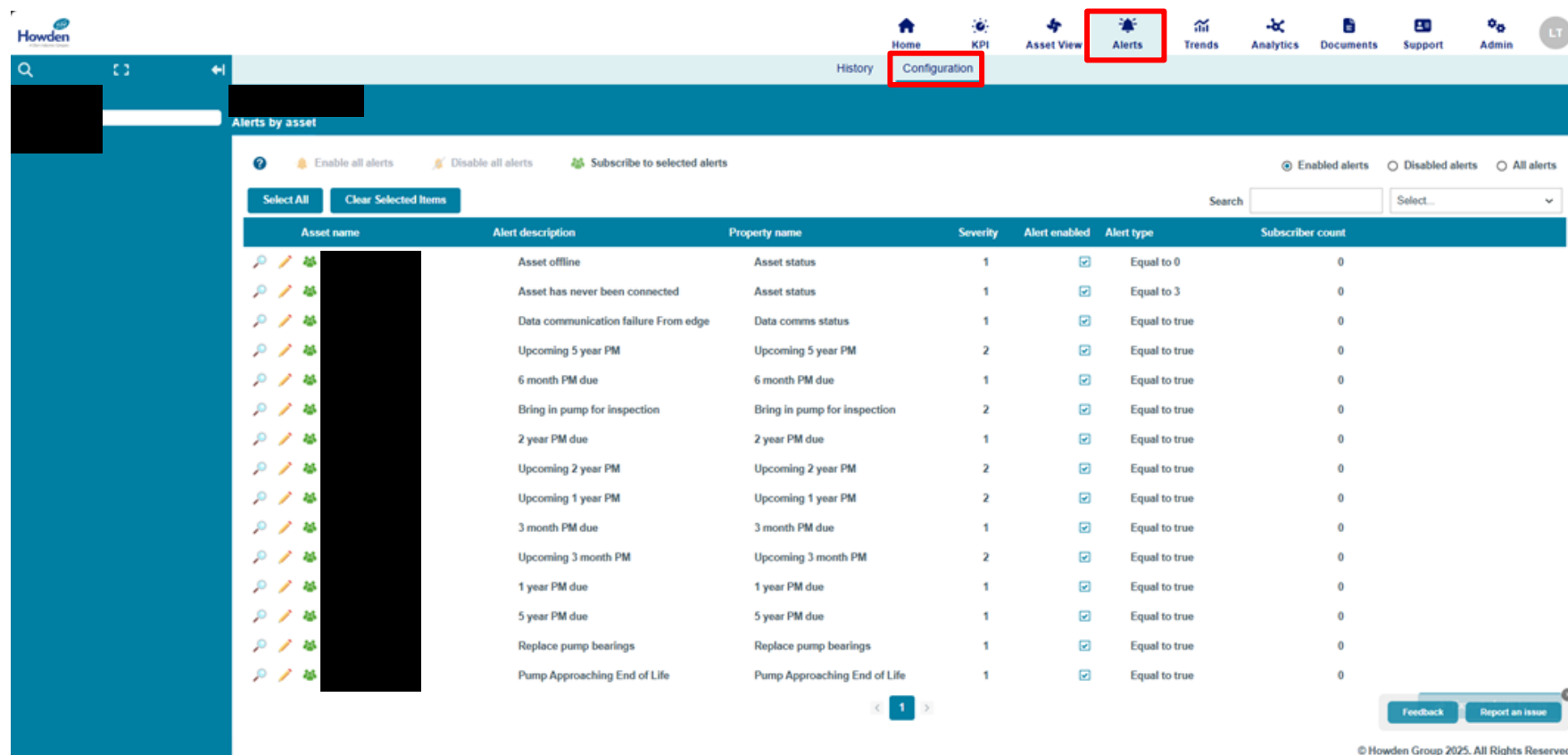
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- To export the data in the table to excel, click the Download CSV button on the top right of the page.
- This data can be used to bill customers for their deliveries. Units of the table can be changed upon request.

Alerts Page – Configuration Tab

- Alert notifications can be configured for each user to focus on the specific information each user needs.

- Configure notifications for individual alerts by selecting the desired row and clicking on the subscribe button / green audience icon.
- Users can select notification by Email or SMS.
- To view additional details about an alert or to edit it, click the magnifying glass or pencil icon in the desired row.
- Enable or disable an alert by checking or unchecking the applicable check box.



Asset name	Alert description	Property name	Severity	Alert enabled	Alert type	Subscriber count
	Asset offline	Asset status	1	☒	Equal to 0	0
	Asset has never been connected	Asset status	1	☒	Equal to 3	0
	Data communication failure From edge	Data comms status	1	☒	Equal to true	0
	Upcoming 5 year PM	Upcoming 5 year PM	2	☒	Equal to true	0
	6 month PM due	6 month PM due	1	☒	Equal to true	0
	Bring in pump for inspection	Bring in pump for inspection	2	☒	Equal to true	0
	2 year PM due	2 year PM due	1	☒	Equal to true	0
	Upcoming 2 year PM	Upcoming 2 year PM	2	☒	Equal to true	0
	Upcoming 1 year PM	Upcoming 1 year PM	2	☒	Equal to true	0
	3 month PM due	3 month PM due	1	☒	Equal to true	0
	Upcoming 3 month PM	Upcoming 3 month PM	2	☒	Equal to true	0
	1 year PM due	1 year PM due	1	☒	Equal to true	0
	5 year PM due	5 year PM due	1	☒	Equal to true	0
	Replace pump bearings	Replace pump bearings	1	☒	Equal to true	0
	Pump Approaching End of Life	Pump Approaching End of Life	1	☒	Equal to true	0

- Alerts for multiple units can be configured at the same time if a grouping is selected in the asset tree.
- Alerts can be searched for or filtered on the top right of the page.

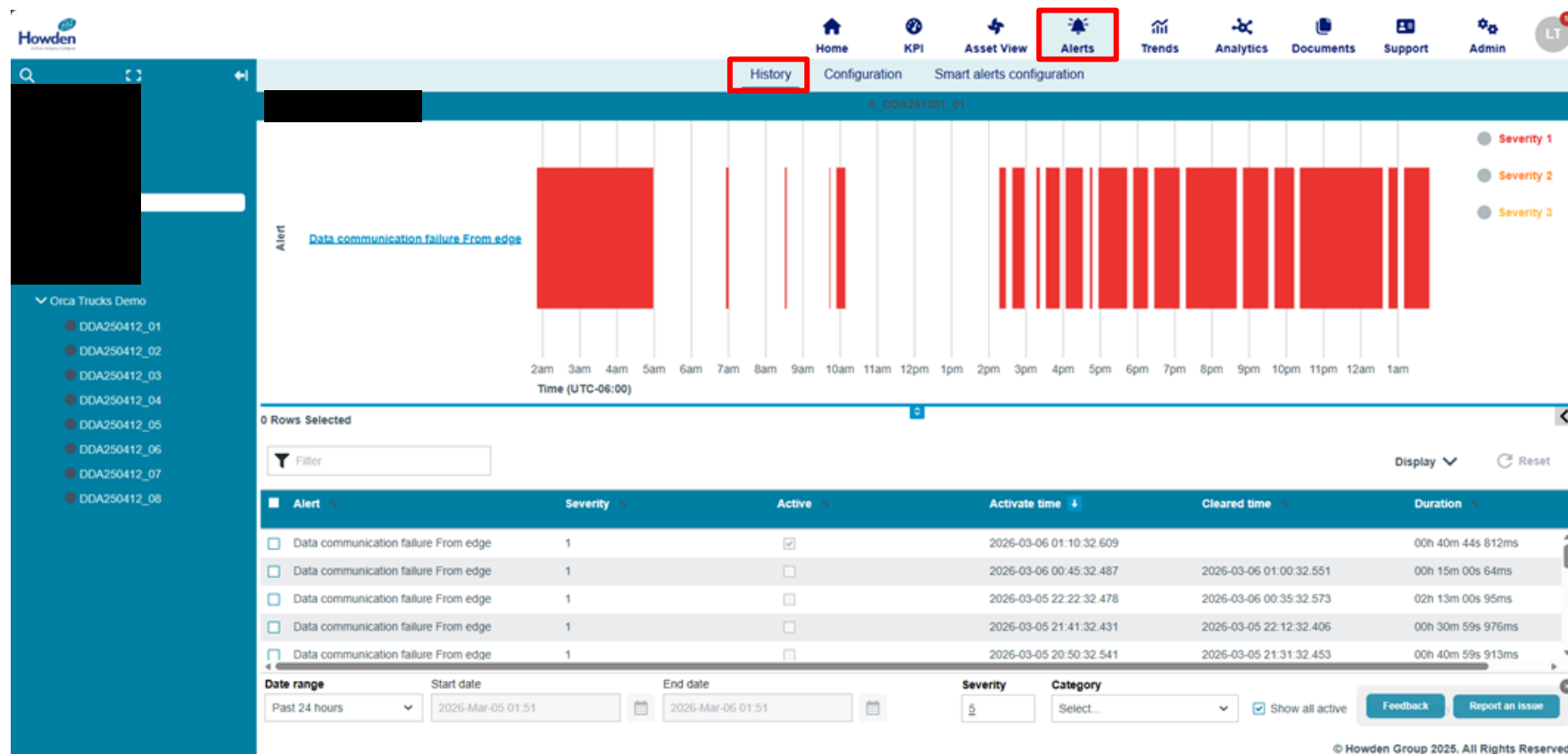
Alerts Page – History Tab

- The Alerts page is designed to notify users of any notable changes to an asset(s) operation that may provide insight or identify the need for corrective action.

- The top half of the page shows active alerts plotted on a time scale. Hover over a plotted section to see specific details about the duration of the alert.

- Each alert is categorized by severity level. 1 being the most severe, 3 being the least.

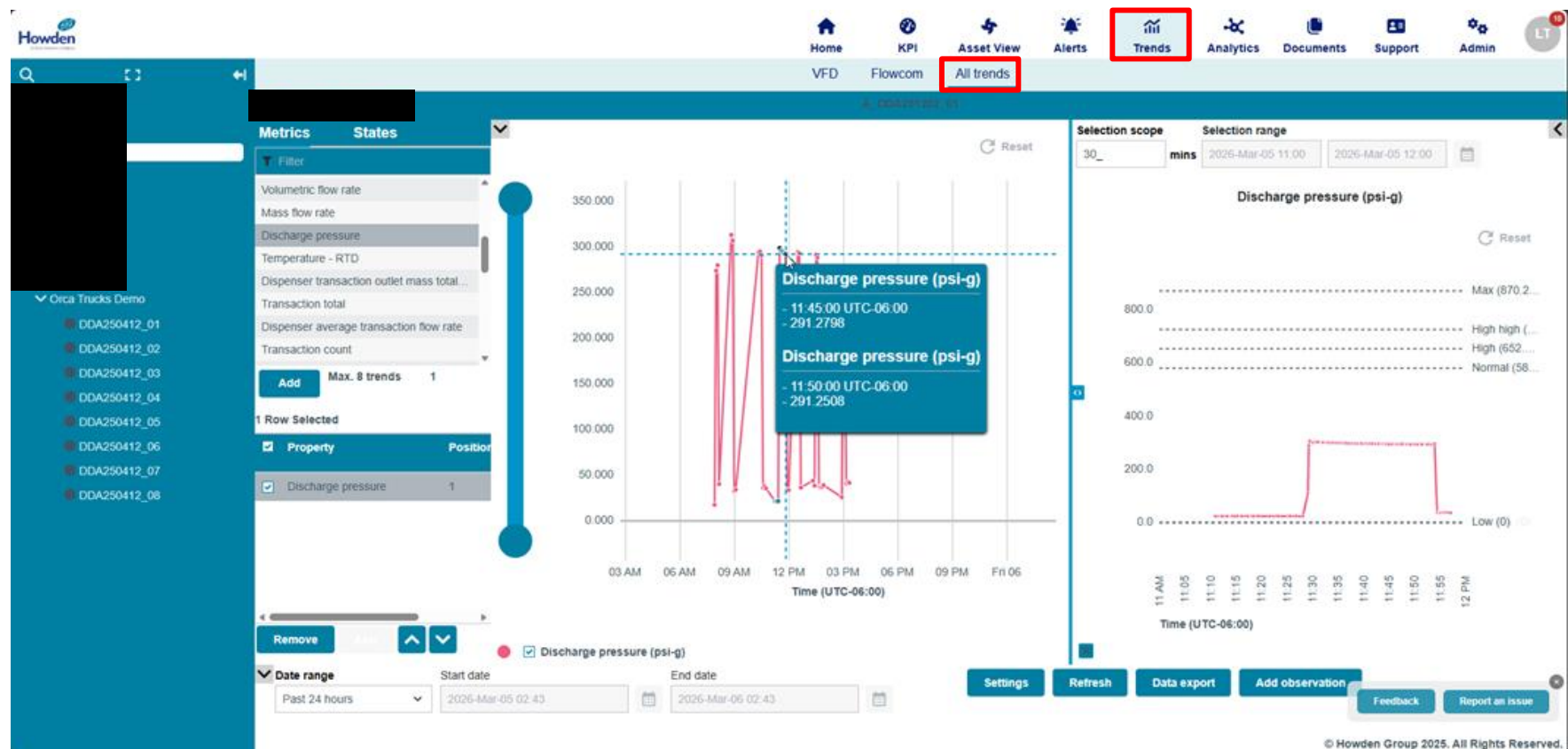
- The table in the middle of the page also displays the information about each alert. Select an alert to open the sidebar options.



- Like the other pages, the alerts can be filtered by date at the bottom of the page.
- Category and severity levels are also available filters located at the bottom of the page.

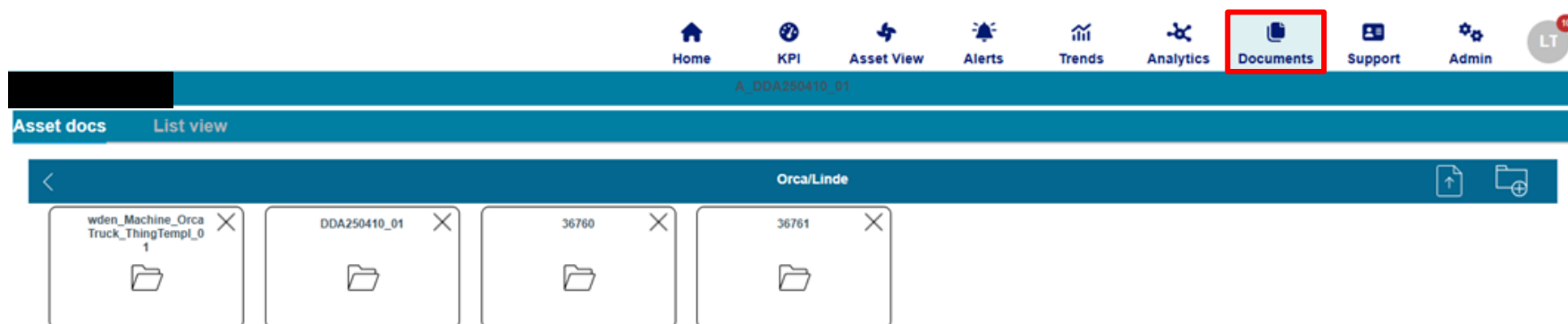
Trends Page – All Trends Tab

- The Trends page provides detailed graphing of any logged property. These graphs are great for troubleshooting when an issue arises and can assist in determining the cause.
- The All Trends tab allows for complete graphing customizability of any property.
- In the Metrics sidebar, scroll and select one or more properties of interest and click add. Those properties will populate in the hopper below. All properties with the checkbox selected in the hopper will be graphed.
- Adjust the date range at the bottom the page if needed, then click the refresh button at the bottom of the page.
- A graph will appear in the main section of the page. By default, the graph is plotted with five-minute averages.
- To see additional information, hover over a data point. A pop-up will show the time and value.
- To get even more detailed, click a data point. An additional graph will appear to the right. This plots a 30-minute snapshot around the time of the data point selected.
- Any selection of data can be exported using the data export button.
- Multiple units can be graphed together at the same time for comparison. Just keep the first set of properties in the hopper, then select a different unit from the asset tree and add it's properties.



Documents Page

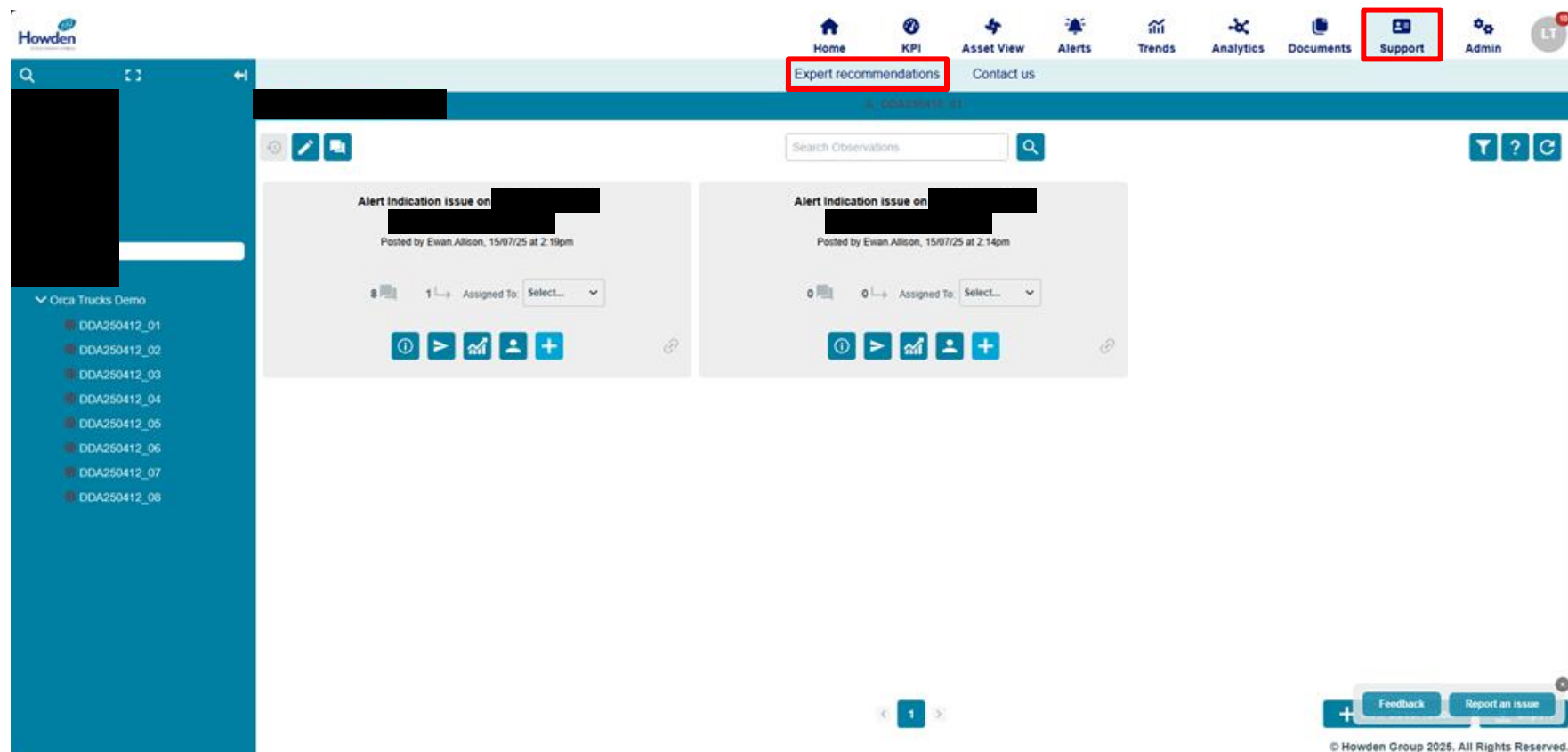
- The Documents page allows users and Chart to upload, save, share, view and download relevant documentation for each Orca.
- Manuals, maintenance schedules, training documents, and much more can be viewed through the Documents page.



- Users can select to navigate by file/folder cards or by list view.
- Use the upload icon on the top right to upload additional documentation.
 - A pop-up window will appear allowing the user to add documents. The user can determine who has access to the file and whether to notify all users of the upload by checking the checkboxes.
- Create a new folder by clicking the icon on the top right.
 - A pop-up window will appear prompting for a folder name. Click create to create the folder.

Support Page – Expert Recommendations Tab

- The Support page can be utilized for issues found with a unit being monitored by Uptime. It can also be used to contact the developers for questions or comments on the website.
- The Expert Recommendations tab is where all observations are housed and can be managed by both the user and Chart.
- The top of the page can be used to filter or search for observations.
- Each observation has a card. Each card has an assignee who is designated to look into a resolve the observation.
- Each card also has the following blue icons:
 - Show Information – when clicked displays more information about the observation and its status
 - Send Message – generates a pop-up to email recipients about the observation
 - View Trends – shows the trends in question plotted at the time of the occurrence
 - Set to Internal/External – toggles who has access to view the observation, just Chart or both Chart and the user
 - Add Recommendation – generates a pop-up to fill out a recommended action to help resolve the observation
- All those actions can also be taken by clicking on the card.



Plus, Much More!

- There's tons of customization for how the data is displayed, poke around and investigate all the options.
- More data can be displayed across the fleet by selecting a grouping in the asset tree, this will provide different tab options on each page for better viewing.
- For a more detail see the Orca Uptime User Manual.