

Howden Uptime – User Guide - Orca

Prepared by:
Thomas Clark &
Logan Trachsel

Date:
June 2026

Version
B

Email: uptime@chartindustries.com
Web: uptime.howden.com



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1. Howden Uptime

Howden Uptime is a digital platform that seamlessly integrates data related to your assets performance. The system combines active inputs, such as temperature, pressure and vibration, with reference parameters from manuals, specifications and maintenance reports. When the data is analysed, it provides a unique foundation for maintaining and enhancing operational excellence.

Howden Uptime will support achieving:

- safe and reliable operation of critical assets
- reduced unplanned downtime to minimise production loss
- increased intervals between maintenance
- more efficient equipment operation

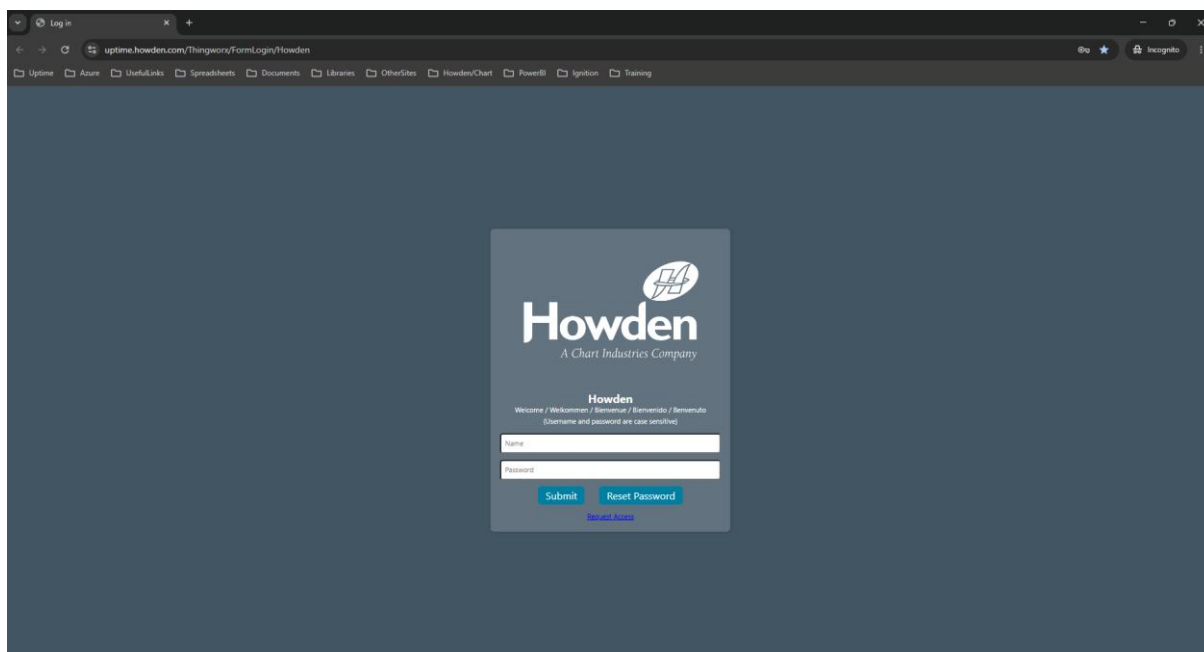
We have combined over 160 years of OEM expertise with the most advanced industrial IoT architectures in the world, to provide a purpose built, innovative platform to deliver value.

This document details the key features within Uptime, how to access them and make effective use of them for Orca MicroBulk Delivery Units.

2. User Login

2.1. Logging into Uptime

For the best user experience, Google Chrome or Microsoft Edge browsers are preferred for logging in to Uptime.



Go to the Login page for Uptime (<https://uptime.howden.com/>) and enter the username and password that was received. Then 'Submit'.

2.2. Forgotten Password

Go to the login screen (<https://uptime.howden.com/>) and click 'Reset Password' then enter the username and email address. Finally, hit submit. An email will be sent with a link to reset the password.

The password should include:

- Minimum 14 characters
- Letters and numbers
- Uppercase and lowercase characters

3. User account

At the top right of Uptime is the user account section, indicated by either an uploaded profile image or user initials, where various user related tasks can be performed, such as changing password, preferences, and user information.

There are four main options in this section: My Details, Notifications, Help, and Sign out. Additionally, one can update the style theme (if other styles are available) and update one's avatar by selecting the circle and uploading a new image.

3.1. My Details

Within the user account menu, select the cog button to access the 'My Details' section. Here one will be presented with several additional options.

3.1.1. Account details

Here one can update the email address, contact phone number for alert text messages, language, and other user details.

3.1.2. Change password

Here one can change their password directly. As above the password should include:

- Minimum 14 characters
- Letters and numbers
- Uppercase and lowercase characters

3.1.3. Documentation notifications

One can select which types of documents to receive Email or SMS notifications for, when a new document is added. For example, an email notification whenever a pdf is added to one's assets, to track new reports.

3.1.4. Alert configuration

One can select how frequently to receive email or SMS alert notifications:

- Immediate: notifications for all selected alerts are emailed or sent via SMS
- Daily: a single daily summary of all selected alerts is sent via email
- Weekly: a single weekly summary of all selected alerts is sent via email

3.1.5. Expert recommendations configuration

One can select how frequently to receive Uptime or email notifications for expert recommendations. Notification types include all notifications, observations, recommendations, actions, leads, comments. Each type has the following frequency parameter:

- Immediate: notified as soon as possible via Uptime or email.
- Daily: a single daily summary sent via Uptime or email
- Weekly: a single weekly summary sent via Uptime or email

3.1.6. Timezone configuration

Allows the user to switch between seeing the data in relation to your timezone or in the timezone of the asset.

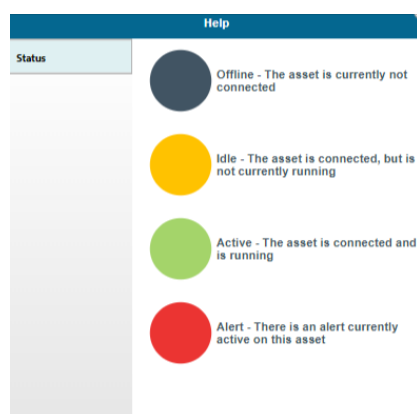
3.2. Notifications

The notifications panel shows all the system notifications that have been triggered, depending on what one are subscribed to. For example, if the user subscribed to an alert for an asset and enabled system notifications, then the user will see it here when the alert triggers. Similarly, any expert recommendations the user is associated with, such as an assigned user, also show notifications here when any action is performed on that expert recommendation, such as a new comment or a new recommendation is made.

The user can select the notification to navigate to it or dismiss it using the cross. At the bottom of the window is a navigation button to a full screen view with filtering functionality of the notifications panel.

3.3. Help

The help section contains general pieces of information about the system. At the moment, the help section contains information regarding the asset status in the asset tree:

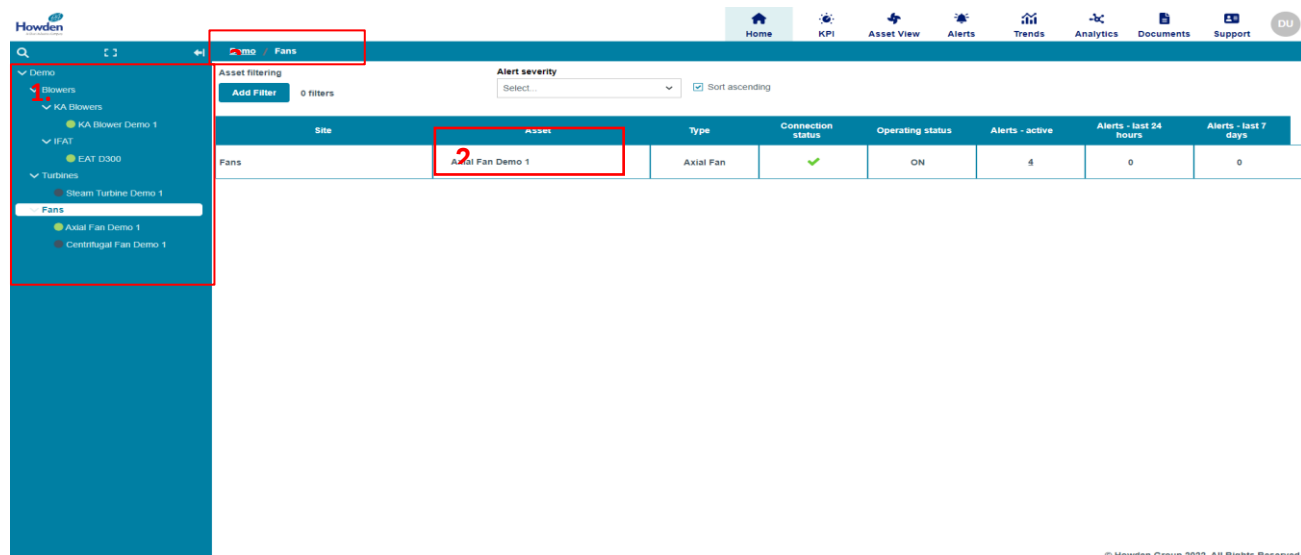


3.4. Logout

The user will be logged out and taken back to the login screen.

4. Navigation

4.1. Navigating between fleets, sites and assets



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Within Uptime, features are organized at two different “levels” of aggregation for user access:

- Fleet or site-level: when a user has selected a site or group of sites (a fleet), the active features provide insights about multiple connected assets at one time.
- Asset-level: when a user has selected a single asset, the active features provide insights about that particular asset or subsystems of that asset.

The specific individual entity at a given level where data and insights can be accessed is referred to as the “node”.

There are three primary means of navigating to desired fleets, sites, or assets (the individual nodes):

- Sidebar tree
- Fleet overview
- Breadcrumb banner

4.1.1. Sidebar tree navigation

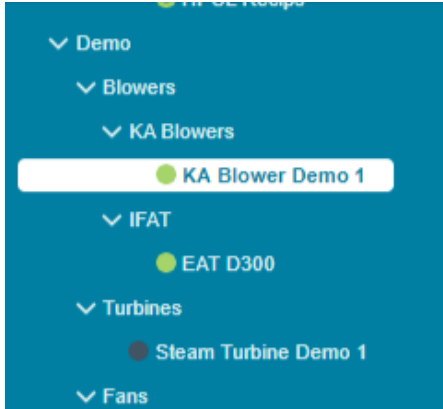
To access features for a specific asset, click on the individual asset name in the sidebar tree. When the asset is selected, a white bar persists over the asset name.

Similarly, features specific to site or fleet are accessed by selecting higher level nodes within the asset tree. A white bar will persist over the higher-level node when it is selected as well.

The coloured circle beside the asset names indicates the status of the asset:

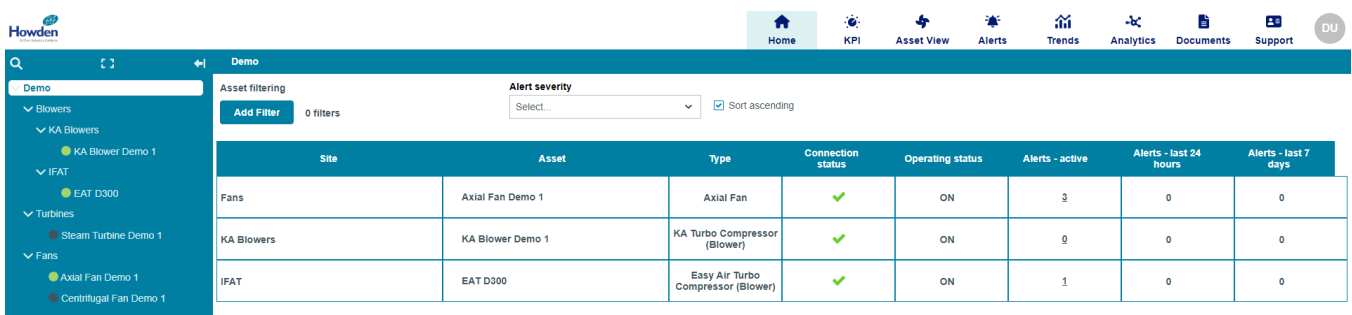
- Grey = Offline - The asset is currently not connected
- Yellow = Idle - The asset is connected, but is not currently running
- Green = Active - The asset is connected and is running
- Red = Alert - There is an alert currently active on this asset

This status key can also be referenced in the Account help section.



Hovering over the status circle provides a brief tooltip description of the state.

4.1.2. Fleet view navigation



Site	Asset	Type	Connection status	Operating status	Alerts - active	Alerts - last 24 hours	Alerts - last 7 days
Fans	Axial Fan Demo 1	Axial Fan	✓	ON	2	0	0
KA Blowers	KA Blower Demo 1	KA Turbo Compressor (Blower)	✓	ON	0	0	0
IFAT	EAT D300	Easy Air Turbo Compressor (Blower)	✓	ON	1	0	0

When initially logging into Uptime, the main portion of the screen will show the Fleet View feature. This view provides a table of all assets that the user has access to within Uptime, along with key information about those assets. One can directly navigate to any asset in the table by clicking on the asset name. Similarly, to navigate directly to the active alerts for an asset, one can click on the tally of active alerts in the corresponding row.

4.1.3. Breadcrumb navigation

The currently active node at which features are being accessed is always displayed in the banner under the header navigation menu. The names are organized from highest level node at the left to the current lowest level node at the right. Users can navigate directly to the higher levels by simply clicking on the desired higher level node.



4.1.4. Navigating between application features

Directly underneath the browser's address bar is the Uptime navigation bar. Within the navigation header are the following feature options:

- Home
- KPI
- Asset View
- Alerts
- Trends
- Analytics
- Documents
- Support

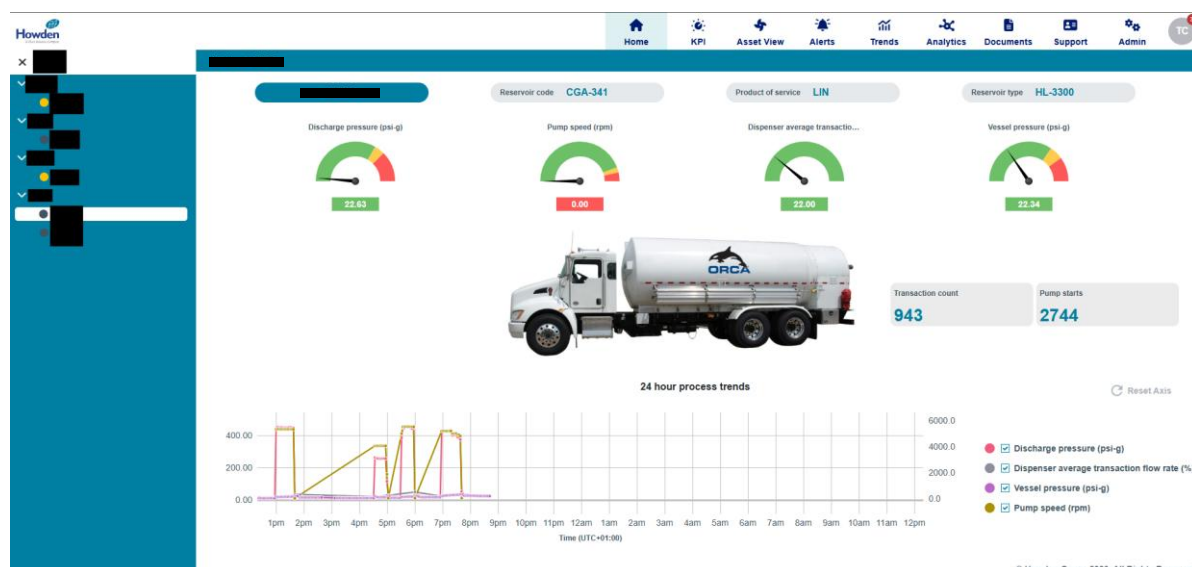


4.2. Home

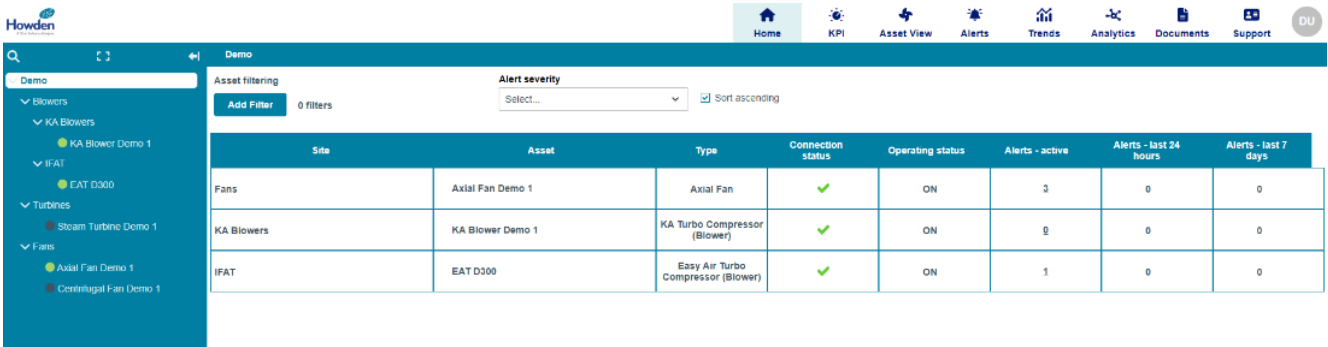
4.2.1. Asset level the home page

Provides the user with a summary of some of the data values that are being passed on to the Uptime platform from the asset(s). The layout varies between projects but usually consists of:

- Unit information, such as serial number, vessel code, vessel lading, and Orca type.
- Dials displaying key numeric properties values in real time with corresponding Red-Amber-Green indicators identifying normal operation, or a level of concern, such as discharge pressure and pump speed.
- A visual representation of the physical asset alongside asset statistics, such as total number of transactions and pump starts.
- 24-hour trend of key operating properties, typically matching the sensor used for the dials. This chart can be zoomed into and metrics can be hidden using the right hand checkboxes.



4.2.2. Site level home page – Fleet View



Site	Asset	Type	Connection status	Operating status	Alerts - active	Alerts - last 24 hours	Alerts - last 7 days
Fans	Axial Fan Demo 1	Axial Fan	✓	ON	3	0	0
KA Blowers	KA Blower Demo 1	KA Turbo Compressor (Blower)	✓	ON	0	0	0
IFAT	EAT D300	Easy Air Turbo Compressor (Blower)	✓	ON	1	0	0

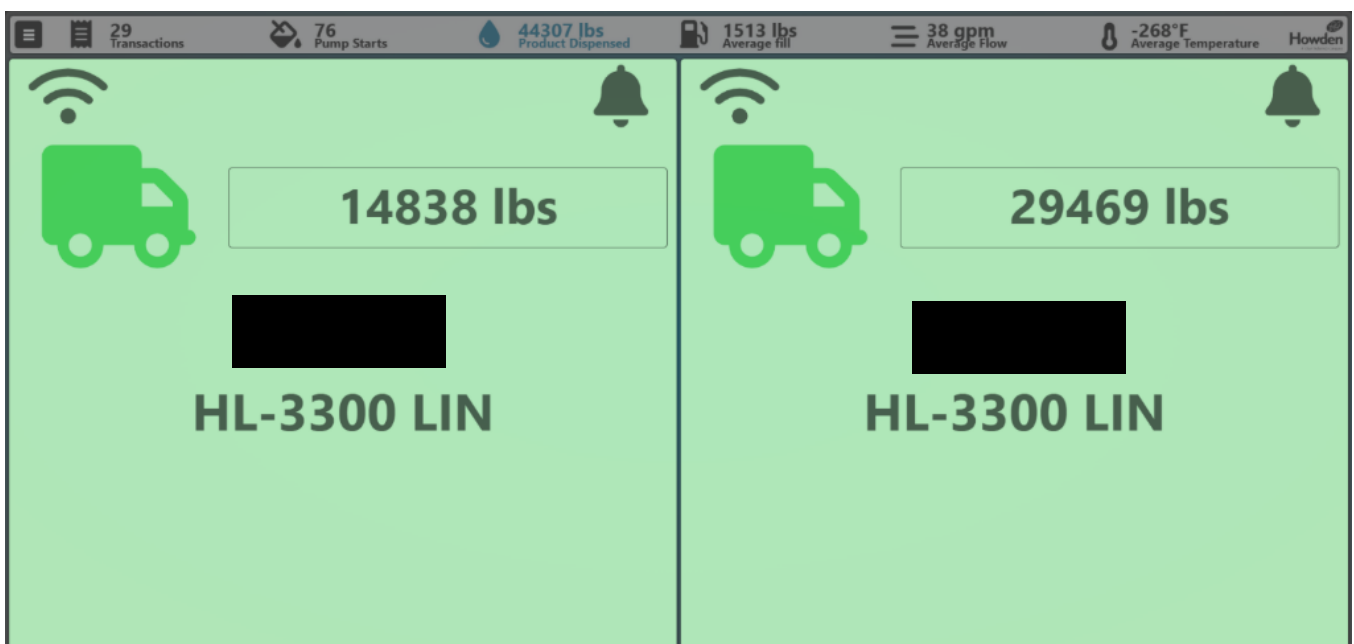
Provides the user with a list of all assets connected at this level of aggregation (node), and critical operating information to allow for quick identification and prioritization of items for review. Each asset's connection and operating status is identified, and the number of active alerts, alerts in the past 24 hours, and past 7 days is immediately apparent.

The list of assets displayed in the fleet view can be sorted by clicking on any of the column names and filtered using the "Add Filter" button or selecting the severities to include in the alert's aggregation. Sorting default is descending order to flip the sort, uncheck the "Sort ascending" box located above the header row.

Users can also directly navigate to any asset or alerts page for any asset in the table by clicking on the respective cell.

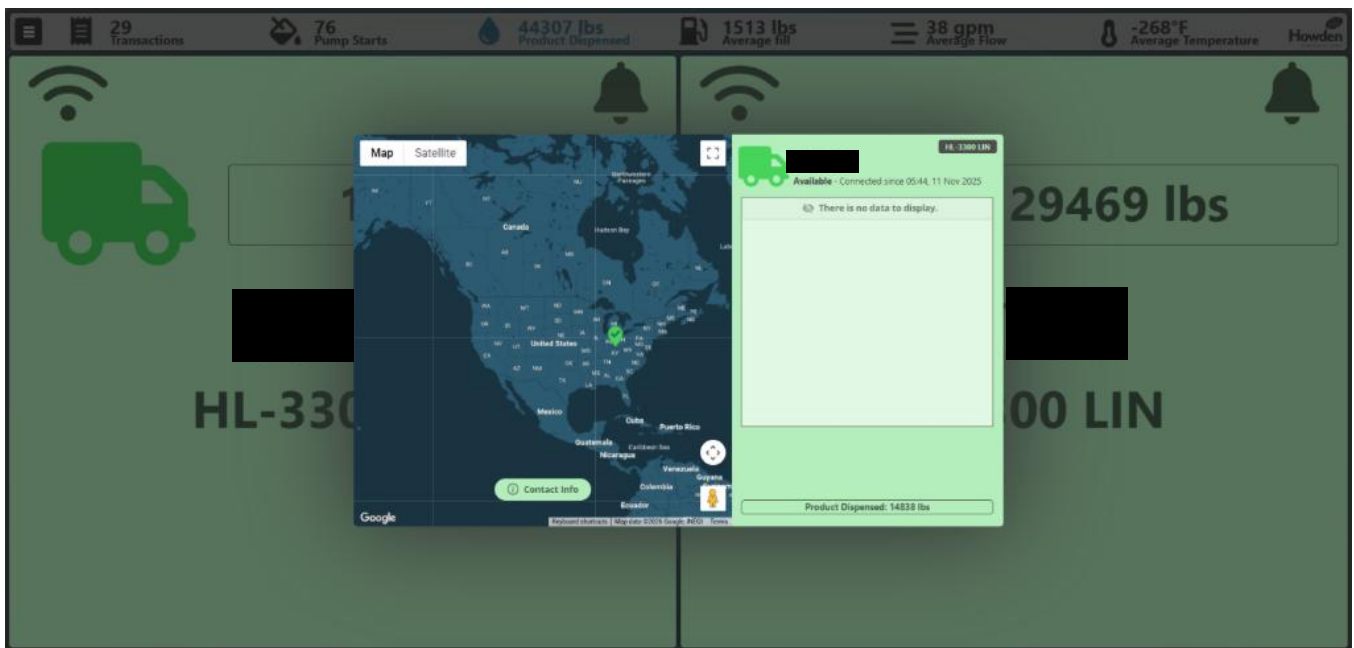
4.2.3. Fleet card view

Fleet card view is an alternative pop-out dashboard for viewing a cluster of assets, designed predominantly for static and interactive kiosk displays. It is currently only available on the top right of the fleet view main page:

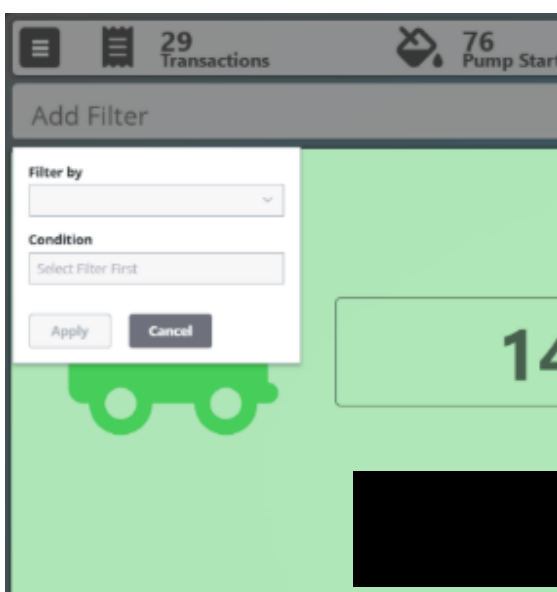


The top menu bar shows a roll-up of several metrics for all the assets currently on-screen. Clicking a roll-up metric will toggle that metric as the individual display for all the on-screen cards

Right-clicking a card will open the main uptime application in a new window, navigating to the main home page for the selected asset. A left-click will open the expanded card view for that asset, shown below:



The dashboard updates with live data every 10 seconds and will automatically reflow to make the best use of space given the current screen or window size. The top-left filter button can also be used to sort and filter the assets on-screen:

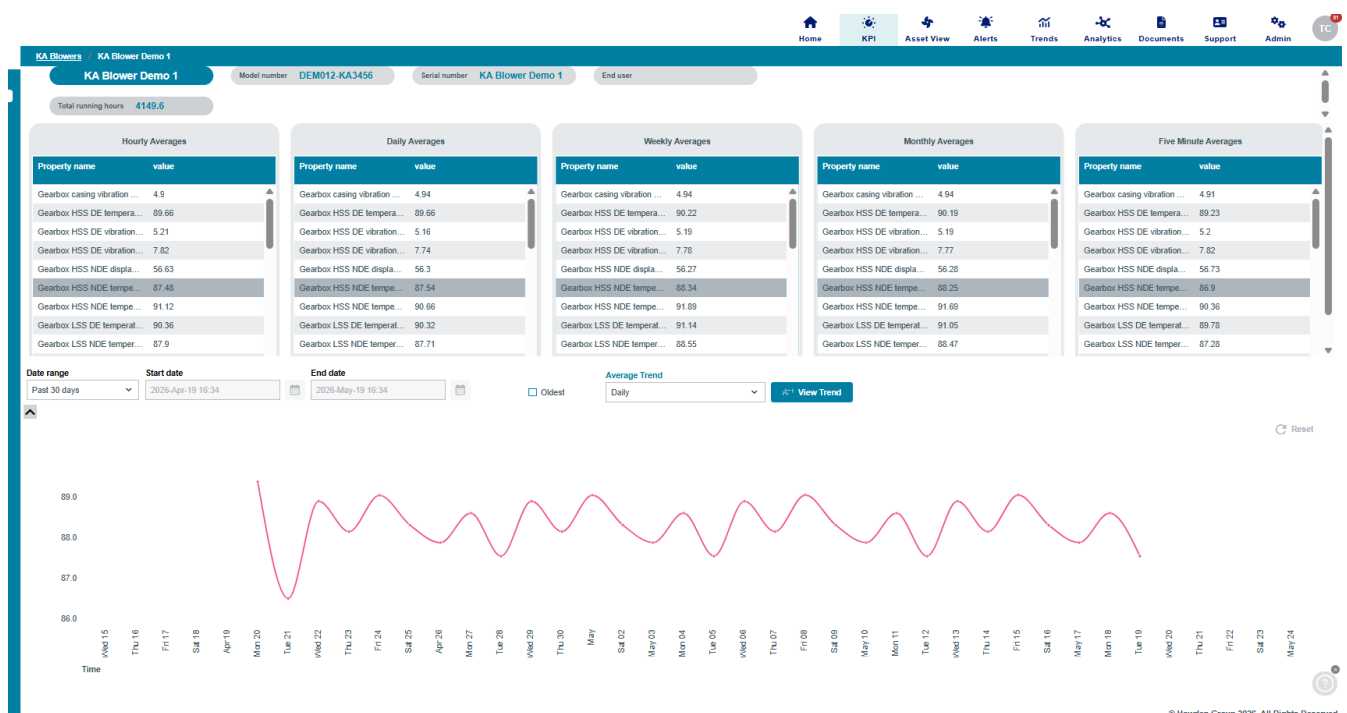


4.3. KPI Page

The KPI page displays numerical values of the machine in tabular form. Average values for the last 24 hours, last week, and last month are grouped for ease of comparison. This helps the user to track variations in operation and performance over longer periods of time.

The KPI page is only available at the asset level. Fleet-level KPI pages can be configured for individual customer needs upon request.

The metrics on the KPI page can also be selected to show a timeseries chart of the data over the specified period of time, with dropdowns for switching between the daily, weekly, and monthly data.

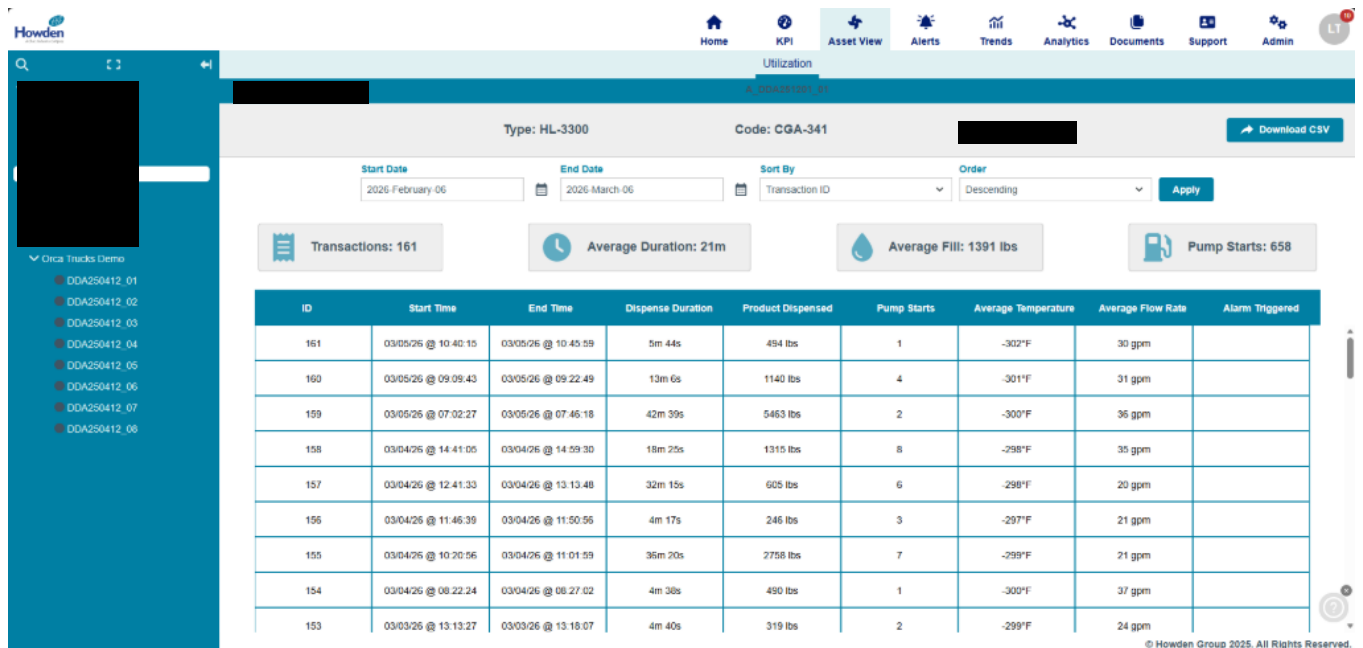


4.4. Asset View

The Asset View section provides detailed real-time operating information about the different systems of the assets. For Orca, this is the utilization tab. The Asset View page is only available at the asset level.

4.4.1. 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. Below that, 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 and end times, total dispense duration, how much product was dispensed, how many pump starts occurred during the transaction, the average temperature of the fluid, the average flow rate during the dispense, and whether any alarms were triggered during the transaction. If any of the values are outside expected ranges, the cell will highlight yellow.

ID	Start Time	End Time	Dispense Duration	Product Dispensed	Pump Starts	Average Temperature	Average Flow Rate	Alarm Triggered
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	
151	03/03/26 @ 11:27:54	03/03/26 @ 12:08:43	40m 49s	1038 lbs	4	-299°F	35 gpm	
150	03/03/26 @ 08:47:06	03/03/26 @ 08:55:07	8m 1s	752 lbs	2	-300°F	32 gpm	
149	03/03/26 @ 07:44:59	03/03/26 @ 08:17:23	32m 24s	2404 lbs	3	-303°F	28 gpm	
148	03/03/26 @ 07:05:50	03/03/26 @ 07:11:24	5m	329 lbs	3	-299°F	17 gpm	
146	03/02/26 @ 10:22:31	03/03/26 @ 05:58:05	19h 35m 22s	5313 lbs	6	-299°F	27 gpm	
145	03/02/26 @ 07:53:51	03/02/26 @ 08:16:54	23m 3s	1161 lbs	2	-300°F	17 gpm	

To export the data in the table to Microsoft Excel, click the Download CSV button on the top right of the page. An export window will appear, requesting a range for the export.

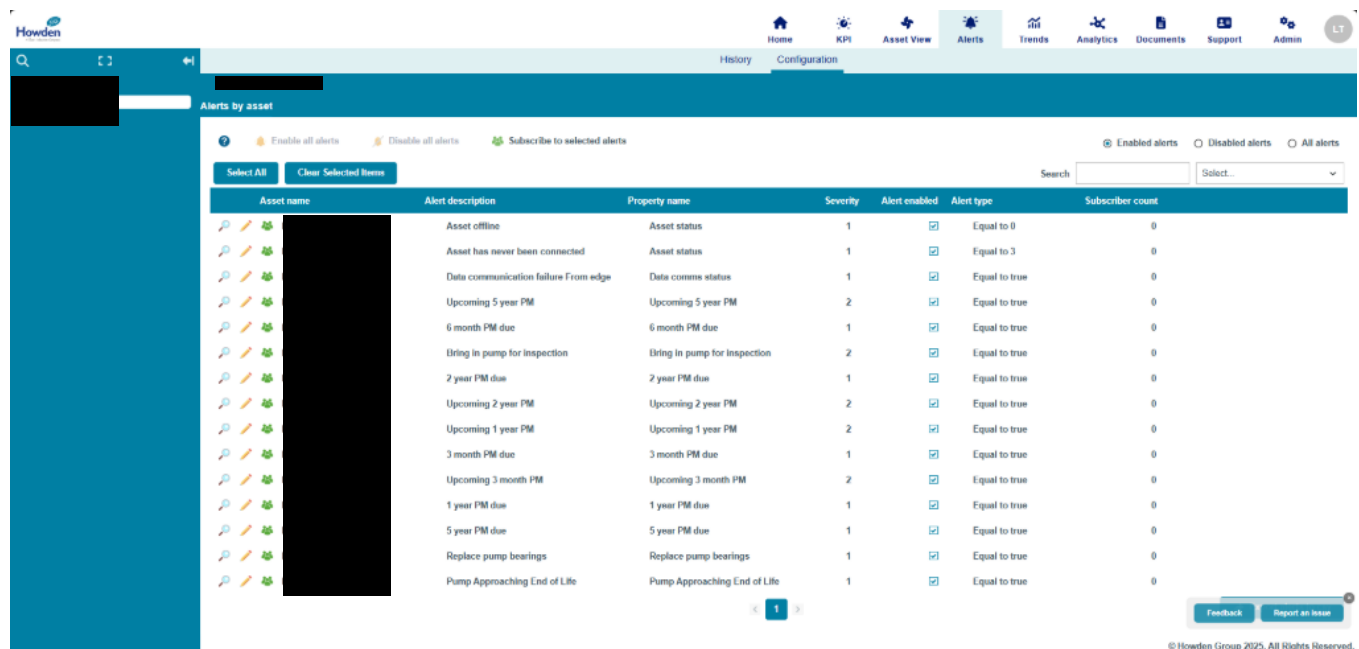
This data can be used to bill customers for their deliveries. Units of the table can be changed upon request.

4.5. Alerts

The alerting section is designed to notify users of any notable changes to machine operation that may provide insight or identify the need for corrective action. Alerts can be generated by duplicating alert signals from onsite control system data, or via separate logic configured in Uptime. Uptime alerts vary in complexity from simple threshold alerts, where an alert is raised when a numeric property reaches a certain value, to more complex alerts requiring additional calculations between multiple properties and complex logic to focus on certain failure modes or to reduce false positives. Uptime is configured with a set of standard alerts for each asset type, and additional alerts can quickly be configured for individual needs.

4.5.1. Alert Notifications

Alert notifications can be configured for each user to focus on the specific information each users needs. The alerts notifications are configured from the Configuration page below



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

Users can configure notifications for individual alerts by selecting the desired row and clicking on the green audience icon. They can also use the filter tools to search for keyword or select certain alert severities and then “Subscribe to selected alerts” using that button.

Alert subscription - PRCSYS_DSPN_DQA_AIN_1_HH

☐ Email
 ☐ SMS
 ☐ Voicemail

Users can select notification by Email or SMS. Email alert notifications will be sent from the following email address: uptime-notifications@howdencloud.com. Please ensure that this email address is accepted by your mail provider/ controller to ensure one doesn't miss any notifications. This mailbox is not a managed mailbox if there are any questions about a received alert, please reach out to a Howden representative.

In the account tab, users must update their email address and/or mobile phone number with country code in order to receive push alerts. Also in the account tab, users can select then select the frequency with which they want to select alerts by going to their account tab, selecting Alert Configuration, and choosing the desired frequency of Immediate, Daily, or Weekly summaries.

4.5.2. Viewing and analysing alerts

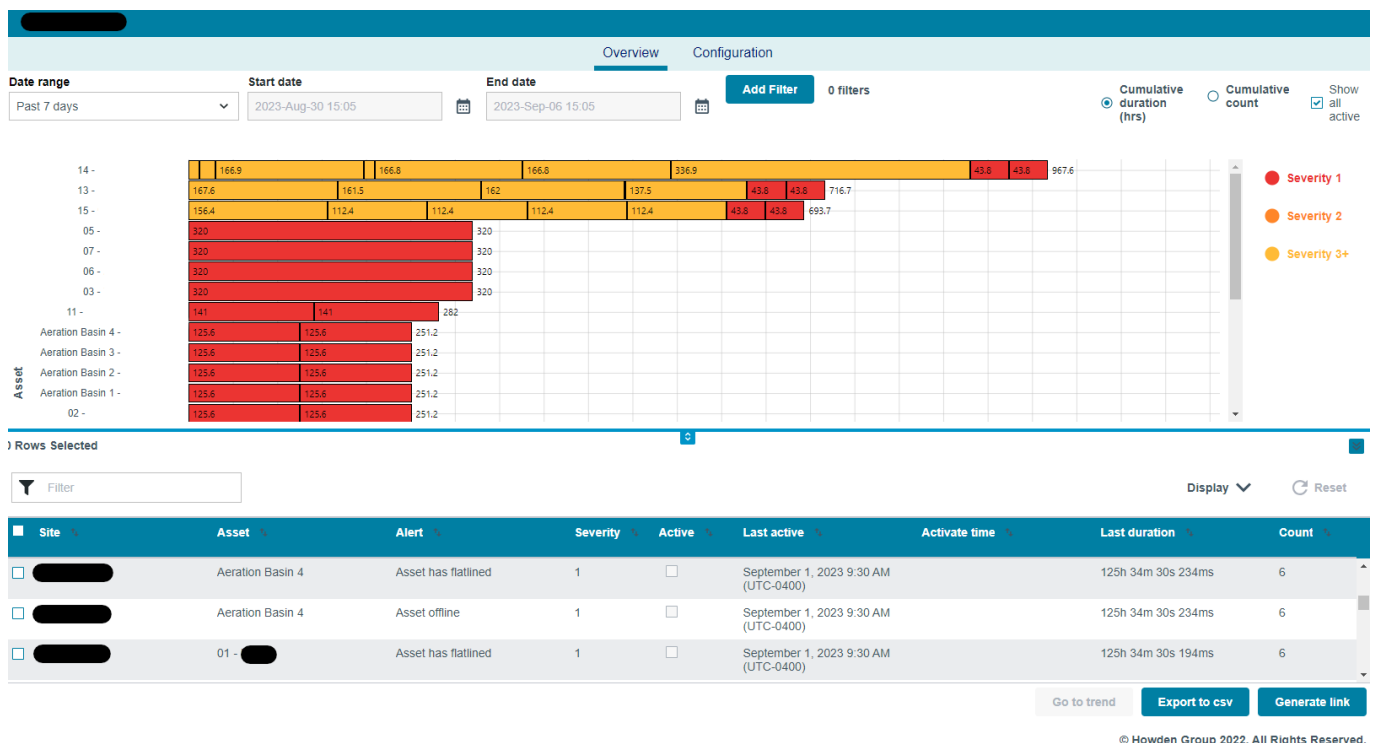
Viewing the occurrence patterns of alerts over time can be an effective way to gain more insight about operations and the potential root cause and solution of various issues.

4.5.3. Multi- asset view

From the site or fleet level, users can view an interactive summary of:

- the duration that alerts have been active
- the number of times each alert has activated

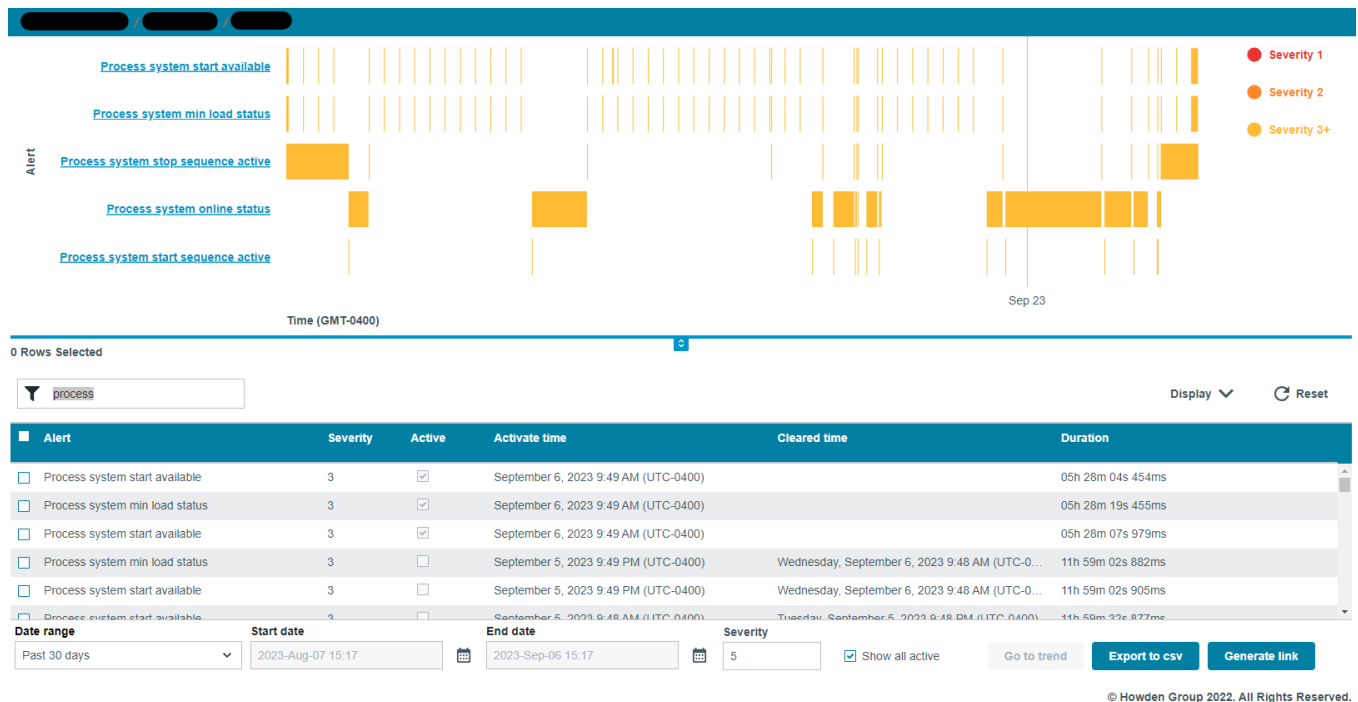
for any time period of interest and can filter the list based on any criteria of interest.



4.5.4. Single asset view

A more detailed alert view is available for individual assets where the time of alerts activation and deactivation can be viewed over time for more context about the occurrence of recurrence.

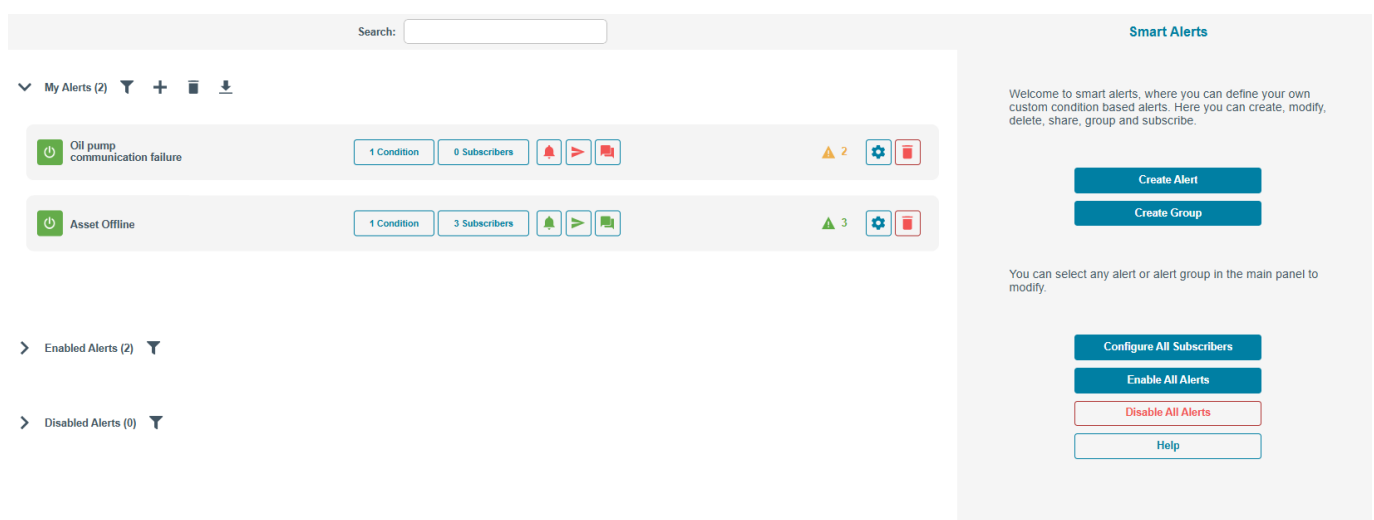
Once the desired alerts are displayed, users can also download the relevant alert information for further analysis or sharing.



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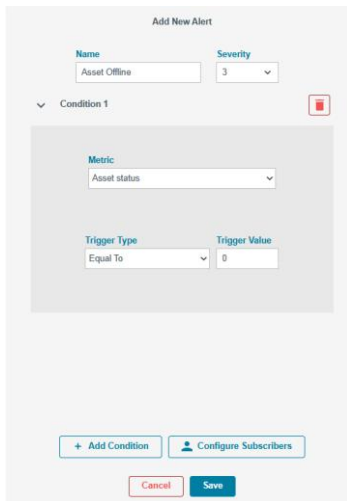
4.5.5. Smart Alerts

The Smart alerts service is a new addition to Uptime, which hands users' greater control for creating tailored alerts for their assets. This is achieved through user-created multi-condition alerts, which lets the user chain together up to five specific data events to create a bespoke alert. To access smart alerts, click "Smart alerts configuration" to open the page.



The figure shows the Smart Alerts configuration page. It includes a search bar at the top. Below the search bar, there are two main sections: 'My Alerts (2)' and 'Enabled Alerts (2)'. The 'My Alerts (2)' section lists two alerts: 'Oil pump communication failure' and 'Asset Offline'. Each alert has a status icon, a condition count, a subscriber count, and action buttons. The 'Enabled Alerts (2)' section shows the same two alerts with their status updated to 'Enabled'. On the right-hand side, there is a 'Smart Alerts' panel with a welcome message and buttons for 'Create Alert', 'Create Group', 'Configure All Subscribers', 'Enable All Alerts', 'Disable All Alerts', and 'Help'.

This main section of this page shows an overview of created or shared smart alerts, while the panel on the right-hand side one can create alerts, create groups, configure subscribers, and gain help on the entire process.



The above example shows the process for creating a single-condition smart alert to trigger when an asset is offline. By clicking “Add Condition” one can add up to five unique conditions which are chained together using AND/OR logic. Clicking “Configure Subscribers” allows one to pick which users will receive that alerts notifications; either by Uptime, email, or SMS.

Considering Smart Alerts is a newer service, please expect factors such as user interface and functionality to be iterated and improved over time.

4.6. Trends

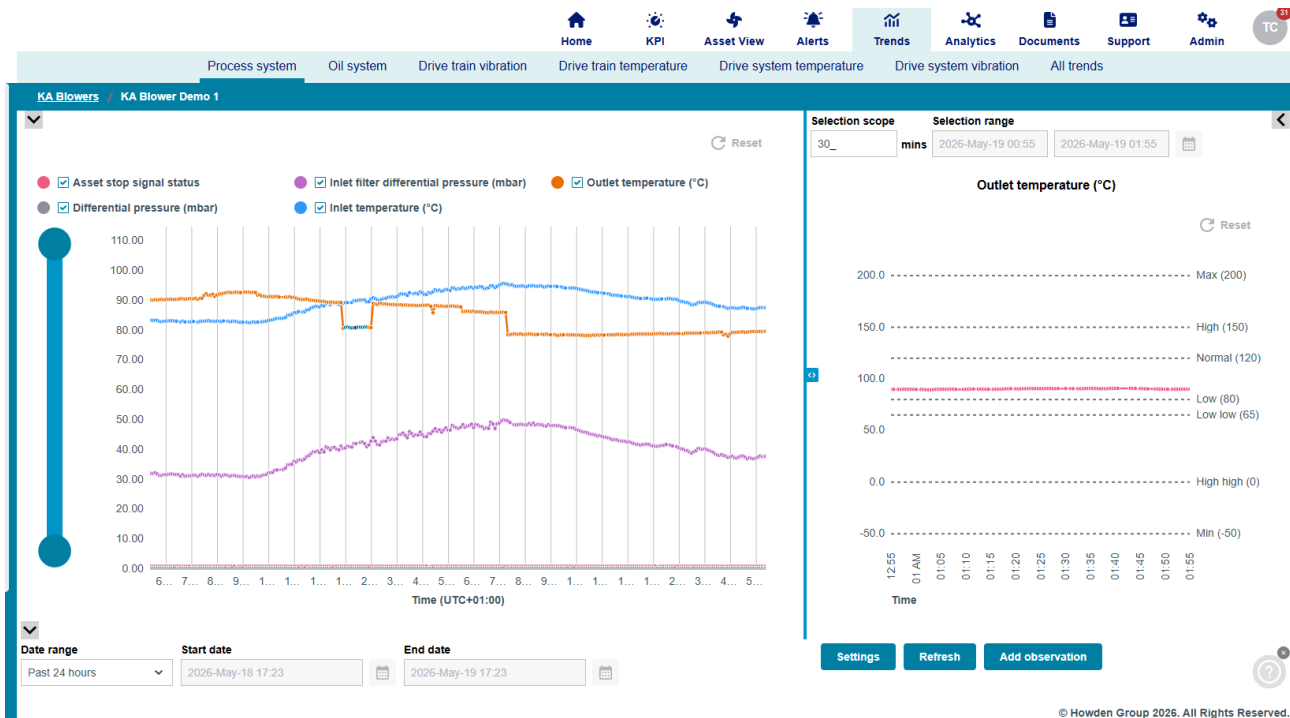
4.6.1. Fleet level – Trends

The fleet level trends show a common process value for the fleet of assets, trended with each other. This enables the user to compare the operation of the assets based on the value over time. The property used here can be adjusted per project.

4.6.2. Asset level timeseries trends

The Trends section at the asset-level features several tabs of pre-defined sensor groups based on the type of asset, allowing historical data to be trended over time. The date range input allows the user to specify more precise time periods from the current time, or to select a custom time period using start and end dates.

Additionally, users can select individual data points to see the raw data for that particular sensor over a smaller period of time, to try and gain more insights into the data if required.



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The data in the main chart is aggregated depending on the time selection, to aide speed and performance of the page and display as much data as possible. The thresholds are:

1. Less than 1 hour – raw data
2. 1 hour to 7 days – 5 minutely aggregations
3. 7 days to ~3months – Hourly aggregations
4. ~3 months to 1 year – Daily aggregations
5. 1 year to 5 years – Weekly aggregations
6. Greater than 5 years – Monthly aggregations

These are the same aggregations displayed in the KPI page.

The user can adjust what type of aggregation they see on the trends page, as well as some other visualisation options, via the trend's configuration menu at the top right:

☐ Hide legend

☐ Show area

☐ Spark view

☒ Hide values

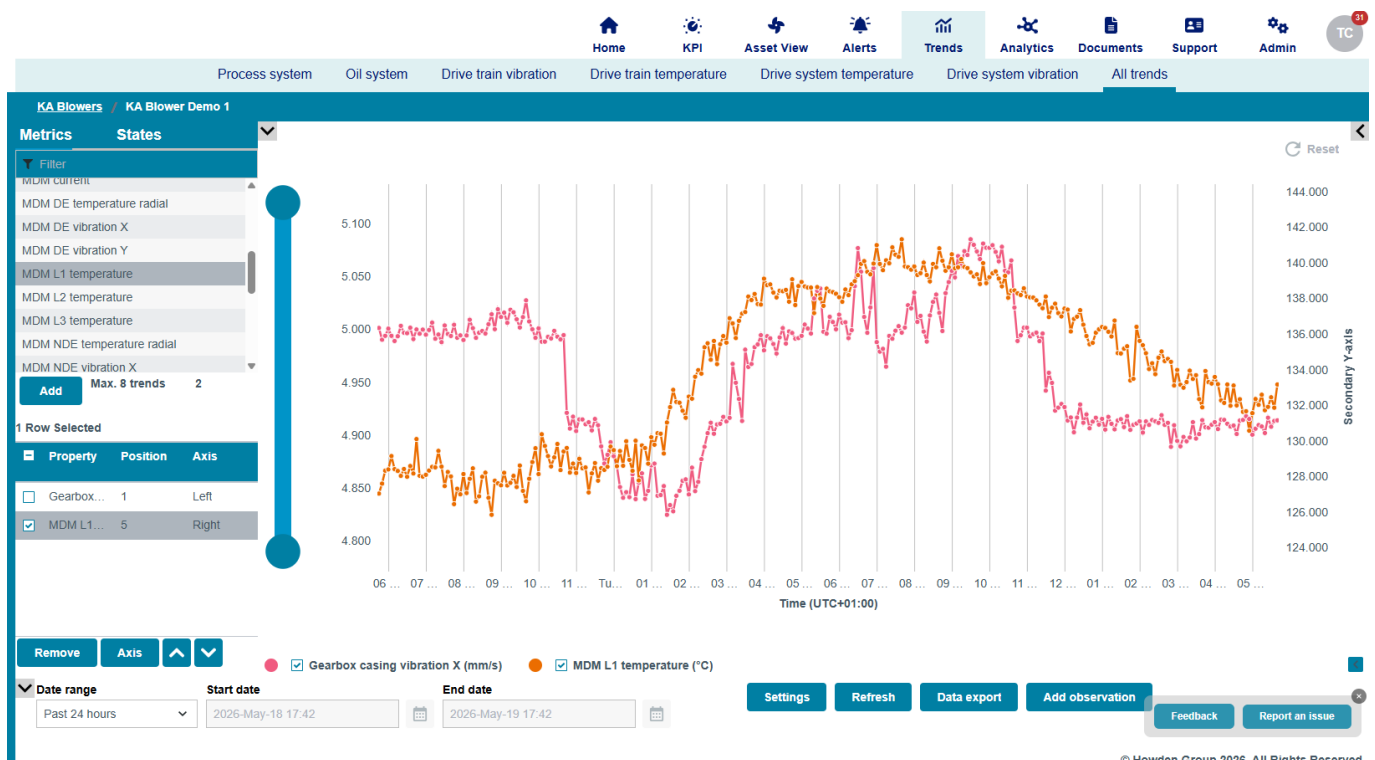
☐ Hide X axis

☐ Hide Y axis

Aggregate type
 Interval
 Average
 Count
 Interval
 Sum

4.6.3. All Trends

Alongside the standard set of pre-defined trend views, every asset has a fully configurable All trends tab where the user in can select a combination of up to 8 numeric properties and Boolean states. Users can also select properties and click the Axis button to create a dual-axis view for instances where units need different numeric scales.



4.7. Analytics

This section is only available with an advanced Uptime subscription.

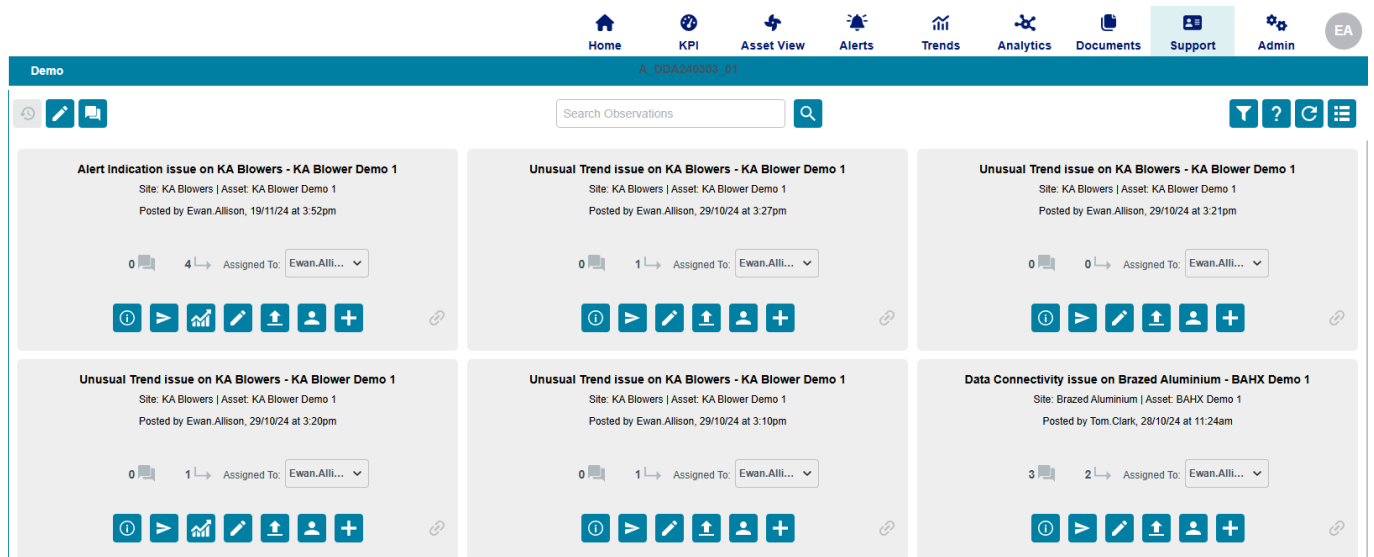
4.8. Documentation

This tab allows users and Howden to upload, save, share, view and download relevant documentation for the asset – see image below. Users can select to navigate by file and folder cards as shown below or by list view.

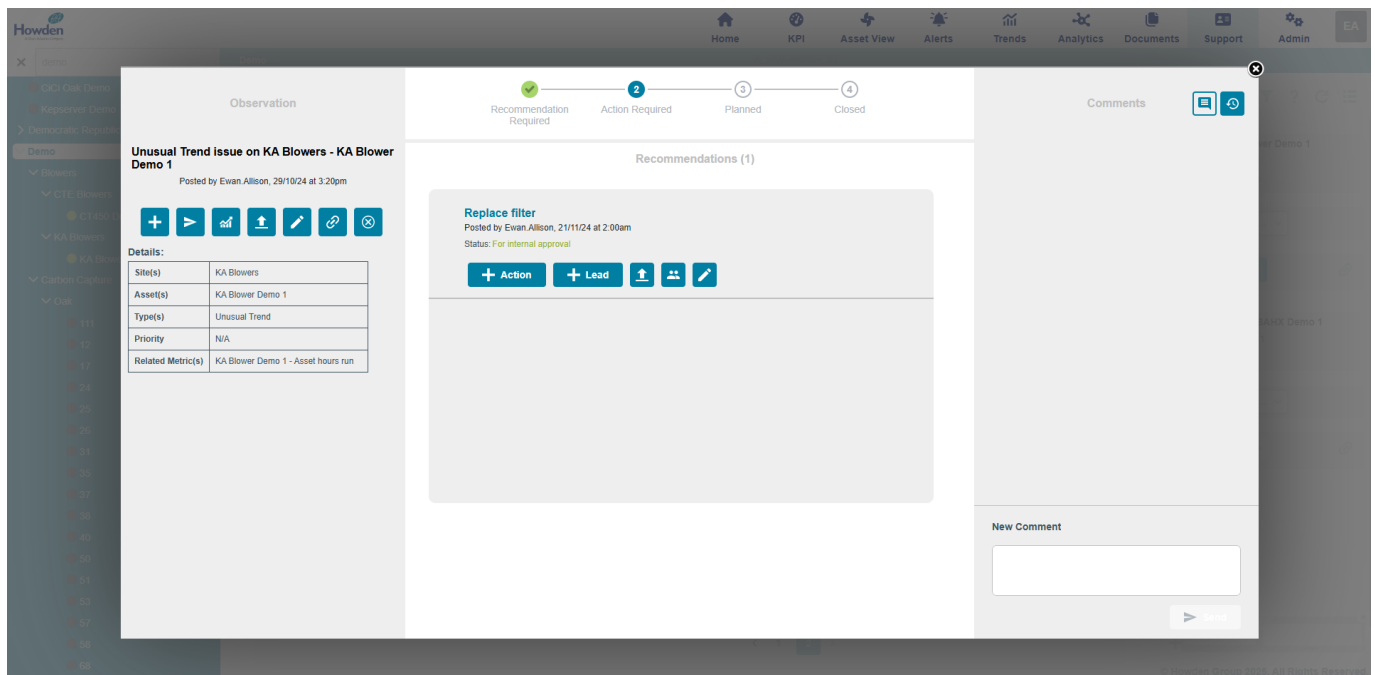


5. Support

5.1. Expert Recommendations



The Expert Recommendation service is a data-driven solution that helps organizations monitor, troubleshoot, and optimize the performance of their assets using Uptime data. It works by identifying significant events or anomalies, known as observations, which highlight potential issues or opportunities for improvement. From these observations, Uptime users can generate targeted recommendations that provide clear, actionable guidance. Then these recommendations can then be developed into structured actions or external leads, ensuring that insights are translated into real-world outcomes.



Observation

Unusual Trend issue on KA Blowers - KA Blower Demo 1
Posted by Ewan Allison, 29/10/24 at 3:20pm

Details:

Site(s)	KA Blowers
Asset(s)	KA Blower Demo 1
Type(s)	Unusual Trend
Priority	N/A
Related Metric(s)	KA Blower Demo 1 - Asset hours run

Recommendations (1)

Replace filter
Posted by Ewan Allison, 21/11/24 at 2:00am
Status: For internal approval

+ Action + Lead

Comments

New Comment

Once the necessary steps have been carried out and the issue is resolved, the observation is closed, completing a continuous workflow that supports proactive maintenance. This improves efficiency and informs decision-making, while also enabling Uptime users to collaborate and discuss the issue through the comment section on each observation post.

5.2. Contact us

The Contact us section contains the relevant contact details for Howden points of contact. It displays a table populated with names of Howden employees and email/phone numbers in the event of a problem on Howden Uptime.