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HARDWARE

Who manufactures the sensors?

Shell has partnered with a UK based company called Tan Delta Systems Ltd who take their standard commercial sensor product and modify it to a unique specification that Shell have defined.

What if I already have sensors and telemetry on my equipment?

That's great! The more data we are able to use the better. We are also able to connect our sensors to existing telemetry systems, meaning less cost for you to get Shell Remote Sense set up.

SOFTWARE

What devices will Shell Remote Sense be available on?

Primarily our research shows that the people who would be using Shell Remote Sense the most have a preference to interface with the service on a Desktop PC via web browser. However, the platform is also being designed with scalability for mobile and tablet users.

When will I get the next version?

Shell Remote Sense is being developed using agile methodologies and we are constantly working on refining and developing new features based on both our vision for what Shell Remote Sense should be as well as taking feedback from our users. As such, we are constantly working on new features and will be looking to push these developments to the service at regular (but varied) intervals.

How do I see the insights and data?

The insights that Shell Remote Sense will be able to generate will be available by logging into the Shell Remote Sense web interface.

Can I access insights on my in-house systems?

Yes, Shell Remote Sense offers an API so that you can integrate our insights and recommendations into your existing systems.

Is my data safe?

Shell Remote Sense has been developed in line with Shells Information Rights Management (IRM) policies and is also in compliance with Global Data Privacy Regulations (GDPR).

INSTALLATION

Do I have to stop the engine to install the sensor?

Whilst there will be several different situations when it comes to the installation process the sensor does need to be installed in a constant stream of oil which in almost all cases to be done safely and properly would require the asset to be shut down.

How quickly can I have the service up and running?

The time required to get Shell Remote Sense implemented can vary significantly depending on several factors including:

- Complexity of the sensor installation process i.e. if bespoke threads or manifolds are required this will impact timelines
- How often the asset is shut down for maintenance to facilitate the installation
- Timeline for import and customs clearance of the hardware
- How readily available the additional data streams that Shell Remote Sense requires to generate insights i.e. engine data, used oil analysis etc...are

Typically, in our initial phase we are working with deployment windows of anywhere from 6-12 weeks but this should only be used as a indicative guide. If you require further information regarding this timing please contact remotesense@shell.com.

How is it implemented?

Shell Technical Experts will work closely with Shell Remote Sense customers to develop a detailed project scope that will cover but not necessarily limited to:

- Identification of number and type of assets and ideal sensor installation locations for each asset type
- A full bill of materials for each asset and installation guidelines and instructions for each different asset type
- Define ideal connectivity and data transmission methods to facilitate not only the oil condition sensor data but also used oil analysis and engine data
- Virtual support during the installation process including commissioning validation at the time of the installation

SUPPORT

What level of after sales support do you offer?

During the initial piloting phase, the Shell Remote Sense team in conjunction with our current Sensor provider Tan Delta Systems Ltd. are working closely with local Shell Technical Experts to monitor and provide troubleshooting and support to each of pilots.

Looking beyond the initial pilot phase several scalable after sales solutions are currently being evaluated to ensure that Shell Remote Sense customers receive the required level of service.

GENERAL

Will I still need to do sampling?

Yes, oil sampling should still take place at regular intervals. During the initial phase of implementing Shell Remote Sense there may even be a requirement for more frequent oil samples to be taken. The sampling data will be used by Shell Experts in conjunction with other parameters to further fine tune and “teach” the statistical models behind Shell Remote Sense insights. Improved statistical models allow for a better understand the nuances of your assets.

Do I have to use Shell Lubricant or Fuel?

No, you do not need to be a Shell Fuel and/or Lubricants customer to take advantage of Shell Remote Sense

Why do you need engine data?

Shell Remote Sense is an offer that provides specialized oil condition insights, this is achieved by leveraging several different pieces of information including (but not limited to) Engine and/or equipment operating and performance data, traditional used oil analysis, maintenance records and an output from an oil condition sensor.

The more of these pieces of information that can be brought together the deeper the insights that Shell Remote Sense can provide.

Do I need to be a LubeAnalyst customer or user?

No, you don't need to be a LubeAnalyst customer or user. Shell Remote Sense is able to provide insights irrespective of what sample service you use. However, any pieces of equipment that you have subscribed to the Shell Remote Sense service will need to be registered in Shells LubeAnalyst platform, but you do not need to be using Shell LubeAnalyst to process your used oil testing.

How is Shell Remote Sense different from MachineMax?

Shell Remote Sense is looking to derive insights into oil and equipment health, while MachineMax is focused looking at asset utilisation, fuel consumption and location information. Shell Remote Sense uses oil (Fluid) condition monitoring sensors, MachineMax uses accelerometer sensors that sense vibration.

How is Shell Remote Sense different from the services that other Sensor suppliers are offering customers?

The Shell Remote Sense offer is looking to pull in several key pieces of information, (one of which will be from an oil condition sensor) from an asset and augmenting that information with the wealth of technical and lubricant performance knowledge within Shell to provide customers with actionable insights.

Also, as Shell is not the manufacturer of any of the lubricant sensors used as part of the Shell Remote Sense service. We do not lock customers into just one type of sensor technology and we are constantly reviewing current and emerging technologies in the market that could be in the future added to the Shell Remote Sense service.