Tigercat® | TCi®

ENGLISH

REMOTELOG
USER'S MANUAL



47385AENGC
September 2026
Issue 1.3

Original Instructions.

The information contained in this manual is current at time of printing. Improvements to this product are ongoing and may not be covered; in these cases, contact your Tigercat-TCi Dealer for the appropriate information.

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AVAILABLE LITERATURE

Document ID: 44489 | Last Modified Date: Feb 13, 2026

RemoteLog User's Manual	Part No. 47385AENGC
LogOn User's Manual	Part No. 72134AENGC
LogOn Technician's Manual	Part No. 66331AENGC
Telematics Field Installation Handbook	Part No. 53902AMUL

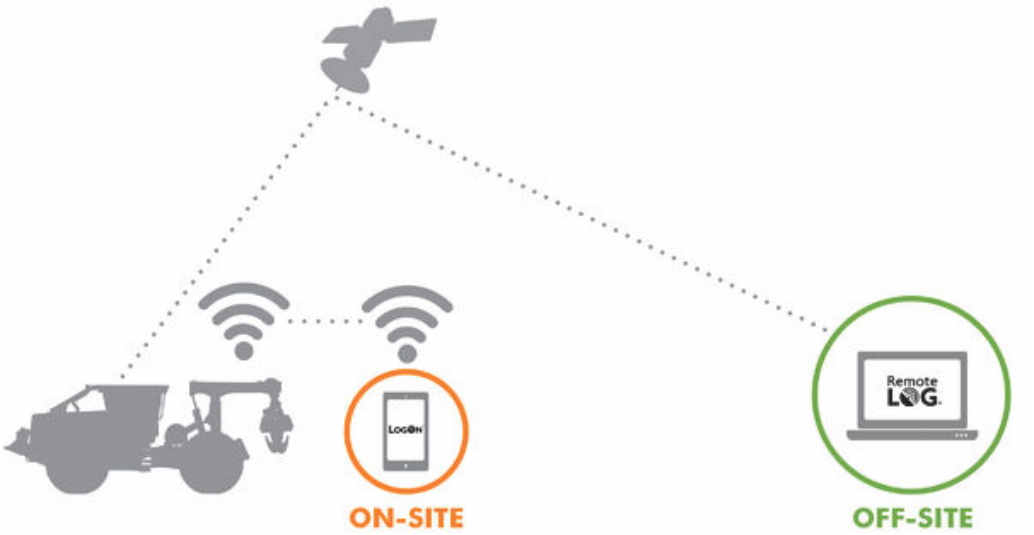
INTRODUCTION

Document ID: 44490 | Last Modified Date: Feb 17, 2026

This manual is intended to assist the dealer, customer, and operator in becoming familiar with the features of the RemoteLog and LogOn telematics systems.

Tigercat-TCi telematics provides real-time data and machine diagnostics for fleet management and machine monitoring. Reduce downtime and troubleshoot issues faster and smarter.

The Tigercat-TCi telematics solution includes two components.



LOGON™

Access detailed machine data and diagnostic tools with your phone ON-SITE using LogOn. LogOn™ allows users to connect directly to a machine's telematics system via a local WiFi signal to access a similar dataset of performance and diagnostic information.

- Access on-site within 15m (49 ft) of the machine using a WiFi capable device
- Launch LogOn easily through the Tigercat mobile app
- LogOn comes standard on all Tigercat-TCi models

Remote LOG™

Remotely monitor and manage your fleet of machines OFF-SITE using RemoteLog. RemoteLog® allows users to perform fleet management functions remotely. Performance, diagnostic, and location data are transmitted to the RemoteLog online platform via satellite.

- Access remotely while on the road or at the office
- Launch the RemoteLog web interface through your computer or mobile device
- Free subscription to start

NOTE

Not all machines are equipped with RemoteLog.

ABOUT REMOTELOG

Document ID: 44492 | Last Modified Date: Dec 15, 2025

> **NOTE**
> Not all information is available when viewing RemoteLog on a mobile device.

RemoteLog provides off-site access to important performance and service information from the machine's onboard system in near real-time using satellite transmission with no need for a cellular signal. All you need is a smartphone or computer, and the internet.

Some of the key benefits include:

- Fuel level reports can be sent to a central location to plan fuel deliveries.
- Your Tigercat-TCi Dealer can receive messages communicating machine location and diagnostics to optimize service call efficiency.
- Critical diagnostic messages are sent via email or SMS along with failure source, cause and repair suggestion.
- Data transmission is satellite-based, with no need for a cellular signal.
- Group machines based on type, crew, location, or other parameters.
- Export geographic location coordinates to Google Maps to quickly determine driving directions.
- Important performance and service information provided in near real-time.
- Satellite based text messaging for remote areas.

RemoteLog has three main pages:



Home–Select the **Home** button or the Tigercat-TCi logo in the header to open the **Dashboard [7]**, which displays a map with all machines that are visible to your account.

Analytics–Select the **Analytics** button in the header to open the **Analytics [26]** screen, which displays more detailed machine and diagnostic information and can create on demand reports.

Settings–Select the **Settings** button in the header to open the **Settings [30]** screen, which manages account and user settings, workgroups, and more.

ACCESSING REMOTELOG

Document ID: 44493 | Last Modified Date: Feb 3, 2026

LOGGING IN

1. Open the RemoteLog website:
   - Visit the RemoteLog login page directly (**telematics.tigercat.com**).
   - Visit the Tigercat-TCi website (**www.tigercat.com**) and select the RemoteLog icon at the top of the screen. If the RemoteLog icon is not visible, click the hamburger icon and then select RemoteLog from the menu.
   - Open the Tigercat mobile app and select the RemoteLog button from the home screen.



T00140

2. When the RemoteLog login screen appears, enter your username and password to access your account.

> **NOTE**
> Passwords are case-sensitive.

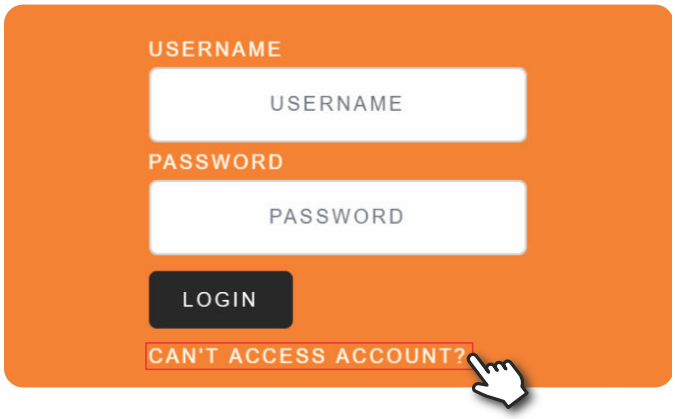
LOGGING OUT

Log Out–Select the **Log Out** button in the top right corner of the screen to log out your account.

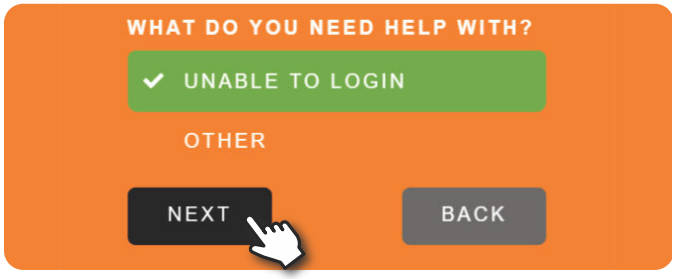
ACCOUNT RECOVERY

If your account access is restricted or you forgot your password:

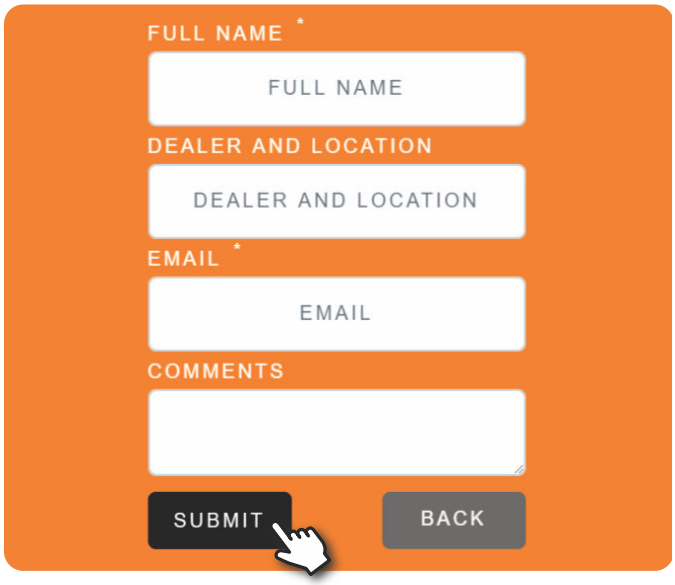
1. On the RemoteLog Login screen, select **Can't Access Account**?



2. On the Support screen, select **Unable to Login**.



3. Select **Next**.
4. Fill in the support fields with your name, dealer and location, email, and any additional comments.



5. Select **Submit**.

ACCOUNT PERMISSIONS

Document ID: 44494 | Last Modified Date: Nov 24, 2025

The information that is available to view on RemoteLog depends on the role assigned to the account.

AVAILABLE ROLES

- **Customer Admin**–Machine owner top-level management. Customer Admin accounts can create Customer User accounts.
- **Customer User**–Machine employee day-to-day usage.
- **Dealer Admin**–Dealership top-level management.
- **Dealer User**–Dealership day-to-day usage.
- **Branch Admin**–Branch top-level management.

> **NOTE**
> User accounts may be shared between multiple users. Admin accounts are suggested for single-user access only.

LIST OF PERMISSIONS

Portal View Permissions	Customer Account	Dealer Account
Activity Timeline	✓	-
Engine Run Times	✓	-
Activity Statistics and Exertion	✓	-
Production Metrics	✓	-
Average Fuel Rate	✓	✓
Fuel Consumption	✓	-
Fuel Level	✓	-
Hydraulic Oil Level	✓	
Last Known Machine Location	✓	✓
Machine Location Breadcrumbs	✓	-
Diagnostics Fault Codes and Detailed Information	✓	✓
Mechanical Data	✓	✓
Service Bulletins	-	✓
Satellite Network Data Usage Statistics	✓	✓

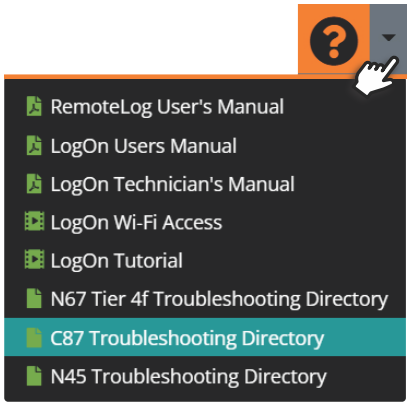
HELP

Document ID: 44496 | Last Modified Date: Dec 15, 2025

Help–Select this button to open a help dialogue or the help dialogue interface. Help can be accessed from anywhere within the RemoteLog system.

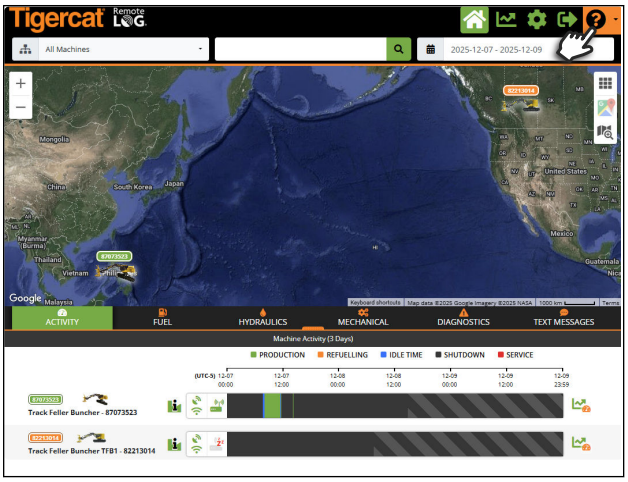
If an error message appears instead of a help dialogue, try using a different browser or updating the PDF viewer.

Additional Help–Select this button to display a drop-down menu of telematics user manuals and tutorial videos.

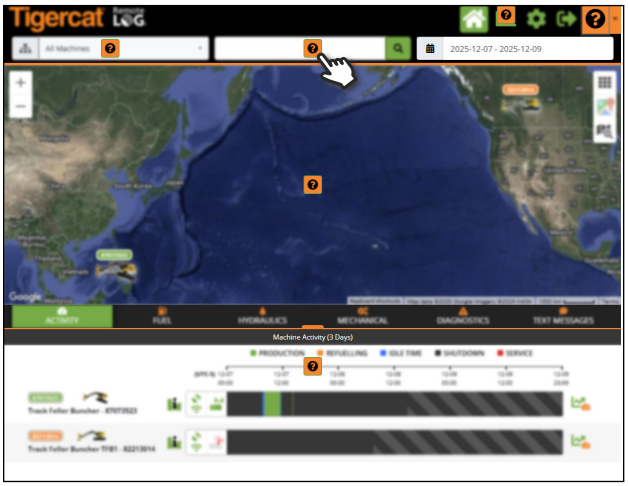


To access the help dialogues on the Dashboard:

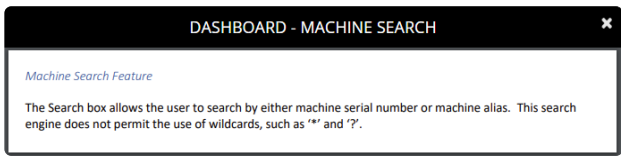
1. From the Dashboard, select the **Help** button on the header to open the help dialogue interface.



2. Select any **Help** button from the interface to open the help dialogue for that item.



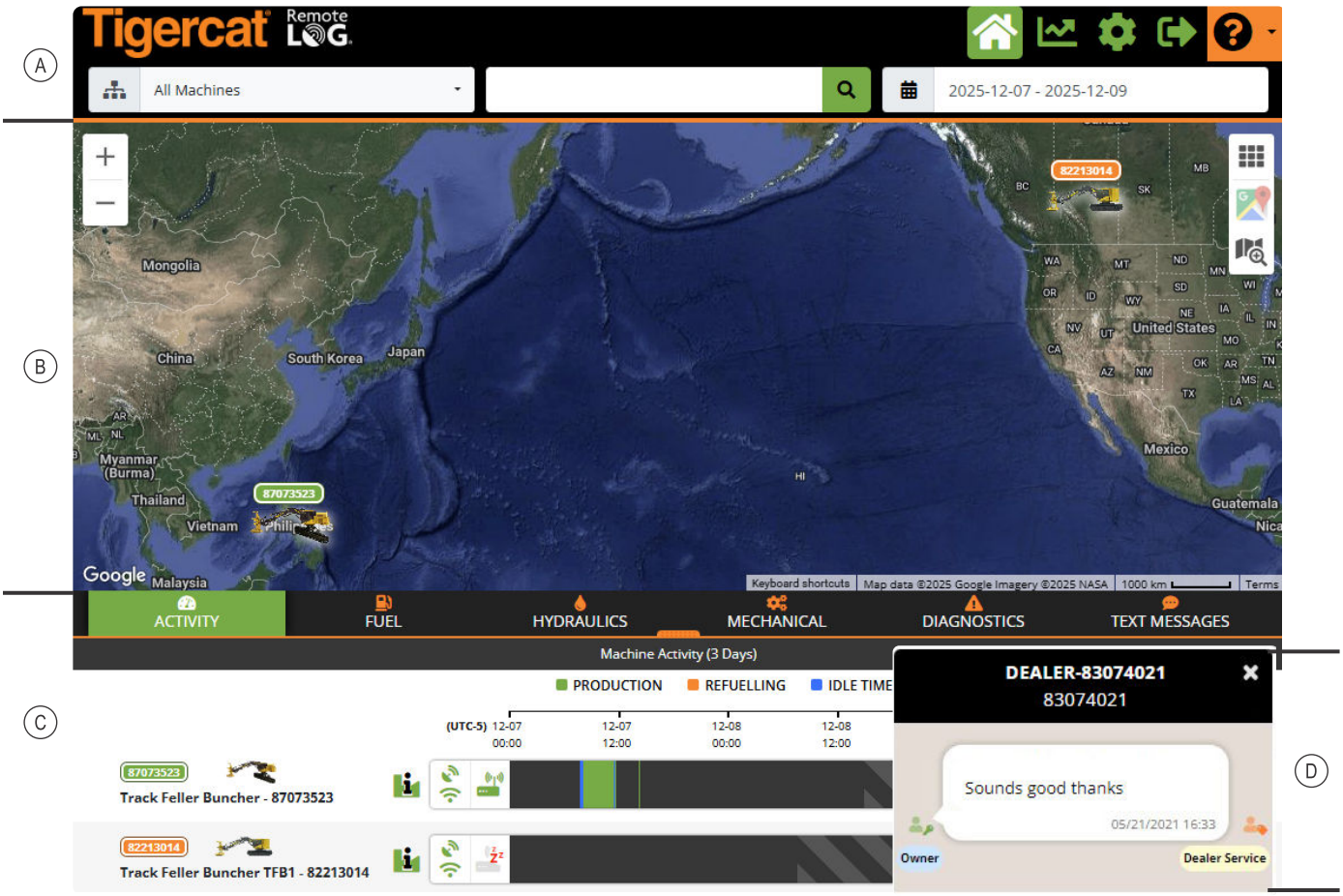
3. Select the **Close** button to close the help dialogue window.



4. Select anywhere on the screen (other than on a Help button) to close the help dialogue interface.

DASHBOARD

Document ID: 44504 | Last Modified Date: Feb 12, 2026



A Header
B Map
C Dashboard
D Text Message Popup

Activity Timeline [12]–This tab displays the machines' recent production timeline.

Fuel (Customers Only) [17]–This tab displays the machines' last reported fuel levels and fuel consumption information.

Hydraulics (Customers Only) [18]–This tab displays the last reported hydraulic oil levels, if the machine is equipped with a hydraulic oil level sensor.

Mechanical [19]–This tab displays some mechanical information for the machines. The information displayed can be customized in the Settings menu.

Diagnostics [20]–This tab displays a list of critical, alert, malfunction, and protect messages that recently occurred.

Text Messages (Optional) [22]–This tab displays a list of all ongoing text conversations. A blue speech bubble next to the Text Messages icon indicates the number of unread messages.

Map [9]–This tab displays the map.

DASHBOARD FILTERS



Workgroup–This drop-down menu provides a complete list of the machines available under the user's account. Select a workgroup from this menu to only display that workgroup.



Search–Enter a search term to filter the displayed machines by machine name or serial number. This search does not permit the use of wildcards such as '*' and '?'.



Date Range Filter–Select the date range to open the date range drop-down menu. The user can filter the information shown on the page by the following date ranges:

- Today
- Last 3 Days
- Last 5 Days
- Last 7 Days

The default date range can be changed in **Settings–My Account [30]**.

MAP

Document ID: 44499 | Last Modified Date: Feb 3, 2026



Map Menu–Select this button to display a pop-up menu with additional options for changing the map view.

Road View–This view shows the local Google Maps details for the region, such as roads, towns, and landmarks.

Satellite View–This view shows the Google Maps satellite view for the region. The resolution and zoom level supported by Google Maps varies by region.

Topographic View–This view uses shading, contour lines, and elevations to describe the terrain and indicate steep slopes.

Google Maps–With a map dot selected, select the **Google Maps** button to open the machine's current GPS location in Google Maps.

Zoom In–Select this button to zoom in on the visible region of the map.

Zoom Out–Select this button to zoom out from the visible region of the map.

Grip (Desktop Only)–Select and drag the grip or any part of the expander bar below the Dashboard to manually adjust the relative sizes of the map and the Dashboard.

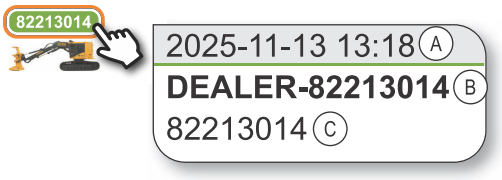
MAP DOTS AND MACHINE INFORMATION

Document ID: 34940 | Last Modified Date: Feb 12, 2026



Map Dot–The machine icon and serial number identify the location of that machine on the map. The map (and Dashboard) can display up to ten machines at a time.

Hover over or tap a map dot to quickly display the machine name, the machine serial number, and the date of the last report.



A Date of Last Report
B Machine Name
C Machine Serial Number

Select any map dot on the Dashboard to locate that machine on the map.



MACHINE FINDER

Document ID: 34942 | Last Modified Date: Dec 15, 2025

Machine Finder–The Machine Finder feature allows the user to search for all machines within a specified radius. This search can also be limited to machines belonging to a specific workgroup.

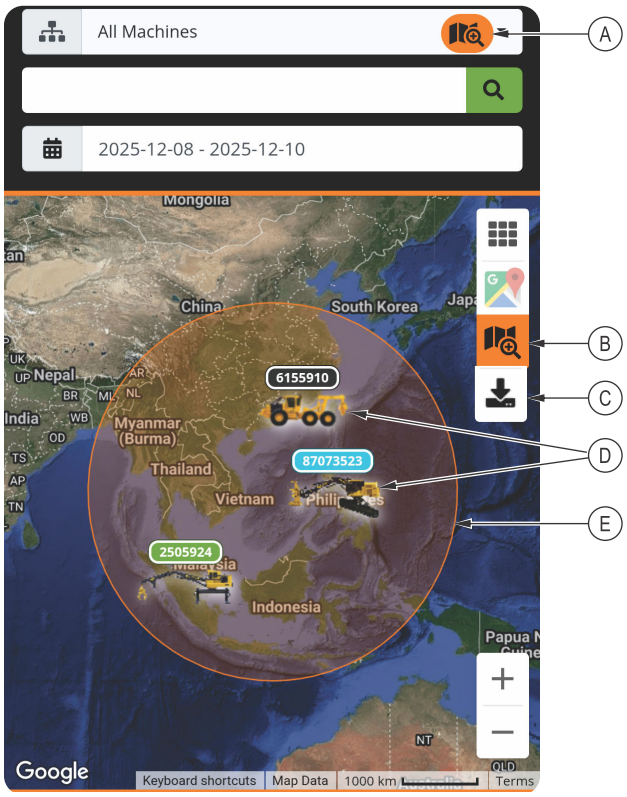
Select the **Machine Finder** button, then click and drag on the map to view all available machines within the selected radius. Select the **Machine Finder** button again to turn off the Machine Finder feature.

Download Machine Finder Report (Desktop Only)–Select the **Download** button and then select the desired file format (CSV or Excel) to download the machine finder report.

Downloaded files contain the following information for each machine within the selected area:

- Machine serial number and name
- Machine longitude and latitude
- List of product support bulletins (PSBs) for the machine, including type, status, and start date

When Machine Finder is activated:



A Machine Finder Icon
B Machine Finder Button
C Download Machine Finder Report (CSV or XLSX)
D Machines Within Selected Area and Workgroup
E Selected Area

- The selected area turns orange.
- The map zooms in and centres the selected area on the screen.
- The **Machine Finder** button turns orange and appears in the header to show that Machine Finder is active.
- Machines in the selected area and workgroup will be shown on the map and on the Dashboard. No other machines will be visible until Machine Finder is turned off.

BREADCRUMBS (CUSTOMERS ONLY)

Document ID: 34944 | Last Modified Date: Dec 15, 2025

Breadcrumbs On (Customers Only)–The Breadcrumbs feature allows the user to quickly see the area in which a machine has been working and to track the machine's travel on the map. Breadcrumbs can only be viewed for one machine at a time.

Select the **Breadcrumbs On** button and then select a machine from the pop-up menu to turn on breadcrumbs for the selected machine. Breadcrumbs show the machine's movements over the selected date range. Arrows indicate the direction of travel.

Breadcrumbs Off (Customers Only)–Select this button to turn breadcrumbs off.



Map Dot–The map dot shows the machine's most recent reported position.

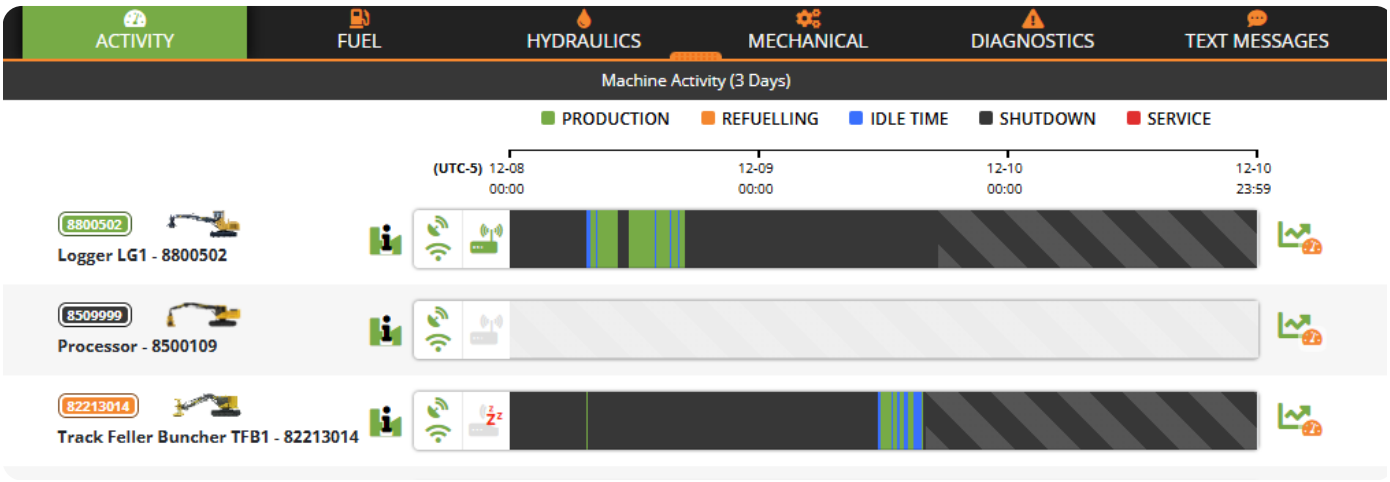
Breadcrumb–Breadcrumbs show the machine's past locations within the currently selected date range.

Directional Marker–Arrows show the direction of machine travel between breadcrumbs.

ACTIVITY TIMELINE

Document ID: 44505 | Last Modified Date: Feb 3, 2026

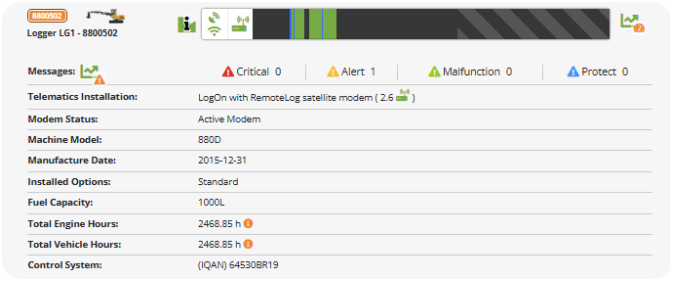
CUSTOMER VIEW





Machine Configuration–Select the machine button or the telematics icons to open an expandable panel that displays machine ownership, machine configuration, and telematics information.







Production Summary–Select this button to open the production summary for the machine.



Activity Analytics–Select this button to open the Activity Analytics page for the machine.



Diagnostics Analytics–Select this button to open the Diagnostics Analytics page for the machine.

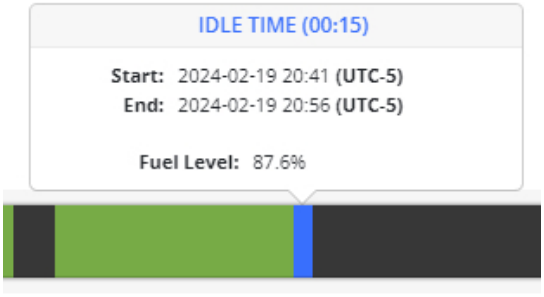
Activity Information (Customers Only)

The production bars on the activity timeline are colour-coded to indicate the type of machine activity.

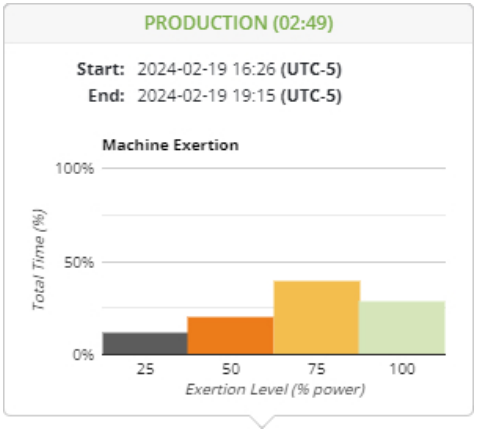
- **Legend**–Select this button to display the activity legend on mobile devices.
- **Production (Green)**–While the engine is running, production is the default activity type unless the machine program signals otherwise.
- **Refuelling (Orange)**–The machine is stationary and fuel levels are increasing. The engine may be running or stopped.
- **Idle Time (Blue)**–While the engine is running, idle time is determined by the machine program.
- **Shutdown (Black)**–The engine is stopped.
- **Service (Red)**–An operator or technician has enabled service mode to conduct repairs or maintenance work. The engine may be running or stopped.
- **Ongoing**–A hatch pattern on an activity indicates that the system has not yet received the reported end time of that activity.

Desktop

Hover over an activity on the timeline to display the start and end times of that activity as well as the duration.



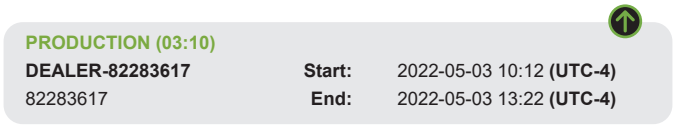
If an activity does not have a recorded end time, it displays the start time and the last time when a signal was received from the machine.



In addition to start and end times, production activities display how much of the total time was spent at 25%, 50%, 75%, and 100% engine exertion. This provides a quick glance at the machine's productivity during this period.

Mobile

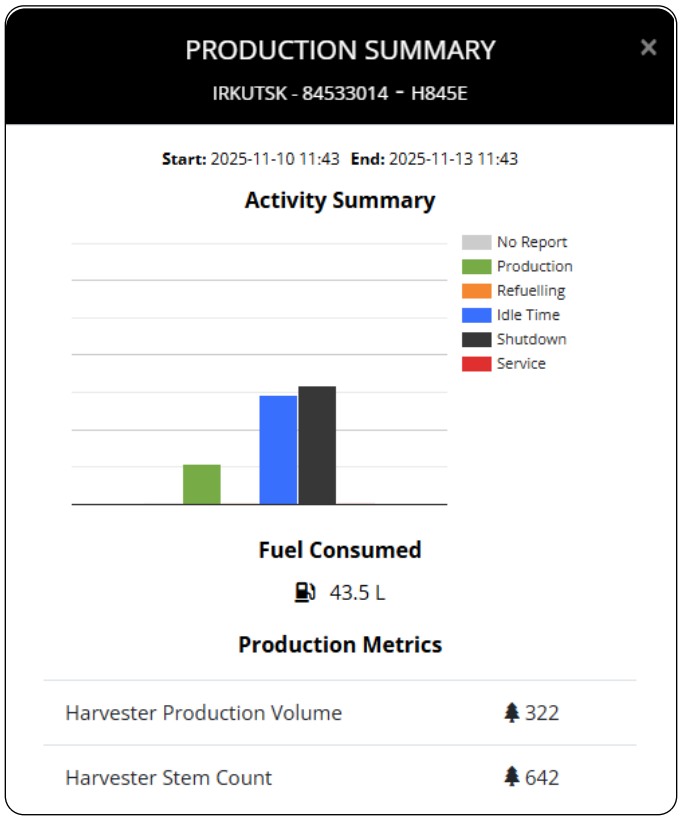
On a mobile device, select an activity on the timeline to display the start and end times of that activity as well as the duration. The information displays at the bottom of the screen.



Select the **Expand** button to display a list of all recorded activities from the last 24 hours.

Production Summary (Customers Only)

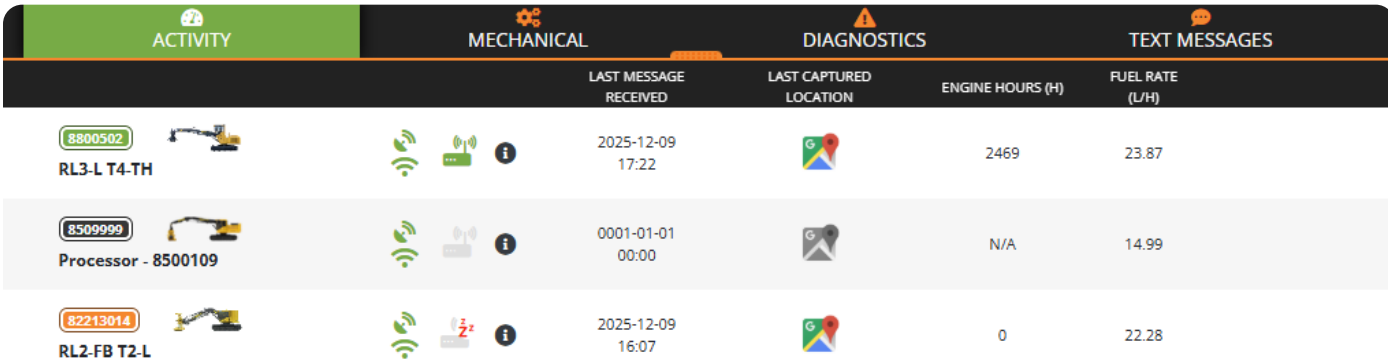
> **NOTE**
> Production metrics data should not be used to determine financial compensation, payments, or commercial transactions. The production data is intended only to provide a general estimation.



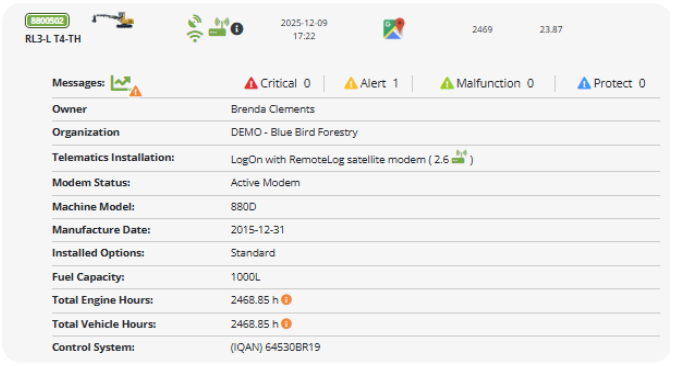
The original values for stem count and volume are provided to telematics by the harvesting head controller. For TCi harvesting heads, this information comes from the control system (D5 or D7). For competitor harvesting heads, this information transmits over J1939 from the controller.

The harvesting head controller provides a running total of stem count and produced volume (m³). This running total is broken down into days by telematics based on when the data is received. Each day then displays the production information and the per hour values based on the hours operated that day.

DEALER VIEW



Machine Configuration–Select the machine button or the telematics icons to open an expandable panel that displays machine ownership, machine configuration, and telematics information.



Diagnostics Analytics–Select this button to open the Diagnostics Analytics page for the machine.

Location–Select the **Google Maps** button to open the machine's last reported coordinates in Google Maps.

TELEMATICS CONFIGURATION



RemoteLog (Green) and LogOn (Green)– The machine is equipped with both RemoteLog and LogOn.



RemoteLog (Green) and LogOn (Grey)– The machine is equipped with RemoteLog only.



RemoteLog (Grey) and LogOn (Green)– The machine is equipped with LogOn only. The satellite modem is not installed on the machine.



RemoteLog (Grey) and LogOn (Grey)–The machine is equipped with neither RemoteLog nor LogOn.

TELEMATICS SERVICE STATUS



Modem Service Active (Green)–The telematics service is currently active.



Modem Service Suspended–The telematics service is currently suspended. This happens when a machine has not communicated with the satellite service for more than 100 days. Contact your Tigercat-TCi Dealer to determine the steps required to unsuspend the service.



Modem Service Inactive (Grey)–The telematics service is deactivated. Contact your Tigercat-TCi Dealer to reactivate the service.

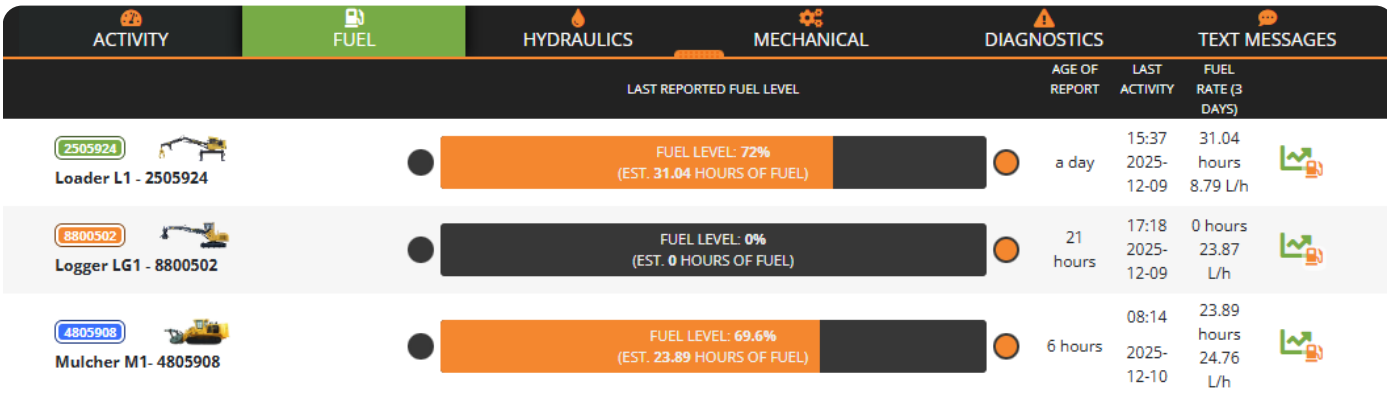
NOTE

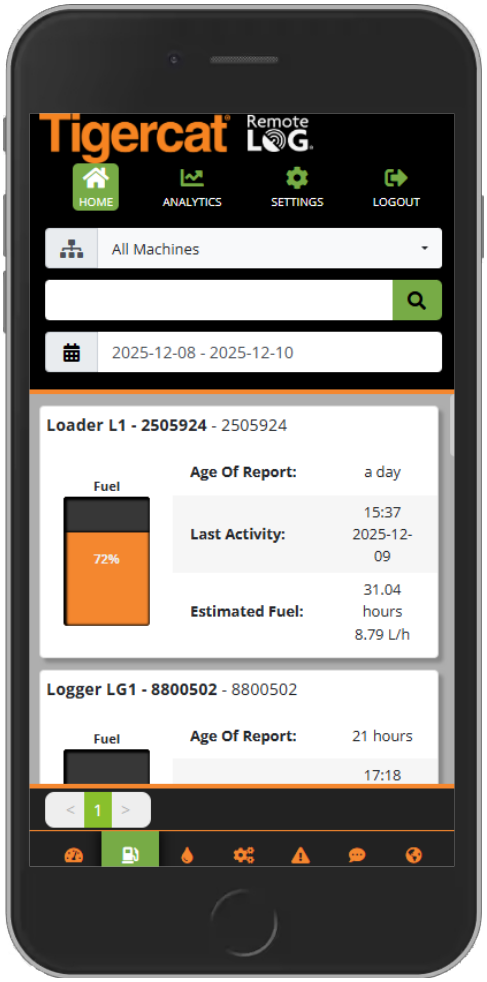
After 250 days of inactivity and with no Dealer contact, the telematics service will change from Suspended to Inactive.

Once the telematics service is deactivated, it is subject to a reactivation fee.

FUEL (CUSTOMERS ONLY)

Document ID: 44506 | Last Modified Date: Dec 10, 2025





The Fuel tab provides a quick glance at the current fuel levels for each machine.

Fuel Analytics– Select this button to open the Fuel Analytics page for the machine.

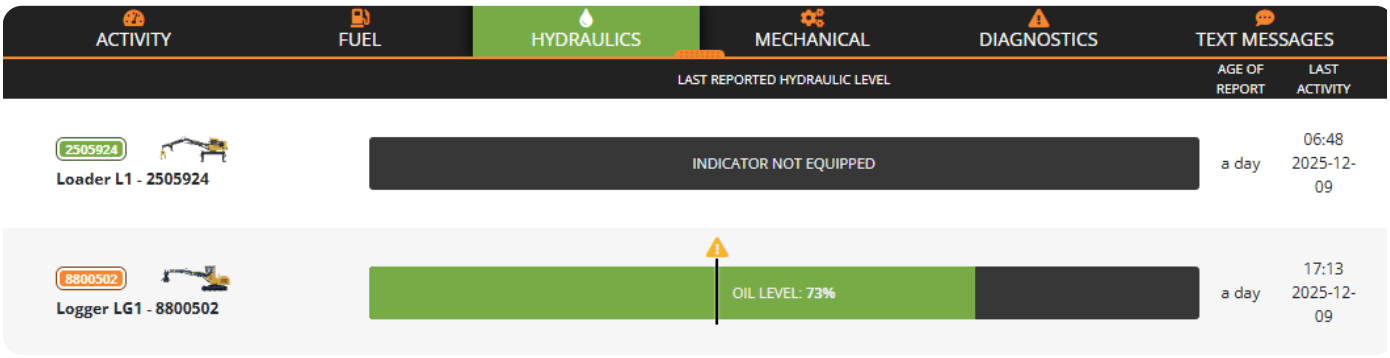
Fuel Gauge (Empty)

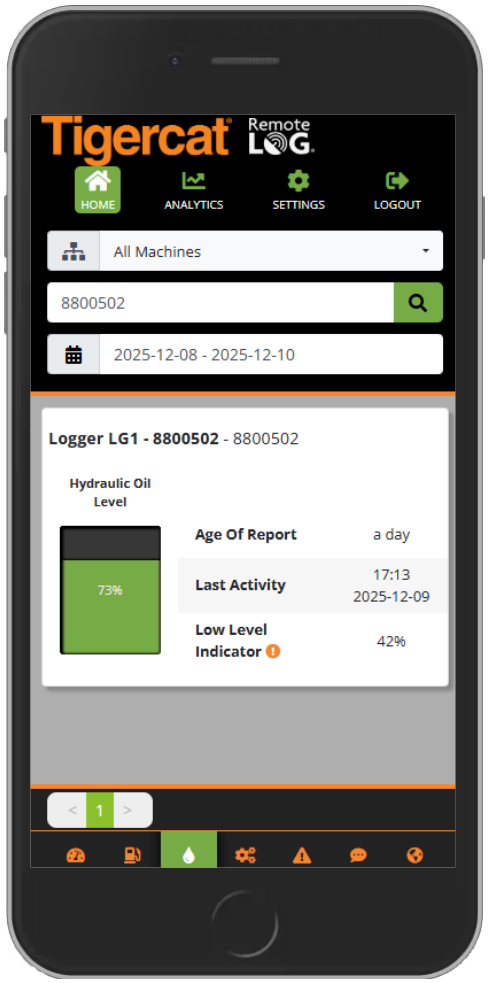
Fuel Gauge (Full)

- **Last Reported Fuel Level**–Indicates the last reported fuel level as a percentage of the fuel tank capacity.
- **Age of Report**–Indicates the length of time that has passed since the machine last transmitted information through the satellite.
- **Last Activity**–Indicates the last date on which the machine reported any activity.
- **Effective Fuel Rate (7 Days)**–Indicates the average fuel consumption rate for the last 7 days of machine activity, only using periods of production activity and excluding machine idling.
- **Estimated Fuel Remaining**–Indicates the amount of time remaining before all the fuel is depleted, based on the effective fuel rate for the last 7 days and the engine runtime since the last reported fuel level.

HYDRAULICS (CUSTOMERS ONLY)

Document ID: 44507 | Last Modified Date: Dec 10, 2025





The Hydraulics tab provides a quick glance at each machine's hydraulic oil level, if the machine has a hydraulic oil level sensor equipped.

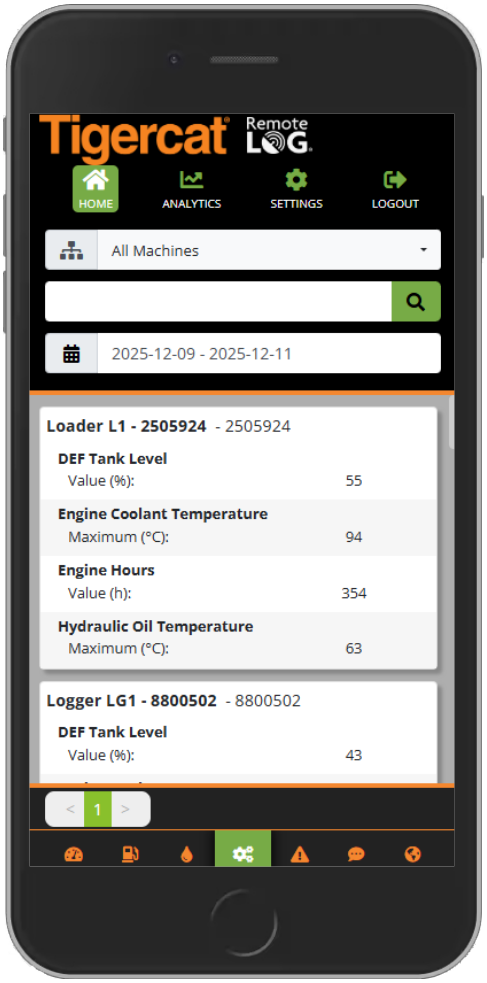
- **Last Reported Hydraulic Level**–Indicates the last reported hydraulic oil level as a percentage of the hydraulic oil tank capacity.
- **Age of Report**–Indicates the length of time that has passed since the machine last transmitted information through the satellite.
- **Last Activity**–Indicates the last date on which the machine reported any activity.

The information in the Hydraulics tab is updated at the end of each day.

MECHANICAL

Document ID: 44508 | Last Modified Date: Dec 11, 2025

ACTIVITY	FUEL	HYDRAULICS	MECHANICAL	DIAGNOSTICS	TEXT MESSAGES
		DEF TANK LEVEL VALUE (%)	ENGINE COOLANT TEMPERATURE MAXIMUM (°C)	ENGINE HOURS VALUE (h)	HYDRAULIC OIL TEMPERATURE MAXIMUM (°C)	
2505924 Loader L1 - 2505924		56	92	352	49	
8800502 Logger LG1 - 8800502		43	92	2469	62	
4805908 Mulcher M1- 4805908		NO REPORT	83	8389	34	



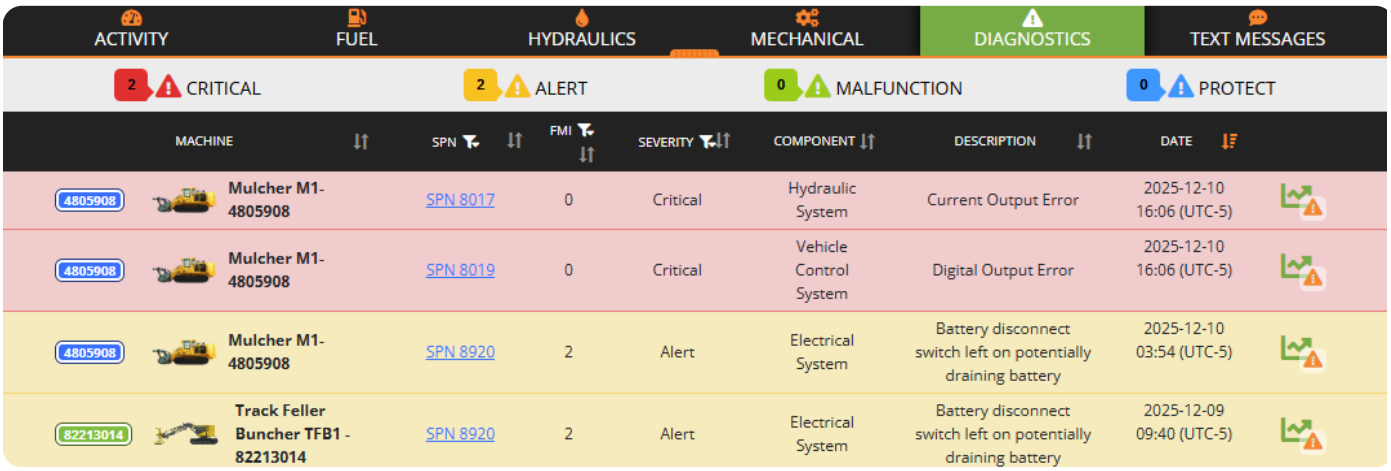
The Mechanical tab provides a quick glance at mechanical information by machine. The Mechanical tab can display up to eight data points per machine. To change which information is displayed here, refer to **Display [34]**.

The information in the Mechanical tab is updated at the end of each day.

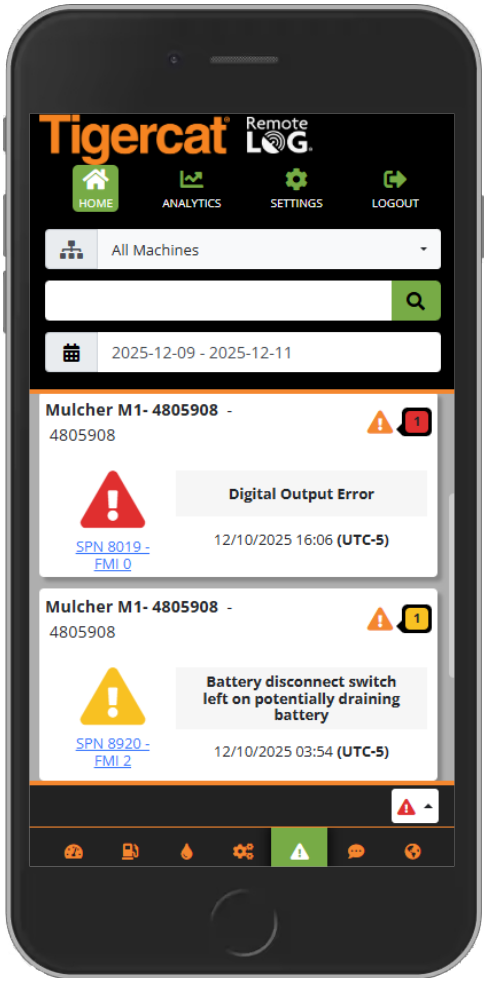
Mechanical Analytics–Select this button to open the Mechanical Analytics page for the machine.

DIAGNOSTICS

Document ID: 44509 | Last Modified Date: Jan 6, 2026



MACHINE	SPN	FMI	SEVERITY	COMPONENT	DESCRIPTION	DATE
4805908 Mulcher M1-4805908	SPN 8017	0	Critical	Hydraulic System	Current Output Error	2025-12-10 16:06 (UTC-5)
4805908 Mulcher M1-4805908	SPN 8019	0	Critical	Vehicle Control System	Digital Output Error	2025-12-10 16:06 (UTC-5)
4805908 Mulcher M1-4805908	SPN 8920	2	Alert	Electrical System	Battery disconnect switch left on potentially draining battery	2025-12-10 03:54 (UTC-5)
82213014 Track Feller Buncher TFB1 - 82213014	SPN 8920	2	Alert	Electrical System	Battery disconnect switch left on potentially draining battery	2025-12-09 09:40 (UTC-5)



The Diagnostics tab displays a summary of all diagnostic messages that have been called up on the machine within the displayed time period.

Messages are displayed individually and can be sorted by machine, SPN code, severity, component, description, or date. The total number of diagnostic messages for all listed machines displays at the top of the Dashboard (by severity).

Custom diagnostic messages also show up in the dashboard if any are set up. Refer to **Custom Diagnostic Messages [33]** for information on setting up custom messages.

Diagnostics Analytics–Select this button to open the Diagnostics Analytics page for the machine.

SPN 8920 **SPN Code**–Select the SPN code to open the fault dialogue and troubleshooting information.

Refer to **Troubleshooting in RemoteLog [48]** for more information.

1 **Total Notifications**–This icon indicates the total number of active messages by severity.

Severity Filter (Mobile Only)–Select any of the Severity Filter buttons to show or hide messages of that severity in the list.

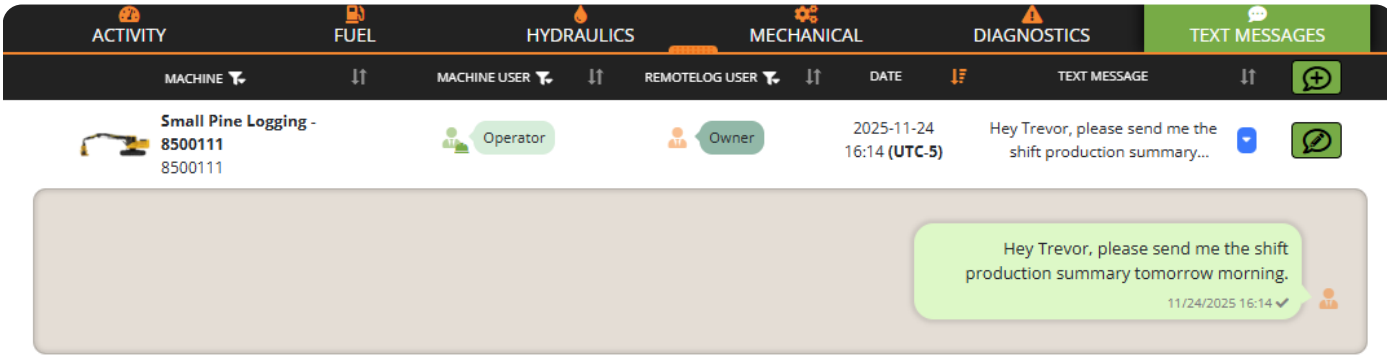
DIAGNOSTIC CODE SEVERITY

Document ID: 158047 | Last Modified Date: May 28, 2026

- **Critical (Red)** indicates a problem that is severe enough that the operator should stop the machine immediately. Critical messages are sent through satellite transmission immediately when the code occurs.
- **Alert (Amber)** indicates a problem with the machine, but the operator does not need to stop the machine immediately. Alert messages are sent through satellite transmission as part of the end-of-day report.
- **Malfunction (Green)** indicates that a subsystem is malfunctioning.
- **Protect (Blue)** indicates that there is a preventative damage warning. If left unattended for a long time, it may cause serious damage to the machine.

TEXT MESSAGES (OPTIONAL)

Document ID: 44510 | Last Modified Date: Feb 3, 2026





The Text Messages tab displays all active conversations.

New Conversation–Select this button to start a new conversation.

View Conversation–Select this button to view an existing conversation. This button also indicates that the user cannot send messages in this conversation.

Edit Conversation–Select this button to participate view an existing conversation. This button also indicates that the user can send messages in this conversation.

Expand/Collapse Conversation–Select this button to expand or hide the conversation. This button also indicates the number of unread messages in the conversation (if any).

Machine User Filter (Green)–Select this button or filter to filter the displayed conversations by the type of LogOn user in the conversation.

RemoteLog User Filter (Orange)–Select this button or filter to filter the displayed conversations by the type of RemoteLog user in the conversation.

TEXT MESSAGING SERVICE

Document ID: 36580 | Last Modified Date: Feb 17, 2026

⚠ CAUTION

Do not use the telematics text messaging service for emergency communication.

Text messages are only sent and received when the machine is running and has a clear view of the satellite. Emergency messages may not be immediately sent or received.

Pay-As-You-Go text messaging plan packages are available through your Tigercat-TCi Dealer and are sold in bundles of 25, 50, 100, or 250 messages.

Text Messaging feature allows the user to send and receive text messages between a machine's LogOn and RemoteLog using a satellite network. With this feature, there is no need for cellular network coverage at the machine's worksite.

The Text Messaging menu gives access to all conversations available to the user. The top of the screen displays information about the satellite data plan, including the number of messages remaining and the number of days before the plan expires (if applicable).

LogOn users can send RemoteLog messages to the Owner and to Dealer Service. Messages can be up to 140 characters in length and cannot contain attachments. This system supports text messages containing non-English language characters.

The LogOn text messaging feature does not use the device's mobile plan to send messages. All LogOn text messages are sent through the RemoteLog satellite data plan assigned to the machine.

When the machine is under heavy cover, the telematics module will continue trying to send or receive messages until successful.

Minimum Requirements for Text Messaging

A machine must meet the following requirements to use the text messaging feature:

- The machine must be equipped with a RemoteLog satellite modem.
- The machine must be equipped with the LogOn telematics system.
- The LogOn firmware must be updated to the latest version.
- A text messaging plan must be purchased for the machine.
- The operator must be connected to LogOn with a cell phone, tablet, or laptop in order to send or receive text messages.

🕮 NOTE

CloudGate telematics systems do not support text messaging. Machines with CloudGate must be upgraded to LogOn using a retrofit kit. For more information about telematics retrofit kits, contact your Tigercat-TCi Dealer.

Message Status

The message status icon next to any sent message indicates if the message has been successfully sent through the telematics system.

Queued–The message has been placed on queue for transmission.

Sent–The message has been successfully sent through the satellite.

Failed–The message transmission failed due to an internal error.

TEXT MESSAGING PERMISSIONS

Document ID: 44510 | Last Modified Date: Feb 3, 2026

NOTE

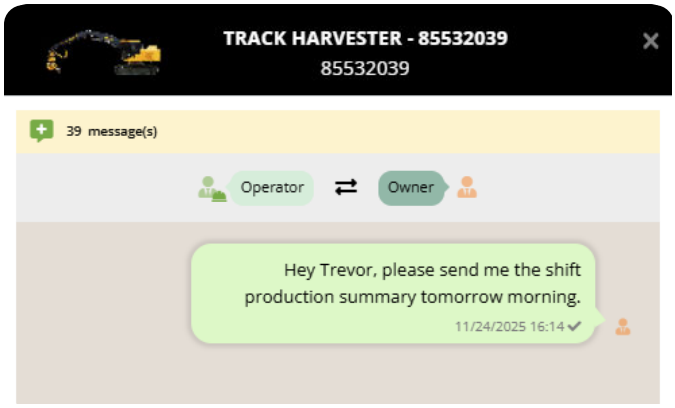
Conversations between LogOn operator/owner and RemoteLog machine owner are private and not accessible to dealers, sales representatives, or the Tigercat Industries Service Department.

LogOn User Account		RemoteLog User Account		RemoteLog Users Who Can View This Conversation
	**Owner**		**Owner**	• All Customer Accounts
	**Operator**		**Owner**	• All Customer Accounts
	**Technician**		**Owner**	• All Customer Accounts • All Associated Dealer Accounts
	**Owner**		**Dealer Service**	• All Customer Accounts • All Associated Dealer Accounts
	**Operator**		**Dealer Service**	• All Customer Accounts • All Associated Dealer Accounts
	**Technician**		**Dealer Service**	• All Associated Dealer Accounts

VIEWING A CONVERSATION

Document ID: 44510 | Last Modified Date: Feb 3, 2026

Select the View or Edit button to view an existing conversation.



Messages Remaining–Indicates how many messages can be sent to and from the machine before additional text messages need to be purchased.

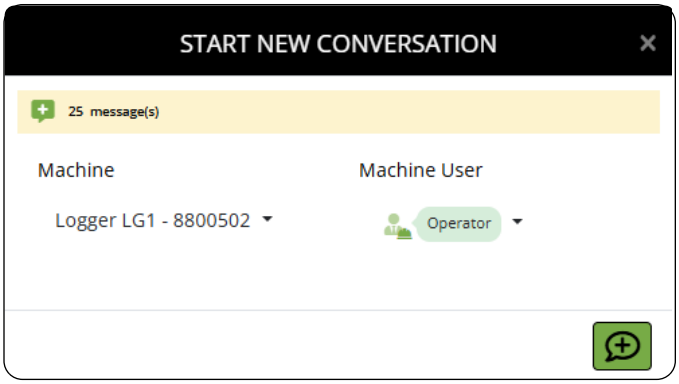
Received–Indicates that the message has been received by the machine.

STARTING A NEW CONVERSATION

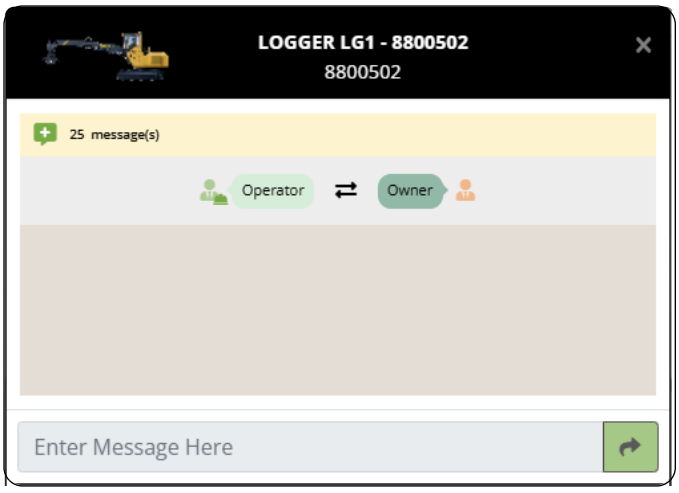
Document ID: 44510 | Last Modified Date: Feb 3, 2026

1. From the Dashboard, select the Text Messages tab.
2. Select the **New Conversation** button. A Start New Conversation pop-up window appears.

   If an existing conversation opens, close the conversation window to show the Start New Conversation window.



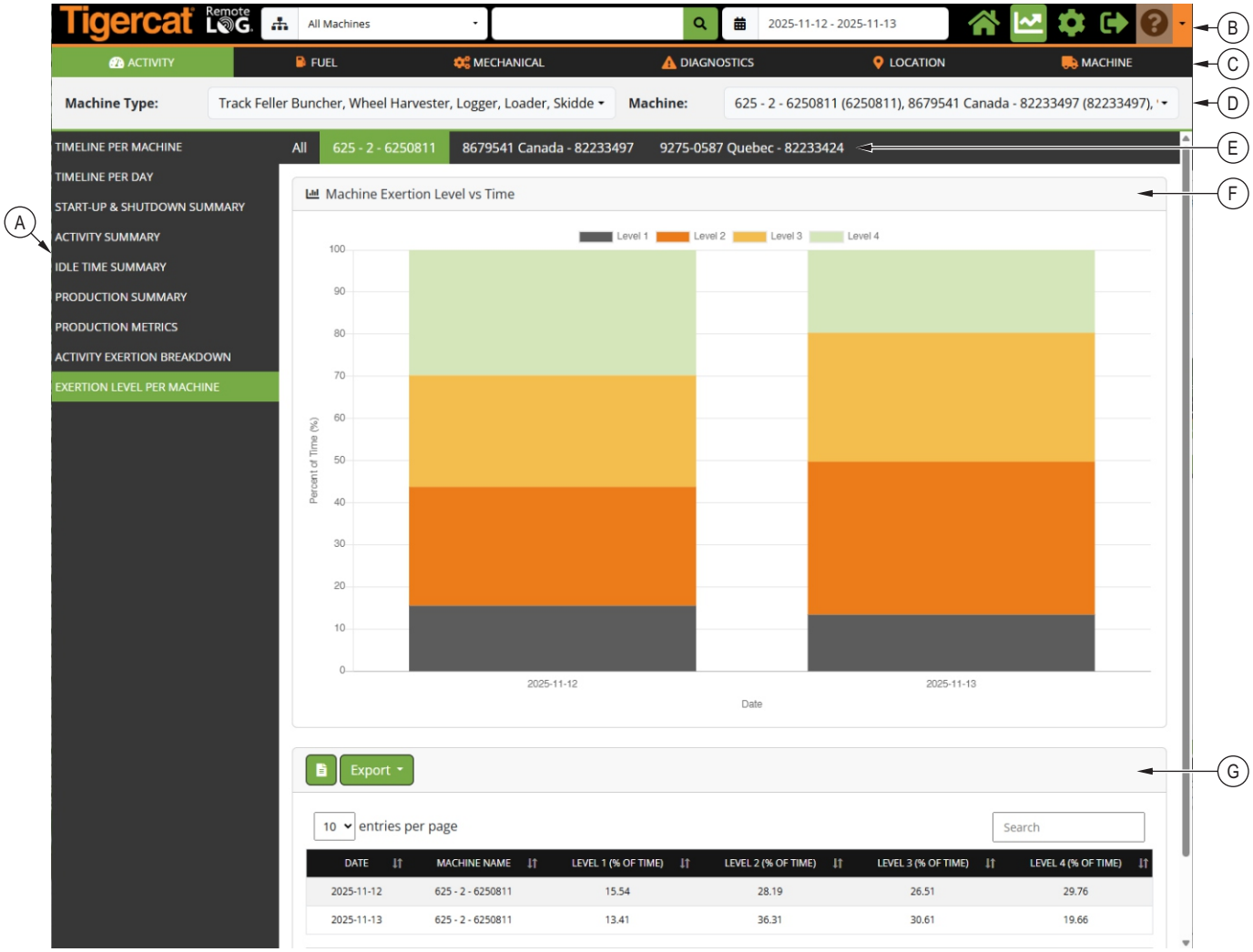
3. From the Machine drop-down menu, select the machine to message.
4. From the Machine User drop-down menu, select the intended message recipient.
5. Select the **New Conversation** button again. A Conversation pop-up window appears.



6. Type the text message in the text field.
7. Select the **Send** button to send the message.

ANALYTICS

Document ID: 44511 | Last Modified Date: Feb 5, 2026



A Available Reports
B Header
C Analytics Tabs
D Machine Filters
E Selected Machines
F Data Visualization (Chart or Graph)
G Data Table

ANALYTICS TABS

Activity (Customers Only)–This tab includes the following reports:

- Timeline Per Machine
- Timeline Per Day
- Start-Up and Shutdown Summary
- Activity Summary
- Idle Time Summary
- Production Summary
- Production Metrics
- Activity Exertion Breakdown
- Exertion Level Per Machine

Fuel (Customers Only)–This tab includes the following reports:

- Average Fuel Consumption Rate by Day
- Total Fuel Consumption
- Fuel Level History
- Refuelling Forecast

  The Refuelling Forecast indicates the last reported fuel level, the estimated current fuel level, and the estimated time until empty based on the fuel consumption rate.

Mechanical–By default, this tab includes the following reports:

- Boost Pressure
- Engine Coolant Temperature
- Engine Hours
- Fuel Rate
- Hydraulic Oil Temperature
- Hydraulic Pressure 1
- Maximum Engine Power
- Water in Fuel

Select **View More** to temporarily add more Mechanical reports to the list. Refer to **Display [34]** for permanently adding Mechanical reports to the list.

Diagnostics–This tab displays a list of diagnostic messages that occurred during the selected date range by the following categories:

- All
- Critical
- Alert
- Malfunction
- Protect

Select the Help button next to any diagnostic message to display additional troubleshooting information.

Custom alerts do not display any troubleshooting information.

Location–This tab displays a map and tracking summary of the selected machines' locations over the selected date range. Locations update every 10 minutes and display the following information:

- Machine Type
- Shift Start
- Shift Length
- Coordinates (Latitude and Longitude)
- Total Distance Travelled
- Time in Motion
- Average Speed

Location data can be downloaded as a KML file.

Machine–This tab displays the following information:

- Machine Type and Model
- Machine Name and Serial Number
- Current Location
- Current Status
- Latest Telematics Report Received
- Last Start-up and Shutdown
- Last Refuelling Date
- Current Fuel Level
- Total Engine Hours
- Engine Hours Accumulated in the Last 7 Days
- Latest Diagnostic Messages

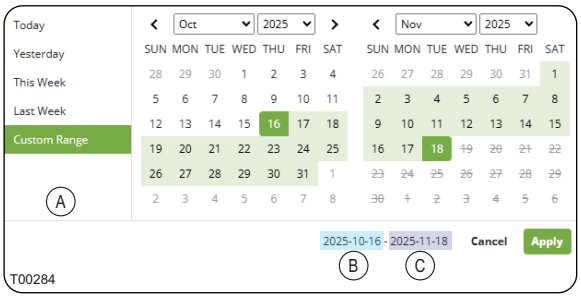
ANALYTICS FILTERS

Workgroup–This drop-down menu provides a complete list of the machines available under the user's account. Select a workgroup from this menu to only display that workgroup.

Search–Enter a search term to filter the displayed machines by machine name or serial number. This search does not permit the use of wildcards such as '*' and '?'.

Date Range Filter–Select the date range to open the date range drop-down menu. The user can filter the information shown on the page by the following date ranges:

- Today
- Yesterday
- This Week
- Last Week
- Custom Range



A Date Ranges
B Start Date
C End Date

To set a custom date range:

1. Select the Date Range button.
2. Select the desired start date on the calendar.
3. Select the desired end date on the calendar.
4. Select **Apply**.

> **NOTE**
> To view information for a single day, select the same day for the start and end dates.

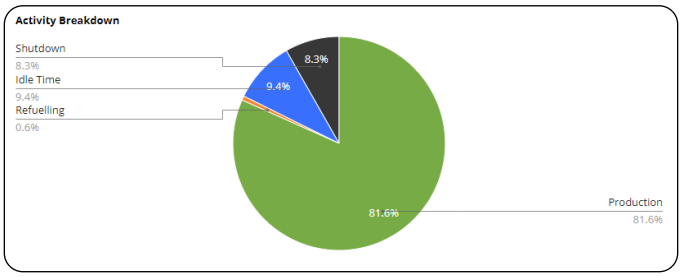
Machine Type–This drop-down menu displays all of the available machine types within the selected workgroup. Select the desired machine types, then select **Update**.

Machine–This drop-down menu displays all of the available machines within the selected workgroup and machine type. Select the desired machines, then select **Update**. Enter a term into the Search bar to temporarily filter the machines in the list. Remove the term from the Search bar to display the full list.

For reports which display information for one machine at a time, a machine bar at the top of the analytics page displays tabs for individual machines and "All" (if applicable). Select a machine tab to view the report for that machine. If the desired machine is not displayed in the bar, apply additional filters using the filters bar.

When available, "All" displays a combined report for all filtered machines, not just the ones displayed in the machine bar.

DATA VISUALIZATION



The data visualization provides report information in chart or graph form, which allows users to quickly interpret the data and find problem areas. The type of visualization depends on the report. To highlight a specific machine's data on the visualization, select that machine from the legend.

Mechanical reports can display multiple types of visualizations (line chart, area chart, or column chart). To change the type of visualization, select the desired type from the Graph drop-down menu on the Display Filters bar.

Mechanical reports can also display different metrics, or types of data, depending on the report. To change the metric, select the desired type from the Metric drop-down menu on the Display Filters bar. Metrics that are not available are listed in grey.

DATA TABLE

The data table displays all available report information based on the selected filters.

Schedule Report–Select this button to open the Scheduled Reports page. Analytics reports can be scheduled to send by email on a daily, weekly, or monthly basis. Refer to **Scheduled Reports [39]** for more information.

Download KML–Select this button to download a KML file containing geographic data. KML files can viewed in any geospatial software program, such as Google Earth.

Download–Select this button and then select the desired file format (CSV, XLSX, or PDF) to download the analytics report.

Downloaded CSV and XLSX files contain only the information displayed on the data table.

Downloaded PDF files contain the following information:

- Machine types included in the report
- Machine name(s) and serial number(s) included in the report
- Time range of the report
- Account time zone
- Data visualization
- Data table

SETTINGS

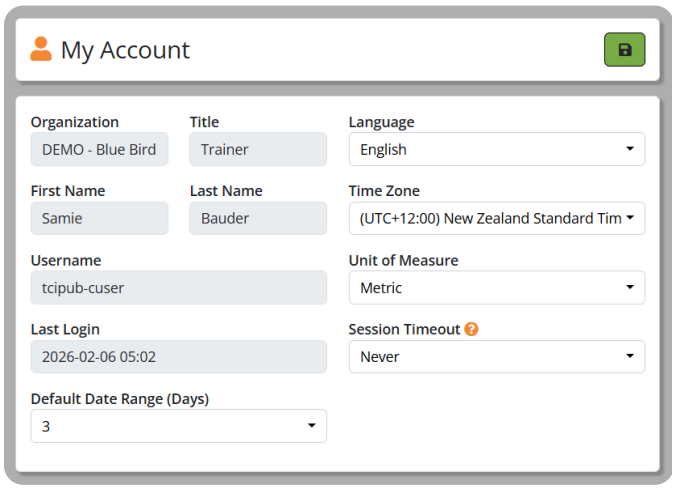
MY ACCOUNT

Document ID: 44513 | Last Modified Date: Feb 5, 2026

My Account includes settings that apply across the entire RemoteLog site, such as language and time zone. White fields can be changed. Greyed out fields cannot be changed.

The Default Date Range setting affects the dashboard only.

Account changes are not saved automatically. Select the **Save** button to save your changes before leaving the My Account screen.



Save–Select this button to save any account changes that have been made on this screen.

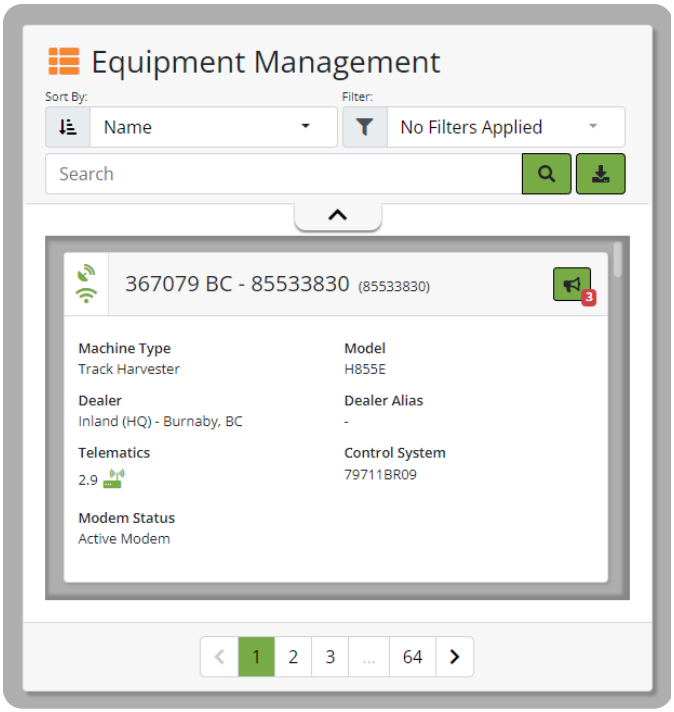
Request LogOn Credentials (Dealers Only)–Select this button to request technician LogOn credentials for service and maintenance purposes. The credentials will be emailed to the RemoteLog account email.

Session Timeout–Indicates the amount of time after which the account is automatically logged out.

EQUIPMENT

Document ID: 44514 | Last Modified Date: Dec 15, 2025

MANAGEMENT



Search–Enter a search term to filter the displayed machines. This search applies to information in all of the fields shown above, including machine model, dealer location, and telematics status.

Export–Select this button to download a .xlsx file summary of the information for all available machines. The summary is not affected by the current machine filter. The downloaded file includes a list of all machines with the following information:

- Machine Name
- Machine Serial Number
- Machine Type
- Model Number
- Dealer
- Dealer Location
- Telematics Configuration and Status

Service Bulletin (Dealers Only)–Select this button to open the **Service Bulletin settings [32]**. The number next to the Service Bulletin button indicates the number of outstanding service bulletins (PSBs) for the machine, if any.

Changing the Machine's Name (Customer Admins Only)

Admin accounts can change the machine name displayed throughout RemoteLog to represent the machine, as an alternative to just using the machine's serial number.

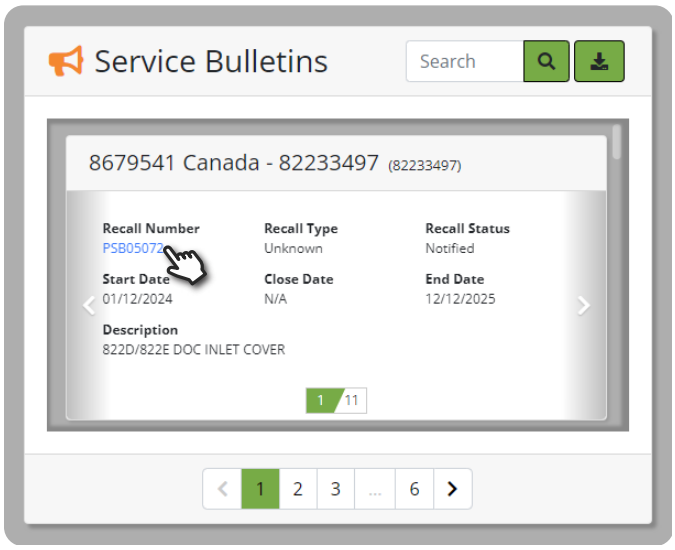
1. Use the search and filter tools to display the desired machine.
2. Select the **Edit** button next to the machine serial number. A pop-up window will appear.
3. Enter the new machine name.
4. Select the **Save** button. The new machine name will appear across all customer accounts.

Changing the Dealer Alias (Dealer Admins Only)

1. Use the search and filter tools to display the desired machine.
2. Select the **Edit** button next to the dealer alias. A pop-up window will appear.
3. Enter the new dealer alias for the machine.
4. Select the **Save** button. The new dealer alias will appear across all dealer accounts. The dealer alias is not visible to customer accounts.

SERVICE BULLETINS (DEALERS ONLY)

Dealers can view outstanding Product Service Bulletins (PSBs) for each machine. If available, select the PSB link to open the full service bulletin on the Dealer Portal, which includes the list of affected machines, revisions, and required actions.



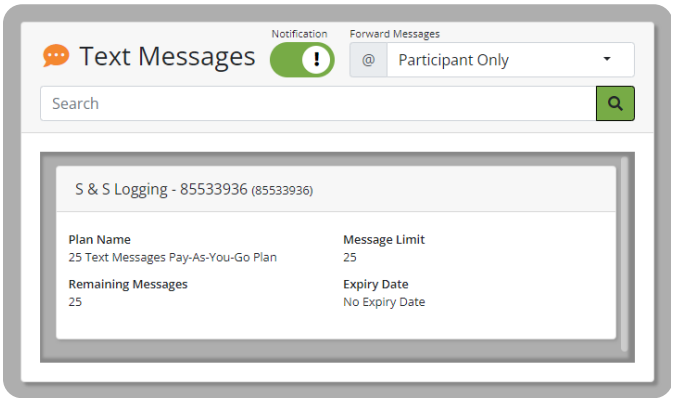
Search–Enter a search term to filter the displayed machines. This search applies to information in all of the fields shown above, including recall number, recall status, and description.

Export–Select this button to download a .xlsx file summary of the PSBs for all available machines. The summary is not affected by the current machine filter. The downloaded file includes a list of all PSBs with the following information:

- Machine Serial Number
- Recall Number (PSB Number)
- PSB Description
- Recall Type
- Recall Status
- Start Date
- End Date

1 3 **Outstanding PSBs**–The highlighted number indicates the current PSB. The non-highlighted number indicates the total number of PSBs available to view for the machine. Select the arrows in the PSB panel to view the next or previous PSB.

TEXT MESSAGES (OPTIONAL)



If a text messaging plan has been purchased, the Text Messages panel appears under the user's RemoteLog account, displaying Plan Name, Message Limit, and Remaining Messages information.

Remaining messages include messages sent to and from the machine. Machines that have exhausted their data plan are highlighted in pink.

Forwarding Messages to Email

RemoteLog users can set up their account to forward all text messages received to their RemoteLog email. Messages can only be sent and responded to from within the RemoteLog portal.

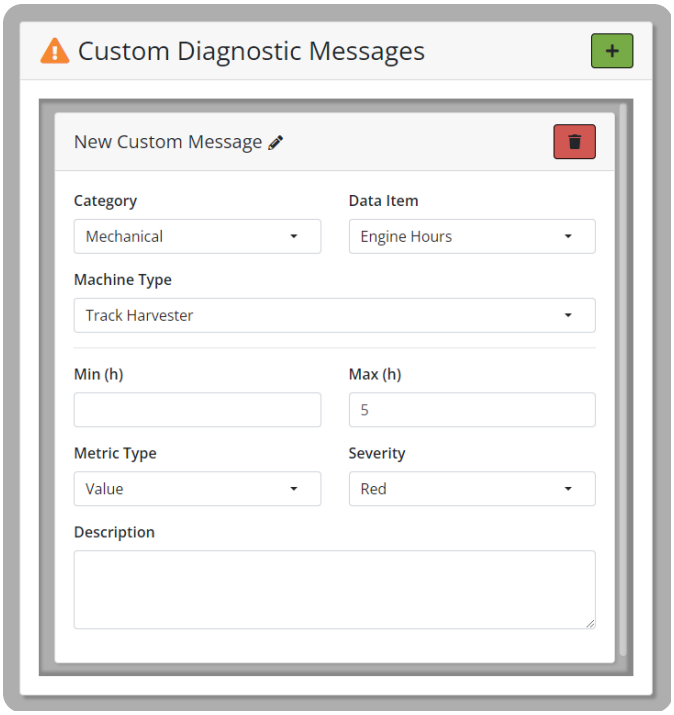
- **None**–This setting turns email forwarding off.
- **Participant Only**–This setting forwards only messages from conversations in which the current user is a participant.
- **All**–This setting forwards messages from all conversations which the current user can view.

USER SETTINGS

CUSTOM DIAGNOSTIC MESSAGES

Document ID: 44516 | Last Modified Date: Jan 6, 2026

The Custom Diagnostic Messages screen allows users to create their own set of custom alert notifications in response to a machine reporting an unexpected value. Custom diagnostic emails go out once per day when the end-of-day report has been sent by the machine.



New Custom Message–Select this button to create a new diagnostic message with custom parameters.

Edit Name–Select this button to edit the name of the custom diagnostic message.

Save Name–Select this button to save the name of the custom diagnostic message. All other fields save automatically.

Delete–Select this button to delete the custom diagnostic message.

Categories and Data Items

- **Mechanical**–Includes many customizable data items relating to the engine, hydraulics, electrical system, tires, and other machine components.
- **Fuel**–Includes data items based on fuel consumption, including fuel level and total fuel used.
- **Activity**–Includes data items based on type of activity, including stem count, machine exertion level, and ignition key status.
- **Location**–Includes data items such as trip distance and average speed.

Metrics

- **Min**–Determines the minimum acceptable value. If the value falls below this minimum, an alert will be sent.
- **Max**–Determines the maximum acceptable value. If the value rises above this maximum, an alert will be sent.

> **NOTE**
> A minimum and maximum value can be set in the same custom diagnostic message. For example, if the user sets an Average Speed message with a minimum of 15 km/h and a maximum of 20 km/h, a diagnostic message will be sent whenever the average speed of the machine is below 15 km/h or above 20 km/h.

- **Metric Type**–Determines which type of data is compared to the set minimum and maximum values in order to generate the alert. Metric types include the measured value (Value) and statistically calculated values (Average, Minimum, and Maximum).

Severity

- **Red**–Red (critical) severity indicates that the fault requires immediate attention.
- **Amber**–Amber (alert) severity indicates that the message will require attention soon to prevent further damage.

Custom Diagnostic Messages in the Dashboard

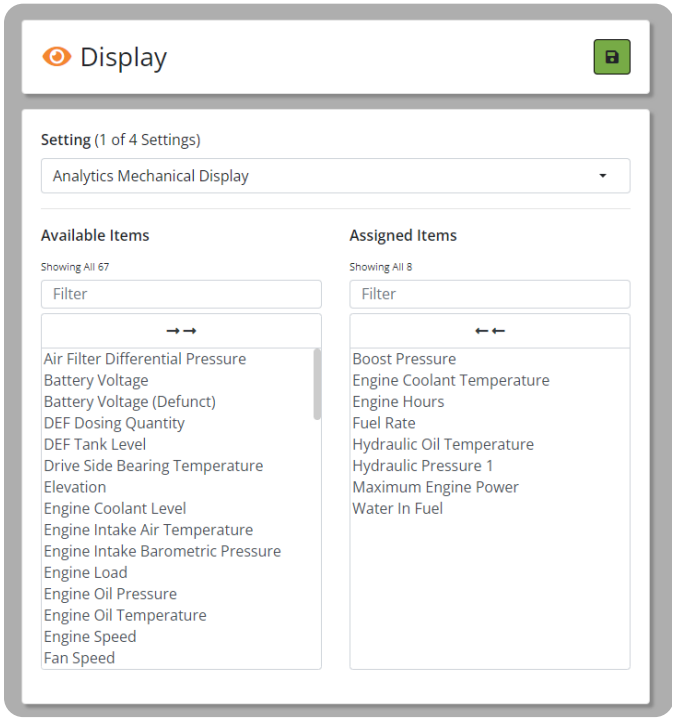
Custom diagnostic messages also show up in the **Diagnostics [20]** dashboard with the following information pulled from the message settings:

- **SPN**–Custom Diagnostics - Unknown
- **Severity**–Alert (Amber) or Critical (Red), as set for the custom message
- **Component**–Selected Data Item for the custom message
- **Description**–Text from the description field of the custom message

DISPLAY

Document ID: 44517 | Last Modified Date: Dec 15, 2025

Analytics Mechanical Display



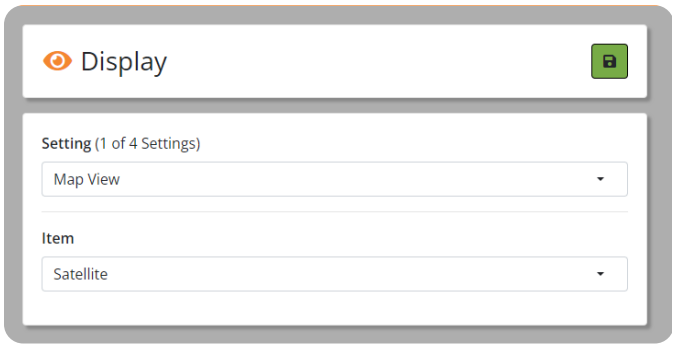
The Analytics Mechanical Display menu determines which information is available to view on the Analytics' Mechanical tab.

Select an item from the list to move it to the opposite column. Select the →→ **Move All** button to move all items to the opposite column.

- Items on the right (Assigned Items) are displayed.
- Items on the left (Available Items) are not displayed.

Select the **Save** button to save any changes.

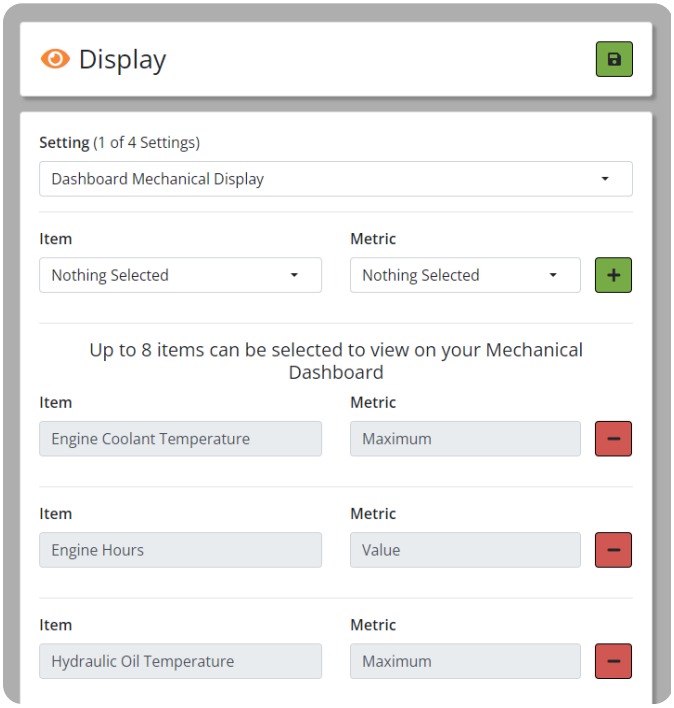
Map View



Select an item from the drop-down menu to change the default map view between Basic, Satellite, and Topographic.

Select the **Save** button to save any changes.

Dashboard Mechanical Display



This menu determines which information is available to view on the Dashboard's Mechanical tab. The display is limited to eight items.

Add Item–Select this button to add that item to the Dashboard mechanical display.

Add Item (Faded)–This icon indicates that eight items have already been added to the Dashboard mechanical display. Remove one or more items from the list before adding another.

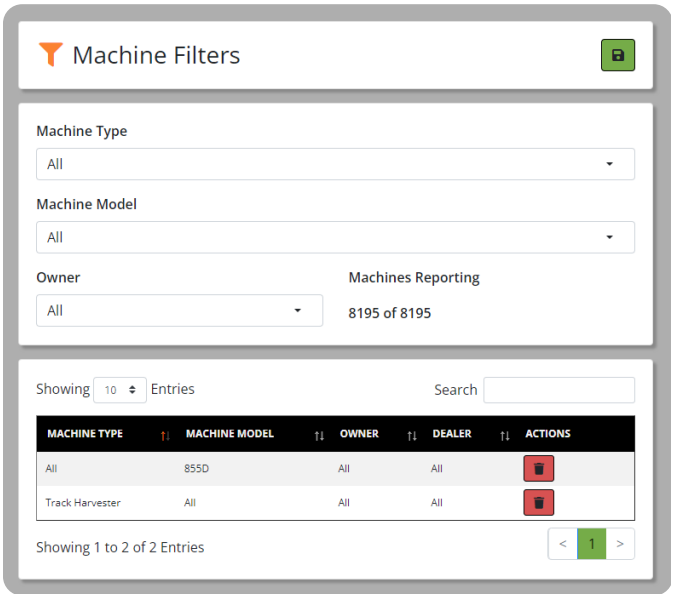
Remove Item–Select this button to remove the item from the Dashboard mechanical display.

To assign items to the Dashboard mechanical display:

1. If eight items are already assigned, select the **Remove Item** buttons to remove one or more items from the display.
2. Select the desired item from the Item drop-down menu.
3. Select the desired metric from the Metric drop-down menu.
4. Select the **Add Item** button to add the item to the display.
5. Select the **Save** button to save any changes.

MACHINE FILTERS (NON-ADMINS ONLY)

Document ID: 44518 | Last Modified Date: Dec 11, 2025



Machine filters allow non-administrator users to view only the specific machines that they want to see in RemoteLog. When machine filters are set up, the user will only receive reports and diagnostic notifications for the selected filtered machines.

If no machine filters are active, all machines are visible to the user. If at least one machine filter is active, only machines selected by the filters are visible. For example, if only one machine filter is set up for 855D model machines, only 855D model machines will display.

If new machines are added to a fleet or workgroup, additional filters may be required. Edit or add applicable machine filters to account for new machines.

Creating a Machine Filter

1. Select a machine type from the drop-down menu.
2. Select a machine model from the drop-down menu.
3. Select an Owner from the drop-down menu, if applicable. The Owner filter is only available to Dealer accounts.
4. Select the **Save** button. The new machine filter will appear at the bottom of the screen.
5. Repeat the procedure to add additional filters.

> **NOTE**
> Any machines not covered by the existing machine filters will not display in RemoteLog. Verify that enough machine filters are added to include all required machines.

Editing or Removing a Machine Filter

Machine filters cannot be edited once created. To edit a machine filter, delete the filter and then create a new filter with the correct settings.

To remove a machine filter, select the **Delete** button. Removing a filter will remove the applicable machines from the RemoteLog displays. To view those machines again, a new filter must be added.

DIAGNOSTIC NOTIFICATIONS

Document ID: 44519 | Last Modified Date: Dec 15, 2025

⚠ CAUTION

Telematics broadcast of critical diagnostic codes is a convenience feature only and not part of any endorsed safety policy or procedure.

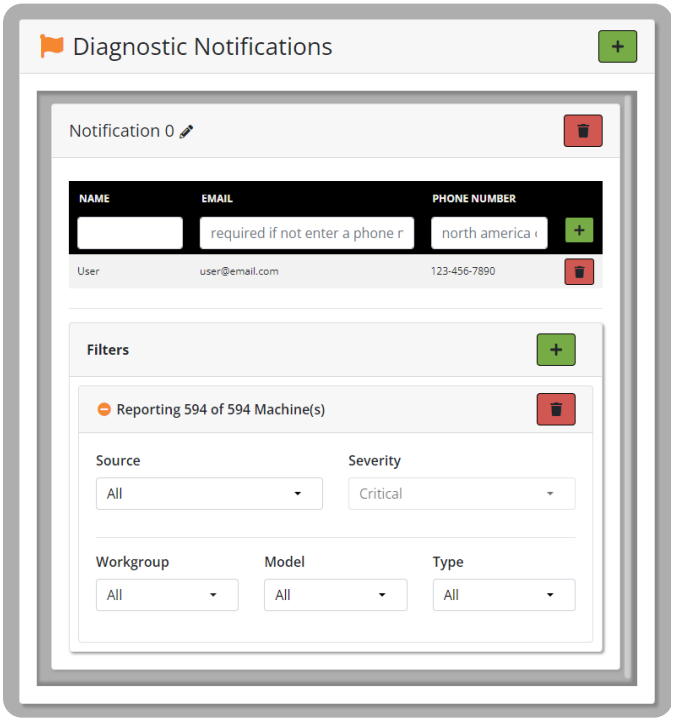
All diagnostic codes are displayed to the operator in the cab. Machine operators are the first responders to all diagnostic codes and must be trained to maintain the safety of personnel, security of the worksite, and prevention of property damage.

The Diagnostic Notifications screen allows the user to set up customized email or text notifications. Critical code notifications (red) are sent out immediately when the codes occur. Alert code notifications (amber) are sent at the end of the day as part of the end-of-day report. Diagnostic notifications are not sent out while the machine is in Service mode.

Diagnostic messages can also be blacklisted to prevent notifications from being sent. Refer to **Blacklisted Notifications (Ignore List) [37]** for more information.

🕮 NOTE

Diagnostic notifications do not automatically update if a recipient's email changes. Edit any applicable diagnostic notifications if an email address becomes invalid or if a recipient no longer needs to receive notifications. Changes of this nature are the responsibility of the RemoteLog user.



Edit Name–Select this button to edit the name of the custom notification.

Save Name–Select this button to save the name of the custom notification. All other fields save automatically.

Add Notification–Select the **+ Add** button at the top of the screen to create a new notification.

Add Recipient–Fill out the Name, Email, and Phone Number fields, then select the **+ Add** button next to the recipient field to add a recipient to the notification. Text notifications are only available for North American phone numbers.

Add Filter–Select the **+ Add** button next to the filter field to add a filter, then customize the filter fields as desired.

Delete Notification–Select the **Delete** button next to a notification to delete the notification.

Delete Recipient–Select the **Delete** button next to a recipient to remove that recipient from the notification without deleting the notification.

Delete Filter–Select the **Delete** button next to a filter to remove the filter from the notification without deleting the notification.

Diagnostic Code Severity

Document ID: 158047 | Last Modified Date: May 28, 2026

Critical (Red) indicates a problem that is severe enough that the operator should stop the machine immediately. Critical messages are sent through satellite transmission immediately when the code occurs.

Alert (Amber) indicates a problem with the machine, but the operator does not need to stop the machine immediately. Alert messages are sent through satellite transmission as part of the end-of-day report.

Malfunction (Green) indicates that a subsystem is malfunctioning.

Protect (Blue) indicates that there is a preventative damage warning. If left unattended for a long time, it may cause serious damage to the machine.

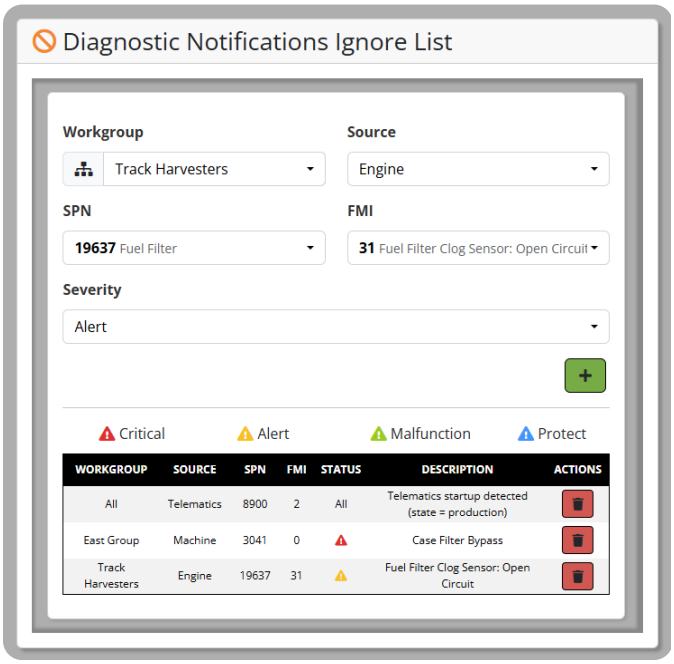
Failure Sources

- **Engine** diagnostic codes are sourced from the engine ECU (electronic control unit).
- **Machine** diagnostic codes are sourced from the machine control system, which typically includes the hydraulic and electrical systems.
- **Telematics** diagnostic codes are sourced specifically from the telematics system.
- **Custom** diagnostic codes are sourced for machine diagnostic purposes and are not commonly used.

BLACKLISTED NOTIFICATIONS (IGNORE LIST)

Document ID: 150359 | Last Modified Date: Dec 15, 2025

Users can add specific diagnostic codes to the Ignore list in order to bypass the notification settings. The user will not receive notifications for codes that are on the ignore list.



Add Ignore–Select this button to add the diagnostic code to the ignore list (notifications will not be received for this code).

Remove Ignore–Select this button to remove the diagnostic code from the ignore list (notifications will be received for this code, as applicable).

To add codes to the ignore list:

1. Select the **Workgroup** drop-down menu, then select the group of machines to apply the ignore filter to.

   To ignore the selected diagnostic code for all machines, select **All**.

2. Select the **Source** drop-down menu, then select the desired failure source.
   - **Engine** diagnostic codes are sourced from the engine ECU (electronic control unit).
   - **Machine** diagnostic codes are sourced from the machine control system, which typically includes the hydraulic and electrical systems.
   - **Telematics** diagnostic codes are sourced specifically from the telematics system.

3. Select the **SPN** drop-down menu, then select a diagnostic code from the list to ignore.

   Only SPNs from the selected **Source** are shown in the SPN drop-down menu. If the desired code is not visible in the list, change the failure source.

4. Select the **FMI** drop-down menu, then select the desired failure mode to ignore.

5. Select the **Severity** drop-down menu, then select the desired severity to ignore.

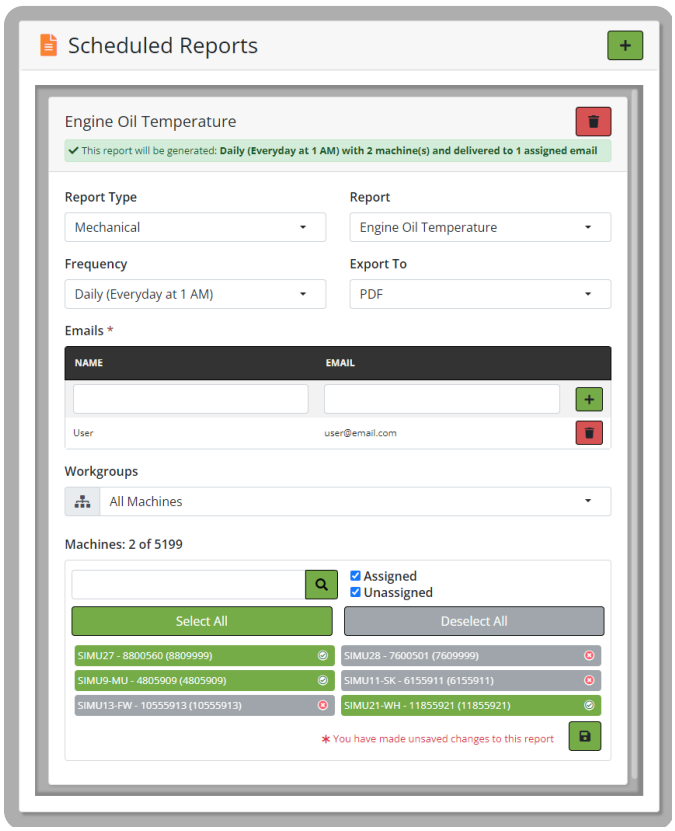
   Most diagnostic codes only have one associated severity. The **Severity** drop-down menu should be set to **All** to make sure that the code is successfully ignored.

6. Select the **+ Add Ignore** button.

SCHEDULED REPORTS

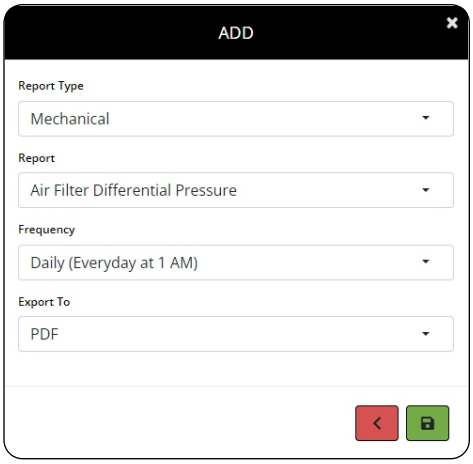
Document ID: 44520 | Last Modified Date: Dec 15, 2025

The Scheduled Reports screen allows users to create their own set of custom reports sent by email on a specified schedule.



To create a scheduled report:

1. Select the **+ Add** button at the top of the screen to create a new scheduled report.



2. Select a report type, then select one of the available reports.
   - **Activity**–Provides a summary on activity, production, or exertion levels of the assigned machines.
   - **Diagnostics**–Provides a summary of all critical (red) or alert (amber) diagnostic codes for the assigned machines.
   - **Fuel**–Provides a summary of fuel consumption information for the assigned machines.
   - **Location**–Provides a tracking summary for the assigned machines.
   - **Mechanical**–Provides a summary for any available mechanical data for the assigned machines.
3. Select the report frequency:
   - **Daily**–Sent every day at 1:00 AM
   - **Weekly**–Sent every Sunday at 1:00 AM
   - **Monthly**–Sent on the first day of each month at 1:00 AM
4. Select a file format:
   - **PDF**
   - **XLSX** (Excel)
   - **CSV**
5. Select the **Save** button to return to the Scheduled Reports screen. At least one recipient and at least one machine must also be assigned for the report to successfully generate.

Adding Recipients

Fill out the Name and Email fields, then select the **+ Add** button next to the recipient field to add a recipient to the scheduled report.

Users can send scheduled reports to multiple email addresses. Recipients can unsubscribe from reports directly from the report email. If all recipients unsubscribe from a report, the report is automatically deleted from RemoteLog.

> **NOTE**
> Scheduled reports do not automatically update if a recipient's email changes. Edit any applicable scheduled reports if an email address becomes invalid or if a recipient no longer needs to receive notifications. Changes of this nature are the responsibility of the RemoteLog user.

Adding Machines

To add machines to the report, select the desired machines and then select the **Save** button. Selected machines display in green with a checkmark icon, and deselected machines display in grey with an X icon.

A specific workgroup can be selected to filter the visible machines. Machines can also be filtered using the search bar.

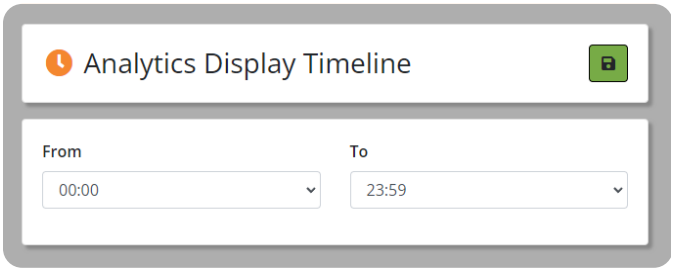
Select the checkbox next to **Assigned** to show or hide all machines currently assigned to the report.

Select the checkbox next to **Unassigned** to show or hide all machines currently not assigned to the report.

> **NOTE**
> Scheduled reports do not automatically update if new machines are added to a fleet or workgroup. Edit any applicable scheduled reports to add new machines as required.

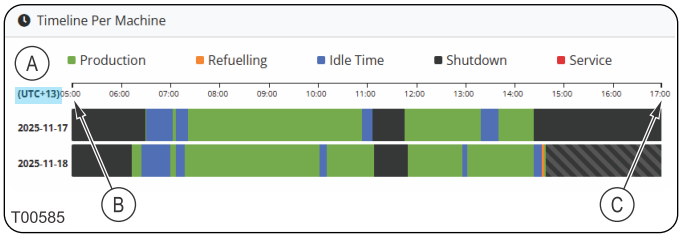
ANALYTICS DISPLAY TIMELINE (CUSTOMERS ONLY)

Document ID: 44521 | Last Modified Date: Dec 15, 2025



The hours displayed on the Analytics activity timelines can be customized to suit the operator's typical hours of operation (work shift). The shown timeline is also based on the time zone set in your account settings.

This setting does not change the hours shown on the dashboard timeline.



A Account Time Zone
B From (Start of Shift)
C To (End of Shift)

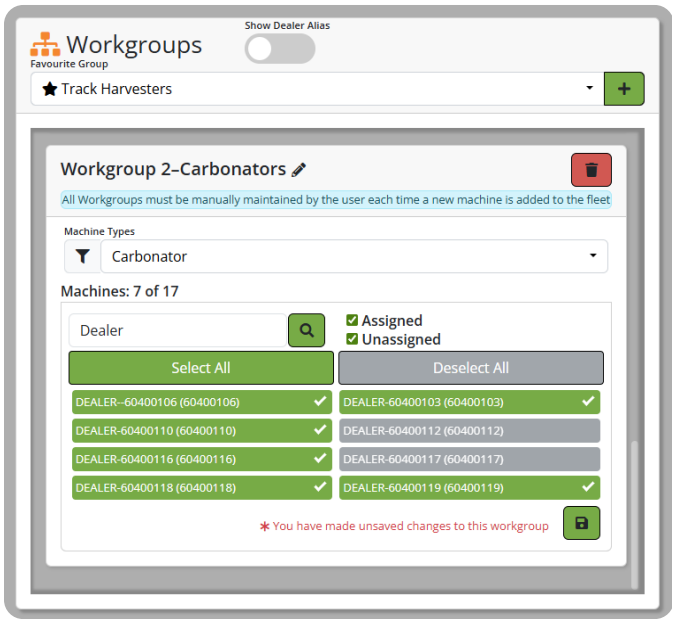
WORKGROUPS

Document ID: 150465 | Last Modified Date: Dec 15, 2025

Workgroups allow users to quickly switch between defined sets of machines. Users can group machines by machine type, operator, or job site by customizing the selected machines.

Workgroups do not automatically update if new machines are added to the fleet. Edit any applicable workgroups to assign new machines as needed.

Workgroups can quickly become outdated if not properly maintained. If the user is unable to maintain workgroups with the latest machines, avoid using the Workgroup feature.



Favourite Group–Indicates the workgroup which displays by default when RemoteLog loads. Select a workgroup from the drop-down menu to change the default workgroup.

If the favourite workgroup is deleted, the favourite group will automatically be set back to All Machines.

Search–Enter a machine name or serial number to filter the displayed machines.

Edit Name–Select this button to edit the name of the workgroup.

Save Name–Select the **Save** button next to the workgroup name to save the name of the workgroup. For easy workgroup management, Tigercat Industries recommends workgroup names that include the date of the last revision (for example, *Smokey Hill Project–10/17/21*).

Save Workgroup–Select the **Save** button at the bottom of the page to save the machines assigned to the workgroup.

Delete–Select this button to delete the workgroup and all associated scheduled reports.

Adding Machines

To add machines to the workgroup, select the desired machines and then select the **Save** button. Selected machines display in green with a checkmark icon. Deselected machines display in grey with an X icon.

Select the checkbox next to **Assigned** to show or hide all machines currently assigned to the workgroup.

Select the checkbox next to **Unassigned** to show or hide all machines currently not assigned to the workgroup.

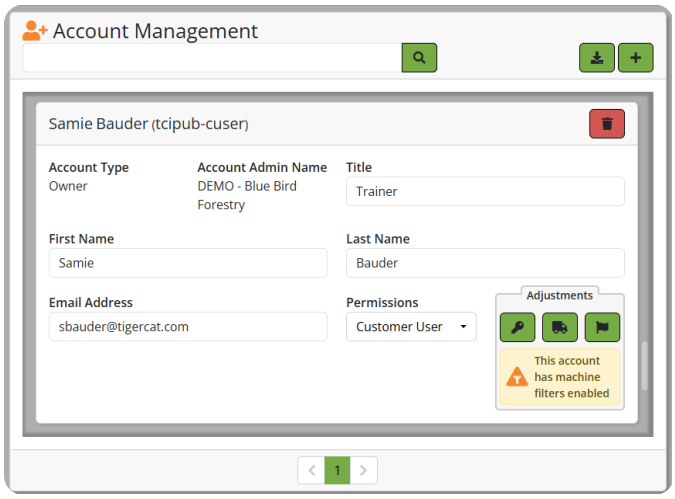
Select a Machine Type from the drop-down menu to automatically select all machines of that type.

USERS

ACCOUNT MANAGEMENT (ADMINS ONLY)

Document ID: 151569 | Last Modified Date: Dec 15, 2025

The account management page allows administrators to create and manage customer or dealer accounts, as applicable.



Search–Enter a search term to filter the displayed users. This search applies to the user's title, first name, last name, and email address.

When entering a search term, do not enter a user's first and last name at the same time. The search filter looks for a match with either the first or last name.

Download–Select this button to download an XLS file containing information on all available user accounts, including all scheduled reports and diagnostic notifications that have been set up by each account.

The exported file is not affected by the search filters.

Add Account (Customer Admins Only)–Select this button to create a new user account.

Delete Account (Customer Admins Only)–Select this button to open a Delete Account pop-up window. Select this button again to delete the user account and permanently remove access for the user.

Change Password–Select this button to change the password for the user account.

Assign Equipment–Select this button to open a list of all available machines. This allows administrator accounts to set up custom machine filters for their users.

Assign Notifications–Select this button to open the Diagnostic Notifications page for the user. This allows administrator accounts to set up custom notifications for their users.

Filter Warning–Indicates that machine filters are active for the user account. The user may not be able to see all available machines.

Creating a New Customer Account (Customer Admins Only)

1. Select the + **Add Account** button. An Account Information pop-up window appears.
2. Enter a username for the new user.

   An easy way to create a username is to use the first part of the person's email address (the text before the @ symbol), which is usually unique enough. If the username is already in use, try adding a numeral (for example, **bsmith1**).
3. Select the **Verify** button. If the username is already in use, enter a different username.
4. Enter the user's account information (title, first and last name, and account type).
5. Enter a password for the account.

   NOTE

   Passwords must meet the following requirements:

   - Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters
   - Must be at least six characters long
   - Must contain characters from three of the following four categories:
     - English uppercase characters (A through Z)
     - English lowercase characters (a through z)
     - Numerical characters (0 through 9)
     - Special characters (for example, !, #, or $)
6. Select a language from the Language drop-down menu.
7. Select a time zone from the Time Zone drop-down menu.

   The default time zone is the same time zone as the admin account.
8. Select the Admin who is going to manage the new account from the Account Admin Name drop-down menu.

   The Account Admin cannot be changed later without deleting and recreating the account. Verify that the Account Admin is correct before proceeding.
9. Select the **Save** button.

Changing a User's Password (Customer Admins Only)

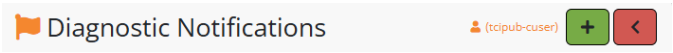
1. Select the **Change Password** button on the user's account panel. A Change Password pop-up window appears.
2. Enter a password for the account.

   NOTE

   Passwords must meet the following requirements:

   - Must not contain the user's account name or parts of the user's full name that exceed two consecutive characters
   - Must be at least six characters long
   - Must contain characters from three of the following four categories:
     - English uppercase characters (A through Z)
     - English lowercase characters (a through z)
     - Numerical characters (0 through 9)
     - Special characters (for example, !, #, or $)
3. Enter the password again to confirm.
4. Select the **Save** button.

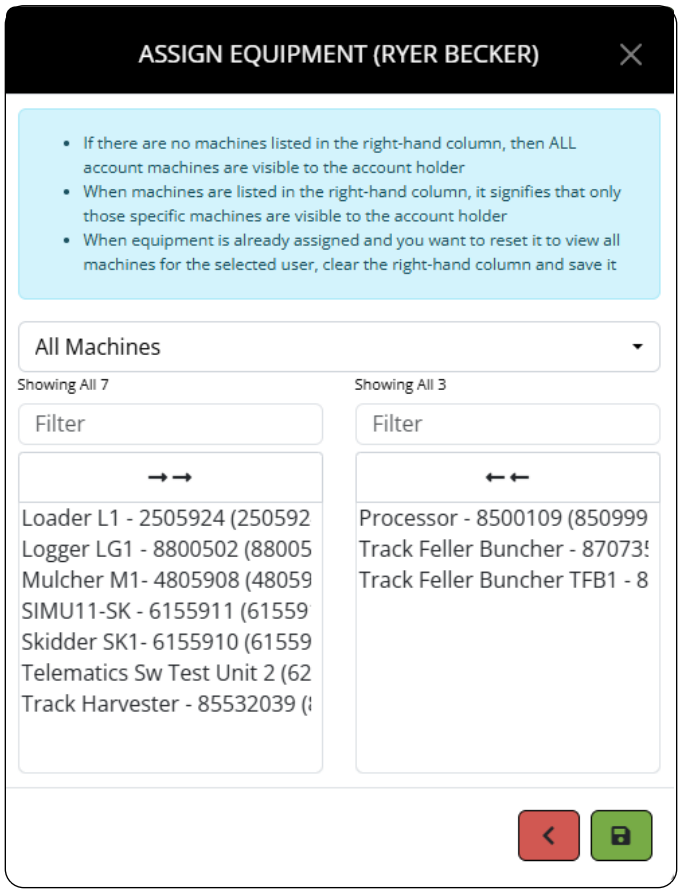
Assigning Notifications to an Account



Clicking the **Assign Notifications** button for any user redirects the admin to the diagnostic notifications page, where the admin can set up or edit diagnostic notifications for that account. The user account name is shown in the top right corner.

For information on setting up diagnostic notifications, refer to **Diagnostic Notifications [36]**.

Assigning Equipment to an Account



The Assign Equipment button allows Admin accounts to assign specific machines to user accounts. Assign Equipment acts like a machine filter and limits users to only seeing the machines that are assigned to them. Refer to **Machine Filters (Non-Admins Only) [35]** for more information. If the account already has machine filters set up, only the filtered machines will be visible in the Assign Equipment window.

If new machines are added to a fleet or workgroup, the machines assigned to a user may need to be updated.

To assign machines to a user account:

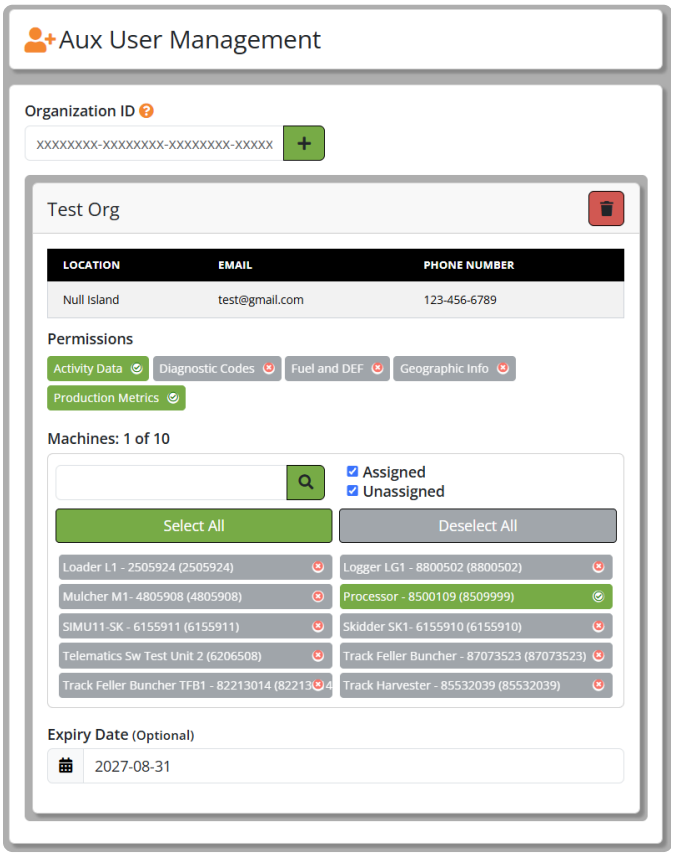
1. Select the **Assign Machines** button on the user's account panel.
2. Select machines from the list to move them to the opposite column.
   - Machines on the right (Assigned Items) will be visible to the user account.
   - Machines on the left (Available Items) will not be visible to the user account.
3. Once all of the desired machines are in the right column, select the **Save** button.

AUX USER MANAGEMENT (CUSTOMER ADMINS ONLY)

Document ID: 229501 | Last Modified Date: Sep 16, 2026

Aux User Management provides access to limited machine data to external organizations. Access is controlled by the customer administrator (owner) and can be limited by data type, machine, and expiry date, allowing external users to retrieve only the authorized information through RemoteLog APIs without direct access to the RemoteLog application.

The customer admin can change or remove access for the external organizations at any time.



Adding Aux User Organizations



To add a new aux user organization, enter the appropriate ID in the Organization ID field, then select the + **Add** button.

Each aux user has a unique organization ID which is supplied by RemoteLog. To obtain the organization ID for a specific external user, contact **remotelog@tigercat.com**.

Assigning Permissions

Aux users may be granted access to any of the following:

- Activity Data
- Diagnostic Codes
- Fuel and DEF Levels
- Geographic Info
- Production Metrics

Adding Machines

To add machines to the aux user's permissions, select the desired machines and then select the **Save** button. Selected machines display in green with a checkmark icon, and deselected machines display in grey with an X icon.

Available machines can be filtered using the search bar.

Select the checkbox next to **Assigned** to show or hide all machines currently assigned to the aux user.

Select the checkbox next to **Unassigned** to show or hide all machines currently not assigned to the aux user.

> **NOTE**
> Aux user permissions do not automatically update if new machines are added to a fleet. Edit any applicable permissions to add new machines as required.

Adding an Expiry Date (Optional)

If an expiry date is set, the aux user will only have access to machine data up until the specified date.

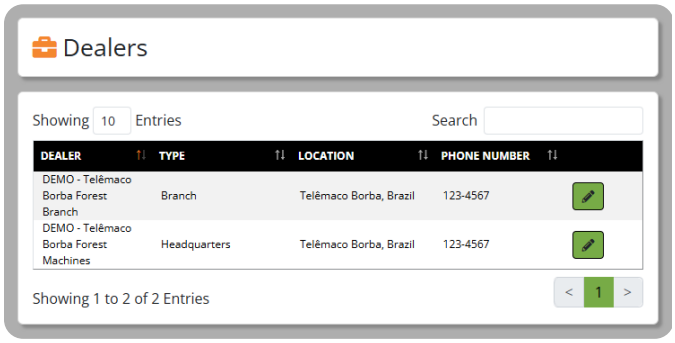
Removing Organizations

To remove an organization, select the **Delete** button.

DEALERS (DEALER ADMINS ONLY)

Document ID: 151570 | Last Modified Date: Dec 12, 2025

Dealer admin accounts can edit a branch dealership's information and are responsible for assigning machines to a servicing branch location.



Machine Identification

Dealer-Owned Machines

Once a machine is out for delivery to a Tigercat-TCi dealership, it will appear in RemoteLog as **DEALER - device number**.

Machines shipped on flatbed trucks transmit their location once per day, allowing the user to follow the shipment to the dealership. Machines shipped in crates do not transmit their location during shipping due to the antenna being covered.

Customer-Owned Machines

Upon submission of the completed Warranty Registration to **custserv@tigercat.com**, the machine will be processed in RemoteLog and will appear in the system as **CUSTOMER NAME - device number**.

The customer will start to see alert codes at this point. Do not submit the Warranty Registration until the customer takes physical possession of the machine.

Rental Machines

Once the completed Rental Stop/Start form has been submitted to **custserv@tigercat.com**, the machine will appear in RemoteLog as **RENTAL - CUSTOMER NAME - device number**. To assign the rental machine to the customer's RemoteLog account, contact **remotelog@tigercat.com**.

Adding or Removing Access for Dealership Employees

All dealership employees require credentials issued by Tigercat Industries for RemoteLog access.

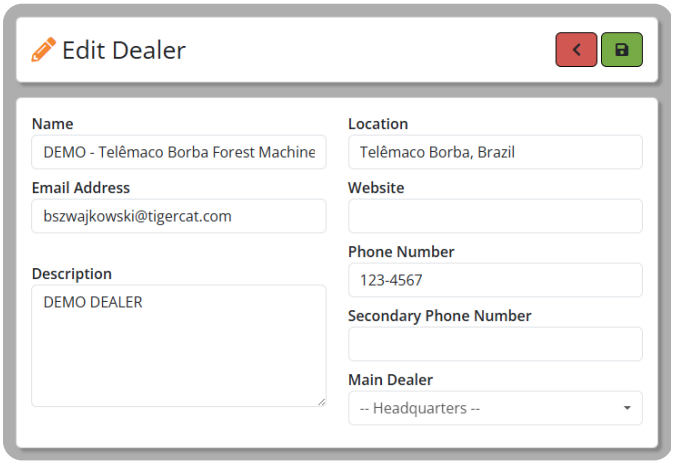
To obtain RemoteLog credentials, send a request to **custserv@tigercat.com** with the following information:

- Employee name
- Employee email
- Employee title
- Branch location

Once the account is activated, the user will have RemoteLog access.

To remove access for a dealership employee, send a request to **custserv@tigercat.com**.

Editing Dealership Information



1. Select the **Edit Dealer** button.
2. Update the Dealer details as required.
3. Select the **Save** button.

Assigning Equipment to a Servicing Branch

Machines must be assigned to a servicing branch location before the servicing branch personnel can view the machines in their area in RemoteLog. When machines are being serviced by more than one branch location, assign these machines to each applicable branch.

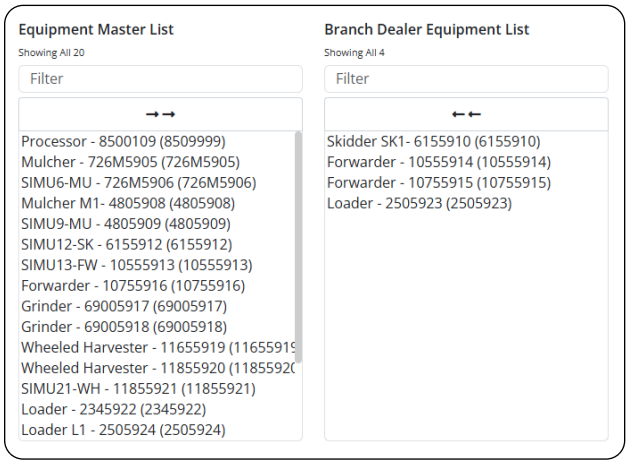
When new machines are not assigned to a servicing branch, all alert emails are sent directly to the Dealer Admin

Dealer admins can only assign machines to Branch locations. Machines cannot be assigned to Headquarters locations.

To assign machines to a servicing branch:

1. Select the **Edit Dealer** button.

   If the equipment list does not appear on the Edit Dealer page, you have selected a Headquarters location. Go back and select a Branch location instead.

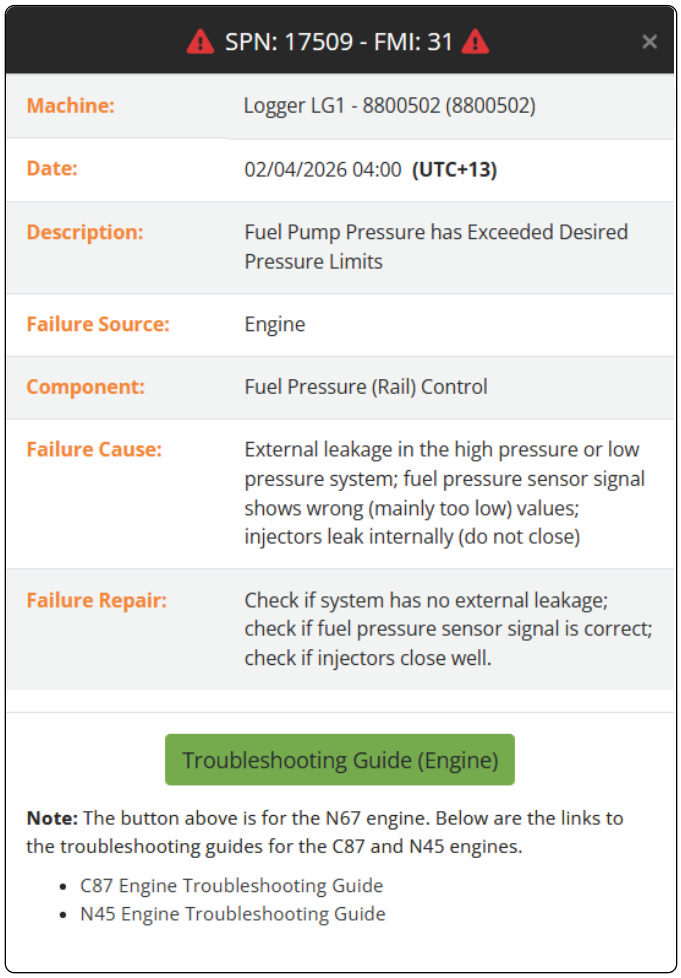


2. Select machines from the list to move them to the opposite column.
   - Machines on the right (Branch Dealer Equipment List) are assigned to the servicing branch.
   - Machines on the left (Equipment Master List) are not assigned to the servicing branch.
3. Once all of the desired machines are in the right column, select the **Save** button to save any changes.
4. Select the **Back** button to return to the previous screen.

TROUBLESHOOTING IN REMOTELOG

Document ID: 157578 | Last Modified Date: Feb 3, 2026

DIAGNOSTIC MESSAGE FAULT DIALOGUE



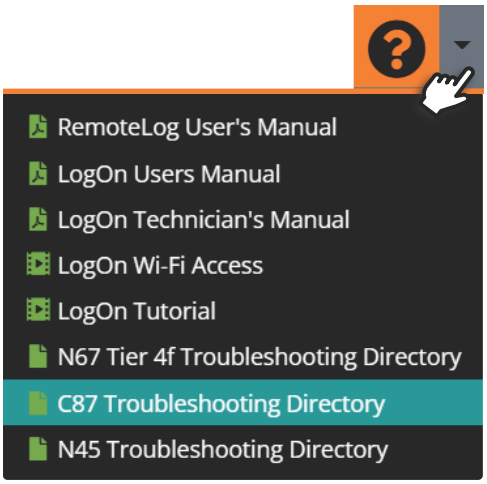
Select the SPN code on any diagnostic message to open the Fault Dialogue pop-up window. The Fault Dialogue displays additional information about the diagnostic message, including the source of the fault and instructions for repairing the fault. If the fault occurred multiple times within the displayed time period, all occurrences are listed.

If Troubleshooting is available, select the Troubleshooting button to view more detailed repair information. For engine codes, multiple guides are available. Select the appropriate troubleshooting guide for your engine type.

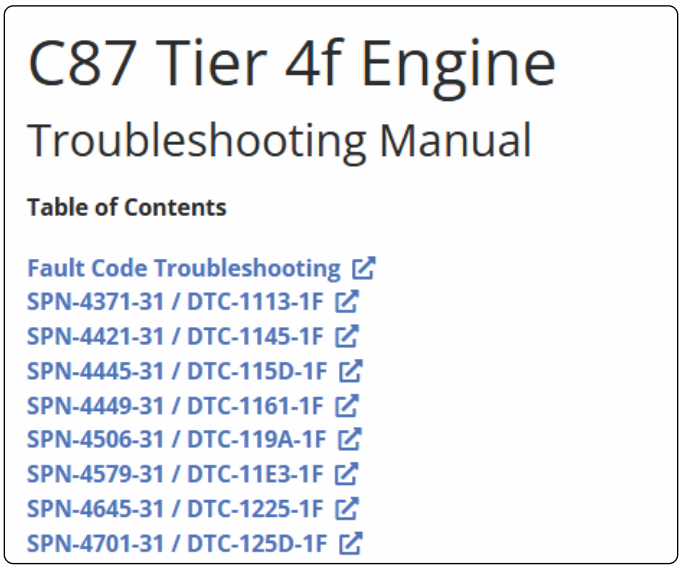
Select the arrows to view additional Fault Dialogues for the machine.

INDEX OF TROUBLESHOOTING DOCUMENTS (SPN LOOK-UP)

To look up troubleshooting information without a diagnostic message, open the Troubleshooting Directory from the **Additional Help** menu in the top right corner and select an engine type.



The directory shows a list of all available content for that engine type. Select any topic to open the troubleshooting information in a new tab.



APPENDIX A. TELEMATICS SERVICES AGREEMENT

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND TIGERCAT INTERNATIONAL INC. AND ITS AFFILIATES (COLLECTIVELY, **"TIGERCAT," "WE," "US"** or **"OUR"**) STATING THE TERMS OF USE THAT GOVERN YOUR USE OF THE TIGERCAT TELEMATICS SERVICES (THE **"SERVICES"** OR **"TELEMATICS SERVICES"**). THE SERVICES INCLUDE ONLY THOSE SERVICES PROVIDED DIRECTLY TO YOU BY TIGERCAT AND ITS SERVICE PROVIDERS HEREUNDER AND EXPRESSLY EXCLUDE ANY THIRD PARTY SERVICES PROVIDED BY CELLULAR, WIRELESS AND SATELLITE PROVIDERS. A DETAILED DESCRIPTION OF THE SERVICES CAN BE FOUND ON **<https://telematics.tigercat.com>** (THE **"SITE"**).

This Telematics Services Agreement (**"Agreement"**), including the Privacy Statement which is hereby incorporated into this Agreement by reference, sets forth the legally binding terms for Your use of the Services. Please review the Privacy Statement before You (the **"Customer"**) complete the account registration process and/or attempt to access or use the Services. A copy of the Privacy Statement is attached hereto as **Appendix B, Telematics Privacy Statement [59]**.

If You sign up for additional features and services that are governed by additional terms and conditions, We will inform You accordingly when You sign up for these additional features and services. Unless the additional terms explicitly stipulate the contrary, they are hereby incorporated into this Agreement by reference.

PLEASE READ THIS AGREEMENT CAREFULLY BEFORE USING THE SERVICES OR PARTS THEREOF. BY CHECKING OFF THE ACKNOWLEDGEMENT CONTAINED ON YOUR WARRANTY REGISTRATION AND DELIVERY REPORT OR OTHERWISE BY ACCESSING AND/OR USING THE SERVICES YOU AGREE TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ENTERING INTO THIS AGREEMENT ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO LEGALLY BIND SUCH ENTITY AND ITS AFFILIATES TO THESE TERMS AND CONDITIONS, IN WHICH CASE THE TERMS “YOU” OR “YOUR” SHALL REFER TO SUCH ENTITY AND ITS AFFILIATES. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT AGREE WITH THESE TERMS AND CONDITIONS, YOU MUST NOT ACCEPT THIS AGREEMENT AND MAY NOT USE THE SERVICES.

1. DEFINITIONS

“Account” means having access to the system by submitting Account Information to register to become a Customer.

“Account Information” means information that You provide to Us when setting up your Account and using the Services, including but not limited to, Your name, a password, phone number, address and/or other contact information, and/or other biographical information.

“Affiliate” means any entity which directly or indirectly controls, is controlled by, or is under common control with the subject entity. "Control," for purposes of this definition, means direct or indirect ownership or control of more than 50% of the voting interests of the subject entity.

“Content” or **“TIGERCAT Content”** means all content provided by Us or Our Service Providers, including but not limited to all programming, text, software (in source and object code form), information, visual, oral or other digital material, works of authorship, text, files, images, captions, and all other content of any description embedded in the Services, including all Intellectual Property Rights.

“Data” or **“Telematics Data”** means any data, information and material in whatever form or medium: (i) provided or transmitted by Customer in the course of utilizing the Services; and/or (ii) created as a result of Customer utilizing the Services.

“Intellectual Property Rights” means all patents, rights to inventions, utility models, copyright and related rights, trade-marks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered, and all similar or equivalent rights or forms of protection in any part of the world.

“Order Document” means any purchase order or quote, invoice, order confirmation, bill of lading or other document issued by or on behalf of TIGERCAT and/or its Service Providers (as hereinafter defined) that refers to, accompanies or to which are attached this Agreement, including but not limited to any applicable Warranty Registration and Delivery Report provided by Us or Our Service Providers.

“Personal Information” means information found on Your Account profile and/or provided or transmitted in the course of utilizing the Services that is personally identifiable.

2. YOUR ACCOUNT

2.1 Account. In order to use the Services (and to become a Customer), You will be asked to provide Us with Account Information in order to create an Account.

2.2 Eligibility. By using the Services, You represent and warrant that: (a) all registration information You submit is truthful and accurate; (b) You will maintain the accuracy of such information; (c) You are eighteen (18) years of age or older upon registration; and (d) Your use of the Services does not violate any applicable law or regulation, or any other obligation (including contractual obligation) You might have towards third parties.

2.3 Password. When You sign up to become a Customer, You will also be asked to choose a password for Your Account. You are entirely responsible for maintaining the confidentiality of Your password, and You may not transfer Your password or Account to any other person. You agree not to resell your Account to any third party, or use the Account or password of another Customer at any time. You agree to notify Us immediately if You suspect any unauthorized use of Your Account or access to Your password. TIGERCAT reserves the right to require You to alter Your password if TIGERCAT believes Your password is no longer secure. You are solely liable for any and all use of Your Account.

2.4 Account Ownership. As a Customer, You agree to provide certain rights to TIGERCAT and third parties You authorize to use the Your Account Information in order to provide the Services and improve the Services. You also give permission to TIGERCAT to access, gather and use Your Account Information, including all data and information related thereto, including but not limited to statistical information by logging IP addresses, browser type, operating system, referring/exit page, and date/time stamp for various purposes, including but not limited to research, advertising, Customer experience testing and due diligence.

2.5 Access to Services. You may permit Your employees, agents and independent contractors (each a **"Customer Party"**) to use the Services provided that You are responsible for Your Customer Parties’ compliance with this Agreement. You are responsible for identifying and authenticating all Customer Parties, for approving access by such Customer Parties to the Services, for controlling against unauthorized access by Customer Parties, and for maintaining the confidentiality of all Data, Personal Information and passwords. You further hereby acknowledge that You shall remain liable for all acts and omissions of Your Customer Parties. YOU ARE RESPONSIBLE FOR ENSURING THAT ALL OF YOUR CUSTOMER PARTIES HAVE APPROVED THE COLLECTION AND USE OF ALL CUSTOMER PARTY DATA, WHICH MAY CONTAIN CUSTOMER PARTY PERSONAL INFORMATION, IN ACCORDANCE WITH THIS AGREEMENT. THIS DATA MAY INCLUDE HIGHLY SENSITIVE INFORMATION THAT MUST BE PROTECTED. YOU HEREBY ACKNOWLEDGE THAT EXPOSING ANY SUCH DATA TO UNAUTHORIZED USERS MAY CAUSE IRREPARABLE HARM FOR WHICH DAMAGES MAY NOT BE AN ADEQUATE REMEDY AND THAT, IN ADDITION TO ANY OTHER REMEDIES THAT MAY BE AVAILABLE, IN LAW OR IN EQUITY, THE AGGRIEVED PARTY SHALL BE ENTITLED TO SEEK INJUNCTIVE RELIEF TO RESTRAIN ANY SUCH THREATENED OR ACTUAL DISCLOSURE.

2.6 Miscellaneous. You will not attempt to impersonate another Customer or person, including any of Our employees.

3. THE TELEMATICS SYSTEM

3.1 Rights and Restrictions. For the duration of the Term and subject to Your payment obligations, and except as otherwise set forth in this Agreement or any applicable Order Document, TIGERCAT hereby grants to You the non-exclusive, non-assignable, royalty free, worldwide limited right to access and use the Services that You ordered, including anything developed by TIGERCAT and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and the Order Document. You agree to provide TIGERCAT with all information, access and cooperation reasonably necessary to enable TIGERCAT to provide the Services and You will perform the actions identified in this Agreement and any applicable Order Document as Your responsibilities. You do not acquire under this Agreement any right or license to use the Services in excess of the scope and/or duration of the Services stated in this Agreement or the applicable Order Document. Upon expiration of the Term, or termination of this Agreement or the applicable Order Document, Your right to access and use the Services will terminate.

3.2 Modifications to the Services and Customer Documentation. TIGERCAT may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Term, including to reflect changes in technology, industry practices, patterns of system use, and availability of third party content. Any such changes will not result in a material reduction in the level of performance or availability of the applicable Services provided to You for the duration of the Term.

3.3 Acknowledgement.

YOU ACKNOWLEDGE THAT YOUR TIGERCAT EQUIPMENT IS EQUIPPED WITH A TELEMATICS SYSTEM, WHICH CONSISTS OF HARDWARE AND SOFTWARE COMPONENTS, INCLUDING A TELEMATICS DEVICE WHICH CONSISTS OF ONE OR MORE RECORDING DEVICES (COLLECTIVELY, THE **"TELEMATICS SYSTEM"**). YOUR TELEMATICS DEVICE COLLECTS AND/OR STORES DATA RELATED TO THE USE AND OPERATION OF THE EQUIPMENT. THE TELEMATICS DEVICE HAS THE ABILITY TO TRANSMIT INFORMATION TO A CENTRAL COMMUNICATIONS SYSTEM OR EXTERNAL DEVICE. YOU EXPRESSLY CONSENT TO TIGERCAT'S USE OF AND ACCESS TO THE TELEMATICS DEVICE AND THE INFORMATION IT CONTAINS AND TRANSMITS. YOU EXPRESSLY CONSENT TO TIGERCAT'S COLLECTION OF INFORMATION AND DATA FROM YOUR TIGERCAT EQUIPMENT. YOU ACKNOWLEDGE THAT THE INFORMATION CONTAINED IN YOUR TELEMATICS DEVICE MAY BE PERIODICALLY TRANSMITTED TO OR OTHERWISE ACCESSED BY TIGERCAT AND OTHERS AUTHORIZED BY TIGERCAT, INCLUDING SERVICE PROVIDERS, AND YOU CONSENT TO SUCH TRANSMISSION AND/OR ACCESS.

YOU ACKNOWLEDGE THAT THE PURPOSES OF THIS TELEMATICS SERVICES AGREEMENT MAY INCLUDE ALL ACCESS TO AND USE OF THE TELEMATICS DATA BY TIGERCAT, INCLUDING ACCESS IN CONNECTION WITH THE SERVICING OF YOUR TIGERCAT EQUIPMENT.

YOU FURTHER ACKNOWLEDGE THAT TIGERCAT MAY USE, STORE, AND OTHERWISE EXERCISE CONTROL OVER ANY DATA OR INFORMATION SO TRANSMITTED OR ACCESSED, IN ANY MANNER WHATSOEVER, WITHOUT LIMITATION, INCLUDING THE RIGHT TO SHARE INFORMATION SO TRANSMITTED OR ACCESSED WITH ITS SERVICE PROVIDERS, AFFILIATES, OR OTHERS AUTHORIZED BY TIGERCAT.

IF YOU OR ANYONE USING YOUR TIGERCAT EQUIPMENT DISABLES DATA TRANSMISSION FROM YOUR TIGERCAT EQUIPMENT, CERTAIN OF THE SERVICES WILL ALSO BE DISABLED.

YOU AGREE TO NOTIFY TIGERCAT IMMEDIATELY IN THE EVENT THAT ANY PORTION OF THE TELEMATICS SYSTEM BECOMES LOST, STOLEN OR DAMAGED.

YOU WILL USE THE SERVICES IN A MANNER CONSISTENT WITH ANY AND ALL APPLICABLE LAWS AND REGULATIONS.

3.4 Third Party Service Providers. TIGERCAT may engage one or more third party service providers, including but not limited to TIGERCAT dealers, wireless service providers, carriers, suppliers, licensors, distributors and other designated parties (each a **"Service Provider"**) to provide the Services.

3.5 Availability of Services. The Services work using satellite wireless communication networks and the Global Navigation Satellite System (“GNSS”). The Services cannot work unless your TIGERCAT equipment is positioned in a location where Our wireless services providers are engaged. Not all features of the Services are available everywhere at all times, including but not limited to heavy tree canopy, remote, or enclosed areas. In addition, certain of the Services may not be available if satellite communication is not functioning, or otherwise, if the satellite signals are obstructed.

3.6 Electronic Messaging. If you elect to receive email, text and/or short message service messages (collectively, **"Electronic Messaging"**) on your mobile device in conjunction with your access to and use of the Services, you hereby consent that TIGERCAT and its Service Providers can communicate with You by means of Electronic Messaging. You acknowledge that your receipt of short message service messages may result in additional charges from your wireless carrier for which you will be liable.

3.7 Equipment Transfers. As may be required by TIGERCAT on a case-by-case basis, You agree to include, as a condition of any sale, lease, rental or other transfer of Your TIGERCAT equipment to a third party, the requirement that such third party assume this Agreement and any associated Order Document. You agree to notify TIGERCAT in the event You sell Your TIGERCAT equipment and to notify the purchaser that such equipment is equipped with the Telematics System.

3.8 Fees. The fees for the Services are set out in Your Order Document. You agree to pay the fees applicable to your subscription in accordance with the applicable Order Document. Fees on overdue accounts will incur a late payment charge of 1.5% per month. At TIGERCAT’s sole option, TIGERCAT may suspend or terminate the Services of any Customer whose account is more than thirty (30) days overdue. Unless otherwise stated in an Order Document, all fees are exclusive of excise, goods and services, sales or similar taxes (collectively **"Taxes"**), which Taxes are the Customer’s sole responsibility. In the event that TIGERCAT pays any Taxes on Your behalf, You agree to reimburse TIGERCAT within thirty (30) days of a notice from TIGERCAT.

4. RESTRICTIONS AND ENFORCEMENT

4.1 Restrictions. You shall not (i) use the Services for any fraudulent, illegal or unlawful purpose, (ii) use the Services to interfere with the use of the Services by other Customers, (iii) create derivate works based on the Services, (iv) engage in any unauthorized access, use, alteration or destruction of any Data, system files, procedures, or Customer information, (v) modify the radio signals and frequencies upon which the Services are provided, (vi) copy, frame or mirror any part or content of the Services, other than copying or framing on Your own intranets or otherwise for Your own internal business purposes, (vii) reverse engineer the Services, (viii) interfere with, disrupt, or modify the functionality of the Services, or (ix) access the Services in order to (a) build a competitive product or service, or (b) copy any features, functions or graphics of the Services.

4.2 Enforcement by TIGERCAT. Any use of the Services in violation of this Agreement may result in, among other consequences, termination or suspension of Your rights to use the Services. We reserve the right (but have no obligation) to investigate and take appropriate legal action in Our sole discretion against You if You violate this provision or any other provision of this Agreement, including without limitation, terminating Your subscription and Account, reporting You to law enforcement authorities, and taking legal action against You.

5. OWNERSHIP –TIGERCAT CONTENT AND SERVICES

5.1 TIGERCAT Content and Services. You acknowledge that all Intellectual Property Rights in the TIGERCAT Content and Services are owned by TIGERCAT, or TIGERCAT's licensors, and are protected by applicable intellectual property and other laws, including but not limited to copyright, trade-mark, patent, confidential information and trade secret, and You will not use such proprietary information or materials in any way except for use of the Services in compliance with the terms of this Agreement. In particular, You agree not to: (a) copy, reproduce, alter, adapt, aggregate, modify, publish, translate, deface, transmit, distribute, publicly perform or display, sell, decompile, disassemble, reverse engineer, or create derivative works from any aspect of the Services or the TIGERCAT Content; or (b) rent, lease, loan, license, sublicense, sell or resell or otherwise transfer or convey the Services, or access to the Services, without prior written consent from TIGERCAT. You hereby agree to waive all claims of rights to the TIGERCAT Content, rights of privacy concerning Data, or the maintenance of such Data by TIGERCAT. You hereby acknowledge that the Data may reside on servers located outside your jurisdiction and may be subject to judicial process.

6. DATA

6.1 Telematics Data. In this Agreement, Data includes, but is not limited to, information related to the use and operation of Your TIGERCAT equipment (e.g. equipment mechanical operating data, equipment performance data, and equipment location data). For reference, the Telematics System may collect the following types of Data through your use of the Services: (i) engine monitoring data (e.g. fuel consumption, engine hours, technical engine parameters, etc.), equipment performance parameters (e.g. hydraulic system performance, use of various equipment functions, distance traveled, etc.), telematics systems information (e.g. Data used, signal performance, software versions, etc.), equipment geographical position, operator identification, equipment internal alerts and/or alarms, logs of acceptance and/or cancellation of alarms by the operator, time stamps, time when the equipment was performing its functions above settable thresholds, equipment down-time, equipment idle-time, equipment off-line time, other equipment location information, altitude, equipment performance, diagnostics and error codes, etc.

6.2 Ownership of Data and License. You shall own all right, title and interest in and to the Data collected from Your TIGERCAT equipment and provided to You through the Services. You hereby grant to TIGERCAT a worldwide, royalty-free, fully paid, transferable, assignable, sublicensable (through multiple tiers), perpetual license to access, collect, analyze, use, and otherwise exercise control over any and all Data collected through the Telematics System outfitted on Your equipment, including the right to share the Data with TIGERCAT's Service Providers (including dealers), affiliates and other parties authorized by TIGERCAT. TIGERCAT has no obligation under this Agreement to provide you with Data collected through the Telematics System except via Your subscription to the Services.

6.3 Use of Data. YOU ACKNOWLEDGE THAT TIGERCAT WILL ACCESS AND USE THE DATA, AND WILL PERMIT ITS SERVICE PROVIDERS TO ACCESS AND USE THE TELEMATICS DATA, IN ORDER TO: UNDERSTAND ALL ASPECTS OF THE USE AND OPERATION OF YOUR TIGERCAT EQUIPMENT, UPDATE SOFTWARE, HELP FACILITATE MAINTENANCE AND REPAIRS TO YOUR TIGERCAT EQUIPMENT, REMOTELY SERVICE, ALTER OR UPGRADE THE PERFORMANCE OF YOUR TIGERCAT EQUIPMENT, AGGREGATE AND EXAMINE ALL COLLECTED INFORMATION WITH LIKE INFORMATION FROM OTHER SUBSCRIBERS, MAKE REPORTS TO REGULATORY AND LAW ENFORCEMENT AUTHORITIES BASED ON COLLECTED INFORMATION, MONITOR AND OPTIMIZE YOUR TIGERCAT EQUIPMENT MAINTENANCE AND SERVICE, ENABLE TIGERCAT AND ITS SERVICE PROVIDERS TO IMPROVE OR DEVELOP PRODUCTS AND SERVICES, OR COMPONENTS THEREOF, IDENTIFY NEW USAGE TYPES OF THE TIGERCAT EQUIPMENT, AND OFFER PRODUCTS AND/OR SERVICES TO YOU.

6.4 Jurisdiction. You acknowledge and agree that the Data may be transferred out of the country where the Data is generated in other jurisdictions, including but not limited to Canada and the United States of America.

6.5 Personal Information. You hereby consent to the collection, use and disclosure of Your Personal Information, including with respect to the transfer of Your Personal Information to other jurisdictions for the purpose of enabling TIGERCAT and its Service Providers to access and use the Data generated through Your use of the Services.

6.6 Third Party Consents. YOU HEREBY WARRANT THAT YOU HAVE OBTAINED NECESSARY CONSENTS FROM YOUR EMPLOYEES, INDEPENDENT CONTRACTS, AND ANY OTHER THIRD PARTIES, INCLUDING WITH RESPECT TO THE TRANSFER OF DATA TO OTHER JURISDICTIONS, TO COMPLY WITH ANY APPLICABLE PRIVACY LAWS OR CONTRACTUAL AGREEMENTS WITH SUCH EMPLOYEES, INDEPENDENT CONTRACTS, AND ANY OTHER THIRD PARTIES AND TO PERMIT TIGERCAT AND ITS SERVICE PROVIDERS TO ACCESS AND USE THE DATA AS SET FORTH IN THIS AGREEMENT.

6.7 Use in Aggregate Form. Notwithstanding anything to the contrary contained herein, TIGERCAT may also: (i) use Your Data to create aggregate, anonymized data sets; and (ii) compile statistical and other information related to Your TIGERCAT equipment, and use such information in aggregate form, for security and operations management, to create statistical analyses, improve and enhance the Services, and for research and development purposes.

6.8 Data Retention. TIGERCAT will store the Data for at least the minimum time required by law. Except as otherwise required by law, TIGERCAT will have the right, but not the obligation, to store the Data indefinitely, or to delete the Data at any time upon expiration of such minimum retention period.

6.9 Data Access. During the Term, Customer will have access to undeleted Data for up to one (1) year from the date of collection. If Customer transfers ownership of any TIGERCAT equipment to another party, Customer may no longer have access to the Data affiliated with such TIGERCAT equipment that is collected after the transfer.

6.10 Return of Data. At Customer's written request, during the term of this Agreement and for thirty (30) days after the effective date of termination or expiration of this Agreement for any reason: (i) At TIGERCAT's option, TIGERCAT shall: (A) provide Customer with a copy of all of Customer's Data in TIGERCAT's possession, including all Data stored on TIGERCAT's servers, systems and files; or (B) permit Customer to retrieve all Data in TIGERCAT's possession, including all Data stored on TIGERCAT's servers, systems and files.

6.11 Security. TIGERCAT shall have in place appropriate technical, physical and organizational security safeguards in place to protect the Data against unauthorized access, collection, use, loss, theft, threats, alteration, disclosure, copying, destruction or disposal, and provide a level of security for the Data that is appropriate to the sensitivity of the Data.

7. TERM AND TERMINATION

7.1 Term of Agreement. This Agreement commences on the date You accept it and will continue in effect until all Customer subscriptions granted in accordance with this Agreement and any Order Document have expired or been terminated, unless specifically terminated earlier by TIGERCAT or You (the "Term"). Upon expiration or termination of this Agreement, You will stop using the Services.

7.2 TIGERCAT Termination. TIGERCAT reserves the right to immediately discontinue the Services for any period of time, or to cancel all Services or this Agreement or any Order Document without penalty to TIGERCAT upon: (i) Your breach or default of this Agreement, (ii) the institution by or against You of insolvency, receivership or bankruptcy proceedings or any other proceedings for the settlement of Your debts, any assignment by You for the benefit of creditors, or Your dissolution or ceasing to do business, or (iii) at any time for TIGERCAT's convenience upon thirty (30) days' notice to You. Termination of this Agreement will disable the Services provided to You and may prevent or limit TIGERCAT from assisting You in the operation and maintenance of Your TIGERCAT equipment. Declining to enter into this Agreement, or canceling this Agreement, will not end the transmission of Data from Your TIGERCAT equipment or the collection of such Data by TIGERCAT. TIGERCAT representatives may access Data, to the extent it is available, and use it in connection with providing services and equipment improvements to You. In the event that this Agreement or any Order Document is terminated by TIGERCAT in accordance with s. 7.2(iii) hereof, TIGERCAT agrees to reimburse you a prorated portion of any prepaid fees (calculated on a straight-line basis from the effective date of termination). You have the right not to enter this Agreement at the time of original purchase of the TIGERCAT equipment, or to cancel this Agreement at the end of any subscription term as set out in an Order Document.

7.3 Customer Termination. You may terminate this Agreement or any Order Document for Your convenience on thirty (30) days prior written notice to TIGERCAT, provided, however, that You shall not be entitled to any refund (or reimbursement of any fees or prepaid fees) or other remedy with respect to any such termination except as expressly provided in this Agreement. In no event will termination relieve You of Your obligation to pay any fees payable to TIGERCAT for the period prior to the effective date of termination.

8. NOTICES

8.1 At TIGERCAT's sole discretion, notices by TIGERCAT to You regarding matters pertaining to this Agreement and/or the performance of this Agreement may be given by means of posting on the Site and/or via e-mail to You.

9. WARRANTY DISCLAIMER

9.1 Disclaimer. YOUR USE OF THE SERVICES IS AT YOUR OWN RISK. TIGERCAT ASSUMES NO RESPONSIBILITY PERTAINING TO OUR CONTENT OR YOUR USE OF THE SERVICES. THE TIGERCAT CONTENT AND SERVICES ARE PROVIDED "AS-IS" AND AS AVAILABLE WITH NO WARRANTIES OR CONDITIONS WHATSOEVER. WE EXPRESSLY DISCLAIM ANY WARRANTIES AND CONDITIONS OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING THE WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY, OR NON-INFRINGEMENT. WE MAKE NO WARRANTY THAT: (A) THE SERVICES WILL MEET YOUR REQUIREMENTS; (B) THE SERVICES WILL BE AVAILABLE ON AN UNINTERRUPTED, TIMELY, SECURE, VIRUS-FREE OR ERROR-FREE BASIS; OR (C) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE ACCURATE OR RELIABLE. UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY UNAUTHORIZED USE OF THE TIGERCAT CONTENT AND/OR SERVICES. UNDER NO CIRCUMSTANCES SHALL WE BE RESPONSIBLE FOR ANY LOSS OR DAMAGE, INCLUDING PERSONAL INJURY OR DEATH, RESULTING FROM USE OF THE SERVICES. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

9.2 Remedy. IN THE CASE OF ANY SERVICE INTERRUPTIONS OR DEFICIENCIES, YOU WILL NOT BE CREDITED OR REFUNDED ANY FEES AND YOU ACKNOWLEDGE AND AGREE THAT YOUR EXCLUSIVE REMEDY AND TIGERCAT'S ENTIRE LIABILITY IN THE CASE OF A SERVICE INTERRUPTION OR DEFICIENCY SHALL BE THE CORRECTION OF THE INTERRUPTED OR DEFICIENT SERVICES.

10. INDEMNITY

10.1 Customer Indemnity. You will indemnify, defend and hold harmless TIGERCAT, its affiliates, service providers, licensors, and each of their respective officers, directors and employees from and against any and all losses, claims, demands, actions, damages and expenses (including attorneys' fees) arising out of or related to: (i) any interruption of Services which are caused or claimed to have been caused directly or indirectly from Your (including Your employees or independent contractors) negligent use or intentional misuse of the Services or the Telematics System; (ii) any use of the Services for an unauthorized or unlawful purpose; (iii) Data or other information transmitted by You, Your employees or independent contractors via the Telematics System; (iv) any material breach by You of any of the terms and conditions of this Agreement; or (v) any third party intellectual property infringement claims arising out of or relating in any way with respect to Your use of the Services.

11. LIMITATION OF LIABILITY

IN NO EVENT SHALL TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE OR INDIRECT DAMAGES RESULTING FROM OR ARISING IN CONNECTION WITH THE CONTENT, THE SITE, THE SERVICES, THE PRIVACY STATEMENT OR THIS AGREEMENT, INCLUDING WITHOUT LIMITATION LOSS OF REVENUES, LOSS OF USE, THE INCAPACITY TO REACH ANY OBJECTIVE, LOSS OF DATA OR DAMAGE TO ANY COMPUTER SYSTEMS, EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES BY YOU OR ANY OTHER PERSON.

WITHOUT IN ANY WAY LIMITING THE GENERALITY OF THE FOREGOING, IN NO EVENT SHALL TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES BE LIABLE TO YOU OR ANY PERSON: (A) ON ACCOUNT OF YOUR OR THAT PERSON'S USE OR MISUSE OF OR RELIANCE ON THE TIGERCAT CONTENT OR SERVICES; OR (B) FOR ANY LOSS OR DAMAGE SUFFERED AS A RESULT OR IN CONNECTION WITH THE FAILURE, MALFUNCTION, INTERRUPTION, CHANGE, MODIFICATION, AMENDMENT OR WITHDRAWAL OF THE SERVICES.

IN NO EVENT SHALL TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES BE RESPONSIBLE FOR ANY DAMAGES YOU OR ANY THIRD PARTY MAY SUFFER AS A RESULT OF THE TRANSMISSION, STORAGE OR RECEIPT OF CONFIDENTIAL, PERSONAL OR PROPRIETARY INFORMATION THAT YOU MAKE OR THAT YOU EXPRESSLY OR IMPLICITLY AUTHORIZE TIGERCAT TO MAKE, OR FOR ANY ERRORS OR ANY CHANGES MADE TO ANY TRANSMITTED, STORED OR RECEIVED INFORMATION.

WITHOUT LIMITING THE FOREGOING IN THIS SECTION, THE LIMIT ON THE TOTAL CUMULATIVE LIABILITY OF TIGERCAT TO YOU OR ANY OTHER PERSON, FOR ANY CLAIMS ARISING FROM OR RELATING TO THE SITE, THE SERVICES, THE CONTENT, THE PRIVACY STATEMENT OR THIS AGREEMENT, WILL NOT EXCEED THE GREATER OF (I) $500 OR (II) THE TOTAL AMOUNT PAID BY YOU FOR THE PORTION OF THE SERVICES GIVING RISE TO THE CLAIM DURING THE SIX (6) MONTH PERIOD PRECEDING THE DATE ON WHICH YOUR CLAIM AROSE. THIS AMOUNT IS THE SOLE AND EXCLUSIVE LIABILITY TO YOU OF TIGERCAT, ITS AFFILIATES, SERVICE PROVIDERS, LICENSORS, AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS AND EMPLOYEES.

THE LIMITATIONS SPECIFIED ABOVE SHALL APPLY REGARDLESS OF THE CAUSES OR CIRCUMSTANCES GIVING RISE TO THE CLAIM, EVEN IF SUCH CLAIM IS BASED ON BREACH OF CONTRACT, NEGLIGENCE OR OTHER TORT, AND SHALL SURVIVE A FUNDAMENTAL BREACH OR FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY OR THIS AGREEMENT.

12. MISCELLANEOUS

12.1 Amendments. We reserve the right, in Our sole discretion, to change, modify or otherwise alter this Agreement (including the Privacy Statement) from time to time, for any reason. When such changes occur, We will post the updated version of the Agreement on the Site together with the date on which it was revised. Such changes become effective immediately upon posting. If You do not agree to be bound by (or cannot comply with) the Agreement as amended, Your only remedy is to cancel Your Account and to cease using the Services. You will be deemed to have accepted the Agreement as amended thirty (30) days after the updated version of the Agreement is posted if you continue to use the Services. All other terms of this Agreement will continue in effect.

12.2 Force Majeure. Any delay in the performance of any duties or obligations of either party will not be considered a breach of this Agreement if such delay is caused by circumstances beyond Our reasonable control, including without limitation, acts of God, acts of government, floods, shortage of materials, fires, earthquakes, civil unrest, war, acts of terror, strikes or other labor problems (other than those involving Our employees), failures of common carriers (including cellular, wireless and satellite providers), denial of service attacks, or any other event beyond the control of such party, provided that such party uses reasonable efforts, under the circumstances, to notify the other party of the circumstances causing the delay and to resume performance as soon as possible.

12.3 Survival. Any Section of this Agreement, which, by its nature shall survive the expiration or termination of this Agreement, shall so survive, including, but not limited to the provisions under Sections 3, 6, 7, 10 and 11.

12.4 Export. Export laws and regulations of Canada, the United States and any other relevant local export laws and regulations apply to the Services. You agree that such export laws govern Your use of the Services provided under this Agreement, and You agree to comply with all such export laws and regulations. You agree that no Data, information, software programs and/or materials resulting from Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

12.5 No Agency. The parties hereto agree that each is an independent party to this Agreement and nothing in this Contract is intended to create, nor does it create, any employment or agency relationship between the parties.

12.6 Order of Precedence. In the event of any conflict between the terms of this Agreement, the Privacy Statement and any Order Document, the terms of this Agreement shall prevail, but only to the extent of such conflict.

12.7 Governing Law. This Agreement shall be governed by the laws of the Province of Ontario, Canada without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction. You agree to submit to the personal jurisdiction of the provincial and federal courts located in Ontario, Canada.

12.8 Violations of this Agreement. Should You violate these terms and conditions or any other rights of TIGERCAT, TIGERCAT reserves the right to pursue any and all legal and equitable remedies against You, including, without limitation, restricting, suspending or terminating Your access to all or any part of the Services.

12.9 Entire Agreement. This Agreement, including all exhibits and addenda hereto, constitutes the entire agreement between the parties and supersedes all prior and contemporaneous agreements, proposals or representations, written or oral, concerning its subject matter. No modification, amendment, or waiver of any provision of this Agreement shall be effective unless in writing and either signed or accepted electronically by the party against whom the modification, amendment or waiver is to be asserted. If a court of competent jurisdiction deems any provision of this Agreement unenforceable, that provision will be enforced to the maximum extent permissible, and the remaining provisions will remain in full force and effect.

12.10 Assignment. We may assign this Agreement, in whole, or in part, at any time, with or without notice to You. You may not assign Your rights or delegate Your duties under this Agreement, either in whole or in part, without Our prior written consent.

12.11 Other.

You agree to waive any right You may have to a trial by jury, or commence or participate in any class action against Us related to the Site, the Services or the Agreement.

This Agreement will ensure to the benefit of and be binding upon the parties to this Agreement and their respective successors, heirs and permitted assigns.

This Agreement was written in English (US). To the extent any translated version of this Agreement conflicts with the English version, the English version governs.

No provision of this Agreement will be interpreted against any party merely because that party or its legal representative drafted the provision.

Our failure to exercise or enforce any right or provision of this Agreement shall not operate as a waiver of such right or provision.

The section titles in this Agreement are for convenience only and have no legal or contractual effect: as used in the Agreement, the word "including" means "including but not limited to."

Please contact Us with any questions regarding this Agreement by e-mailing Us at: **info@tigercat.com** .

APPENDIX B. TELEMATICS PRIVACY STATEMENT

TIGERCAT takes the privacy and protection of Your Personal Information very seriously. By registering for and/or using the Telematics Services and/or creating an Account, You acknowledge that You accept the practices and policies outlined in this Privacy Statement. Unless otherwise defined herein, capitalized terms shall have the meanings assigned to such terms in the Telematics Services Agreement which incorporate this Privacy Statement by reference.

1. COLLECTION AND USE OF INFORMATION

This Privacy Statement describes TIGERCAT's practices with respect to the Account Information and Personal Information (collectively referred to herein as "Information") that We collect when You use the Telematics Services. This Privacy Statement does not apply to the use of Information that is collected by third parties that TIGERCAT does not own or control or that do not support TIGERCAT in providing the Telematics Services.

BY USING THE TELEMATICS SERVICES OR SUBMITTING INFORMATION THROUGH THE TELEMATICS SERVICES, YOU EXPRESSLY CONSENT TO THE PROCESSING OF YOUR INFORMATION ACCORDING TO THIS PRIVACY STATEMENT. YOUR INFORMATION MAY BE PROCESSED IN THE COUNTRY WHERE IT WAS COLLECTED AS WELL AS OTHER COUNTRIES (INCLUDING CANADA AND THE UNITED STATES OF AMERICA) WHERE LAWS REGARDING PROCESSING OF INFORMATION MAY BE LESS STRINGENT THAN THE LAWS IN YOUR COUNTRY AND BY USING THE TELEMATICS SERVICES OR TRANSMITTING INFORMATION VIA YOUR USE OF THE TELEMATICS SERVICES, YOU ARE EXPRESSLY CONSENTING TO SUCH PROCESSING.

We may combine the Information with Telematics Data in order to identify an operator of the TIGERCAT equipment, and any such operator identifying information shall be treated as Personal Information for the purposes of the Telematics Services Agreement and this Privacy Statement.

In addition to the uses of such Information permitted under the Telematics Services Agreement, We may use Your Information for our own internal purposes, including, but not limited to, processing Your Account registration, providing You with information and contacting You via phone or e-mail. We also reserve the right to disclose Information where such disclosure is required by law, considered necessary to prevent or investigate an apparent breach of law, and/or in any other instance where the applicable privacy or other legislation permits such disclosure.

We may disclose Information to our Service Providers and other third parties, including, but not limited to customer service agencies research and analysis purposes so that we can monitor and improve the Telematics Services we provide. We may disclose Information to other third parties if you consent.

In the event that TIGERCAT goes through a business transition such as a merger, acquisition by another company, or sale of all or a portion of its assets, Your Information will likely be among the assets transferred. You acknowledge that such transfers may occur, and that any acquirer of TIGERCAT or its assets may continue to use Your Information as set forth in this Privacy Statement. You hereby consent to TIGERCAT sharing Your Information under the above circumstances.

2. FEEDBACK

If You provide feedback about the Telematics Services to Us, We may use and disclose such feedback for any purpose, provided We do not associate such feedback with Your Personal Information. We will collect any information contained in such feedback and will treat the Personal Information in it in accordance with this Privacy Statement. We shall have a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into the Telematics Services any suggestions, enhancement requests, recommendations or other feedback provided by You, relating to the Telematics Services.

3. SECURITY AND CONFIDENTIALITY

As We are committed to protecting the security of your Information, We employ a number of security information technologies and procedures designed to help protect your Information from unauthorized access, use and/or disclosure. We will retain your Information for a reasonable period or as long as the law requires. While We endeavour to limit access to your Information, We are not responsible for the retention or use of Information obtained by other third parties who have gained access to our database(s).

4. AMENDMENTS TO THIS PRIVACY STATEMENT

We may update this Privacy Statement from time to time as the need arises. We will post any updated Privacy Statement on the Site together with the date on which it was revised. Such changes become effective immediately upon posting. If You do not agree to be bound by (or cannot comply with) the Privacy Statement as amended, Your only remedy is to cancel Your Account and to cease using the Telematics Services. You will be deemed to have accepted the Privacy Statement as amended thirty (30) days after the updated version of the Privacy Statement is posted if you continue to use the Telematics Services. All other terms of this Privacy Statement will continue in effect.

5. CONTACT

If You have any questions or suggestions regarding Our Privacy Statement, please contact Us by sending Us an e-mail to **info@tigercat.com**.

APPENDIX C. COMMON SYMBOLS

NAVIGATION

Expand/Collapse–Select this button to show or hide additional information.

Close–Select this button to close the current window.

Page Back–Select this button to view the previous page of information.

Page Forward–Select this button to view the next page of information.



Navigation Bar–Indicates that more information is available than can fit on the page. Select a page number to jump to that page. The currently displayed page is highlighted in green.

MOBILE-ONLY ICONS

Hamburger Menu–Select this button to display the header on any screen in RemoteLog. Select this button again to minimize the header.

Map–Select this button to display the map on the Dashboard.

Expand–Select this button to view additional information.

Back–Select this button to return to the previous screen.

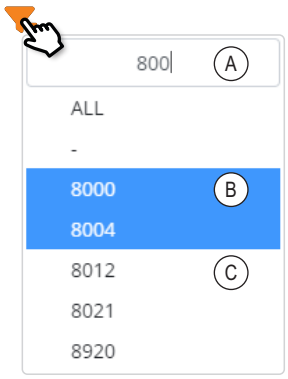
DISPLAY FILTERS

Sort–Select this button to sort the results alphabetically or reverse alphabetically by the selected category or column.

Sort (Alphabetical)–This button indicates that the displayed information is sorted alphabetically by this category or column. Select this button to change the sort order.

Sort (Reverse Alphabetical)–This button indicates that the displayed information is sorted reverse alphabetically by this category or column. Select this button to change the sort order.

Filter–Select this button to open a drop-down menu of all available items.



- Select items from the drop-down menu or type into the search bar (A) to filter the displayed information.

  Highlighted items (B) are displayed on the screen. Non-highlighted items (C) are hidden until the filter is removed.

- Select ALL to remove the current filter.

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