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## SERVICE BULLETIN

### MAINTENANCE OF WAY EQUIPMENT

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**DATE:** 02 - 2022

**BULLETIN NO:** 22-001

**TITLE:** COMPASS SERVICE REPLACEMENT

**RATING:**

**DIRECTIVE**  
(Action Is Required)

**ALERT**  
(Potential Problem)

**INFORMATION**  
(Action Is Optional)

**PRODUCT IMPROVEMENT**  
(Enhance Product)

**PRODUCT SERIES / MODEL:** Compass PT-1000

**SERIAL NO:** ALL

**SUMMARY:** The Harsco Rail Compass solution utilizes 3G cellular data service for communications. Globally, cellular service providers are shutting down their 3G networks.

Protran Technology, A Harsco Rail Company, has delivered MARS as a replacement. MARS will work on any machine using the Harsco Rail Jupiter Control System.

**OPERATIONAL IMPACT:**

As early as April 1, 2022, your Compass Solution will no longer communicate with the Harsco Rail Compass cloud and new location awareness, asset analytics, productivity management, and maintenance tracking will no longer be available. This is due to a planned obsolescence on the part of our cellular data service provider who will no longer offer services for the Harsco Rail Compass product. Note that Harsco Rail will retain your historical data for a period of 2 years.

*NOTE: The timing needs are regionally and carrier based. Contact your salesperson for your timing.*

**ACTION:**

Harsco Rail has developed the new MARS solution to replace the existing Compass solution. MARS provides the same location awareness, asset analytics, productivity management, and maintenance tracking as Compass, and for machines with the latest Jupiter Control System, adds the ability to remotely access the Jupiter screen for troubleshooting as well as remotely downloading software updates to the Jupiter Control System. MARS is 4G/LTE cellular based and in most cases will provide improved coverage.

**ACTION (cont'd):**

Harsco Rail will continue to offer the convenience of managing your cellular data account for you and provide the Compass level of service. If you'd like to upgrade to the remoting features, there is an extra cost. Optionally, you can now manage your own cellular data service and get both telematics and remoting services for one low price.

The cost to replace your existing Compass unit with the new MARS solution is currently priced at \$2600 USD.

We offer the following monthly service plans:

Option 1: Harsco provided SIM card

- Web service fee \$35.00/month/unit
- Web service fee + Remote Reporting Option \$125.00/month/unit

Option 2: Customer provided SIM card

- Web service fee + Remote Reporting Option fee \$35.00/month/unit (customer APN required)

**CONTACT:** If you have any questions or if we can be of any service, please contact our sales team.

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