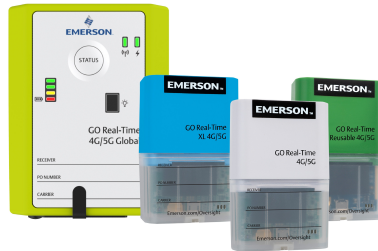


Important Information about Devices Containing Lithium-Ion Batteries

We are writing to provide information to help you ensure that you and other parties in your supply chain, use cargo solutions GO Trackers (“Devices”) safely and recycle them properly. Lithium-ion batteries supply power to our Devices, as well as many kinds of consumer devices, including smart phones, laptops, scooters, smoke alarms, and toys. These batteries store a large amount of energy in a small amount of space. Handle any products containing lithium-ion batteries with special care.



The following programs are important to the safe and environmentally sound use and disposal of our Devices.

Commitment to Safety & Quality - Customer Success Training

Ensure that your suppliers and partners are properly attaching Devices to your Cargo.

Some Devices have been improperly attached to cases/crates and as a result, lost or damaged during use. In a few cases, dropped Devices have been crushed by forklifts, which can damage the battery and cause a thermal event, releasing heat and smoke, which could lead to burning of the plastic housing. To help prevent this, our Customer Success team provides instruction on proper attachment. We can review your processes and procedures upon request and can customize training for you. The attached Safety Information for Devices Containing Lithium-Ion Batteries can also help you inform and instruct your employees and your full supply chain. Please transmit this to any parties who may need this information.

For training, email: ColdChain.CustomerSuccess@Copeland.com, or view the GO REAL-TIME TRACKER Video at:

<https://www.copeland.com/en-us/products/controls-monitoring-systems/cargo-tracking-monitoring/how-to-videos>

GO GreenSense: Battery Return and Recycling Made Easy


Our GO GreenSense recycling program facilitates the proper shipping and recycling of batteries. We provide eco-friendly return boxes, pre-paid postage labels, and battery labels. Customers can place units in the return box and ship it back when full. GO GreenSense takes the hassle out of returning temperature monitoring devices for recycling. When those receiving cargo don't take advantage of this program, there is a risk that the batteries may be improperly disposed of, causing a safety or environmental hazard.

To get started, email: GO.Green@Copeland.com

PLEASE READ AND OBSERVE THE FOLLOWING PRECAUTIONS

Safety Information for Devices Containing Lithium-Ion Batteries

⚠ WARNING LITHIUM-ION BATTERIES CAN BE DAMAGED BY IMPACT, CRUSHING, PUNCTURING, OR EXPOSURE TO HIGH TEMPERATURES. THIS DAMAGE CAN CAUSE A THERMAL EVENT, PRODUCING HEAT, SMOKE AND/OR FIRE, AND POTENTIALLY CAUSE SERIOUS INJURY OR PROPERTY DAMAGE. TO REDUCE THIS RISK:

- 1. Protect the Devices from Damage.** Follow all instructions to properly attach Device in baggie to cargo. Stop using and contact ColdChain.TechnicalServices@Copeland.com for customized instructions if our general instructions do not work for your application. Proper attachment reduces the risk of damage. Batteries should never be removed from their plastic housing. 
- 2. Stop Using the Device If Damaged.** Do not use battery, do not send it by air and contact ColdChain.TechnicalServices@Copeland.com if you have reason to believe the battery may have sustained damage, such as:
 - Battery or plastic housing is crushed, damaged, punctured, deformed or incurs a strong impact
 - Device is exposed to temperatures of >130°C (302°F)
 - Device emits an unusual smell, feels hot, changes shape, or appears abnormal in any way
- 3. How to Respond to a Thermal Event.** If the Device shows signs of an impending thermal event (hissing, smoke, bulging or leaking liquid), or if a thermal event begins:
 - If you can do so safely, move the Device away from anything that may ignite, onto a non-combustible surface, preferably outdoors or a well-ventilated area.
 - If the Device ignites, follow your facility's procedures for fires and use of fire extinguishers. Water or a fire extinguisher can be used to suppress any flames and cool the battery. Foam, CO2, ABC dry chemical, powdered graphite, copper powder, soda (sodium carbonate) or Aqueous Vermiculite Dispersion (AVD) extinguishers are all suitable.
 - Ventilate the area to minimize exposure to smoke and fumes.
 - Avoid contact with the Device until thermal event ends and energy dissipates (likely less than a minute; dependent on size of battery and amount of remaining charge).
- 4. Recycle Lithium-Ion Batteries Properly**
 - The GO GreenSense recycling program takes the hassle out of returning undamaged temperature monitoring devices. To get started, email GO.Green@copeland.com
 - If you choose not to use GO GreenSense, ALWAYS dispose of batteries according to local, state or federal laws and DO NOT put Lithium-Ion Batteries in the trash.
 - DO NOT dismantle, open or shred Lithium-Ion Batteries.
 - NEVER dispose of batteries in a fire, which may cause the batteries to explode, resulting in a chemical burn and serious injury.

Do not attempt to charge a non-rechargeable Device. For GO Reusables, contact Cargo Solutions.

Device are designed and manufactured with features that protect the lithium-ion cells under normal and intended use. The batteries in Go Trackers are certified under UN 38.3. For compliance with the 2019 IATA for Dangerous Goods Related to Lithium Metal Cells and Batteries (effective 1/1/20), please contact ColdChain.TechnicalServices@Copeland.com to request copies of any relevant certifications or for a full copy of Material Safety Data Sheets.

The contents of this notification are presented for informational purposes only as of the date of preparation. Cargo Solutions makes no warranties or guarantees, express or implied, with respect to this information, and disclaims all liabilities from reliance on it. Responsibility for proper selection, proper use of Device remains solely with customer and customer is responsible for ensuring compliance by end users. Devices are sold according to the Digital Solutions Terms available at: <https://www.copeland.com/en-us/terms> (or within any fully executed, applicable agreement between customer and Cargo Solutions).