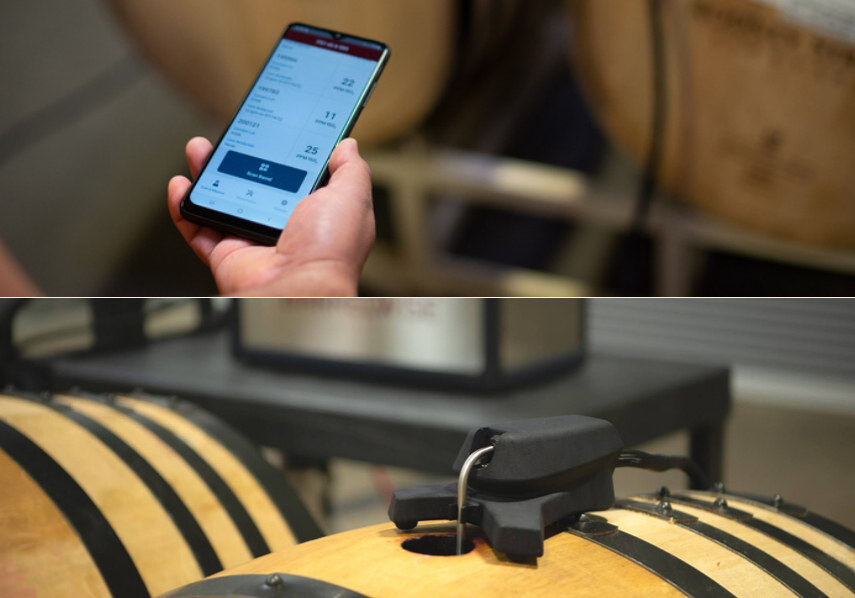




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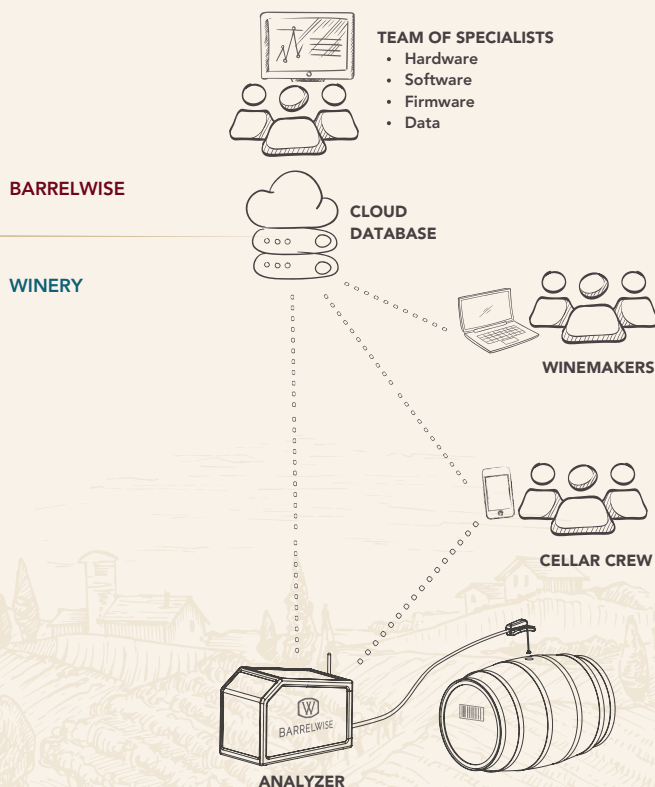
Customer support for ongoing FS1 operations

FS1 System for free SO₂ analysis



Real-time. Proactive. Impactful.

BarrelWise has made customer support an integral part of our product offering, including real-time monitoring, a proactive approach, and a responsive team. Wineries can be sure to have a smooth experience, getting our help quickly when needed, and even before they know it.



The interconnection of the FS1 system allows BarrelWise team to move quickly when supporting customers, be it troubleshooting or problem prevention.

- All FS1 operations are monitored in real time by a team of hardware, software, firmware, and data experts.
- All data are recorded in a cloud database, creating a single source of truth for all activities and decisions. These data include:
 - Free SO₂ measurements
 - Background information, such as SO₂ addition amount, whether the measurement is pre-or-post-addition checks (logged by winery teams)
 - Parameters that indicate the the analyzer's internal health
 - Parameters that indicate potential errors from external factors, such as reagent and waste containers



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Customer support

for ongoing FS1 operations

Facts & figures

Numbers are accurate as of November 2022.



97.5% uptime
for all deployed analyzers



98.4% troubleshooting
resolved remotely, on the same day



<1 hour
average time of first response



MOST APPRECIATED BY CUSTOMERS



FREQUENT CHECK-INS

Customers love our frequent check-ins to ensure everything is working as expected and to catch any unforeseen issues during busy times at the cellars.



RAPID RESPONSE TO ISSUES

The BarrelWise team is often on top of issues in real-time and will proactively reach out to customers to troubleshoot.



INSTANT & EASY COMMUNICATION

The BarrelWise support team communicates directly with winemakers and cellar crews to get background information and implement necessary actions.



PREDICTION & PREVENTION

The BarrelWise team actively monitors the health of all FS1 systems, can often predict issues before they happen, and take preventative action.