



# We do Lidar like no other

More deployments, more countries,  
and more product knowledge  
makes for a more certain investment

**Certainty; that's what you're  
getting when you buy from us.**

We are the commercial  
originators of wind Lidar. We are  
100% pure wind Lidar. We eat,  
sleep, live and breath wind Lidar.

Our Lidars are designed to work  
every hour of every day, and are  
proven to last for 10 years, and  
longer.

Our Lidars have the largest  
number of validations and to the  
highest measurement heights.

Our Lidars have proven system  
and data availability.

# 10,000 Lidar deployments and 38 million hours of operation

And not all deployments are equal. From mountains to deserts, from green fields to industrial zones. And small uninhabited islands to lighthouses. We have enough experience now to advise on every deployment location you may encounter. We are proud to have been appointed Global Wind Resource Assessment providers to leading energy companies. We are supported globally by our Trusted Service Provider network.

We remain connected to and committed to each and every Lidar deployment and every hour of collected wind data is important to us. Our Customer Experience team is here to support you in your Lidar journey.

Let us share almost two decades of experience with you - no other organisation can offer the same. And, while there is a choice, make sure you make the right one.

**Our Lidars and our teams are supporting more than 400 customers in over 90 countries globally.**



# 99.3% system uptime across our managed Lidar fleet

Our Lidars are sealed to the environment so that a single design can operate in Australian summers through to Canadian Winters and has been proven to do so now for more than 10 years. -40°C to + 50°C. That's pretty extreme.

They are built with twin-skinned low density polyethylene, rota-moulded casing with integral insulation protecting the optical components. The housing is UV stable, resistant to impact and the high levels of insulation provide extreme weather protection. They are subject to the same manufacturing process as canoes! And, our Marine Lidars spend 3 years at a time offshore on floating buoys.

We understand that uncertainty introduces risk in to wind energy projects and any missing wind data is just one of those sources of uncertainty.

**Our Lidars provide project certainty so that you can develop and operate with confidence.**



# 97% of our Lidars have achieved their 10 year design life

Our current generation of vertical profiling Lidars - the '300 series' - were released in 2011. With a design life of 10 years, almost the entire fleet in the following years have achieved this. And those failures provide the learning to make our systems better. 100% of the fleet deployed in 2013 are in operation today.

Our 300 series Lidar is an 'every day' Lidar. With scheduled re-validations, the system is designed to operate in all weather conditions for every minute of the 87,600 hours in its 10 year design life. Rugged, reliable and delivering the certainty required in wind resource assessment onshore and offshore.

And, with typical wind resource assessments lasting 18 months you can plan for more than six separate campaigns within the life of our Lidar. One Lidar = six wind farms. Not a bad ratio. We wish it could be even more. Or why not start your digital data time-line from Day 1 and progress a single wind farm site from prospecting to consent and in to operation all with the same, consistent Lidar.

**Our Lidars are built, and proven, to last. That's our commitment to you, to your projects, and to our industry.**



# 1,000+ Lidars manufactured in our 20 year heritage

We produced the first commercially available wind Lidars ever in 2001. In 2017 we opened the largest dedicated Wind Lidar Production Centre in Europe. We operate the UK Remote Sensing Test Site. And to date we have manufactured more than 1,000 Lidars.

We installed the first wind Lidar on a turbine. The first wind Lidar offshore on both fixed and floating buoys. The first wind Lidar to re-finance and re-power a wind farm. The first wind Lidar to be accepted for standalone use without a met mast.

Independently established in 2007 we have secured a heritage of industry-leading innovation, product development and world-firsts. Our Lidars are accepted globally by all major consultants, wind turbine OEMs, banks and banks engineers.

The number of Lidars isn't important but their purpose is.

**Our Lidars have provided wind data in support of over £150bn of green energy investment displacing 245 million tonnes of CO<sub>2</sub> emissions globally.**



# Customer Care Charter

Our aim is to ensure your Lidars operate successfully and are supported every single day of their existence. We are an established organisation with the heritage and stability to provide this. Our commitment to you is based on four 'forever' pillars of Care.

Our pillars of Care have been developed through close, collaborative working with you, our Customers. We value your voice and the requirements you share with us. Can we do better? Tell us. Share your challenges and needs with us so we can try to help.

## Training, forever.

We understand that teams change, people change, knowledge can leave organisations and there are new recruits to onboard. Our remote training is accessible forever.

We provide:

- eLearning sessions covering system and data essentials
- Virtual classrooms with live interaction with our Customer Experience Team
- Guides, methods and tools
- Knowledge tests and certificates with Continual Professional Development certified events
- Bespoke first and refresher training courses

## Validations, forever.

In a uncertainty-conscious industry the validation and re-validation of Lidars is considered essential. We provide free Factory validations for every new Lidar. We will re-validate your Lidar again every 2-3 years for free for its life.

We provide:

- Industry-approved Factory Acceptance Tests
- Calibrated moving target speed tests
- Lidar-to-Lidar performance validations
- Independent validations by all major consultants including DNV



## Upgrades, forever.

We operate a continual improvement strategy that includes Essential Production Firmware and Hardware Upgrades to operational Lidars. We will upgrade your Lidar every 2-3 years for free with these updates for its life.

We provide:

- Weekly scheduled upgrade and re-validation bookings up to 3 years ahead
- Progress updates
- Warranty works, spares and repairs as required

We also provide full Product Upgrades from our early fleet of vertical profilers re-using as much of your Lidar as possible to offer an economical option to extend and enhance product life.

## Supported, forever.

We operate market-leading fleet diagnostic tools that help to remotely manage your Lidars. Our pro-active team can provide regular Lidar system checks at any time free for its life.

We provide:

- Order processing updates
- Technical queries responded to within 24 hours and during business hours
- Remote Lidar diagnostics
- Data analysis and deep dives
- 30 day, 3 month and 6 month Care check-ins

We also provide Turnkey Services for complete measurement system design including power, communications and security with implementation anywhere in the world.

## Proven ruggedness and reliability

Ask our customers. Our Lidars don't need field servicing - install them, operate them and manage your assets effectively with planned repeat validations to keep the banks engineers happy.

## Supported globally

Lidars like localised support. When you work with ZX Lidars you work with our in-country Trusted Service Providers representing almost 50 organisations that deliver project excellence.

## Two decades of experience

Not only the first, but continually the first. World firsts. Customer firsts. The first offshore. The first on wind turbines. Experience that lasts a lifetime and takes a lifetime to gain.

## 100% pure Lidar

No distractions, no multiple and varied product lines. We do wind Lidar. Always have, always will.

## Like no other

We do Lidar like no other. No other company, no other technology, no other team can support you and your wind energy projects like we can. It's a bold claim - let us prove it to you.



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