things5.

IOT & AI PLATFORM · CONNECTED MACHINES

The IoT and AI platform for makers of home appliances, professional foodservice equipment, HVAC units and industrial machines

Things5 connects the machines you build to the **cloud**, both new and already installed. It monitors them, updates them remotely and gives customers, dealers and technicians an **AI assistant** that knows every manual and the real status of every machine. That way you can **sell digital services** directly through your products.

54K	63	60+	99.7%
managed machines	active customers	countries	platform uptime

THE PROBLEM

After the sale, you lose touch with the machine and with the people who use it

Once delivered, the machine becomes a black box: you only find out about a problem when the customer calls. A family without a washing machine, a restaurant with its oven down at peak time, a workshop with an industrial machine stopped halfway through an order.

The technician sets off without knowing what to expect

"The machine isn't working" is often the only information available: the fault is diagnosed on site, and a second visit with the right spare part is often needed.

Every firmware update requires a technician

Fixing a defect or adding a feature takes months, and the Cyber Resilience Act (CRA) makes security updates mandatory throughout the support period.

Nobody reads the manual

Customers and operators call support with the same questions, and the features you designed go unused.

The limit of one-off revenue

Programs, spare parts, consumables and maintenance contracts often go through channels you don't control.

THE PLATFORM

One platform, two modules

IOT

Things5 Connect

Monitor and update the machines you have sold, remotely

The IoT module of Things5. It integrates into your firmware or into the boards of our EMS partners, and also connects the machines already sold via gateway.

- Remote monitoring and real-time alarms
- Remote firmware updates across the whole installed base
- Programs, recipes and settings distributed in bulk
- Access for dealers and service centers, each to its own share of the installed base

AI

Genuin

Users find answers directly on the machine, without overloading your service team

The Things5 AI assistant knows every model, every manual and the real status of your machines. It guides customers, operators and installers by voice and in their own language, and answers technicians and service centers with the right procedure for that model.

- Answers drawn from manuals, organized by model and version
- Agents connected to machine data and to your software (ERP, CRM, e-commerce)
- Conversational experience and analysis of the most frequent questions

For home and professional use

Ovens and cooking · Blast chillers and refrigeration · Ice makers · Dishwashers and washing · Food preparation · Coffee machines

For buildings, industry and wellness

Heating and refrigeration · Ventilation and air conditioning · Industrial machines · Professional gym equipment

Things5 gives you a secure platform

Two-factor authentication (2FA) · Two-step verification at login, via authenticator app or SMS.

CRA standard · Provisioning system developed and updated in full compliance with the Cyber Resilience Act.

SOC compliance · Penetration testing to ensure Things5 compliance with SOC 2, ISO/IEC 27001 and NIS2.

RESULTS

What changes for a manufacturer of connected machines

1

Less downtime for your customers

A serious alarm reaches the service center, which contacts the customer and goes out with the right spare part.

2

Support costs don't grow with sales

Repetitive questions are answered by the machine or the app: your team only handles cases that need a technician.

3

The machine improves after the sale

New features and programs arrive via software, even on machines sold years ago.

4

New revenue on the installed base

Premium features, consumables, spare parts and per-machine service plans.

Things5 Connect what you can do

1. **Control the installed base remotely**
   Status and actual configuration of every machine, with parameters changed remotely: from a heat pump's setpoint to the time of a cooking cycle.
2. **Send programs, recipes and commands**
   To one machine or a whole group, in a single action.
3. **Analyze installed base performance**
   History of measurements, cycles, operating hours and alarms, diagnostic dashboards and KPIs.
4. **Unlock features with commercial plans**
   Each machine has a plan that decides which features it unlocks and for how long.
5. **Update the firmware of the whole installed base**
   From one to thousands of machines, tracking the outcome of each.

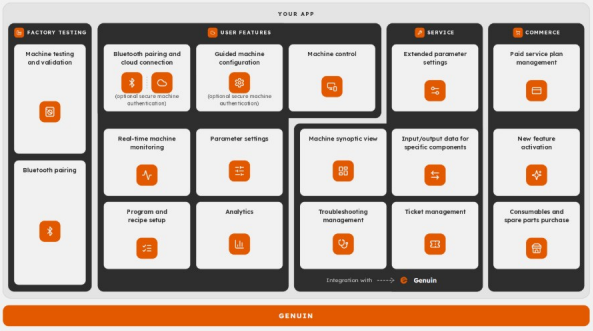
Genuin what you can do

1. **Support the people who use your machines**
   Answers by voice or in writing, based on your manuals.
2. **Resolve errors and alarms**
   Explains the error code for that model and guides the check, also reading real alarms and history.
3. **Guide installation and maintenance**
   Step-by-step procedures with the right diagram or photo, from first installation to replacing filters.
4. **Simplify first use and training**
   A newly hired operator learns by asking the machine.
5. **Sell spare parts and consumables**
   Offers the right spare part or consumable for the installed model and opens the order in your e-commerce or ERP.

THINGS5 APPLICATIONS

Build your own branded IoT app

Modular mobile apps that extend the platform: user features, support, commerce and factory testing. From co-design through development and release, integrating existing ERP, CRM and databases.



WHY NOW

GDPR, Data Act, AI Act, CRA and Machinery Regulation: Things5 supports product compliance

GDPR

Privacy notices and consents on the display, versioned and logged; data separated by organization.

Data Act

Data from every machine exportable and available via API, with role-based access.

AI Act

Genuin content approved by a person, source cited for every answer, conversation log.

CRA

Remote firmware updates, roles with 40+ permissions, MFA, revocable per-device certificates.

Machinery Regulation

From 20 January 2027: firmware versions, remote updates and parameter changes tracked per machine.

> "We built something that gives whoever heads out on a service call a clear idea of the job in advance."
>
> Paolo Dalla Tor · R&D manager · Icematic

CHOSEN BY MANUFACTURERS

LU·VE · DIHR · vimec · ESMACH · riello cleaning machines · grandimpianti intelligent laundry equipment

Discover what Things5 can do for the machines you build

Book a demo · www.things5.com

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