



P&P Optica

ABOUT PPO

PPO High-Touch Service and Support

Real benefits. Enduring peace of mind.

PPO is not your typical “equipment provider.” We're renowned for our bespoke level of customer service and support. Here's what that means in practical terms:

- When you call, we answer. If you leave a message, we always call back in a timely manner.
- If our team can't solve a problem remotely, we'll show up on-site and work through it with you.
- When we commit to an outcome, we always see it through to your team's total satisfaction.

You get optimal system performance and reliability. We get the satisfaction of knowing another happy customer is saving time and money by maximizing the uptime of their Smart Imaging System.

The first six months of service and support are on us

Here's what's included for the first six months. After that, you can take advantage of a maintenance agreement to stay confident that your system is always performing its best.

MAINTENANCE AND SERVICE

- ☒ Warranty on eligible (non-wear) system parts*
- ☒ An in-plant visit from a PPO expert every six months, for scheduled maintenance
- ☒ Remote system monitoring by PPO experts and proactive reach-out to start an investigation if a potential issue arises
- ☒ Regular model and system software and security updates
- ☒ Support helpline staffed by PPO team members
 - from 7 am to 10 pm EST, 7 days a week
- ☐ Model updates, as available
- ☐ Access to PPO's Lamp Exchange Program which provides access to PPO's stock of refurbished lamps when replacements are needed
- ☐ Parts discount

PPO INSIGHTS AND DATA ANALYTICS

- ☒ Easy-to-use incident reporting
- ☒ Configurable trends reports and alerts
- ☒ Online training for operators and sanitation team
- ☒ Secure cloud setup and storage
- ☒ Regular reviews with your PPO Customer Success Manager to make sure you get the most from your system

*For the first 12 months

Your PPO Smart Imaging System Maintenance Cycle At-A-Glance

Maintenance Cycle from Time of Installation	Shift	Daily	1mo	3mo	6mo	12mo
Visual inspection of detector windows. Wipe clean if necessary	●					
Visual inspection of lighting windows. Wipe clean if necessary	●					
Visual inspection of calibration target. Wipe clean if necessary	●					
Clean and inspect conveyor belts		●				
Clean / sanitize system after daily use		●				
Inspect all pneumatic cylinders for piston seals and sensors. Replace as needed			●			
Inspect conveyor drives. Check wiring harnesses for damage. Replace as needed			●			
Inspect conveyor guides and runners for wear or missing pieces. Replace as needed			●			
Check for coolant level on chiller			●			
Inspect all enclosure seals. Replace as needed				●		
Replace hyperspectral light bulbs					●	
Inspect calibration sub-assembly wear items. Replace as needed						●
Check UPS battery indicator. Replace battery when indicator on						●
Replace pneumatic air prep filters						●
Service Air Chiller						●



A bright way to save

Every PPO customer with an active maintenance agreement has access to PPO's Lamp Exchange Program. PPO refurbishes these lamps in-house, including a full cleaning and inspection as well as replacement of major components (bulb, reflector, window and seals). The Lamp Exchange Program helps to minimize the cost of replacing one of the most essential parts of the system.

Experience the advantage of exceptional service and unique support
sales@ppo.ca | 1-800-706-3811