



P&P Optica

ABOUT PPO

PPO Maintenance and Software Support Services

Maximize System Uptime. Optimize Performance. Ensure Peace of Mind.

PPO understands that your processing line depends on reliable equipment. We're committed to ensuring your system performs at its best today and into the future. That's why every PPO Smart Imaging System comes with expert maintenance and support services for hardware and software to minimize downtime, simplify operations and extend system life.

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 pick up. And if you leave a message, you can count on our prompt response.
- If a problem can't be resolved remotely, we'll be there in person, working alongside your team until it's fixed.
- At PPO, we stand by our commitments and we won't stop until you're fully satisfied with the outcome.

Easy, Reliable Maintenance

At PPO, we've designed our systems with ease of maintenance in mind. Your team can handle routine tasks and we use industry-standard components whenever possible to ensure replacement parts are easy to find and install.

Some specialized maintenance and updates can only be performed by PPO. That's why every system includes a 6-month service agreement at no additional cost. This agreement covers:

- One on-site maintenance visit
- Software updates as they become available
- Ongoing access to PPO's support and service teams
- Full access to PPO Insights software



Remote Monitoring for Peace of Mind

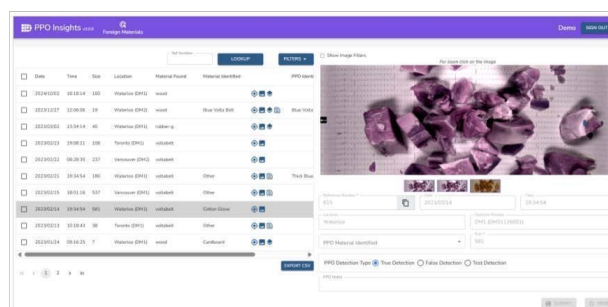
PPO's Smart Imaging System includes built-in remote monitoring, enabling our Customer Success and Software teams to track your system's performance in real time. During your first 6 months—and beyond, with an active maintenance agreement—our experts proactively monitor system health, identify potential issues and provide performance insights. If we detect anything unusual, we'll reach out promptly to begin troubleshooting with your team.

PPO Insights: Visibility for Better Decisions

Included in active Maintenance Agreements, PPO Insights is your command center for:

- Real-time system performance data
- Historical detection and sorter logs
- Operational benchmarks
- Trends to guide quality and process improvement

Use PPO Insights to turn data into decisions and maximize the ROI of your system.



Service and Support Provided by PPO Employees in North America

If unexpected issues arise, our service team is just a call away. You'll be connected directly with our service technicians or engineers to ensure fast and effective support. We're available 7 days a week, from 7:00 AM to 10:00 PM EST, so you're never left without help when you need it.

Whether you prefer a full-service maintenance agreement or flexible on-demand support, PPO's team is ready to ensure your system delivers long-term value.

Contact us at support@ppo.ca, 1-800-706-3811, or visit ppo.ca/service to learn more.

