



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

We've designed our systems so your team can easily manage routine tasks. By using industry-standard components, replacement parts are simple to source and install — keeping your operation running smoothly.

Some specialized maintenance and updates can only be performed by PPO. That's why every system includes a 6-month service agreement at no extra cost — giving your team peace of mind from day one. This agreement covers:

- Annual on-site maintenance visit to keep your system running at peak performance
- Ongoing software updates with the latest features and improvements
- Direct access to PPO's expert service and support teams whenever you need them
- Full access to PPO Insights software for real-time monitoring and data-driven decisions



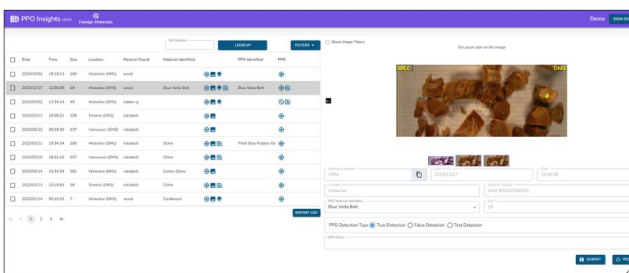
Remote Monitoring for Peace of Mind

PPO's Smart Imaging System includes built-in remote monitoring, so that our experts can proactively monitor system health, identify potential issues and provide immediate performance insights. If we detect anything unusual, we'll reach out promptly to begin troubleshooting with your team.

PPO Insights: Visibility for Better Decisions

PPO Insights is your command center to turn collected data into real-time actionable insights:

- Drive ongoing process optimization and continuous improvement
- Access detailed detection history to monitor and analyze trends
- Maximize your system's return on investment
- Leverage trend insights to enhance quality and efficiency



Use PPO Insights to transform your data into a powerful tool for smarter operations.

Service and Support Provided by PPO Employees in North America

Whenever you need us, our service team is just a call away — connecting you directly with experienced technicians for fast, effective support. We're available 7 days a week, from 7:00 AM to 10:00 PM EST, so your team is never left without help.

Would your team benefit most from a full-service maintenance agreement or flexible on-demand support? Either way, PPO is here 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.

