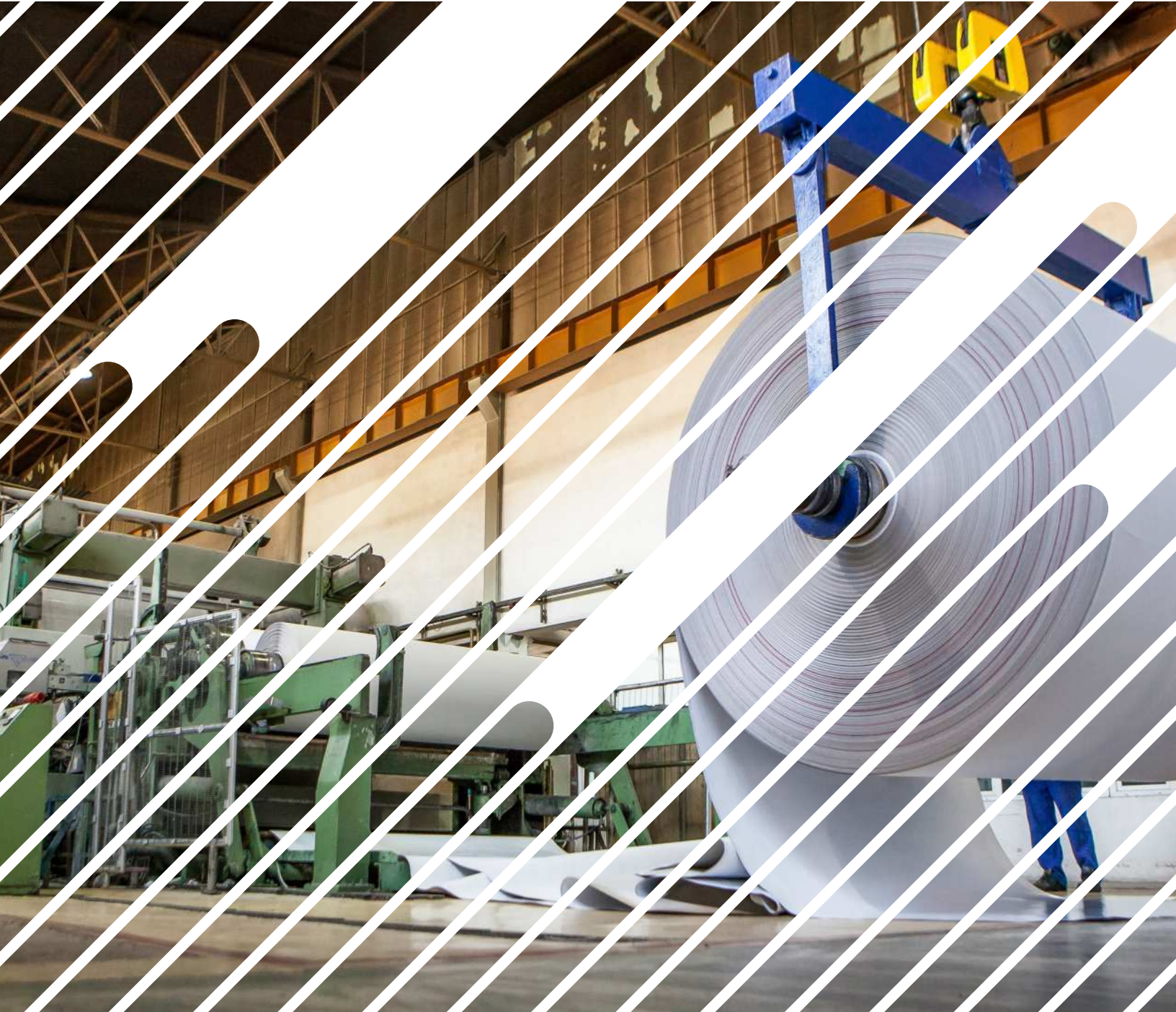




# **Product & Service Plan**

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## Preventative Maintenance Care





# Ryeco 360Service

## Outline for standard customer service agreements

### Ryeco 360 Service Highlights



#### Extend Asset Longevity

All equipment has a lifespan that is dependent upon proper maintenance. A longer lifespan requires great care and is best when provided by those who are most familiar with the product. Ryeco's 360Service plan will provide a consistent maintenance plan for your equipment, yielding better performance and longer runtimes on your equipment.



#### Safety and Risk Management

Improved safety at your facility results when your staff is properly trained to operate and maintain the equipment. A Ryeco 360Service technician is certified to work on your equipment and will train your staff to operate safely and efficiently. This greatly reduces the risk of accidents and damage to your equipment.



#### Sharing Best Practices and Knowledge Transfer

With 30 years of process control experience, a Ryeco 360Service plan will enhance the productivity of your team. Included with the 360Service plan is our onsite training and remote technical support. Operators build confidence when held responsible for equipment functionality in between 360Service scheduled visits.



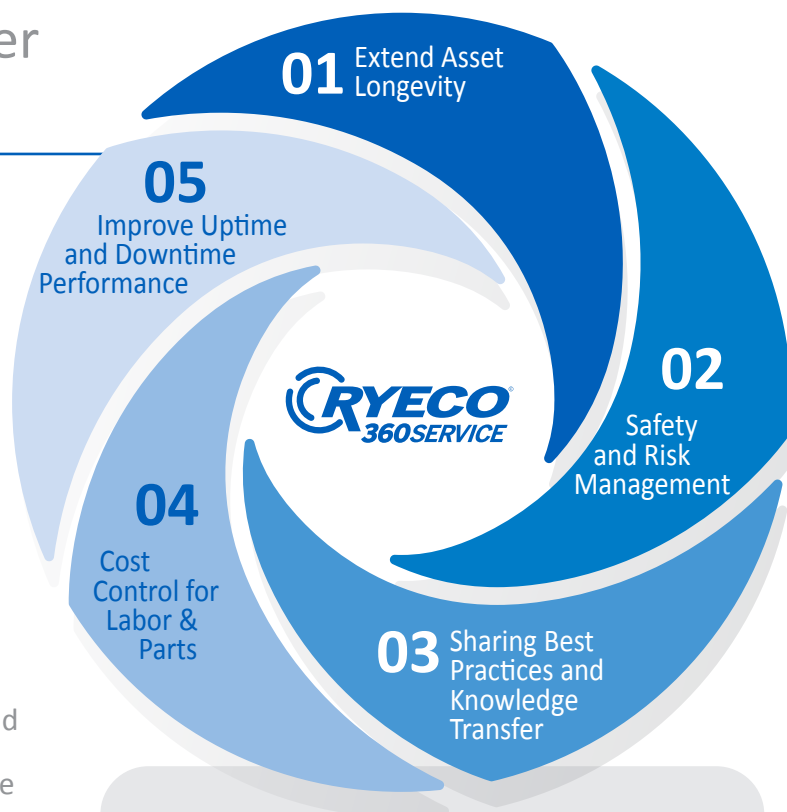
#### Cost Control for Labor & Parts

Ryeco 360Service provides an environment where both your team and equipment function efficiently. Wear and tear on your equipment is reduced when a consistent service plan is in place.



#### Improve Uptime and Downtime Performance

360Service will greatly reduce downtime due to malfunctioning equipment. When a problem does occur, our team will respond quickly with solutions to get your system efficiently back online. Our remote support team is available to diagnose and resolve problems 24/7 without ever having to dispatch a technician.



**“** Having a dedicated Ryeco 360Service person, familiar with our equipment, has proven to be a game changer for us. Our 360Service Tech dramatically reduces downtime by consistently and properly maintaining the equipment. Machine operator training has proven to be of great value in many ways. I certainly don't miss those middle of the night emergency phone calls from my staff. Thanks to proper and consistent training from Ryeco, they now have the knowledge and resources to keep things up and running on their own. **”**





# Approach to Benefits

## Spec Trip

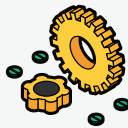
Ryeco will spec each location to create a custom service plan designed to optimize assets.

## Custom Service Plan

Ryeco will develop a custom service structure focused on your mills specific needs.



Simplified service interactions, providing more predictive longterm maintenance and service



## Preventative Maintenance

- Clean, repair, diagnose and calibrate
- Emergency response
- Overnight Shipping of Parts
- Provide Procedures
- Technical Support
- On-Site Training
- Latest Software



## Results

- Decrease Downtime
- Life Cycle Management
- Cut Complexity
- Extend Asset Longevity
- Safety and Risk Management
- Sharing Best Practices and Knowledge Transfer
- Cost Control for Labor & Parts
- Improve Uptime and Downtown Performance



**PRO**  
Operational  
Excellence





# Advantages of expert people, processes and tools to perform services

What is Ryeco 360?	Why Ryeco 360Service is important?	Without Ryeco 360Service?
Dedicated Point of Contact	Ryeco Technician and support always by your side	Changing personal
Software Upgrades	Custom or Off the shelf software changes	Old and Outdated Software
Training	Train your staff when your Ryeco technician is away	Unfamiliarity with the equipment
Emergency Response	Rapid response team to provide for those last minute shutdowns	Emergency Fees and Extended Unnecessary Downtime
Dedicated Responsibility of your Equipment	Experts who know your process controls	Internal associates or non-expert OEMS
Asset Longevity & Performance	Increase the life-cycle of your equipment through routine cleaning and maintenance	Shortening of life cycles, spending more on parts and emergency cleaning

