

Mill Name:

Contact:

Project: ResultsMAX Optimization Service Program

Model #: **RMAX-04**

Papertech proposal no:

A: ResultsMAX Optimization Service Program Description

To maximize the return on investment from the purchase of a TotalVision™ system, it is critical to ensure that the system is properly maintained and optimized to capture as many breaks and process changes as possible. This is particularly important with camera systems which require unique skills often not resident in paper mills.

The ResultsMAX Optimization Program brings a TotalVision™, factory certified expert to site on a routine basis to perform the following value-added services:

- Opening meeting to review the performance of the system and discuss any areas needing focus during the visit
- Cameras: clean or replace WebView™ housing glass as required, recoat glass, temperature & air volume checks, adjust camera view, adjustments to lens focus, focal length, and aperture to suit. Check and optimize shutter speed. Clean and adjust any AirKnives™ as required, adjust air balance to suit. Replace air quick-disconnects as required.
- WebLEDs: clean and recoat lenses as required, check air flow and temperatures, clean and adjust any venturi coolers. Replace air quick-disconnects as required.
- Move any cameras or lights as required and optimize the views after movement.
- Cabinet: clean air filters, check cabinet fans, tighten all wiring connections, check and re-terminate cables as required, check UPS operation and battery condition, check and adjust Voltages, check fan operation on all console and capture computers.

- Cabling: re-terminate coax (or Ethernet) cable ends as required at camera and cabinet locations, replace rubber boots on camera cables as required, perform continuity test on any problem cables and report findings.
- Computer System: physical inspection and review of all computers, defrag hard drives, run full system Scandisk, perform IBM disc test, install any new Windows updates, clean out hard drive storage as required and optimization of all computer and network settings
- Check remote access and mill network connections – ensure video export and access to break information via WebPlayer™ is available for required personnel to use in daily meetings
- Check all system settings, INI files and address any configuration or operational issues
- Check printer and operator interface settings and improve if required.
- Optimize all system settings for real-time analysis, tracking and grey-scale calculations – check that each region of interest is properly set and that triggers happen when process changes occur
- Check and calibrate all speeds, verify distances and ensure synchronization is within +/- 3 frames
- Work with mill process engineers, operators and other personnel to ensure every break is captured and to find the root cause of the breaks
- Review all breaks in rotating and permanent storage and ensure reporting/analysis tools are delivering maximum results
- Training: supply additional training as required to any new mill personnel and address any questions or concerns from the designated “owner” of the system
- Replacement Spares: Review the remaining spares, condition and make recommendation on replacements
- Software Updates: Install and test the latest TotalVision™ Upgrade Training, any training required to upgrade both the operator and administrator levels.
- Visit summary report, summary check list, action list and closing meeting
- If any remote calls are done, a synopsis of the problem/solution will be emailed to mill personnel



Benefits of these services include:

- Capturing more breaks and defects on the machine.
- Diagnosis of the root cause of more unknown breaks.
- Improvement in the utilization of the system.
- Improvements in machine efficiency.
- Better ownership of the system by operators and process engineers.
- Better reporting and continued results long after the system is installed.
- The preventative maintenance increases equipment's life expectancy.
- Problem areas targeted before they fail.
- Software updated to optimize WebVision® effectiveness.
- WebVision® trained engineers inspecting your system at regular intervals.
- Accurate and thorough ResultsMAX service provided every time.
- Uncompromised level of service and dependability.
- Only genuine WebVision® spares used in repair.
- Enhances the quality and reliability of your WebVision® system.

B: Program Pricing

Recommended ResultsMAX Optimization Program:

- Four (4) annual visits to mill site
- Each visit consisting of three (3) days on site
- Travel & living included
- All software updates included at no extra cost
- Unlimited remote telephone and modem support
- 15% reduction in spares cost

5. Terms & conditions:

1. **Validity:** This offer is only valid for 90 days from receipt of this proposal.
2. **Term:** The program runs for 12 months from the date of purchase and can be renewed annually.
3. **Currency:** All prices quoted in US dollars.
4. **Travel & Lodging:** Is included in the service contract price as agreed to in this proposal
5. **Duty & taxes:** No duty applicable and any local taxes extra, if applicable.
6. **Software updates:** All applicable updates are included with 4 visits/year program.
7. **On-Call 365-day, 24/7 Rapid Service Response:** we include with the program 24/7 On Call Rapid Service Response by making a Papertech Technician available to you 365 days a year, 24 hours a day to handle any emergency WebVision problems. This is made available through our On-Call Service by calling the Papertech toll free number 1-877-787-2737 (direct line +1-604-990-1600).
8. **Telephone support:** Unlimited support included for the duration of the program.
9. **Visit Schedules:** Visits will be scheduled one quarter ahead in time and in 3 day increments. Visits will be quarterly and determined by mill personnel. If no mill designated date has been set prior to the next quarter then the visit will take place at the beginning of the second month of the quarter. Visits will be in 3 day increments unless changed one quarter ahead of time by the mill. Should visits be cancelled by the purchaser between 45 and 30 days of the scheduled date, Papertech will have the right to assess a rescheduling fee of \$250.00. Should visits be cancelled by the purchaser between 30 and 14 days of the scheduled date, Papertech will have the right to assess a rescheduling fee of \$750.00. Should visits be cancelled by the purchaser within 14 days of the scheduled date, Papertech will be deemed to have performed the scheduled visit. At this time the scheduled visit can be rescheduled for a fee of \$1500.00.
10. **Additional Days:** With 30 days advanced notice it may be possible for service days to be added to the service contract site visit at the rate of \$1200.00/day.
11. **Spares:** Any spares that are required during the service contract visit will be quoted for approval and with a valid purchase order, be provided at a 15% discount from their published price.
12. **Consumables:** All consumables required during the ResultsMAX service are the responsibility of the contract holder and may be invoiced with approval.
13. **Payment terms:** 4 quarterly payments per year (25% of total yearly service fee). Payment terms are 75 days from invoice date, 1.5%/month late payment charge.
14. **Cancellation:** This contract may be cancelled within 30 days of signing without penalty unless service has been rendered. After 30 days and up to 6 months this contract may be cancelled, providing no service has been rendered, but will be subjected to a penalty equivalent to 20% of the contracts purchase price. If service has been performed the contract may be cancelled up to six months, after the purchase date, but the value of the service will be deducted from the purchase price

at a rate of \$2000.00/day. After six months from the purchase date the contract is non-refundable.

15. **Confidentiality notice:** This proposal and all referenced documents have been produced for the exclusive use of the Papertech System Customer. No reproduction, alteration or disclosure of the contents, outside of the intended user, to any third party, is allowed without prior written consent from Papertech Inc.
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