

CoparCares Service Program

CoparCares Service Program is a subscription based add-on for Copar Total Corrugator Control systems. The program features discounts for both in-house and remote service, database management tools, production reports, web based real-time monitoring, and sensor diagnostic reports.

The **NEW** CoparCares Program, which combines the previous three-tiered subscription options, provides our customers with even better value by offering the same Elite-level services at a **Reduced Price**.

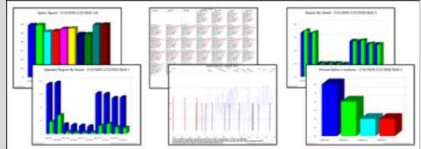


CoparCares Features		
Discounts	<u>Phone Support - Normal Business Hours</u> <u>(7:00am - 5:00pm Mon-Fri Central Time)</u> Copar phone support is always free during normal business hours.	
	<u>Phone Support - Afterhours</u> <u>(5:00pm - 7:00am Mon-Fri, Sat, Sun Central Time)</u> 24/7 afterhours phone support is available to all customers billed in one hour increments. CoparCares subscribers receive 30% off the normal after hours rate.	30% Discount on Afterhours Support 
	<u>In-Plant Labor Discounts</u> CoparCares subscribers receive 20% off any in-plant hourly labor rates for service calls, PM visits, and training during the subscription period. Installations, re-installations, and upgrades are excluded.	 20% Discount on In-plant Labor
Database Services	<u>Database Backup (On-Site Archiving)</u> With this service, system databases are backed-up to 3 physical on-site locations every day: · Primary hard drive · Secondary hard drive · Remote computer's hard drive.	Local Database  On-site Backup On-site Backup On-site Backup
	<u>Database Backup (Off-Site Archiving)</u> Once a week, the databases are uploaded for off-site data archiving. This service offers an additional backup layer to ensure valuable data is secured.	Local Database  Off-site Backup (Copar Servers)
	<u>Database Integrity Checks & Repairs (Daily)</u> This service automatically checks for database corruption and other critical errors. Corruption may occur due to improper shutdowns, power outages, or hardware failures. If problems are detected, Copar Engineers are notified so the databases can be repaired before data loss occurs.	Local Database 



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Production History/System Audits	<u>Production and Usage Reports (Daily)</u> Reports are automatically generated and emailed to plant leadership daily, weekly, and monthly. A variety of information is sent such as lineal produced, splicer reliability, system usage, and machine downtime statistics.	
	<u>System Audit Reports & Consultation with Copar (Quarterly)</u> Each quarter, a Copar representative will audit the plant's system remotely from Copar's headquarters. A comprehensive report will be created, highlighting both areas of strength and areas that need attention. Plant contact(s) will receive the personalized report via email along with the option to discuss via phone or Teams.	
	<u>Instant Notifications (Optional / Per Request)</u> Email or text message alerts can be set up to notify supervisors when a specific event occurs, for example, if systems are taken out of automatic mode. This feature is optional, and is only enabled by request. Additional notification type requests may be considered for development at Copar's discretion.	
Web-based Reporting	<u>Web-Based Reporting (Corporate Network)</u> This service provides real-time machine status and production history from within the corporate network. Data may be viewed in any web browser, so special software is not necessary on the local computer. Users can view real-time machine speeds, paper temperatures, starch gap settings, wrap arm/heating section positions, and more. Previous production data can be viewed directly or can be downloaded as a CSV file for import into Microsoft Excel.	
	<u>Web-Based Reporting (Cellular / Wi-Fi Network)</u> This service provides real-time machine information that may be viewed from anywhere with internet access. Most users will connect with a smartphone, but laptops or tablets may also be used.	
Sensors/Faults	<u>Major PLC Fault Notifications</u> System errors such as PLC faults or machine drive control failures will trigger instant notifications, sent to Copar engineers. In the case of a fault, Copar will attempt to resolve the issue remotely, but plant assistance may also be required.	
	<u>Wi-Fi Device Sensor Monitoring & Troubleshooting Tool</u> Simplify troubleshooting with the un-tethered flexibility of a Wi-Fi tablet or smart phone. Real-time wheel speeds, paper temperatures, and analog sensor values update in real-time to the portable devices. First year subscriptions include a Wireless Access Point Kit and one iPad for no additional cost.	
	<u>Sensor Error Report (Weekly)</u> Once per week, a sensor health report is emailed to designated employees. This report helps maintenance identify sensors that may need attention.	

CoparCares Subscription Sign-Up Form

Yearly subscription rates and program features are subject to change without notice. Features that are included when signing up will be honored for 365 days from the purchase start date noted below.

Company Name: _____

Address: _____

City, State, & Zip Code: _____

Purchase Order #: _____

Subscription Start Date: _____

Approval Name (printed): _____

Signature: _____

Plant contact for phone and email support:

Contact #1 Name & Title: _____

Phone: _____

Email: _____

Contact #2 Name & Title: _____

Phone: _____

Email: _____