

TOMRA CARE



COMPLETE CUSTOMER SATISFACTION

The TOMRA Sorting service organization offers a variety of Preventive Maintenance Agreements (PMAs) tailored to your needs, keeping your sorting equipment performing at optimal levels. Minimize your risk of expensive downtime during the production season and avoid the high cost of emergency service visits.

CUSTOMER SERVICE



TOMRA Care experts provide customer support in case of breakdowns causing production stops or interruption due to a defective machine. Whether by telephone or a remote connection, **quick and reliable access to TOMRA service engineers often helps to avoid serious production losses.** In some cases, an on-site intervention may be required.

Our extensive experience enables us to support your local service crew or, if necessary, to entirely carry out jobs which require deeper understanding and detailed knowledge. You can select the option that best fits your needs.

TOMRA (24/7) phone support

During office hours, we have a technical team stand-by for interventions over the phone. For more extensive support outside the normal office hours (6pm - 8am), we offer a 24/7 service. Please contact your local office for more information.

Connection with direct feedback

Keep your downtime to a minimum and connect through the internet. We can connect to your system remotely in order to diagnose and remedy the problem. One of our service engineers will help you to find a solution to your problem.

TOMRA on-site

Some problems cannot be solved over the phone or remotely. In these cases, we will send a Field Service Engineer to your location. Response time will depend on your location. Contact us for more information about this service.

LEARN & PRACTICE



TOMRA understands that you want to **get the most out of your investment, including the improvement of your know-how of the chosen equipment.** We offer high-level training courses tailored to meet individual needs.

The goal? To ensure customers have the knowledge needed to run their machine and maximize profit. Training programs can be varied and are offered for the main product lines at two different levels:

Basic training

If you have new employees in your organization, it is critical they are trained to safely operate your machines. For them, and all other employees who might benefit, we offer basic trainings to get them started on and learn how to operate your TOMRA machines.

Professional training

Keep your competitive advantage by training your machine operators to a higher level and make your sorting machine as efficient as possible. For this purpose we offer a professional training from an official TOMRA trainer.



PARTS SOLUTIONS



TOMRA machines are among the best and most reliable in the industry. But even then, normal wear and tear require replacement of parts during production.

Reliable supply of spare part packages are key to unproblematic and profitable operation of industrial goods. In urgent cases, we deliver parts to customers as quickly as possible.

But also a reliable supply of spare parts on hand is key to ensure a problem-free and profitable production line. TOMRA only guarantees **top performance of original TOMRA parts**, which are meticulously checked by our engineers prior to operation. TOMRA Care parts package options offer flexible solutions at the best possible price.

Parts on demand

We keep an extensive supply of spare parts in stock, for all TOMRA machines. If your machine breaks down, we are ready to ship the necessary parts as soon as possible to your site.

Parts on-site

All machines require maintenance at some point. This can concern replacing worn out parts or renewing consumables in your machines like tube lights, belts, lasers, etc. Having these parts in your warehouse will dramatically decrease installation time since you don't have to wait for parts to arrive.

Parts repair

For some parts, repairing them means less costs than replacing the parts. You send us your defective parts and we will replace them immediately with refurbished parts.



EXPERT SUPPORT



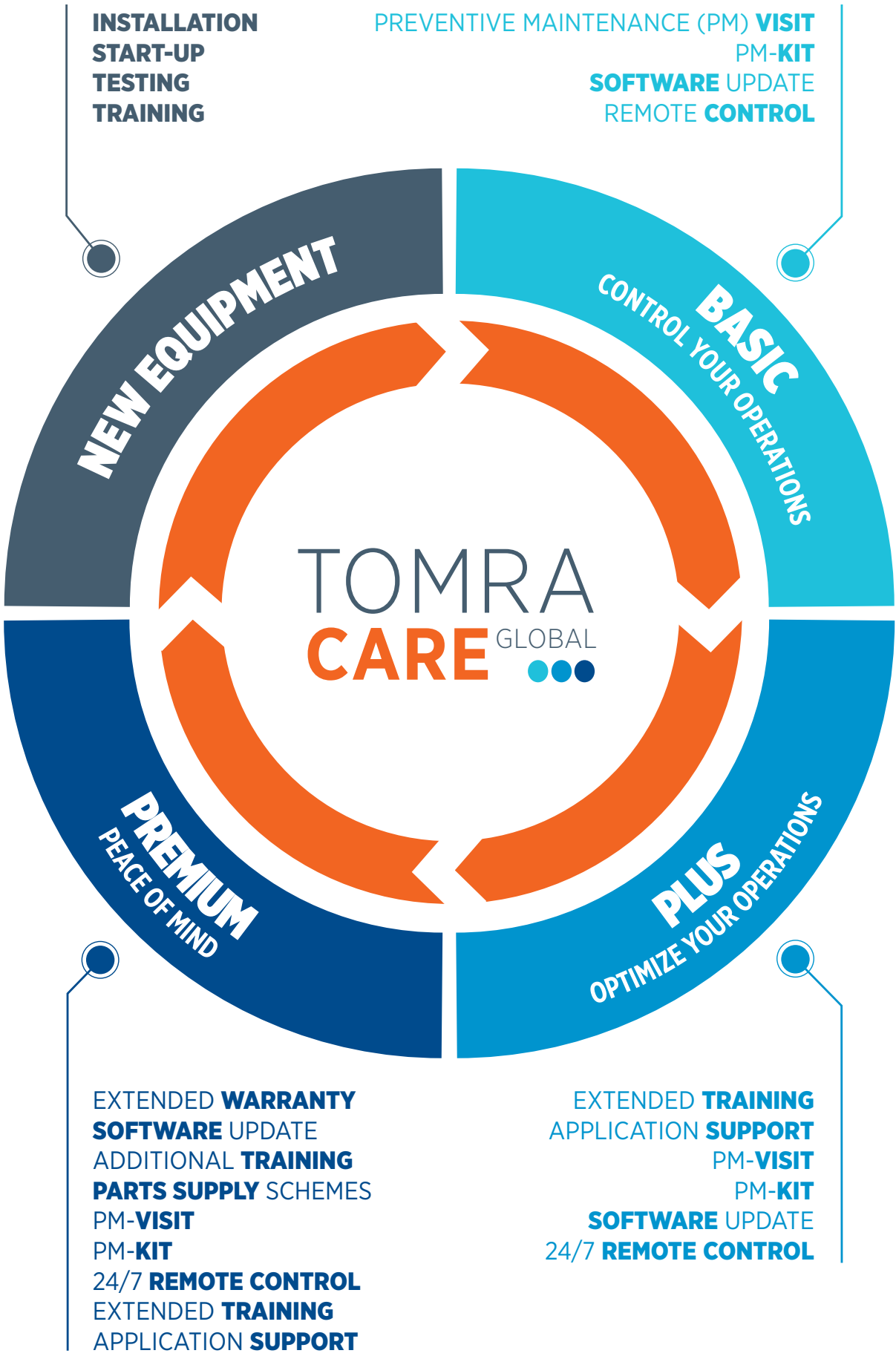
Keeping your TOMRA machine at peak performance level is our highest priority. TOMRA Care offers a system of **preventive visits that aim to keep your machines at the highest performance level at all times.** The work is carried out on-site and implies a high level check-up, maintenance and optimization executed

by a TOMRA machine expert, up to 12 times a year. Whether your preference is to have complete flexibility, or a more structured approach, customers can select from 3 levels (basic - plus - premium) suiting your needs.

















































On demand

With on demand service we bring your machine **back to peak performance.** Please contact your local TOMRA office to schedule a service visit and start optimizing your machines today.





PREVENTIVE MAINTENANCE AGREEMENTS

DELIVERABLES		DESCRIPTION	 BASIC	 PLUS	 PREMIUM	FEATURES AND BENEFITS
LEARN & PRACTICE	<ul style="list-style-type: none"> Improve operator knowledge Training academy with predefined program, staff gap analysis, content & dates. On-site customized training 	Training				Knowledge improvement 15% discount on training sessions
CUSTOMER SERVICE	<ul style="list-style-type: none"> Email and phone support during regular office hours (8am-6pm) 	Tel/Email support office hours				Advice & solutions
	<ul style="list-style-type: none"> Remote connection 	Remote support				Remote support
	<ul style="list-style-type: none"> In case emergency visits are required, TOMRA Care customers have priority 	Emergency on-site (normal hours)				VIC priority (Very Important Customer)
	<ul style="list-style-type: none"> Phone support outside regular office hours 	24/7, 365 telephone support				24/7, 365 tel support
	<ul style="list-style-type: none"> Only sold with a new machine First year = regular warranty 2nd/3rd year = specific 'selected' parts (no wear parts) 	Extended warranty				Optimizing your sorter to a maximum performance
	<ul style="list-style-type: none"> Routine checks during seasonal production 	Seasonal support				Seasonal support
PARTS SOLUTIONS	<ul style="list-style-type: none"> Offer OEM parts with factory warranty Low cost of COO, decrease cost of warranty cases 	Refurb parts*				Cost efficiency RP
	<ul style="list-style-type: none"> Maximizing uptime by replacing parts before they wear out 	PM-kits (comes with discount)				PM-kits to increase uptime & performance
	<ul style="list-style-type: none"> Ability to send out parts (week days till 10pm - weekend & public holidays 8am-4pm) 	Parts shipping support				Parts shipping support 24/7
	<ul style="list-style-type: none"> TOMRA recommendation for parts on stock to maximize uptime 	Parts management				Production uptime
EXPERT SUPPORT	<ul style="list-style-type: none"> Checklists to be filled out by FSE's and provided to customer Goal: create consistency across borders - reference for customer 	Manufacturer checklist				Checklist delivers transparency on performed job
	<ul style="list-style-type: none"> Secure the safe usage and operation of the sorter Part of the checklist validation 	Safety machine check				Safety first
	<ul style="list-style-type: none"> Software X.Y.Z -> update = Y.Z 	Software updates				Sorting performance
	<ul style="list-style-type: none"> Application engineer trained on this application providing support to customers 	Application support				Operation improvement
	<ul style="list-style-type: none"> Optimizing sorting efficiency based on industry standardized tests (pre- and post-PM validation) 	Performance validation				Performance maximization
	<ul style="list-style-type: none"> Feature enhancements, improve performance 	Software upgrades				Software upgrades
	<ul style="list-style-type: none"> Customers with agreement get special service rates for service visits 	Special rates/ follow-up visits				Extra discount

 : optional

* If available

Please contact your local office for available service agreements

CONTACT INFO

For all service related questions, including the order of spare parts, you can contact the service department at:

HEADQUARTERS ASIA

(only to be contacted if your local office cannot be reached)

TOMRA Sorting Solutions - China

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