



LOCAL SERVICE, NATIONWIDE NETWORK

**SUPPORTPRO™**  
A DURAVANT SERVICE





Local Service, Nationwide Network .....

## Bringing Lifetime Value through Comprehensive Service Solutions

SupportPro is a nationwide service organization specializing in supporting customers in the packaging, food processing and material handling industries across the United States. We bring a consultative approach to help you optimize the performance of your equipment throughout its entire service life. Our goal is to deliver service solutions that reduce operational disruptions and costs, optimize safety and quality, and improve the overall equipment effectiveness within your operation.

As your service partner, SupportPro delivers an equipment lifecycle management program shaped to your needs. With a dedicated team of service specialists, we deliver 24/7 support. We are equipped to advance priority access to critical parts, deploy factory-trained equipment experts and master technicians for your on-site needs, and help you execute an asset management plan including installation, start-up, maintenance and modernization.

From our manufacturing facilities and through our field service fleet, certified SupportPro technicians are trained to service equipment from the Duravant family of operating companies: Arpac, Hamer-Fischbein, Mespac, FMH Conveyors and Marlen International. In addition, we have decades of experience troubleshooting and maintaining the most popular OEM brands.

SupportPro is a Duravant Service.

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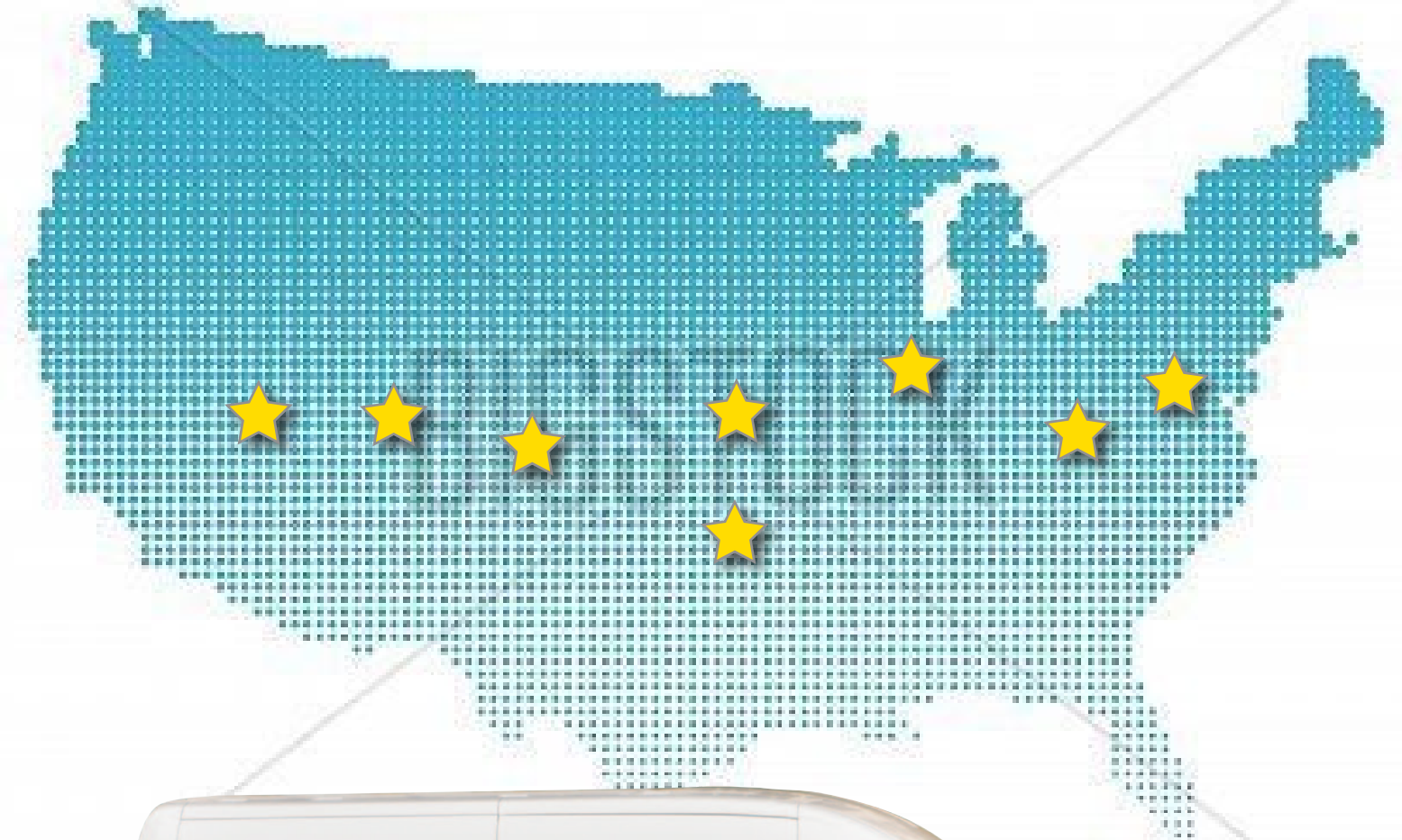


## Nationwide Service Team Always On-Duty

On-site technical support and emergency parts are available to our customers 24/7. In addition to our factory-based technical experts located across our eight US manufacturing facilities, SupportPro has a team of professional and highly-trained regional field technicians with fully-equipped service vehicles located across the country. Backed by teams of design and applications engineers, our network of certified technicians are equipped to perform installation, start-ups, preventive maintenance, emergency service and any on-site equipment services you need. Plus, we utilize GPS-based information and communications systems to ensure fast response times.

Technical assistance is also a phone call away. Our remote support services give customers quick access to equipment experts with no travel and time expenses. The SupportPro call center can assist with diagnosis, troubleshooting and remote software updates.

SupportPro's regional coverage with our field service vehicles allows our technicians to regularly visit customers to ensure their equipment is running smoothly, discuss maintenance and operations best practices, and review spare parts inventory plans. These courtesy visits are just one of the many value-adds SupportPro offers customers.



24/7 EQUIPMENT  
SUPPORT BY  
CERTIFIED  
TECHNICIANS



## Genuine OEM Parts Fulfillment

To ensure the lowest total cost of ownership over the lifecycle of your equipment, SupportPro replacement parts programs reduce operational disruptions and equipment downtime by providing customers with the highest quality parts when they are needed. We maintain a comprehensive inventory



of parts meeting OEM specifications at our factory warehouses, and our SupportPro service vehicles are stocked with critical parts for fast on-site repairs. The majority of our parts orders ship within 24 hours and can be further expedited for emergency needs.

To ensure an efficient end-to-end customer experience, parts fulfillment, invoicing and returns are expertly monitored and managed by SupportPro's customer service team. Our online parts e-store continues to expand for easy and efficient web-based ordering.



## Lifetime Equipment Protection

SupportPro is committed to keeping your equipment operating at optimal performance levels over its entire service life. We offer maintenance services and can develop a protection plan that's designed around your operation's needs.

- Regularly scheduled maintenance
- Production audits and equipment inspections
- Equipment tuning
- Controls and software upgrades
- Remote performance monitoring
- Wear parts replenishment programs
- Equipment optimization and modernization kits
- Personalized training, line coaching and support

COMPREHENSIVE  
SERVICE  
SOLUTIONS



As your business grows and your production needs change, your SupportPro team can help you design a strategy that integrates your current equipment assets with your future operational plans. We follow a consultative approach to understand your operational needs so that we can offer you the right service solutions.

We constantly strive to add more value throughout the lifecycle of your equipment.

## Audits and Optimization Services

SupportPro offers services, parts and support that maximize the life of your equipment and keeps it operating at peak performance and efficiency. We perform machine audits and diagnostics to proactively identify performance optimization opportunities and prevent problems before they may occur. Our audit process focuses on reliability assurance and consists of component safety inspections, performance assessments, maintenance history and documentation, and problem area risk assessments. We then deliver an equipment optimization action plan and work with you to determine the best path to improving productivity, efficiency and overall safety.

## Equipment Modernization

SupportPro services are designed to ensure that your equipment investment will deliver maximum value over its lifetime. As new and advanced technologies emerge, we believe it's critical as your service partner to offer cost-effective solutions that allow for easy integration of advanced controls and components into your existing equipment. Your SupportPro team offers equipment modernization programs that include replacement of obsolete components, bolt-on upgrades, engineered retrofits, technology renewals, machine refurbishments and rebuilds. Our wide range of retrofit kits and upgrades are designed to enhance machine productivity, safety and reliability. These specially designed retrofit kits support new applications, leverage the most current technology, and are designed to achieve or exceed original equipment performance.

## Equipment Training Services

SupportPro offers personalized training at our customers' facilities and at our factory solution centers. Certified technicians conduct hands-on multi-level training that focuses on equipment operations, maintenance, and controls. Based on proven methods of learning, SupportPro training programs are designed to ensure operators and maintenance personnel gain the necessary skills to confidently and safely take responsibility of the equipment. Our training programs often include classroom work, equipment demonstrations, practice of learned skills, and final skills assessments.

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