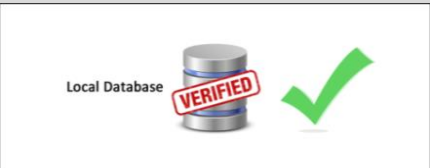# Copar Cares Service Program
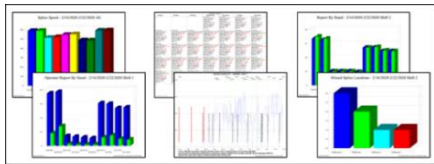
Copar Cares is a comprehensive, subscription based program that compliments Copar corrugator control systems. Copar Cares is offered in three tier levels to accommodate different budgets and needs. Multiple features are offered such as database backups and integrity checks, production history and system usage reports, remote real-time machine status monitoring, and extra sensor diagnostics and reports. Copar Cares helps supervisors and maintenance work more effectively with additional monitoring tools and support services.
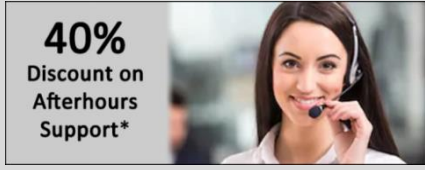
While Copar already has the industry-wide lowest service rates, Plus or Elite subscriptions provide additional value with significant discounts for after hours phone support and on-site labor charges.

Copar Cares Features		Basic CC 1	Plus CC 2	Elite CC 3
Database Services	**Database Backup (On-Site Archiving)** 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. 	✓	✓	✓
	Database Backup (Off-Site Archiving) 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. 	✓	✓	✓
	Database Integrity Checks & Repairs (Daily) This service automatically checks databases for corruption or other critical errors that may have been caused by improper shutdowns, power outages or hardware failures. If any problems are detected, Copar engineers are notified right away so the databases can be repaired before data loss occurs. 		✓	✓

COPAR Corporation

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…continued from previous page	Basic CC1	Plus CC2	Elite CC3
Production History/System Audits			
Production and Usage Reports (Daily) Reports are automatically generated and emailed to plant personnel daily, weekly, and monthly. A variety of information is sent, such as splicer reliability, system usage, lineal produced, and machine downtime statistics.	✓	✓	✓
System Audit Reports & Consultation with Copar Representative (Quarterly) Once per 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. The customized report will be emailed to the designated plant contact(s). The customer will be given the option to discuss the report with the Copar representative by phone or email.	✓	✓	✓
Instant Notifications (Optional / Per Request) Email or text message alerts can be set up to notify supervisors when a specific event occurs. For example, supervisors can be instantly notified if systems are taken out of automatic mode. The notification function is optional, and is enabled by request. Additional notification type requests may be considered for development at Copar's discretion.			✓
Web-based Reporting			
Web-Based Reporting (Corporate Network) This service provides real-time machine status and production history from within a corporate network. Data may be viewed with any web browser, so special client 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.	✓	✓	✓
Web-Based Reporting (Cellular / Wi-Fi Network) This service provides real-time machine status information that can be viewed from anywhere with internet access. Most users will typically connect via their smartphone, but tablets or laptops may also be used.			✓

…continued from previous page		Basic CC1	Plus CC2	Elite CC3
Major PLC Fault Notifications 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.			✔	✔
Wi-Fi Device Sensor Monitoring & Troubleshooting Tool 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. One wireless access point and two tablets are provided with a subscription for no additional cost.				✔
Sensor Error Report (Weekly) Once per week, a sensor health report is emailed to key personnel. This report helps maintenance identify sensors that may need attention.				✔
Phone Support - Normal Business Hours **(7:00am - 5:00pm M-F Central Time)** Copar phone support is always free during normal business hours.		**Free**	**Free**	**Free**
Phone Support - Afterhours **(5:00pm - 7:00am M-F, Sat, Sun Central Time)** 24/7 afterhours phone support is available to all our customers, billed in one hour increments. Copar Cares Plus and Elite subscribers receive 40% off the normal after hours rate.		**$250/hour** **(Normal Rate)**	**$150/hour** **(40% Off)**	**$150/hour** **(40% Off)**
In-Plant Labor Discounts Copar Care Plus and Elite subscribers will receive 20-30% off any in-plant hourly labor rates for service calls, repairs, and training during the subscription period.		N/A	**20% Off Labor Hours**	**30% Off Labor Hours**
Copar Cares Membership Rates				

Sensors/Faults

Discounts

Copar Cares Subscription Authorization

Subscription Tier
(Select One): ☐ ☐ ☐

Company Name & Location: _____

Purchase Order #: _____   Purchase Order/Start Date: _____

Supervisor/maintenance contact information for phone or email support:

Primary Contact #1
Name, Title, Phone, Email: _____

Primary Contact #2
Name, Title, Phone, Email: _____

Approval Name (printed): _____   Signature: _____

Subscription rates and program features are subject to change without notice. Features included when signing up are honored for 365 days from the purchase order date.