

PAPRIMA'S AFTERMARKET SERVICES & SOLUTIONS



We have solutions to maintain your equipment and to keep it up and running!

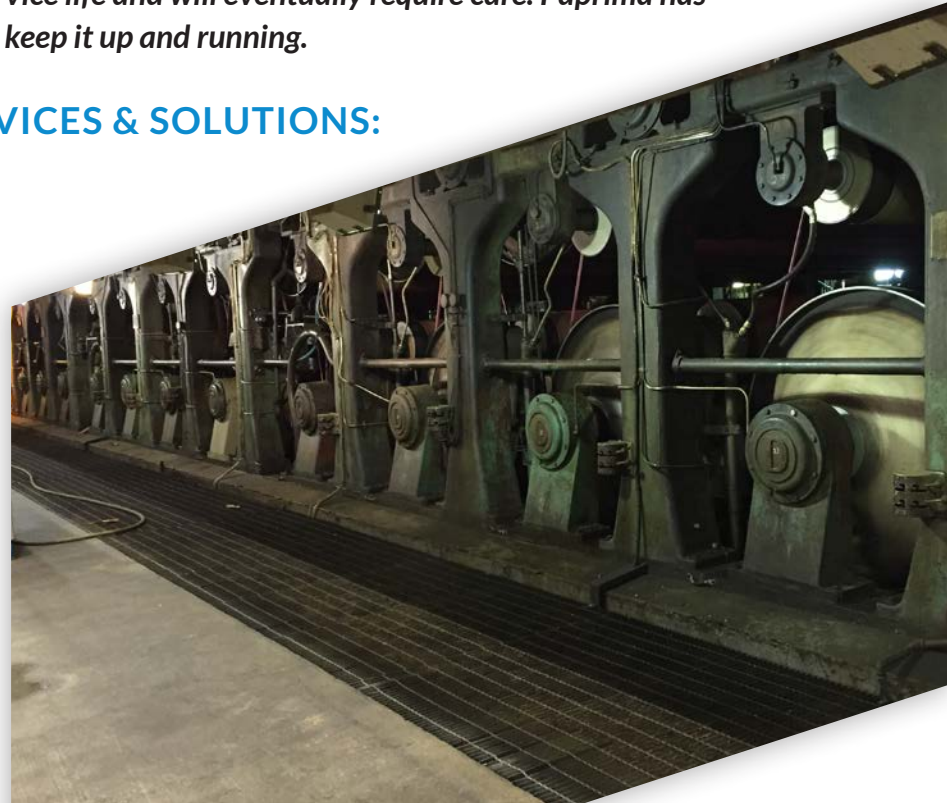
In today's industrial reality, asset reliability is at the forefront of operations and maintenance teams alike. Overlooking or neglecting any piece of equipment that has a direct impact on machine uptime and efficiency can result in unexpected downtime and have financial repercussions.



Paprima's product offering is just one of these types of equipment, nestled in the heart of your production and often forgotten. A trouble-free, low-maintenance and highly reliable piece of equipment is highly sought after, which is exactly what Paprima has been offering its customers over the last 35 years. Nonetheless, all mechanical things have a service life and will eventually require care. Paprima has solutions to maintain your equipment and to keep it up and running.

PAPRIMA'S AFTERMARKET SERVICES & SOLUTIONS:

- Rebuild Programs
- Exchange Programs
- Upgrades/Retrofits & Application Engineering
- Onsite Services & Preventive/Predictive Maintenance Contracts
- Onsite & Remote Training
- Remote Monitoring & Diagnostic Services
- Optimization Visit
- Technical Support
- Spare Parts



REBUILDING SOLUTIONS

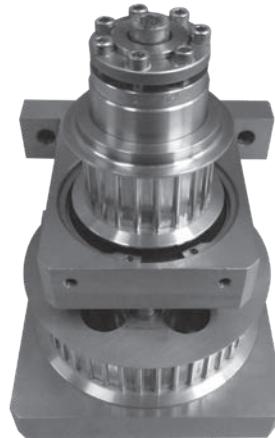
Over the last 35 years, we have constantly strived to increase the performance and reliability of our equipment. Through R&D, our current equipment models have the latest components. Older equipment models can be upgraded and/or retrofitted to increase the performance and/or reliability of your equipment.

Certain components of Paprima systems can be rebuilt at our facility or onsite for a fraction of the cost of a new component. Such components include intensifiers, powerdrives, slitter & edge trimmer valves and other high-pressure valves.



High-Pressure & Medium-Pressure Intensifiers:

The intensifier is at the core of our Jet-X™ pumps and they are critical to the proper delivery of HP water to the cutting nozzles.



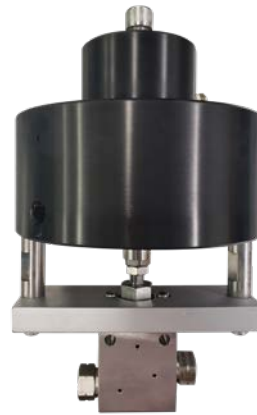
Reel-Jet™ PowerDrives

The powerdrives are located at each end of the Reel-Jet™ beam and are tasked with transmitting the rotational motion and torque of the servomotor into linear motion of the cutting arms carriages.



Slitter & Trimmer Valves

Slitter valves are located along the Trim-Jet™ beam and are tasked with slitting the tissue. Trimmer valves are located at the trimmer stations and are tasked with cutting the paper edges.



Other High-Pressure Valves, which can be rebuilt at our facility.



JET-X™ REBUILD PROGRAM FOR 750/1380/2250 INTENSIFIERS

The Jet-X™ Rebuild Program is intended for customers who want to retain their own intensifiers but chose not to opt for the Jet-X™ Xchange program. This service is performed at our Montréal facility by our certified technicians, according to the service plan that best suits your needs. Three service plan levels are available: Bronze, Silver & Gold.

BRONZE

SILVER

GOLD

JET-X™ XCHANGE PROGRAM

Certain components of Paprima systems can be rebuilt at our facility, for a fraction of the cost of a new component. This service is intended for customers who do not have a spare unit to be rebuilt and/or wish to always have a spare unit in inventory. Instead, they will receive another rebuilt unit, which was not their original unit.



SERVICE VISITS

During each service visit, our technician will work closely with your personnel to explain the maintenance steps required for your equipment. Each service visit is followed up by a standard service report, which includes a summary of the visit, a conditional equipment assessment and detailed pictures. The report will include:

- Safety concerns and/or issues
- List of components replaced
- Corrective actions completed during the service visit
- Additional measures to be undertaken in the upcoming weeks/months (if applicable)
- Miscellaneous comments related to the visit

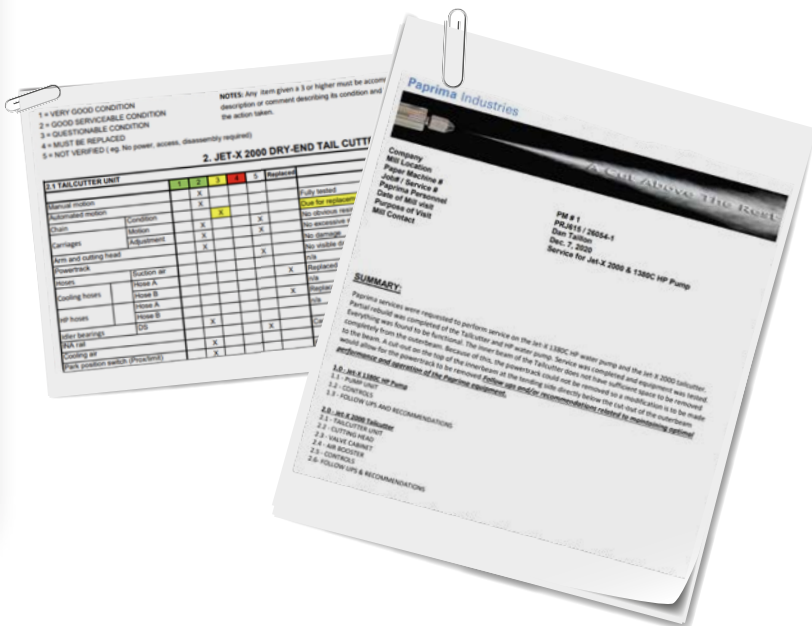
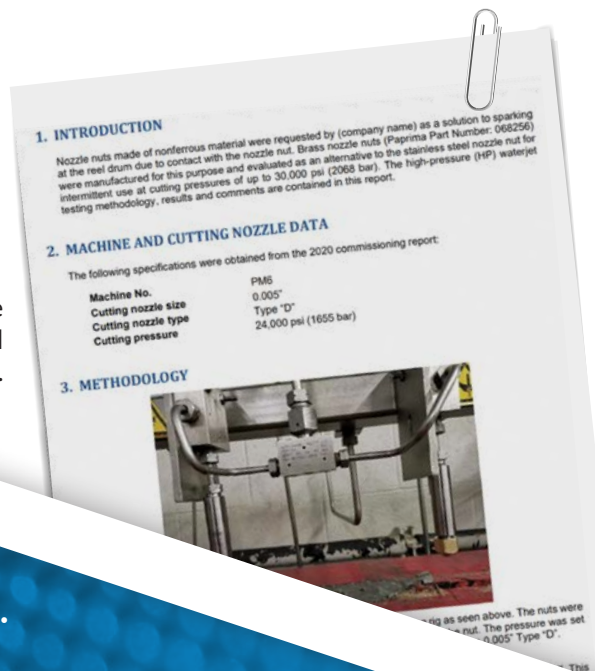


Figure 1: Brief sample of a basic Paprima service report, showing cover page and conditional assessment.



Figure 2: Sample of an advanced engineering report.



Our technician will work closely with your personnel to explain the maintenance steps required for your equipment.

ANNUAL PREVENTIVE/ PREDICTIVE MAINTENANCE CONTRACTS

Paprima has always engineered its solutions to improve machine yield, reduce waste and increase overall efficiency. Our **Annual Maintenance Contract (AMC)** is no different: carefully crafted by our engineers and technicians to prevent, reduce, and virtually eliminate unplanned downtime.

Annual Maintenance Contract

For AMC holders, we offer additional benefits pertaining to equipment testing and reports such as:

- Onsite checklist generation allowing real-time discussion with your personnel
- Monitoring operating parameters via a trending report
- Finetuning operating parameters, paper grades and equipment speeds
- Advanced troubleshooting of operating issues
- Automatic replenishment of spare parts and supply of any required consumables at an additional cost
- Extended Warranty
- Handling of all logistics as per your preferred Incoterms



ONSITE & REMOTE TRAINING

Maintenance training is extremely important in any industry especially the pulp and paper industry. Training is available onsite or at Paprima's facility. Paprima also offers to conduct one (1) in-class 2-hour session during every onsite service visit. Our technician will review all the essential material with your personnel to ensure the highest-level performance of your equipment. The following will be reviewed:

- Operating & maintenance procedures
- Alarms & troubleshooting
- Process and optimization requirements
- Hands-on training for your HP Pump, Intensifiers, Reel-Jet, etc.

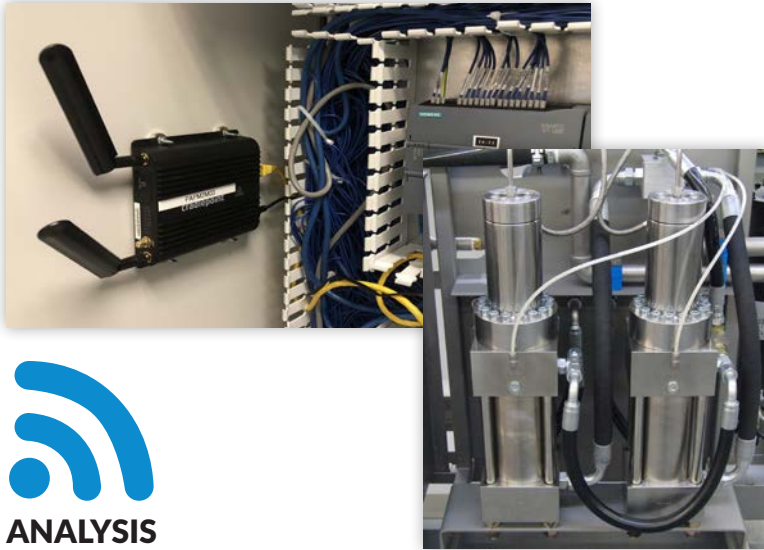
We also offer remote training as a means of interactive learning without the travel. Our technician will conduct the class via webcam and will review all the steps mentioned above. There are many equipment simulations that can be conducted such as the rebuilding of an intensifier. The goal is to ensure that your personnel have an experience that is no different than if our technician was present at the mill.



REMOTE DIAGNOSTIC & MONITORING SERVICES

Reducing downtime is an essential part of lowering costs and keeping productivity up. Remote diagnostic monitoring can collect data about any piece of equipment and transmit the data through your network, Wifi or LTE. It will allow us to detect any malfunctions and/or patterns and to service the unit prior to a failure.

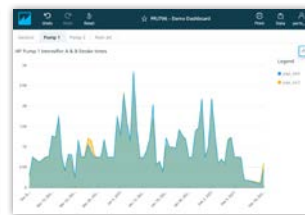
Our team of technicians and engineers will provide you with a diagnostic report, which you can receive on a weekly, monthly, or yearly basis. The report highlights any performance and/or reliability issues. Below is a summary of how the remote diagnostic monitoring service functions for a Jet-X™ 1380C pump:



FULL REPORT & RECOMMENDATIONS

Three service plans are available to suit your needs:
Basic, Advanced & Premium.

Additional customized channels and inputs are available, as well as Business Intelligence dashboards; highlighting instances of core losses, return on investment and other metrics.



SERVICE PLAN **BASIC**

SERVICE PLAN **ADVANCED**

SERVICE PLAN **PREMIUM**



SPARE PARTS

Costs associated with carrying spare parts in inventory are generally accepted to be in the 20-30% range for most companies. Quick turn-around and reduced downtime are some of the well-known advantages of having critical replacement parts on-hand. Faced with tighter margins and cost reductions, companies are constantly seeking strategies to increase profitability. To serve this need, Paprima offers to hold a dedicated inventory for your equipment at our facility.



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WORLD LEADER IN STATE-OF-THE-ART HIGH PRESSURE WATER JET TECHNOLOGY FOR THE PULP AND PAPER INDUSTRY.



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