

A DURAVANT COMPANY

Efficiency Through Innovation



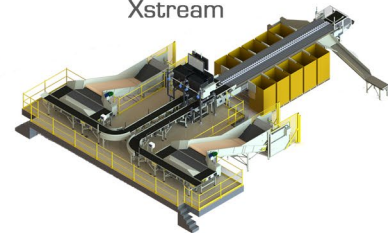
Omega SP

Vsort

Maxim

PTI

Xstream



Preventative Maintenance



24/7 Help Desk



Onsite Services



Spare Parts



Training



3rd Party Equipment

Automated Letter & Parcel Sorting Systems

Services

The Leading Automated Parcel Sorting Solution Around The Globe



Exceptional Services & Support Employees

At NPI we understand our customers are the reason we exist. We strive to not only meet our customer's expectations, but to exceed them. Our representatives have the experience and training required to properly install and maintain your sorting systems for peak performance. We truly have a passion for supporting our customers. Our top priority is to ensure that you see a return on your investment through NPI's innovative services and systems. We understand that reliable support keeps your systems running, saves you money, and allows you to serve your customers better.

24/7 Help Desk

Our hotline is monitored 24/7, you can talk to a live expert to help answer your questions. NPI customers can gain access to our Helpdesk technicians with or without a support contract in place. We continue to make it easier for our customers to reach the support they need to keep their assets working to their full potential.

If network security protocols allow, our technicians can remote into the system and assist in diagnosing customer concerns. Connect via the web to create tickets, live chat with support, or view ticket history.

<https://customersupport.npisorters.com>



Contract Services

With a retainer fee, NPI technicians in your area are on-call 24/7. In most cases our technician can be there within 3-4 hours to service equipment and return it to working condition. Exceptional services and support is available for NPI and third party sortation equipment.

1-877-674-7678

Non-Contract Services

All NPI Services can be provided without a contract and requested via your account manager or our 24/7 Helpdesk.

Our Field Engineer services are not included in our contract services and can be quoted at rates annually. Pricing has travel included.

Usually needed for more complex issues:

- Software
- PLC
- Camera and Dimensioners
- Scales
- Labelers

Preventative Maintenance

Preventative Maintenance is a program used to optimize performance and extend the life of equipment. NPI schedules preventative maintenance for equipment to identify and resolve issues before they become failures.

Our Preventative Maintenance Programs can be catered to work collaboratively with the customer's existing maintenance programs. We can tailor a preventative maintenance program to your specific needs. From on-site support to weekly, biweekly, monthly or other maintenance schedules as needed.

- | | |
|---------------------|--------------------------------|
| • Cost Savings | • Reduced Downtime |
| • Energy Efficiency | • Improved Performance |
| • Improved Quality | • Increased Equipment Lifespan |



Our Tools

To provide our customers with the best service possible, NPI uses leading industry software and diagnostic tools. These are used to provide feedback to our customers, engineers, and production teams as to how our products and services are performing in real time.

With our CRM and Help Desk, our support team and account managers stay connected through the resolution process. Trends are routinely analyzed for product improvements. Support requests can be escalated efficiently through our entire organization, to guarantee customer satisfaction.

Our service contract customers will have their assets entered into our Centralized Maintenance Management System (CMMS). Maintenance routines will be created, and detailed reports provided with every service call. On-call service requests can also be made with a scan of a QR code.

Order Parts Online

NPI parts department normal business hours are Mon-Fri 8 a.m. - 5 p.m CST. All regular orders received after hours will process and ship the following business day. We accept emergency orders and will fulfill same day if received after hours wherever possible.

email: support@npisorters.com or call to our support hotline 1-877-674-7678.

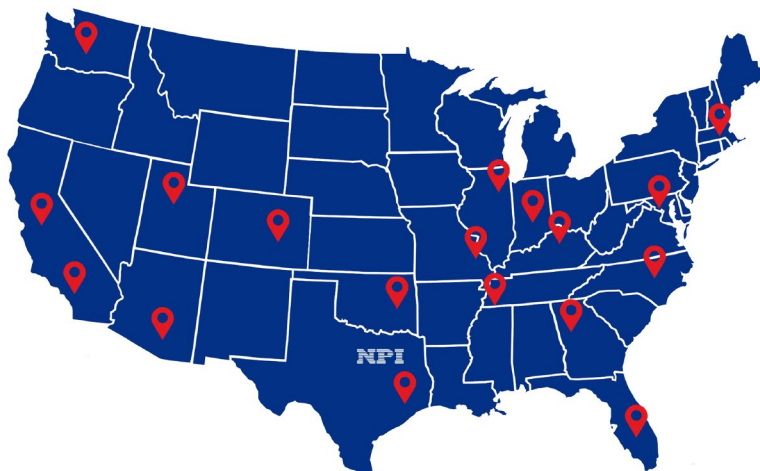
Training Services

Technical Training

NPI recommends that at least one qualified technician complete maintenance training prior to sorter installation in your facility. Maintenance training can be conducted on-site after sorter installation. Technical training has shown to maximize machine uptime and minimize repair needs.

Operational Training

Companies that invest in training their operators typically have higher throughput rates, less downtime, and a greater success in meeting customer's SLA.



Boston, MA
Washington, DC
Raleigh, NC
Atlanta, GA
Orlando, FL
Memphis, TN
Indianapolis, IN
Cincinnati, OH
Chicago, IL
DFW, TX
Houston, TX
Denver, CO
Salt Lake City, UT
Seattle, WA

San Francisco, CA
Los Angeles, CA
Tulsa, OK
Phoenix, AZ
St Louis, MO