

At your service. Wherever you are.

The ProRate PLUS line of feeders is designed to be

Simple. Robust. Reliable.

ProRate PLUS feeders are designed to be easy to set up and commission. Their robust design means they are reliable and require less maintenance.

Nonetheless, regular preventive maintenance maximizes operational availability of machines/plants and can ensure early detection of possible breakdown risks, leading to reduced breakdown times and lower breakdown costs. Therefore we offer Start-Up and Service Packages for customers who prefer more support.

START-UP PACKAGES

We offer two Start-up Packages to choose from, which are available at the time of purchase of the feeders.

The 'Remote' package includes start-up support via telephone or video call.

The 'On-site' package includes travel, labor and expenses for a technical to perform start-up at your location.

Both Start-up Packages include:

- Recommended spare parts list with defined kits
- 5% discount on spare parts and starter kits
- Warranty starts as of start-up date (instead of shipping date)

SERVICE PACKAGES

We offer three Service Packages, tailored to different needs, allowing you to choose the level of safety net you would like to keep your process running smoothly.

Service packages can be purchased together with the equipment or afterwards. Pricing is subscription-based and billed annually. The packages apply per customer site for unlimited feeders.

GLOBAL SERVICE NETWORK

>> No matter which country, there is a Coperion K-Tron service location close by, offering quick reaction times. Our trained experts are available to support you with a variety of service offerings, from phone support to spare parts to field service.

THE RIGHT PACKAGE FOR YOU

>> A variety of Service Packages are available for ProRate PLUS feeders to ensure you can get exactly the level of service needed. Whether you are looking for fast reaction time, lifetime extension or full support, we have the right Service Package for you.

REMOTE SUPPORT

>> In the digital age not everything requires a technician on site. We offer quick and easy remote services for ProRate PLUS. From an online portal to 24-hour phone support and even remote start-up assistance, we can help you keep your system running, wherever you are.

Contact your local Sales Representative for more information or write us at prorate.plus@coperion.com

Package 1 "**Fast Reaction Time**" - for customers that are looking for quick support options.

Package 2 "**Lifetime Extension**" - for customers that are looking to extend the lifetime of their equipment.

Package 3 "**All In**" - for customers that prefer full support to maximize the operation of their process.

SERVICES	BASIC SERVICE*	SERVICE PACKAGES		
		1	2	3
TECHNICAL PHONE SUPPORT	4 hours per feeder	Unlimited/ 24/7	Unlimited/ business hours	Unlimited/ 24/7
SERVICE REACTION TIME (CALL-OUT TIME)	standard	72 hours **	standard	72 hours **
PARTS SHIPPING TIME	standard	priority	standard	priority
REMOTE SERVICES (LIMITED TIME)	...	✓	...	✓
ONE ANNUAL 1-DAY ON-SITE VISIT & SOFTWARE UPGRADES	...	...	✓	✓
SPARE PARTS AND OTHER SERVICE RATES	standard	5% discount	5% discount	5% discount

* included free of charge with each feeder

** dependent on availability