



CUSTOMER SUPPORT SERVICES

INTERNATIONAL THERMAL SYSTEMS

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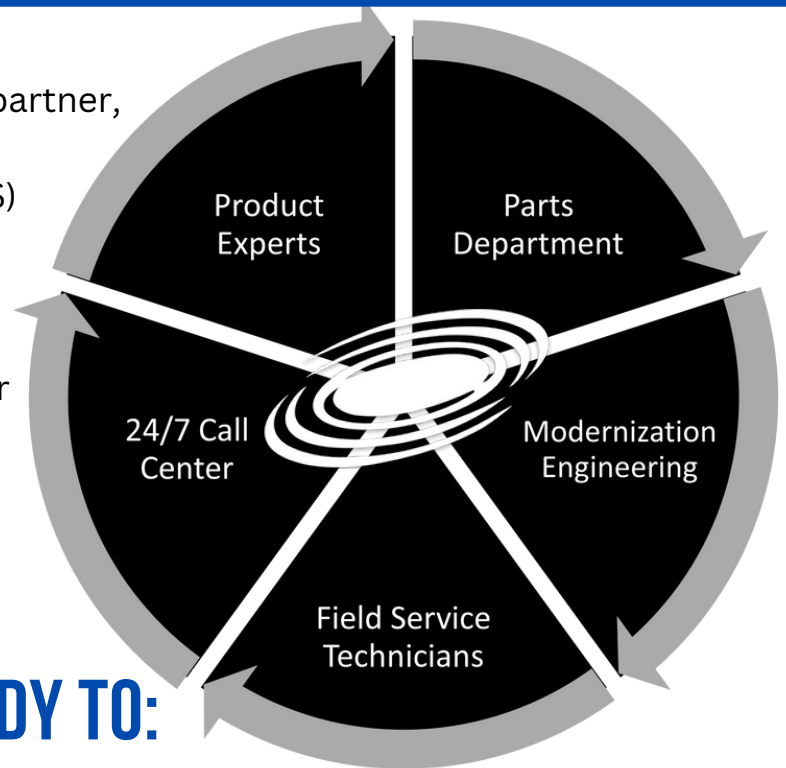
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OVERVIEW OF YOUR CSS TEAM

As your equipment provider and business partner, International Thermal Systems maintains a dedicated Customer Support Services (CSS) Team to maximize the return on your investment throughout its lifecycle. This group provides value-added aftermarket products, services, and support to both our clients and clients of our competitors. The talents and passion of the CSS team are at your disposal to augment your in-house operators and technicians.



THE CSS TEAM STANDS READY TO:

- **Ensure factory-quality startup and commissioning to begin your operational journey on the right foot.**
- **Extend the life and performance of your equipment with engineered modernizations that will leverage new technologies, practices, and components.**
- **Minimize equipment downtime with our on-demand 24x7 Support Center, in-house parts distribution, and maintenance services – both preventative and emergency.**
- **Provide a safe and compliant working environment through engineering audits, safety enhancements, and ongoing owner education.**

Once your new equipment is installed, commissioned, and certified, sustaining its maximum performance is essential to maintaining your product quality and profitability. As your equipment ages in place, our engineers continually strive to develop packaged upgrades that allow you to adopt the same throughput, functionality and safety available with contemporary systems.

Our many years of experience coupled with our tenacious drive to explore new possibilities guarantee the ongoing value of your unique investment. This booklet explains the many capabilities of the CSS team, standing by to support you.

EQUIPMENT INSTALLATION

For customers embarking on the deployment of new ITS equipment, there are two paths to field implementation: If you and your team possess the time, tools, and skills to install your new ITS equipment, you can perform these duties in-house. If not, ITS offers a comprehensive service to install, and commission your new equipment to precise factory specifications in a two-phase process: installation and commissioning.

Our ITS team of mechanical and electrical installation technicians brings experience from both our Milwaukee manufacturing facility as well as from hundreds of previous successful installations completed worldwide. The ITS installation team has full access to all OEM design documentation of the equipment as well as the factory-approved sequence of assembly. This ensures that the equipment is installed as efficiently as possible. Most importantly, the ITS installation team makes sure the equipment is installed in a safe manner for all employees involved, both present and future.

INSTALLATION ACTIVITIES:

- **Phasing of delivery to ensure equipment arrives and is marshalled in the order in which it will be installed.**
- **Verification of customer-supplied site readiness including utilities, laydown area, etc.**
- **Unloading of equipment, reconciliation with the manifest, and transportation to the final operation site.**
- **Final mechanical assembly and certification to ITS factory drawings.**
- **Electrical interconnection from the ITS control panel to on-equipment devices.**
- **Maintenance platform installation.**



COMMISSIONING SERVICES

Once the equipment is ready to be energized on your floor, our technicians work closely with ITS Quality Control to integrate your new ITS equipment to both upstream and downstream equipment, and set the parameters that were documented during pre-shipment testing.

COMMISSIONING ACTIVITIES:

- **Inspection check lists completed for the control panel, electrical devices, mechanical components, gas train and process heater.**
- **Confirm operation of all safety functions.**
- **Test the operational integrity of the system to include purge times, trial for ignition, pilot gas operation, low fire operation, high fire operation, warm up time, recovery time, and nominal stability.**
- **Confirm the equipment reaches operating temperature and holds temperature, per the specifications.**
- **Confirm equipment re-starts when hot as well as when cold.**
- **Confirm operation of all safety functions including auto shut-down.**
- **Test system, per the Engineering Test Specification.**
- **Complete all appropriate documentation.**

Then, ITS field service technicians will train your operators, maintenance personnel, and Process Engineers in everything from day-to-day operation to remedial and preventative maintenance. Finally, we will provide and explain all equipment documentation. This education will help you quickly diagnose future anomalies and optimize performance parameters.

Customers who include the full recommended Spare Parts Kit in their equipment purchase, and take advantage of the ITS factory trained technicians for both installation and commissioning, qualify for the ITS extended (2-YEAR) warranty at no additional cost!

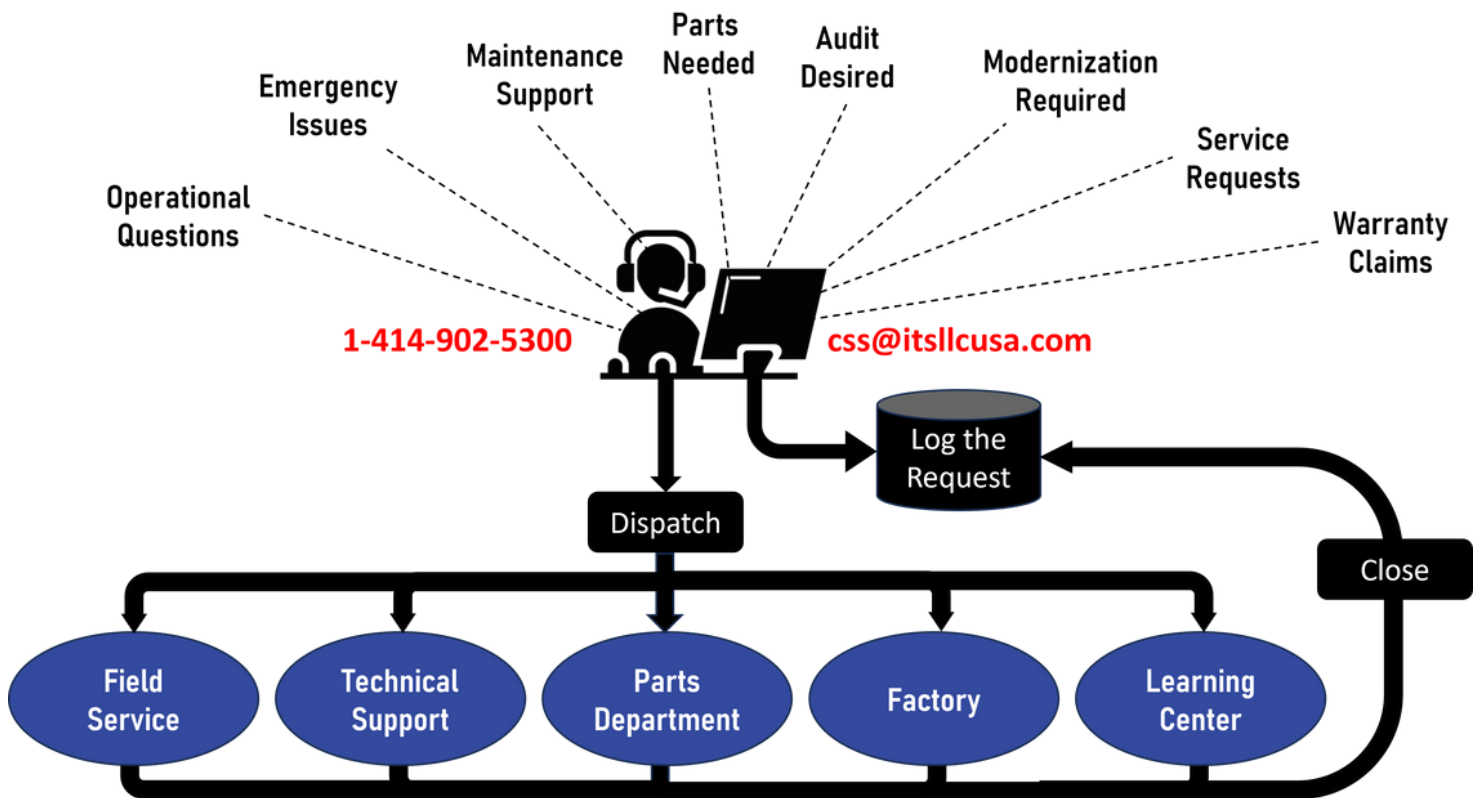


24-HOUR CUSTOMER SUPPORT CENTER

The ITS installation and commissioning teams will make sure that your operations and maintenance employees are fully trained regarding the use and care of your ITS-provided equipment. However, there will occasionally be those instances that require additional support from your OEM partner, ITS.

For those moments, we provide on-demand support 24x7 for questions, advice, parts, emergencies, and more. Depending on the severity of the issue, we can be reached via phone or email.

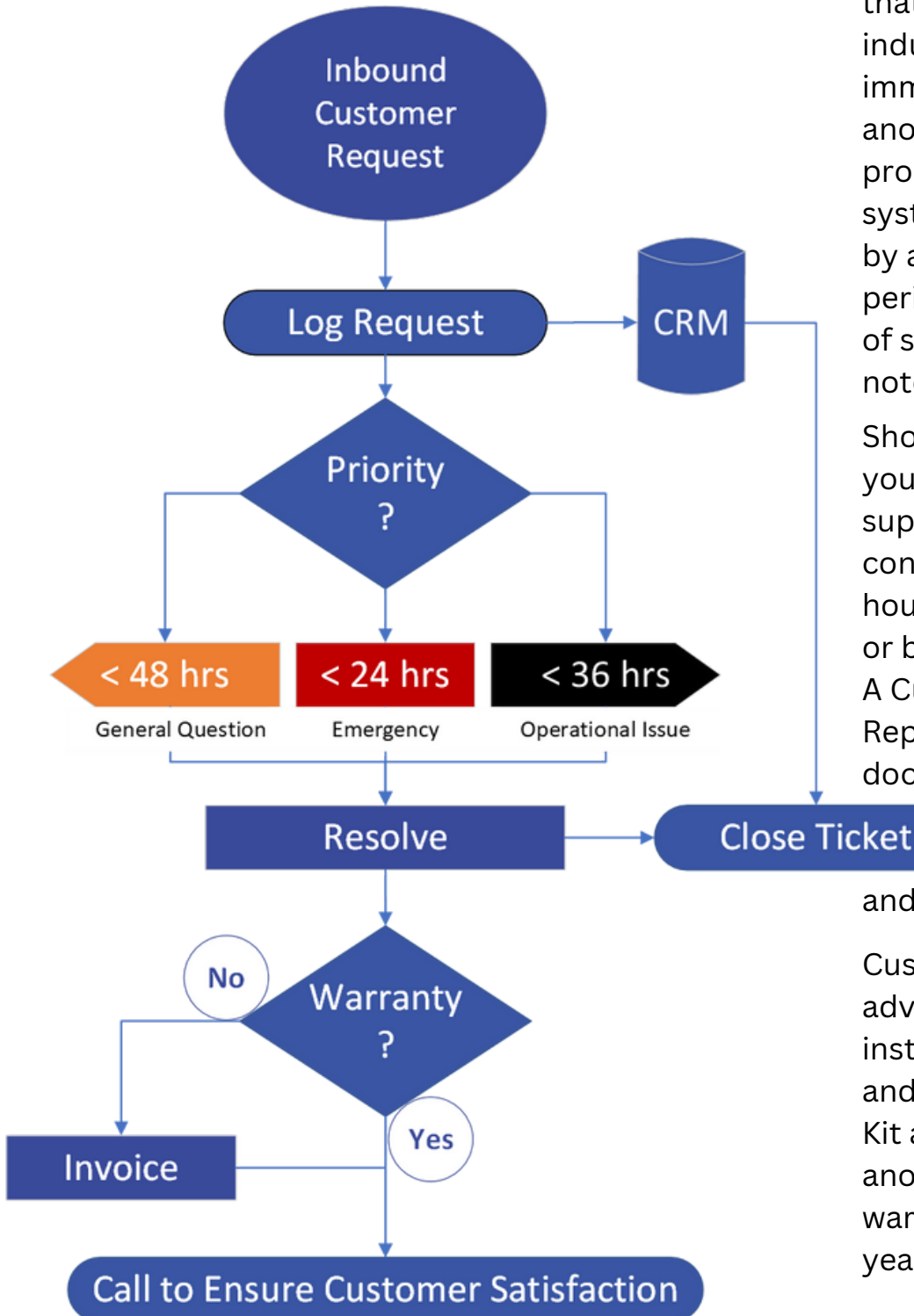
CUSTOMER SUPPORT CENTER PROCESS:



Though you may have already established a great working relationship with our employees, we strongly encourage you to utilize this center in times of need. It is critical to the resolution of your call that we log every inquiry into our Customer Relationship Management System so we can track, escalate, and follow up in a timely fashion!

WARRANTY MANAGEMENT

WARRANTY MANAGEMENT PROCESS:



The products and systems that ITS provides are of the industry's finest, but not immune to occasional anomalies once pressed into production. Thus, each new system delivered is covered by a limited warranty for a period of 1 year from the date of shipment unless otherwise noted.

Should an issue arise with your new equipment, the CSS support team should be contacted through our 24-hour Support Center via email or by calling the support line. A Customer Service Representative will then document, prioritize, and initiate a solution to keep you and your equipment running.

Customers who did not take advantage of the CSS installation, commissioning, and Recommended Spare Parts Kit are eligible to purchase another 12 months of extended warranty at the end of the first year of equipment ownership.

SPARE AND REPLACEMENT PARTS

One of the simplest ways to positively affect equipment uptime is by maintaining an appropriate in-house spare parts inventory. When one of your components reaches the end of life or suffers from unplanned failure, having the replacement part on-hand is your lowest cost solution to remain in operation. ITS helps define optimal inventory levels based on our database of historical consumption by model and your risk tolerance, and will replenish that inventory, as needed.

The ITS CSS Parts Department offers several services to help you maximize your uptime:

INITIAL SPARE PARTS KITS – Every ITS system is offered with a full complement of spare parts developed to maximize your uptime, delivered with your equipment.

REPLACEMENT PARTS – When you draw a component from your inventory for repairs or service, a call to our support hotline will quickly replenish your stock.

CENTRALIZED REMOTE STORAGE - If you have multiple locations, ITS can stock your inventory of your non-critical parts in either our Milwaukee or Shanghai warehouse for quick dispatch and delivery on demand.

EMERGENCY PART EXPEDITING – In the event of insufficient on-site spare parts, our team will work with our factory and suppliers to expedite shipment, when possible, to return you to full operation.



MAINTENANCE

The ITS Customer Support Services organization manages a team of factory-trained mechanical and electrical technicians to perform planned and unplanned maintenance and repair. The ITS CSS technician team works with you to develop a maintenance plan unique to your equipment and organization. This team is available to augment your in-house service personnel making sure your equipment is operating to factory standards of performance, safety, and functionality. In addition, this team is trained to identify areas of dangerous obsolescence or changes in regulatory compliance. Some of the service options we offer include:

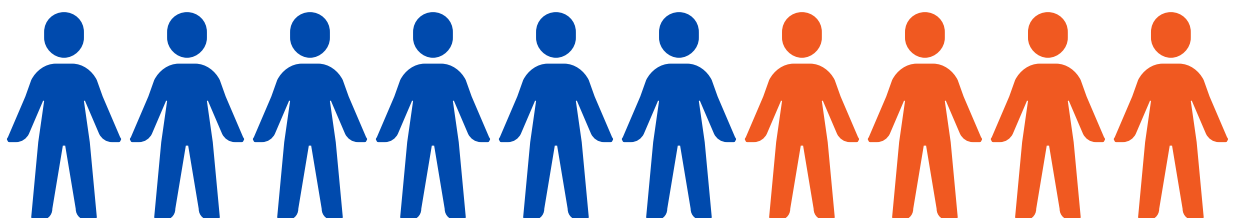


ON-CALL EMERGENCY SERVICE

Should an issue arise where your team requires on-site assistance, ITS can dispatch the personnel necessary to quickly return your investment to full operation. Such unplanned breakdowns can have far reaching impact to your production, and the ITS field team will both remediate the issue and determine root cause to prevent repeat occurrences.

SCHEDULED PERIODIC MAINTENANCE

To enjoy optimum performance and calibration, ITS equipment owners often subscribe to an ITS periodic maintenance program. Typically conducted quarterly, this program both relieves the in-house staff of such sporadic scheduling and also serves to update and validate your onsite maintenance team. The resulting detailed report includes observations, recommendations, and a record of all adjustments and/or component replacements made.



SERVICES

EQUIPMENT LIFECYCLE AUDITS

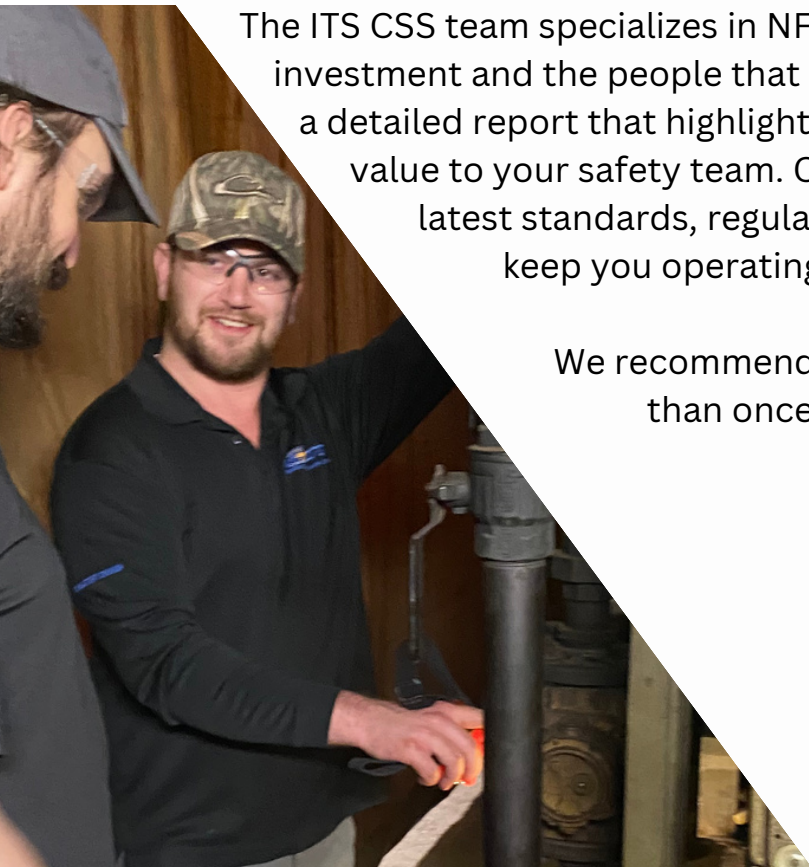
On a periodic basis, our senior technicians will perform a detailed technical audit of your equipment. We will analyze the performance and parameters of your ITS equipment in view of your overall manufacturing process. Each audit will include a detailed audit report where operating parameters are recorded and compared to original design settings as well as previous data collected on your site. This will allow us to quantify the effects of the aging process. The scope of an audit typically includes:

- **Observations regarding condition, calibration, and wear**
- **Opportunities for justifiable modernizations, repairs, or upgrades**
- **Recommendations to overcome looming component obsolescence**
- **A practical review of your spare parts inventory**
- **Suggestions to enhance maintenance or operational practices**

NFPA INSPECTIONS

The ITS CSS team specializes in NFPA inspections to confirm the safety of your investment and the people that operate and service it. This offering includes a detailed report that highlights areas requiring attention - typically of great value to your safety team. Our field technicians remain up to date with the latest standards, regulatory codes, and technology advancements to keep you operating at peak compliance and safety.

We recommend conducting a NFPA inspection no less than once every 5 years.



EQUIPMENT MODERNIZATIONS,

While installed legacy systems provide service and financial return to their owners, technology continues to advance at an exhilarating rate. The ITS-CSS Department designs and develops both custom and packaged upgrade alternatives to help you extend the working life of your equipment and take advantage of emerging technologies that were not available when it was originally designed. These engineered upgrades are available to all ITS, OSI, IHEI, and Continental Equipment customers as well as the clients of our competitors. Here are several of the motives for modernizing aging equipment:

OBSOLESCENCE

Overcome the risk of operating components that are no longer supported, available, or serviceable by the OEM such as third-party controls or burners. It is important to acknowledge and react to near-term end-of-life components in time to engineer an upgrade.

FUNCTIONALITY

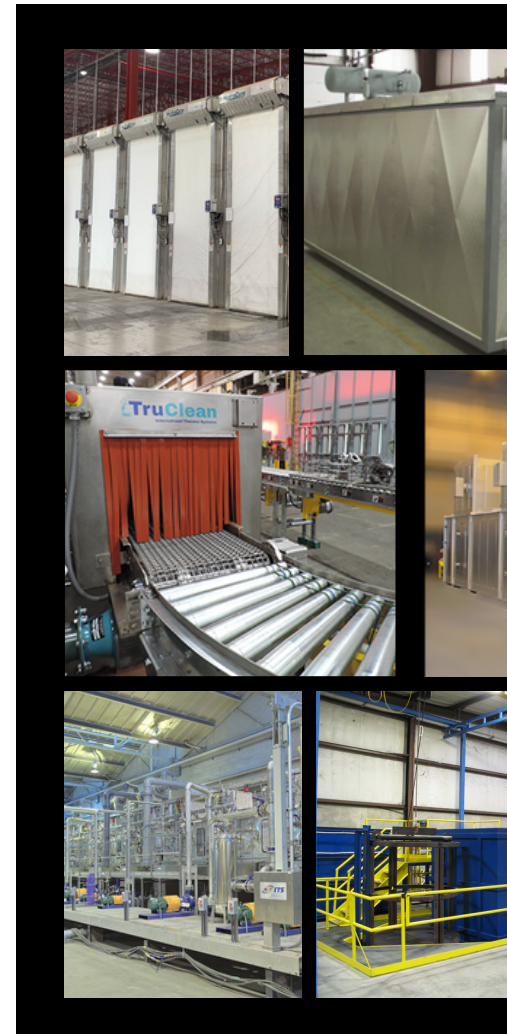
Enjoy the functional benefits of newer technologies such as variable frequency drives, PLC's, or energy consumption monitoring.

PERFORMANCE

Improve throughput, efficiency, or overall cycle time with upgrades to your heating or air handling components, drive systems or control logic.

SAFETY

Enhance employee and equipment safety by applying recent developments such as upgraded gas trains or interior operator trap pull cords.



RETROFITS, AND UPGRADES

MISSION

Accommodate changes to your application that emerged after the initial installation whether it be a modification in your product, demand for new production rates, increased product change overs, or material flow. When your business changes, your process equipment must change with it.

LONGEVITY

Extend asset life through rebuilds and upgrades to avoid or delay costly replacements. A phased modernization can be far less invasive than a full replacement and carries a strong ROI.

COMPLIANCE

Stay current with changes to industry regulations such as NFPA or variations of ASME.

RELOCATION

When your floorplan changes, ITS can assist with moving and recommissioning existing equipment. We perform a pre-move audit, conduct the physical disassembly, transport, and finally reinstall and execute a full commissioning at the new location or facility.

HOW TO GET STARTED

Our modernization team will start by conducting a detailed system audit, develop an engineered proposal for suggested upgrades and then meet with you to explain the elements, benefits, cost, and justification for each recommendation. Customers have recognized ROI from high-value upgrades in as little as a single business quarter.



OPERATION & MAINTENANCE EDUCATION

The ITS CSS team offers an extensive menu of training and retraining options for your operators and maintenance technicians who are new to the role or would benefit from an update of their skills.

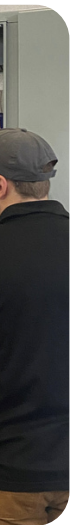
These structured classes are conducted by one of our CSS technicians. While performing onsite training, the instructor not only addresses the equipment on the facility floor, but also references the historical data regarding logged Support Center calls, spare parts consumption, and service performed on your equipment. This analysis allows us to benchmark your system against similar installations.

Example classes available include:

- **Preventative Maintenance**
- **Troubleshooting**
- **Parameter Management**
- **Operator Training**
- **Recipe Creation**
- **Reduced Energy Operation**
- **Production Rate Improvement**
- **Safety**

Our instructor will share the most current industry standards for operation, care, compliance and safety so you can maintain continued return on your capital equipment. Classes can be conducted on your facility floor, in a classroom, or at one of the ITS manufacturing locations.



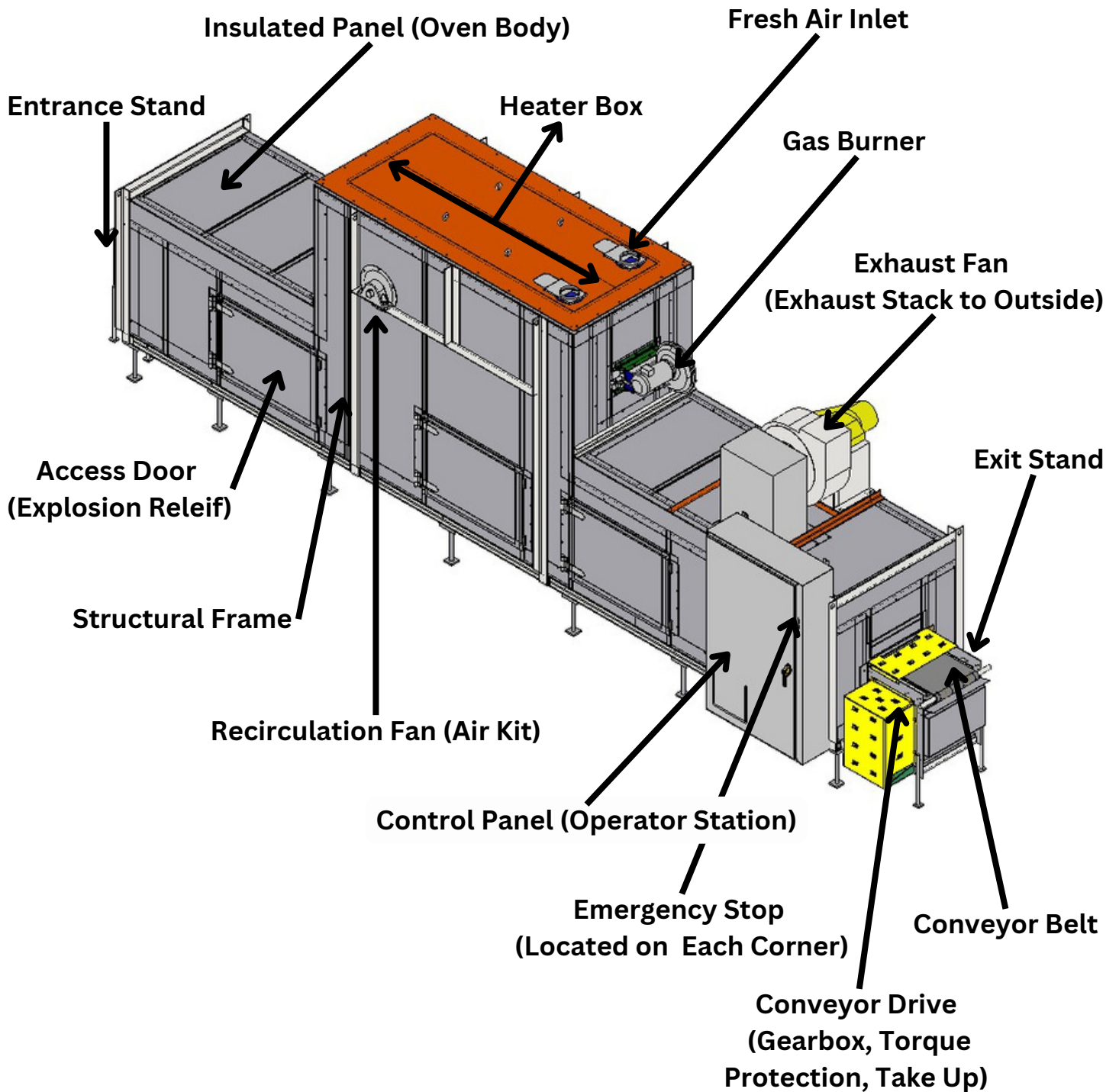


APPENDIX

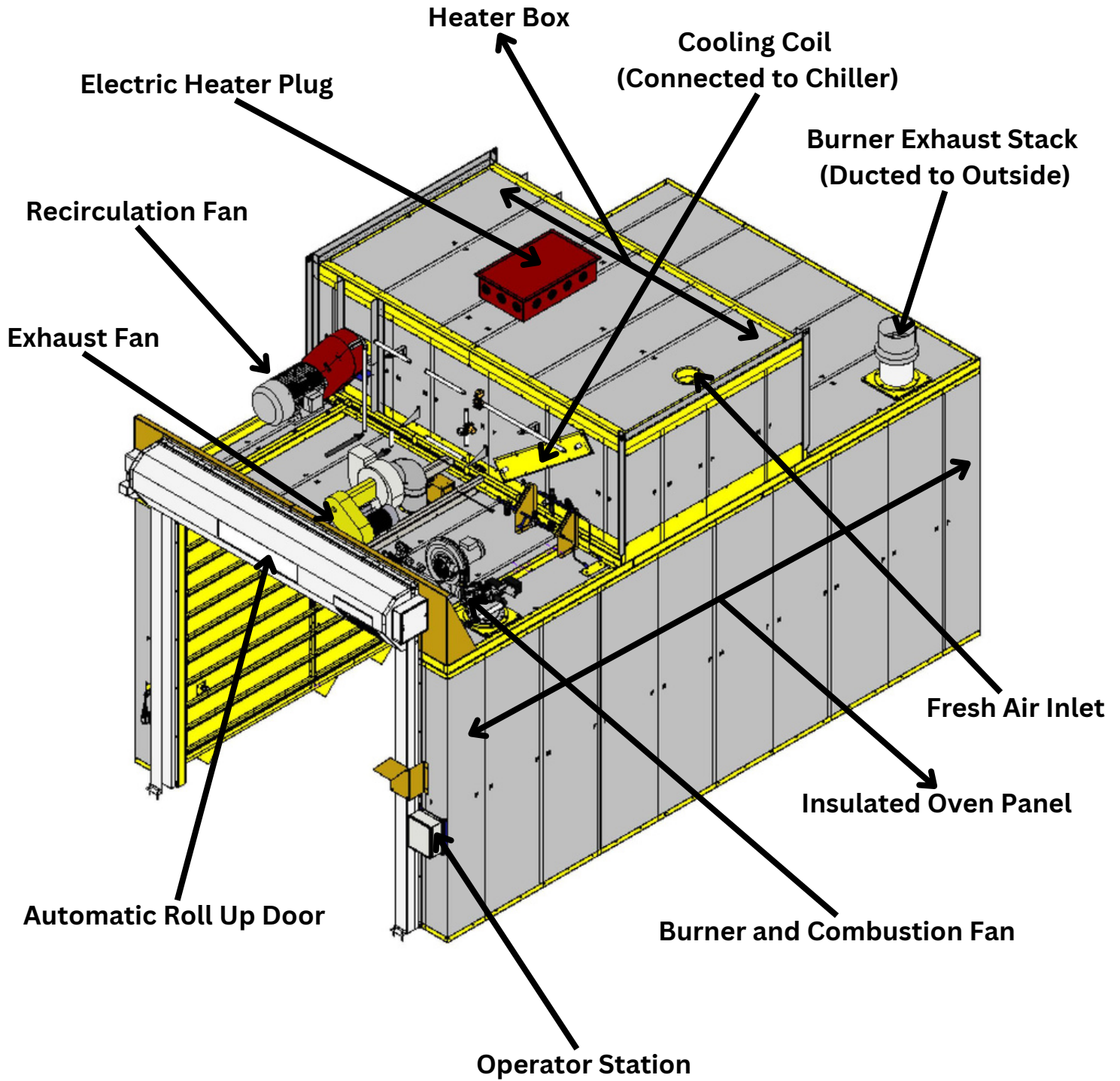
EQUIPMENT MAPS



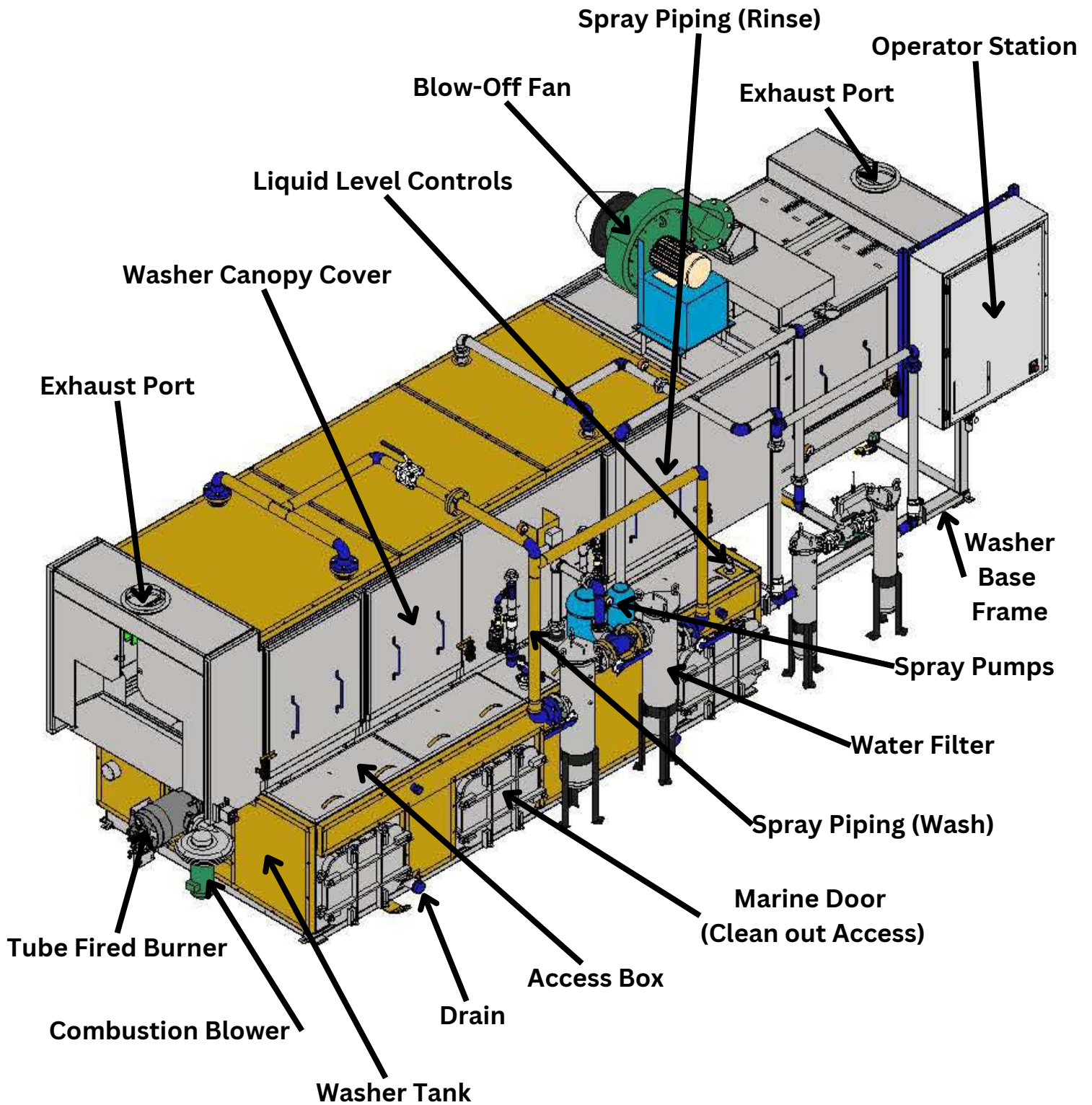
CONVEYOR OVEN MAP



BATCH OVEN MAP



WASHER MAP



FURNACE MAP

