Our worldwide after-sales support program provides real-time support to the client and its operators. It allows the client to access Purifics' years of experience. A key element is supplied via remote monitoring which requires the client to maintain the internet connection to Purifics' supplied equipment. The after sales support program recognizes that operators experience, confidence and availability will vary with time. Consequently, the program is designed to give the customer full flexibility and options to customize the program format and duration to meet their needs.

As part of this program, it is important to note that Purifics is not the operator of the equipment at the client's site and will not operate the equipment. Instead, Purifics provides technical and application support when requested by the client.

On-Line Monitoring

- On-line system monitoring process variables and equipment status: daily, weekly, or monthly
- Real-time data analysis with your operators to address questions or concerns during system operation or maintenance procedures as well as training updates
- Monthly operation review reports
- Remote Mobile Camera: Enabling real-time remote inspection of the issue.

Program Modifications

- Real time remote software modification
- Varying levels of security to limit access and control
- Automated computer log & feedback to site personnel
- Automated compliance monitoring and report generation
- Automated updates and downloads of bulletin or manual updates

Process Support

- Training
- Equipment Inspection
- Installation and Start-Up
- Troubleshooting

Spares

Spares for basic components are available from inventory.

340 Sovereign Road, London, Ontario, N6M 1A8   519-473-5788 | info@purifics.com | www.purifics.com

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Rev: 05-08-2025

Implementation

Purchase order with defined scope, agreed upon by the customer and Purifics.

On-site Support

As part of our After Sales Support, services are offered either on a call-out basis or through a structured service contract, tailored to meet the specific needs and preferences of each client.

To ensure the highest level of service, we offer the following support options:

1. On-Site Field Support
   Purifics team can attend your site to provide hands-on assistance, system checks, maintenance, or troubleshooting.

2. Field Support via Company Representatives
   For quick resolutions and localized assistance, our regional sales representatives can provide on-site support. They are well-positioned to assess issues promptly and handle all steps as needed.

Support Levels and Rate Structure

Below are the available WWS service levels and their associated rates.

LEVEL	2025 Rate Per Day**
Exec / PM Engineer*	$1,990.12
Engineer*	$1,632.15
Senior Technologist*	$1,425.85
Technologist	$1,158.88
Travel & Lodging	Cost + 20%
Mileage	$0.75/KM
Meals	$80.00 Per Diem

* Two days minimum for any and all field assistance visits

** Rates are prorated based on an 8hr workday

Point of Contact

For primary contact, please email info@purifics.com. Alternatively, you can communicate via the operator log on the SCADA system or by calling the office directly at 519-473-5788.

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