

World Wide Support (WWS) is an after sales support program. The purpose of WWS is to provide real time support to the client and its operators. Implementing WWS 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 WWS program recognizes that clients' 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 WWS and the duration to meet their needs.

The WWS support program is provided at our standard rates.

## On-Line Monitoring

- On-line system monitoring of 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

## 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.





## Terms

Purifics is not the operator of the equipment at the client's location and will not operate the equipment. Purifics will provide technical and application support when clearly directed.

## Implementation

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

## After Sales Support Fee Structure

The following are the various options of WWS that can be selected, and their corresponding rates.

2021 Fee Structure\*:

<b>Exec / PM Engineer</b>	<u>\$1,640 per diem</u>
<b>Engineer</b>	<u>\$1,345 per diem</u>
<b>Technologist</b>	<u>\$855 per diem</u>
<b>Administrative Support</b>	<u>\$570 per diem</u>
<b>Travel &amp; Lodging</b>	<u>Cost + 20%</u>

\*Two day minimum for on-site field assistance visits or 1 hour for remote support.

## Point of Contact

The primary method of contact is via [techsupport@purifics.com](mailto:techsupport@purifics.com). The operator log (located on the SCADA) can also be used to facilitate communication, or by calling the office directly at 519-473-5788.

