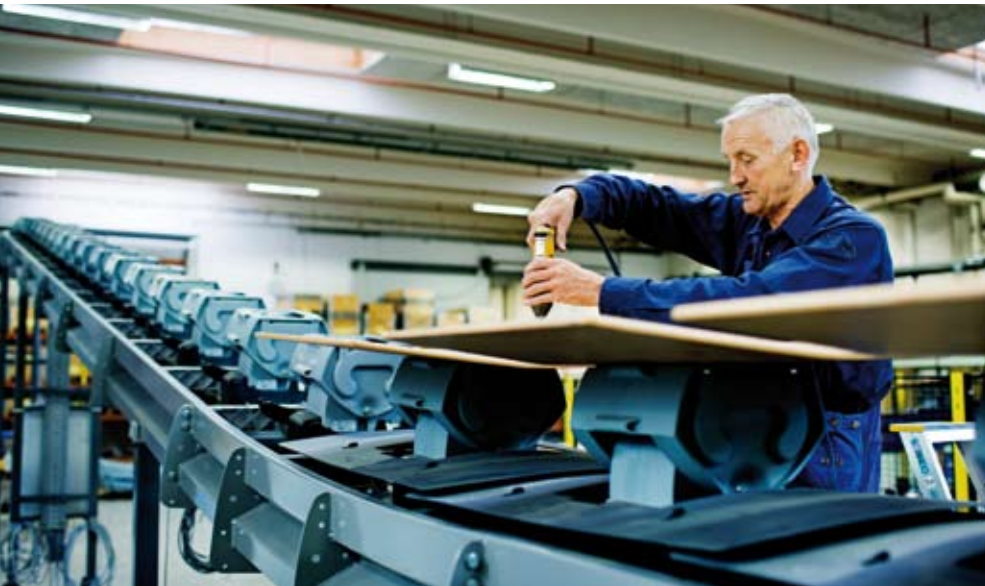


Residential Service



Residential Service means that the total maintenance responsibility and/or operation of your sorting system rest with Crisplant. Under the management of a Crisplant Maintenance Manager, engineers and technicians are employed and trained to carry out all tasks regarding maintenance and/or operation of your system. By giving Crisplant full 24/7/365 responsibility for your material handling system it allows you to concentrate on your core business.

Crisplant Residential Service concept covers:

- Operation
- Preventive maintenance
- Corrective maintenance
- Contingency plans
- Spare parts management
- Facility management

Operation

With all attention pointed at our customers' material handling system and operational flow, Crisplant will operate, monitor and control the entire material handling system. The control system will be manned by our highly qualified staff, during all operating hours. Our control and monitoring staff are continuously in contact with the technicians on duty, which ensures a very short reaction time in case of errors.

- Engineers and technicians are responsible for decisions to initiate downgrade modes of operation or back up and recovery routines in response to system failures or exceptional operating conditions
- Technicians will attend to all stoppages and jams as a result of call outs
- Operators will provide work around while any part of the system is being worked on i.e. manual encoding of tags and bar code labels if scanner malfunctions

FEATURES >>

- Extensive experience in operation and maintenance, world wide
- Continuous improvements (Six Sigma)
- Conceptual work methods, sharing knowledge and experience
- Comprehensive training and competence development plans
- Extensive reporting programme

BENEFITS >>

- Responsibility and accountability for your system
- High availability
- Best practice processes from many years of experience
- Advisory service
- Expert knowledge on-site



Preventive maintenance

In order to secure a stable operation for our customers, all tasks regarding preventive maintenance are planned and performed by Crisplant. Preventive maintenance includes all of the regular service activities on all of the material handling equipment. The preventive maintenance is planned according to the needs and constraints of the individual customer operation to ensure that there is little or no impact on operational delivery.

Specific activities include:

- Cleaning (of supplied equipment)
- Lubrication
- Service inspections
- Calibrations
- Adjustments
- Replacement of worn parts
- Safety checks
- Certification

Corrective maintenance

During operation hours, our staff is at all time ready to perform any necessary corrective maintenance. Corrective maintenance means rectification of mechanical, electrical and system-related equipment failure. This provides our customers with a high uptime, and a very low downtime, resulting in a high availability.

Errors can be caused in a number of ways:

- Equipment failure
- Load irregularity
- Barcodes - these may be duplicated, illegible, hidden, incorrectly positioned or overlaid
- Operator error
- Power failures

Contingency plans

As a contingency, we believe that fall back plans, system recovery exercises and troubleshooting exercises are essential for the customer's successful operation.

Depending on our customers' operation, we continuously rehearse fall back plans, system recovery and various troubleshooting in order to secure maximum performance. Various fault scenarios will be described, and action plans made for each individual scenario. In case the scenario happens in real operation, all our staff knows exactly what to do, where to be, and who is doing what.

Spare part management

Spare parts will be managed by our on-site maintenance team. The spare parts stock is constantly subject to review for possible variation of the number of individual spare parts, in the light of the experience from the operation of the material handling system.



The Crisplant concept

- Added Value

Operational Optimisation

With the philosophy - keep your system young - Crisplant works according to the Six Sigma principle. All our Maintenance Managers are trained and certified in Six Sigma.

Through continuous improvements, repetitions of errors on our customers systems are minimised.

Thorough analysis of KPI's and other parameters are performed on a regular basis, in relation to equipment, software, communication, staff and training, to ensure continuous improvements.

Operational optimisation includes reports of overall performance, solutions to modifications that could improve our customers' system performance and evaluation of own staff performance and optimisation solutions.

Reviews

To give our customers all the benefits from experiences learned at other Crisplant sites world wide, all our Maintenance Managers are part of a knowledge share programme. This means we share and re-use experiences, so best practice procedures are in place at all times.

When design reviews are done, we use our highly experienced Maintenance Managers to participate in accessibility studies, maintainability studies, choice of material/consumables and spare part optimisation.

Staff

We continuously develop the competencies of the staff working on your system and take complete accountability for your system uptime, performance and operational efficiency.



For each engineer a knowledge web is produced to get an overview of his high and low skill areas. A training plan is made to secure that the engineer receives training in the areas where his level of skill is not high enough. Training will be conducted accordingly, either on-site, or at the Crisplant facilities in Aarhus whichever gives the better training. Training will be updated regularly to keep technicians at peak performance.

All our engineers world wide follows this programme, so replacement of any Staff anywhere is done smoothly, with a low or non-existing learning curve. There will at all times be a person with the right competencies to take over immediately.

Some of the most successful Airports and Logistic systems operators in the world, benefit from Crisplant Residential Service. Today Crisplant have over 400 people working on residential service contracts world wide.

With our Residential Service concept, we believe in a lifelong partnership with our customers, where the systems are maintained and operated to maximum performance, from cradle to grave.

We believe our staff must >>

- **Be dedicated**
- **Be representatives of the customer**
- **Have clear career paths**
- **Be highly qualified**
- **Be multi-skilled**
- **Be experts within their field**



Contacts

Ask your local Crisplant office for more information. Check www.crisplant.com for your nearest Crisplant Support office.

Crisplant GmbH, Germany
Tel +49 (0) 6074 89390

Crisplant BV, The Netherlands
Tel +31 (0) 318 648 790

Crisplant Eurl, France
Tel +33 4782 65872

Crisplant Spain S.L., Spain
Tel +34 933 443 243

Crisplant Ltd., UK
+44 (0) 1530 26 7091

Crisplant Pty. Ltd., South Africa
Tel +27 11 390 3940

Crisplant Service (Asia Pacific)
Singapore
Tel +65 96 62 35 85

Crisplant Singapore Pte. Ltd., Singapore
Tel +65 62 94 13 34

Crisplant (Shanghai) Co. Ltd., China
Tel +86 21 6252 2211

Crisplant Asia Pacific Ltd., Hong Kong
Tel +852 2543 0138

Crisplant a/s

P.O. Pedersens Vej 10
 DK-8200 Aarhus N
 Denmark
 Phone: +45 87 41 41 41
 Mail: service@crisplant.com
 Web: www.crisplant.com