

Production Support Package

Hoting's mission is to use our SinterCell™ Systems Technology to enable packaging manufacturers to profitably, mass-produce environmentally friendly packaging sourced from reusable fiber resource.

To fulfill our mission, SinterCell™ enabled packaging manufacturers will need to operate their production solutions with minimum disruptions and scheduled downtimes.

Hoting's financial incentives are aligned with the SinterCell™ production volumes actually achieved by our customers. To this end, we have coupled Hoting's industry leading warranty program with a comprehensive SinterCell™ Production Support Package to ensure our customers achieve and maintain superior productivity performance.

In addition to the SinterCell™ Production Service package, each customer will receive an invitation to join the Hoting's SinterCell™ Online Community. The SinterCell™ Online Community will provide access to SinterCell™ related information, manuals, training material, videos, technology developments and news and chat and forum functionality with other customers and Hoting experts.

The SinterCell™ Online Community is scheduled to launch in Q2 2023

Packaging In Harmony With Nature

Service Descriptions

SinterCell™ Production Training Services

New Production Solution Commissioning	<ul style="list-style-type: none"> Two-day training program for up to five people (per SC200 machine) following the site acceptance test. Training to be conducted at Hoting's Center of Excellence in Hoting, Sweden¹ or at the customer's premises.
Onboarding New Hires	<ul style="list-style-type: none"> Two-day training event for two people (per SC200 machine per calendar year). Training to be conducted at Hoting's Center of Excellence in Hoting, Sweden or at the customer's premises.
Custom Training Sessions	<ul style="list-style-type: none"> Upon request, Hoting will develop and deliver training sessions tailored to specific customer needs. Training session can be delivered online, at the customer's premises, or in the center of excellence in Hoting, Sweden²

SinterCell™ Production Optimization Services

Online Production Process Monitoring and Reporting³	<ul style="list-style-type: none"> Hoting monitors and analyzes production data remotely. Provides monthly report with any process optimization recommendations and performance enhancement observations
Monthly On-site Consultations⁴	<ul style="list-style-type: none"> Schedule a Hoting Production Expert to conduct end-to-end production process review on-site
Remote Consultation Services	<ul style="list-style-type: none"> 40 remote (voice and video) consultation hours with a Hoting production Expert per year that can be allocated to production, service and maintenance, product formulation and design services.

¹ Hoting covers travel and accommodations costs for training delivered in Hoting Center of Excellence

² The cost of one custom training session for up to five people per customer per year included in the production support fee. Hoting covers travel and accommodation costs for training delivered in Hoting Center of Excellence.

³ One report per month for the first six months, thereafter one report per six months.

⁴ One visit by Hoting production expert per month for first six months, thereafter one visit per six months

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Service Descriptions

SinterCell™ Service & Maintenance

24/7 Help Desk	<ul style="list-style-type: none"> • First-line online (voice and video) customer support available 24/7, 365 days of the year.
Online Equipment Monitoring and Alert Notifications	<ul style="list-style-type: none"> • Hoting monitors and analyzes equipment status. • High Priority Service Alerts notifications are immediately reported and Hoting and customer together agree on the best corrective action. • Non-Critical Alerts or data patterns are relayed to a certified Hoting technician and then acted on during the next scheduled on-site visit.
On-site Service and Maintenance	<ul style="list-style-type: none"> • One visit every six months by a Hoting certified service technician⁵. <ul style="list-style-type: none"> ◦ Service technician conducts a thorough walk-through of the entire production solution. ◦ Service to be conducted during planned maintenance shutdowns

SinterCell™ Intelligent Control System

System Upgrades and Maintenance	<p>Hoting will provide routine access to all future upgrades of the intelligent control system as long as the technical license is in place.</p>
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⁵ One visit by Hoting certified service technician per month for first six months, thereafter one visit per six months.

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Service Descriptions

SinterCell™ Product Services

Product Design	<ul style="list-style-type: none"> • Hoting provides product design services to any customer purchasing a toolset. • Two design iterations and one 3D-printed prototype included per toolset purchased. • Customer has access to online catalogue of non-proprietary product designs and product designs owned by Hoting. • Additional/extended product design services charged by the hour.
Sample Product Production	<ul style="list-style-type: none"> • Hoting will produce 50 product samples for any customer purchasing a toolset. • Any customer purchasing a toolset has access to inventory of product samples of non-proprietary produce designs (max 50 pcs.). • Additional/extended production of product samples will be charged on a case-by-case basis.



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