

CLIENT SOLUTIONS

Lifetime equipment support





Welcome to the PT family

PT is all about people, about how we make things happen together, driven by a powerful desire and a steadfast commitment to make a difference. Here, People and Technologies connect in lasting, transformative ways, giving life to products and services that help feed, protect and improve our world.

We have the freedom and ambition to develop bold new solutions for you. Where others see problems, we see possibilities. Innovation drives our momentum, and we are committed to creating sustainable solutions that help improve the efficiency of your manufacturing facilities. Together, we can do anything.

Working with us is different. Our team gathers every day with one goal in mind - to create an experience like no other for everyone around us. We want to offer you something more. Through our passion, energy, expertise and commitment, we strive to have a meaningful impact - the kind that leaves a lasting impression.

We are driven by passion and give it everything we've got, every day. We care about every project we take on and are always looking to improve. And we're genuinely passionate about what we do, from start to finish. Right from the start, we invest the time and energy necessary to master the science and technology behind the solutions we offer you. This knowledge allows us to connect our technologies with your real market needs, creating products that are relevant today - and for years to come.

At PT, we care. Not just about each other, but about everyone who crosses our path. Our open, transparent Culture motivates us to build a genuine partner relationship with you. That's how we make a difference as a company. Because for us, you matter.



We are *glocal*

We are a global company. Yet we believe the true value of our worldwide presence rests in the deep roots our teams have established locally. Being global translates into thinking globally for our international clients and being local translates into our having experts within an hour's travel of all facilities we service. Because when we commit, we commit for good.

Client Solutions Worldwide

North America

Canada

Rivière-du-Loup, QC

United States

Montgomery, AL

Salt Lake City, UT

Chino, CA

Des Moines, IA

South America

Mexico

Monterrey

Brazil

Jundiaí

Asia

China

Changshu

India

New Delhi

Thailand

Bangkok

Indonesia

Jakarta

Vietnam

Ho Chi Minh City

Oceania

Australia

Melbourne

Parts depot



Lifetime Client Solutions

People and Technologies making a difference throughout your equipment's lifecycle

Premier Tech Client Solutions take a personalized approach to **lifecycle management**, creating enhanced solutions customized to your specific needs that develop your own capabilities and operational habits, and help you achieve and maintain productivity.

The Client Solutions passionate team acts as a **partner** by providing constant collaboration and putting your interests at the heart of daily decisions throughout your equipment's lifecycle.

Our programs are designed to help you reach your highest **Overall Equipment Effectiveness (OEE)** and maximize your **Return on Investment (ROI)** by providing you with the most valuable lifecycle services in the industry, focusing on critical areas such as **24/7 technical support, spare parts, field service, training, system assessments and optimization, and remote connectivity.**



“The first time I met with Premier Tech to purchase equipment, I was impressed with their professionalism and take charge of the project. I have not been disappointed ever since.”

Santo Fata
Vice President, Sager Food Products Inc

Email us

Technical support

support@ptsystemsautomation.com

Field service

fieldservice@ptsystemsautomation.com

Spare parts

parts@ptsystemsautomation.com

Training

training@ptsystemsautomation.com

Optimization

optimization@ptsystemsautomation.com

Reach us 24/7

The WE CARE line is there when you need assistance any time of day resolving equipment issues, ordering parts, requesting a quote, scheduling training or an on-site visit with a technician, retrofit and upgrade solutions, or just need to ask a question.

Call us

Toll-free 24/7:
1-855-WECARE-6



Technical Support

Free 24/7 assistance for the entirety of your equipment's lifecycle

Our specialized and experienced support team is equipped with the latest computer diagnostics software and manuals to assess and provide solutions for your situation, and remotely connect to and troubleshoot your equipment.

Accessibility

Assistance is always offered by a live person in multiple languages via your preferred method of contact and is available 24/7, 365 days a year. You will never reach voicemail.

Expertise

The team is comprised of engineers and former field service technicians knowledgeable about all types of equipment and issues.

Transparency

The team uses a case system with automatic email updates to keep you informed at every step of the way, and feedback surveys to facilitate continuous improvement.



"Quick, professional, and friendly. I felt like my issues were taken seriously and resolved in the best way possible."

Sadie Zelle
Process Engineer, Solvay

Typical support calls

Mechanical issues
Software issues
Maintenance issues
Operational issues
General information
Field service

Languages

English, French and Spanish

Contact Methods

Phone, email, video call and remote connectivity

Before you get in touch

Have your equipment information, manuals, schematics and electrical meter nearby.

Prepare your remote connectivity access (modem or VPN).

If possible, capture photos and videos of the issue to send to your support technician.

Have at hand two contact names and phone numbers for us to reach you.

Get in touch

Toll-free 24/7:

1-855-WECARE-6

support@ptsystemsautomation.com



Field Service

Proactive & responsive on-site service visits for all your needs

Our experienced field service team is comprised of 225+ technicians and engineers worldwide, available to travel to your site to provide services tailored to your specific needs.

Peace of Mind

The team supports you in establishing a service program adapted to all your business's needs, and with taking initiative to deal with problems before they occur.

Expertise

The team is comprised of engineers and technicians knowledgeable about installation and commissioning, maintenance, repairs, troubleshooting, calibration, as well as assessment and optimization for all Premier Tech and legacy brand equipment.

Performance

For each visit, the team will provide you with a service report summarizing actions taken, overall equipment condition, parts and maintenance recommendations, and potential upgrades to ensure longer equipment life, optimal utilization and uptime, minimal product giveaway, and safe operation.



"I appreciate our preferred service technician supplying parts lists that we need to have for the next service appointment. He is very good at getting back to us when we have called with issues. I am a firm believer that with him performing the primary service, operator training and making sure parts are available for his scheduled trips, we have very little downtime on our bagging equipment."

Mike Beim
Production Supervisor, Roquette America

Service agreements come with additional benefits

Cost-efficiency

Most service agreements include reduced hourly service rates and a discount on part orders.

Accessibility

Having a service agreement means having the same dedicated local service technician service your equipment, and provide you with expert advice while at your facility.

Typical service visits

Basic equipment service

On-request service visit to solve ad hoc issue identified during regular equipment operation.

Preventive maintenance

Periodic maintenance and adjustments of wear items to prevent, detect and solve any minor malfunctions based on time or usage milestones.

Baseline condition assessment

Assessment of equipment's current condition, parts, operators, and performance versus the equipment's original condition in all respective areas.

Emergency service

Troubleshooting and repairs of critical issues and breakdowns.

Typical services

Testing and troubleshooting, repairs, calibration, optimization, installation and commissioning, equipment condition assessment, maintenance, and more.

Before problems occur

Be proactive by establishing a maintenance schedule with our service team.

Perform an equipment condition assessment yearly to maintain optimal condition and productivity.

Have at least your technician recommended spare parts inventory on site.

Before your upcoming service visit

Establish your goals and expectations for the visit and communicate them to our service team.

Have handy photos and videos of any issues to show to your service technician.

Verify that all parts that may be required during the visit will be available and/or delivered on time.

Communicate any safety requirements to our team prior to the visit.

Get in touch

Toll-free 24/7:

1-855-WECARE-6

fieldservice@ptsystemsautomation.com



Spare Parts

High-quality proprietary & commodity parts, and equipment parts lists

Premier Tech supplies high-quality proprietary parts crafted by a dedicated manufacturing unit whose sole purpose is the production of parts. We also supply commodity spare parts best suited to your equipment to help you consolidate your parts ordering process without compromising quality or confidence.

Reliability

PT parts are manufactured with high-quality materials and production techniques to meet our highest quality, reliability and durability standards and are specifically designed for your machine by our expert technicians and engineers.

Performance

Genuine PT parts and commodity parts specifically designed to work with PT machines offer better performance by reducing breakdown and component damage occurrences, and by incorporating constant enhancements to key parts over your equipment's lifecycle.

Peace of Mind

We put our distribution network at your disposal. The team assists you with ordering parts, and with building your inventory and custom parts list with wear, maintenance and critical parts based on your specific needs. This will lead to sustained production, lower shipping costs and less frustration.



"I find using original equipment manufacturer parts from Premier Tech guarantees that I will get my parts quickly, and if there is an update on that part, it will be sent to me. If you try to get a part from some other supplier it might take longer. I sometimes need next day delivery and I can count on Premier Tech to deliver."

Jeff Mavis
Maintenance and Purchasing, The Scotts Company



Genuine PT parts make a difference

Design quality

A genuine PT part will be installed and perform as it was specifically designed to do for your machine by our team and provide increased predictability over time.

Safety

The use of genuine PT parts can prevent accidents before they happen. Faulty generic parts can damage your machine's components which represents a serious risk to your employees and facility.

Cost-efficiency

The design quality of a genuine PT part reduces its total cost of ownership in comparison with generic parts which may come with short-term savings but may also cause costly damages, breakdowns and higher maintenance costs.

Accessibility

Genuine PT and commodity spare parts also come with our trademark free 24/7 technical support, 365 days of the year.

Typical spare parts

Part types

Mechanical, electrical, electronic

Part usage levels

Wear, critical, useful, maintenance

Before a part needs to be replaced

Have a minimum of spare parts on hand to keep your production line operating at peak performance with minimum downtime. This will prolong its lifecycle and keep it within warranty.

Ask our specialists to customize a spare parts list for your equipment.

Follow our preventive maintenance recommendations included in your equipment manual.

When you order parts

Consider purchasing your parts online to save 5%.

Have handy a description, part or reference number, or picture of the part to facilitate the order process.

Please be sure to first inform our team of the urgency and/or purpose of your parts order.

Get in touch

Toll-free 24/7:

1-855-WECARE-6

parts@ptsystemsautomation.com



Training

Flexible training customized to your needs throughout all stages of your equipment's lifecycle

Premier Tech offers a variety of training and training documentation options provided by highly-skilled and experienced field service technicians and engineers who are themselves trained by pedagogical experts to provide training in a structured format and setting. This will facilitate the transfer of knowledge to your staff when the learning curve may present a challenge throughout the different stages of your equipment's lifecycle.

Expertise

The training team is comprised of pedagogical experts, engineers and technicians who will build a training path conceived to progressively increase your and your staff's level of expertise from beginner to expert in the following areas: operations, hardware, control systems, calibration, maintenance, troubleshooting, safety, and best practices for your equipment.

Performance

PT training programs are designed to help you overcome the initial learning curve of absorbing new technology and provide you with the knowledge needed to achieve optimal machine efficiencies from the day it is installed and continuing throughout its entire lifecycle.

Peace of Mind

PT training programs are also designed to educate operators and maintenance staff about best practices, parts usage and equipment safety features to maintain a safe work environment and operating conditions, and help prevent accidents.



“The engineers were very good about training our operators on the new equipment and really got us up to speed. And even though it's been a huge learning curve because the technology is still relatively new to us, the longer we operate the system, the better we get at it.”

Steve Wickes
President, Agricor Inc

A continued training path makes a big difference

Cost-efficiency

Establishing a training path with our team will result in the specialization of your staff and maximize your overall Return on Investment (ROI) by increasing staff retention, reducing recruitment and integration costs, as well as optimizing performance.

Training Levels

Basic,
intermediate
and advanced

Training topics

Equipment programming,
Health and safety,
Equipment operation,
Maintenance and troubleshooting,
Automation adjusting,
Mechanical modules,
and more

Training formats

Basic technical training, hands-on coaching,
custom on-demand training, and
documentation for autonomous training

Training locations

On-site, PT campus

Training settings

On equipment, in-class, and online webinar

Before scheduling a training session

Consult with our training team to learn about the learning curves throughout your equipment's lifecycle and to plan accordingly for periodic training.

Identify key areas of training you would like to focus on and communicate them to our team.

Before your upcoming training session

Appoint a master trainer among your staff to transfer knowledge to other operators and maintenance team members unable to attend.

Plan to adjust your staff's schedule so that there is some flexibility in operation and they are available to attend the training session.

Get in touch

Toll-free 24/7:

1-855-WECARE-6

training@ptsystemsautomation.com



Optimization

Upgrades & equipment modifications customized to your evolving needs

Our optimization team is in a state of constant innovation, research and development. With our sister company making use of our equipment in its packaging operations, our team is infinitely challenged with providing modern enhancements to obsolete equipment.

Performance

The optimization team is dedicated to helping you optimize your existing equipment to help you achieve simpler operations and maintenance, new objectives, higher output levels, throughput and flexibility, fit new packaging, reduce material loss, and more, as your needs and products evolve over its lifecycle.

Expertise

The optimization team is comprised of engineers, project managers and sales application experts who work in partnership with your team to assess any pain points or new objectives, identify solutions, and to recommend upgrades and modifications to achieve the best results.

Cost-efficiency

Equipment modifications and upgrades will increase your system capacity, flexibility and longevity at a fraction of the cost of new equipment.



“We were looking for a solution that would meet all of our wish list. Premier Tech met not only our wish list but instead of an ROI of 3 years, it was just over 2 years.”

Michelle Clark
Vice President of Finance & Accounting, LifeLine Foods

Continuous improvement is inevitable in an ever-evolving world

Reliability

The optimization team aims to provide you with increased reliability from your equipment by reducing your downtime and increasing your productivity through continuous improvement and innovation. The transformation of older equipment into state-of-the-art equipment increases its lifecycle exponentially.

Versatility

Our extensive IR&D programs have led to the continuous improvement of our equipment over the years, allowing us to perform any modification on both PT and non-PT packaging system configurations, as well as adapt existing equipment to new packaging requirements.

Optimization services

Layout optimization,
Component addition to existing system,
Moving equipment between facilities,
Robot program optimization,
Safety upgrades,
PLC conversions,
VPN remote connectivity,
Multi-level password access,
Robot end-of-arm tooling (EOAT) upgrade,
and more

Optimization components

Software upgrades, mechanical parts,
electrical components, or a combination

Compatible equipment

All PT brand equipments,
All PT legacy brand equipments,
And other non-PT brand equipments

Before considering an equipment change

Get in touch with our team to evaluate more cost-effective equipment optimization options.

Identify key pain points, issues, improvements and needs you would like to address and communicate them to our team.

If your operations and maintenance staff have ideas or solutions in mind, please share them with our team who will listen and consider every possible solution.

Get in touch

Toll-free 24/7:

1-855-WECARE-6

optimization@ptsystemsautomation.com



The PT difference

WE CARE guarantee: based on 6 principles our team adheres to in all of its interactions with you

Our passionate and dedicated team members are proud to offer you our WE CARE GUARANTEE. This guarantee and code of conduct mirror our belief that you are the reason we exist, and that we must commit to helping your business be successful.

Comprised of six principles, it reflects our philosophy that we must meet and exceed your expectations - every single time. These six principals together form the acronym DRIVER, with each letter representing the attitude and behaviors that bring the Premier Tech Experience to life.

- Deliver;** be trustworthy and deliver what you promise
- Respond;** be proactive and inform those involved
- Impress;** be focused on delivering an impressive experience
- Value;** be appreciative and value all stakeholders
- Ease;** be attentive; ease and enhance the experience you offer
- Respect;** be courteous and respectful under all circumstances



“The people of Premier Tech really do care about their clients. The entire team working on the Owens Corning project has been a pleasure to work with, delivering value for us.”

Steve Geiger
Packaging Automation Development Leader, Owens Corning

PT equipment warranty

We will always stand behind our equipment.

Standard warranty

Your new equipment is covered by our standard one-year warranty that attests to our confidence in the quality of Premier Tech equipment. This warranty states that your equipment will be constructed and assembled in accordance with PT's recognized standards and methods, as well as your specifications, and that your equipment shall be free from defect during this one-year period.

Don't jeopardize your warranty

Note that your warranty may become invalid if an employee of yours or a third party other than PT's authorized representatives modifies, repairs or transforms the equipment without PT's prior consent. PT would not be responsible for any consequential damages.

Also, don't risk having your equipment go down or fail because you used parts or service suppliers that don't know your equipment. Installing generic parts can have a negative impact on your machine's performance and damage its components, as well as place your facility and staff at risk.

Before getting started with your equipment

Consider signing up for one of our service agreements to maximize your equipment's operation, maintenance, component integrity, and staff training while benefiting from cost savings and discounts on spare parts.

For new PT equipment owners and those transitioning from manual processes to automation, our **YEAR ONE** support program is specifically designed to provide you with maximum productivity and reliability from the very beginning of any new installation. PT helps you set a comprehensive schedule of visits at milestone intervals over a one-year period. Our Client Solutions team will provide you with peace of mind as they assist you in transitioning to an automated environment.

Beyond this first year, and for current PT equipment owners and those with automation experience, our **LIFECYCLE** support program is designed to assess your specific needs based on your product, operational and maintenance structure, and your parts and production requirements, in order to provide you with a custom bundle of solutions throughout your equipment's lifecycle. Our goal is to help you attain the highest Overall Equipment Effectiveness and Return on Investment for your machine year after year.

Get in touch

Toll-free 24/7:

1-855-WECARE-6

optimization@ptsystemsautomation.com



P PREMIER
TECH

Palletizer

- Operator Right/Left
- Start
- Stop
- Malfunction Sheet
- Log Sheet
- Alarm Message (only per pallet)
- Manual



“Their technicians work with our people and train them on proper maintenance operations and repairs. They look at our machines and can see problems that our people miss. They also inform us of machine upgrades for newly designed equipment. Premier Tech has always backed their products and is always ready to help when needed.”

John M Proctor
Maintenance Tech, Monsanto



PT Systems and Automation

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