



BIO-RESPONSE[®]
SOLUTIONS



Smart Care

Support Plan



Your Partner in Peak Performance

Reliable performance doesn't happen by chance. It's the result of proactive care, expert oversight, and the right support at the right time. The Smart Care Support Plan from Bio-Response Solutions is designed to anticipate any performance or maintenance issues for your equipment — providing clear guidance, priority access to our specialists, and tools that help you stay ahead. That means you can count on greater uptime, fewer surprises, and long-term confidence in your system.



We Make It Easy to **Own Our Equipment**

*Guided Maintenance • No Missed Steps •
Confidence from Day One*

Guidance through every stage of ownership to protect your investment. From day one through year 20, we'll keep you on track.

- **Guided Maintenance Program**
Get automated alerts and instructions when it's time for scheduled tasks based on system use and age, so you never miss a critical service point.
- **Annual Auto-Ship Kit**
Your lubricating cartridge and door seal are shipped automatically each year, included with your plan to simplify upkeep.
- **Operator Refresher Training**
Annual equipment retraining supporting safety, consistency, and quality results.
- **Parts Purchase Discount**
Receive a 10% discount on select parts on our Shopify storefront.



Priority Support When You Need It Most

*Live Remote Assistance • Faster Fixes •
Emergency Access*

When your system is down, it's disruptive for your business, your customers, and your timelines. We'll make sure you get help fast.

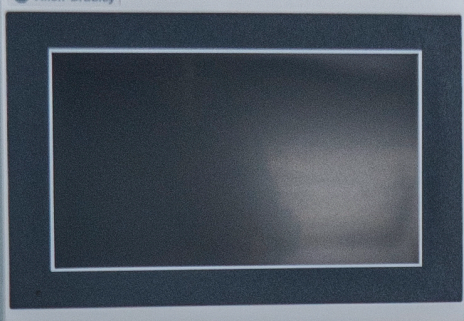
- **FastTrack Priority Support**
Accelerated response times with streamlined escalation to a dedicated case manager.
- **Expert Equipment Troubleshooting**
Up to 8 hours/year with our engineering and automation team.
- **After-Hours Access**
Up to 4 emergency calls/year outside business hours.



BIO-RESPONSE
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AQUAMATION

Allen-Bradley



PET-550

ALL CALLS:
317-386-3500

TECH SUPPORT • QUESTIONS • SUPPLY ORDERS

BIO-RESPONSE
SOLUTIONS

REGULAR BUSINESS HOURS
M-F 9AM-5PM EASTERN

EMERGENCY AFTER HOURS SUPPORT IS AVAILABLE
SAME NUMBER AS ABOVE. FOLLOW THE PROMPT.

E-MAIL SUPPORT: INFO@BIORESPONSESOLUTIONS.COM



Minimize Downtime, Maximize Trust

*Smart Monitoring • Proactive Support
• Fewer Surprises*

We've designed this plan to catch any issues as soon as possible, giving you the tools and insight to quickly resume peak performance. That sets your operation apart with better oversight and minimized downtime.

- **Remote Customer Monitoring**
Log in to your equipment from any device, anywhere
- **Process Setpoint Review**
Over time, you may have operators that change setpoints from our recommended defaults. If you're not sure why, we'll review and share our findings in detail. It's all about working to improve your system performance.
- **Annual Cycle Health Check**
Full review of a complete cycle to identify issues early

Get More than a Machine — Get a Team

*We Support Your System, the Setup,
and the People Who Run It*

Your operation is more than just a machine. It's also your building, utilities, staff members, and surrounding equipment. We're here to help your team work through complex, real-world challenges. This isn't just tech support, it's expert guidance for your entire operation.

- **Facility-Wide Consulting** Up to 4 hours of non-equipment troubleshooting from our diverse team of experts.
- **Regulatory and Compliance Consultation** Up to 4 hours of expert help with sampling, permitting, or discharge compliance.

Stay Future-Proof with Proactive Consultation

*The Newest Technology,
the Best Possible Performance*

We don't just build machines — we improve them. We'll keep your equipment running sharp with performance software updates. When we release new features to new buyers, you'll stay at the cutting edge — because we treat your system like it's still new.

- **Rollout of New Features** Rollout of all new customer features compatible with existing equipment hardware
- **Annual Facility Review** Expert evaluation of your facility layout and supporting systems to promote safe, efficient operation and continuous improvement.
- **Annual Compliance Review** Meet with our team to assess all regulatory and effluent considerations to support ongoing compliance and operational confidence.



Optional Add-On Onsite Preventive Maintenance Visit

What We Inspect

What This Means For You

Mechanical Wear Components

- Pumps
- Gaskets & O-rings
- Hoses & fittings
- Alignment, leakage & vibration
- Noise evaluation
- Heat-related fatigue
- Valves
- Bearings

Confidence your system is operating exactly as designed, with small issues identified before they cause downtime or costly repairs.

Our onsite preventive maintenance service is designed to support the safe, reliable, and consistent operation of your alkaline hydrolysis unit. Operating under demanding chemical, thermal, and mechanical conditions, these systems require routine inspection to maintain performance.

Control Systems

- Sensors and probes
- Alarms
- Safety interlocks
- Shutdown mechanisms
- Signal verification
- System response checks

Peace of mind knowing safety systems and controls are functioning correctly and ready when needed.

This proactive approach helps extend equipment life and reduces unexpected disruptions. By shifting maintenance from reactive repairs to planned service, we support predictable, long-term confidence in your system.

Electrical Integrity

- Wiring
- Electrical connections
- Components exposed to heat, moisture, or chemical stress

Certainty that the machine's core electrical components are operating smoothly.

Operating Parameters & Setpoints

- Review against recommended baselines and provide insight to efficiency and impact
- Temperature calibration
- Pressure verification

Assurance that every cycle runs properly, consistently, and predictably.

Wear-item Status & Planning

- OK / monitor / recommend replacement

Early warning on wear items so replacements can be planned, not rushed.

Clear Documentation & Actionable Recommendations

- Detailed inspection report
- Findings review
- Maintenance & operational guidance

You're always inspection-ready, with professional documentation that supports compliance and operational excellence.

Offered as an optional add-on to the Smart Care Support Plan.

Built for Every Operation, **Scaled for Yours**

Ensuring Consistency • Longevity • Reliability

Whether you operate one system or many — across multiple locations, human or pet — we have a service plan designed to fit your operation. Our offerings scale with your needs, providing the right balance of service and support to optimize your business.

Contact Us

If you'd like to learn more about onsite preventive maintenance or discuss a service plan tailored to your equipment and locations, contact us to start the conversation.

(317) 386-3500 | info@bioresponsesolutions.com