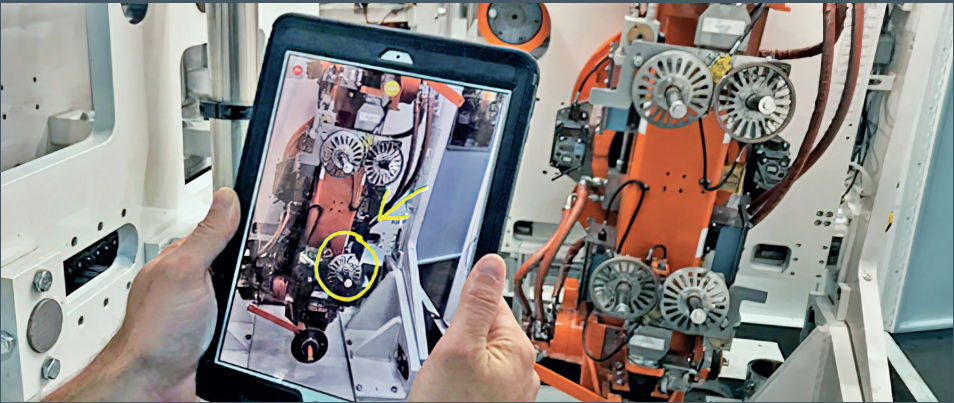


KEEP your machines running

To meet production goals, you need your equipment to operate at full capacity. When a machine goes down, profitability goes down. Our Accelerate™ Customer Care support options help you avoid costly downtime by ensuring you get the level of training and support you need, when you need it most.



BW Converting Solutions is a strategic alliance of resources and services that brings together five Barry-Wehmiller companies — Paper Converting Machine Company (PCMC), Baldwin Technology Co., Winkler + Dünnebier (W+D), STAX Technologies, Hudson-Sharp, and Northern Engraving and Machine. These industry leaders offer trusted brands and innovative technologies in the design, manufacture, and service of high-performance converting and packaging machinery for the tissue, nonwovens, hygiene, bag-converting, mailing, and printing industries.

By coming together as one global team, our combined engineering, operations, supply chain, and sales teams work together to better serve customer needs. Together, we provide one global parts network, one service support network, a broad base of engineering experience and talent, regional sales support, and a superior level of service. For more information, please visit bwconvertingsolutions.com.

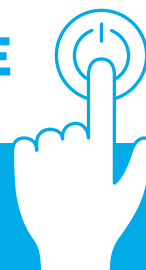


ONE Global Team - Better Together

YOUR SUCCESS IS OUR PRIORITY
UNMATCHED SERVICE AND SUPPORT



ACCELERATE™ CUSTOMER CARE



Maximize your productivity

Our support tools are designed to provide quick assistance, diagnosis, and resolution so you can get back up and running.

Responsive support ... anytime, anywhere

We offer 24/7 support via video, phone, or remote machine connection for a targeted, immediate response.

Scheduled maintenance

Take advantage of preventative maintenance visits from our knowledgeable service team who will assess machine state, provide insight to performance issues, and suggest modifications and enhancements.

Operator training

Our training programs are designed to arm your employees with the knowledge they need to improve their efficiency and troubleshooting ability, eliminate errors, and reduce misdiagnoses on the equipment they use everyday.

ACCELERATE CUSTOMER CARE PACKAGES			
	Standard	Deluxe	Executive
Customer Care PHONE* 24/7 phone support	✓	✓	✓
Customer Care CONNECT** 24/7 secure remote machine connection. Hardware not included in annual price.	✓	✓	✓
Preventative Maintenance Planned, three-day visits from our service team that best fit your schedule		2 Visits	4 Visits
Premium Preventative Maintenance Scheduled weekend visits for those with full production schedules		Add-On	Add-On
Customer Care VIDEO Remote video assistance using an app that can be installed on any device	Add-On	Add-On	Add-On
Training Packages Bundle with Preventative Maintenance visits for the best value	Add-On	Add-On	Add-On
Grow More Events Realize the full potential of your equipment and operation in these unique experiences facilitated by our leaders trained in LEAN manufacturing and people-centric leadership.	Add-On	Add-On	Add-On

* Some product lines may not be eligible for 24/7 support.

** Additional fees may apply for non-standard, customer-supplied hardware.



EXPERT SERVICE

Our Accelerate team is made up of machine experts with more than 80 years of combined experience and technical knowledge. They provide quick, targeted support that results in optimized equipment reliability, less unscheduled maintenance, less downtime, a more knowledgeable workforce, and improved equipment operation.



EXPERIENCED
SUPPORT



QUICK
RESPONSE



AVAILABLE
24/7



REMOTE OR
IN PERSON