



more

CUSTOMER DRIVEN

Service &
Support



EMPLOYEE OWNED, CUSTOMER DRIVEN.

94%

of customers surveyed say
they would recommend Douglas,
and our **service** is a leading
reason why*

* Qualtrics^{XM} customer experience survey



101%

While 94% is exceptional by industry standards, at Douglas we set our goals higher. 101% to be exact.

Allow us to explain...

As a 100% employee-owned organization, you can expect 100% commitment from each of us to exceed your expectations at every opportunity. Because we all understand, your success = our success.

From listening to your needs and collaborating on your solution, to installation, training, and the best after-sale support in the industry, everything we do is driven by the commitment to maximize success and minimize risk for your organization.

And with each step, we challenge ourselves to do one **more** thing to make your experience with us even better.

It's what we call **+1**.

We're listening, **101%**.

The logo for Douglas, featuring the word 'DOUGLAS' in a bold, italicized, sans-serif font. A stylized orange swoosh underline is positioned beneath the letters 'O', 'U', and 'G'.

EMPLOYEE OWNED, **CUSTOMER DRIVEN.**



"I've managed the installation of every piece of machinery in this brewery. This was by far the best start-up we've ever had."

Tom Thomasser,
COO, Summit Brewing Co.

Commissioning & Integration

Right, From the Start.



Proper installation and successful integration with your facility are critical steps toward achieving reliable long-term productivity.

At Douglas, we follow detailed protocols to ensure your machine is ready to deliver the outstanding performance you expect, right from the start.

Install & Start-up

To ensure the best possible customer experience we offer expert technicians to assist you onsite during these critical initial steps:

- Complete machine reassembly
- Integrate the new machine into your production line
- Perform hand-fed testing of a factory-tested recipe
- Provide informal machine orientation for operators and maintenance staff

Ramp-up

This phase includes the refinement of factory-tested recipes. We partner with your staff to ensure testing is done with appropriate packaging materials and conditions for a seamless transition to full production.

Validation

During validation, your service tech performs test runs of 2-4 hours per recipe. Throughout each run, efficiencies are closely monitored to ensure your machine is operating within specified rates.

Machine Acceptance

With your satisfaction and productivity clearly in focus, we strive to validate your new machine's performance, speed, efficiency and yield as quickly and efficiently as possible. In fact, our goal is to earn your full acceptance within 90 days of delivery. These measures are verified through Site Acceptance Testing as well as functional run time in your facility.





Training & Documentation

Hit the Ground Running. **Faster.**

Maintaining an exceptional team that knows their jobs well and operates equipment at optimum performance levels begins with proper training.

Douglas offers robust technical training programs that provide the education and skills necessary to operate and maintain your equipment at peak efficiency.

Available Technical Training Programs:

Introductory Hands-on Training

- Start-up and Shutdown best practices
- Machine Changeover

In-Person or Online Operation and Maintenance Training

- Training Manual
- Multimedia Presentation

Advanced In-Person or Online Electrical Training

- Training Manual
- Multimedia Presentation



Documentation Customized to Your Machine

Douglas' documentation packages feature content and images specific to your unique equipment. Packages include comprehensive material for start up, operation, maintenance, troubleshooting and much more.

GUIDEPOINT™

GuidePoint adds a game-changing alternative to traditional documentation, taking workforce productivity and development to a new level. Offering an interactive user-friendly interface, GuidePoint empowers operators and maintenance personnel with comprehensive content at the point of need for:

- ▶ Operation & Maintenance
- ▶ Changeover Guidance
- ▶ Parts Identification
- ▶ Troubleshooting with Video
- ▶ Remote Support & more





Technical
Support

0638303 A

Uptime, at your Service 24/7.

Field Service

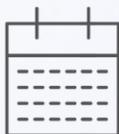
We understand how critical it is that our Field Service Technicians have the knowledge and skills necessary to quickly and efficiently solve any issues you may have.

That's why all our technicians go through rigorous training programs that include classroom, hands-on and on-the-job training. You can rest assured that nobody is better equipped to service your Douglas equipment through all phases of ownership.

- Onsite installations, repairs, maintenance and testing
- Technical problem solving and solution generation
- Preventative maintenance, machine surveys, machine modifications and routine or emergency service
- Fully trained in mechanical, electrical, pneumatic and programming skills
- Equipped with the latest hardware and software tools

Strategic regional support means we're able to get to you more quickly and efficiently when you need assistance. Douglas has strategically-located support technicians on call throughout the United States for immediate assistance with:

EMERGENCY ISSUES • ROUTINE MAINTENANCE
AUDITS • TRAINING • COURTESY VISITS



Schedule a visit from your Regional Technician today!
Service: +1.320.763.5507
Service@douglas-machine.com



Remote Support

We understand how important it is to keep your equipment up and running. If you have an issue, we know how critical it is to resolve the situation quickly and efficiently.

Our Technical Services team utilizes a variety of remote tools to save you time and expense, and we're continuously evaluating new programs to serve you even better.

zoom

Ewon[®]
BY HMS NETWORKS



VPN



"The Douglas Team went to great lengths to solve my machine problem in California. Given today's COVID challenges, the team provided exceptional virtual support."

Actual customer feedback via [Qualtrics](#) survey



Maintenance Program

Maintain Every Advantage.



Scheduling routine maintenance

can dramatically reduce unexpected downtime. The Douglas Reliability Assurance Program takes it a step further with comprehensive services designed to keep your equipment running at optimum performance, and your operation on schedule.

Providing detailed, timely inspections in conjunction with audit, analysis and maintenance services, our techs provide the knowledge and skills necessary to help maximize productivity and reach your maintenance goals.

This overview outlines the standard program and schedule, but the Reliability Assurance Program is customized for your application. Please contact Service for complete details or to discuss adjustments to better suit your specific operation.

"Our Tech was very thorough in his tasks, and the detailed report showed us everything we needed going forward."

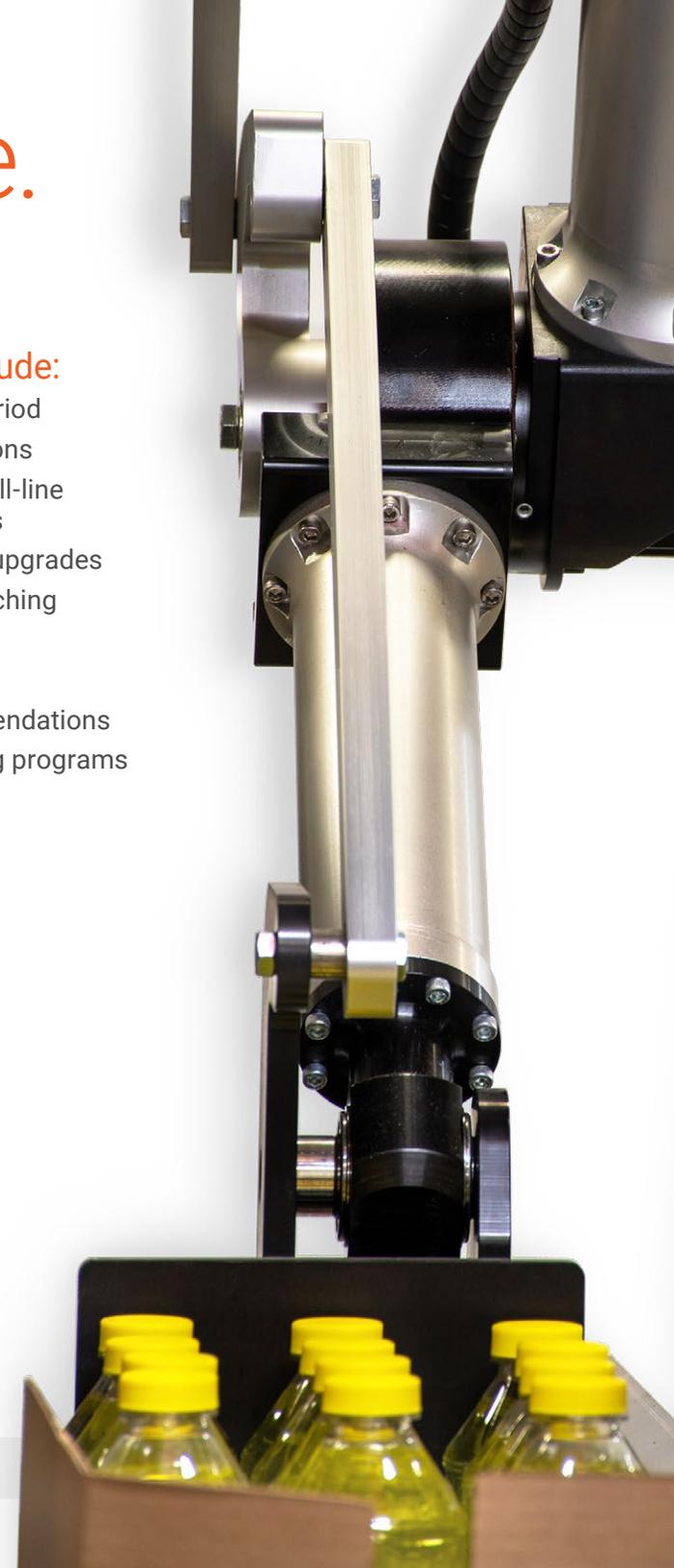
Actual customer feedback via [Qualtrics](#) survey data

Standard program details include:

- Scheduled visits over a 24-month period
- Visual and thermal imaging inspections
- Machine, technology, material and full-line assessments with recommendations
- Machine adjustments and firmware upgrades
- Hands-on training/performance coaching
- Parts usage/stock review
- Critical wear parts kit
- Comprehensive report with recommendations
- Flexibility to work within your existing programs
- Discounts on parts and service rates

Standard plan schedule

- Visits 1-6: Machine tune-up and assessment, with hands-on training
- Visit 3: Minor replacement of parts from the critical parts list
- Visit 6: Major replacement of parts from the critical parts list



Replacement Parts



When you need a replacement part, you typically need it fast. You also need to be confident it's the right part and high quality. With Douglas **PartsDirect™**, you can be confident those needs will be met without fail and without compromise.

We understand your business, and strive to offer value-added service at every opportunity. With PartsDirect you receive:

- Technical assistance from packaging machinery experts
- Access to an extensive database and expert spare parts stock advisory
- Pre-assembly of components for added convenience and savings
- Guaranteed best price (see website for full details)

"The parts department always shows a genuine interest in my needs and does whatever it takes to keep us going."

Actual customer feedback via [Qualtrics](#) survey data

In-House **Machining**
& **Finishing** Capabilities



Over 70% of all parts ordered are kept in-stock at our facility. To ensure availability of fabricated and specialty parts, Douglas offers complete machining and finishing services onsite.



The Right Parts, Right Now.

Assistance & Availability

We're fully staffed to serve you weekdays from 7:00 am to 4:30 pm (CT). For after hours assistance and emergencies, resources are available from 4:30 pm to 11:00 pm weekdays, and 8:00 am to 5:00 pm on weekends.

Pre-Assembled & Pre-Programmed

Parts requiring assembly are quickly and accurately processed in our technical services lab. Programming is performed by qualified technicians and assemblies are dry cycled whenever possible for plug-and-play convenience.

Same-Day Shipping

Parts ordered before 5:30 pm are shipped same day upon request. Other options available as needed for emergencies (same-day flights, courier, etc.).

Option for Next-Day Delivery

Receive next-day shipment of in-stock parts to most U.S. destinations when you:

- Order in-stock parts by 5:30 pm, Monday–Friday
- Specify UPS Next Day Air

Best Price Guarantee

Receive the very best price on any OEM replacement part guaranteed*. If you find the same part at a lower price, we'll beat that price by 10% of the difference.

* Contact Service for details and limitations



Add more proactive maintenance!

To further maximize convenience and minimize downtime, our PartsPlus program keeps you stocked with common wear parts in customized machine-specific kits.

PartsPlus Kits:

- All necessary parts, hardware and instructions
- Customized floor plan identifying wear part areas

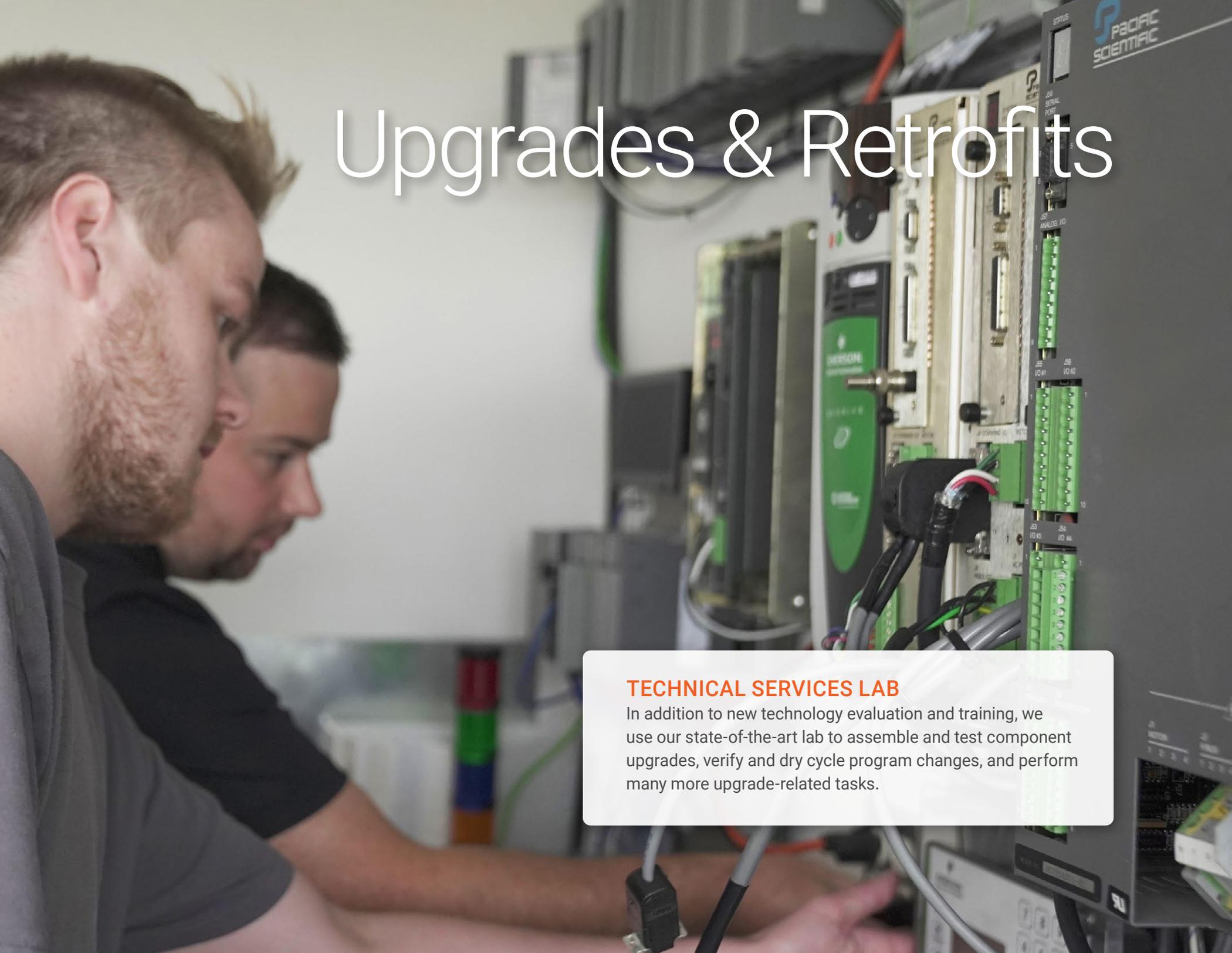
Expert Support:

- Specialists to review history and recommend kits
- Skilled Technicians are available to install kits
- Field modification experts to recommend machine enhancements upon request



See details
& available
part kits



A photograph showing two men in a technical lab setting. They are focused on a rack of electronic equipment. The man in the foreground has a beard and is looking intently at the hardware. The man behind him is also looking at the equipment. The rack contains various modules, including a green one with the 'PACIFIC SCIENTIFIC' logo. Cables are connected to the front panels of the units.

Upgrades & Retrofits

TECHNICAL SERVICES LAB

In addition to new technology evaluation and training, we use our state-of-the-art lab to assemble and test component upgrades, verify and dry cycle program changes, and perform many more upgrade-related tasks.

Modernize = Maximize.



Experience, innovation and unequalled dedication to customer satisfaction are what sets our unique brand of refurbishment and modification services apart. From speed increases, to adding new product sizes, to equipment upgrades and full ground-up refurbishments, Douglas has your solution.

“Our Technician was very professional and completed all tasks safely and efficiently. After our heater banks retrofit, the unit has performed flawlessly.”

Actual customer feedback via **Qualtrics** survey

Retrofits

With operational needs constantly evolving, Douglas retrofit solutions provide options for your equipment to grow and change with you.

Services include:

- Adding new products or pack sizes
- Case type or orientation changes
- Line layout/footprint adjustments
- Directional changes
- Product/material changes
- And many more!

Upgrades

Machine upgrades offer improvements categorized by reliability, efficiency, changeover, technology, quality, maintenance, safety and environmental. Douglas offers services addressing each of these categories, and our specialists are standing by to discuss upgrade availability for your equipment.

Obsolescence

As technology advances, some components may become obsolete. Our Replacement Parts Specialists work with engineering to determine the best solutions for your machine. Once agreed upon, we'll source the components for you and ship them fully assembled and programmed.

Machine Rebuild Services

REWORX

Douglas REWORX services offer the most comprehensive and cost-effective solutions available to maximize ROI from your existing equipment. Leveraging decades of machine manufacturing experience, Douglas is uniquely qualified to assess your application and offer smart, sustainable alternatives to retiring your aging equipment.

Building on Experience.

Successful machine rebuilding requires experience and application knowledge. Douglas puts both to work on every REWORX project.

Using a collaborative approach, we work closely with your team to conduct a detailed review of the project to determine intent, viability, pricing, ROI and scheduling. Once the plan is approved, your machine enters a rigorous multi-faceted protocol that may include:

- Full audit to identify worn parts and obsolete items
- Risk assessment
- Upgrade/enhancement installations
- New products/pack patterns
- Guarding replacement
- Dry ice deep cleaning
- Programming review by electrical engineers to ensure orderly function
- Complete testing and verification with your team
- Updated manuals and detailed documentation



Why REWORX?

- Less costly alternative to new machine investment
- Expert assessment of equipment with your team to determine ROI of rebuild vs. new investment
- Potential to continue building the ROI from your initial investment
- Increase machine value and appeal for resale through updates of obsolete items and technology upgrades
- A more sustainable solution for everyone, including our planet

REUSE, RENEW, REBUILD. REWORX.

Warranty Support

We build **more** than machines.
We build trust.



Buy with **confidence** knowing Douglas stands behind our equipment with a 3-year limited component and limited lifetime frame warranty.

With an unparalleled commitment to customer service and the lowest cost of ownership in the business, nobody does more to support your brand.



See additional warranty information

Ready to talk about your service needs?

We're listening.

+1.320.763.5507 | service@douglas-machine.com

Visit douglas-machine.com today for details on our full line of **Customer Driven** products & services.



EMPLOYEE OWNED, **CUSTOMER DRIVEN.**

