



Building  
**partnerships.**  
Maximizing  
**value.**

**NPI**  
A DURAVANT COMPANY



At NPI, we're here to help you maximize productivity and profit through optimal equipment and process performance.

Industry-best quality and technology are key, but it only starts there. Real, meaningful value is created over the full lifecycle of the solution.

This is what the **Duravant Lifecycle Services** network is designed to deliver.





AFTERMARKET EXCELLENCE

# Everything you need in aftermarket support.

LOCAL SERVICE.  
GLOBAL NETWORK.

Duravant Lifecycle Services is a global network of capabilities designed to support our local aftermarket services offerings throughout the life of your equipment, from purchase and installation to end-of-life and replacement.



BACKED BY THE ENTIRE FAMILY  
OF DURAVANT COMPANIES.

Duravant Lifecycle Services is a mechanism for our customers to benefit from Duravant's scale and collective strengths—experience and expertise, financial strength and purchasing power, and global presence.



COMMITTED TO  
CONTINUOUS IMPROVEMENT.

Built on a center of excellence model, Duravant Lifecycle Services strengthens our aftermarket service offering by providing us easy access to companywide best practices, facilitating accelerated continuous improvement.

SAME SERVICE TEAM,  
MORE REACH.

Duravant Lifecycle Services delivers aftermarket excellence through our highly trained service personnel. Nothing changes except our enhanced potential to improve service quality and breadth in the future, wherever you're located.

A COMPREHENSIVE  
OFFERING AND APPROACH.

The Duravant Lifecycle Services network spans the full range of your equipment aftermarket needs across parts and consumables; repair, retrofits and refurbishment; installation and maintenance services; training, audit and service plans; future technologies, and much more.







## PARTS AND REPAIRS

# Delivering the essentials.

Having a spare part when and where you need it; staying on top of consumables and scheduled maintenance; consistent, reliable and responsive repairs; timely refurbishment—these are the essentials that make the difference in maximizing equipment uptime and longevity. Duravant Lifecycle Services has it all.



### SPARE PARTS

Trust our genuine OEM parts to ensure that your machines operate at their best and keep your business running smoothly, efficiently and with the utmost reliability—wherever you operate in the world.



### PART KITS

Our thoughtfully designed kits help provide the materials you need to streamline maintenance, reduce downtime and make sure your production line operates at its best, saving you time and money. Our kits include recommended maintenance parts, wear parts, consumables and more, tailored to your specific equipment.



### ACCESSORIES AND CONSUMABLES

We offer a variety of accessories and consumable products, designed specifically for our equipment, to keep your machines and operations running smoothly.



### PARTS REPAIR/REFURBISHMENT

Buying brand-new parts can be costly and can lead to delayed maintenance or service. We offer repair and refurbishment of select parts to manage costs without sacrificing quality.



SERVICES

# Optimizing your performance.

Your equipment and systems are major investments that demand safeguarding. That’s why we have always gone the extra mile to help optimize equipment performance. Whatever your product or process, challenges or opportunities, count on us to provide the right aftermarket services to help you get the most out of your investment.

FIELD SERVICES

Our quick-response technician team is equipped to help you handle unexpected breakdowns and provide on-site assistance, whenever and wherever you need it, to get your operations back up and running.



INSTALLATION AND COMMISSIONING

Our team brings expert knowledge in machine setup, configuration and optimization to make certain that your equipment meets project specifications and performance objectives for a hassle-free launch.

PREVENTIVE MAINTENANCE

We offer a wide selection of OEM-recommended preventive maintenance programs, customized to meet your specific needs. Our experienced technicians can schedule and proactively maintain your machinery at designed intervals, optimizing equipment performance, preventing costly breakdowns and reducing production disruptions.

TECHNICAL SUPPORT

Our rapid-response technical support team is ready to assist when you need us, bringing in-depth knowledge and experience to help you keep your operations running smoothly and minimize costly downtime.



APPLICATIONS SUPPORT

Sometimes what you require of your equipment evolves. From robotic reprogramming to pattern creation and more, our technicians and engineers can help you realign your equipment to fit your changing needs.

PRE-OWNED EQUIPMENT REGISTRATION

The lifecycle of our equipment doesn’t stop just because it changes owners. Registering your pre-owned equipment with us keeps your team up to date on product information and applicable offers. It also makes it easy to access OEM parts and services to support your operation.







## PROGRAMS

# Supporting your success.

We design our aftermarket programs to deliver results—from enhancing equipment maintenance and long-term viability to improving operator and plant manager productivity—efficiently and cost effectively.



## TRAINING

We offer a comprehensive array of customized training programs and services to address your needs in equipment familiarization, system setup, equipment operation, maintenance and troubleshooting, and more. Choose in-house instruction with hands-on training, or classroom training in a dedicated setting.



## SERVICE PLANS

We offer tiered service packages to address the most common requests and recommended needs of your business. Each tier is designed specifically to address the challenges, specifications and operational nuances of the equipment.



## PRODUCTIVITY PROGRAMS

Our technicians can evaluate your equipment and provide a detailed report that identifies worn or damaged parts and prioritizes necessary repairs and replacements—a proactive approach to provide maximum assurance that your equipment will continue to operate at peak performance.

Our audit team also can conduct an analysis of your equipment's settings, operating procedures and usage patterns to pinpoint areas where your equipment can be optimized to enhance efficiency, increase production, reduce downtime and, ultimately, grow your bottom line.



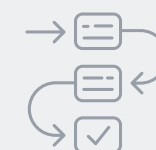
## CUSTOMER CARE PROGRAMS

Our customer care program combines technical and remote support, monthly performance audits, regular preventive maintenance visits, and comprehensive training services to help you keep your equipment running at peak performance.



## UPGRADES AND RETROFITS

Stay ahead in your competitive market with performance upgrades and tailored retrofits that enhance equipment efficiency, improve machine performance and boost production capacity.



## PROJECT MANAGEMENT

Our project management team applies deep knowledge of our equipment to help your team align resources and optimize allocation to achieve your project objectives within scope, schedule and budget.



## DIGITAL SOLUTIONS

# Connecting your equipment and processes.

Duravant Lifecycle Services enhances access to our parent company's leadership in digitization and IIOT technologies to help you stay competitive, now and in the future.

### REMOTE MONITORING AND SUPPORT

Stay connected with our remote support service—our experts are skilled at diagnosing and resolving issues quickly from offsite, saving you time and resources while keeping your production on track, no matter where you are.

### DURAVANT ONSIGHT™

Duravant ONSIGHT enables your team to access real-time data, receive instant alerts and generate comprehensive reports that empower operators to identify and manage challenges before they arise.

Duravant ONSIGHT is an end-to-end solution that creates an encrypted link between intelligent machines and a secure cloud environment that enables customizable services. Our modern IIoT solutions allow operations to monitor the machine's performance and act in real time. IIoT services powered by Duravant ONSIGHT provide customers with an even broader range of benefits.



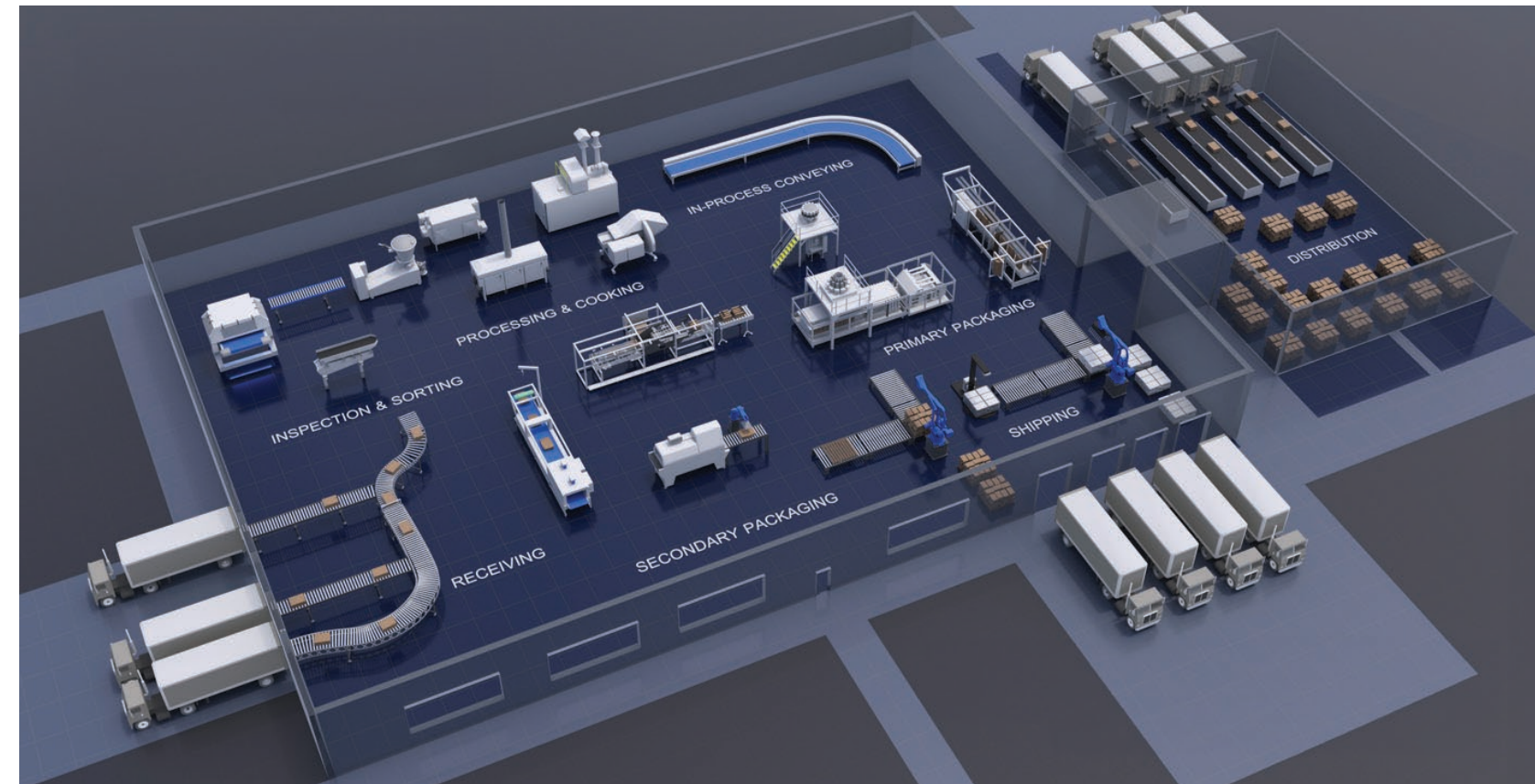


## Duravant Lifecycle Services

enables us to leverage all Duravant companies' collective strengths to drive continuous improvement in our aftermarket offerings without requiring major effort or changes on your part.

That's value that strengthens Duravant as a partner and bolsters our ability to support your success. The best kind of value.

Learn more. Contact us today.



Duravant is a global family of companies that partners with the world's producers and movers of high-demand goods to optimize safety, productivity, efficiency and connectivity across four segments:

- Food Sorting and Handling Solutions
- Protein Processing Solutions
- Packaging Solutions
- Material Handling Solutions

### OUR PURPOSE

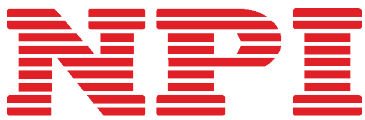
Helping the world's most trusted brands bring goodness to life.

### OUR MISSION

To deliver unrivaled performance and exemplary service through our portfolio of leading brands. We seek to create long-term relationships that drive value for our customers, profitable growth for our shareholders, and a sustainable future for our communities.







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