



# ***PRO-Tect***

## **Customer Care Plan**

***Yearly service and support contract to protect your  
OptiPro equipment and maximize performance***



# Protect Your Investment.

## Minimize Downtime, Maximize Productivity

Machine downtime is a costly inconvenience. Preventative maintenance helps keep your equipment running like new, ensuring you get the most out of your machine.

- ✓ **What you get:** A yearly preventative maintenance visit from one of OptiPro's highly-skilled service engineers. A thorough 27-point inspection is performed on all crucial aspects of your machine to address any potential risks.

## Get Answers When You Need Them

Whether you are new to the game or a seasoned machine operator, the business of CNC optical manufacturing can present challenges or uncertainties. OptiPro's Advanced Process Development (APD) department is available for support. And because our APD team is comprised of industry professionals with decades of experience in all aspects of optical fabrication, the advice you receive won't be just any solution, it will be the **ideal** solution to help your company prosper.

- ✓ **What you get:** Technician and application support via phone or email, giving your company peace of mind knowing that assistance is always available Monday through Friday from 8:00AM to 5:00PM EST.

## Keep Your Software Up-To-Date

The intelligence behind OptiPro's optical fabrication equipment is the easy-to-use and powerful software that comes standard with every CNC machine purchase. OptiPro's team continuously makes software improvements based on input from our customers. These updates and enhancements allow you to stay at the forefront of technology, and stay ahead of the competition.

- ✓ **What you get:** Access to the latest software releases (controller compatibility dependent).

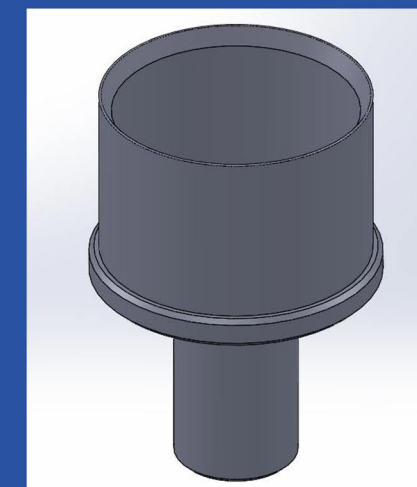
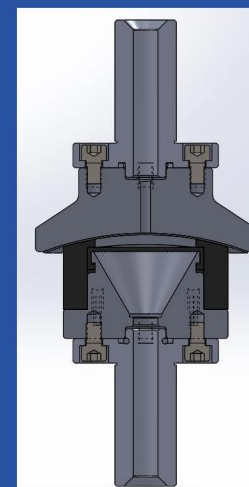
## Take Advantage of Discounts on Tooling & Consumables

No matter what type of optical manufacturing equipment your company operates, the need to purchase tooling and consumables is a certainty. The PRO-Tect program comes with the benefit of special pricing on essential products to optimize the performance of your machine.

- ✓ **What you get:** 10% discount on tooling, consumables, and service parts.

## Design Custom High Speed Polishing Tool Packages and Centering Bells

As part of a constant effort to bring unprecedented service to our customers, OptiPro has developed **Toolbox**, intelligent software that streamlines tooling package designs for high speed spherical polishing and optical centering. With the Toolbox tooling design software, you can quickly produce custom centering bells or tooling packages for high speed polishing based on the lens definition entered, saving countless engineering hours. Designing spherical polishing tool packages and centering bells has never been easier or faster.



Design high speed polishing tool packages and centering bells on the fly, then download the prints for in-house production.

- ✓ **What you get:** Access to OptiPro's Toolbox polishing tool package/centering bell designer.

## Enhance the Lifespan of Your Machine

Like any significant purchase, service and preventative maintenance are crucial. The longer your machine's lifespan, the greater potential return on investment your company will receive. OptiPro machines are built to last with the highest quality machine components, but you can further increase your machine's life with OptiPro's PRO-Tect program.

*"With OptiPro's service and support staff just a phone call away, experiences such as machine down time are almost always resolved within the hour. Whether it is tooling, programming, maintenance, or parts, their customer service delivers. OptiPro's PRO-Tect program is well worth the investment...you won't regret it. They are the Pros."*

**- Bill Sicard, Facilities Manager, Novotech, Inc.**



## Trusted Technology.

**OptiPro Systems, LLC** 6368 Dean Parkway, Ontario, NY 14519  
(585) 265-0160 [www.optipro.com](http://www.optipro.com)  
[sales@optipro.com](mailto:sales@optipro.com) [service@optipro.com](mailto:service@optipro.com) [apd@optipro.com](mailto:apd@optipro.com)