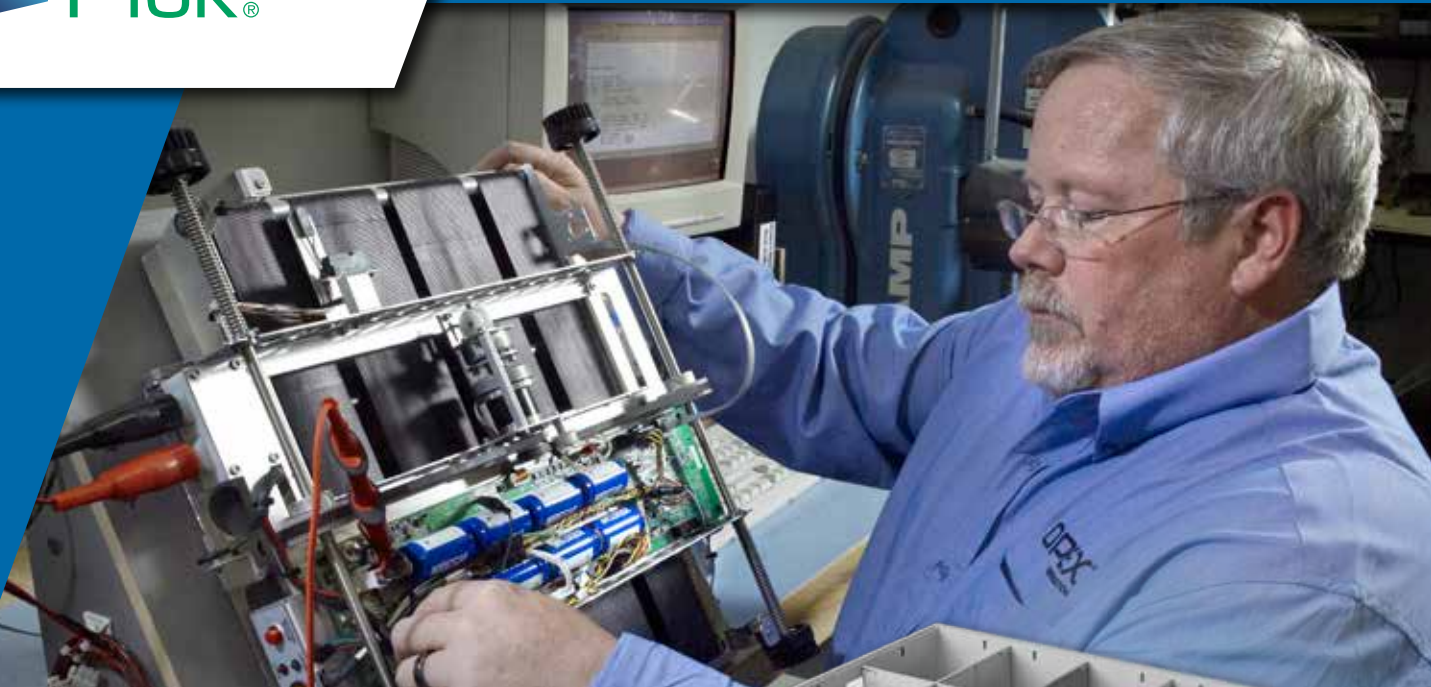




www.opex.com | info@opex.com | 856.727.1100



Unmatched Customer Service and Support

We design and build the very best material handling solutions and stand behind them with the very best customer service

Since 1973, OPEX Corporation has provided productivity enhancing workflow solutions to thousands of organizations around the world. Our innovative material handling, document scanning and high-speed mailroom technologies set the standard in process optimization and allow our customers to achieve the efficiency, accuracy, and reliability required to compete in today's global marketplace.

Every OPEX product is designed, engineered, manufactured, and tested in the U.S. by our own dedicated employees. And OPEX stands firmly behind every product we make with the largest and most comprehensive service organization in the material handling industry today.



“ The OPEX commitment to provide exceptional service and support was built on my dad's legacy to 'treat customers the way he wanted to be treated.' This deeply held conviction has resulted in unrivaled customer satisfaction and loyalty throughout our 40 year history. ”

– David Stevens,
President & CEO, OPEX Corporation

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OPEX Material Handling Service and Support



Outstanding customer service begins with the first chapter of the OPEX story

Exceptional customer service and support is deeply embedded in our culture and is anchored to our corporate values and principles. Our commitment to customer service dates back to the earliest days at OPEX when Al Stevens had the distinction of being the company's first customer before purchasing the fledgling business over forty years ago.

Based on his own customer experience, Al determined early on to treat his customers the way that he wanted to be treated. This firm conviction also guided his decision to never "end of life" an OPEX product, but instead to provide lifelong service and support. This commitment to service has led to unmatched customer satisfaction and loyalty throughout the years.

Every contract includes 1 year of service and support including 100% parts replacement

OPEX service contracts are all-inclusive, providing preventive maintenance, labor, and comprehensive parts replacement. While other suppliers may provide their customers "discounted" parts and service rates, only OPEX includes 100% parts and labor in all of our contracts, essentially taking the guesswork out of budgeting for ongoing maintenance and support. For each customer, OPEX maintains and owns all required spare parts either onsite or at a nearby location.

Our service and support commitment includes flexible coverage times tailored to meet our customers' specific needs. Our communications department is available 24 hours a day, 7 days a week, ready to dispatch field support when required. Our service technicians are strategically located and typically respond within 2 hours. And they are all direct OPEX employees, not subcontractors. They receive rigorous and ongoing training in the field, online, and in the classroom.

OPEX service technicians not only have access to equipment manuals and diagnostic software, but also to technical support, which is staffed every hour of every day from our world headquarters located in Moorestown, New Jersey. These highly trained OPEX employees utilize electronic knowledge databases, and can replicate issues on test equipment and even troubleshoot remotely. This dedication to problem-solving consistently results in faster resolution times.

Simply put, the success of OPEX Corporation has been built on technological innovation, product quality, and unmatched customer service and support. We are pleased to offer these timeless qualities and values to our material handling customers.



Unrivaled service and support that sets the standard for the material handling industry

- Over 40 years of providing successful service and support to thousands of customers around the globe.
- Established U.S. service network comprised of over 300 locally-based OPEX field technicians.
- All technicians are direct employees, factory-trained and certified, not subcontractors.
- 24-hour customer support center, staffed by OPEX employees, responds rapidly.
- Service contracts include ALL parts and labor thereby providing a predictive cost structure for our customers. Service includes ongoing equipment preventive maintenance.
- Vendor managed spare parts inventory provided on-site or at a nearby location.
- Customer maintenance training provided.
- Service contracts include all software version upgrades.
- Rapid resolution due to auto escalation procedures.

Flexible service contracts designed to meet your needs

	Basic On-Call 8 hour shift, 5 consecutive days	Basic On-Site 8 hour shift, 5 consecutive days
Labor	100%	100%
Spare Parts	100%	100%
Preventive Maintenance	Included	Included
Customer Training	Included	Included
Spare Parts Storage (OPEX Owned and Managed)	On-site or Nearby	On-site or Nearby
800# Support (OPEX Employee Staffed)	24-Hour	24-Hour
On-site Support Response	Within 2-Hours	Immediate
Operator Manuals	Included	Included
System Diagnostic Tools	Included	Included
Customized Service & Support	Available (Priced Separately)	Available (Priced Separately)

