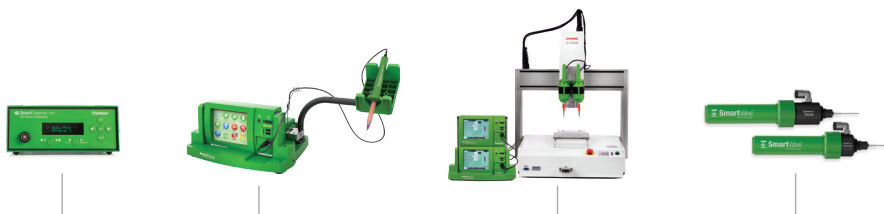


# Our Tech Service Department is One More Reason to Choose Fishman®

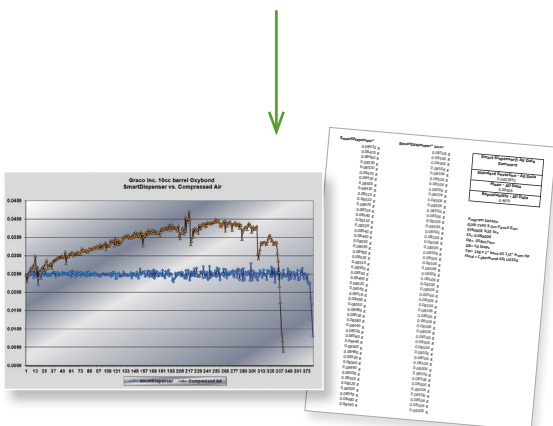
We want to take this opportunity to tell both prospects and customers about our Tech Service Department. We're doing so because it offers you a host of unbeatable sales and support solutions that make selecting the SmartDispenser® an incredibly smart decision.



## The Benefits Begin Even Before You Buy the SmartDispenser®



*There's Absolutely No-Risk and No-Cost to You*



*Test Reports Created Provide You with Baseline Statistical Data*



*Once Parts are Approved, the SmartDispenser® is Installed Within Minutes at Your Facility*

## Validation Support Program

The Validation Support Program (VSP) is a no-risk, no-cost way for you to purchase the SmartDispenser®. With VSP, validation testing is conducted by Fishman® Application Engineers at our facility. We use your specifications, fluid, and sample parts to program the SmartDispenser® you wish to purchase. We also record the entire testing process on video which you can use to train your staff after purchasing the SmartDispenser®.

Once testing is completed, the results and sample parts are turned over to your engineers for quality inspection. As soon as the parts are approved, the SmartDispenser® is delivered and installed at your facility, and within minutes, it is up and running. The original test reports created at the Fishman® facility provide baseline statistical data that can be matched against your validation testing. This will help prove the SmartDispenser® performs exactly the same at your facility as it did in ours.

**AlgorithmicControl™**  
AirFree® Technology

VSP is a must-have program because it's free and there's literally no risk for you to take part in it. If the validation fails, which is next to impossible thanks in large part to the AlgorithmicControl™ feature of every SmartDispenser®, you simply walk away from the deal having given up nothing.

## After the Sale You Benefit From the Very Best in Technical Support

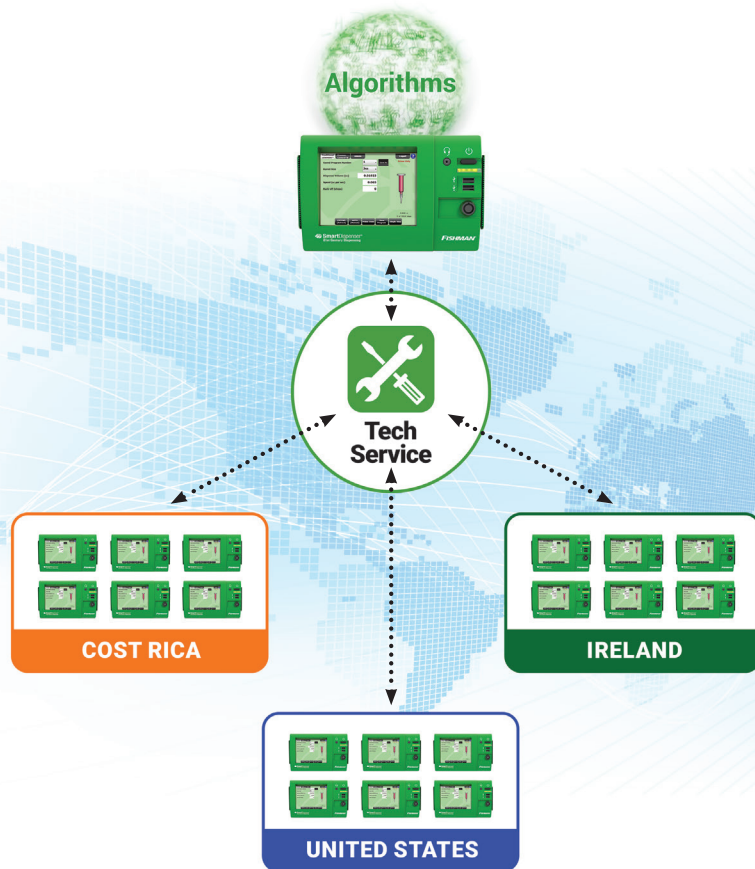


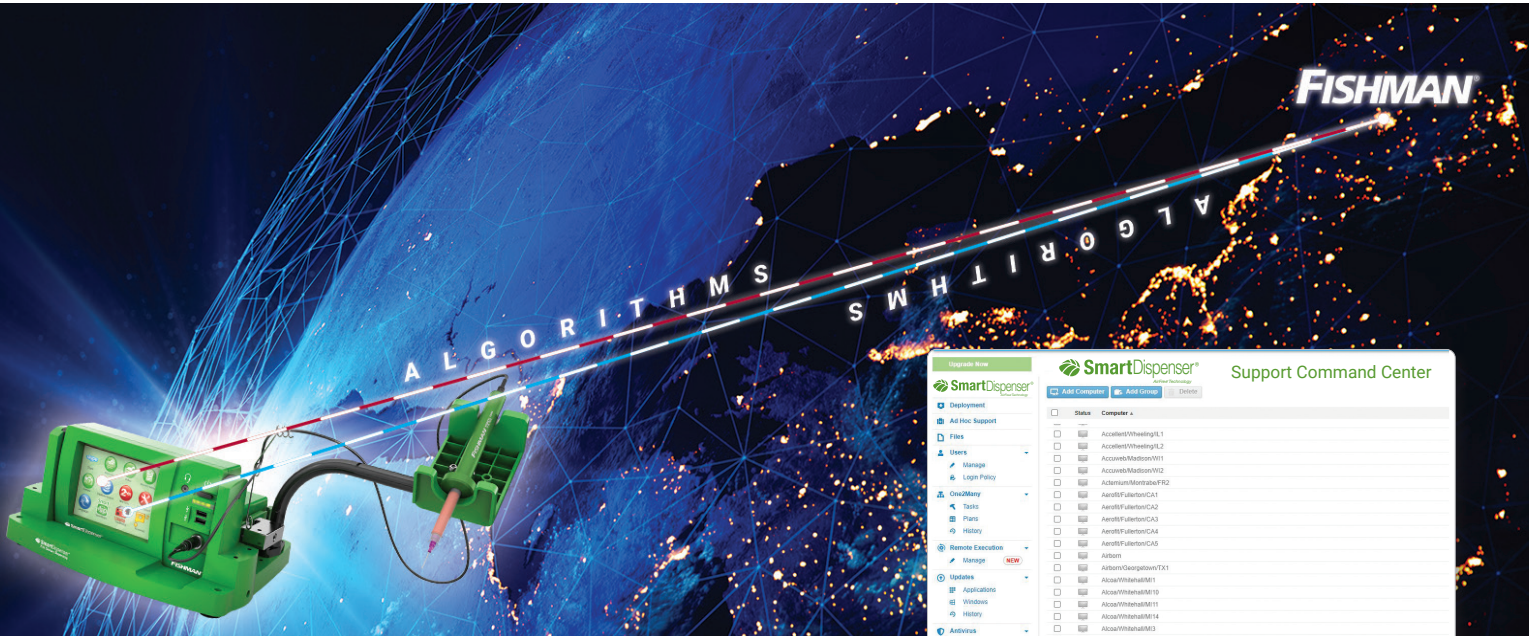
### ✓ Installation Support

Once you purchase the SmartDispenser® our Tech Service Department is prepared to offer you any help you may need with installation. Set up won't take very long since VSP and AlgorithmicControl™ make installing the SmartDispenser® unbelievably quick and easy. And, if on the off chance any issues arise, our Tech Service Department stands ready to provide you with prompt, expert assistance.

### ✓ Programming Support

Many of the services that allow us to provide outstanding Installation Support also come into play when assistance with programming is needed. One way we can help is whenever you have an issue anywhere in the world, all you need to do is send the Fishman® Technician the program you're running, along with your fluid and dispense tip types, and syringe size. With that information, the technician will set up a duplicate SmartDispenser® in the Fishman® laboratory, where they will recreate and fix the issue, then send the new dispense program with any needed adjustments back to you. This remarkable procedure can be accomplished because the SmartDispenser® uses algorithms and not compressed air, ensuring that exact duplication is possible worldwide.





## Maintenance and Repair Support

Our Tech Service Department is also available to make program adjustments or run some diagnostics to make sure everything is operating properly. If you're like some of our customers, you'll find that an easy way to do this is to keep your SmartDispenser® online at the end of their production day. It makes a lot of sense because the SmartDispenser® runs on the Windows® OS 10, which employs the same protocols that the IT departments of most companies use to connect any computer to their own local secure server. This allows our technician to log on and make any necessary adjustments overnight. That way, when you get back to work the following morning, your SmartDispenser® is good to go.

Maintenance and Repair Support can be provided during business hours as well. All you need to do to "show" the technician the issue you're having is to put your SmartDispenser® online, using LogMeIn's Rescue program. This permits instant messaging to occur between our technician and you. It also gives the technician the ability to have remote control of your SmartDispenser®, along with access to all reports and logs on it, ensuring any issues are taken care of quickly.



Learn more about how you can benefit from our Tech Service Department by contacting **Dave Thomas, Tech Support**, [dthomas@fishmancorp.com](mailto:dthomas@fishmancorp.com), 508.686.5065 or **Meghan Malkin, Tech Support**, [mmalkin@fishmancorp.com](mailto:mmalkin@fishmancorp.com), 508.686.5066. They look forward to being of service to you!