



FIRST YEAR PROGRAM

A PROGRAM BUILT FOR YOUR NEW SYSTEM

The Columbia/Okura First Year Program is designed to accelerate your team's proficiency, minimize ramp-up challenges, and secure long-term performance. Through structured service visits, targeted training, and proactive system reviews, we help you protect your investment and keep operations running at peak efficiency.



COMPREHENSIVE SUPPORT

The Columbia/Okura First Year Program includes three milestone visits at approximately days 30, 180, and 365. These visits are aimed at supporting you throughout your first year with your new integrated end-of-line system. We recognize that acquiring new equipment is a major investment, our program ensures you receive exceptional value, not just from the system itself, but from the expertise and guidance that come with it.

BENEFITS

- « Visits from Columbia/Okura employee(s) at day 30, 180, and 365
- « Hands-on coaching from technicians
- « Performance assessments
- « Technical system optimization
- « Routine maintenance performed by expert technicians



Columbia/Okura LLC is a robotic palletizing integrator, applying expert knowledge and tools to solve customers end-of-line production challenges for a diverse range of businesses, products, and applications. We believe in the transformative power of automation.

FIRST YEAR PROGRAM

30 Days: Optimization & Knowledge Transfer

- « Evaluate and fine-tune system performance
- « Review operational best practices with your team
- « Conduct parameter checks and technical adjustments
- « Assess spare parts inventory and make recommendations
- « Ensure a smooth transition into steady-state production

180 Days: Follow-Up & Skill Reinforcement

- « Deliver refresher training, including for new operators
- « Perform full equipment inspections and adjustments
- « Review maintenance activities and preventive schedules
- « Identify and resolve any warranty-related items
- « Strengthen troubleshooting skills and operational confidence

365 Days: Comprehensive Review & Planning

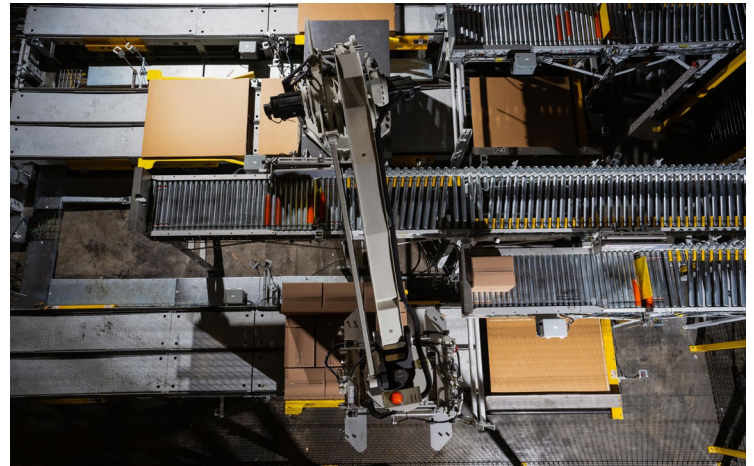
- « Provide advanced operator training and address outstanding questions
- « Complete detailed system service, inspection, and fine-tuning
- « Deliver a full operational status report prior to warranty expiration
- « Recommend preventive maintenance plans for sustained performance
- « Advise on service contract options to secure ongoing reliability

**All service dates are approximate, and will be scheduled at commissioning.*

BUILT FOR SUCCESS

The First Year Program's 30-180-365 structure is more than a schedule, it's a framework for building operational excellence. By combining proactive service, hands-on training, and strategic planning, Columbia/Okura helps you achieve maximum return on your automation investment.

We are committed to making your first year—and every year thereafter—as productive and trouble-free as possible.



WORKING WITH US

At Columbia/Okura, we believe automation is the catalyst for unprecedented growth. Beyond robotic palletizing, we engineer comprehensive end of line solutions that drive transformative results for your business.

- « Fully customized and integrated palletizing system
- « Accurate bag placement and flexibility
- « Low maintenance solutions that ensure increased uptime and high reliability
- « Robust end effectors adapted for your application
- « Training, remote support, and OEM parts



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