



# PERFORMANCE PLUS PLAN

## 1. Training

- Certified, module-based, hands-on instruction twice per year (ie: Q1, Q3)
- Three half-day “in-plant” sessions each visit
- Courses are product-driven and geared toward process optimization and troubleshooting

## 2. Service

- BioFuels Automation Certified Technicians skilled in instrument and valve troubleshooting and repair visit your plant twice per year (ie: Q2, Q4)
- A full day and a half per visit
- Tasks can be preventative, scheduled or unexpected situations
- All work performed is guaranteed
- Our staff is authorized to perform factory warranty work

## 3. TECHtrak

- A highly functional kiosk computer terminal that resides in your maintenance office
- Connects directly to BioFuels Automation Data Vault
- Provides immediate access to all device information: manuals, calibration sheets, troubleshooting guides, specifications, etc.
- Search engine is entirely tag number based
- Like having an open line to our technicians 24/7
- Online BioFuels Automation Help Desk
- Allows for online ordering
- Paperless information tracking