



Sharpcut Flatbed Cutter Support & Training Options

Dear Valued Colex Customers,

Are you in need of support or additional training for your Sharpcut Flatbed Cutter?

Colex is now offering the following options to improve your operators knowledge and use of the Sharpcut:

All Sharpcut owners have 24/7 access to our **Customer Support Center**:

Hundreds of How-To Videos, Frequently Asked Questions, instructions, guides and manuals as well as free access to our online **Sharpcut Training Course**.

In the **Customer Support Center**, you can submit tickets to request a phone call from one of our expert technicians or order spare parts or new tools. Response time is typically 2-3 hours but varies depending on call volume. Priority response is given to our elite phone support contract customers. Email service@colex.com to register for the Customer Support Center.

Elite Phone Support - For as low as \$285 a month, unlimited application and technical assistance. Includes priority response time, unlimited scheduled remote training for new operators, and free maintenance products. \$3,400 Annually

2-Hour Remote Training - Schedule a remote session with a Colex technician and take advantage of our most successful training option. Our expert technicians will log onto your Sharpcut to specifically address all your questions. Plan your training around your schedule to reduce downtime and improve your production. \$350

10-Hours Remote Training - Save money by ordering a package of five. Schedule five X 2-hour remote sessions over the course of a week or month at a reduced rate. \$1,500

On-Site Training – Our expert Colex technician will travel to your facility for more hands-on training. Improve your technical understanding, maximize the uptime of the cutter, increase productivity & workflow and get introduced to new applications to expand your product offerings. \$1,200 a day plus travel expenses.

To purchase a plan please submit a ticket in the Customer Support Center or email service@colex.com.

Regards,

Colex