

Product	Description	Basic	Lite	Pro	Premium
User access 1	Access to web platform and mobile app for a maximum of 3 users per site	✓			
User access 2	Access to web platform and mobile app for a maximum of 6 users per site		✓		
User access 3	Access to web platform and mobile app for unlimited users			✓	✓
Exclusive Benefits	Discounted standard and specialized service fees	15%	15%	20%	20%
Service tickets	With just a couple of clicks, customers can create service requests and track the status of each request	✓	✓	✓	✓
Spare parts tickets	With just a couple of clicks, customers can create spare parts requests and track the status of each request. They can select parts from a parts list by equipment			✓	✓
Digital Machine Profile 1	Digitization of equipment from NEW projects, ensuring all relevant information is easily accessible	✓	✓	✓	✓
Digital Machine Profile 2	Digitization of equipment already installed in previous projects	Implementation costs apply	Implementation costs apply	Implementation costs apply	Implementation costs apply
Access to QR code 1	QR codes on equipment from NEW projects. Simply scan the QR code on the machine to log in to the application and create a ticket or access documentation	✓	✓	✓	✓
Access to QR code 2	QR codes on equipment already installed in previous projects	Implementation costs apply	Implementation costs apply	Implementation costs apply	Implementation costs apply
Documentation Library	Library available for each equipment, with manuals, instructions, reports, technical sheets, certificates, and other documents			✓	✓
Academy 1	Access to a portal with content and operation, maintenance, basic level training videos		✓	✓	✓
Academy 2	Access to a portal with content and videos for advanced level training (packaging management, advanced operation, equipment assembly)			✓	✓
Academy 3	Customized webinars on demand (limited to 3 monthly)				✓
Preventative maintenance management 1	Availability of digital checklists for equipment maintenance		✓	✓	✓
Preventative maintenance management 2	Suggested maintenance routines with alerts for upcoming preventive maintenance activities			✓	✓
Preventative maintenance management 2	Complete maintenance management. Sienz takes care of loading routines, checklists, as well as planning maintenance activities in coordination with the production department				✓