



**PROliance™**

KEY® GLOBAL PARTS AND SERVICE

*PROMISE. PARTNERSHIP. PERFORMANCE.*

BECAUSE YOU HAVE NO TIME FOR DOWNTIME:



## DELIVERS PEACE OF MIND

Your Key sorters, shakers and processing systems are major investments that demand safeguarding.

PROliance™ is that *safeguard*. It is Key Technology's *promise* of relentless attention to product and service support. Our Global Parts & Support team is on the job around the clock to **optimize** system performance and productivity, **protect** your equipment investment and provide **peace of mind**.

Through technical support, parts and upgrades, training, remote sorter monitoring and diagnostics, service plans and more, PROliance helps you protect your assets and maximize the revenue they generate – wherever you are in the world.

Downtime doesn't stand a chance.



# PROliance™

PROMISE. PARTNERSHIP. PERFORMANCE.

# PROliance™ PROTECTION PLANS

for KEY CAMERA & LASER SORTERS

## SELECT.PRO

Base level program includes global email support and 24/7 Help Desk; quarterly Service Advisor with operation-enhancing input; online training\*; 32-point system optimization audit to ensure process season readiness.

**RemoteMD™ BASIC** offers:

- Web-based monitoring & diagnostics
- Monitor and alarm on critical events
- Remote access by Key technicians
- Identify-and-fix
- Software management/updates

## PLUS.PRO

For processes where sorter failure could substantially impact workflow, this plan includes all SelectPRO advantages plus emergency service with regional Key technicians at your site with immediacy.

**RemoteMD™ EXPANDED** delivers:

- Remote audit
- System performance & utilization
- Preventive maintenance recommendations
- Remote backup of system settings

## PREMIER.PRO

The Premier plan builds on the Select and Plus plans. At this level Key uses images from your products to segment (define) color categories for separating “bad” from “good” and provides recommended KeyWare® settings.

**RemoteMD™ PREMIUM** adds:

- Monitor & alarm on production/ operator events
- Proactive log analysis / health check
- Tracking of product metrics: collect, analyze and report
- Assistance with segmentation

	Select•PRO	Plus•PRO	Premier•PRO
SYSTEM OPTIMIZATION	●	●	●
HELP DESK	●	●	●
EMAIL SUPPORT	●	●	●
SERVICE ADVISOR	●	●	●
WEB-BASED TRAINING	●*	●**	●***
EMERGENCY SERVICE VISITS		●+	●++
RemoteMD BASIC	●	●	●
RemoteMD EXPANDED		●	●
RemoteMD PREMIUM			●
SEGMENTATION			●

\* 90 Days 3 Students \*\* 90 Days 5 Students \*\*\*12 Months Unlimited Students  
 + Includes Labor ++ Includes Labor and Electronic Parts

# RemoteMD™

WEB-BASED MONITORING & DIAGNOSTICS



**RemoteMD™** is setting the standard for proactive, real-time condition monitoring solutions by remotely detecting, diagnosing and notifying plant personnel of sorter changes. Remote access is available by our technicians to assist with troubleshooting issues. If the problem does require in-person attention, the technician arrives with the necessary information to solve the problem quickly.

**RemoteMD's** boosted troubleshooting and faster resolution ensure the highest machine availability, performance and productivity.

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## Ask us about PROliance™ for your shakers, sorters and process solutions.

PROliance™ is designed to cover the total range of service and support needs for Key processing equipment. From sizers, graders and other process solutions to innovative Smart Shakers® and automated inspection systems, rely on PROliance for:

- Parts
- Protection Plans
- Training
- Technical support
- Upgrades ... and more.

**Call us. Meet us. Visit us online.** We're ready to work with you to protect and optimize your asset investment.

vision  
motion  
innovation



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