



PHOTOPOLYMER SHIPPING PROCESS

NP Nova Polymers
Innovative Solutions for Accessible Signage

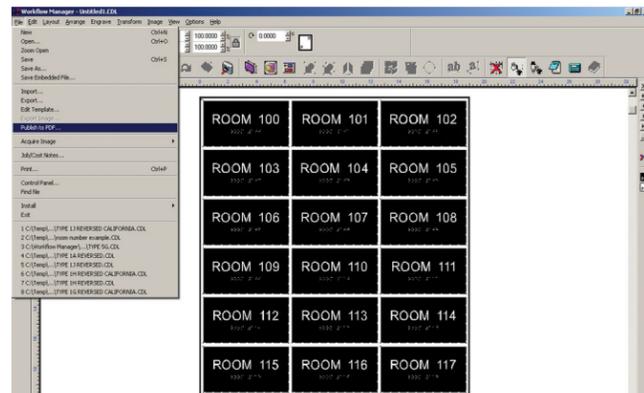
Photopolymer Equipment Shipping and Installation

Congratulations on making the decision to fabricate ADA/Accessible Compliant signage using Novacryl® photopolymer in your facility. Welcome to the Nova family. After you have accepted our Proposal and we have received your funds for deposit, the process for shipping you all the components will begin.

THE FIRST STEP

We will ship you Workflow Manager, the software used to produce artwork files for generating film negatives used in the exposure step of the photopolymer process. We ship this component first, so that your operator can install this PC based application and become familiar with the software. Do not worry – this is not some new interface that your operator will stress to understand. The user interface will appear consistent with many other sign software applications so the learning curve is very short.

The difference of Workflow Manager is that this software not only provides efficiency gains in file building (such as the ability to import room schedules), but it also assures ADA compliance (including those tricky fonts) with all US and International laws and codes.



After you have received and installed the software, we will hold a training webinar with your operator(s) and our programming team. During the training session we will walk through the functionality of the software and create live files that will be used for the set up the process during installation. This will occur the week before we arrive on-site to do the training.

If you have a job in house that is ready for production, we can help you create those working files – and when we are on site for training – we can use those files and film negatives to set up the machine and train your staff. About the same time you are installing the Workflow Manager software, you will be installing our RIP program that will drive your InkStar film solution. This solution includes a RIP and Printer (watch our video which shows

you how to set up this part of the process). There are no worries with this part of the process either, as one of our technicians will contact you to schedule a time to walk through this entire process. This will ensure that all settings are correct and the film you are producing is top quality.

The reason these steps are completed ahead of our arrival is to ensure that the time we spend together while on site is maximized and any issues that may have arrived during shipping, etc. can be address ahead of time.

THE SECOND STEP

This involves you ensuring that the electrical and water connections are made to the equipment you've received.



Typically, equipment is received within 3 days of the items leaving our warehouse in Ohio. While we perform testing on our equipment after it is manufactured to ensure a quality product, sometimes things can happen during the shipping and transportation process. This is why we ask that you have the water and electrical connected to the machines prior to our arrival. The last thing either of us wants is to arrive at your facility and then find out that something happened during the shipping process that would not allow us not to train your staff on your new equipment.

THE THIRD STEP

Now you can begin installation and training. We have produced a video of the complete process that you will want to watch with your team prior to our arrival.

Once on site, we will fill the processor tank with water

if not already done and turn on the hot stamp machine to allow it time to warm up. While that is happening, we will make sure you are comfortable with the software and help you image a film negative if not already done. When we have a film negative and you are comfortable with the software, the next step in the process is to make your first ADA compliant sign from Novacryl® photopolymer.

Exposure is an important part of the process, so we use a Stouffer scale to measure the amount of light the material receives. The perfect exposure is a solid 16 on this 21 Step Grey scale. This process is very straightforward and the Stouffer Scale video demonstrates the process clearly.



During this part of the training we discuss the importance of using a Production Log. Using this log to record exposure times and conditions, along with the lot number of the material that was used that day or on a specific job number will help us quickly diagnose the result of any issues that may arise on jobs in the future.

After we have made several perfect exposures with your new equipment, we will move to the process of hot stamping. This process is very straightforward and most operators are successfully hot stamping/tipping the raised characters within minutes of the machine being set up.



THE FOURTH STEP

The painting process ensures an even topcoat with a sufficient amount of paint to help deter graffiti or vandalism. Mathews Paint Company specifies a 4 mil wet and 2 mil dry top coating. While on site, we supply you with a Wet Film Thickness Gauge, so your paint staff can ensure an adequate coating. We created a full-length painting video that reviews proper painting procedures for decorating photopolymer. The video also touch on several “best practices” that are relevant for painting in general and will be beneficial for your entire team to review.

FOLLOW UP AND TECH SUPPORT

We have on-line technical support through our live chat and you will have the cell phone number of the Technician that was on site setting up your machine.

While we are on site, we take notes about the installation and record that information in our CRM (contact database – we use salesforce.com) so that we have a record of all our interactions with you.

If an issue does arrive at some point, we want to make sure that we can take a scientific and fact based approach to helping you troubleshoot a problem.



See all of the Photopolymer Processing Videos
www.novapolymers.com/tech-support/videos

ADA Compliant. **PERIOD**®

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