

Our commitment once the Hatchery Guidance Programme is completed

As the undisputed world leader in incubation technology, we strive to provide our customers with solutions that achieve optimum hatch results, chick quality and post-hatch performance, twelve months a year, year after year. Because your peace of mind is our primary concern, you can rely on our Service Station to provide you with quality support for all your technical and incubation questions, whenever you need it. We're standing by to assist you 24 hours a day, seven days a week.

PETERSIME
SERVICE
STATION

Petersime NV
Centrumstraat 125
9870 Zulte (Olsene)
Belgium

T +32 (0)9 388 96 11
F +32 (0)9 388 84 58
service@petersime.com
www.servicepetersime.com

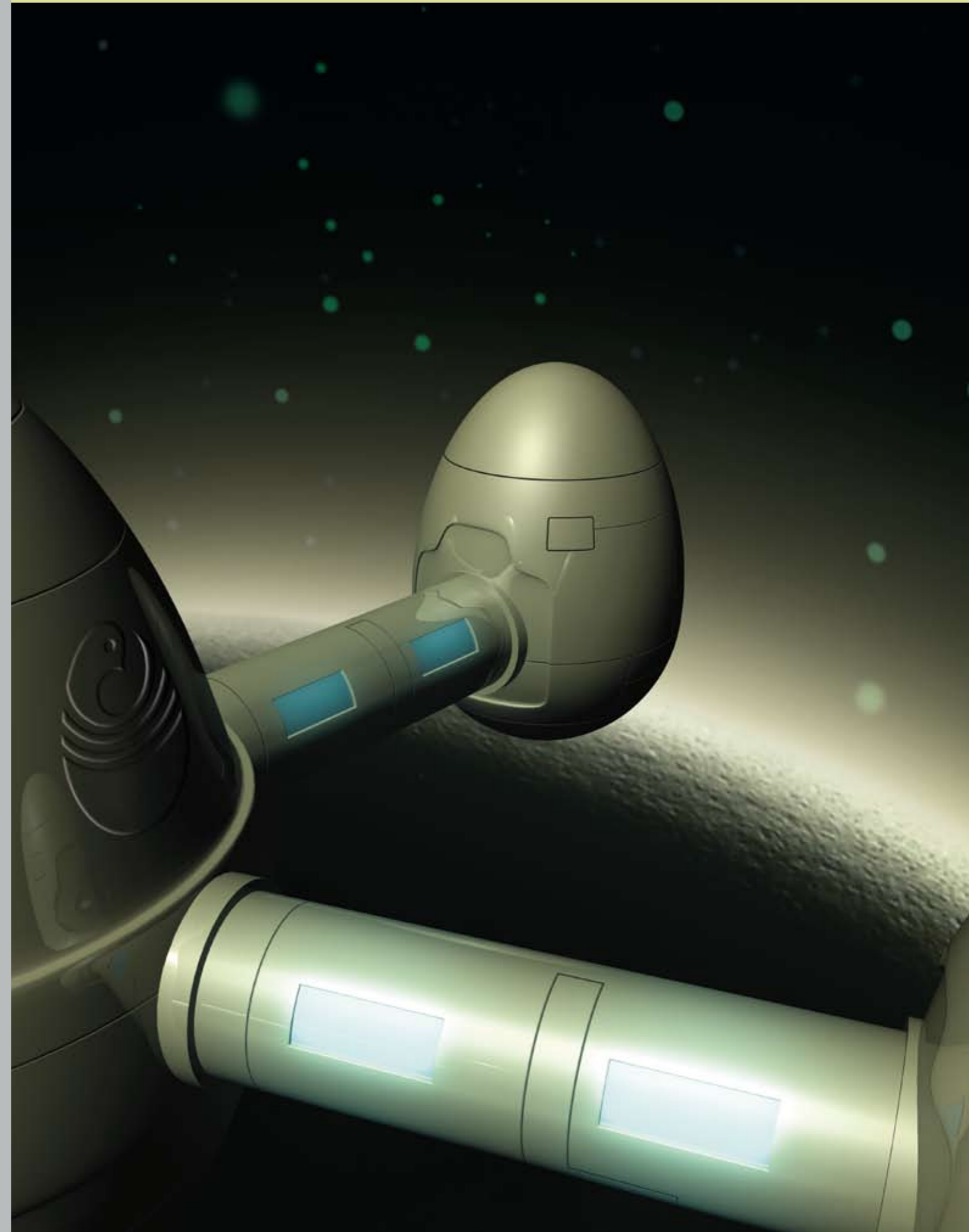
Vandekerckhove & Devoir

PERFORMANCE OPTIMIZATION CENTRE

SERVICE PACK

by Petersime

HATCHERY GUIDANCE PROGRAMME



SERVICE PACK

by Petersime

Hatchery Guidance Programme

Once the installation and technical commissioning of a new hatchery is finished, the next few months are a hectic time for the hatchery manager and his technical staff as they need to adjust to new equipment and new processes.

To guide our customers through this transition period, Petersime is introducing a Service Pack so they can be fully operational within the shortest period of time. This Service Pack is available to all Petersime customers and can be ordered as an option in 2 possible versions: **Hatchery Guidance Programme** and **Hatchery Guidance Programme PLUS**.

- Arrival of goods
- ▼
- Installation of the equipment
- ▼
- Technical commissioning of the equipment
- ▼
- Hatchery Guidance Programme
- or
- Hatchery Guidance Programme PLUS



	HGP	HGP ^{PLUS}
STEP1	✓	✓
STEP2	✓	✓
STEP3	-	✓
STEP4	-	✓

STEP 1

Once the Petersime Service Engineer confirms that the installation and technical commissioning of the equipment is finished, the hatchery manager will be invited to attend an intensive four-day training course at Petersime's Hatchery Training Centre (Belgium). The course covers a range of technical and physiological topics including the operation of the incubator controls and the principle of embryo-response incubation. The more familiar the hatchery manager is with the incubators, the more effective he will be at obtaining maximum performance

for the hatchery. During the four days, the hatchery manager will also be introduced to Service Station's comprehensive Incubation Guide. With its nine detailed chapters, the Guide covers all machinery-related issues and outlines the entire incubation process from start to finish, from setter start-up to hatcher start-up, from calibration to incubation programmes, from ventilation damper adjustment to hatch break-out.



HGP

HGP

STEP 2



Having completed the training course, the hatchery manager is now familiar with the incubator processes and procedures, including how to use the Incubation Guide during the first settings. At fixed periods throughout the incubation process, the hatchery manager will be sending Incubation Guide Feedback Forms to Petersime's

Performance Optimization Centre in Belgium. Based on this information, a member of the Performance Optimization Centre supervises the process remotely and, when necessary, provides recommendations to achieve better results.

HGP^{PLUS}

STEP 3



By the second (or third) hatch, a Petersime Hatchery Guidance Programme Supervisor (HGP Supervisor) comes to the hatchery for four days to complete the following tasks:

TASK 1: Verify the technical soundness of the installation

Setting up a hatchery requires the work of several different contractors, with plumbers and electricians often putting in the finishing touches after the Service Engineer has left the hatchery. This is why a re-check of important technical points is crucial in order to make sure the installation is still technically sound after the first weeks of operation. For example, local electricians might reverse the electrical phases, causing the incubator motor to rotate the wrong way.

TASK 2: Provide additional on-site training

An additional training course of 1.5-day is organized at the hatchery, similar to the one held at Petersime's Hatchery Training Centre: review of key issues for the hatchery manager, share best practices, answer

questions, resolve any problems and making sure the hatchery manager and technical staff have all the information and assistance they need.

TASK 3: Analysis of loaded setters and hatcher

Loaded setters and hatcher are analysed to determine whether the Incubation Guide has been correctly implemented for the first settings.

TASK 4: Collect information during the hatch

The Petersime HGP Supervisor observes the process first-hand and collects information during the hatch.

TASK 5: Report back to Petersime's Hatchery Performance Centre

The findings are analysed and recommendations are given for the next settings. The HGP Supervisor is on hand to help to set the next batch of eggs and an appointment is made for a second visit to analyse the hatch results from this setting.

HGP^{PLUS}

STEP 4



On the agreed-upon date, the Petersime HGP Supervisor returns to the hatchery for three days to analyse the hatch results from the first egg-setting visit.

TASK 1: Analysis of hatch results; collection of additional information

TASK 2: Recommendations for the next settings

TASK 3: Meeting with the hatchery manager and his technical staff to answer any remaining questions