



PRO360™ AT A GLANCE

"The all-in-one, touchless fiber cleaner engineered for precision and performance."



- Full 360° Clean
- Touchless Process
- Microscopic Precision
- Static Neutralizing
- One Tool for the Most Popular Connectors
- Eco-Friendly

PRO360™ FEATURES & BENEFITS

- Full 360° End Face Cleaning – Cleans to the very edge, not just the core, ensuring no contamination is left behind.
- Touchless, Non-Abrasive Process – Eliminates the risk of scratching or damaging connectors.
- Removes Microcontamination – Atomized spray dissolves oils and lifts away dust invisible to the naked eye.
- Prevents Recontamination – Neutralizes static charges so particles can't "jump back" onto the cleaned surface.
- One Tool, Many Connectors – Cleans many connector sizes without changing tips, saving time and reducing tool clutter.
- Eco-Friendly Design – Reduces waste from disposable plastic click-to-clean tools and minimizes fluid usage.

PRO360™
TOUCHLESS CLEANER

**A NEW ERA IN
FIBER CLEANING**

Norwood Light and Broadband: Restoring 400 Server Connections with the Pro360™ Touchless Cleaner

OVERVIEW

As a municipal utility provider, Norwood Light and Broadband in Massachusetts offers more than just electricity. As a value-added service to its customers—and a key differentiator from competitors—the utility delivers a full "triple play" of electric, internet, and TV streaming services.

To support these services, Norwood keeps its own headend and server infrastructure. When the time came to expand their capacity and launch a new Fiber-to-the-Premises (FTTP) project, much of the fiber in the system was already 20 years old. In the headend and hubs, patch panel connectors rarely had protective caps, leaving them exposed to years of dust and debris. Headend Manager, Jason Hibbard, was tasked with testing every unused fiber connection and documenting the results.

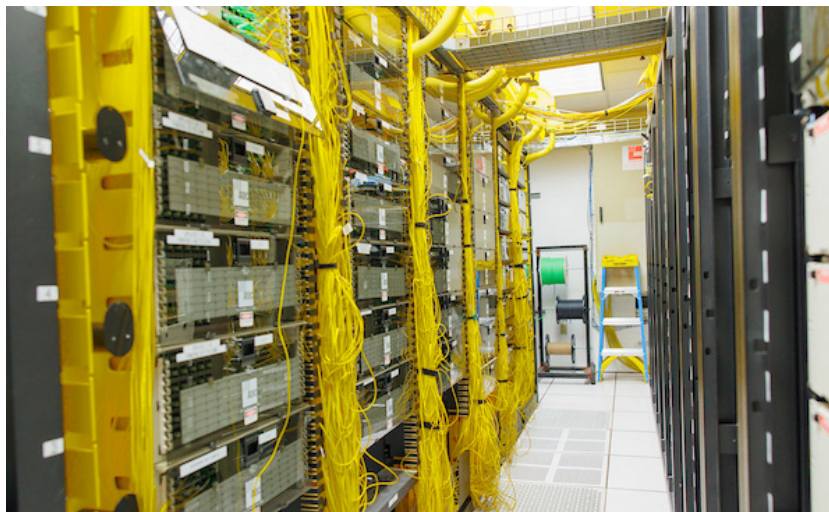


Photo Credit: Dan Busler Photography

Norwood Light and Broadband runs its own headend to deliver triple-play services—electric, internet, and TV streaming—direct to its customers

THE CHALLENGE

Initial testing revealed a major obstacle: hundreds of fiber connectors failed OTDR measurements. Many had sat uncapped for years and click-to-clean tools—used by the case—were struggling to remove the heavy contamination. In some cases, repeated use of one-click cleaners even risked damaging connectors.

The alternative was costly and time-consuming—cutting and re-splicing large numbers of connectors, which could have meant weeks of extra labor, material costs, and potential service delays.

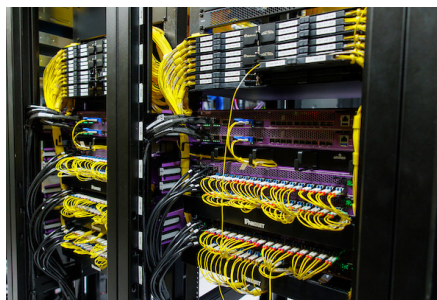


Photo Credit: Dan Busler Photography

Initial testing revealed hundreds of fiber connectors failing OTDR, with heavy contamination resisting standard click-to-clean tools



THE TURNING POINT

At a local SCTE vendor day, Hibbard saw a demo of the Sticklers™ Pro360™ Touchless Cleaner. Nearing the end of his documentation work, he still had many failed fiber connections, so he arranged to test a demo unit.

THE RESULTS

The difference was dramatic. Hibbard began working through hundreds of previously failed fiber connectors and recovered almost all of them. For the connections that wouldn't pass with click-to-clean tools, the Pro360™ delivered an 89% success rate. Only a small number of connectors required replacement due to defects or prior damage.

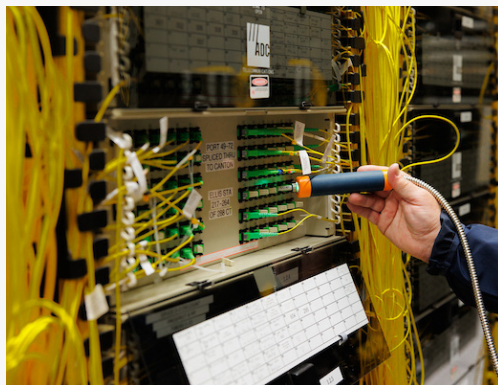


Photo Credit: Dan Busler Photography

Hibbard recovered nearly all failed fiber connectors—Pro360™ achieved an 89% success rate on the toughest connections.

IMPACT

The Pro360™ uses a precise stream of atomized cleaning fluid to remove dust, oils, and other debris from the entire connector end face—without any contact that could cause scratching or cross-contamination.

By using the Pro360™ Touchless Cleaner, Norwood Light and Broadband:

- Recovered 89% of previously OTDR failed fibers without re-splicing
- Saved significant labor hours and testing time
- Avoided material waste and service delays
- Preserved connector integrity by ending abrasive contact cleaning



Photo Credit: Dan Busler Photography

Pro360™ helped Norwood recover 89% of failed fibers, saving time, reducing waste, and protecting connector integrity.

CUSTOMER FEEDBACK

Jason Hibbard from Norwood Light and Broadband shared, “We thought we were looking at weeks of downtime and major labor costs. The Pro360™ turned the whole situation around. It’s an incredible tool. For the fibers that one-clicks couldn’t clean, the Pro360™ brought nearly 90% back to life. I’m a fan for life.”

Rick Hoffman, Commercial Sales Manager for Sticklers™, added, “This is exactly why the Pro360™ was engineered—to tackle cleaning jobs efficiently, safely, and without damaging delicate fiber connectors. We’re proud to support customers like Norwood who deliver high-quality communications services.”



THE BENEFITS ARE REAL

Nobody knows more about fiber end face cleaning. Sticklers is dedicated to helping you clean more effectively, more reliably, and more efficiently—whether you’re working in the lab, in the field, or at the data center.



GLOBAL PARTNER NETWORK

Worldwide access to Sticklers products and expertise, wherever projects take you.



COMPREHENSIVE PRODUCT LINE

Complete fiber cleaning, from touchless systems to tools and fluids—Sticklers delivers unmatched performance and versatility.



LOWERS COST-PER-CLEAN

The Pro360™ lowers cost-per-clean with its efficient wet/dry process and non-IPA canister fluid, reducing consumables while ensuring superior fiber end-face cleaning.