

## Admix Field Service Program

A member of our *Customer Service Team* will visit your facility to provide one or more of the following services:

- Start-up assistance
- Repair or rebuild service
- Admix equipment audit
- Maintenance training

A general description of each of these services is provided below.



**START-UP ASSISTANCE:** Admix will perform a general review of your installation, inspect and correct shaft run-out and straightness, check coupling alignment, inspect the mixer mounting, inspect the seal installation, check the motor alignment, and review the impeller(s) position. We will also review the IOM manual with your key personnel and review all safety instructions.

**REPAIR OR REBUILD SERVICE:** Admix will repair or rebuild your mixer(s) on-site with your key personnel. We will inspect and replace (if necessary) all components including bearings, seals, mix heads, rotors/stators, shafts, etc. We will check shaft straightness and run-out and bring to within specification if necessary, inspect and align shaft couplings (where applicable), and review the overall installation of the mixer.

**EQUIPMENT AUDIT:** Admix will inspect and review all Admix manufactured equipment at your facility with your key personnel. We will troubleshoot mixing issues or equipment failures and offer preventative maintenance advice. We will also review the IOM manual with your key personnel and review all safety instructions.



**MAINTENANCE TRAINING:** Admix will train all key personnel on general mixer operation, maintenance, and assembly/disassembly techniques. We will also provide instruction on seal replacement, shaft straightening procedures, and mixer inspection, as well as provide preventative maintenance advice. We will also review the IOM manual with your key personnel and review all safety instructions.

**WHAT ADMIX WILL BRING:** Admix will have all of the tools necessary to rebuild the equipment at your facility. We will also have all measuring and specialty tools needed for the job.

**CUSTOMER NEEDS TO PROVIDE:** The customer will be responsible for providing an Oxy-Acetylene torch with a #1 and #2 brazing tip. This torch will be used for shaft straightening and heating of the interference fit motor coupling (if applicable.)

**SERVICE FEES & EXPENSES:** The daily fee for services is \$850<sup>00</sup>. The customer is responsible for all travel expenses. There is also a \$400<sup>00</sup> fee for travel days. Admix requires a purchase order to be received no later than 2 weeks prior to arrival at your facility for the fee(s) and travel expenses. Proof of expenses will be made available upon request. Admix will book and confirm all itineraries with you via fax or e-mail once a purchase order is received.



CONTACT OUR CUSTOMER SERVICE DEPARTMENT TODAY AT  
**1-800-466-2369**  
 TO SET UP YOUR FIELD SERVICE VISIT.

*We look forward to working with you.*

### Admix, Inc.

234 Abby Road ~ Manchester, NH 03103  
**800.466.2369** or 603.627.2340 Fax: 603.627.2019  
 e-mail: [mixing@admixon.com](mailto:mixing@admixon.com) ~ web: [www.admixon.com](http://www.admixon.com)

