

Onsite Inspection Procedure

Customer Support

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Our APS Onsite Inspection Procedure is a complete and comprehensive machine evaluation to **ensure continued peak performance of your blender.**

We customize the activities in this program to be in line with your distinctive blender and process. The purpose is to aid the longevity of your blender, improve quality of mix and throughput efficiency, and minimize downtime. All so that you can rest assured you will continue to have a competitive edge in your industry.

The APS inspection procedure:

- Prior to the visit, our Customer Support team will research your file and be equipped with information for a focused discussion during the visit.
- Onsite, the Customer Support team member will provide an inspection report together with a parts list and associated quote.
- The Customer Support team member will also discuss options for upgrades to improve the machine's performance (e.g., upgrades for sealing interface points).
- Lastly, our Customer Support team member will provide consultation as it relates to any future repairs so that you can plan for this effectively.

Examples of items we inspect:

- Main agitator shaft straightness => check for runout
- Corresponding main agitator/chopper shaft seal wear
- General checks as the blender is running:
 - Visual
 - Audiable
 - Thermal imaging
- Clearance of agitator to shell distance
- Cover and discharge seals
- Control functionality (if provided by Eirich Machines)