

# BETTER SERVICE SUPPORT EQUALS GREATER MOTOR PERFORMANCE.



## STEP BY STEP

### GETTING STARTED

Conveyor Technology (CTI) will conduct a plant survey which will be entered into a plant matrix, a report of recommendations will be provided indicating areas your plant & motor spare inventory can be standardized.

### TAG & SEND

When a Van der Graaf motor is taken off of your conveyor line for service - replace it with the Van der Graaf spare from your storage facility. Take the CTI Repair Tag off of the Van der Graaf spare and place it in the pre-paid shipping container along with the Van der Graaf motor to be repaired and ship to CTI.

### RECEIVE & TRACK

When the motor is received at CTI, we will log the date the spare went into service (from tag provided), identifying when your warranty on that motor begins. The repair is logged into our Repair Tracking Program where we can determine if or when the motor was last repaired.

### EVALUATE & QUOTE

CTI Service Technicians will begin the breakdown process on your Van der Graaf motor. Once broken down and analyzed a quote will be generated. In addition to the detailed quote, a failure report will be provided, detailing our findings. The quote will also contain a new motor price to be used as comparison so an educated decision can be made as the feasibility of the cost of rebuilding the motor.

### REFURBISH & REPLACE

Upon receipt of a PO# for the repair, the motor will be refurbished to "like new" condition, clearly tagged with all the pertinent information\* and shipped back to you with a same as new 1 year warranty to begin when the motor is placed in service. This process will normally take approximately 5 business days - however expedited and after hours service is also available. The repaired motor will go into your spare inventory clearly tagged.

### REPORT & PROTECT

Periodically, a plant report will be provided summarizing your plant's repair history so that problem areas can be addressed in order to maximize performance, efficiency and safety in your plant.

\*CTI tags every motor with a Work Order #, Equipment ID #, a QR code and a brief description of the motor (model, length, speed and voltage).



"CONVEYOR TECHNOLOGY HAS BEEN OUR SOLE SOURCE FOR DRUM MOTORS FOR SOME TIME. THEIR SALES STAFF IS TOP-NOTCH, THEIR PRICING IS VERY COMPETITIVE, AND THEIR SERVICE IS EXCELLENT IN ALL RESPECTS. I HIGHLY RECOMMEND CONVEYOR TECHNOLOGY. THEY ARE VERY PROFESSIONAL, AND A JOY TO WORK WITH."

Roger Haynes  
Purchasing, Best Conveyors, LLC



1. Keep running by replacing the motor that needs repair with your spare.

2. Pre-paid shipping crates are provided for your VDG motor repairs.

3. We detail the needed repairs and refurbish to "like new" condition.

4. Repaired motor is returned and placed in your spare inventory.