

THRIVING ON INNOVATION

Despatch
INDUSTRIES

PARTS AND SERVICE

WORLD-CLASS SERVICE. CUSTOMIZED TO MEET YOUR NEEDS.



◆ Installation

Now that you've decided on a Despatch product, we'd like to help you install it. Our global service team offers a complete range of installation, start-up services and testing services. Choose the option that best fits your company's needs.

- ◆ Turnkey Installation
- ◆ Installation Supervision
- ◆ Start-Up
- ◆ Testing
- ◆ Validation Services

◆ Value-Added Options

- ◆ On-Site Training
- ◆ Calibration: We can verify uniformity, temperature and humidity or compliance to meet ISO 9001:2008 certification requirements.
- ◆ Equipment Modifications: Modification and updating of your equipment to meet your current needs.

◆ The parts you need when you need them for the lifetime of your equipment

Our global Parts Team is standing by, ready to assist you with all of your parts and equipment needs. Give us a call for pricing and availability of replacement parts. We have the knowledge and equipment to help keep your application operating at full capacity.

NEED SOMETHING?

Despatch Industries carries an extensive OEM parts inventory and has the capability to provide timely shipping of critical parts for customers both in the U.S. and internationally.

WE GO WAY BACK

At Despatch we believe in keeping records. That's why we have an extensive equipment database including documentation of equipment manufactured decades ago, along with a complete history detailing repairs and modifications Despatch has performed.

LOOKING TO UPGRADE?

If you're planning a modification or retrofit, such as converting from analog to digital controls, we have you covered. Despatch has the mechanical and electrical drawings and parts you need to bring your old equipment up to the standards of today's technology.

For further upgrades, check into our programmable, microprocessor-based Protocol Plus™ controller. This upgrade was designed to make oven operation simple and flexible. Using Despatch's Protocol Manager™ software allows controllers to be networked and connected to a host computer creating a convenient centralized location for the operation, monitoring and data logging of your oven network.



◆ Service and support: global presence, with local expertise

With other thermal equipment providers, service stops after the sale. Not with Despatch. We provide expert technical service, a range of installation options and an extensive parts inventory to all of our customers worldwide. And, if that's not enough, we have the capability to service some competitor's equipment! At Despatch, we believe in exceeding customer expectations and going above and beyond what an average equipment manufacturer will provide. Worldwide service, installation, parts and advice – we have you covered!

WE'RE HERE FOR YOU, WHENEVER, WHEREVER

Rest assured that when you call our Service Help line, you will be speaking with experienced, knowledgeable personnel, fully capable of assisting you with any equipment questions you may have.

Our network of Certified Service Representatives is spread out across the globe to provide technical support and service to Despatch customers worldwide.

Service Help line hours: Monday through Friday – 5:00am to 4:30pm CST

Contact the Service Department : USA 1-800-473-7373, Internationally 1-952-469-8230

Contact us via email: service@despatch.com or parts@despatch.com

Frequently Asked Questions and Technical Tips: Visit us on the web at www.despatch.com



USA HEADQUARTERS

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SERVICE PROGRAMS

Full Service - available with an annual (1), semi-annual (2), or quarterly (4) preventive maintenance (PM) visit(s). All labor, parts and travel are included to insure that your equipment is running at its optimum performance. In addition, you will receive priority scheduling and technical support.

Basic Service - available with an annual (1), semi-annual (2), or quarterly (4) preventive maintenance (PM) visit(s). A control calibration is also included in the preventive maintenance visit. When repairs are required, you will receive 15% off of parts, \$15.00 per hour off the standard labor rate, priority scheduling and technical support.

Pre-Paid Block Hours - delivers the flexibility of providing universal coverage available in 20 hour blocks. Hours to be used for travel time and service. Excludes airfare, rail fare and rental car. In addition, you will receive 15% off of parts, \$15.00 per hour off the standard labor rate, priority scheduling and technical support.

Extended labor warranty

Uplifts the standard warranty to one full year.

◆ ASAP – Advantage Service Assurance Program

With over 105 years of providing world class service, Despatch continues to deliver exceptional products backed by a strong sense of responsibility and drive for long term customer satisfaction. Your partnership with Despatch can offer even higher value through your subscription to one of Despatch's Advantage Service Assurance Program (ASAP).

FIELD SERVICE NETWORK

A worldwide network of factory trained Service Professionals is available to support your Despatch equipment as well as some competitors' equipment. From full service preventive maintenance to routine repair and certified calibration and uniformity, the Despatch service network is positioned to respond to your business needs. Our service programs can be customized to meet your specific needs.



SERVICE AND TECHNICAL SUPPORT

Service parts: 1-800-473-7373

International service/main: 1-952-469-8230

Service fax: 1-952-469-8193

service@despatch.com

GLOBAL HEADQUARTERS

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