

Maintenance and Servicing

Abrasive blasting takes a heavy toll on the equipment and systems involved in the process, compromising reliability, efficiency, safety, quality and profitability.

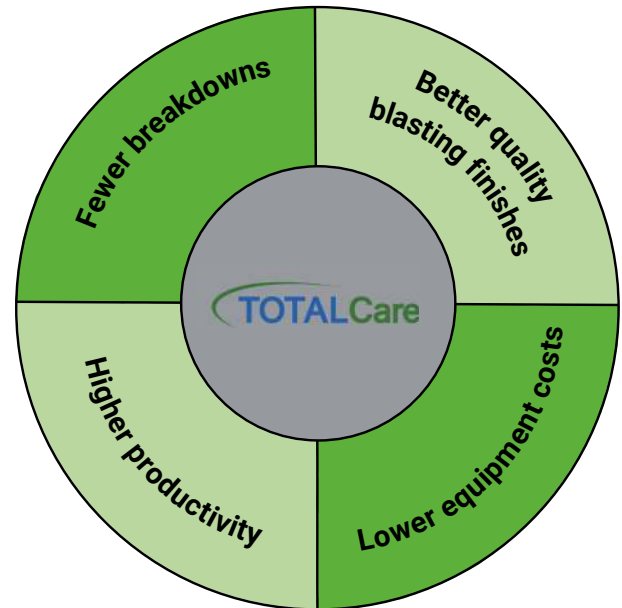


Hodge Clemco, the UK's leading manufacturer of abrasive surface preparation equipment, offers a full range of maintenance and repair options to enable customers to optimise their blasting processes.



With over 50 years of experience in the manufacture of abrasive blasting equipment behind us, we not only have the technical expertise to carry out maintenance and repairs to the highest standards, but we will advise on the appropriate maintenance and servicing programmes suitable for each customer going forward. As a result customers can expect:

- Fewer breakdowns
- Higher productivity
- Better quality blasting finishes
- Lower equipment costs



For details of our service packages please see overleaf. Hodge Clemco's service packages are designed to match factors affecting different customers. These packages are available to companies with equipment from other manufacturers besides Hodge Clemco. Work is carried out nation-wide by our team of experienced, well-equipped service engineers.

Hodge Clemco's services can include:

- Equipment inspections and assessments
- Detailed reports
- Proposals for future maintenance
- Supply and/or fitting of replacement parts
- Equipment upgrades
- Operator training




Preventive Maintenance Options

For many years Hodge Clemco has provided emergency repair services to customers when breakdowns occur and also 'MOT machine checks' to report on the condition of their equipment. Now, in addition to these, we are offering three service packages designed to prevent problems occurring in the first place. The level of service provided by each package matches the requirements of different customers, as well as the importance to the business of the surface preparation work being carried out. *The table below summarises the main features of each service option.*

The **TOTALCare Gold** package provides the ultimate in preventive maintenance programmes for businesses that depend on consistent, high-quality output from their surface preparation systems. Following an expert assessment of the blast equipment used, a number of maintenance visits are agreed and pre-booked for the following 12 months. In addition, the customer has the use of our technical support line without further charge, as well as free emergency call-outs*. Emergency call-outs are automatically given priority status on our schedules, and flexible payment terms are available. Gold cover can also extend a warranty if our staff fit Hodge Clemco approved parts.

With the **TOTALCare Silver** package, customers specify the number of maintenance visits a year that they require, following a full inspection and assessment. The Silver package includes free technical help-line support, a discount on emergency call-outs and flexible payment terms.

For customers with less critical surface-preparation requirements and some in-house maintenance capabilities, our **TotalCare Bronze** package offers cost-effective but professional support on an occasional basis. It can be booked up to four weeks in advance and includes a detailed inspection and a full service with minor adjustments as required.**

	 Gold	 Silver	 Bronze	 MOT Machine Checks	 Machine Breakdowns
Scope of work/timings	Number of visits per year agreed inline with Hodge Clemco recommendations	Customer decides number of visits per year	One-off service	Machine Inspection	Within 48 Hours
Machine inspection detailing its current condition	✓	✓	✓	✓	
Identify / repair reported fault					✓
Full service of your machine	✓	✓	✓		
Fitting parts & adjustments to equipment**	✓	✓	✓		
A detailed service report highlighting completed work & any further remedial work required	✓	✓	✓	✓	
Telephone support during working hours	✓	✓			
Call-outs for machine breakdown	FREE*	Reduced rates			
Priority on breakdown call-outs	✓				
Flexible payment terms	✓	✓			
Extended warranty	✓				

* Provided the fault has not been caused directly by the customer.

** Spare parts are charged extra and subject to availability.

Hodge Clemco offers a full validation service so our customers can rest assured that they have chosen the correct machine, abrasive and process method before purchasing their equipment. Our modern demonstration and sample processing facility can replicate many processes. Our facility includes a noise-attenuated blast room, pressure blast cabinet, suction cabinet and a range of blast machines, and can simulate many processes. As part of our service, Hodge Clemco ensures that the correct type of abrasive is used in your machinery. We hold the largest stock of recyclable and expendable abrasives in the UK and all our machinery is designed to utilise a wide range of abrasives.