

Customer Care

Alliance Machine Systems International, LLC offers a full range of products and services aimed at providing increased reliability, improved productivity, low maintenance costs, and ease of operation for all your corrugated machines (including ASC/Pallmac, J&L, Serco and TEI equipment).



Machine Audits

To maintain the highest performance levels, our experienced technicians conduct performance audits; pinpointing needed adjustments or recommending part replacement to optimize your efficiency.

Installation Services

A wide array of installation services are provided. Whether you are looking for project planning, project management, installation labor, machine relocation, or machine commissioning, Alliance has the skills and experience to ensure on-time, high quality results.



Preventive Maintenance

Preventive maintenance means reduced unplanned downtime and improved productivity. We can develop standard or custom preventive maintenance programs to ensure your Alliance equipment stays in top running condition. Let us help you stay at the top of your game by maintaining the most reliable equipment on the market.

Retrofit Kits

Would you like to get more out of your machine? Would you like to improve the reliability, and productivity of those machines that have seen many years of production? Our engineers and technicians have developed over 100 retrofits and upgrades that do just that. Contact our service department or your sales representative to see what we can do for you.

Quarterly or Semi-Annual Training

Manpower turnover is a challenge in every industry. The key to sustained productivity is a trained labor force. Our technicians will customize a comprehensive training program for your operators - ensuring their ability to get the most out of your Specialty Folder Gluer and Material Handling equipment.



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Parts and Services Video

<http://alliancellc.net/service/serviceam.htm>

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Contact Customer Care

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www.alliancellc.net

Intelligent Productivity

ReadyRESERVE™ Parts Kits

Security on Your Shelf!



Developed for Your Needs & Budget

Basic Parts Kits

Intermediate Parts Kits

Comprehensive Parts Kits

Intelligent Productivity

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Security on Your Shelf!

Downtime Risk Management Program

What are the costs of downtime to a corrugated business? Maintaining a proper inventory of on-hand spare parts prevents loss of valuable production time and helps keep your plant operating at its peak performance. Now ReadyRESERVE Parts Kits make it possible to manage your downtime risk by choosing the optimum level of parts inventory within your budget.

ReadyRESERVE Parts Kits are based on specific criteria to keep machines online. Three spare parts kit choices are available to sustain your level of on-site service maintenance. Alliance parts kits make it easy to source and secure the genuine parts you may need before you require them.

Three levels of ReadyRESERVE Parts Kits

Basic Parts Kit - Includes the most common wear items to conduct simple on-site repairs and preventative routine maintenance.

Intermediate Parts Kit - Includes the components of the Basic Kit, along with additional items for extended protection.

Comprehensive Parts Kit - Covers the components of the Basic and Intermediate Parts Kit, along with additional items for optimum protection in high productivity operations that require immediate repair.



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Basic Parts Kit

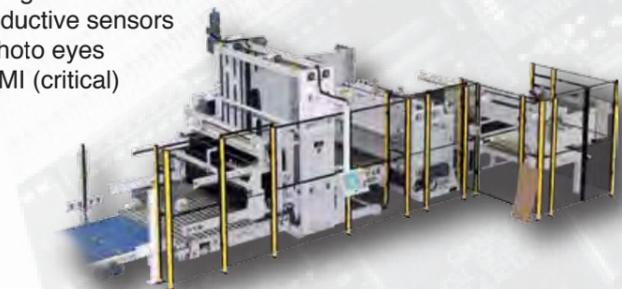
Basic Kits are the lowest cost kit. These kits contain the bare minimum of recommended spares. These kits are perhaps best suited for customers who run only a single shift and/or are located locally to Alliance – and customers who are willing to wait for some parts.

Criteria:

- Reasonably low kit cost
- Wear items
- Expected maintenance item (first set)
- High-cycle parts
- Visual machine status indicators non-redundant

Basic Parts Kit Examples:

- Joy stick
- Activation button
- L-E-D lights
- Encoder
- Hydraulic valves-high-cycle
- Stripper plate stop shock
- UHMW pivot blocks
- Lift guide
- Inductive sensors
- Photo eyes
- HMI (critical)



Intermediate Parts Kit

Intermediate Kits include all the parts in the Basic Parts Kit plus additional parts that we highly recommend based on engineering considerations and historical usage data. These kits provide a higher level of operational security and would be recommended for the 24/7 operation or plants that cannot afford being down for prolonged periods.

Criteria:

- Wear items at 1-3 yrs
- Low/mid cycle moving cords
- Low cycle parts
- Safety related items
- Mid-range cost
- Wear items exposed to repeated physical shock as a condition of normal operation

Intermediate Parts Kit Examples:

- Select actuator/sensor cords
- DIN connectors
- Mid/low cycle panel switches
- Mid/low cycle valves
- Proportional valves
- UHMW stripper
- Acme rod nut
- Bearings-plastic
- Lift belt
- Hydraulic motors
- Universal sensor cord
- Safety relays
- HMI (non-critical)



Comprehensive Parts Kit

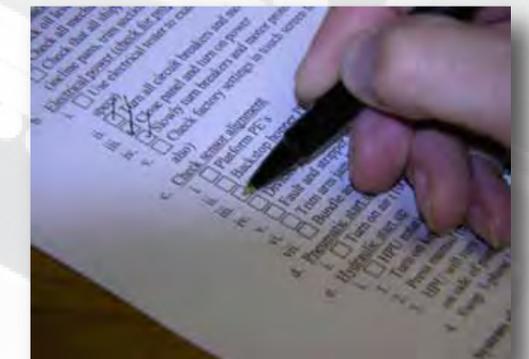
Comprehensive Kits bring the highest level of operational security. These kits include all of the parts in both the Basic and Intermediate Parts Kits plus many parts that one would stock for the highest level of security – such as gear motors and other high cost and long lead time items. These kits are recommended for those customers that have multiple “same” machines and customers that are located outside the United States.

Criteria:

- Wear Items 3+ yrs
- Long lead time items
- High-end-negotiable content

Comprehensive Parts Kit Examples:

- Power supply
- Circuit breakers
- Hydraulic cylinders
- PLC parts
- Bearings-flange, needle, ball
- Lift belt
- Hydraulic motors
- Transfer table blower



The Customer Care Department Service and Parts Support:

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