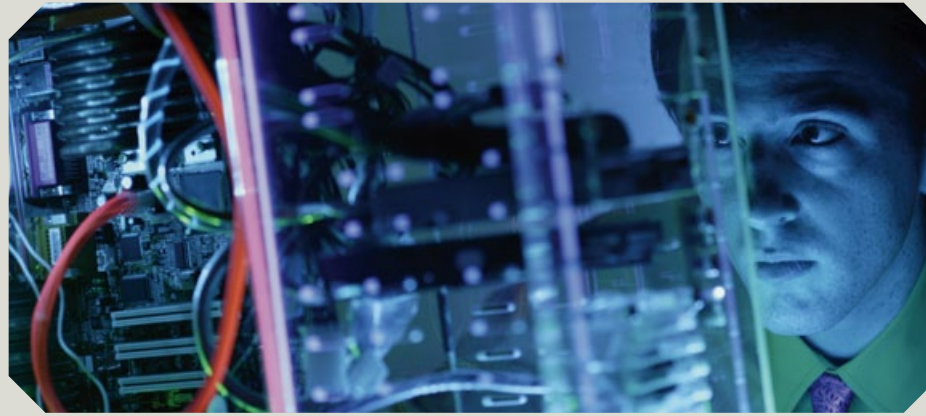


INSPIRED INNOVATION

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 9001:2000 certification requirements.
- ◆ Equipment Modifications: Modification and updating of your equipment to meet your current needs.

◆ 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, WHEREVE

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/service.aspx

Order part online: Visit us on the web at www.despatch.com/parts_main.aspx



◆ 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.

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. If you are repurposing an older oven for a new process or location, Despatch can engineer and provide solutions to change voltage, upgrade exhaust systems, or add timers, controls and/or relays.

For further upgrades, check into our programmable, microprocessor-based Protocol 3™ 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.



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.



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.

In addition, with the full & basic service programs you will receive 15% off of parts, \$15.00 per hour off the standard labor rate, priority scheduling and technical support.

Extended warranty

Uplifts the standard warranty to two full years.

FIELD SERVICE NETWORK

A worldwide network of 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 are customized to meet your specific needs.

GLOBAL OFFICES

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China: +86-512-68413378 / shanghai@despatch.com

Taiwan: +886-3-6588484 / taiwan@despatch.com

SERVICE AND TECHNICAL SUPPORT

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international service: 1-952-469-8230

service fax: 1-952-469-8193

service@despatch.com

GLOBAL HEADQUARTERS

main phone: 1-800-762-0110

international/main: 1-952-469-5424

sales: 1-800-762-0550

international/sales: 1-952-469-8240

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Despatch
INDUSTRIES

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