

Two product lines:

EIRICH & American Process Systems®

Customer Support

Service, maintenance & original spare parts

847-693-3700

customersupport@eirichusa.com

www.eirichusa.com



Service & Maintenance

You can rely on Eirich Machines to provide the most experienced and qualified service technicians to support our EIRICH and APS equipment and control technology. They will travel to your facility, but can also answer questions or give technical advice via email or phone/video calls.

Our service technicians are available for regular maintenance or emergency repairs, and offer you professional support in repair work you complete yourself.

- Machine inspections
- Onsite engineered solutions
- Maintenance of operational reliability
- Increased machine availability
- Guaranteed high production level
- Onsite training available on request

Fitness Check Program

We offer a preventive maintenance inspection program for customers who prefer to set up equipment inspections on a regular basis (once a year, typical). The purpose is to aid the longevity of the mixer/blender, keep mix quality and throughput at its highest capacity, and minimize downtime. Contact your Account Manager for more information.



"My team cannot say enough about how great Mark was. We really appreciated the way he prioritized our concerns and shared his wealth of knowledge with us."

- Rob Bianchin, Blendtek Ingredients

Two product lines:
EIRICH & American Process Systems®

Customer Support

Service, maintenance & original spare parts

847-693-3700

customersupport@eirichusa.com

www.eirichusa.com



Original Parts

No matter which component you need for your equipment, with original parts from Eirich Machines you are always in good hands.

- Parts are designed for your machine and system, they “fit like a glove”.
- Guaranteed quality and production reliability, keeps downtime to a minimum.
- Designed for a long service life.
- Helps the equipment maintain its value.

Repaired original parts

The quality of our original parts often makes repairs the most cost-effective alternative. The parts are given a general overhaul in the factory, then tested and made available in as-new condition. Technical improvements will be used to benefit the repairs.

Wear Protection

Different types and designs of wear protection are needed to achieve the best possible results, depending on the product material and the degree of stress from impacts and abrasion.

- Right wear protection solution for your specific application
- Exceedingly long service life
- Significantly reduced downtime and maintenance

Keeping Spare Parts on the Shelf

Having vital spare parts handy can be the difference between a quick repair and machinery downtime lasting for weeks. We recommend keeping wear items like these on the shelf:

- Bearings
- Seal components
- Gaskets
- Mixing tools
- Floor liners
- Wall scrapers