

## Customer Support

### EIRICH Fitness Check Program

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Our EIRICH Fitness Check Program is a complete and comprehensive machine evaluation to **ensure continued peak performance of your intensive mixer**. We customize the activities in this program to be in line with your distinctive mixer and process. The purpose is to aid the longevity of your intensive mixer, improve quality of mix and throughput efficiency, and minimize downtime. All so that you can rest assured you will continue to have a competitive edge in your industry.

#### Examples of Items We Inspect:

- ☛ General checks as the mixer is running:
  - Visual
  - Audible
  - Vibrator meter testing (in house)
  - Thermal imaging
- ☛ Wall scraper clearance to pan wall
- ☛ Discharge seals and pan linings
- ☛ Discharge gate alignment
- ☛ Hydraulic power unit (HPU) oil
- ☛ Control functionality (if provided by EIRICH Machines)

#### The EIRICH Fitness Check Program Procedure:

- ☛ Prior to the visit, our Customer Support team will research your file and be equipped with information for a focused discussion during the visit.
- ☛ Onsite, the Customer Support team member will provide an inspection report together with a parts list and associated quote.
- ☛ The Customer Support team member will also discuss options for upgrades to improve the machine's performance (e.g., armoring of agitator components, or material upgrades for sealing interface points).
- ☛ Lastly, our Customer Support team member will provide consultation as it relates to any future repairs so that you can plan for this effectively.

