H&S

HANDLING &

AFTERMARKET
PARTS & SERVICE SUPPORT

## **AUTHORIZED REPLACEMENT PARTS**

#### PARTS FOR THE LIFETIME OF YOUR EQUIPMENT

Count on Shuttleworth for your replacement parts needs. Authorized Shuttleworth replacement parts can save time, money and extend the life of your conveyor system. With Shuttleworth's Parts department, you'll receive the highest level of parts expertise and care to keep your Shuttleworth system operating at peak efficiency. And if you're not sure what the part number is, you can trust our knowledgeable team to help you identify and order the exact part you need.

Shuttleworth's Parts Department is here to provide the highest level of customer service possible – in fact, we guarantee customer satisfaction when you purchase from us!



- SAME DAY SHIPPING FOR ALL ORDERS RECEIVED BY 12:00PM EST Applicable to in-stock parts and components only
- · EXPEDITED FREIGHT PROGRAM
- 24/7 & AFTER HOURS TECHNICAL SUPPORT
- ALL ORDERS ARE PACKAGED IN A PROFESSIONAL MANNER TO PREVENT DAMAGE IN TRANSIT
- \$100.00USD minimum order requirement

#### **DEMAND AUTHORIZED SHUTTLEWORTH PARTS**

Shuttleworth recommends using only Shuttleworth replacement parts for the repair and maintenance of your Shuttleworth conveyor system. We want every Shuttleworth customer to have the best product performance possible to ensure the longevity of your system.



#### PARTS DEPARTMENT:

E: Shuttleworth.Parts@promachbuilt.com P: 800-444-7412 (Press 1)



**DRIVE COMPONENTS** 



**ELECTRICAL COMPONENTS** 



**ROLLERS & BELTS** 

#### WHY AUTHORIZED SHUTTLEWORTH PARTS?



LONGER PART LIFE WITH PROVEN RELIABILITY



LESS DOWNTIME & LOWER OVERALL COSTS



EASIER & FASTER PART REPLACEMENT

### FIELD SERVICE & MAINTENACE SUPPORT

Our equipment service and preventive maintenance program keep your equipment operating efficiently and safely.

#### **SERVICE & SUPPORT WHEN YOU NEED IT**

At Shuttleworth, we understand the tremendous costs associated with production downtimes and the importance of quick response. Our skilled field service technicians and technical support team is trained to quickly identify problem areas and can help to minimize downtime – allowing you to focus on other things that require your attention.

#### SUPPORT SERVICES WE OFFER:

• MULTI-YEAR, ANNUAL, AND PREPAID SERVICE CONTRACTS

- TO MEET YOUR NEEDS
- TRAINING PROGRAMS FOR MAINTENANCE TEAM
- CONVEYOR AUDITS
- · RECOMMENDED SPARE PARTS LIST Including both critical and general maintenance items
- AFTER-HOURS EMERGENCY SUPPORT 24/7

#### **ROUTINE PREVENTATIVE MAINTENANCE**

Routine preventive maintenance is crucial to ensuring your equipment is operating at optimal performance. Shuttleworth's preventive maintenance programs are designed to routinely inspect your conveyor system and support your specific equipment requirements with minimal disruption to keep your operations running smoothly

Avoid unexpected downtime and ensure the longevity of your Shuttleworth conveyor system with a preventive maintenance program today.



#### SERVICE DEPARTMENT:

E: Shuttleworth.Service@promachbuilt.com

P: 800-444-7412 (Press 2)

#### Maintenance Resource Center

Shuttleworth's Maintenance Resource Center is the online information hub for maintaining your Shuttleworth equipment. Eliminate unnecessary downtime through the use of our helpful resources including routine maintenance schedules, user manuals and component glossary.

Plus browse our maintenance video library and view tutorial videos on key steps to successfully maintain your Shuttleworth system.



**SCAN TO VISIT** 

# WELLNESS CHECKS & OBSOLESCENCE EVALUATION

#### Wellness Checks

It's tough keeping up with today's production demands and ensuring your packaging or manufacturing systems are in peak efficiency. Let Shuttleworth help take the load off with our Wellness Check program.

#### BENEFITS OF THE WELLNESS CHECK PREVENTATIVE MAINTENANCE PROGRAM

- · Improve equipment and system reliability
- · Reduction of unexpected breakdowns
- · Decrease need for expensive unexpected replacement parts
- · Extended system life
- · No need to shutdown, Wellness Checks can be performed during production!

#### EACH WELLNESS CHECK, A SHUTTLEWORTH MECHATRONICS ENGINEER WILL BE ON-SITE TO:

- · Complete inspection of system
- · Checking for missing or damaged parts
- · Verify Annual Maintenance was completed
- · Document any needed repairs or adjustments

# > Annual & Semiannual Contracts Available



## ANNUAL SERVICE AGREEMENTS

# Keep your production line rolling.

#### **SILVER**

#### **FFATURES**

- One specially trained Shuttleworth Service Technician on-site for up to 8 hours per day with a daily schedule to be determined by site management
- Shift differentials
- Machine safety inspection
- Preventative maintenance inspection and tasks
- Verification of home reference positions
- Basic adjustments and repairs
- Technician may perform miscellaneous tasks as needed and/or requested, including refresher training
- Comprehensive Machine Evaluation Report
- Travel time and on-site labor included
- Local accommodations and meals included
- Ground transportation included
- Customized plans available

#### **BENEFITS**

- On-line troubleshooting
- Phone support
- 24-hour turnaround on emergency parts
- Higher machine availability through reduced downtime
- Reduced service costs
- Early detection of part wear & failures
- Reduced spare parts cost
- Fixed cost for preventative maintenance

#### **INCLUDED**

- 2 SEMI-YEARLY PM VISITS
- 1 EMERGENCY VISIT

#### **GOLD**

#### **FEATURES**

- One specially trained Shuttleworth Service Technician on-site for up to 8 hours per day with a daily schedule to be determined by site management
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- Ground transportation included
- Customized plans available

#### **BENEFITS**

- On-line troubleshooting
- Phone support
- 24-hour turnaround on emergency parts
- Higher machine availability through reduced downtime
- Reduced service costs
- Early detection of part wear & failures
- Reduced spare parts cost
- Fixed cost for preventative maintenance

#### INCLUDED

- 2 SEMI-YEARLY PM VISITS
- 1 EMERGENCY VISIT
- 10% PARTS DISCOUNT
- 10% SERVICE RATE DISCOUNT

#### **PLATINUM**

#### **FEATURES**

- One specially trained Shuttleworth Service Technician on-site for up to 8 hours per day with a daily schedule to be determined by site management
- Shift differentials
- Machine safety inspection
- Preventative maintenance inspection and tasks
- Verification of home reference positions
- Basic adjustments and repairs
- Technician may perform miscellaneous tasks as needed and/or requested, including refresher training
- Comprehensive Machine Evaluation Report
- Travel time and on-site labor included
- Local accommodations and meals included
- Ground transportation included
- Customized plans available

#### BENEFITS

- On-line troubleshooting
- Phone support
- 24-hour turnaround on emergency parts
- Higher machine availability through reduced downtime
- Reduced service costs
- Early detection of part wear & failures
- Reduced spare parts cost
- Fixed cost for preventative maintenance
- Faster on-site emergency support

#### INCLUDED

- 2 SEMI-YEARLY PM VISITS
- 1 EMERGENCY VISIT
- 10% PARTS DISCOUNT
- 10% SERVICE RATE DISCOUNT1 YEAR EXTENDED WARRANTY



# SHUTTLEWORTH

From automotive and electronics, to paper conversion and pharmaceuticals, to food and consumer good markets and beyond, manufacturers across the globe rely on Shuttleworth's proven product handling solutions to increase line efficiency, maximize profitability, and minimize risk. As part of the ProMach Product Handling business line, Shuttleworth helps our packaging customers protect and grow the reputation and trust of their consumers.

ProMach is performance, and the proof is in every package.

#### **WORLD HEADQUARTERS - USA**

10 Commercial Rd., Huntington, IN 46750

P: 800-444-7412 / 260-356-8500

F: 260-359-7810

E: Shuttleworth@ProMachBuilt.com

Shuttleworth.com

#### SHUTTLEWORTH SOUTHEAST ASIA

PO Box 36, Jinjang, 52000 Kuala Lumpur

Malaysia

T: 603-62767393

E: Shuttleworth.Asia@ProMachBuilt.com

#### SHUTTLEWORTH EUROPE

Karreweg 141A B-9770 Kruisem

Belgium

T: +32-9-221-13 14

E: Shuttleworth.Europe@ProMachBuilt.com