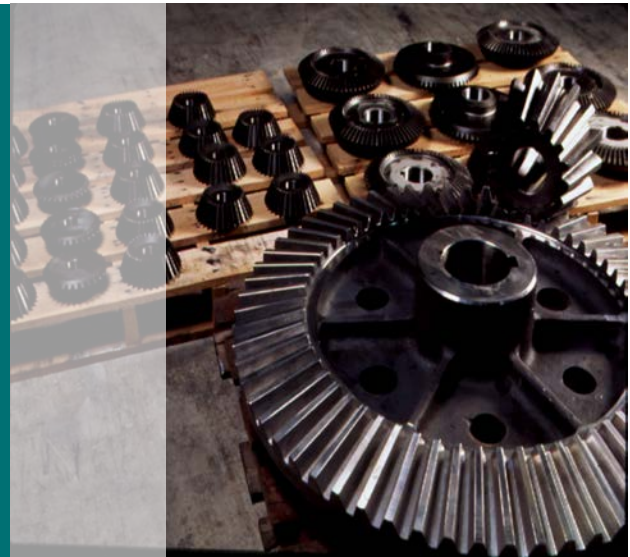


# Raymond® OEM Replacement Parts & Service

## The right part, delivered on time

- On-time delivery
- Inventory management program
- OEM reliability
- Customer confidence



Nobody knows Raymond® equipment like we do. We maintain a database by serial numbers of the original specifications for every piece of equipment we have sold. You can feel confident that the OEM replacement part you order will meet your specifications.

### **On-time delivery**

The majority of our customers insist on OEM replacement parts as standard policy, so we keep a large inventory on hand and ready to ship. Our goal is to ship your stock part order within two days after order receipt. Emergency orders with same day shipping are also available for stock items. Customer service is our top priority; we are committed to ship our parts on time, every time.

### **Inventory management program**

Our warehouse inventory is monitored by an automated system that triggers reorder points to assure adequate stock levels. We maintain a supply of most wear parts such as grinding rolls, bull rings, plow tips, liners, hammers, whizzer blades, and feed rolls, as well as bushings and bearings. We also stock many non-wear parts including journal heads and housings, complete journal assemblies, shafts, spiders, plow supports, drive mechanisms, gears and pinions.

### **OEM reliability**

It's always a good idea to buy genuine OEM parts so you know you are getting a quality part. We have the original manufacturing drawings that show exact metal compositions, fit tolerance, lubrication and other important details. Parts are continually reviewed to implement design improvements while maintaining compatibility with your original equipment.

### **Customer confidence**

We have the solution for all your replacement parts needs and can provide solid OEM answers. You'll have fewer problems, less downtime, and higher productivity when staying with the supplier of the original equipment.



## Raymond® Equipment

### Wear parts

Mill and classifier wear parts cover a broad range of individual components, metallurgies and manufacturing processes.

We have an ongoing product improvement program on wear parts metallurgies and designs to provide up to date compositions and manufacturing techniques. You need to have more than one standard choice in wear parts and we make that possible. Depending on your specific application, you will be able to optimize material wear rates and costs to ensure the best combination for your operation.

### Non-wear parts

Many equipment replacement parts fall into the non-wear category. These range from small machined components such as journal heads to large machined mill bases. A number of these items are forged and casted specifically for us by specialty manufacturers who keep a master set of our specifications to guarantee that proper manufacturing has been met.

## Raymond® Technical Services

### Technical field service

Our staff of experienced field service engineers are available to assist with equipment commissioning, maintenance, and service of our entire product line.

### Equipment inspection

An important factor in reducing maintenance costs and improving general performance is regular equipment inspections. A member of our technical service team will visit your site and conduct an in depth mechanical inspection or process evaluation of your system's equipment.

### Operating seminars

Conducted at your facility, these training seminars have proven to be extremely valuable in aiding plant personnel to operate and maintain equipment more effectively resulting in reduced costs and downtime. For more information on one or two seminars please contact our maintenance sales department.

### Modification and upgrade packages

We have developed a number of improvements that can be installed in existing equipment in the field as conversion packages. We provide modification and upgrade packages for control systems, vertical shaft and roller mill journals.

### Equipment refurbishing

Our products are designed and manufactured to deliver optimum performance for years, but wear and damage are inevitable even with the best maintenance. For a fraction of the cost, existing units can be refurbished with dependable, original replacement parts bringing them back to the standards approximating those of newly manufactured equipment.

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