

CORE SYSTEM SUPPORT

Appleton keeps your core cutter running...

We offer the following services to help you keep your Appleton core cutting, core handling, and core finishing equipment operating at peak efficiency throughout its service life:

- Technical Phone Support
- Parts Fax
- Field Service
- Appleton Parts

Phone Support

As the owner of Appleton equipment, you have a staff of customer service and engineering personnel available to you, via phone, at no charge... just phone your Customer Representative at **(920) 751-1555 or 1-800-531-2002** for answers to questions relating to operation, troubleshooting, or parts.

Parts Fax

Can't find your manuals? Our customer representatives have **PARTS-FAX** sheets available for our older machinery to assist in determining what parts you may require. You need only provide the model and serial numbers, and the area of the machine you are working on... we will FAX you a sheet identifying the replacement parts for that portion of your machine. Your order by return FAX or phone call will ensure that the proper parts are quickly dispatched to you. Typically the same day!



If you have technical questions, you will be transferred to the appropriate engineer or field service person for assistance.

On-call Field Service

When you need personnel experienced in the installation, adjustment or repair of your Appleton equipment... **simply phone your Appleton Representative at (920) 751-1555 or 1-800-531-2002.**

Advise them of your requirement. Your Customer Representative will work with you to schedule an Appleton service technician to your site.

The service person will phone you prior to the visit to determine what parts or equipment may be necessary to ensure that your equipment can be repaired during the visit.

Our service personnel are also willing to discuss adjustments, maintenance requirements, and operating techniques with your staff during the service visit.

Our charges for on-call field service include travel time, service time, and travel expenses.

Scheduled Service

Appleton Mfg. Division offers customized programs with regularly scheduled service visits to your site.

Prior to each visit the service person will contact you to determine the current performance of the equipment to establish the parts requirements for the upcoming site visit.

Scheduled service can save you dollars through downtime avoidance, extending the service life of the equipment, performing adjustments before serious damage is done.

The Appleton service person can also assist you in training new operating personnel, thereby avoiding potential damage due to incorrect operating techniques.

Further, you save through a reduced day rate and lower travel charges resulting from our preplanned travel itinerary.



Appleton Parts

No matter which service plan you use, use Appleton parts to maintain your equipment.

When you order replacement parts through Appleton Mfg. Division you can be sure that you'll receive the correct part for your specific machine.

The part will fit and perform to our factory specifications... no surprises, no headaches from those unexpected side effects that can occur when a "just-about-the-same" part is substituted.

Phone your Appleton Customer Representative for assistance in parts selection.



Appleton Parts Keep your Equipment Performing



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Telephone (920) 751-1555 or (800) 531-2002 Fax (920) 751-1525

www.appletonmfg.com