

# MARLEN CARE

*Bringing value to the total customer experience*



**MARLEN**



**CARRUTHERS**

## Why Marlen Care?

Following routine maintenance schedules, keeping replacement parts on hand and providing operators and maintenance technicians with regular training results in maximum uptime of Marlen and Carruthers equipment. MARLEN CARE allows operations to leverage our trained and certified technical staff to perform deep diagnostics of their Marlen and Carruthers equipment utilizing our 1000-point audit process. During quarterly onsite visits, a MARLEN CARE representative conducts a review of spare parts inventories to ensure the plant has the correct prescription in-house for **improved system reliability** and **peace of mind**.

MARLEN CARE is more than an investment in protecting an equipment purchase. It creates a partnership between the Customer and Marlen that enables us to provide support throughout the entire lifecycle of our products. And, it's not about simply being there when we are needed. From preventive maintenance and regularly monitoring the performance of our equipment to system updates and refresher training courses, MARLEN CARE's mission is to be there before the plant experiences a problem to avoid costly downtime.



**Always present. Unmatched performance.**

## Maintenance and Operations Training for Best-in-Class Competence

Continuing education is a process we feel benefits both our Customer and Marlen. As plant personnel changes or updates to Marlen equipment are made, we believe it's important to ensure operations and maintenance staff is well-trained so that our customers can maximize their return on investment. **Therefore, we provide world-class complimentary equipment training year-round in our newly built 4,000-square foot Solution**

**Center, located at our headquarters in Riverside, Missouri.**

MARLEN CARE training courses are designed to educate our Customers in the safe assembly, operation, trouble shooting, disassembly, and clean-up of Marlen equipment.

**To register or review our training course outline, visit [www.marlen.com/marlen-care](http://www.marlen.com/marlen-care).**

### Benefits of Marlen Care

- Peace of mind.** Rest assured knowing that Marlen/Carruthers processing equipment is consistently maintained for optimal performance and improved system reliability.
- Up to 50% decrease\* in downtime.** Results from our 1,000-point audit process and corrective action plans.
- Extension of plant staff.** Leverage our team's expertise.



Peace of mind.

## OEM Genuine Replacement Parts

Marlen and Carruthers equipment is designed to provide many years of quality performance. To ensure the lowest total cost of ownership over the lifecycle of your Marlen and Carruthers equipment, our replacement parts programs optimize production and result in reduced downtime.

While working closely with our replacement parts team, our Optimization CARE team conducts in-plant inventories of Marlen and/or Carruthers spare parts to ensure the plant has the correct prescription in-house for improved system reliability and peace of mind. In addition, our replacement parts team consults with plant personnel on any replacement parts needs, including improvements and new technologies incorporated into our replacement parts that may be of benefit to the customer's operation.



**Optimization. Reliability. Performance.**

## Benefits of Marlen Care

- **Decreases cost of replacement.**  
Prevents costly repairs and the need for standby equipment.
- **“Right-sized” spare parts inventory, plus 5% parts discount.**  
Better inventory at lower prices.
- **Regular training.**  
Our commitment to training extends far beyond initial installation.



4780 NW 41st St, Ste. 100 | Riverside, MO 64150

Tel 913.888.3333 | Toll Free 800.862.7536 | Fax 913.888.6440

email: [sales@marlen.com](mailto:sales@marlen.com)

[www.marlen.com](http://www.marlen.com)



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