

CUSTOMER SERVICE



Service



Retrofits



Parts



Used Equipment



Validation

GEMCO

301 Smalley Avenue
Middlesex, NJ 08846

1800 OKGEMCO (1.800.654.3626)
sales@okgemco.com





We can help you keep your GEMCO mixer or dryer like new. Our Parts & Service department can get you everything you need to buy parts, schedule service, upgrade or rebuild your GEMCO and provide validation documents. GEMCO can supply drawings, parts lists and manuals. Our service technicians can install, start-up, troubleshoot and repair our equipment anywhere in the world. We also offer upgrades and retrofits to all existing mixers and dryers. Our rebuilds can make your mixer or dryer as efficient as a brand new GEMCO. We also have process engineers to help you create or fix formulations. GEMCO units installed 64 years ago along side the newest generations.



Field Service

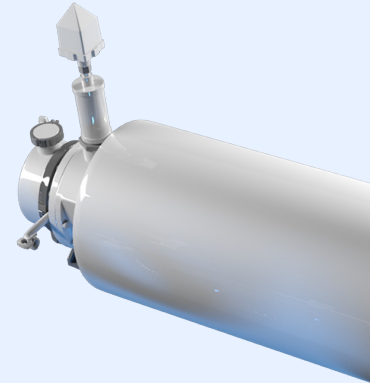
GEMCO field service technicians are factory trained and certified to work on all of our mixers and dryers. They are available worldwide for simple parts replacements or complete rebuilds in your plant. We also have electrical engineers and programmers for automation & process control work. Our technicians can ensure proper installation and start-up. Technicians can also do:

- Surveys - Let us give you assurance by conducting a 124 point inspection on used equipment.
- Maintenance Contracts – Let us be your internal maintenance staff and remove your worry of down time.
- Re-Designs – Let us repurpose your mixer for your new plant or process and eliminate your engineering frustrations to us.



Parts

We are all about no production interruptions. Every GEMCO part is designed to be accessible, to change out quickly and be easily maintained. All parts are clearly listed on our machine drawings with part numbers. Don't have the drawings or are in a hurry? Just call with your machine serial number and we can find it over the phone. If you're in a hurry, ask about our expedited service. GEMCO OEM parts are made right here in our 60,000 sq. ft. manufacturing facility.



Rebuilds and Upgrades

We don't believe in planned obsolescence. We can rebuild your GEMCO to original factory specifications, in your plant or ours. In many cases it's less expensive to rebuild than to buy new. Our engineers design responsibly as our newest improvements are can be adapted to older machines. Upgrades can make your GEMCO look like it just left the factory floor. Automation and process control packages are available to provide autonomous and consistent production.



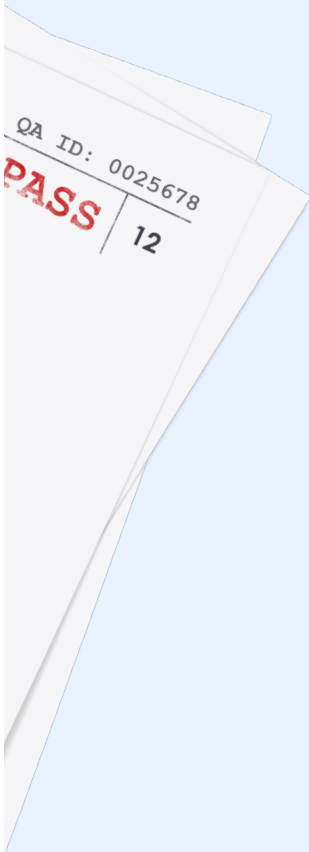
Designing for Solutions

We are a process engineering company specializing in tumble mixers and vacuum dryers. Our technical engineering staff is available to help with layout, process flow and powder handling solutions to complete your GEMCO mixing system. We design with our customer in mind to maximize your processing experience.



Validation Documents

We can provide documents and execution for Factory Acceptance Tests (FAT), Site Acceptance Tests (SAT) and Installation Qualification/Operational Qualification (IQ/OQ). Each document is customized to the client and the machine. GEMCO's quality documentation and expert execution gives you the comfort of knowing your GEMCO meets factory specification and will perform 100% of the time, every time.





Used Mixers and Dryers

If you're looking for a used mixer or dryer please look at GEMCOs! We want to help you get a well built machine that will operate efficiently for years. Our average installation in the field is 32 years and our goal is to get each unit to its golden years. Before you buy anything, let us inspect and report to you. GEMCO parts and service department keeps a thorough record of all parts and service bought during the lifetime of our units. This "MIXERFAX" is invaluable to new owners and helps guide you to well-maintained used units.

When you have made the decision to buy, we will help install it and get it started up. Our service technicians give you the relief of knowing your GEMCO will run like new.

You can also check our list of new and used mixers and dryers in stock. We try to keep the most requested models and sizes in stock.



Manuals, Drawings, and Spare Parts Lists

Manuals and spare parts lists are available for GEMCO's up to 50 years old, older than that and we have to check! Manuals include operating instructions, drawings, spare parts lists, component OEM part information and troubleshooting.



Training

Let us show you how to make your GEMCO the most efficient piece of process equipment you own. Our technical staff includes process engineers, mechanical engineers, application engineers, service technicians, skilled mechanics and trained operators. Our goal is to train your team to eliminate bottlenecks, process inconsistencies and unplanned downtime. Call to ask for customized training in your plant or ours.



Process Help

Let us help you take your process to the next level by showing you how to take advantage of your machine. In our technical center we have GEMCO mixers and dyers ranging from .5 cubic feet capacity to 150 cubic feet capacity. Work out your process challenges before they hit your production floor. You can do feasibility studies or scale up to production size. There doesn't have to be any guesswork when buying a GEMCO. If you have process questions, call us.





Notes:
