

Answering the Call:

How Our Service Team Helps Quickly Solve Problems



Responsiveness can make all the difference.

During a time when it feels harder and harder to have somebody get back to you about a challenge you're facing, the Advanced Material Processing (AMP) service team takes great pride in quickly and thoroughly answering the call for Marion and Kason machines.

Whether it's helping a food manufacturer with a tricky install, diagnosing a small but costly problem a co-packer was facing or traveling on-site to make sure a Kason Centri-Sifter was running properly, our service team happily helps customers get the most out of their investment.

The following are success stories from operations across the country that discovered the difference of AMP's professionalism.

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**Super professional.
Super efficient.
Super confident.**

*- Twisted Cow Distillery Owner
John Pawluk on the AMP
service team.*

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Co-Packer Solves Small (But Costly) Problem with Chopper Seal on Mixer

Overview

Bread Partners is a co-packer that specializes in raw products like flour, sugar, salts, enzymes and more. They have both a new and older Marion mixer to help process more than 1,000 different product lines. Each mixer runs continuously from 5 a.m. to 11 p.m. and produces around 100,000 pounds of product a day.

Challenge

After installing the new mixer, Bread Partners realized flour was able to creep into the seals of the chopper – through the miniscule gap between the shaft and the seal. The flour was causing the chopper seal to burn up within hours of operation.

“Every time I pulled it out, it had some kind of residue flour or sugar or something that burned the plastic up, and then melted the plastic on the inside,” Bread Partners Maintenance Manager Jason Leipziger said. “And once it did that, it’s done. That means the whole batch is no good.”



**Unexpected downtime can cost
Bread Partners between
\$100,000-500,000
per hour.**

How We Answered the Call

Bread Partners called on the Advanced Material Processing service team to diagnose and fix the issue. After running tests and finding the small gap around the shaft was causing havoc, the AMP service team applied food-grade grease around the seal. That did the trick. The grease acted like an airlock seal that still allowed the shaft to spin, while not allowing the flour to get inside.

“When Marion started helping us, it was a very nice feeling that we could count on them,” Leipziger said. “When people come to me and ask for advice, I just tell them: ‘Go to Marion, they have what you need and they have all the parts.’”

After finding a solution to the problem, Bread Partners’ mixers have continued to perform well and Leipziger said he loves the machine. The quality of the mixers and the responsiveness of the AMP service team has helped the production process stay up and running, which is important considering the high price tag of unplanned downtime.

“Any time I contacted them, they were dead on and got me the parts right away – anything I needed,” Leipziger said. “There is no reason why I would look for parts anywhere else.”



“When people come to me and ask for advice, I just tell them: **‘Go to Marion, they have what you need and they have all the parts.’**”



Distillery Quickly Gets Centri-Sifter Serviced During Initial Production Run

Overview

Twisted Cow Distillery is a new distillery in East Northport, New York, an old whaling village nicknamed Great Cow Harbor. The owner John Pawluk specializes in high-end spirits and, while not currently mass producing, he is building to be scalable - potentially doing thousands of bottles per week.

Challenge

Like many distilleries across the country, Twisted Cow dewateres its own grains with a high-efficiency, food-grade Kason Centri-Sifter. Instead of dumping out thousands of liters of heavy wet grain, the Centri-Sifter turns that into 2,000 pounds of mostly dry grain - which helps trim unnecessary disposal costs and potentially could be a source of revenue once he scales up.

However, after he installed the Centri-Sifter to start the production process, Pawluk noticed that it wasn't functioning as intended. The end results weren't as high quality as they should be.

"I knew it's supposed to come out with chunks as opposed to liquefied, and I could see it being de-watered. Clearly it was going out of the pipe," Pawluk said. "You could see it moving. So I knew it was actuating, but I also knew it wasn't supposed to be this quality."





How We Answered the Call

The AMP service team quickly responded to Pawluk and traveled to New York to solve the problem. Along with checking performance, shaft alignment and inspecting the general motor, the team found replacing specific seals fixed the issue.

“They responded incredibly quickly and got out here and supported their equipment,” Pawluk said. “They were immediate. The response time and the quality of the responses is what most impressed me – that they were effective and timely.”

Not only was Pawluk impressed with the responsiveness of the AMP service team, their experience and genuine confidence in the AMP product line helped put him at ease during the stressful time.

“They love the equipment,” Pawluk said. “They’re super supportive with the equipment. They’re super confident that it will work properly. And as soon as they got in, I was at ease. I’m like, ‘Wow.’ They come in and they’re ready to go. They know what they’re talking about. They knew the parts. There was no guesswork.”



They’re ready to go. They know what they’re talking about. They know the parts – there was no guesswork.

*– Twisted Cow Distillery Owner John Pawluk
on the AMP service team.*



Food Manufacturer Gets Help for Tricky Install of Double-Cone Blender

Overview

A major food manufacturer previously blended their dry product manually. Because of stringent food safety standards, the food manufacturer went with a pharmaceutical-grade Double Cone Marion Blender to help cut blending time to 5-7 minutes while ensuring product integrity and compliance. The blender was part of a larger process, which included an automatic load system with a drum hooked up underneath, rotating up to discharge the product.

Challenge

There were multiple challenges involved in this installation. First was a low ceiling, which meant tilting the blender at a certain angle – and just figuring out how to get it inside the room. Also, the Food Manufacturer had limited equipment, so the AMP service team had to rent the tools needed to get the job done, as well as coordinate with outside subcontractors, such as electricians.

“And we didn’t get pushback on any of those things,” a Process Manager for the Food Manufacturer said. **“And they always tried to help us find a solution. They very easily could have said, ‘You’re being ridiculous. You’re asking too much.’ They never did.”**

The facility also had severely sloped floors, which required leveling and repairs to make the installation go smoothly. Not only were there physical limitations, but the Food Manufacturer said the AMP service team answered the call despite demanding the highest level of attention-to-detail to ensure food safety.

“We can be a pain in the butt,” the Process Manager said. “But quality assurance and food safety are massively important for us. We’re looking at every weld and looking at every surface. We had very demanding specs.”



How We Answered the Call

Despite the numerous challenges and critical nature of food safety, the AMP service team answered the call – staying as long as it took to make sure everything was done in line with what was needed.

“There was no ego involved on their side,” the Process Manager said. “I really appreciated that. Just helpful and open and very flexible.”

Before, during and after the installation, the Food Manufacturer was in regular communication with the AMP service team – including access to cell phone numbers and emails for direct contact. The AMP service team also followed up after the installation to verify everything was working according to plan.

“They were very receptive and I never questioned whether they had the capabilities or whether they were going to actually deliver,” the Process Manager said. “They met our very exacting demands and specs.”

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They're honest. **Honest and open and receptive and unpretentious.** They were willing to work with our specifications and demands, because we didn't compromise on what we needed. They met what we needed, instead of saying, well, here's what we do. Or here's what we have. That was never the answer. **They were accommodating to our process.**”

– Process Manager
at Food Manufacturer

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Ask About Our Service Contracts

Never fear extended downtime. With a service contract with Advanced Material Processing, you enjoy the peace of mind knowing you always have an expert in your corner to keep your production running smoothly.

Ask your AMP representative about this offering or fill out a contact form on our website to learn more.

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amprocessing.com/parts-and-service

About Advanced Material Processing (AMP)

By aligning two leading industrial processing manufacturers known for their customized solutions, AMP is creating synergies to offer new solutions addressing the greater material processing needs of our customers. AMP will help lay the groundwork for the Kason and Marion teams to expand their platform, addressing even more applications in multiple end markets.

Follow us on social media channels for updates and videos on Kason and Marion products.

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