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After-Market Services





After-Market

The DMW After-Market Service team is committed to providing superior service and expertise unmatched in the material handling industry. With an experienced partner by your side you can be confident your system is optimized, reliable, and easily maintained. Our employees have been in the material handling business for many years providing the experience necessary to properly equip you with inspections, service, and spare parts.

Often the maintenance of your systems is overlooked until there is an issue. The costs incurred due to unscheduled downtimes while waiting for a spare part or service can have a significant effect on your profitability. The ability to minimize risks while keeping costs low is the key to success. Our team will work with you to determine a maintenance strategy effectively built around your business practices.

Whether you require a replacement for worn or damaged parts or a full maintenance plan, we will create a solution to fit your unique needs. With our comprehensive knowledge we provide classroom and on the job training to ensure your team has the information and skills needed to operate the system to perform at its highest potential.

Benefits of Our Services

- Limit resources required for on-site routine maintenance and repairs
- Reduce your manpower required, which creates lower overhead
- Competent personnel working on your equipment therefore the work is done correctly
- 24/7 service to minimize downtime
- One contact point for all components of the conveyor; meaning less time spent tracking down the right vendor to fix the problem
- Safety of machinery means less chance of an inexperienced worker being injured
- Continuous updates to ensure the latest technology keeps your system operating at maximum performance

SETTING THE INDUSTRY
STANDARD IS NOT AS
EASY AS IT LOOKS.

Maintenance and Service

Our engineers provide service and maintenance on all material handling systems whether you worked with us in the design process or you are simply looking for us to perform maintenance on existing systems. All services are also offered on our furnished proprietary products such as rotary plow feeders, pipe conveyors, EuroSilos, and stacker/reclaimers. Maintenance can come in a variety of forms and we understand each need is different.

Our services include:

- Development of maintenance plan
- Routine system maintenance and performance reporting
- Detailed preventative maintenance manuals including lubricating schedules and belt inspections
- Repair work including troubleshooting, fabrication and electrical needs
- Upgrades, renovations, and relocations
- Decommissioning

Training

Our instructors ensure your team is adequately equipped to operate and maintain the systems on a daily basis. The DMW After-Market Service team has a clear understanding of the performance of conveyor systems and is able to provide you with the information to ensure all components are fully understood for operation. This includes supplying product and procedure manuals used to operate the systems.

Preventing injuries in the workplace is our number one priority and our team is continually learning new practices and passing them on to all those involved in a project. We also have an on-site staff and outsourced consultants who provide OSHA safety inspections.

Spare Parts

Our team is readily available to fill any last minute spare parts need, or prepare a predetermined list of recommended spare parts. In most cases, downtime is not an option so our team will work with you in supplying the most important parts for you to keep on-site.

We also supply spare parts for our proprietary products including rotary plow feeders, pipe conveyors, EuroSilos, and stacker/reclaimers. With our knowledge and resources we are able to get the parts delivered to your location as quickly as possible. Our pricing is very competitive compared to others in the industry due to volume discounts as an OEM supplier.

We supply components for the following products:

- Belt Conveyors
- Belt Feeders
- Rotary Plow Feeders
- Telescopic Chutes
- Storage Facilities
- Ship Loaders/Unloaders
- Train Unloading Systems
- Stackers/Reclaimers
- Trippers
- Gates
- Pipe Conveyors
- EuroSilo Storage

Inspections

DMW performs scheduled or nonscheduled inspections. Our experts complete inspections anywhere from one day to one week. Inspections can be simple walk throughs or detailed technical evaluations with an accompanying report. We determine the cause of the problem or deficiency and course of action to correct the problem.