

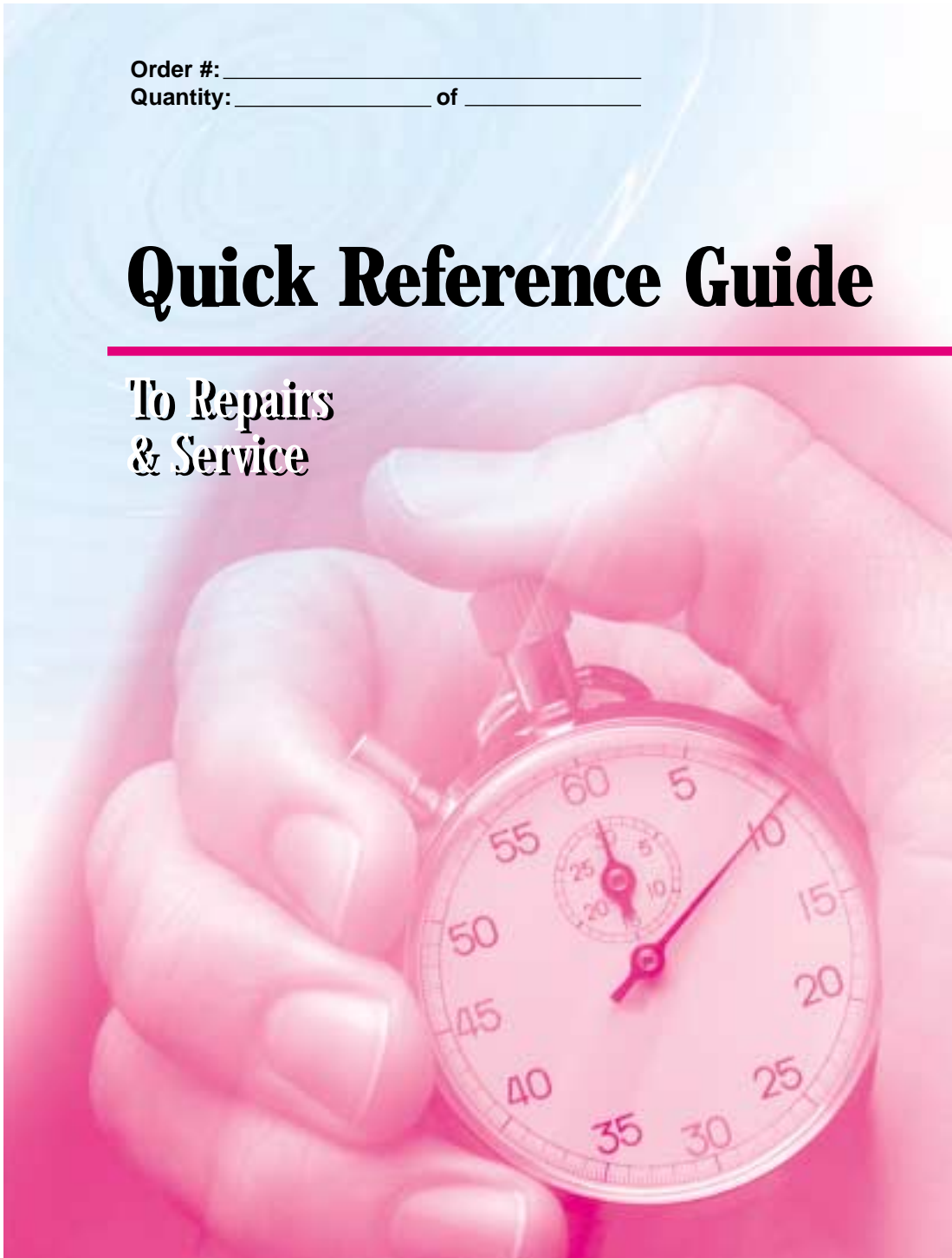


Order #: _____

Quantity: _____ of _____

Quick Reference Guide

To Repairs
& Service





LIGHTNIN Process Equipment Services (LPES): The fastest route to uptime.

You know the feeling. The mixer's down, the meter's running and it's your problem. Fortunately, you can call LIGHTNIN to help you turn downtime into uptime in no time. With one phone call you can access a worldwide network of research, manufacturing and engineering support, quality parts and experience based on more than 75 years designing and building over a million mixers. If you're looking for reliability, that's a package no one can match.

Here's why it pays to call LPES for all your mixer maintenance and repair needs.



LPES technicians are the backbone of our dedicated service organization. They're uniquely qualified to keep your LIGHTNIN mixers running right.



All LPES technicians are certified via training courses to ensure that the work they do meets the highest standards for consistency and reliability.



All LPES repairs follow original design specs and use only factory-authorized replacement parts.



We're so confident we'll do the job right that all LPES repair and service work is covered by a full factory warranty. What we repair, we guarantee – 100%.

Repair Services

Repair Services at a glance.

LIGHTNIN provides quick, reliable repair services – using only certified technicians and factory-authorized replacement parts – on gearboxes, mechanical seals (seal cartridge and seal assembly), steady bearings, machine assemblies, impellers, shafts and all portable units. This service can be provided either at your site or at a LIGHTNIN Service Center location. All work is backed by LIGHTNIN’s full warranty on all parts and service.

Repairs performed at your site.

Repairs can often be performed at your site by certified LIGHTNIN technicians. The feasibility of on-site repair depends on the scope and complexity of the job, the size and weight of the parts and equipment, and the constraints of the jobsite environment.

Repairs performed at our Service Centers.

If repairs at your site prove to be unfeasible, your equipment can be shipped to one of our Service Centers. Our growing network of Service Centers includes factory locations in New York, Virginia, Illinois, Texas, California, Florida, Pennsylvania and Georgia.

What to do before you return your equipment for repairs.

All equipment returned to LIGHTNIN for repair must:

- Be cleaned of visual residue
- Be free of hazardous material
(as defined by OSHA Standard 29CFR1910.1200.)



All equipment must be accompanied by an Authorized Equipment Return Form.

Turnaround time.

It’s impossible to accurately estimate the time required for all repairs. However, most repairs can be completed and shipped within 5 days of receipt. Please let us know when you call if you need us to expedite your repair.

Service availability, by product.

LIGHTNIN Repair Services are available for all LIGHTNIN products, regardless of when they were manufactured or purchased. If the product is now obsolete, LIGHTNIN can make a current recommendation.

Exchange Services

LIGHTNIN

Exchange Services at a glance.

By eliminating repair time, LIGHTNIN Exchange Services offer the fastest way to get up and running when a breakdown occurs. LPES keeps selected speed reducers, portable units and mixer subassemblies in stock – and available for immediate exchange – at regional service centers. Simply call and we will configure the appropriate assembly and ship it to you within 24 hours. Then send the damaged assembly back to us within 30 days – to ensure you receive a discounted price.



Turnaround time.

We will ship your replacement equipment within 24 hours of your call – usually the same day.

Returning your old reducer.

To qualify for your discounted price exchange reducer, you must return your old reducer within 30 days to the Service Center that shipped the exchange reducer. If the old reducer is not received, you will be invoiced the difference between the list price for a new speed reducer and the exchange reducer price.

Service availability, by product.

Exchange services exist for the following LIGHTNIN products:
Check with your LIGHTNIN sales representative for availability.

- 70, 80, 90 and Series 10 top-entering speed reducers
- NSE and RSE side-entering speed reducers
- Classic portable units
- 780, 880 high-speed heads

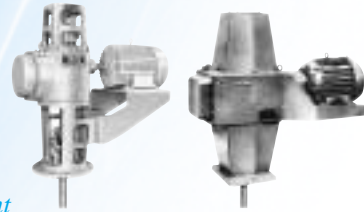
Warranty coverage.

All LPES exchanges come with new LIGHTNIN warranties.

Equipment Upgrade Services

Equipment Upgrade Services.

LIGHTNIN Equipment Upgrade Services at a glance. Preventive maintenance is your best defense against costly unplanned downtime and repairs associated with old or obsolete equipment. The full range of LPES upgrade services give you a convenient and cost-efficient way to address problems before they happen by converting older equipment to the latest, most reliable LIGHTNIN designs.



Conversion Mixer Exchange (CMX).

Our CMX program replaces any mixer drive (even non-LIGHTNIN models) with our latest, heavy-duty drive and a new guarantee. The program allows you to retain and reuse existing in-tank shaft, impeller(s), providing a substantial saving over the cost of a complete replacement mixer.

Reducer Mixer Exchange (RMX).

Our RMX program converts obsolete LIGHTNIN TE and RE reducers, size 1 through 5, to new Series 70 reducers. Simply bolt the new reducer assembly onto existing components. The program allows you to retain and reuse existing in-tank shaft, impeller(s) and motor, stuffing box or mechanical seals which makes it possible to upgrade your mixers at the least possible cost.

Turnaround time.

- Conversion Mixer Exchange (CMX). 4 - 8 weeks
- Reducer Mixer Exchange (RMX). 3 - 8 business days

Service availability, by product.

The Conversion Mixer Exchange (CMX) program is available for all LIGHTNIN equipment as well as equipment manufactured by companies such as:

- Chemineer
- Philadelphia Gear
- Falk

The Reducer Mixer Exchange (RMX) program is available for LIGHTNIN TE/RE reducers, sizes 1 through 5.

Warranty coverage.

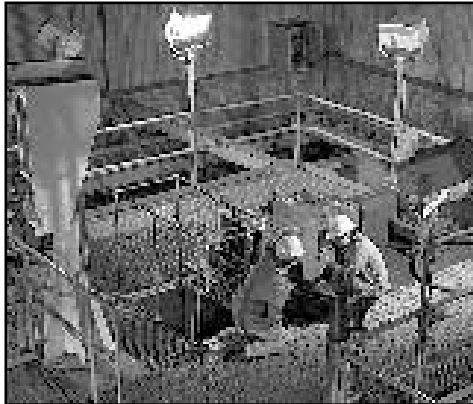
All LPES repairs are warranted for 18 months after shipment (12 months in the case of portables), or one year after installation, whichever comes first.

Additional LIGHTNIN Process Equipment Services

In addition to minimizing downtime and repair costs when equipment failure occurs, LPES offers a comprehensive range of services for maximizing productivity through every stage of the equipment life cycle.

Installation and startup.

- Installation management services: LPES technicians oversee the jobsite installation, working with the customer to insure the equipment is installed to LIGHTNIN specifications.
- Commissioning services: Supervise equipment start up to insure optimal performance.
- Process services: Our extensive resources are available to provide ongoing on-site support or lab modeling.



Maintenance and repair.

- Preventive and predictive maintenance services: LPES technicians visit your site on a regular schedule to inspect, evaluate, and maintain your equipment and provide a written report.
- Extended storage services: LPES technicians will prepare your equipment for storage, maintain inactive equipment and ensure a successful start-up.

Asset management.

- Equipment and inventory audit services: Our team will inventory and evaluate your equipment and prepare an audit report which can help guide your equipment and parts purchasing decisions.
- Inventory reduction services: LPES engineers make recommendations regarding how to keep your inventory to a minimum through custom-tailored plans.

Call the LIGHTNIN Experts

Let us show you how well we perform under pressure. When your need is urgent and after normal business hours call our 24-hour response team hotline at 1-888-MIX-BEST (U.S. and Canada). Your request will be promptly processed and directed to your nearest LPES team member. For more information visit our website at www.lightninmixers.com.

What to do before you call.

Please have the following information handy:

- Original serial number
- Model number
- Purchase order or credit card

YOUR LIGHTNIN MIXER INFORMATION

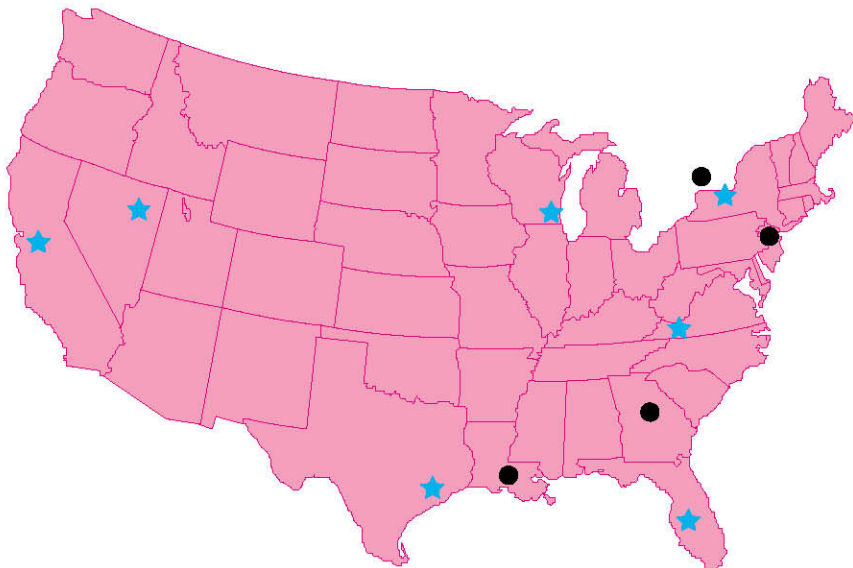
	Model	Serial Number	Ratio	Customer Tag Number
1.				
2.				
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4.				
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11.				
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★ LIGHTNIN Factory Service Center Locations

Delavan, Wisconsin
Elko, Nevada
Modesto, California
Mulberry, Florida
Rochester, New York
Santa Fe, Texas
Wytheville, Virginia

● LIGHTNIN Authorized Service Center Locations

Baton Rouge, Louisiana
Concord, Ontario, Canada
East Hanover, New Jersey
Macon, Georgia



LIGHTNIN Process Equipment Services Our Warranty in Writing

When repairs to your LIGHTNIN mixer are needed, we guarantee the results for one full year. This exclusive warranty covers all parts and labor. Talk to your LIGHTNIN sales representative for more information.

LIGHTNIN
An SPX Process Equipment Operation

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The trademark LIGHTNIN is owned by SPX Corporation or its subsidiaries and is registered with the United States Patent Office.

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www.spxprocessequipment.com