

Custom engineering services. Black Bros. Engineering staff can customize any standard equipment, develop an entirely new process to meet your individual product needs or modify existing equipment to apply new adhesives and coatings as they are developed.



Pre-test demonstrations. 10,000-sq. ft. test and demonstration lab can help you decide the right equipment, methods and materials for your application before you invest.



Total training. From pre-startup training through progressive training seminars and workshops, your operators, supervisors and maintenance personnel can learn the most efficient, cost-effective and safe methods of equipment operation and maintenance from trained Black Bros. specialists.



Clear “user-friendly” owners’ manuals. Operating and maintenance manuals for Black Bros. machines are complete, clear and well organized. Replacement manuals are available.



Accessories to maximize machine capabilities. You know that good accessory equipment is a low-cost way to increase return on machine investments. This is especially true with the higher performance capabilities engineered and built into Black Bros. roll-type machines. Some of today’s most significant cost savings are made when simple, reliable Black Bros. optional features increase productivity, improve quality and reduce idle machine time.



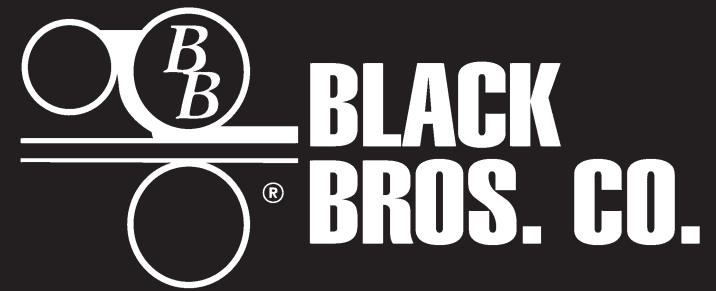
Midwest Division

1420 West Armstrong Dr. (46580) • P.O. Box 1014 • Warsaw, IN 46581-1014

Phone: 574.269.4630 • Fax: 574.269.5291

www.blackbros.com

Bulletin CS – MW



CUSTOMER SERVICES



The Black Bros Co. Commitment To A BETTER BOND:

When your company purchased its Black Bros. roll-type machine, you invested in more than just the physical equipment itself. You also bought Black Bros. *ongoing commitment* to help you earn the highest return from that investment.

This commitment starts when we engineer and build superior quality and reliability into every original machine. But it also includes continuous collaboration — our people working with yours to make certain each Black Bros. machine is *working to produce a Better Bond*: applying optimum bonding strength for your particular coating, gluing or laminating requirement with the least downtime and lowest real total cost *throughout* its long life.

So check out our network of integrated services introduced here. Then visit our web site at www.blackbros.com, or phone us directly at 1-800-252-2568 to further explore how we can help you profit more from a better bond.

Complete roll reconditioning and recovering. Drawing on Black Bros. Co. 100-plus years of building rolls, our roll-service specialists recondition all types of rolls; recover rolls with a variety of compounds; groove rolls to exact customer specifications; and create groovings, patterns and surfaces for unique applications.



An Exchange Roll Program is available for high-volume customers requiring quick turnaround on reconditioned rolls. Contact Customer Service for details.



The right parts . . . right now! Black Bros Co. inventories replacement parts for machines built as long ago as 1927. Most parts are shipped from one of our three service points within 24 hours after the order is received.



Telephone service hotline. Expert technical support always is available through Black Bros. telephone troubleshooting hotline. Just phone 1-800-252-2568 to get prompt, knowledgeable answers with clear communication.



On-site service, on call. To minimize your unscheduled downtime, our factory trained Black Bros. field service personnel respond quickly for machine repair and preventive maintenance inspections in your facility.



New-machine full-year limited warranty. Original owners of Black Bros. roll-type machines have a one-year warranty on parts needing replacement due to defects in material or workmanship. For details of what this warranty covers, write Black Bros. Co. at P.O. Box 410, Mendota, IL 61342 or visit www.blackbros.com