

Customer Service



Bulk Materials Handling
Conveying and performing to the highest levels

Introduction

Members of the Schenck Process Group, Redler® are leading providers of feeding, automation and bulk solids handling solutions.

The Schenck Process Group are global market leaders of solutions in measuring and process technologies in industrial weighing, feeding, screening and automation. Close to the customer, with an unrivalled global network of operating companies we are your competent global partner for weighing, feeding, screening and automation solutions throughout the process industries.



The Schenck Process Group develops, manufactures and markets a full range of solutions, products and turnkey systems on the basis of combining process engineering expertise, reliable components and field-proven technology.

Members of the Schenck Process Group are:

schenckprocess



redler

schcnckprocess group



schenckAccuRate



stock

schcnckprocess group



screenex

schcnckprocess group



fairfield

schcnckprocess group





redler
schenckprocess group



Setting a new benchmark

Redler® have always been committed to providing the highest standards of customer support, and as part of this continuing effort, we are pleased to introduce an innovative programme that sets a new benchmark in preventive maintenance and customer service.

We Call it PASS

Delivering Major Improvements

Developed in close consultation with technical & production specialists in many industries, PASS offers a guaranteed package of services that simplify plant management, reduces losses & increase productivity.

All of which can add up to a major improvement in profitability.

Parts & Equipment

Redler® can provide a vast range of PASS components & equipment - either to support your PASS- Solution or for specific projects.

Replacement Chains

We are chain specialists, manufacturing to tight tolerances for both Redler® and non-Redler® systems & supplying hundreds of thousands of links every year.

Complete Machines & Systems

We provide machinery & plant on any scale, including upgrades & replacements, single or multiple machines, & complete bulk materials handling systems.

Equipment Sourcing

We track down & supply any available type of bulk materials handling equipment - even if it is non-Redler®.

Quality Within Your Reach...

Redler® invented the En Masse conveying and elevating system over 80 years ago and our experience since then allows us to offer the right chain for your application - at a quality that guarantees reliability for your conveyors and production.

In addition to the chain we can also supply matched driving and trailing wheels, connecting pins & manganese chain wear strips.

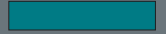
High Strength Chain Links

- ❖ Drop forged from alloy steel
- ❖ Precision machined
- ❖ Case hardened to RC57 min
- ❖ High tensile strength
- ❖ Consistent dimensional accuracy
- ❖ High quality manufacturing procedures

High Quality Flight Links

- ❖ Wide range available
- ❖ Styles to suit applications
- ❖ T/U/I/H designs
- ❖ Scavenger/Pad/Scoop flights
- ❖ Variable flight configuration
- ❖ High quality manufacturing procedures
- ❖ Chain is normally carried on special wear resistant manganese steel runners
- ❖ There are three typical forms of chain runners

1 - Plain



2 - Grooved

Type A



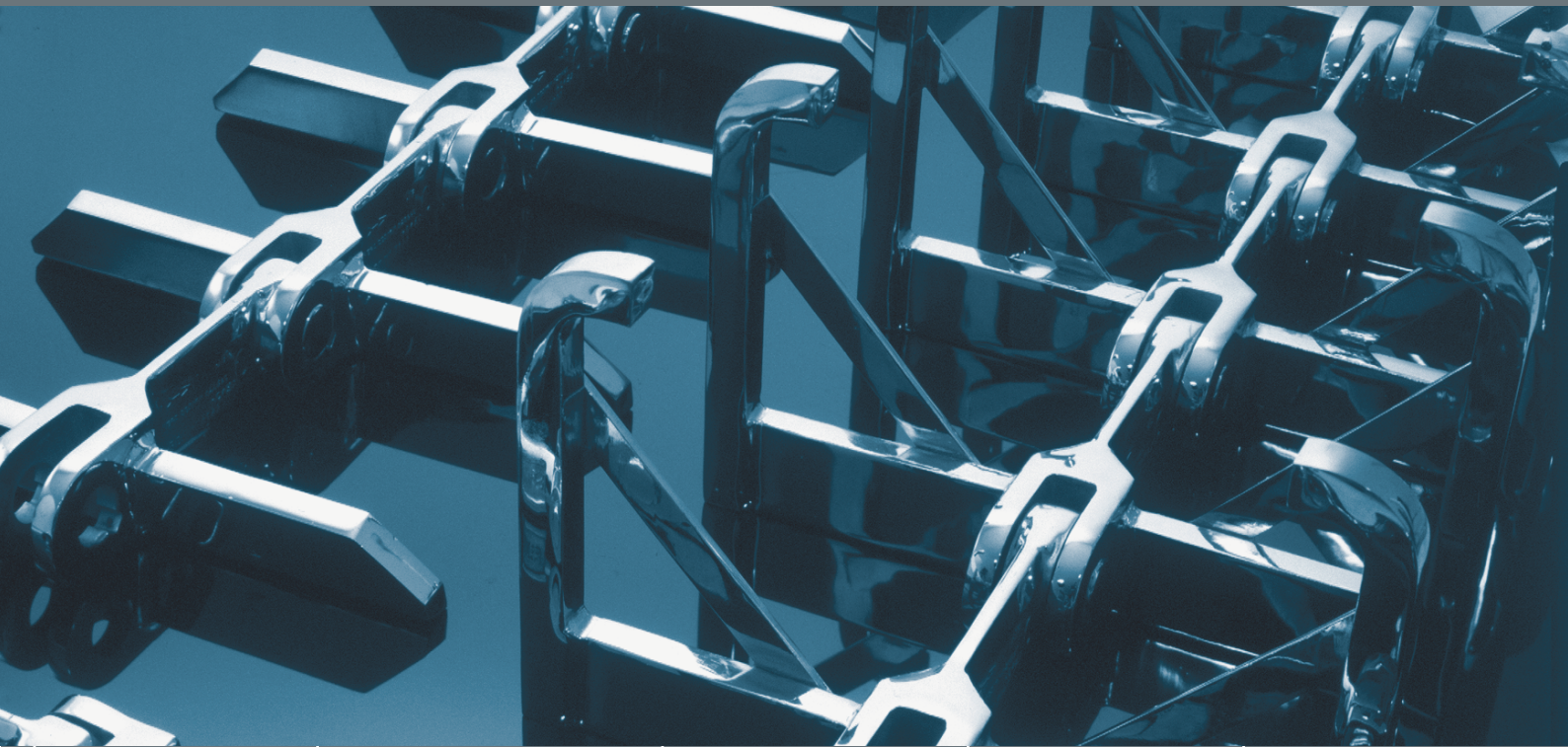
Type B



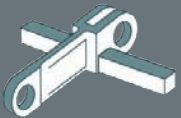
3 - Supported



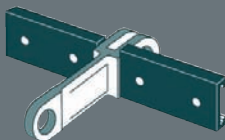
Chain and Components



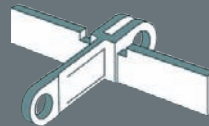
Bar Flight



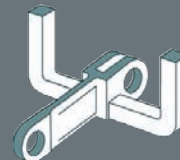
Plastic Sleeve



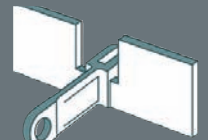
'T' Plate Flight



'U' Flight



Deep 'T' Plate Flight



Sprockets and Trailing Wheels

- ❖ Comprehensive range for drop forged chain
- ❖ Detachable segments
- ❖ Hardened wear surfaces



How to Build your PASS - Solution

Maintenance options are negotiated with you following a detailed survey. All work is carried out by Redler® approved engineers with full support of our technical and engineering resource.

Inspection Reporting

The service engineer conducts a set inspection of all machines

Maintenance Programme

Routine maintenance procedures to ensure efficient running

Shutdown Programme

Incorporates safe machine shutdown, servicing and re-start.

Replacement Parts

The cost of parts can be included within a fixed price PASS - Solution

Protection Systems

A range of automatic devices and other systems that enhance safety and prevent wear and damage to equipment.

Redler® Auto Grease

Automatically dispenses controlled continuous lubrication to bearings.

Redler Tidal®

Continuously monitors material levels and flow to prevent blockages.

Redler RoCon®

Detects abnormal conditions in drive systems and stops machines rapidly

Redler® Monitor

Thermographic, vibration and ultrasound predictive monitoring systems, identify wear points before failure occurs.

Redler® Fire & Explosion Protection

Fire and explosion prevention and suppression for process systems plus assistance to meet ATEX/DSEAR regulations.

Site Services

A range of ancillary services to support the safe and effective operation of your plant.

Training

For your machine operators and in-house maintenance technicians.

Plant Surveys and Risk Assessments

To help you make informed decisions about future changes.

Installations, Upgrades and Modifications

To keep your plant up-to-date and working at optimum efficiency.

Machine Improvements - How

- ❖ Analyse machine performance
- ❖ Understand machine operating criteria
- ❖ Investigate areas of concern
- ❖ Design out the problem

Upgrade Kits - Features

- ❖ To improve machine wear/inspection
- ❖ To improve machine alignment
- ❖ To offer better condition monitoring
- ❖ Designs reduce wear/enhance interchangeability

Upgrade Kits - Benefits

- ❖ Reduced downtime
- ❖ Increased operational availability
- ❖ Rapid maintenance turnaround
- ❖ Reduce the risk/improve the margin
- ❖ Increased machine life cycle

Redler® Standards

As you would expect from Redler®, the PASS programme is managed and supported to the highest standards - both in the field and in the office.

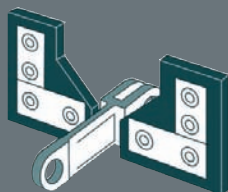
High Quality People

Our service engineers are all Redler® -trained and are highly experienced mechanical or electrical control technicians. Their expertise ensures rapid diagnosis and competent repair.

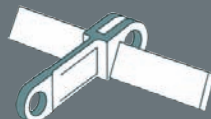
Safe Working On-Site

All our service engineers hold supervisory CCNSG Safety Passports enabling them to work safely across many process environments. They are supervised by a site engineer who acts as prime customer contact.

Pad Flight



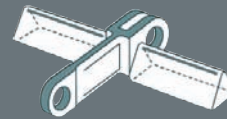
Digging and/or Scavenger Flight



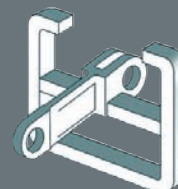
Closed 'U' Flight



Scoop Flight



'H' Flight



Clear Documentation

Customers depend on good documentation to assist their decision-making. Our reports, surveys, risk assessments and sales quotations are clear, accurate, and delivered on time. You even have the option of having maintenance schedules and account details 24 hours a day through our on-line service.

Efficient Administration

Our administration is conducted to ISO 9001, bringing many benefits. For example, model and service histories are kept on every Redler® machine, enabling speedier parts identification and problem solving.



Your PASS Options:



Preventive Maintenance

- ❖ Inspection Reporting
- ❖ Maintenance Programme
- ❖ Shutdown Programme
- ❖ Replacement Parts



Site Services

- ❖ Training
- ❖ Installation
- ❖ Cleaning
- ❖ Upgrades
- ❖ Plant Surveys
- ❖ Modifications



Protection Systems

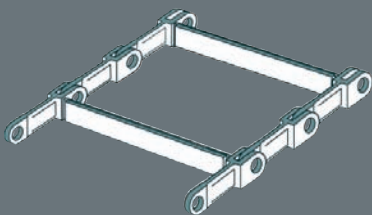
- ❖ Redler® Auto Grease
- ❖ Redler Tidal®
- ❖ Redler RoCon®
- ❖ Redler® Rust Protection



Emergency Response

- ❖ Engineer on-site within 24 hrs
- ❖ Engineer on-site within 12 hrs
- ❖ Engineer on-site permanently 24 hrs

'I' Flight





The PASS - Solution

Guaranteed Flexibility

PASS Offers a service package fully customised to meet your specific operational needs.

Guaranteed Service Levels

A dependable and effective service response makes your plant management more predictable.

Guaranteed Accountability

By establishing clear responsibility for PASS - covered equipment, repairs can begin without delay.

Guaranteed to Run Option

PASS - Can eliminate unplanned down time to achieve the ultimate in productivity improvement.

A Partner You Can Trust

PASS - Is managed to the highest standards by an expert and robust partner you can depend on for the long-term.

Contact Redler® for unbeatable customer support:
sales@redler.com
chain@redler.com

Process
Advanced
Service
System

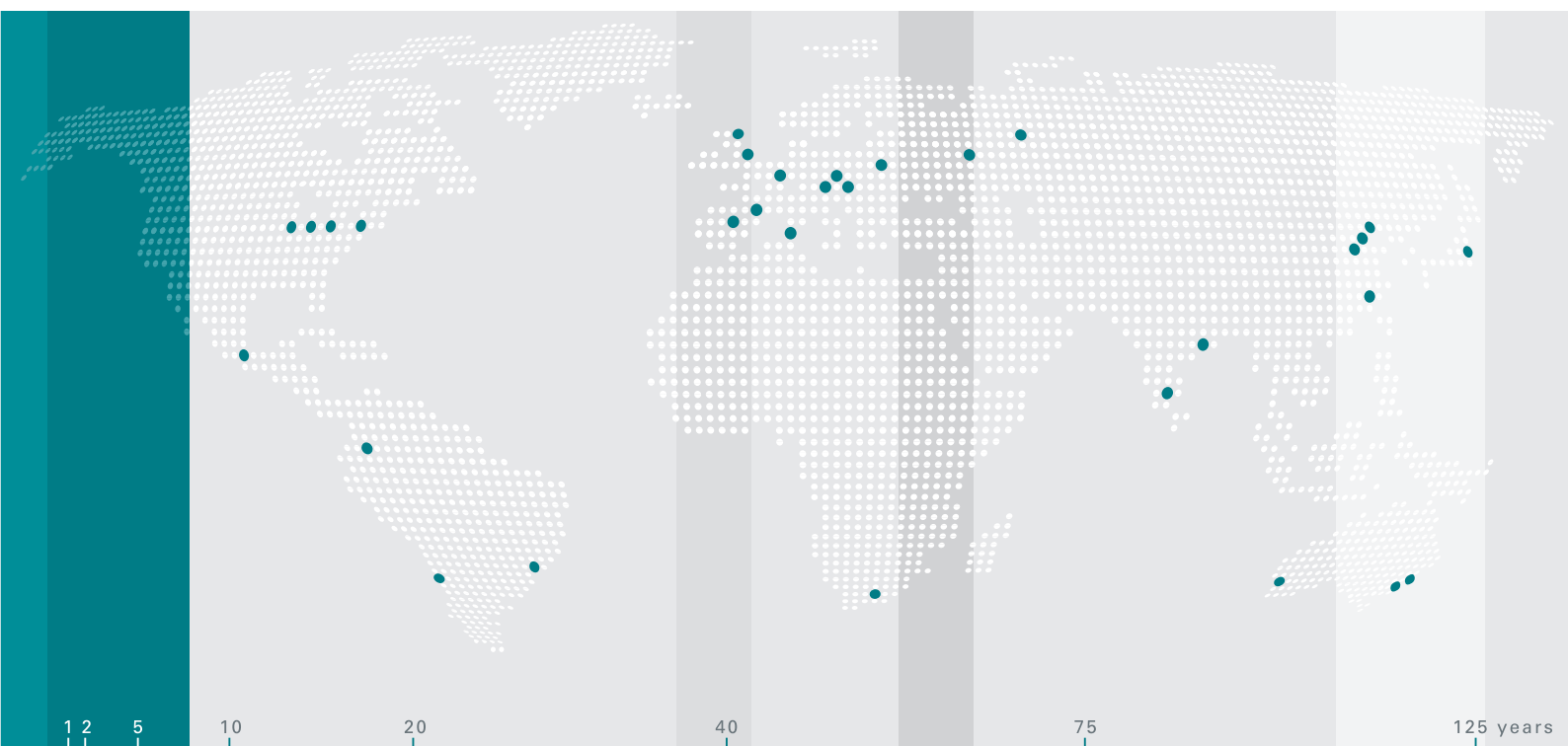
PASS

weighing

feeding

conveying

automation



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we make processes work