



FROM INNOVATION TO REALIZATION

EQUIPMENT SERVICES

Intralox® services help identify and solve your challenges by optimizing your line layout, reducing project risks, and implementing solutions that bring value to the criteria that matter to you.

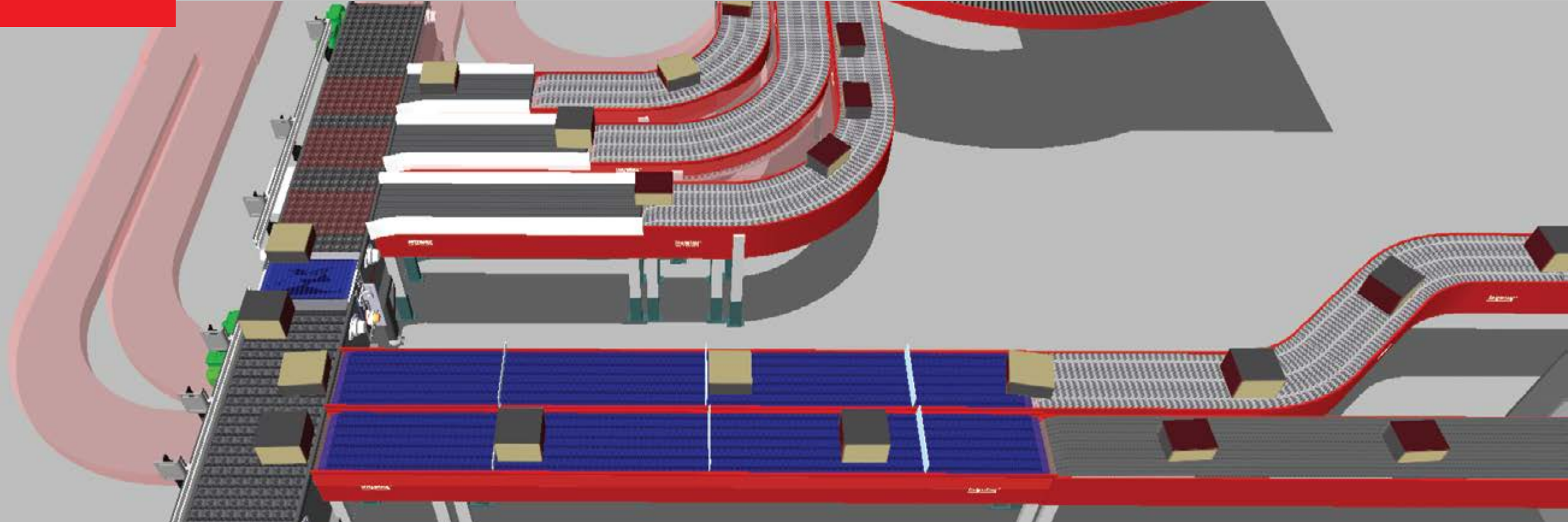
FROM INNOVATION TO REALIZATION

Intralox provides support throughout the selection, design, manufacturing, installation, and final realization of your project.



“In the end, we reduced the project timeline by approximately 30%, there were no problems during implementation, and we reached excellent performance during startup.”

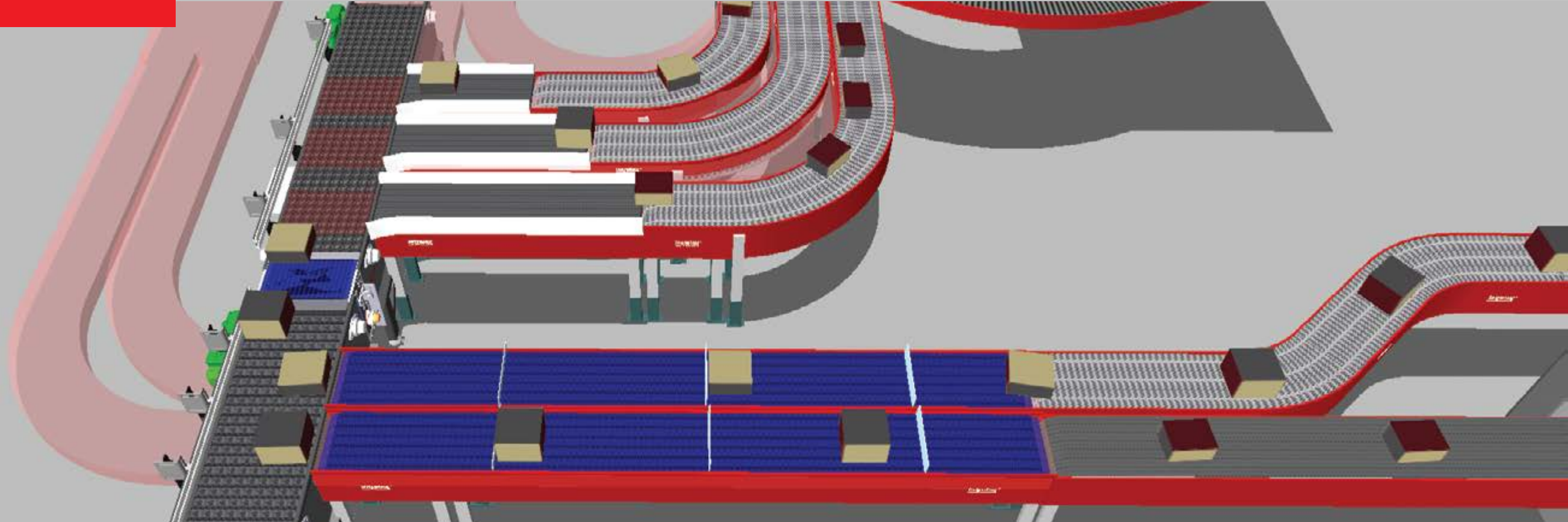
- Candy and Snack Manufacturer Project Manager



LAYOUT CONSULTING

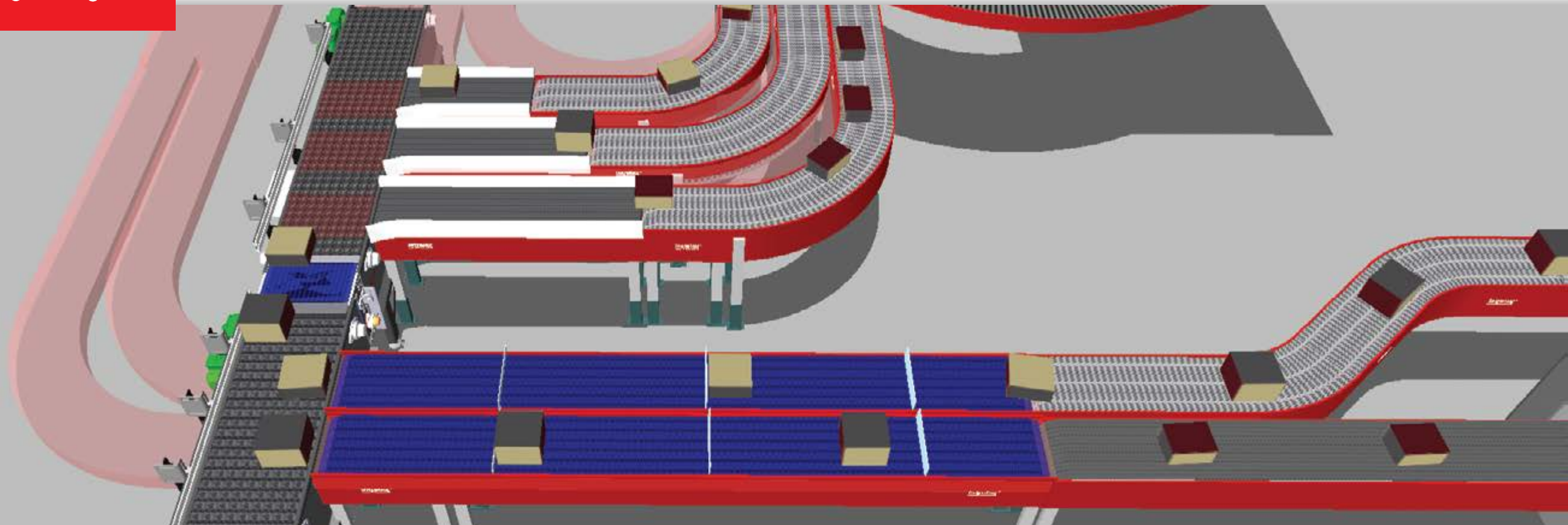
Our global System Solutions Group works with you to determine what best impacts the functionality and cost-effectiveness of a distribution or production line layout. Using physics-based simulation software and your exact specifications, we demonstrate the effective and proven direct results that Intralox technology and traditional technologies have on an entire line layout. Consulting with Intralox early in the planning process can help qualify and prioritize the project drivers for your business.

- Improve total cost of ownership
- Ensure lines are future ready and flexible
- Increase productivity
- Less floor space required



SOURCING SUPPORT

By working with you and your turnkey suppliers, Intralox Solution Sellers help specify the critical elements for your quote requests—such as speed, transfers, guarding, functionality, and pack sizes—before you submit them for quotations. Intralox can assist with sourcing to ensure your requirements are met properly and punctually.



PROJECT MANAGEMENT

Your Intralox Project Coordinator ensures a smooth, optimal project flow. The Project Coordinator creates a clear proposal with a defined scope that ensures your expectations are met. After the contract is accepted, the Project Coordinator owns the project through completion and is responsible for scope, schedule, and budget. Your Project Coordinator will meet regularly and as needed with your project team and suppliers to monitor system installation and integration.



FACTORY ACCEPTANCE TEST

An Intralox Factory Acceptance Test is available before shipment to verify that the Intralox-specified solution meets your application expectations and reduces risk. During the FAT, your equipment is inspected and its functionality is tested with the full range of products included in your project's scope. You may also inspect the equipment, ask questions, and confirm expectations; a Customer Acceptance Report will be generated for you.



MECHANICAL INSTALLATION SUPPORT

To ensure correct equipment installation, an Intralox specialist is available to support qualified customer personnel during equipment installation. Installation is on-site over 1–5 work days, and provides the most value for custom or complex equipment or systems support. Equipment unpacking, assembly, and installation remain your responsibility.



PRODUCTION STARTUP SUPPORT AND TRAINING

An Intralox specialist provides support with production startup to ensure everything is set up according to the operation description, application details, and functionality. The system setup is checked to identify any potential upstream or downstream concerns to the line functionality. A production test run confirms readiness for production; this process typically takes 1–3 work days and happens after you complete mechanical and electrical commissioning. This process is followed with training on how to operate and maintain the equipment for an effective production process.



OPERATOR MAINTENANCE TRAINING

Practical training for Intralox products provides operators and maintenance personnel with the skills necessary to perform routine tasks and the knowledge to troubleshoot effectively. Training is available for operators, maintenance technicians, and line supervisors; comes standalone or as part of a service package; and contains theoretical and hands-on approaches to functionality, safety, maintenance, and cleaning. This training allows plant crews to take ownership of the system, allowing for maximum efficiency and minimal maintenance costs.



HEALTH CHECKS

We can perform a full mechanical check of Intralox equipment components typically after a 12-month production run. A service technician who specializes in Intralox technology will execute a general assessment on the state of the equipment supplied. A checklist is used for a systematic inspection of wear parts. The visit report provided will contain an equipment status and a recommendation list for adjustments as needed.



SPARE PARTS

Intralox Customer Service will assist you with spare parts needs. We work with various vendors to offer you a one-stop shop for spare parts. Expedited services on Intralox belting are available to minimize downtime in an emergency.

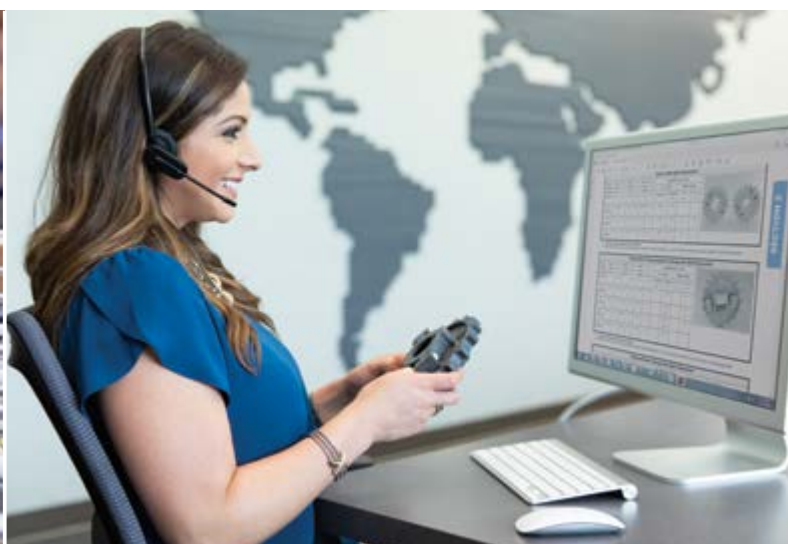


REMOTE AND ON-SITE TROUBLESHOOTING

Trained technical specialists are available for support both on-site and remotely. If an Intralox Technical Support Specialist cannot resolve the problem remotely, a service technician or engineer can be sent to the site.

HELP IS JUST ONE CALL AWAY

Involve Intralox early in the process to experience the total results of our future ready solutions from anywhere in the world. From initial concept planning, to vendor selection, to project realization, our team of industry-specific experts is here to help you meet your goals 24/7.



CONTACT

To learn more about our innovative solutions, visit [intralox.com](https://www.intralox.com).

Intralox, L.L.C. USA, New Orleans, LA, +1-504-733-0463, Toll Free: 1-800-535-8848

Intralox, L.L.C. Europe, Amsterdam, The Netherlands, +31-20-540-36-00, Toll Free: 800-5544-4455

Intralox Shanghai LTD., Shanghai, China, Toll Free: 400-842-3469

Global Assembly Center Locations: Japan • United Kingdom • Australia • Brazil • India