

Emergency Response Service

In today's competitive market, time is money. When a critical piece of equipment breaks down and production stops, it is a true emergency. Compounding the problem, maintenance budgets are so tight many plants don't have spares available for these emergencies.



To help put out these "fires", Force Control Industries now offers an Emergency Response Service (ERS) for our most popular Posidyne clutch/brakes.

How it works:

1. Force Control has Staged Units:

To help speed delivery, we are strategically locating "Just Like New" Factory Rebuilt Posidyne in warehouses around the United States.



2. When an Emergency Happens:

Call our Inside Sales department with the Model Number and Serial Number of the Posidyne that you have in service. We will confirm whether an ERS Posidyne is available. If so, we will dispatch the ERS Posidyne to your site and issue an RGA Number to return your old Posidyne.

3. When the ERS Posidyne Arrives:

Your ERS Posidyne should be delivered within 2-3 days (overnight or same day delivery may be possible). When it arrives, remove your existing Posidyne and install the ERS Posidyne. But keep the shipping crate to return the old Posidyne.

4. Returning your Posidyne:

Your ERS Posidyne was delivered in a returnable crate. Please re-package your old Posidyne in this crate and return it per the instructions included in the case. It is important to return all the accessories (Fans, Guards, etc). If you need assistant arranging freight pickup, please call our inside sales department. Use the RGA emailed to you as the shipping label. If your old Posidyne isn't returned within 10 days, you will be charged for a new unit. So please return it quickly so we can repair it and stage it for the next customer. If you are delayed in installing the ERS Posidyne, please call our Inside Sales Department for more time.

5. What if we don't offer ERS:

Unfortunately, we can't offer the ERS service on every model we make. However, we do offer Expedited Repair Service (both 24 hours and 1 week) on a larger selection of Posidyne based on availability of parts and personnel.

Force Control Industries, Inc

Phone: (513) 868-0900 Fax: (513) 868-2105
www.forcecontrol.com info@forcecontrol.com

