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NEWS RELEASE

For Immediate Release

Contact: Ed Stevens, Stevens Baron Communications
estevens@stevensbaron.com

Keith Jones, Eriez
kjones@eriez.com

Eriez® Launches New Web Site Section Featuring its 5-Star Service™

Erie, Pa. — Eriez®, world authority in advanced technology for magnetic, vibratory and inspection applications, today announced the launch of the [newest section](#) of its corporate Web site, www.eriez.com, dedicated to the company's 5-Star Service™.

"Whether it's an emergency inspection system service call or a complete rebuild of a suspended magnet, Eriez' 5-Star Service will have you operating at original equipment standards," said Dave Hansen, Eriez' Customer Service Manager. Eriez' 5-Star Service includes a 24/7 hotline, original OEM parts, on-site field service, equipment remanufacturing and full "as new" warranties.

"The 5-Star Service section of the Eriez Web site is a great tool for all Eriez customers and potential customers," said Hansen. "It offers users a wide array of information and resources, right at their fingertips."

The new 5-Star Service Web site section showcases Eriez 5-Star Service Center and its capabilities. The new 15,000 square foot 5-Star Service Center, located in Lake City, Pennsylvania, is completely equipped to remanufacture even the most complex systems. The fully staffed Service Center employs trained technicians. The Center has the machining, fabricating and welding capabilities necessary to rebuild all Eriez equipment. Once remanufactured, all Eriez equipment leaves the Service Center with an "as new" warranty.

From the 5-Star area of Eriez' Web site, parts lists are available for download from a variety of Eriez equipment categories, including (but not limited to) Coolant Cleaners, Metal Detectors, SafeHold® Lift Magnets, Model A-C Feeders, High Deflection and High Speed Feeders, Mechanical Feeders and Vibrators. Each equipment category has individual parts lists, some with detailed schematic of the equipment for easier sourcing and identification.

Downloadable Installation and Operational Manuals (IOMs) are also readily available. "IOMs give you all the information you need on how to install, operate and maintain your valuable Eriez processing equipment," said Hansen. Additionally, users can download brochures and press releases that offer more information on Eriez' 5-Star Service.

Eriez' Lift Magnet Certification and Refurbishment Program is also highlighted on the Web site. "If you need new magnets, need to have your current magnets repaired, certified or completely rebuilt, Eriez has a solution for you," said Hansen.



The Web site explains, Eriez' Lift Magnet Certification and Refurbishment services include:

- Next Day delivery on new magnets through [EriezXpress](#)
- Lift Magnet Certification
- Lift Magnet Exchange
- Lift Magnet Refurbishment

To visit the 5-Star Service section of Eriez' Web site, go to <http://service.eriez.com/>

To contact Eriez 5-Star Service, call the 24/7 service hotline at 1-888-999-ERIEZ or send e-mail to service@eriez.com

Eriez is recognized as world authority in advanced technology for magnetic, vibratory and inspection applications. The company's magnetic lift and separation, metal detection, x-ray, materials feeding, screening, conveying and controlling equipment have application in the process, metalworking, packaging, recycling, mining, aggregate and textile industries. Eriez manufactures and markets these products through ten international facilities located on six continents. For more information, call toll-free (888) 300-ERIEZ (3743) within the U.S. and Canada. For online users, visit www.eriez.com or send e-mail to eriez@eriez.com. Eriez World Headquarters is located at 2200 Asbury Road, Erie, PA 16506.

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