

## PDC DIRECT

### Replacement Parts

**PDC Direct** is our exceptional parts system that makes it easy for customers to quickly receive the spare parts and technical service they need. Staffed by experienced people who know how to get you what you need, **PDC Direct** is designed to satisfy all your spare parts needs.

One of **PDC Direct's** features is a special identification card inserted with every individual part shipped. In addition to the Packing list, this special card contains the part number, part description, quantity to keep on hand and other important information; everything you and your staff need to obtain the parts you need quickly and easily.

### Machine Upgrades

Many of the latest technology developments and upgrades used in our newer machines can be retrofitted onto older models. Productive older machines can be mechanically and electrically upgraded for improved efficiencies and productivity.

Machine upgrades relate to performance, ease of operation and reliability. Upgrades may allow faster, easier changeovers reducing downtime, or improved strength in certain mechanisms, such as bearings or blade assemblies for longer periods between maintenance.

Let PDC work with you to evaluate the upgrades that will produce the greatest benefits for your production.

### PDC's Customer Service Policy – Quick Turnaround

**Response Time:** PDC is committed to shipping inventoried parts on the same day we receive your confirmed purchase order (before 3 p.m.), and to fill other orders in as timely a manner as possible.

**Assistance:** PDC personnel are always ready to assist you in a helpful, cooperative and courteous manner. They can be reached by phone at 203-853-1516, by fax at 203-854-0834, and by email at [service@pdc-corp.com](mailto:service@pdc-corp.com)



### PDC International Corporation

8 Sheehan Avenue, Norwalk, Connecticut 06854 USA  
Phone 203-853-1516 • Fax 203-854-0834

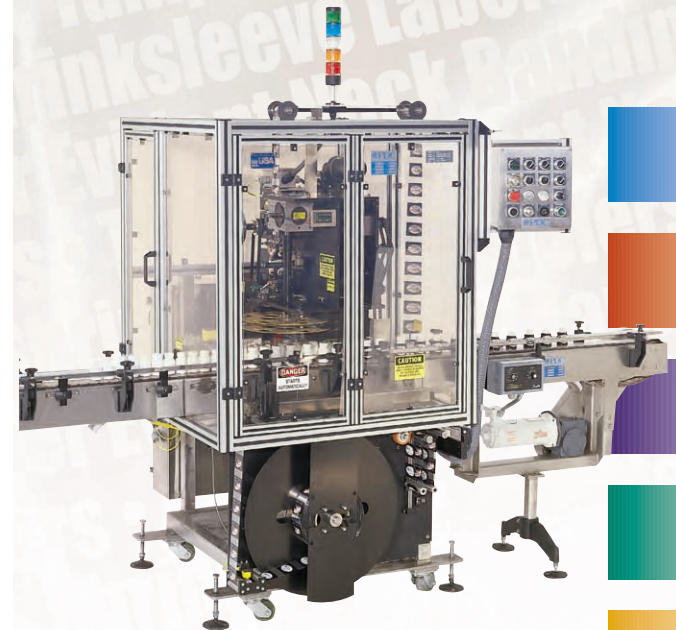
[www.pdc-corp.com](http://www.pdc-corp.com)

All products shown are registered and protected under US patent, copyright and trademark laws by their respective companies.

© PDC International Corporation

# PDC TRAINING, SERVICE AND PARTS

## MAINTAINING A HIGHER LEVEL OF PRODUCTIVITY



*Built-In Quality  
Ongoing Support*





PDC prides itself on the high quality service and support provided by our technicians and staff. Our many loyal, repeat customers confirm that PDC not only builds top quality machinery, but our focus on quality and solid mechanical designs results in equipment that is easily maintained and understood.

The PDC technical group consists of experienced mechanical and electrical technicians, all PMMI Certified, who build and test machinery as well as install, service and provide training to customer personnel. Their primary goal is to make sure our customers are up and running at optimal efficiency, with the long-term reliability that is PDC's trademark.

### **PDC's goal is to provide:**

- **Reliable machinery solutions** to satisfy our customer's needs.
- **Technical Support**, both by phone and on-site, to keep machinery performing optimally.

### **Built-In Quality. Ongoing Support.**



### **TRAINING**

### **PREVENTATIVE MAINTENANCE**

### **PARTS – REPLACEMENT / UPGRADE**

### **REPAIR SERVICE**

### **REFURBISHING / RETOOLING**

## **TRAINING — THE KNOWLEDGE TO STAY PRODUCTIVE**

### **IN-HOUSE AT YOUR FACILITY**

PDC provides customized training in the format that best meets the needs of your facility and staff. Typically most training consists of hands-on demonstrations and coaching right at the machinery, optimizing skill retention. We also offer more structured classroom-style training with handouts and teaching aids as needed, to compliment the hands-on training.

Effective training techniques are used to insure that the concepts and information are conveyed clearly and are retained by your personnel. Training aids, specific to your model and application, may be used to provide concise reminders of how a given process should be performed and to reinforce the learning process.

### **CLASSROOM AND HANDS-ON TRAINING AT PDC**

PDC can offer your personnel detailed training programs at our facility using a range of our staff members and machinery on our production floor. Dedicated training at our facility provides focused instruction in mechanical, electrical, operational and maintenance areas.

Programs are available from one-half day to three days, for one to five people. Contact our service department for a program syllabus and cost estimate.

## **PREVENTIVE MAINTENANCE**

PDC technicians are available for field inspections to insure machinery is running at its best. We can make recommendations and provide guidance regarding preventive maintenance, as well as perform those tasks as required.

## **REFURBISHING AND RETOOLING**

Since PDC machines are the most rugged machines on the market, they often are retooled for new applications after many years of service. PDC also offers refurbishing services, both in the field as well as at our plant. Since PDC machinery has so few moving parts, often just updating a few replacement parts along with reworking the blade assembly will insure many more years of high performance and uninterrupted productivity – all extremely cost-effectively.

## **DOCUMENTATION**

Every machine comes with one copy of the PDC Operational Manual. This includes sections pertaining to:

- Safety Precautions
- Machine and Sub-Assembly Descriptions
- Specification Form
- Control Panel Functions
- Start Up
- Operation
- Shutdown
- Blade Replacement
- Machine Timing
- Lubrication Schedule
- Troubleshooting Guide
- Preventive Maintenance Schedule
- Machine Setup Parameters Spec Sheet
- Recommended Spare Parts List
- Electrical Schematics
- Drawings – Sub-Assemblies
- Program Diskettes
- Touchscreen Program and Prints
- PLC Program
- Servo Program
- Supplemental Manuals



*All documentation is available on diskette and CD. Prices and service call estimates are available upon request.*

**CONTACT PDC**  
**PHONE: 203-853-1516**  
**FAX: 203-854-0834**  
**WEB: [service@pdc-corp.com](mailto:service@pdc-corp.com)**