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SERVICE TIP

What Should You Do If Your Parts Are Damaged or Lost During Shipping?

Your Evergreen Packaging parts order arrives at your facility. The shipping carton is battered and has a hole torn in it. You find a damaged part inside the carton and another part is missing. What should you do?

Whenever you encounter this situation, please take the following steps to get a replacement part as soon as possible, and to help us to identify and correct the cause of the damage.

First, take photos if possible. If the carton is visibly damaged, take photos of it before you open it.

Once you open it, do not throw away the carton or any packing material in case the carrier needs to do an in-person inspection.

Take more photos to document how the part was packed. That way we can identify if there was insufficient packing material in the carton or if the damage was due to improper handling by the carrier.

If there's a hole in the carton, compare what was in the carton with the packing list to make sure no parts fell out of the carton.

And, of course, take photos of the damage to the part. If the carton was damaged but the part appears to be ok, it's still a good idea to report the carton damage in case a problem arises later.

Then email the photos and information about the damaged or missing parts to evergreenparts@everpack.com. We'll take it from there.

Note: Customers who ask us to ship parts to them freight collect on their account number are responsible for the shipment once it leaves our facility. Any suspected shipping damage or loss of parts should be reported directly to your carrier (UPS, FedEx, etc) for compensation, not to Evergreen Packaging. We are happy to assist with any information you may need to file your claim with the carrier.





The *Run Time* is the newsletter of the Evergreen Packaging Equipment Sales Services Department. Its purpose is to provide customers with Evergreen Packaging gable top parts and service information. The newsletter is not intended as legal, financial or other professional advice. Copyright © 2020 Evergreen Packaging LLC.

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We welcome comments and suggestions. Please send all mailing address changes to the editor.

Evergreen Packaging Equipment is proud to be ISO 9001:2015 certified. We are dedicated to quality and continuous improvement.

PARTS DISCOUNTS

Surplus/Obsolete Discounts

Take advantage of these huge discounts on overstocked parts. The part numbers and prices in **red** may have been further reduced from previous discounts. To order, make sure you ask for the surplus/obsolete price. Stock is limited to the quantities shown, so order now!

| Part Number | Description | Product Lines | Qty | List Price | Sale Price |
|-------------|---|------------------------------|-----|------------|------------|
| EP3051627 | BOTTOM OVEN | Q-6, Q-9, EQ-4, Q-11, QPC-11 | 1 | \$7,700 | \$5,900 |
| EP3055696 | ARM - ACTUATOR | H-5, H-6, Q-10 | 1 | \$1,620 | \$950 |
| EP3055804 | WARP PLATE | N-5, N-8 | 1 | \$3,222 | \$2,950 |
| EP3058716 | N-8 GREASE PUMP UPGRADE KIT | N-8 | 1 | \$6,210 | \$4,750 |
| EP3112917 | STATIONARY SEALER JAW | QUART | 1 | \$3,230 | \$1,275 |
| EP3115685 | H-5, H-90 CONVEYOR CHAIN KIT | H-5, H-90 | 1 | \$24,342 | \$19,750 |
| EP3116277 | DEFLECTOR - NOZZLE | EH | 1 | \$5,277 | \$3,550 |
| EP3150570 | SUCTION BAR ASSY | N-5, N-170 | 1 | \$4,449 | \$3,250 |
| EP3158055 | LINE 2 HOUSING WELDMENT | N-5, QPC-11, Q-7 | 1 | \$3,890 | \$3,250 |
| EP3158285 | LINE 1 OVEN HOUSING | H-5 | 1 | \$3,943 | \$3,250 |
| EP3158286 | LINE 2 OVEN HOUSING | H-5 | 1 | \$4,023 | \$3,250 |
| EP3158556 | ECCENTRIC - TOP BREAKER | N-5, Q-11 | 1 | \$5,600 | \$4,750 |
| EP3283865 | JAW-DATER STATIONARY L1 L2 PM | EH | 1 | \$3,048 | \$1,600 |
| EP3287427 | SUCTION ARM ASSY, 3 CUP, WARP PLATE | EH-3 | 1 | \$11,070 | \$9,250 |
| EP3493638 | KIT - TOP CENTER HEATER OLD/NEW | N-8 | 1 | \$2,710 | \$1,400 |
| EP3602527 | BEARING ASSEMBLY | EQ-70, Q-70, QL-35 | 1 | \$2,212 | \$1,650 |
| EP3602574 | SHAFT SQUEEZER ASSEMBLY | EQ-70, Q-70 | 1 | \$1,393 | \$1,250 |
| EP3611497 | LN2 SQUEEZER STATIONARY JAW ASSY | QL-35, Q-70, EQ-70 | 1 | \$1,814 | \$1,350 |
| EP3703078 | CHUTE - PREFEEDER DISCHARGE | SPOUT | 1 | \$5,381 | \$3,250 |
| EP3991027 | POWERFLEX 40 VFD - 5HP | EH-3 | 1 | \$3,125 | \$1,950 |
| EP5513982 | CONTROLLER TEMPERATURE | Q-11, Q-12 | 1 | \$1,336 | \$575 |
| EP5516746 | AIR HEATER | EQ-4 | 1 | \$836 | \$750 |
| EP5516776 | HEATER ELEMENT 8KW 440V 3PH | EH-2 | 1 | \$2,557 | \$2,450 |
| EP5521135 | SPROCKET | OLDER QUART | 1 | \$1,146 | \$875 |
| EP5523020 | CONVEYOR DRIVE GEARBOX | Q-10, GT-30, GT-60 | 1 | \$2,791 | \$2,450 |
| EP5523033 | BELT-SYNCH 14P X 37W X 224T-GT | GT-60, EH-210 | 1 | \$1,019 | \$725 |
| EP5561211 | SUB BASE SINGLE SOLENOID MIDI | EQ-5, N-8 | 1 | \$230 | \$195 |
| EP5904028 | INDEXER/REDUCER | N-7 | 1 | \$41,691 | \$18,750 |
| EP5907802 | ROD BEARING HOUSING FOR 5907796 AND 97 | Q-70, EQ-70 | 1 | \$275 | \$195 |
| EP7150046 | CHAIN ASSEMBLY NEP210A | NEP-210 | 1 | \$3,518 | \$1,750 |
| EP7263018 | INDEPENDENT WELD CONTROL FIELD KIT | EH-3 | 1 | \$6,870 | \$5,950 |
| EP7264248 | KIT, REPLACEMENT GENERATOR - ULTRASONIC | SPOUT - DUKANE | 1 | \$16,740 | \$15,750 |
| EP7264465 | H2O2 PUMP ENCLOSURE FITTINGS UPDATE | EH-3, EQ-70, EQ-140, EQ-5 | 1 | \$648 | \$575 |

MACHINE TRAINING

Maximize Run Time with Evergreen Training



Let our trainers show you how to keep your Evergreen filler properly maintained for top performance and long life.

about in-plant training using our N-8 fill system or SPOUT-PAK® training stands.

To request training for a specific filler model, please contact Mike at 319-270-3594 or michael.tisdale@everpack.com.

For the most up-to-date training school information, visit evergreenpackaging.com.

Training can be held at the Evergreen Cedar Rapids facility or at your own plant. Also ask



YOU WAITED!
Now it's here...
the **best-in-class**
half-gallon gable
top machine...
the **EH-84!**

You asked for **Quick Setup...**

You asked for **Repeatable Package Performance...**

You asked for **Better Visibility...**

You asked for **Increased Accessibility...**

You asked for the same great **Shelf Life Optimization** features..

You asked for all of these benefits to be available in a Half-Gallon and SmartPak™ Gable Top format.

Now You've Got It! Visit us at our *Virtual Showroom*
<https://pe.show/154> at PACK EXPO and see what's new!

Live Demo Times: November 9 thru November 12, 2020
11:00 and 1:00 CST Each Day



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EVERGREENPACKAGING is a global leader in beverage packaging systems, serving the dairy, juice, specialty, and other liquid food markets. The Evergreen Packaging business employs nearly 4,100 people worldwide. Besides the North American facilities, Evergreen Packaging includes wholly owned subsidiaries in China, South Korea and Taiwan, and joint ventures in Israel, Latin America, North Africa and Saudi Arabia.

Evergreen Packaging is owned by Reynolds Group Holdings Ltd, an investment company that also owns Reynolds Packaging, Pactiv Corporation, Closure Systems International and Graham Packaging.

The Evergreen Packaging product line includes:

- Gable top packaging equipment—which forms, fills, and seals paper gable top cartons—available for pasteurized, ESL (Extended Shelf Life), ELL (Extended Long Life), and hot fill applications. These machines fill cartons from 4 oz. up to half-gallon (150 ml up to 2 liter), at speeds from 30 to 340 cartons per minute.
- SPOUT-PAK® twist-off closures for most gable top cartons.
- Gable top materials available through our global network of converting plants.

NEW EH-84 Gable Top Filling Machine from Evergreen Packaging

Servo Driven Technology Provides Repeatable Package Performance

Designed to meet the needs of the dairy, juice and liquid food markets, the EH-84 can handle fill volumes of 40 ounces up to 2 liters, at speeds up to 8,400 cph (cartons per hour). Allen-Bradley PLC controls and servo driven technology provide repeatable package performance and automatically control fill volumes and profiles based on product and carton size. Infinite fill capability allows for less downtime with quick and easy changes in carton size or product.

The EH-84 has a high visibility of components and machine operation, as well as easily accessible areas reducing maintenance time. The infeed's ergonomic design provides operator comfort and ease of loading. An optional SPOUT-PAK® System is available to enhance consumer convenience and preserve product freshness.

Shelf life optimization features include ELL® (Extended Long Life) components including a self-contained CIP/SIP system, environmental control features, carton decontamination and a hermetic fill system to maintain product quality.

As with all Evergreen Packaging gable top machines, the EH-84 is backed by 24/7 OEM parts and technical service to fulfill customer needs.

SERVICE TIP

Meet Your Equipment Technical Service Team Covering the Northeast



Whether you need routine or emergency post-sale technical service on your Evergreen gable top filling machines, and you are located in the Northeastern U.S., you can feel comfortable knowing you have an experienced team to meet your needs. When you call us for service, you know you are always working with the professionals who have the best knowledge base in the business. We also want to equip you with the knowledge and services to keep your machines running. Available 24/7 for emergencies.

Keeping your production lines up and running is our number one priority.



John DeMichiel,
Team Leader



Every part you purchase from EVERGREEN PACKAGING EQUIPMENT is backed by our:

- Commitment to quality.
- Technical Service Team (TST) of engineers to answer your questions.
- Team of knowledgeable sales coordinators to make sure you get the part you need, when you need it.
- Emergency parts and service availability 24 hours a day, 7 days a week.
- Experienced field service technicians available to maintain your filler in peak operational condition.
- Six-month warranty.

TO ORDER PARTS:

Email: evergreenparts@everpack.com
Phone: 319-399-3399 or 800-553-5981
Fax: 319-774-2194 or 800-553-5986

TO REQUEST SERVICE TECHNICIAN OR TECHNICAL SUPPORT OR TRAINING:

Phone: 800-391-6083



Barry Caupp



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Mike Marshall



Kenny Peach



Michael Segouin

NOTE FROM THE EDITOR

Change to Repair Parts Holiday Schedule

In years past over the Christmas and New Years holiday season the Evergreen Repair Parts team has operated with a reduced crew over the holiday season to process and ship customer repair part orders.

Beginning in the 2020 holiday season, the Evergreen Repair Parts team will only be operating on an emergency basis. This change is being made to keep our cost structure

competitive. If you need repair parts during the Christmas & New Years holiday please contact us at 800-553-5981 and our on-call Sales Coordinator will assist you with your parts needs.

**Evergreen Packaging
wishes you and your
families a safe and Happy
Holiday Season!!**

ANNOUNCEMENT

The Evergreen Packaging facility will be closed on Nov. 26-27, Dec 24-Jan. 1 for Thanksgiving, Christmas & New Year's. We will ship parts and schedule service on an emergency basis only.

Happy holiday!