



# GLOBE MACHINE

## CUSTOMER SUPPORT SERVICES

### CORPORATE SERVICE PROGRAM (CSP)

Manufacturing facilities today need to keep their operations fine tuned to stay ahead of their competition. At Globe we recognize this need and are working with our Customers to increase the performance and production of our operating finishing line systems. Globe works with clients to develop programs, which will increase up-time and provide improved cut quality.

We are continually working with our Customers to better understand how Globe can help them reach their goals. Each mill has unique challenges but one constant in all facilities is the need for improved understanding of equipment set-up, maintenance and operational procedures.



Globe is pleased to introduce our Corporate Service Program (CSP) to our customers. This program includes scheduled visits to manufacturing location by a qualified Globe service technician. The technician will inspect the equipment, review

operational procedures and confirm required spare parts are in stock or available. He will work with the maintenance personnel to optimize equipment set-up and maintenance procedures. Upon completion of the visit, the service representative will submit a complete report. When follow-up action is required, a letter will be sent to management by Globe with recommendations.



Globe has been the leader in supplying finishing systems to the forest products industry since the early 1900's. The introduction of the CSP is another opportunity for Globe to again raise the bar in providing our Customers with the tools they need to make their facilities more efficient and setting the mark for industry leading up-time.

For additional information, contact our Customer Support Manager at 253.383.2584 or contact Globe by email at [customersupport@globemachine.com](mailto:customersupport@globemachine.com).

#### CORPORATE SERVICE PROGRAM (CSP) FEATURES

##### Saw Inspections

- check saw for level
- inspect saw infeed/alignment system
- inspect hold down assemblies
- inspect skids/bed
- inspect head shaft, sprockets and bushings
- inspect chains and chain lugs for wear or progression
- tram & align saw arbors
- complete field inspection

##### Conveyor Inspection

##### Bin & Stacker Inspection

##### Specialty Line Inspection

- inspect T & G specialty saw
- inspect sander
- complete field inspection

##### Packaging Line Inspection

- inspect paint booth
- inspect stencil system
- inspect strapper

##### General Equipment Inspection

- complete inspection of all Globe equipment

##### On-site Training

- system operation
- mechanical maintenance

Note: Equipment service package is for Globe proprietary equipment only.

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