



A positive approach to servicing

With a significant increase in service inspection visits across all sectors including paper, a strengthened team harnessing new technology are delivering new services as the rebranded Spooner Plus.

Spooner Plus General Manager, Andrew Stead said:

“With a combination of old machines and new operators, many of our customers value advice and support in training and ensuring maximum machine efficiency. The opportunity to extend our Spares & Service operation in both practical and technical terms adds real value, ultimately elongating machine life and improving quality for our customers.”

Spooner Plus now provides all aspects of service and aftersales work for both new and existing customers on all makes and models of process equipment as well as original Spooner machines. **Remote Interrogation** is just one of the new services. Run online via a VPN connection, Spooner process experts can interrogate the operating history of equipment and monitor, analyse and resolve any issues. This can be provided on a regular, ongoing basis, delivering excellent product support and continual optimisation of the equipment.

Online Training has also been developed via an online platform linking to the Spooner Plus website. This provides remote access to tailored training packages to gain Spooner accreditation. Created to educate new and existing personnel and promote understanding of the capabilities and limits of the equipment, the training ensures confident operation and maintenance whilst informed decisions on process improvements can be made.

With energy costs still relatively high the importance of an energy efficient operation cannot be underestimated. Spooner’s **Energy Efficiency Surveys** led by a team of specialist engineers can evaluate a variety of options to reduce running costs and ensure optimum performance. Solutions can then be implemented with short pay back times and limited capital investment whilst any machine upgrades or refurbishments required can all be accommodated.

The Spooner Plus team consists of Service and Process Engineers together with in-house drawing and design facilities. Backed by over 80 years’ unrivalled worldwide experience in industrial processing solutions, Spooner Plus is in the continuous improvement process business to stay. Andrew Stead sums it up:

“Spooners Plus is here to help. Our aim is to be first and foremost in everybody’s mind when they have a technical problem so their first call is to Spooners Plus.”

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