



# CUSTOMER SUPPORT PROGRAMS

Parts | Service | Training

Braun has the largest team of direct field sales and service technicians supporting clients in North America!



U.S.A.

ISO 9001:2015 Certified  
(Quality Management System)

All Braun Products are Proudly  
Manufactured in the U.S.A.

[gabraun.com](http://gabraun.com)

## CUSTOMER SUPPORT

Designed to help our customers attain optimal equipment performance and efficiency in plant operations.

### PARTS SUPPORT

Braun's parts support specialists are available to help you during our regular operating hours from 8:00 a.m. to 6:00 p.m. EST. Please call (800) 432-7286, and Dial 1.

Or you may visit our web site at [gabraun.com](http://gabraun.com) and register to order parts online.

All Braun parts are stocked in the U. S. A.

### AFTER HOURS, WEEKENDS, AND HOLIDAYS PARTS SUPPORT

Braun also offers **FREE** limited after-hours support for emergency situations.

Expediting of shipments will have an incremental charge to be quoted at the time of the order.

Please note that depending upon your location, and the available methods of shipping, there may be a limit on the weight and size of the part(s) that can be shipped.

For a complete description of our after-hours policy, please contact our Parts Support Desk at (800) 432-7286, Dial 1.

### SERVICE SUPPORT HELP DESK

Braun offers customers free technical support 24 hours a day, 7 days a week through our help desk. This gives customers direct contact with our highly trained technical staff.

Braun's Help Desk Plus feature is an interactive visual assist system which allows customers to interact with our help desk team virtually via cell phone or tablet\*. This service is available during regular service support hours.

### REGULAR SERVICE SUPPORT HOURS

8:00 a.m. – 5:00 p.m. EST  
(800) 432-7286, Dial 2

### AFTER BUSINESS HOURS AND EMERGENCY/WEEKEND

(800) 432-7286, Dial 400

## GENERAL AND CUSTOM SERVICE SCHOOLS

### GENERAL SERVICE SCHOOLS

All of Braun's Service Schools are conducted within our manufacturing facilities. These courses are intended for those individuals responsible for the short-and long-term care of Braun laundry equipment. The objective is to assist your staff in developing maintenance proficiency and self-sufficiency to protect your investment in Braun equipment.

#### AREAS COVERED

- Proactive maintenance: scheduling and delivery
- Basic operations
- Print/schematic interpretation
- Basic programming
- Effective troubleshooting techniques covering electrical, electronic, pneumatic, mechanical and hydraulic aspects
- Basic repairs

### BEARINGS AND SEAL SCHOOLS – AREAS COVERED

- Removal and replacement of shaft seals, old-style bearings, and new CARB bearings.
- Review of theory, parts, nomenclature, and procedures.
- Hands-on student participation in a bearing and seal installation

#### INTENDED PARTICIPATION

- Maintenance engineers
- Equipment operators

#### PREREQUISITE

- A basic understanding of plant equipment operation, electrical and mechanical logic.

#### DURATION

- 2 – 3 days, depending on equipment mix, staffing experience and personnel availability

#### WHAT YOU CAN EXPECT TO GAIN

- A thorough understanding of how to diagnose, predict and plan a machine maintenance event in a proactive manner
- A faster and more knowledgeable approach in the downtime to uptime process
- An understanding of energy savings generated through equipment efficiencies and productivity
- Schematics and basic operation manuals
- A trained and confident support staff

### CUSTOM SERVICE SCHOOLS

Braun will travel to your laundry facility and train your staff on equipment function and required maintenance. These training sessions, which will be tailored to your specific needs, will combine hands-on demonstrations and classroom discussions.

#### AREAS COVERED

- Basic maintenance procedures and scheduled maintenance intervals
- Troubleshooting techniques
- Programming
- Systems review including: hydraulic, electrical, mechanical, and pneumatic
- Nomenclature
- Theory of operation
- Operational – loading and unloading procedures, and tuning and adjusting

#### SERVICE SCHOOLS CONTACT INFORMATION

For more information regarding General Service Schools and Custom (on-site) Service Schools, including rate structures, class sizes, and length, please contact our Service School Coordinator at (800) 432-7286, Dial 254.

\* Messages and Data rates may apply. Subject to data connectivity.

## SITE WELLNESS

With Braun Wellness Programs, a certified Braun technician visits the site and evaluates the state of the equipment and controls. This evaluation documents, with pictures, the parts, software, and labor required to bring the equipment back to an effective and efficient state. An implementation plan is then reviewed and enacted. The next phase is a maintenance agreement whereby a Braun Service Technician returns on an agreed-to periodic basis to conduct basic preventative maintenance service or maintenance guidance to keep the machines running in top form. This results in a proactive maintenance program.

The goal of the Braun Wellness Program is to create a relationship that enables the customer's maintenance team and the Braun Service Team to work together to keep Braun equipment productive for years to come. This service is designed to augment your captive maintenance program.

### AREAS COVERED

- Equipment inspection
  - Operation assessment
  - Problem identification
  - Root cause analysis
  - Problem cure recommendation
- Methods review
  - Production planning and scheduling
  - Process control assessment
    - Formulas
    - Product mix
    - Process flows

### INTENDED PARTICIPATION

- Plant management
- Maintenance engineer
- Lead operators

### DURATION

- 1 to 5 days, depending on equipment mix, staffing experience and plant requirements

### WHAT YOU CAN EXPECT TO GAIN

- Extended machine life
- Minimized equipment downtime
- An ability to diagnose and properly plan a proactive maintenance event
- An ability to explore machine and software upgrades to meet your customer demands

## PROACTIVE MAINTENANCE

Today's business climate has forced a change from reactive maintenance to proactive maintenance demanding reliable, strong, and durable equipment and processes. Braun will work with you to develop a Proactive Maintenance Program to improve the life of your equipment and to minimize unplanned maintenance activity.

These programs consist of lubricating, adjusting and providing minor component replacement to extend equipment life. A proven proactive program should include non-destructive testing, periodic inspection, pre-planned maintenance procedures, and maintenance to correct issues found during testing and inspection steps.

### BY IMPLEMENTING A PROACTIVE MAINTENANCE PROGRAM YOU CAN EXPECT

- Asset value preservation
- Improved/minimized energy usage
- Improved safety and quality conditions
- Increased capacity and throughput
- Reduced equipment downtime
- Refresher training for operations team members

## CUSTOMER TRAINING

Customer training is generally conducted at start-up. This service builds on the baseline understanding of Braun equipment functions and focuses on the primary points of operation. Training is intended to introduce information that is not covered in start-up, to provide a "refresher" or to instruct new employees or those new to the job.

### AREAS COVERED

- All machine functions at a detailed level
- Software and controls function

### INTENDED PARTICIPATION

- Equipment operators
- Maintenance staff/engineers
- First-line supervisors/management

### PREREQUISITE

- A basic understanding of machine operation and plant safety

### DURATION

- 1 to 5 days, depending on equipment mix, staffing experience and personnel availability

### WHAT YOU CAN EXPECT TO GAIN

- A thorough understanding of equipment operation, sequences and overall productivity
- A trained and confident operational staff

# BUY WITH CONFIDENCE.

## Pre-Owned Braun Equipment!

Available Where-Is / As-Is  
or Remanufactured by Braun

If remanufactured,  
Braun will return the machine  
to OEM specifications  
with Braun certified parts and  
a new equipment warranty!

Visit [www.gabraun.com](http://www.gabraun.com)  
for more information.



**G.A. Braun, Inc.**  
79 General Irwin Boulevard  
N. Syracuse, NY 13212

Mail to:  
P.O. Box 3029  
Syracuse, NY 13220-3029

Phone  
1-800-432-7286

Fax  
(315) 475-4130

Parts Help Desk  
1-800-432-7286 X 1

Service Help Desk  
1-800-432-7286 X 2



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